

Typical Services Model in VHHP Supportive Housing



Individualized, on-site case management provided by lead service provider (LSP) or contracted agency (or both). LSP onsite typically provides case management and connections to services, as well as life skills, peer support, social and recreational activities.

Case management typically funded by: Project operations, HUD-VASH or Supportive Services for Veteran Families (SSVF), Continuum of Care and/or philanthropy, but can include a wide variety of funding sources.



- Increased Medi-Cal eligibility
- Increased flexibility in service delivery through Medi-Cal 1115 waiver and Health Homes
- Managed care, FQHC clinics



- Mental Health Care, including services for PTSD, MST, SUD
- Preventative healthcare
- Emergency and inpatient care
- Home health care
- Specialized homeless services, including H-PACT coordination
- SSVF services available to other-than honorable discharges
- Reintegration services such as TAP



- Employment programs, including veteran-specific programs
- Educational institutions and services
- County Veteran Services Offices
- Legal aid or other legal assistance
- Financial literacy
- Benefits advocacy



- Specialty MH services: outpatient, targeted case management, day treatment, crisis intervention/ stabilization, residential, psychiatric hospitalization
- MHSa services including, full service partnerships
- Veteran programs such as VALOR in Los Angeles and Courage to Call in San Diego
- Substance use disorder services

VHHP Supportive Services Requirements for Supportive and Transitional Housing

Minimum Services, commitments documented at time of application

- Intensive case management
- Benefits counseling and advocacy, including Medi-Cal and VA benefits
- Mental health care
- Physical health care
- For transitional housing, permanent housing location and placement

Enhanced Services, commitments documented before occupancy & funding

- Educational services
- Employment services
- Linkages to potential outplacements, if warranted
- Life skills training
- Representative payees
- Peer support and advocacy
- Legal assistance
- On-Site medication management
- Attendant care
- Parenting education (for families)
- Social and recreational activities

Lead Service Provider Requirements

- Four years providing services to people experiencing homelessness, including comprehensive case management, including at least two years in housing
- Case management at appropriate ratios and at least one staff on site with master's degree
- Provide flexible, individualized, culturally specific, including culture shared by veterans and linguistically appropriate services. Employ housing first property management and service delivery practices.
- Written policies and procedures, as specified, and staff training on veterans culture, needs and resources
- Provide transportation to offsite services
- Engage residents in services, services planning and building operations

