

SSVF / HUD-VASH Pilot Manual

Updated 6.22.16



The purposes of this document are to frame and memorialize the work of the Operation Vets Home SSVF providers and the HUD-VASH teams over the course of the SSVF/HUD-VASH Housing Placement Pilot. This document will be incorporated into the larger Policy and Procedure document for Operation Vets Home as one of its appendices once that manual is complete.

EveryOne Home would like the OVH Committee and VASH representation to further consider the use of this document as an MOU for this pilot program, articulating our scope, goals, and commitments in this process.

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HUD VASH SSVF Housing Placement Pilot Project- Alameda County, CA

Purpose: To bolster and expedite housing lease-up rates of literally homeless HUD VASH voucher holders SSVF housing staff and/or case managers will assist the current HUD VASH voucher holders from North California VA Medical Center to identify, secure, and move into permanent apartments with their HUD Housing Choice vouchers.

Scope: The initial scope for the pilot is 25 veterans, who will be the primary focus, though 68 Veteran households are currently holding vouchers and searching for housing. As housing needs are resolved, veterans from the remainder of the full list will be entered into the pilot. If, after all 68 veteran households' housing needs are resolved, the VAMC needs additional assistance with new VASH placements, this request will be discussed at that time. The goal is that SSVF providers will be able to help the Veterans get housed within 60 days of receiving the referral from HUD-VASH.

Start Up: The VA will identify the top 25 priority Veterans holding VASH vouchers to refer to the SSVF providers for housing search/lease-up and move-in assistance. Prioritization will be based on length of time the Veteran has already spent searching for housing. The pilot will work on a one-to-one model; as one veteran is housed, another will be added to the case load of the agency who was working with the newly housed veteran.

Case management functions will include a bi-weekly, in person meeting between a representative of each VASH team, and case manager / housing specialists from each agency. This will be the primary space for warm handoffs of new clients, troubleshooting, and other case management functions, including updates to the CoC and larger group.

Geographic Area for Housing Placements: Alameda County

SSVF grantees participating: SSVF grantees including: East Bay Community Recovery Project, East Oakland Community Project, and Swords to Plowshares.

Scope of Services: The Department of Veterans Affairs HUD VASH team will:

- provide primary case management using the CTI model;
- handle all referrals to the appropriate SSVF grantee and facilitate communication between HUD VASH patients, VA program staff and SSVF teams;
- participate in weekly calls with their SSVF Case Manager/Housing Locator contact to stay abreast of each Veteran's status;
- participate in the bi-weekly, in person Operation Vets Home (OVH) Services Coordination Meetings;
- on the off weeks (opposite of Services Coordination meetings) the HUD-VASH Case Managers and the SSVF Case Managers/Housing Locators will meet by phone to update each other on the current status of their shared clients.

SSVF staff will accept referrals directly from VASH Case Managers assigned to their agency and engage voucher holders to enroll in SSVF and immediately begin housing search and placement assistance. SSVF

staff will remain connected to, and facilitate all aspects of the housing process with, the HUD-VASH voucher holder until they move-into their unit. SSVF staff will help Veterans:

- to identify housing and escort them to apartment viewings and appointments with landlords/property managers/brokers;
- present landlords with necessary paperwork for inspections and/or initiation of leasing;
- assist with Temporary Financial Assistance (TFA) for transportation costs associated with housing search, Security Deposits, Broker Fees, Moving Cost Assistance, Credit Checks and other appropriate fees;
- SSVF is not permitted to assist with Veterans' portions of their rent, and will not proceed with moving voucher holders into their apartments until written notification and approval is received from the Housing authority.

Procedures

1. REFERRAL TO SSVF:

- a. Department of Veterans Affairs Medical Center staff will identify and prioritize HUD VASH program participants with vouchers-in hand who need assistance with housing search and placement. Prioritization will be based on length of time since Voucher issuance and vulnerability.
- b. VA Case Managers will be assigned to a specific SSVF provider and will work directly with that case manager for all of their Veterans' housing placement activities. Each VA Case Manager will refer Veterans to their specific SSVF grantee/case manager.
- c. VA Case Managers will verbally confirm with each of their identified VASH clients that they consent to be referred to SSVF for housing-search assistance.
- d. HUD-VASH staff will provide SSVF staff with any documentation that already exists in the file related to the Veteran and the housing search (to include proof of Veterans status, proof of income, proof of housing status, copy of HUD VASH voucher with maximum rent indicated, and all other standard HMIS data.
- e. If no ROI exists, VA will make the referral, and at the first meeting between the SSVF staff person and the Veteran, an ROI will get signed.
- f. VA staff will convey major barriers for placement (if known) to SSVF staff upon referral.
- g. Whenever feasible, HUD VASH case managers will accompany their clients to the initial SSVF intake appointment to ensure warm hand-off to temporary SSVF housing services, to ensure coordination and open communication between SSVF teams, VA staff and Veteran participants.
- h. SSVF staff will attempt to contact the Veteran and schedule an intake within 24 hours of accepting the referral from HUD-VASH.

2. HOUSING SEARCH AND PLACEMENT ACTIVITIES

- a. SSVF staff will develop a Housing Stability Plan with Veterans within two days from enrollment date, to outline housing needs and preferences (including unit size, maximum rent, reasonable and realistic area preferences, barriers, inspection requirements, etc.).

- b. SSVF staff will be responsible for keeping the CoC informed of all referrals and new enrollments according to regular practices (see Data section below).
- c. HUD-VASH staff will provide SSVF staff with any documentation that already exists in the file related to the Veteran and the housing search (to include proof of Veterans status, proof of income, proof of housing status, copy of HUD VASH voucher with maximum rent indicated, and all other standard HMIS data. SSVF will collect any additional necessary documentation.
- d. SSVF staff will obtain a signed Release of Information from the Veteran(s) for communication between the SSVF provider and VA to coordinate services.
- e. VA staff will work with SSVF and Veterans to facilitate data collection and expedite enrollments.
- f. SSVF staff and VA referring Case Manager will meet weekly by phone and bi-weekly on the schedule of the Operation Vets Home Case Conferencing meeting to provide updates on current status of each Veteran being assisted. Both SSVF Case Manager and HUD-VASH Case Managers are expected to participate in the bi-weekly OVH Case Conferencing meetings.
- g. SSVF staff will engage Veterans in housing search, landlord advocacy, apartment viewings and negotiations with landlords and brokers.
- h. Once permanent housing is identified, the appropriate Housing Authority POC will provide the SSVF staff with the RTA.
 - SSVF Case Manager/Housing Specialist is responsible for securing both the Landlord's and Veterans signature for the RTA and providing it to the appropriate housing authority POC. The RTA is provided after housing is secured.
 - Housing authority POC schedules the inspection and keeps SSVF Case Manager/Housing Locator informed as the process progresses.
 - If the unit passes inspection, a move-in date is determined in conjunction with the SSVF Case Manager/Housing Locator.
 - If the unit fails inspection, the housing authority will notify both the landlord and the SSVF Case Manager/Housing Locator simultaneously.
 - Housing Authority will notify the SSVF Case Manager/Housing Locator when the Veteran has been approved for move in.
- i. Once apartment passes inspection, VA Case Manager and SSVF Case Manager/Housing Locator will coordinate on collection of additional landlord paperwork.
- j. SSVF will assist with Temporary Financial Assistance (TFA) for costs not covered by other resources and outside of the Veterans' means (moving fees, security deposits, broker fees, etc.).
- k. SSVF will coordinate move-in with Veteran and VA Case Manager to ensure that HUD-VASH Case Managers are able to be on-site for the Veteran's move-in day. HUD-VASH Case Managers will be on-site for the Veteran's move-in day to ensure a warm hand off.
- l. Signed leases will be shared with both VA and SSVF staff.
- m. After housing placement, VA resumes HUD-VASH Case Management services as per usual procedures; SSVF exits Veteran(s) from caseload. Both SSVF and HUD-VASH staff

will have a final meeting with the Veteran to have a “warm handoff” back to the HUD VASH Case Manager.

- n. Documentation of the move in will be-made by the SSVF staff person to the By Name List and HMIS according to standard previously established practice.

3. ON-GOING COMMUNICATION WITH THE LANDLORD

Given that relationships with Landlords are highly valuable and dependent on relationships; the following agreements will be in place about SSVF and VA Case Managers communication with the Landlords. The need for this is to ensure that relationships with the Landlords are maintained while at the same time, ensuring that the VA Case Management roles and responsibilities are not duplicated by the SSVF programs.

