Purpose: The [Insert VAMC] HUD-VASH team and the [Insert SSVF grantee name] SSVF grantee will engage in a time-limited Collaborative Case Management (CCM) partnership to expedite housing placement for homeless Veterans. SSVF staff from [Insert grantee name] will assist a predetermined number of eligible and/or enrolled HUD-VASH Veterans from the [Insert VAMC name] in identifying, securing, and successfully transitioning into permanent housing with a HUD-VASH voucher. This agreement outlines the entire process, clearly defines both parties' roles and responsibilities, and establishes an effective communication plan.

***NOTE:*** *Before initiating this collaboration, approval from the SSVF and HUD-VASH National Program Offices is required (refer to the HUD-VASH/SSVF Collaborative Case Management Overview April 2024 for additional details). If there is an existing collaboration, please consult with your SSVF or HUD-VASH Regional Coordinator before discontinuing ongoing efforts.*

VAMC:[Insert VAMC]

SSVF Grantee: [Insert SSVF grantee]

Number of Vouchers: [Notate the number of vouchers to be operated by grantee]

Geographic Area for Housing Placements: [Provide specific details regarding the VAMC and/or Public Housing Agency (PHA) catchment area that this SSVF grantee will be working in under this agreement (to include counties, cities, and CoCs).]

Scope of Services: [Provide a brief overview of collaborative initiatives, outlining the roles and responsibilities of participating agencies and describing the Veterans who will be served by this agreement.]

Start Date:[Insert the proposed date for the collaboration to begin.]

Review Plan and Date:[Identify the frequency in which the HUD-VASH/SSVF CCM agreement will be reviewed, with a minimum frequency of every six months. Provide further information regarding the key individuals involved in assessing the implementation of the agreement and any updates that may be needed. Elaborate on the methods of communication to be used in the “Communications” section below.]

Procedure:

**HUD-VASH Lead Case Manager (LCM)**: [Identify the HUD-VASH LCM who will answer questions about HUD-VASH, complete necessary Homeless Operations Management and Evaluation System (HOMES) documentation (including admissions and electronic health record (EHR) documentation), and assist with transitioning Veterans back to standard HUD-VASH case management. The LCM will document clinical updates in the EHR and educate the SSVF grantee on local PHA processes. Also, identify a secondary POC to provide backup when the LCM is unavailable.]

SSVF Grantee Point of Contact (POC): [Identify the SSVF grantee POC who will be the primary POC for the Veteran. Also, identify a secondary POC to provide backup when the primary POC is unavailable.]

1. **Communication with the PHA**: Specify roles and responsibilities for HUD-VASH and the SSVF grantee regarding coordination of the PHA issuance and utilization of the HUD-VASH voucher.
2. **Communication with the Continuum of Care (CoC)**: Ensure the local CoC is aware of HUD-VASH/SSVF CCM so any local Coordinated Entry processes continue to be followed or adapted.

Admission: [Explain how Veterans will be identified, assessed, referred, and admitted. Additionally, describe how admissions will be recorded locally in HOMES and the Homeless Management Information Systems (HMIS).]

Initial Housing Plan: [Describe how the SSVF grantee and the Veteran will complete an initial housing plan, including where it will be documented and how updates will be made. The housing plan should be shared with the HUD-VASH LCM to ensure that it is incorporated and documented according to local VAMC policy. **Note:** If a housing plan has already been completed, the SSVF grantee does not need to create a new plan.]

Pre-Housing Paperwork: [Describe how HUD-VASH and the SSVF grantee will assist Veterans in obtaining their HUD-VASH voucher application, complete the necessary paperwork, obtain required documents, and submit completed voucher application packets. Roles and responsibilities should be clear and defined.]

Housing Search: [Describe the process of searching for housing, including the rental application process, expected communication with landlords, and securing move-in assistance as needed.]

Lease-Up and Transition from SSVF Temporary Financial Assistance (TFA): [Describe the roles of HUD-VASH and SSVF staff when assisting Veterans with the lease-up process, including obtaining the Request for Tenancy Approval from the PHA. Explain how lease-up information is recorded in HOMES.]

Move-In Assistance: [Describe the SSVF grantee’s role in providing move-in assistance as needed.]

Transitioning Case Management Between Programs: [Describe the process of transitioning a Veteran from SSVF to HUD-VASH case management as soon as possible after housing placement, but no later than one year after move-in. Outline the process for HUD-VASH to complete an assessment of acuity and treatment needs to ensure the Veteran is transitioned into the most appropriate HUD-VASH case management stage.]

Documentation: [Describe how the SSVF grantee will clearly document case management plans, progress notes, and engagement with the HUD-VASH program. Providing this documentation during the transition to the HUD-VASH program will be critical. The SSVF grantee is expected to document cases in HMIS per their national program guidance. Describe the process for the HUD-VASH LCM to record the referral to the PHA and voucher issuance in HOMES.]

Communication: [Describe the regular communication process between the SSVF grantee and HUD-VASH staff. This should include identifying case conferencing procedures, delineating roles and responsibilities for each Veteran being served, crisis management, and transition planning. Regular communication should also include the success and/or barriers of the collaboration, feedback, lessons learned, and any changes that may be needed.]