

draw down request is approved, disbursement is completed by electronic funds transfer to the grantee's bank account the following business day.

To meet obligation for spending of SSVF funds, and ensure effective and efficient grant expenditure, the following targets for quarterly grant draw downs is strongly recommended:

- Q1 - 35%
- Q2 - 60%
- Q3 - 80%
- Q4 - 100%

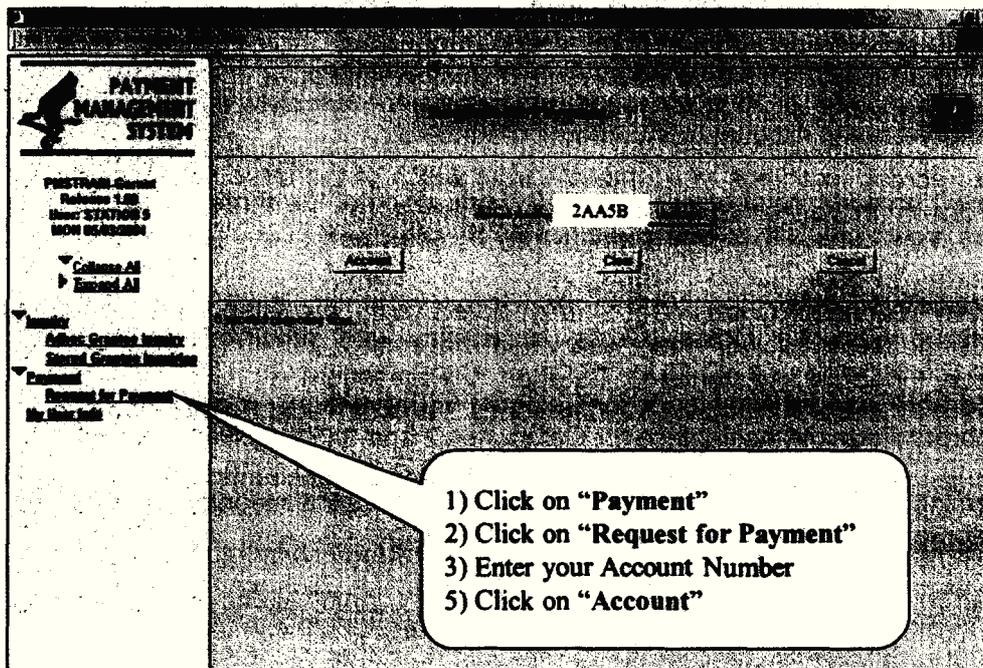
2. Grant Draw Down

To Access Payment Management System's Online Platform:

- Visit www.dpm.psc.gov
- At the top of the page, click on "Payment Management System"
- Under "Service", click on "Payment Management System"
- Enter User Name (established by DPM) and Password (initial password provided by DPM)
- Click on "Click Here for Access to the Payment Management System"

Grantees must access PMS/Smartlink via the DPM website (www.dpm.psc.gov) in order to draw down SSVF Program grant funds. Once logged in to the PMS online platform, you may make a request for payment under the "Payment" tab. The grantee will first locate their SSVF account by entering the assigned account number after the prompt, as shown in the following screenshot.

PMS Screenshot #1 - Account Access



Once the grantee's SSVF account has been entered, the grantee will be able to complete a request for supportive services grant funds. The following image is a screenshot of the "Request for Payment" form.

