HUD-VASH/SSVF Collaborative Case Management Overview

VHA Homeless Programs Office

April 2024

> **Purpose:** To provide guidance for Housing and Urban Development-VA Supportive Housing (HUD-VASH)/Supportive Services for Veteran Families (SSVF) Collaborative Case Management (CCM), including specifics on the application process and when an approved agreement is required.

Background

Authorized by section 8(o)(19) of the United States Housing Act of 1937[1], HUD-VASH combines HUD Housing Choice Vouchers (HCV) for homeless Veterans with case management and supportive services provided through VA. HUD-VASH provides eligible Veterans with increased access to permanent housing and the support necessary to maintain this housing over time.

Currently, there are over 112,000 HUD-VASH vouchers funded to support the ongoing federal effort to end homelessness among Veterans. The overall goal of this effort is to ensure that all Veterans are able to move out of homelessness. With the growth of the HUD-VASH program, VA has not been able to utilize all vouchers but recognizes the valuable resource that they provide.

HUD-VASH CCM is a formal agreement between VA and a non-VA agency ("CCM agency"), through which the CCM agency provides case management and supportive services to HUD-VASH participants instead of VA. In HUD-VASH CCM, services must be provided utilizing the principles of Housing First, and the CCM agency is responsible for providing case management as outlined in the [HUD-VASH Operating Requirements](#). These case management requirements include screening, referral, housing search, supportive services, and record maintenance. (**Note:** There are several distinct HUD-VASH CCM models. This document specifically addresses HUD-VASH/SSVF CCM.)

HUD-VASH/SSVF CCM is designed to enhance and expedite HUD-VASH voucher utilization by partnering with existing SSVF grantees. Within the HUD-VASH/SSVF CCM model, SSVF grantees with an existing grant provide case management services to HUD-VASH eligible Veterans to assist them in obtaining and sustaining permanent supportive housing. The partnership is strategically employed to expedite permanent housing placements and meet identified community needs.

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[1] 42 U.S.C. § 1437f(o)(19)

Operations

In HUD-VASH/SSVF CCM Veterans are enrolled in both programs; however, the HUD-VASH/SSVF CCM model is distinctly different from general co-enrollment (in which the Veteran is enrolled in and receiving support from both programs simultaneously) in that the SSVF grantee provides the primary case management services, with HUD-VASH staff available to support should clinical needs arise. Additionally, HUD-VASH/SSVF CCM requires formal approval. A VA memorandum, [HUD-VASH and SSVF Collaboration](#), was released in May 2023 to support HUD-VASH and SSVF co-enrollments and CCM partnerships.

In HUD-VASH/SSVF CCM, SSVF grantees assist Veteran participants with document collection, public housing agency (PHA) applications, housing search and placement, coordination with HUD-VASH and/or PHA staff, temporary financial assistance (TFA) (such as including security deposits and household items), and time-limited support after lease signing. HUD-VASH staff must remain available to provide linkage to clinical services. The SSVF grantee may temporarily provide non-clinical case management following permanent housing placement until the Veteran is fully transitioned to the local HUD-VASH team for ongoing case management, which should occur as soon as possible but no later than one year after move-in.

Veterans served by HUD-VASH/SSVF CCM must be eligible to receive services through HUD-VASH and SSVF and must be enrolled in both programs. Veterans appropriate for HUD-VASH/SSVF CCM may have lower clinical acuity than those traditionally served by HUD-VASH (i.e., a less intensive need for case management); however, they should still demonstrate a need permanent supportive housing and case management services.

HUD-VASH Responsibilities

Veterans must be enrolled in HUD-VASH case management in the Homeless Operations Management and Evaluation System (HOMES) with an identified HUD-VASH Lead Case Manager (LCM). Enrollment in HUD-VASH case management and SSVF is expected. The HUD-VASH team must ensure participation in SSVF/HUD-VASH CCM is documented using the HOMES Case Management Stage feature, which is available on the Veteran history screen. Additional instructions are in the [Quick Guide: HUD-VASH Collaborative Case Management](#).

The HUD-VASH LCM serves as the primary HUD-VASH Point of Contact (POC) for coordinating care and ensuring linkage to clinical supports. The LCM is also responsible for timely HOMES updates based on information received from the Veteran and through regular case conferencing with the partnering SSVF grantee. Summaries of housing progress should be entered into the electronic health record (EHR) at regular intervals using clinical or administrative notes based on local data entry policies. The LCM must be available to answer questions about HUD-VASH, educate and train the SSVF grantee on local PHA processes (including, but not limited to, vouchering processes,

housing inspections, and PHA points of contact), and assist with transitioning Veterans back to HUD-VASH case management as needed. The LCM will assume full case management responsibilities as soon as possible following permanent housing of the Veteran, but no later than one year after move-in. HUD-VASH is expected to participate in monthly case conferences for all HUD-VASH/SSVF CCM Veteran participants until all case management responsibilities are transferred.

SSVF Responsibilities

Participating grantees will ensure Veteran files contain Veteran status eligibility, income eligibility, and accurate and timely Homeless Management Information System (HMIS) data entry. Grantees will recertify Veteran eligibility for SSVF every 90 days.

The SSVF Case Manager/Housing Navigator serves as the primary POC for screening, referral, housing search, supportive services, and record maintenance. It is expected that the Veteran will have a Housing Plan, all SSVF documentation described above will be on file and entered into HMIS where appropriate, and assistance with housing search and placement will be provided. SSVF may provide ongoing non-clinical case management for up to one year after permanent housing is obtained. SSVF is expected to participate in monthly case conferences for all HUD-VASH/SSVF CCM Veteran participants until all case management responsibilities are transferred to HUD-VASH. SSVF may provide time-limited TFA, including normal rental assistance or shallow subsidy to pay for housing costs until the voucher is in effect, and time-limited supports after lease signing.

Application and Monitoring

HUD-VASH programs and SSVF grantees are responsible for collaboratively assessing whether there is a local need for HUD-VASH/SSVF CCM and if both programs have the resources necessary to support the collaboration. Factors to consider include staffing, voucher availability, Veteran need and acuity, and local circumstances which impact homeless Veterans' housing.

Once both parties agree, VA Medical Centers (VAMCs) and SSVF grantees must collaboratively complete a Service Coordination Agreement. This agreement must outline mutually agreed-upon processes, roles, and responsibilities for the local operation of HUD-VASH/SSVF CCM. SSVF and HUD-VASH Regional Coordinators are available to provide consultation and technical assistance during Service Coordination Agreement development.

Completed Service Coordination Agreements must be submitted to VACO_HUD-VASH_Admin@va.gov, following which they will be collaboratively reviewed for approval by the national HUD-VASH and SSVF Program Offices. Services should only commence once formal approval has been received.

Additional Information

By participating, VAMCs and SSVF grantees agree to collaborate with the Homeless Programs Office for monitoring and evaluation, which may include unique documentation in HOMES, the electronic health record, HMIS, and/or the UDPaaS Grant Management System.

For additional information, please contact your HUD-VASH or SSVF Regional Coordinator. Alternatively, inquiries may be sent to VACO_HUD-VASH_Admin@va.gov or SSVF@va.gov.