

VA LEGAL SERVICES FOR HOMELESS VETERANS AND VETERANS AT-RISK FOR HOMELESSNESS (LSV-H) GRANT PROGRAM

MONTHLY GRANTEE WEBINAR
APRIL 3, 2024

Recording: <https://veteransaffairs.webex.com/recording/service/sites/veteransaffairs/recording/39534e6fd412103cadb7b24277e8af2a/playback>
Password: Homeless1!

AGENDA

- I. Welcome
- II. VA QUERI Partnered Evaluation Initiative
- III. Compliance
- IV. Fiscal
- V. Operations

VA



U.S. Department of Veterans Affairs

Veterans Health Administration

VA QUERI Partnered Initiative:

Seeking Feedback from Veterans on the LSV-H Grant Program



Legal Services for Veterans (LSV)

VA QUERI Partnered Evaluation Initiative



Center for Healthcare Organization
and Implementation Research

Overview

- **Purpose:** To learn from Veterans ways to improve the LSV-H grant program to better meet their needs
- **Format:** A brief survey, administered by a VA-funded evaluation team separate from the LSV-H grant program team
- **Request:** Share an informational flyer with Veterans to whom you deliver legal services through the LSV-H grant program

Flyer

- Points Veterans to the survey
- Will be available in PDF format
 - Will be downloadable from the provider website
 - Will be sent out with monthly grantee calls



Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness (LSV-H)

A new VA program that gives awards to organizations to provide legal services to Veterans

More information about LSV-H is available at <https://www.va.gov/homeless/lsv.asp>

You are invited to complete a survey about the legal services you received

- Please consider completing a 10 minute survey to help the VA improve the new legal services program for Veterans (LSV-H).

You can access the survey online at [survey link](#) or scan this QR code:

Survey
QR
code

- All of your answers are **confidential**. The LSV-H legal service organization that helped you with your legal needs will **not** be notified that you completed the survey.
- If you prefer to complete the questionnaire by phone, please leave a message at **(617) 963-6766** with the best phone number to reach you.
- A **\$20 CVS gift card will be provided** if you complete the survey and provide a mailing address.



Legal Services for Veterans (LSV)
VA QUERI Partnered Evaluation Initiative

Survey

- Is intended to help improve the LSV-H grant program as a whole
 - Veterans will **not** be asked to identify the grantees from which they receive legal services
 - Veterans will **not** be asked to disclose confidential information that they have exchanged with their legal service providers
 - Veterans will be invited to participate in an optional follow-up interview to further share their experiences

Survey (continued)

- Asks LSV-H Veterans about the following matters
 - *Which legal issues did the legal service organization help you with?*
 - *Which legal services did you receive under the LSV-H program?*
 - *Approximately how many times did you meet (in-person or virtually) with the providers of those services?*
 - *How satisfied were you with the legal service(s) that you received through the LSV-H program?*
 - *How did you find out about the LSV-H program?*
 - *Did the LSV-H program help you access VA health care?*
 - *Do you have any comments or suggestions regarding the legal services that are available to you through the LSV-H program?*

Confidentiality

- Any identifying information voluntarily mentioned by Veterans (e.g., in an open-ended response) will be removed by the evaluation team and unknown to the LSV-H grant program team
- Findings will be combined across multiple responding Veterans and will never be reported in a way that makes it possible to identify any individual Veteran or grantee

Confidentiality (continued)

- Whether you choose to distribute the flyer has no bearing on your status with the LSV-H grant program or future funding opportunities
- The LSV-H grant program team will neither ask you nor know whether you choose to share the flyer with your LSV-H Veterans

Thank you!

- We hope you choose to share the flyer with your LSV-H Veterans
- We will periodically mention this request in our attempt to better understand and improve legal services for Veterans
- Comments and inquires about this Veteran feedback survey can be directed to evaluation team lead Bo Kim at 857-364-4867 or bo.kim@va.gov

COMPLIANCE – VETERAN TRAINING & OUTREACH

- As a reminder, grantees can bill for any outreach or training provided to Veterans.
- Such training or outreach would be billed to the 90% direct services portion of the grant (not the Administrative Costs which are capped at 10%).
- Hours associated with training or outreach should include preparation, travel (if applicable), and the actual training.
- Log any training or outreach event in the Quarterly Report and Caseload Tracking Tool. For these events, VA just needs an estimated head count for the number of Veterans in attendance.

COMPLIANCE – LSC PROHIBITION ON CRIMINAL REPRESENTATION

- Please note that the LSC prohibition which would prevent an LSV-H grantee from providing criminal defense legal services to eligible Veterans under the LSV-H Grant does NOT apply. To quote LSC:

“The restriction on criminal cases is found in the LSC Act and applies only to LSC funds and private funds by operation of Section 1010(c), 42 U.S.C. 2996i(c). The restriction does ***not*** extend to public funds—which include Federal grants—or Tribal funds as long as the public or Tribal funds are used for the purposes for which they were granted. In the case of LSV grants, because criminal representation is a permitted activity, LSC grantees would be able to use LSV funds consistent with that purpose.”

- If you have any additional questions regarding LSC’s position here, please contact Stefanie Davis – Senior Associate General Counsel and Ethics Officer with LSC’s Office of Legal Affairs (Email: sdavis@lsc.gov).

COMPLIANCE – AMBIGUOUS SQUARES RESULTS

- When determining Veteran Eligibility for LSV-H, reviewing the DD-214 is the best method to use. However, Veterans experiencing homelessness don't always have a copy of their DD-214. In these situations, a search of SQUARES should be conducted.
- However, SQUARES doesn't always have all the information needed either.
- When a SQUARES query results in an ambiguous eligibility determination grantees have a few options...

COMPLIANCE – AMBIGUOUS SQUARES RESULTS (CONTINUED)

1. Contact the SQUARES Admin Team (SquaresAdmin@va.gov). They can assist with a deep dive of whatever is in SQUARES.
2. Contact the LSV-H Business Team. We can run a search in the Defense Personnel Records Information Retrieval System (DPRIS).
3. If there is nothing in DPRIS, you can submit a request to the National Personnel Records Center (NPRC). Please note that if you do need to submit a request to NPRC, you **WILL** be able to bill the LSV-H Grant for your efforts to that end. If the potential client turns out to not be eligible, you just won't be able to provide services beyond the records request. If the potential client is eligible, you'll be able to provide covered legal services under the grant in the normal course.
(<https://vetrecs.archives.gov/VeteranRequest/home.html>).

OPERATIONS - HPO LEGAL SERVICE RESOURCES

VA  U.S. Department of Veterans Affairs

VETERANS HEALTH ADMINISTRATION HOMELESS PROGRAMS OFFICE

LEGAL SERVICES RESOURCES

Follow the QR code to access the links to resources mentioned in this document. 

Supportive Services for Veterans and Families (SSVF)

- Veteran households must be eligible for SSVF enrollment based on Veteran status, income below 80% AMI, and homeless or at imminent risk of homelessness
- Grantees may provide legal services through in-house counsel, contract, and/or referral networks
- Eligible legal services are directly linked to housing or housing stability and may include:
 - Eviction (threatening or pending)
 - Child support issues
 - Assistance obtaining SSI and SSDI benefits (including claims for benefits)
 - Landlord/tenant issues (protecting tenant rights, housing code violations, security deposits, and lease reviews)
 - Outstanding warrants and/or court fees
 - Assistance obtaining VA benefits (including claims for benefits)
 - Driver's license reinstatement issues
 - Criminal records expungement
 - Debt collection (pursuing debt forgiveness and processing personal bankruptcies)
 - Discharge upgrade (if Veteran already enrolled, upgrade must directly connect to housing stability plan)
- All members of the Veteran household may be eligible for legal assistance
- **To locate a SSVF Grantee, visit** <https://www.va.gov/homeless/ssvf/index.html>

Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness Grant (LSV-H)

- 79 legal service grantees, award cycle began August 2023
- Eligibility criteria is Veterans with other than dishonorable discharge and experiencing homelessness or at risk of becoming homeless
- No income threshold criteria
- Legal services provided may include:
 - Housing law (eviction defense, foreclosure, landlord-tenant representation)
 - Family law (child support/custody, divorce, estate planning, advanced directives)
 - Income support (assistance in obtaining public benefits)
 - Criminal defense, matters symptomatic of homelessness (driver's license revocation, expungement)
 - Military discharge or dismissal upgrades
 - Protective orders and other matters related to DV/IPV
 - Access to healthcare
 - Consumer law matters
 - Employment law matters
- Focus on serving women Veterans
- Visit the Legal Services for Veterans Programs, administered by the Veterans Justice Programs, at <https://www.va.gov/homeless/lsv.asp>
- **To locate an LSV-H Grantee, visit** https://www.va.gov/HOMELESS/lsv/LSV-H_Grantee_Referral-Information_508c.pdf

Medical Legal Partnerships and VA-Affiliated Legal Clinics

A Medical Legal Partnership (MLP) is a collaboration between pro-bono legal service providers and VA healthcare staff with the primary focus on Veteran-centric care. These partnerships address health-harming legal issues that present a unique set of social determinants of health, impacting Veterans' overall well-being. Many legal service providers offer free civil legal clinics in VA facilities. Specific information on pro-bono legal clinics can be found at https://www.va.gov/HOMELESS/lsv/MLP_LC_List.pdf.

For VHA locations not currently served by these programs, visit <https://www.va.gov/homeless/lsv.asp>.

- Q3 Quarterly Report
 - Due May 30, 2024
 - Information in eGMS Table and Caseload Tracking Tool is cumulative and should include all work done in Q1, Q2 and Q3.

FISCAL

- Payment Management System Access
 - User access requests are delayed; taking several weeks to process
 - Direct Deposit form (SF-1199A)
 - Check for rejections/approvals in your request queue
 - PMS Liaison: Keishay.Bulluck@psc.hhs.gov (include Request ID)
 - ID.me support: XMSHelp@hhs.gov

[Home | Payment Management Services \(psc.gov\)](#)

OPERATIONS - WOMEN VETERANS

Per H.R. 7105 – Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020; Section 4202: (e) FUNDS FOR WOMEN VETERANS.—For any fiscal year, not less than 10 percent of the amount authorized to be appropriated for grants under this section shall be used to provide legal services described in subsection (d) to women veterans.

- ❖ Every VA Medical Center has a Women Veterans Program Manager
 - [Women Veterans Health Care Home \(va.gov\)](https://www.va.gov/womenvet/healthcare/)
- ❖ Women Veterans account for 30% of new patients coming to VHA
 - [Post-9/11 Transition and Case Management Home \(va.gov\)](https://www.va.gov/post911/)
- ❖ Households experiencing recent domestic violence commonly have one or more civil legal problems
 - [Intimate Partner Violence Assistance Program \(IPVAP\) - VHA Social Work](#)
- ❖ Explore outreach materials and resources – VA Center for Women Veterans
 - <https://www.va.gov/womenvet/outreach/index.asp>

REMINDERS

- **Success Stories! - email LSVGrants**
- Update Grantee Referral Listing – email LSVGrants
- Maintain accurate Grant Contacts – grantee manages in eGMS
- Utilize lsvglants@va.gov email
- Quarter 3 ends April 30, 2024
- Monthly LSV-H Grantee Webinar
 - 1st Wednesday of each month
 - 2pm ET
 - Next scheduled call: May 1, 2024

Questions?