PMS Screenshot #2 - Request for Payment Form

DPM User Request for Payment

Account Number: 2AA51
DUNS: 123456789

Person Requesting Funds:
 Check here if information shown is correct, otherwise please update

First Name: PMS Initial: Last Name: IRANER
Area Code: 301 Phone No.: 443 Ext.: 2292
E-Mail Address: INFO@PFC.GOV

Payment Due Date: 03/15/2005 @AMERICAN
Expected Disbursement Amount: \$1000
Cash on Hand: \$0
Payment Request Amount: \$1000

Continue Clear Cancel

As shown in the image above, the grantee is required to complete the following information for each drawdown request:

- DUNS
- Updates to Requestor Information [Click checkbox if no changes are required]
- Payment Due Date [list next business day]
- Expected Disbursement Amount [total amount requested]
- Cash on Hand [SSVF Program funds remaining since last draw down]
- Payment Request Amount [total amount requested]

On the next screen, grantees must indicate from which of the three subaccounts the funds should be drawn (more than one account may be selected):

- Administrative Costs
- Supportive Services Costs (Costs associated with provision and coordination of supportive services, excluding temporary financial assistance)
- Temporary Financial Assistance for Category 1 (Prevention)
- Temporary Financial Assistance for Categories 2 and 3 (Rapid Re-Housing)

To determine the total amount of funds in each of these subaccounts, grantees should refer to their approved budgets.

PMS Screenshot #3 – Subaccount Identification

DPM User Request for Payment

Account Name: EMISIP1
 Name: _____
 Role: PMS TRAINER
 Phone: (301) 443-2202 ext. _____
 Email Address: _____@va.gov

Payment Due Date: 03/15/2015
 Payment Request Amount: \$1,000.00

Subaccount 1 Subaccount 2

On the following screen, grantees must specify the amount of funds being requested from each subaccount.

PMS Screenshot #4 – Amounts Requested from Each Subaccount

DPM User Request for Payment

Account Name: EMISIP1
 Name: _____
 Role: PMS TRAINER
 Phone: (301) 443-2202 ext. _____
 Email Address: _____@va.gov

Payment Due Date: 03/15/2015
 Payment Request Amount: \$1,000.00

Subaccount	Request Amount	Payment Due Date	Payment Request Amount
Subaccount 1	500	03/15/2015	500
Subaccount 2	500	03/15/2015	500

When all of the information has been entered, grantees should click "Request Payment" and a confirmation screen will appear. Once a request has been approved, funds will be disbursed by direct deposit into the grantee's bank account the following business day.

In order to receive SSVF Program Office approval, the request must meet the following requirements:

- Request amount must not exceed remaining grant funds; and
- Request amount must not exceed agreed-upon quarterly maximum.

If a request for payment is not approved by the SSVF Program Office, the grantee's request will be denied. To make changes to payments or drawdown requests that have been approved, grantees must contact the VA HHS liaison at anthony.holland@psc.hhs.gov to request any reversals to previously approved payments. Any corrections made to the SSVF account will appear on the summary page report.

C. Eligible Expenses and Financial Close-outs

Payment of SSVF grant funds up to the amount specified in the SSVF grant agreement will be made only for appropriately documented eligible expenses that are allowable, allocable, and reasonable costs of operating a program under the Supportive Services grant. Eligible expenses must be in accordance with the applicable Federal Cost Principles set forth in OMB Circular A-122, Cost Principles for Non-Profit Organizations, codified at 2 CFR Part 235. Ineligible expenses are those costs charged by a grantee that VA determines to be unallowable based on applicable Federal cost principles, the SSVF Program regulations or the Supportive Services grant agreement. All SSVF grant funds must be expended by the end of the contract year. Any remaining funds will be returned to the Department of the Treasury. SSVF grantees will have 45 days from the end of the agreement term to finalize programmatic and financial close-outs. Subcontractors are held to the same standards as the SSVF grantee regarding compliance with the Final Rule and OMB circulars. Grantees are responsible for the monitoring and oversight of subcontractors, as well as maintaining appropriate financial and program performance documentation.

Grantees must submit all required final reports no later than 45 days after the end of the grant term.

Under 38 CFR § 62.71 grantees are required to comply with VA reporting procedures. For SSVF, grantees are required to complete the Federal Financial Report (FFR) SF-425. Currently, this report must be completed manually.

The SSVF Program Office will provide instructions for SSVF grantees to complete this requirement, and grantees should use the SSVF grant account number provided by VA.

The submission of the FFR will be on an annual basis, at the completion of the award agreement. For SSVF, the reporting period end date shall be the end date of the project or grant period. Grantees who received an extension from the SSVF program office shall use the date the extension ended.

Annual reports shall be submitted no later than 45 days after the project or grant period end date. Each FFR report must represent only one SSVF grant award.

The following sections outline expenses that are eligible under the supportive services requirements of the SSVF Program.

1. Administrative Costs (10% Maximum)

Administrative costs include all direct and indirect costs associated with the management of the program, including supplies, phone and internet, photocopies, the administrative costs of subcontractors, etc. Per OMB Circular A-122, direct costs are those that can be identified specifically with a particular final cost objective (i.e., a particular project, service, or other direct activity). Indirect costs are those that have been incurred for a common or joint objective and cannot be readily identified with a particular final cost objective (e.g., depreciation, costs of operating and maintaining a facility, salaries of administration and accounting personnel, etc.). Administrative costs may not exceed 10 percent of the total amount of the supportive services grant. Please see OMB Circular A-122 to determine what costs are and are not allowable direct and indirect costs.

2. Provision and Coordination of Supportive Services (90% Minimum)

a. Outreach

Eligible expenses associated with providing outreach services may include costs such as outreach staff, promotional materials, advertisements, etc.

b. Case Management

Eligible expenses associated with providing case management services such as case manager salaries and other program (non-administrative) staff time. These expenses may include the costs associated with training and supervising case management staff. The time associated with case managers entering participant records into HMIS can also be budgeted in this section.

c. Assistance in Obtaining VA Benefits

Grantees are required to assist participants in obtaining VA benefits such as vocational and rehabilitation counseling, employment and training service, educational assistance and health care services. This supportive service is a component of each participant's ongoing needs assessment and, as it is primarily a referral service, does not involve specific expenses beyond non-administrative staff time for the case manager.

d. Assistance in Obtaining and Coordinating Other Public Benefits

Grantees are required to assist participants to obtain, and coordinate the provision of, public benefits that are being provided by Federal, State, local, or tribal agencies, or any eligible entity in the area or community served by the grantee. Services included in this section are health care services, daily living services, personal financial planning services, transportation services, income support services, fiduciary and representative payee services, legal services, child care services and housing counseling. At a minimum, these services will involve the time of the case manager who provides and coordinates referrals.

Professional services are also an eligible expense (e.g., legal services, real estate services). In some cases, grantees may be able to directly provide necessary supportive services; however, it may sometimes be more cost-effective for grantees to provide a referral for participants to obtain a service in the community. Costs involved with administering these services, such as administrative staff time and supplies, are included in the program's administrative costs.

e. Temporary Financial Assistance

A temporary financial assistance payment made on behalf of a program participant must help the participant remain in permanent housing or obtain permanent housing and meet all other requirements set forth in 38 CFR 62.33 and 38 CFR 62.34. Temporary financial assistance must be reasonable and must be provided as part of a plan to address the participant's future ability to pay their own expenses. Outside of such a plan, temporary financial assistance payments are not an eligible use of SSVF Program funds.

Temporary financial assistance payments should augment the grantee's program by supporting the housing stability of participants and should not consume a disproportionate amount of grant funds. Grantees must ensure that temporary financial assistance payments do not exceed the percentage of total grant funds established in the NOFA. Temporary financial assistance must comply with the limitations set out in 38 CFR 62.33 and 62.34. Eligible temporary financial assistance restrictions and suggested documentation are shown in the table below (further restrictions may be set forth in the NOFA).

Temporary financial assistance must be paid directly to a third party on behalf of a participant. Temporary financial assistance must never be paid directly to a participant.