- The SSVF Case Manager/Housing Locator will remain the primary Point of Contact for any landlord who has a previous relationship with that SSVF provider.
- Landlords will be encouraged to contact the SSVF POC with any questions regarding the Veteran or concerns they may have about his/her tenancy.
- The SSVF POC agrees to return the Landlord’s call within the same or next business day.
- After the SSVF POC has spoken with the Landlord, they will notify the VA Case Manager within same business day to relay the information/questions/concern.
- VA Case Manager will contact the landlord within one business day and explain how they are going to proceed and how long it will take (if they need to talk with the Veteran first, they should relay that and keep the landlord informed about any delays in that process).
- If a Veteran has a concern about their landlord, they are to contact the VA Case Manager.
- The VA Case Manager will notify the SSVF POC about any concerns/conflicts between the Veteran and their landlord and keep them informed.

4. DATA REPORTING AND DOCUMENTATION

In an effort to maintain the BNL (By Name List) via data standards and practices of the Operation Vets Home (OVH) initiative, SSVF grantees will use tools specifically designed for this project. The Client Level Data (CLD) form documents the enrollments, housing placements, and exits of all Veterans referred to SSVF by a VA Case Manager through the HUD VASH/SSVF Housing Placement Pilot Project. In addition, both SSVF grantees and VA case managers will participate in bi-weekly, in-person, Services Coordination meetings that will focus on case management and peer to peer learning.

- HUD-VASH Case Managers making referrals to OVH providers should include the CoC on emailed referrals to create streamlined tracking.
- It is the primary responsibility of the SSVF grantees to report any changes in status of the Veteran to the CoC using the CLD, which is the agreed upon reporting method used by this initiative. These changes must also be reflected in HMIS.

- All enrollments, housing placements and exits must be reported to the CoC every Thursday by the close of business.
- SSVF grantees and HUD-VASH Case Managers will receive a read-only copy of the BNL, showing only the names of Veterans associated with this pilot, and a list of any questions about a given Veteran by close of business on the Friday before the bi-weekly Services Coordination meetings.
- SSVF grantees and HUD-VASH Case Managers will come to each Services Coordination meeting prepared to answer the case management and/or data related questions about all Veterans associated with this pilot.
- It is the responsibility of the CoC to maintain the BNL based on the information provided by the SSVF grantees and the HUD-VASH Case Managers during these meetings.

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Additional Information for SSVF/HUD-VASH Pilot

1. Housing Search
2. Locate Unit
3. Veteran/Case Manager has the RTA signed by the landlord and submits to the housing authority in person
4. Inspection is Scheduled by the housing authority
5. Move In/Deposit by SSVF if possible. Seasons of Sharing if they are not eligible
6. Handoff back to HUD VASH

Payment Standards of OHA and HACA

The payment standard is the maximum the Housing Authority could pay. It is not a rent amount guarantee. The actual amount the Housing Authority will pay is based on comparable rents for similar units in the same or similar neighborhood, and current rental rates. The Housing Authority must qualify the unit for rent-reasonableness. We must be able to locate comparable units to justify the owner's contract rent amount.

OAKLAND HOUSING AUTHORITY (003) VOUCHER PAYMENT STANDARDS- 2016

Bedroom Size	Payment Standard
0	\$1,380
1	\$1,665
2	\$2,105
3	\$2,935
4	\$3,270
5	\$3,760
6	\$4,250

HACA (067) BENEFIT PAYMENT STANDARDS

SECTION 8 HOUSING CHOICE VOUCHER PROGRAM							
City	Unit Size by Bedrooms						
	Studio	1	2	3	4	5	6
Albany, Castro Valley and Emeryville	\$1,352	\$1,630	\$2,061	\$2,873	\$3,203	\$3,684	\$4,164
Dublin and Pleasanton	\$1,421	\$1,713	\$2,166	\$3,020	\$3,366	\$3,872	\$4,376
Fremont, Newark and Union City	\$1,394	\$1,680	\$2,124	\$2,961	\$3,301	\$3,797	\$4,291
Hayward, San Leandro and San Lorenzo	\$1,311	\$1,580	\$1,998	\$2,785	\$3,105	\$3,571	\$4,037
Manufactured Home Space Rent	\$842	\$842	\$842	\$842	\$842	\$842	\$842

If the rent requested is more than the Payment Standard it may not be affordable for the family and the Housing Authority cannot approve the unit.

- Rent may not be approvable even at the Payment Standard because:
 - A deduction must be made if the family will be responsible for any of the utilities (i.e. PG&E)
 - The owner is asking more for this unit, than for other similar units.
- Family is responsible for the full security deposit charged by the landlord (the Housing Authority does not pay any portion).
- Families are encouraged to rent a unit with the same number of bedrooms on the Voucher. If you select a unit with more bedrooms than listed on your voucher, the rent level cannot be higher than the maximum subsidy level for your approved bedroom size. If you rent a unit that has more bedrooms than the voucher size for which you are approved, the payment standard for the unit is based on the voucher size for which you are qualified.
- Your share of the rent plus the utility allowance may not exceed 40% of your family monthly adjusted gross income at move-in.

