

Supportive Services for Veteran Families (SSVF) Program

Case File Tool

Organization is key to ensuring that all client files contain the required elements needed to document not only SSVF eligibility criteria, but also to demonstrate that your team is assessing all client needs and providing the appropriate links to fulfill those needs. This Case File Tool is a suggested approach to organizing your client files, and can be used as an internal file audit tool or when preparing for your annual SSVF Monitoring Visit. Please utilize this checklist when reviewing both electronic and hard copy files. The hyperlinks to the SSVF Forms are included for your reference.

Veteran Identifier: _____ **Case Manager:** _____

Date of Admission: _____ **File Reviewed on:** _____ **By:** _____

Next Steps for Case Manager

New Client Entry	<ul style="list-style-type: none"><input type="checkbox"/> New Client Assessment/Intake/HMIS Data<input type="checkbox"/> Releases of Information - Signed (individualized for each party releasing information to)<input type="checkbox"/> HMIS Release of Information – Signed<input type="checkbox"/> Grievance Procedure – Signed<input type="checkbox"/> Program Agreement – Signed<input type="checkbox"/> Evidence client was entered into HMIS at entry
NOTES:	

Eligibility Documents	<ul style="list-style-type: none"><input type="checkbox"/> Veteran Status (DD214, HINQ, VA ID, etc.) or Pending Verification of Veteran Status<input type="checkbox"/> Housing Status (Rapid Rehousing or Homeless Prevention Documentation)<ul style="list-style-type: none"><input type="checkbox"/> Third Party Documentation is best.<input type="checkbox"/> Self-certifications must be accompanied with Self-Declaration and statement about attempts to gather third party documentation.<input type="checkbox"/> Income Documentation including proof under 50% AMI for <u>all adult members</u><ul style="list-style-type: none"><input type="checkbox"/> Third Party Documentation is best.<input type="checkbox"/> Self-declarations must be accompanied with written statements about attempts to gather third party documentation<input type="checkbox"/> Asset Income Calculation Worksheet (If there are assets)<input type="checkbox"/> Income Calculation Worksheet<input type="checkbox"/> Homelessness Prevention Screening Form (Required SSVF Form, if HP Client)<input type="checkbox"/> Staff Certification of Eligibility for SSVF Assistance (Required SSVF Form)
NOTES:	

Case Management Services	<input type="checkbox"/> Detailed case notes describing client's situation and needs <input type="checkbox"/> Referral to VA resources or clearly assessing client for variety of VA service needs <input type="checkbox"/> Referral to mainstream resources or clearly assessing client for mainstream resource needs <input type="checkbox"/> Clear follow up on all referrals <input type="checkbox"/> Housing Stability Plan with individualized goals, action steps, person responsible, and clear on-going assessment and updates of goals and action steps. <input type="checkbox"/> Evidence of assessing client need to assist in securing Veteran's preference of housing that is safe, affordable, accessible, and acceptable, through comprehensive housing needs assessment. <input type="checkbox"/> Clear evidence of housing search through apartment listings, logs, etc. <input type="checkbox"/> Evidence of housing counseling elements , tenant education, budgeting, lease review, etc.
NOTES:	

Housing Documents	<input type="checkbox"/> Lease for permanent housing placement <input type="checkbox"/> Rent Reasonableness Checklist <input type="checkbox"/> Housing Habitability Standards Inspections Checklist or other approved inspection documentation (for new or different unit) <input type="checkbox"/> W-9 (in case file or with finance department) <input type="checkbox"/> Evidence of Fraud Prevention – City Assessor's Record to show owner of property matches W-9
NOTES:	

TFA Spending	<input type="checkbox"/> TFA Coversheet to totaling all funds and category types <input type="checkbox"/> Evidence TFA payments were necessary for maintaining permanent housing and housing stability <input type="checkbox"/> TFA Request Documents for each request made: <ul style="list-style-type: none"> <input type="checkbox"/> Check Request including statement about how funds are needed for client stability <input type="checkbox"/> Invoice/Proof of cost <input type="checkbox"/> Copy of check/Proof payment was made is recommended <input type="checkbox"/> Specific SSVF documents required depending on type of TFA payment: <ul style="list-style-type: none"> <input type="checkbox"/> General Housing Stability Assistance Tracking Form <input type="checkbox"/> Emergency Housing Assistance Verification for Households with Dependents <input type="checkbox"/> Emergency Housing Assistance Verification for Single Veterans
NOTES:	

**Continued Services and
Program Exit**

- [Staff Recertification of Eligibility for SSVF Continued Assistance](#), including evidence eligibility was reassessed across all eligibility requirements
 - Income Eligibility
 - Housing Status
 - Assessing Continuing Need for Services
 - Confirmation of Veteran Family Status
- [Critical Incident Report](#) (Submitted via GIFTS)
- Clearly documented exit criteria or [SSVF Program Exit Checklist](#)
- Evidence client was registered for the VA Participant Survey
- Evidence client was exited from HMIS

NOTES: