Supportive Services for Veteran Families (SSVF)/Department of Housing and Urban Development-Veteran Affairs Supportive Housing (HUD-VASH) Collaborative Case Management Service Coordination Agreement

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 their HUD-VASH vouchers.

This agreement should outline the entire process, clearly define both parties' roles and responsibilities and establish an effective communication plan. Before initiating this collaboration, approval from the SSVF and HUD-VASH National Program Offices is required (refer to the Guidance for SSVF/HUD-VASH Collaborative Case Management for further details). If there is an existing collaboration, consult with your SSVF or HUD-VASH Regional Coordinator before discontinuing ongoing efforts.

VAMC:[Insert VAMC]

SSVF Grantee: [Insert SSVF grantee]

Scope: Approximately [insert number] Veteran households from the [insert VAMC].

Geographic Area for Housing Placements: [Provide specific details regarding the VAMC catchment area or Public Housing Authority (PHA) that this SSVF grantee will be working with under this agreement.]

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 Date:[Identify the frequency in which the SSVF/HUD-VASH CCM agreement will be reviewed, with a minimum frequency of every six months. Provide further information regarding the key individuals involved in assessing the agreement. Elaborate on the methods of communication to be used in the designated “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.]

Admission: [Explain how Veterans will be identified, assessed, referred and admitted. Additionally, describe how admissions will be recorded locally in the HOMES and 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, and the process they use 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. If SSVF uses the voucher to expedite housing due to PHA delays, include details on transitioning from time-limited rental assistance through SSVF TFA to permanent rental assistance through the HUD-VASH voucher.]

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

Transitioning Case Management Between Programs: [Describe the process for transitioning a Veteran from SSVF to HUD-VASH case management as soon as possible after housing move-in, but no later than one year after lease signing. 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 and any changes that may be needed.]