

# Flow Charts for Case Closing vs. Continuation of Support Services for Veterans Families Assistance

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U.S. Department of Veterans Affairs  
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Washington, D.C. 20420



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IMPACT

## About this Resource

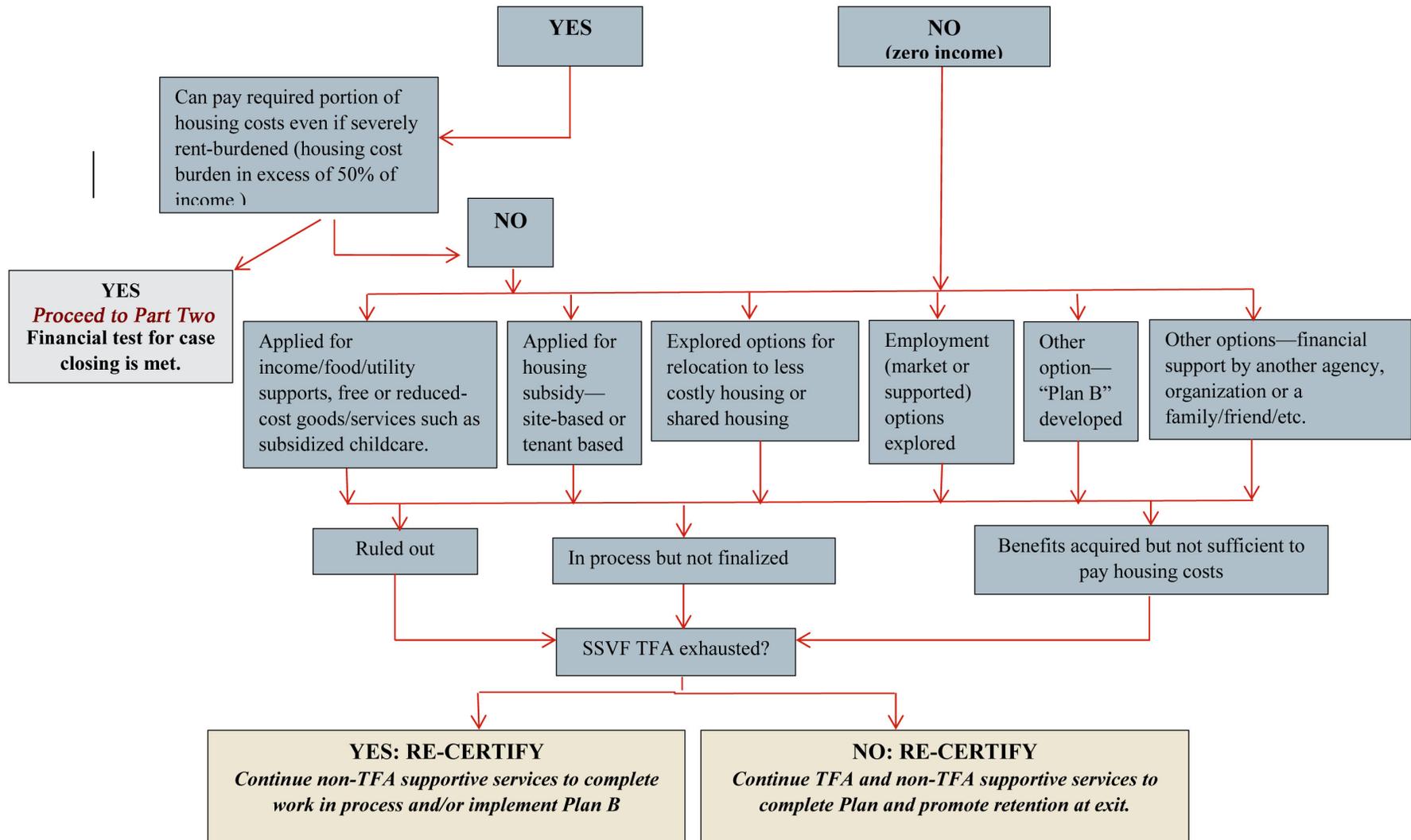
The following three flow charts provide a possible question-by-question process to aid SSVF staff in assessing whether to *close a household's case* or *continue SSVF program assistance*. The flow charts cover questions about the program participant's financial status, possible lease issues, essential linkages to resource(s) and/or remaining Housing Plan issues in order to inform the Grantee's decision. If the participant demonstrates a current, significant barrier in any one of these areas, the flow charts suggest a decision to continue Temporary Financial Assistance, linkage to other resources/services, and/or case management.

This review process can be triggered by (and supplement) the VA's 90-day recertification requirement. In addition, the Grantee may also choose to utilize the review on a more frequent interval (e.g. a monthly review) or reviews may be triggered by a defined event (such as a participant acquiring a new income source).

A program may utilize (or adapt) these flow charts when developing their decision-making policies and procedures.

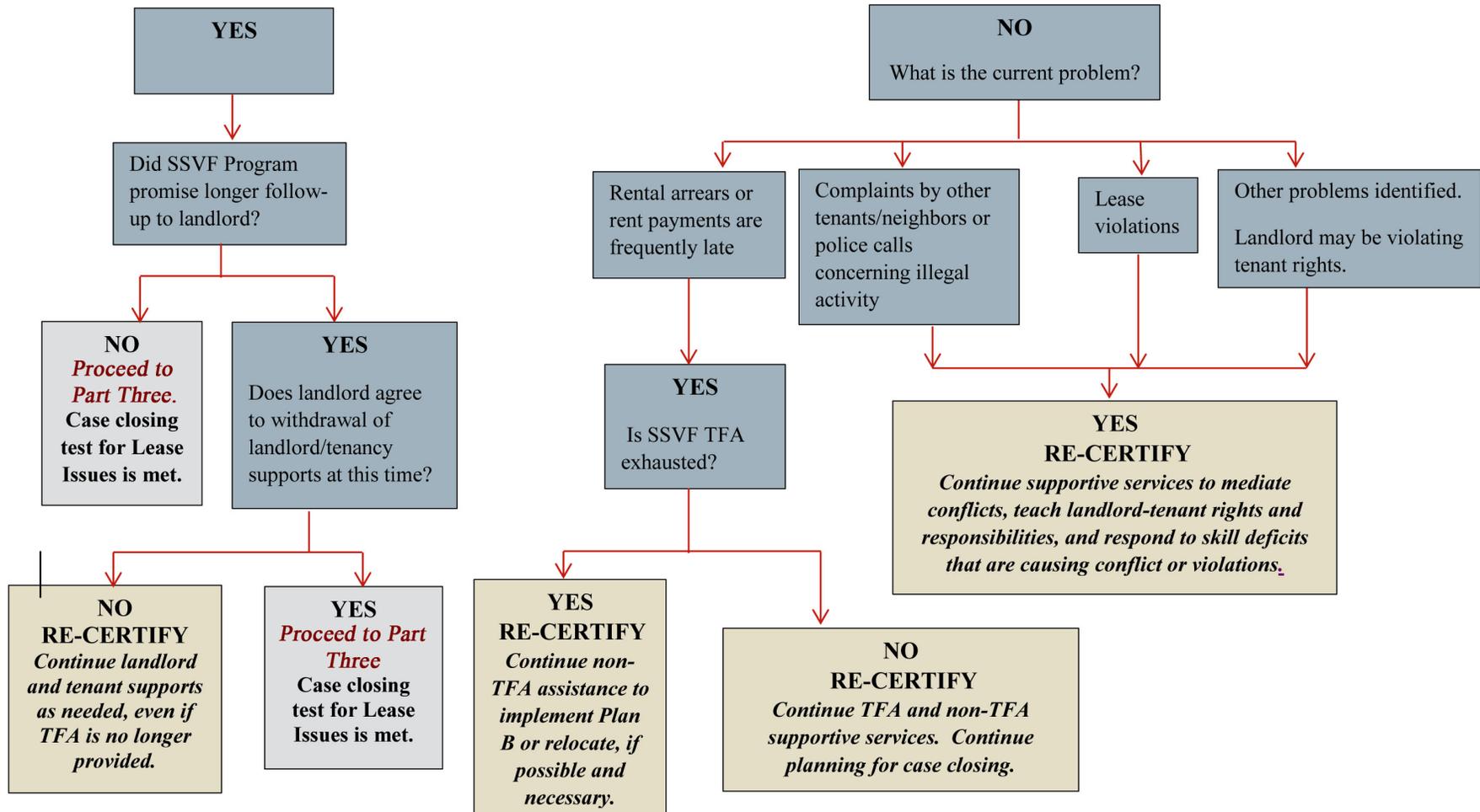
**Part One: Financial**

**Does participant/HH have an income or ongoing subsidy to pay rent?**



**Part Two: Lease Issues**

**Does the landlord state the household is in good standing?**



### Part Three: Housing Plan/Resource Linkages

Housing Plan, including financial and non-financial resources (that are necessary and acceptable to household—to maintain housing) is in place and is working?