Temporary Assistance	Associated Restrictions	Suggested Documentation
Child Care services	<ul style="list-style-type: none"> ▪ Care must be provided by an "eligible child care provider" ▪ Maximum of 4 months during a 12-month period, per household 	<ul style="list-style-type: none"> ▪ Copy of invoice for services ▪ Receipt of payment
Transportation services	<ul style="list-style-type: none"> ▪ No restrictions on public transportation assistance ▪ Maximum of \$1,000 in car repair/maintenance in a 3-year period 	<ul style="list-style-type: none"> ▪ Copy of bill for services ▪ Receipt of payment
Rental assistance	<ul style="list-style-type: none"> ▪ Eligible for payments currently due or in arrears (<i>note: payment towards arrears counts towards maximum assistance limitations</i>) ▪ Maximum of 8 months in a 3-year period ▪ Maximum of 5 months in a 12-month period ▪ Penalties or fees must be reasonable and must directly allow participant to obtain/ remain 	<ul style="list-style-type: none"> ▪ Copy of payment demand from landlord/management company, clearly identifying participant and unit ▪ Document indicating participant's portion of rent ▪ Receipt of payment ▪ Signed lease ▪ W9 from landlord required for payment

Temporary Assistance	Associated Restrictions	Suggested Documentation
	<ul style="list-style-type: none"> ▪ in permanent housing ▪ Must be in compliance with "rent reasonableness"⁵ 	
Utility payment assistance	<ul style="list-style-type: none"> ▪ Eligible for payments currently due or in arrears ▪ Maximum of 4 months in a 3-year period ▪ Maximum of 2 months in a 12-month period ▪ Participant, legal representative or a member of the household must have an account in his/her name with a utility company or proof of responsibility to make payments 	<ul style="list-style-type: none"> ▪ Copy of utility bill ▪ Proof that participant is responsible for payment ▪ Receipt of payment
Security deposits/ Utility deposits	<ul style="list-style-type: none"> ▪ Maximum of 1 security deposit during a 3-year period ▪ Utility deposit assistance limited to one time during a 3-year period ▪ Approved deposits do not count towards maximum assistance limitations 	<ul style="list-style-type: none"> ▪ Written statement from landlord/management company or utility company that deposit is required. In cases where water and power are not included in rent and are billed separately, this is to be included in the written statement from landlord/management company. ▪ Signed lease or utility agreement ▪ Optional Habitability standards inspection checklist (if participant has relocated) ▪ Receipt of payment
Moving costs	<ul style="list-style-type: none"> ▪ Maximum of one time assistance during a 3-year period ▪ Short-term storage for a maximum of 3 months or until participant is in permanent housing, whichever is shorter 	<ul style="list-style-type: none"> ▪ Copy of receipts for reasonable moving costs ▪ Copy of receipts for short-term storage fees ▪ Receipt of payment

⁵ Rent reasonableness means the total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not exceed rents charged by the property owner during the same time period. See Exhibit B11 for a sample rent reasonableness worksheet.

Temporary Assistance	Associated Restrictions	Suggested Documentation
General Housing Stability Assistance	<ul style="list-style-type: none"> ▪ Maximum of \$1500 per participant ▪ Maximum of \$500 for items that are eligible as Emergency Supplies described below 	<ul style="list-style-type: none"> ▪ Copy of bill or invoice for employment related training, etc. ▪ Copy of receipts for allowable expenses
Emergency supplies	<ul style="list-style-type: none"> ▪ May be used to pay for items necessary for a participant's life or safety on a temporary basis ▪ Maximum of \$500 in a 3-year period for a participant ▪ Must be paid directly to a third party 	<ul style="list-style-type: none"> ▪ Copy of bill or other justification of cost ▪ Receipt of payment
Emergency Housing Assistance	<ul style="list-style-type: none"> ▪ Maximum of 30 days of temporary emergency housing ▪ Limited to families with children under the age of 18 ; individuals are not eligible for this assistance ▪ Permanent housing must be secured but the participant cannot immediately be placed in that housing ▪ No space is available at a community shelter that would be appropriate for placement of a family unit ