



## I. Supportive Services and Financial Assistance

### **Policy:**

Veterans First provides direct supportive services to Veteran households as allowable under SSVF program guidelines to assist participants in achieving their housing stability goals.

The primary supportive service focus of the program is housing-focused case management. The case manager is the household's point of contact within the SSVF program and assists the household in coordinating all SSVF services including locating and obtaining permanent housing and temporary financial assistance to meet their goals.

Temporary financial assistance payments may be made to third-party providers on behalf of the Veteran household for certain costs related to obtaining or maintaining permanent housing within SSVF regulations and limitations and pending availability of funds.

Other services are provided as needed, either through in-house referrals or through developing connections and linkages with community services.

### **Procedure:**

#### a. Case Management

Households are assigned a Case Manager at intake and from this time the Case Manager assumes primary responsibility for coordinating the household's supportive services, with a particular focus on setting and achieving goals related to obtaining and maintaining permanent housing. The Case Manager will:

- Assist the household in identifying and prioritizing the action steps needed to achieve housing stability and developing strategies to overcome barriers to success,
- Develop a budget with the household to promote the retention of stable housing (Appendix X),
- Be familiar with the program service area and actively cultivate a working knowledge of and connections to relevant area resources such as:
  - mental and physical health care professionals,
  - emergency services,
  - substance abuse programs,
  - public benefits programs,
  - child care resources,
  - educational programs,
  - Veterans services or benefits, and
  - any additional resources needed to address participant needs and goals.



- Utilize the needs assessment and housing stability plan to identify the most appropriate resources to assist the household in connecting to in order to achieve their short-term housing goals and start building connections with long-term supports to promote future housing stability, and
- Provide necessary information and support to link households with those resources, including consideration of the current availability of the services and an assessment of the support participants will need in order to access the services. This may include providing participants with transportation to the service location and advocacy to adequately understand or receive services.

Case Managers are encouraged to utilize the SSVF County Resource and Referral spreadsheet located on the Google Drive to locate available resources as well as consultation with other staff members.

Case Managers will track all referrals provided throughout the duration of services using the Referral Tracking document (Appendix W) which will be maintained in the household's file. Case managers should consult with participants when resources are not accessed to ensure that the most appropriate referrals are being offered and to provide any needed assistance in accessing desired resources.

Resources should be provided as needed throughout service participation and not just at the very beginning of services or during the exit interview. This ensures that case managers and participants can work together to troubleshoot any challenges in connecting with or participating in necessary supports.

Case Managers will retain a case load of no fewer than 12 households and not to exceed 15 households at any time.

Case Managers meet with the household a minimum of one time per month, but may provide more assistance as needed. Case Managers progressively engage households, providing the minimum level of assistance needed for the shortest amount of time for households to address their housing crisis. As more assistance is needed, Case Managers provide more frequent and/or more intensive supports to the household to overcome barriers to housing stability and meet their goals in a timely fashion.

Not all households will receive the same level of services from the SSVF program. Staff should consult with their supervisor for guidance on the appropriate level of support to provide a household.