

# Supportive Services for Veteran Families(SSVF) Program

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# Supportive Service for Veteran Families(SSVF)

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- 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)

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## **Geographical Areas:**

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

## **Staff includes:**

- Outreach Specialists
  - Healthcare Navigators
  - Housing Navigators
  - Case Managers
  - Employment Specialists
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# Program Goals

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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

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- 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

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

# Homeless Prevention Services

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- 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

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- 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

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- 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

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- 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)

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- 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

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- 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

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- 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

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

# Program Eligibility

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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

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- **Advocate Program**

1-855-585-SSVF(7783) or email [vssu@advocateprogram.org](mailto:vssu@advocateprogram.org)  
Community Resource Manager, Javier Velazquez  
786-566-1881, [javierv@advocateprogram.org](mailto: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](mailto:mfrederick@unitedwaybroward.org)

- **Operation Sacred Trust**

1-855-778-3411 or email [intake@411veterans.com](mailto:intake@411veterans.com)  
Calls and intake mailbox are monitored 24/7  
Director of Engagement, Angel Evans  
Email: [Angel@411veterans.com](mailto:Angel@411veterans.com), Ph: (786) 371-2530 EXT 813



# Thank you!!

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