PORTS: If the veteran finds a unit and needs to port, please work with the assigned case manager on how that process works.

003 - HUD-VASH Contacts at the Housing Authorities Oakland Housing Authority 1540 Webster.

Veteran Category	Contact Person	Best method of contact
Applicant (new to program/not housed)	Lan Tran	Email ltran@oakha.org /Phone: 510-587-7146
Housed vets (Last name A-L)	Candyce Moore	Email cmoore@oakha.org /510-587-2186
Housed vets (Last name M-Z)	Wanda Benson	Email wbenson@oakha.org /510-874-1545
Porting (incoming & any applicants who are later deemed eligible to port by VA)	Blia Townsel [mailto:btownsel@Oakha.org]	Email btownsel@oakha.org /510-587-7147
Applicant or housed vets with inspection issues or questions	Teela Carpenter	Email tcarpenter@oakha.org
Applicants & Port in Escalations If the applicant or your team member is having difficulties in receiving a response from Lan or Blia or that need further clarification.	Madhu Misri	Email mmisri@oakha.org 510-587-2140

067 Housing Authority of the County of Alameda (HACA) 22941 Atherton Street, Hayward 94541

Veteran Category	Contact Person	Best method of contact
Applicant (new to program/not housed)	Jamshid Galehzan	Fax Application: 510-886-7058 Phone: 510-727-8532/ jamshidg@haca.net

Housed vets	Tonya Edmund	She handles rent negotiations, the inspection process, general questions about the program and is <i>the contact for outgoing portability</i> . Phone : 510-727-8545/Fax: 510-886-7058 E-mail: tonyae@haca.net
Recertification, change of income or family members	Mashiela Srioudom	(510) 727-8571/Email: Mashiela@haca.net
Porting In	Rooyna Ayubi	(510) 727-8531/Email: Rooynaa@haca.net

011 Contra Costa Housing Authority : 2870 Howe Road Martinez, CA 94553

Veteran Category	Contact Person	Best method of contact
Applicants and Housed Vets inspection issues, rent increases, rta questions.	Rosalinda Morales 2870 Howe Road, Martinez, CA 94553	Phone: 925-957-7042 Fax: 925-370-2354 rmorales@contracostahousing.org

SSVF / HUD-VASH Housing Placement Pilot Roster and Contact Information

Team	Agency Assigned	Worker Name	Phone Number	Email
HUD-VASH Team A	Havens for Heroes (EBCRP)	Lakisha Langston	510.903.1202	Lakisha.Langston@ebcrp.org
		Carl Mason		Carl.mason@ebcrp.org
		Michael Andrews		Michael.andrews@ebcrp.org
		Christian Leicham	510.903.1201	Christian.leicham@ebcrp.org
		Molly Heylin	510.381.1971	Molly.heylin2@va.gov
		Andrea Seliner	510.227.7412	Andrea.Seliner@va.gov
		Jessica Brugel	510.385.4300	Jessica.Brugel@va.gov
HUD-VASH Team B	Swords to Plowshares	John Prochnow		jprochnow@stp-sf.org
		Matt Gregg	510-844-7500	mgregg@stp-sf.org
		David Taylor	510-844-7500	Dtaylor@stp-sf.org
		Marzella Cleveland	510-844-7500	Marzella.Cleveland@stp-sf.org
		Merlenet Riley	510-844-7500	Merlenet.Riley@stp-sf.org
		Marcy Shaarda	510.923.1178	Marcy.Shaarda@va.gov
		Melissa Janosek	510.421.0512	Melissa.Janosek@va.gov
	Elaine Miller	510.772.9108	Elaine.Miller@va.gov	
HUD-VASH Team C	East Oakland			

	Community Project			
		Tambra Durren	510.532.3211	tdurren@eocp.net
		Kim Parrish		kimp@eocp.net
		Sonya P.		Sonyap@eocp.net
		Zelon Harrison		Zelonh@eocp.net
		Lauri Blackburn	510.306.5279	Laura.Blackburn2@va.gov
		Tram Le Nguyen	510.290.9780	Tram.Le-Nguyen@va.gov
Oakland VA (adtl.)				
		Anne Cevallos		Anne.cevallos@va.gov
EveryOne Home				
		Jackie Ballard	510.670.5933	jballard@everyonehome.org
		Mannie Thompson		ethompson@everyonehome.org

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