

# Office Hours: 38,000 Permanent Housing Placement National Challenge

VHA Homeless Programs Office – December 9, 2022

## Closing Arguments

### HUD-VASH

- If you are a HUD-VASH case manager:
  - Work with your local leadership to support the completion of two quarterly suspense items due by December 30. Completion of these items supports data reconciliation to accurately reflect progress toward the 38,000 goal.
    - [HUD-VASH PBV Registry](#) reviews and certifications for all facilities with HUD-VASH housing projects. Additional information on how to enter and update PBV projects is available in the [PBV Registry Quick Guide](#).
    - All facilities must review the [HUD-VASH Reconciliation Report](#) and certify that all potential documentation discrepancies have been resolved. This report includes Veteran-level details to assist with rapid identification of documentation discrepancies to ensure accuracy of Veteran information. Instructions for using the report can be found in the [HUD-VASH Reconciliation Report Quick Guide](#). Additionally, the [HUD-VASH Reconciliation Standard Operating Procedure](#) (SOP) establishes a quarterly review and certification process for VAMCs and provides specific instructions for correcting discrepancies identified in the report.

### SSVF

- If you are an SSVF Grantee:
  - Continue to review and address data entry and data quality at the local level.
    - Timely data entry.
    - Quality assurance process in place and being followed.
  - Understand the critical data elements contributing to the PHP Dashboard.
  - Ensure any and all of the following are updated or corrected:
    - Missing SSN (entirely blank)
    - Invalid SSN (uses 'x' or '0' to fill spaces)
    - Partial SSN (not all 9 digits)
    - Missing VAMC
      - VAMC is usually selected upon enrollment or may be “auto-filled” by the HMIS Vendor/HMIS Lead.
    - Invalid VAMC
      - A VAMC that doesn't conform to the [list of station numbers](#).
    - Move-in Date (MID)
      - Incorrect
      - Missing housing move-in dates (entirely blank)

- MID must be on or after the project start and on or before the project exit for every enrollment, no matter how many enrollments there are for that client.
- Exit Destination
  - Incorrect
  - Missing destinations at exit
- Temporary Financial Assistance (TFA) accuracy and timeliness.
  - Emails have been sent since March's upload identifying top 2% most expensive and bottom 10% least expensive households by grantee, as well as missing TFA altogether. Please review and reconcile in HMIS in time for next upload period.
- Overall data entry timeliness
  - The month "closes" on the last day of the month, and all data for the month should be uploaded by the 2nd business day following the end of the month, including TFA. Work to adjust local process so that TFA can be entered on time and with high accuracy.

## GPD

- If you are a GPD Liaison:
  - Data Reconciliation: Review the [HOMES OR7: Current Program Census](#) report to make sure your current census is reflected. Utilize the Housing and Employment Tracker for "real-time" updates.
  - Timely Documentation: All documentation is [required to be entered in HOMES](#) within three business days, including:
    - Assessments\*
    - Referrals
    - Program entries\*
    - Program exits

\*Grant and Per Diem (GPD) Episodes: In cases where a GPD referral does not come directly from the VA, GPD Liaisons have 7 calendar days to meet with the Veteran to complete the assessment interview. In those cases, the Assessment and Entry form should be documented within three business days from the date of the interview.

- Proactive Discharge Planning and Communication: Identify the Veterans that are anticipated to discharge in December and host a huddle with the teams (e.g., HUD-VASH, SSVF, grantee) and Veterans on the remaining steps and verify and reconfirm the discharge date(s).
  - For Veterans that are targeted for January discharges, are there any opportunities to orchestrate the Veteran(s) move into their own apartment before December 31
- Team "High Five" Emails: Kudos for each successful placement in December.

## HCHV

- If you are an HCHV Outreach Worker:
  - Ensure timely documentation of HCHV Case Management activity in HOMES.
  - Continue to provide the outstanding coordination of care and warm handoffs to other homeless programs!

- If you are an HCHV Contracted Residential Services Liaison:
  - Data Reconciliation: Review the [HOMES OR7: Current Program Census](#) report to make sure your current census is reflected.
  - Timely Documentation: All documentation is [required to be entered in HOMES](#) within three business days, including:
    - Assessments
    - Referrals
    - Program entries
    - Program exits
- If you are an HCHV Contracted Residential Services Liaison:
  - Proactive Discharge Planning and Communication: Identify the Veterans that are anticipated to discharge in December and host a huddle with the teams (e.g., HUD-VASH, SSVF, grantee) and Veterans on the remaining steps and verify and reconfirm the discharge date(s).
  - Unknown Exits: Review census and data daily, paying close attention to those Veterans with exits to unknown housing status. Follow-up on these Veterans to work to prevent this discharge status.
- If you are a Coordinated Entry Specialist:
  - By-Name-List: Focused energy on by-name list reconciliation to ensure accurate data is being reported in HOMES.
  - Case conferencing: special emphasis on Veterans who can be quickly housed.

### *Housing Placements*

- PHPs are de-duplicated to count placements shared by multiple programs only once.
- Example: A Veteran could have a HUD-VASH move-in date and also receive SSVF RRH assistance for the same move-in. Both HUD-VASH and SSVF receives credit for the same PHP. However, the shared PHP is only counted once when de-duplicating PHPs across programs.
- PHPs should be documented in HOMES and HMIS in a timely manner.
- Review and follow program documentation guidelines, as outlined in previous slides.
- Late entries after the final calendar year update will not be captured toward the goal.
- Review and follow program documentation guidelines, as outlined in previous slides.
- Reach out to your Regional Coordinator or Program Lead as needed.