Logistics

- April 4, 2013 3:00 p.m. EDT – 4:00 p.m. EDT
- Log-in instructions (sent in reminder today)
  - 1. To join by webinar: Within 10 minutes of the training's start time, log in here: http://lotuslive.readyshow.com using the following participant code: 26432122. You will be able to hear the audio of the call through your computer, or you can listen to the audio over the phone by dialing 1-877-366-0711 and providing the operator with the following participant code: 26432122
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- Asking questions
  - Email bcrone@nchv.org
  - Type questions into “chat box” on right hand side of screen
  - Insert questions into post-webinar survey

- Next steps
  - Complete post-webinar survey
  - Check back at www.nchv.org for follow-up materials
Agenda

• Webinar Objectives
• HVRP Overview: Goals, Objectives, and Introduction to a New SGA
• SSVF Overview: Building Programs from Experiences in the Field
• Grantee Perspective:
  • Coordinated case management and enrollment
  • Housing placement and housing stability
  • Removing Legal barriers to employment
• Q&A
Webinar Objectives

- Objectives:
  - Provide HVRP and SSVF core services, mission, and eligibility to inform referral processes and coordinated case management
  - Provide clear steps for working with HVRP/SSVF to provide training and employment services to veterans who are eligible for both programs
  - Educate HVRP grantees on the allowable services through SSVF that can help remove barriers to employment.
  - Assist HVRP grantees in working productively with VA partners operating Housing First program models for rapid stabilization and placement in permanent housing
  - Share best practices for coordinated service delivery
HVRP Overview: Goals and Objectives

• Goals:
  • To provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force and;
  • To stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans.

• Three-pronged strategy:
  • Design, Develop, and Execute goals and strategies that
  • create positive Training, Employment and Retention outcomes
HVRP Overview: Introduction to the PY 2013 SGA

- Participant eligibility:
  - Homelessness:
    - HEARTH Act definition
    - Imminent risk
  - Veteran:
    - Other than dishonorable
  - Chronically homeless
    - Disabling condition AND
    - Continuously homeless for one year OR
    - Four episodes of homelessness in past three years
HVRP Overview: Introduction to the PY 2013 SGA

- **Snapshot of Changes relevant to SSVF:**
  - Applicant eligibility:
    - State and local workforce investment boards
    - Public agencies
    - Native American tribal governments
    - Native American tribal organizations
    - For-profit/commercial entities
    - Non-profit (including faith-based)
  - Staff-up MUST occur within 30 days
  - Focus on female veteran services
  - Use of System for Award Management (SAM), not Central Contractor Registration (CCR), for registration
  - Housing Strategy:
    - “Rapid response strategy for addressing…housing needs”
    - Must show spectrum of housing resources, including access to affordable and permanent supportive housing
  - Quality of linkages:
    - Must demonstrate connectivity to SSVF
Supportive Services for Veteran Families (SSVF)

John Kuhn, LCSW, MPH
National Director, SSVF
The SSVF Program
• **The goal is Housing Stability and is not contingent on treatment.**

• SSVF funding to be used under “but for” criteria

• Leverage grant funds to enhance housing stability of very low-income Veteran families occupying permanent housing

• Encouraged to establish relationships with Continuum of Care

• SSVF Program not intended to provide long-term support for participants, nor will it be able to address all the financial and supportive services needs of participants that affect housing stability; partnerships and referrals are critical (e.g. HUD-VASH, HUD’s Housing Choice Voucher programs, McKinney-Vento funded supportive housing programs, TANF)
1. Veteran Family: defined by the Veteran, includes children & non-traditional households. Families can continue to receive services for up to a full year if Veteran leaves due to institutionalization, death, or other causes.

2. Eligibility includes any veteran with a day of active serve allowing Guard and Reserves called up for short deployments to qualify – important given the reliance on these troops.

3. Very Low-Income: < 50% area median income. With targets in next funding round to include:
   - AMI < 30%
   - Veterans with dependents
   - OEF/OIF/OND Veterans
   - Rural areas (need smaller, but unmet)
   - Tribal areas
1. Active outreach both in community and with local VA.
2. Case management services
   - Careful assessment of needs in developing plans
   - Providing identified services directly or through referrals
   - Deciding how resources are allocated to participants
3. Assist participants to obtain VA benefits
   - Service connected benefits and NSC pension
   - Educational benefits and vocational services
   - Health care
4. Obtaining mainstream entitlements and services
   - Legal assistance
   - Credit counseling & financial planning
   - Income assistance & health insurance
   - Housing counseling
• TFA budget can be increased to 50% (had been limited to 30%).
• Need to submit program change request with revised budget.
• Limits on time described in Final Rule
• Appropriate to ask for co-pays. Payments to third party only.
### Supportive Services (cont’d)

<table>
<thead>
<tr>
<th>Type of Temporary Financial Assistance</th>
<th>Time/Amount Limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Assistance*</td>
<td>Max. of 8 months in a 3-year period; no more than 5 months in any 12-month period</td>
</tr>
<tr>
<td>Utility-Fee Payment* Assistance</td>
<td>Max. of 4 months in a 3-year period; no more than 2 months in any 12-month period</td>
</tr>
<tr>
<td>Security Deposits or Utility Deposits*</td>
<td>Max. of 1 time in a 3-year period for security deposit; Max. of 1 time in a 3-year period for utility deposit</td>
</tr>
<tr>
<td>Moving Costs*</td>
<td>Max. of 1 time in a 3-year period</td>
</tr>
<tr>
<td>Emergency Supplies*</td>
<td>Max. $500 during a 3-year period</td>
</tr>
<tr>
<td>Child Care**</td>
<td>Max. of 4 months in a 12-month period</td>
</tr>
<tr>
<td>Transportation**</td>
<td>Tokens, vouchers, etc. – no time limit Car repairs/maintenance – max. of $1,000 during 3-year period</td>
</tr>
</tbody>
</table>

*See § 62.34 of Final Rule for additional requirements and restrictions.

**See § 62.33 of Final Rule for additional requirements and restrictions.
Designing SSVF on available research, consumer and practitioner experience
Distribution of the 1,356,610 Veterans in Poverty

% of AllPoorVets

- 0.2% - 1.1%
- 1.2% - 2.8%
- 2.9% - 4.6%
- 4.7% - 8.5%
SSVF projects serving 50,000 people in FY 2013 and there are over 1.3 million impoverished Veteran households.

How do we ensure that SSVF is an effective program to end and prevent homelessness, and not suffer “mission creep” and become an anti-poverty program?
Threshold is x+ points

1 point: rental and/or utility arrears
2 points: housing loss in 21 days, significant income loss, applied for shelter, recent military dc, dependent child age 6-17
3 points: housing loss in 14 days, dependent under age 6, 2+ moves in 60 days, living in hotel/motel, friends or family on a temporary basis; dc from institution without housing plan; homeless in past 60 days; income less than 30% AMI
In many social service programs, recommendations for system designs have generally been made with little consumer input.

- We begin with a recognition that every person/family who is homeless or at-risk has different concerns and needs to be addressed. These concerns may not match agency/provider interests.
- Homelessness only describes living conditions, does not identify the individual needs and aspirations.
- To get to Zero, must engage all Veterans - requires the development of a broad continuum of care that can address the needs identified by Veterans.
- By making consumers active partners, clinicians are more likely to successfully engage them in care (Beck, 2010).
### Top Ten Highest Unmet Needs as Ranked by Consumers (FY 2010)

<table>
<thead>
<tr>
<th>Veterans Literally Homeless (shelter, street, unfit for habitation) (n=3,184)</th>
<th>Veterans in Transitional Housing (VA Grant and Per Diem and Domiciliary) (n=6,111)</th>
<th>Veterans in Permanent Housing (including HUD-VASH) (n=2,672)</th>
</tr>
</thead>
</table>
| 1. Long-term, permanent housing  
2. Welfare payments  
3. Dental Care  
4. Guardianship (financial)  
5. Legal assistance for child support issues  
6. Job training  
7. Legal assistance for outstanding warrants/fines  
8. SSI/SSD process  
9. Family reconciliation assistance  
10. Job finding | 1. Welfare payments  
2. Child care  
3. Legal assistance for child support issues  
4. Family reconciliation assistance  
5. Guardianship (financial)  
6. SSI/SSD process  
7. Long-term, permanent housing  
8. Legal assistance for outstanding warrants/fines  
9. Discharge upgrade  
10. Women’s health care | 1. Dental care  
2. Legal assistance for child support issues  
3. Welfare payments  
4. Child care  
5. Legal assistance for outstanding warrants/fines  
6. Family reconciliation assistance  
7. Credit counseling  
8. Re-entry services for incarcerated Veterans  
9. Legal assistance to help restore a driver’s license  
10. Job training |
Year 1: Results, Feedback, and Proposed Changes to SSVF Regulations
1. Increase allowable funding available for optional temporary financial assistance (TFA). Grantees had TFA budget cap max of 30%, now 50%.
2. Currently there are 5 month time limits for rental assistance, 2 months for utilities, and 4 months for child care in first year. Proposed rule increase to 6 months for all and 9 months for AMI < 30%.
3. Allow for 30 days family emergency housing when local resources are not available.
4. Permit TFA for other housing related costs: brokers, application fees, basic furniture, bedding, kitchen utensils.
5. Permit TFA support for employment: certifications, licenses, tools, uniforms.
6. Multi-year awards
7. Increase available prevention funding.
8. Expand access.
1. Full year projection was to serve 22,000. Served 35,363 during FY 2012.
2. Significant impact on Veteran families with 8,826 children assisted.
3. Of 21,393 Veteran participants, 3,285 were women (15.4% of Veterans served).
4. 15.6% of Veterans served are OIF/OEF/OND.
5. 46.2% of adult participants were disabled.
6. 75% of household had AMI of less than 30%.
7. Average cost per household approximately $2,800
1. Of those who have exited SSVF, 86% (83% RRH, 90% prevention) or 17,871 are in permanent housing and 1,952 or 9.4% are off the streets in temporary or institutional settings.

2. Average LOS for discharged participants is 93 days.

3. Average income increased 8.3%
   - 205% increase in SSDI
   - 358% increase in VA NSC
   - 245% increase in VA SC
   - 256% increase in SSI

4. In participant survey (N = 1,022), 92% indicated they were satisfied or very satisfied with services and 87% said they would definitely recommend SSVF to another Veteran.
Coming to SSVF homeless and separated, Craig found a full-time, permanent position as a commercial painter. The children enrolled in their local school district and are adjusting well. Sherri applied for entry into Arizona’s Army National Guard and is currently awaiting an enlistment date.

U.S. Navy veteran Craig with his family (LtoR): Taylor, 10; Tyler, 15; Caitlyn, 13; and mom Sherri, found help and hope through Save the Family and the Supportive Services for Veteran Families program.
Email: SSVF@VA.gov
Phone: (877)737-0111

Website:
www.va.gov/HOMELESS/SSVF.asp
Grantee Perspective:
Swords to Plowshares

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Christiana Ellis-Morris, PhD
SSVF Manager

Richard Turner
Employment Manager
Referral

SSVF? or HVRP?

SSVF

Housing Stability

HVRP

Income Stability

Stably Housed with Income & Supports
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Q&A

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