Supportive Services for Veteran Families (SSVF) Program

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Supportive Service for Veteran Families (SSVF)

- Implemented nationwide in 2012
- Department of Veteran Affairs funds private non-profit organizations to provide Homeless Prevention and Rapid Rehousing Services to eligible veterans
- Over 200 SSVF providers in the United States and U.S Territories
- Work closely with local VA Homeless Programs and local Continuums of Care with the goal of ending veteran homelessness
Supportive Services for Veteran Families (SSVF)

Geographical Areas:

• Miami Dade
• Broward
• Monroe Counties (AP Only)

Staff includes:

• Outreach Specialists
• Healthcare Navigators
• Housing Navigators
• Case Managers
• Employment Specialists
Program Goals

1. Promote housing stability among Veteran families
2. Sustain the end of veteran homelessness
3. Ensure long-term system change so that homelessness is prevented when possible and, when it does occur, it is rare and brief.
Supportive Services Provided

- Outreach
- Case Management
- Connection to VA benefits and program
- Connection to public benefits and community resources
- Housing Search and Placement
- Legal Services

**SSVF Temporary Financial Assistance:**
- Rental Assistance
- Utility-fee payment assistance
- Deposits (Security or utility)
- Moving Costs
- Transportation (public transportation or car repair)
- General Housing Stability Assistance;
- Emergency Housing Assistance (with restrictions)
- Child care
Housing Services Provided

- Homeless Prevention
- Rapid Rehousing
- Shallow Subsidy
- Rapid Resolution
- Healthcare Navigation
- Legal Services
- VASH Housing Navigation
Homeless Prevention Services

- Provides rental arrears to veteran households that fall behind on rent due to life circumstances
- Must meet Homeless Prevention Threshold Score
- Veteran must have a current lease, documentation of being at risk of homelessness such as a three-day notice or eviction notice
- Veteran will receive supportive services and temporary financial assistance to increase housing stability.
- If the landlord is unwilling to work with SSVF provider, the provider may assist the veteran in locating and moving into a new housing unit.
Rapid Rehousing

- Veteran must be literally homeless.
- Housing search through a case manager or housing navigator
- Once housing is identified, an inspection and rent reasonableness takes place.
- Veteran is assisted with move-in costs such as Security Deposit, Rental Assistance, Utility Assistance, and Furniture.
- Eligible for supportive services such as Case Management, Employment Services, Health Navigation, Housing Navigation, Legal Assistance, and Temporary Financial Assistance to increase housing stability.
Shallow Subsidy

- Began in the Fall of 2021 for SSVF Providers
- Allows eligible veterans may receive up to 24 months of rental assistance with a subsidy 50% of rent
- Designed for veterans whose only barrier is financial
- Veteran receives light-touch case management
- While in the program, the veteran is expected to be on waitlists for Section 8, senior housing, or pending increase in income (education, VA benefits, etc.)
- SSVF determines veteran eligibility for Shallow Subsidy after veteran is stably housed and demonstrates payments of 50% of the rental amount
Rapid Resolution

- Goal is to prevent entry of veterans into the homeless system (shelters, transitional housing, unsheltered living)
- Similar to Housing Diversion
- All homeless veterans applying for SSVF are screened for alternatives to shelter placement, such as friends or family
- Temporary Financial Assistance is available to give a stipend to family/friends for providing temporary shelter to veterans while housing plan is created and implemented.
- If a friend/family is out of SSVF geographical area, the veteran must be linked to the SSVF provider in the destination location and must have approval from SSVF Regional Coordinator
Healthcare Navigation (HCN)

- Began HCN services in 2021 in response to COVID Pandemic
- Assists veterans in navigating the VA Healthcare System and community health resources
- Assists veterans to regularly receive healthcare to prevent emergency room visits
- HCNs were instrumental in assisting homeless veterans in receiving their COVID-19 vaccinations.
- A Healthcare plan is created with veterans with healthcare goals
- Healthcare Navigators assist greatly with VA Healthcare enrollments, setting up medical appointments, and assisting veterans with mental health disorders, substance use disorders, and chronic diseases
Landlord Incentive

- Used to engage new landlords
- For Veterans who have challenges to housing such as poor credit, evictions, criminal backgrounds, low income
- Up to 2 months of rent payable to Landlord
- Lease must be for 1 year
- May be used in addition to double deposit but cannot be used as a holding fees

An example: Veteran’s rent is $1000. **Landlord could potentially receive $6000 up front** (double deposit- $2000, landlord incentive- $2000, first & last months rent - $2000)
Legal Services

▪ SSVF Providers have access to legal services for veterans

▪ South Florida Legal Partners are:
  - Legal Services of Greater Miami for veterans residing in Miami and Monroe Counties
  - Legal Aid Broward for veterans residing in Broward county

▪ Veterans receive a legal assessment to determine needs

▪ Only civil legal referrals are accepted. Criminal and child support are referred to pro bono partners.
Most Common Legal Referrals

- Landlord- Tenant Disputes
- Evictions
- VA Benefits
- SSI/SSDI Denials
- Driver’s License/ID Issues
Program Eligibility

1. A Veteran with a discharge status other than Dishonorable;

2. Low income: Household income does not exceed 80% of area median income.

3. Veteran is literally homeless or residing in a permanent housing unit but is at risk of becoming homeless.

4. Must be located in Miami, Broward, or Monroe Counties (AP Only)
Documents needed for Application

- Government ID, SSN, Birth Certificates
- Discharge Status (DD214, SQUARES)
- Proof of Income
- Proof of Homelessness
- If VASH Recipient - SSVF-VA Referral Packet
- If HP - 3 day notice, eviction paperwork, current lease
How to Make a Referral

- **Advocate Program**
  1-855-585-SSVF(7783) or email vssu@advocateprogram.org
  Community Resource Manager, Javier Velazquez
  786-566-1881, javierv@advocateprogram.org

- **United Way Broward County, SSVF**
  954-4-UNITED (954-486-4833) 24 HRS/7Days
  Outreach Manager Marcellus Frederick
  954-453-9276
  mfrederick@unitedwaybroward.org

- **Operation Sacred Trust**
  1-855-778-3411 or email intake@411veterans.com
  Calls and intake mailbox are monitored 24/7
  Director of Engagement, Angel Evans
  Email: Angel@411veterans.com, Ph: (786) 371-2530 EXT 813
Thank you!!

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