

VA



U.S. Department
of Veterans Affairs

SSVF Participant Satisfaction Survey Update/Registration Process and Shallow Subsidy and Supplemental Funding

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[Link to Audio](#)



PROGRAM UPDATES

- VA OIG (Office of the Inspector General) is currently working with the SSVF grant program for evaluation and oversight. OIG has selected several grantees to review VHA's oversight of the SSVF program and to assess whether grantees properly spent program funds to provide eligible veterans and their families with necessary housing and supportive services.
- All ARP funding is non-recurring funding to support the expansion of specific services already available through SSVF. Because it is non-recurring, these funds will be tracked separately from normal awarded grant funds.
- Extension request activities are available for completion in Smart Simple with a due date of 10/13/2021. The expectation is that all grantees select "yes" since CARES/FY21 spending will continue well into calendar year 2022.



CURRENTLY ALLOCATED ARP FUNDING

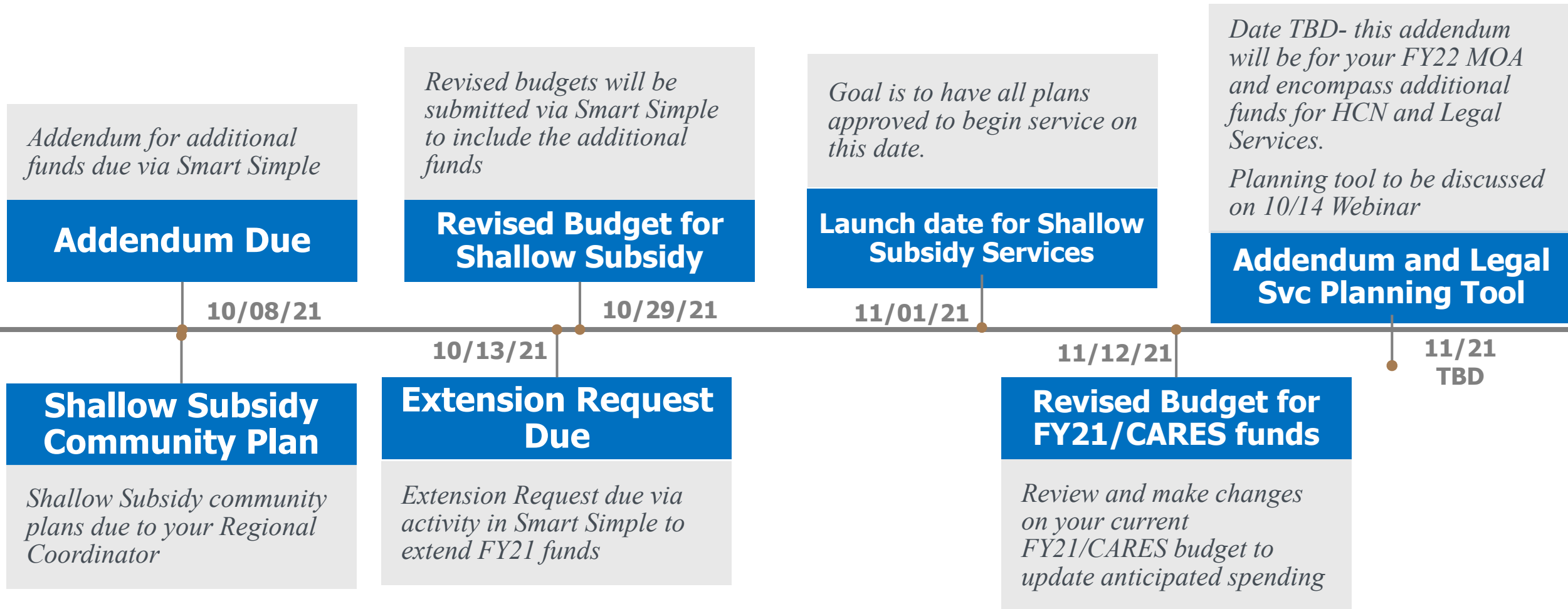
- Grantees have signed MOAs totaling \$200M for Shallow Subsidy expansion.
- Addendums for the additional \$150M have been distributed and signed and returned to SSVF program office. If not yet returned, please do so ASAP.
- A new account will be established in PMS to access the combined amount between the MOA and the addendum specifically for shallow subsidy.
- Already submitted shallow subsidy budgets will need to be updated to account for the additional funds.
 - Smart Simple with an anticipated due date of Oct. 29th.



EXPECTATIONS

- These funds are intended specifically for use in support of the shallow subsidy expansion.
- Because these are ARP funds designated for a specific purpose these funds will be placed in a separate account, with their own budget and spending will be tracked.
- Data reporting in HMIS is required like normal and the SSVF Program Office will be developing a data form that will need to be submitted regularly. More to come on this requirement.

Upcoming Due Dates





ADDITIONAL NOTES:

- Spending of funds is one of many performance metrics used to make award decisions.
- The distribution of these funds and any subsequent voluntary modifications initiated at the request of the program office will not be viewed as a poor performance metric during future application reviews.
- ARP funds will be made available as soon as possible. If SS incurred costs need to be covered, funds from renewal grant can be used until ARP funds are available.

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VA SSVF Program Participant Satisfaction Survey

Veteran Registration Process

October 8th, 2021

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FORS | MARSH
GROUP



VA SSVF PROGRAM SATISFACTION SURVEY

- Introduction & History – Riccardo “Rico” Aiello
- Goals
 - Monitor and enhance the Veteran experience from the VA and Grantees
 - Register all Veterans to participate in the confidential Satisfaction Survey
 - Capture quantitative and qualitative Veteran survey response data to glean actionable insights
 - Share best practices, seek opportunities to enhance services, and resolve challenge areas
 - Continuously improve the registration -> survey -> data reporting process year over year

