

Specialized Training: Managing SSVF Projects

Learner Guide

Become proficient in managing SSVF projects in WellSky Community Services.

About SSVF

The Supportive Services for Veteran Families (SSVF) program offers case management and support services to low-income Veterans.

The program helps to prevent Veterans from losing their homes by identifying a new, more suitable housing situation for them and their families. It also helps to quickly re-house homeless Veterans and their families who might remain homeless without this assistance.

SSVF Eligibility

Eligible populations are:

- A member of a "Veteran family"
- Low-income applicants
- Applicants occupying Permanent Housing

SSVF Programs

SSVF funding will support a wide range of housing programs and support services, including:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Rapid Housing | <input checked="" type="checkbox"/> Housing First |
| <input checked="" type="checkbox"/> Homeless Prevention Assistance | <input checked="" type="checkbox"/> Victims of Domestic Violence and Violence Against Women Act |

Explore how to:

Start a SSVF Project Entry

- For accurate reports, each client must be registered with a project in WSCS. Worry not! it's a simple and easy process.

[Learn more](#)

Manage Service Requests

- Providing services to clients will be part of your day-to-day. It could be financial assistance, counseling, or a referral.

[Learn more](#)

Manage SSVF Project Exits

- Recording client discharges or project exits in WSCS for accurate data and reliable reports is essential.

[Learn more](#)

Additional Resources

- Learn more about SSVF via the U.S Department of Veteran Affairs.

[SSVF Overview](#)

[SSVF Program Guide](#)

Project Entry

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How to start a project entry

To be counted in most reports, each client must be enrolled in a project. Enrolling a client in a SSVF project in Community Services is a very straightforward process.



SSVF project entry steps

1 Search for the client to enroll

Go to *Clients*, and look for the client you want to enroll in a project using the client search function.

2 Add Project Entry

In the client record, go to the *Entry/Exit* tab. Ensure all household members are in the database listed in the Households tab.

Next, click the *Add Entry/Exit* button.

3 Fill out the Entry Data Form and SSVF-dedicated Assessments

- The Project Entry Data form appears. Here, select the household members who are entering the SSVF project.
- Next, select the *Provider*, the *Project Type* (SSVF), and the *Project Start Date*.
- In the section below, you'll find the SSVF sub-assessment that must be completed for the project entry.



Remember: Before you start a project entry

- ✓ When you *Enter Data* As a provider, all data you enter (project entries, project updates, follow-ups, services, and project exits) will automatically be associated with that provider.

What's different in SSVF Projects?

- ✓ The type of entry is **SSVF** (Supportive Services for Veteran Families). Keep in mind that these fields are critical for accurate data collection and reporting.
- ✓ In the SSVF projects, important fields in the assessment are:
 - SOAR, (SSI/SSDI Outreach, Access, and Recovery).
 - Employed (HUD)
 - Veteran Information
 - Percentage of AMI
 - VAMC Station Number

Pro Tips

- i The questions about HP applicant total points (integer) and Grantee targeting threshold score (integer) are important and must be filled out.



Service Requests

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How to manage service requests

As a Case Manager, you will spend most of your day providing services to clients, such as financial assistance, counseling, or referrals. Handling service requests in WSCS is easier than you think!



Service request steps

What you need to know about SSVF Services?

About the TFA and non-TFA Programs

- ✓ The Temporary Family Assistance Program (TFA) provides monthly cash and employment assistance to eligible families to support basic needs such as food, shelter, and clothing.
- ✓ TFA is funded by the federal and state governments to provide a 'safety net' for families with children.
- ✓ Refer to fact sheets and job aids from your organization to find out more about:
 - Requirements and eligibility for TFA
 - Income limits to be eligible for TFA
 - Asset limits to be eligible for TFA
 - Exemptions from time limits or work requirements

1 Service transactions

Go to *Clients* from the main menu. Then select *Service Transactions*. Make sure that all household members are listed in the household tab.

2 Fill out the required fields

Be sure to complete the required fields: Service provider, Start Date, Service Type, Provider Specific Service.

3 Choose SSVF applicable services

You will find a drop-down list of all the eligible services applicable to SSVF:

- For **TFA** (Temporary Financial Assistance) scenarios, complete the *SSVF Financial Assistance Type* and *SSVF Financial Assistance Amount* only by selecting from the drop-down options.
- For **non-TFA** (non-Temporary Financial Assistance) scenarios, like Case Management, for example, select the corresponding *Service Type* from the drop-down on the *Add Service* section.

Remember



Not all programs are required to collect services. There's a chance you will not see information listed under Services.

Project Exit

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How to manage project exits



Recording a client discharge or SSVF project exit in WSCS is a crucial task that requires prompt attention. This ensures the accuracy of the recorded data and minimizes inconsistencies in reports, making them reliable and actionable.

SSVF project exit steps

1

Search for the Head of Household or client

Once you've opened a client's record, select the *Entry/Exit* tab on the client profile page.

Select the *Add Entry/Exit* button.

2

Select the program the client will exit

First, locate the program in the Program list. Then, select the pencil icon under *Exit Date* next to the program.

This will open a small pop-up window allowing you to select which group members are being exited.

3

Fill out the SSVF assessment exit questions

Enter any necessary updates to the Assessment questions. Select a *Reason for Leaving*, then the client's *Destination*.

SSVF Exit Assessment Questions

- ✓ *Project Completion Status*. This question is mandatory.
- ✓ For SSVF exits, two main questions to answer in the assessment are *Connection with SOAR* and *Employment status*. Respond to these by selecting an option from the drop-down.

What to consider about Employment Status?

- ✓ The employment question determines if the client gained employment while in the program.
- ✓ For Employed (HUD), if the answer is yes, select the appropriate option from the drop-down. Select *Full-time*, *Part-time* or *Seasonal/sporadic* (including day labor).

Pro Tips

- i The assessment may vary depending on the type of project you are working with, and on your agency's specific data collection and reporting needs.