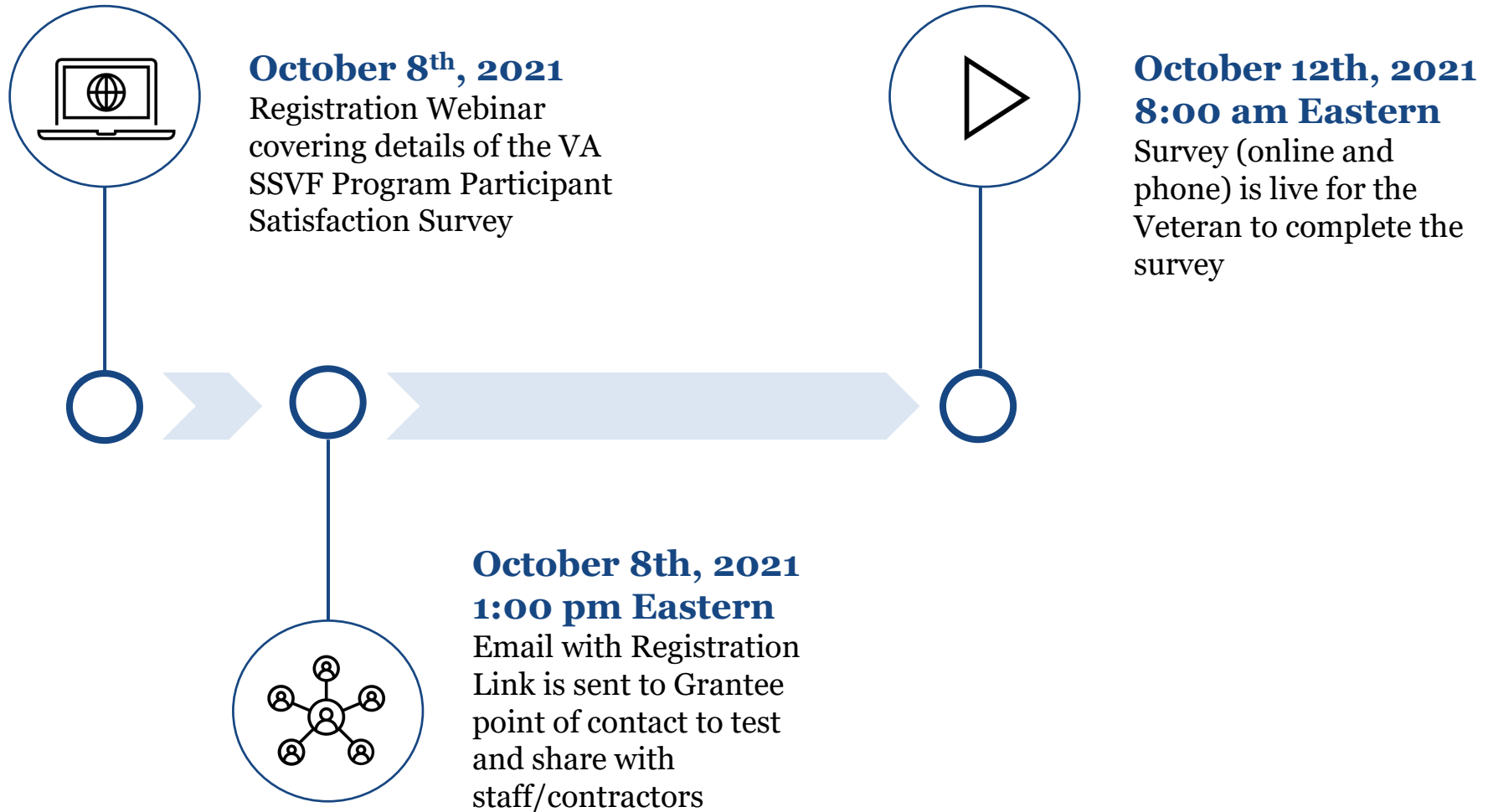


KEY ROLES

- **VA SSVF Program Office**
 - Administers survey registration, survey (online and phone), data reporting and recommendations
- **Regional Coordinators**
 - Facilitate key messaging to Grantees, and elevate Grantee feedback and observations to the Program Office
 - Monitoring registration data -All Veterans enrolled are registered (except HUD VASH packet referrals)
- **Grantees**
 - Grantee staff and subcontractors register the Veteran just before service conclusion (T-30 days)
- **Veteran**
 - Shares their thoughts through a less than 15-minute confidential survey (multiple choice and open ended)



REGISTRATION TIMELINE





VETERAN REGISTRATION PROCESS

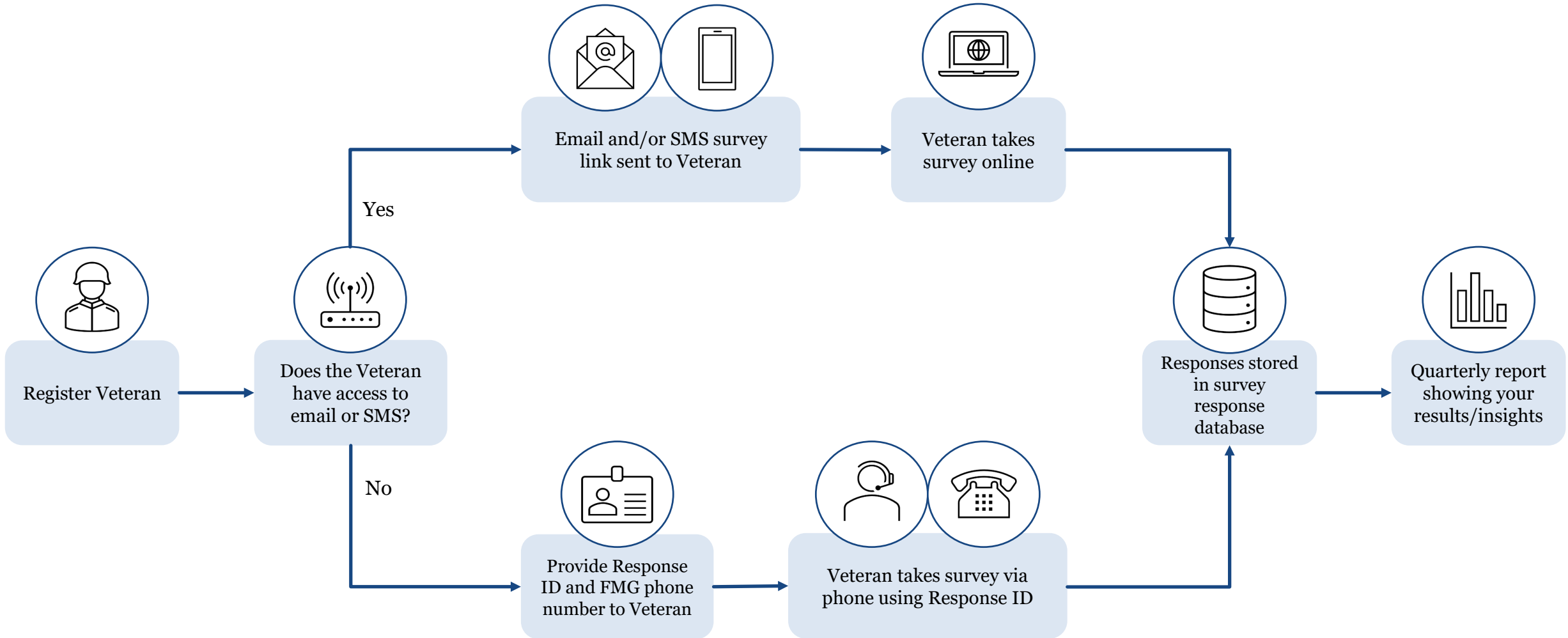
- Grantee point of contact receives email
 - From: SSVF@forsmarshgroup.com
 - Subject: SSVF Survey Registration Link
 - Includes Grantee ID, Registration Link, and guidance
- POC shares link with Grantee staff and contractors
- Save registration link as a desktop shortcut



- Register Veteran
 1. Confirm with Veteran and input:
 - Cell Phone Number
 - E-mail Address
 2. Print two copies of the “Thank you for registering...” page
 1. Give one copy to the Veteran for them to complete the survey
 2. Save one copy in the Veteran case file
 3. Save (or screen shot) “Thank you for registering...” page for Grantee record keeping of registration numbers



VETERAN REGISTRATION PROCESS FLOWCHART





REGISTRATION WELCOME SCREEN

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Progress  50%

Grantee Registration Supportive Services for Veterans Families (SSVF) Program

Welcome, 12-AK-001

- Please only register individuals once, and within 30 days of exit from the SSVF Program.
- If you provide an email/or cell phone number, Veterans will be emailed and/or texted a link to take the survey.
- If Veteran does not have online access, they can call 1-888-669-6752 (Mon-Fri: 9:00 AM ET to 9:00 PM ET; Sat-Sun: 10:00 AM ET to 6:00 PM ET) to take the survey with a live interviewer. Voice mails from respondents can be left 24/7 with a response/call back made within 1 business day. This line is also available 24/7 for the Veteran to take the survey via phone prompts (IVR).
- Please provide the Veteran with the **phone number 1-888-669-6752 and their respondent ID** that will appear on the following page.
- Without the Respondent ID, the Veteran will not be eligible to take the survey over the phone.

Please encourage Veterans of the importance of their feedback on this anonymous survey. Their feedback can help improve the program for other Veterans and all feedback positive or negative is very important.

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REGISTRATION DATA FIELDS

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Progress



66%

Veteran's Cell Phone Number (XXXXXXXXXX). *If no phone number please type "9999999999".*

Veteran's Email Address (yourname@xxx.com):

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REGISTRATION THANK YOU SCREEN

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Progress  100%

Thank you for registering a Veteran to take the VA SSVF Survey!

BEFORE HITTING SUBMIT BELOW, please [print this page](#) twice. Provide one copy to the Veteran, and put the other copy in the Veteran case file.

If you do not have online access, please call 1-888-669-6752 (Mon-Fri: 9:00 AM ET to 9:00 PM ET; Sat-Sun: 10:00 AM ET to 6:00 PM ET) to take the survey with a live interviewer. Voice mails from respondents can be left 24/7 with a response/call back made within 1 business day. This line is also available 24/7 to take the survey via an automated operator.

VA SSVF Survey Line: 1-888-669-6752
the Veteran's response ID: 127317

Wednesday, October 6, 2021

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Submit



BEST PRACTICES

- You will not be able to register Veterans before October 12th
- When you get the “SSVF Survey Registration Link” email, check that the registration link works, and that the web page shows your Grantee ID
 - If you did not get an email, check your spam folder for the “SSVF Survey Registration Link” email from vassvf@forsmarshgroup.com
- Grantee ID is specific to your location
 - Share link only with your Grantee staff and contractors working with Veterans



BEST PRACTICES (CONT.)

- Save the registration link as a desktop shortcut on all computers used to register Veterans.
 - Check your new desktop shortcut (right-click, “properties”) link looks like this:
“<https://survey.forsmarshgroup.com/SE/1/VaStart/?urlimport=1&q=1&questlist=GRANTEEID&GRANTEEID=>” ...
 - Do not save as a web browser “favorite” or “bookmark”
- Confirm the Veteran’s phone number and email twice (Veteran to you, you to the Veteran) before clicking “Next”
- Close your browser window between Veteran registrations
 - Do not use the browser “Back” button or have tabs open



QUESTIONS?

Contact: Team Aptive

E-mail (best): vassvf@forsmarshgroup.com

Phone: 888-669-6752

Mon-Fri: 9:00 am – 9:00 pm (Eastern)

Sat-Sun: 10:00 am - 6:00 pm (Eastern)

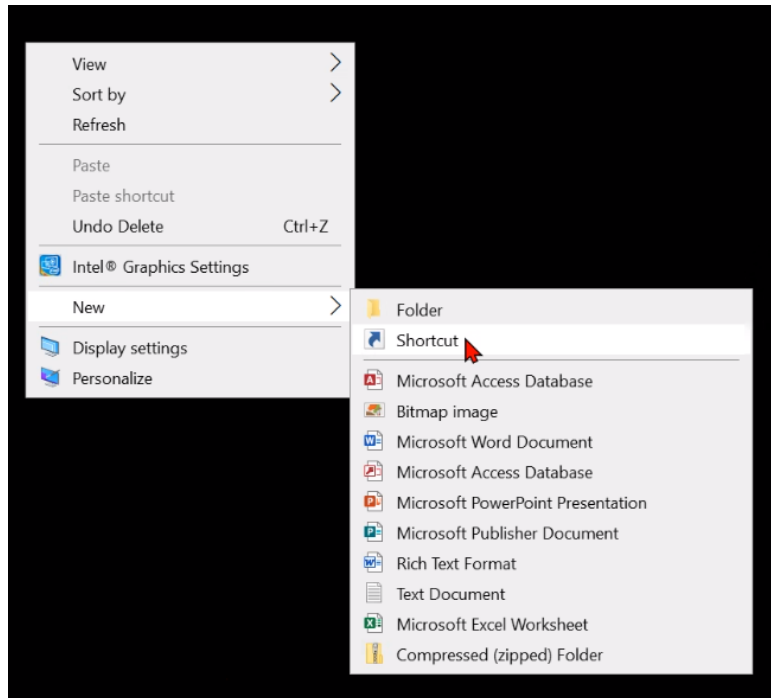




SAVE REGISTRATION LINK TO DESKTOP

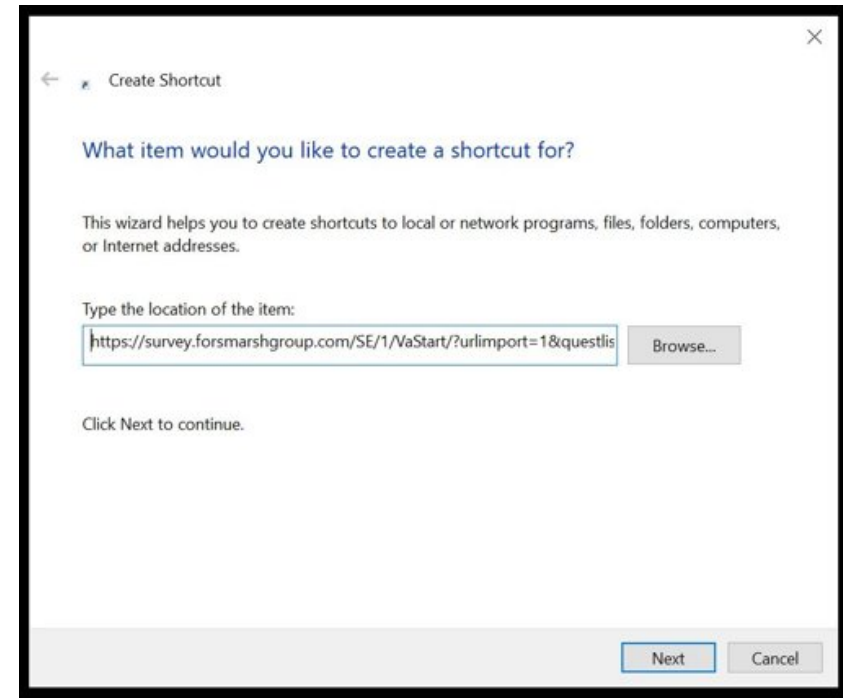
1. Create Shortcut

- Right-mouse click on Desktop
- Mouse over “New”
- Select “Shortcut”



2. Input Registration Link

- Copy web address from browser
- Paste to “Type the location...” field
- Click “Next”



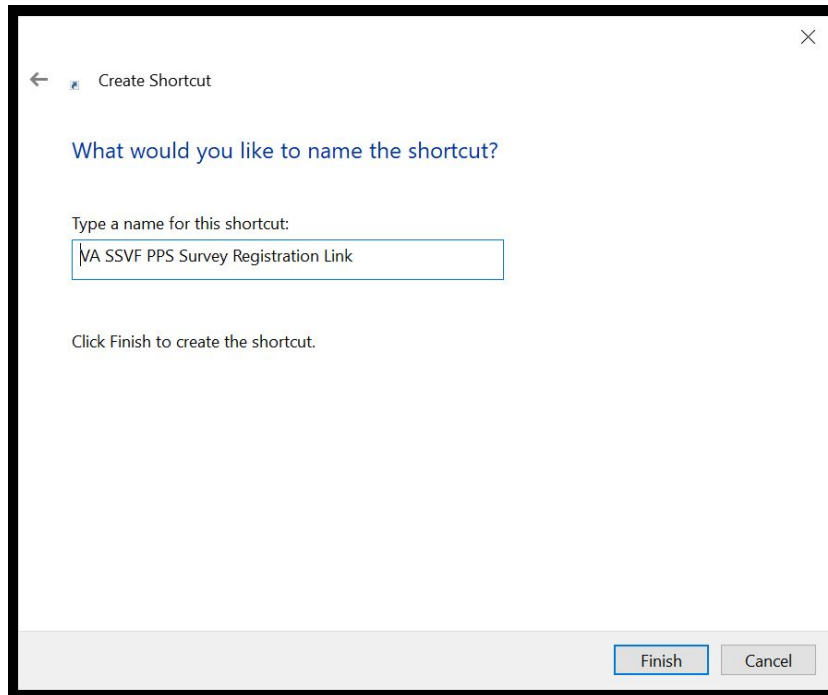


SAVE REGISTRATION LINK TO DESKTOP (CONT.)

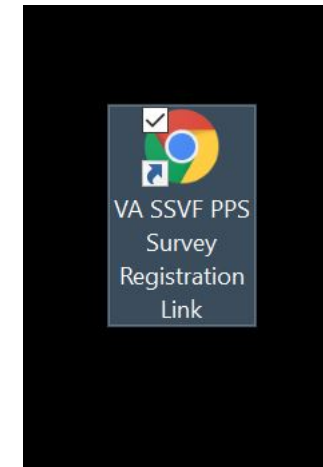
3. Name Registration Link Shortcut

→ Input “VA SSVF PPS Survey Registration Link” to “Type a name...” field

→ Click “Finish”



4. Desktop Shortcut for Registration Link is ready for positioning and use





QUESTIONS

- Q & A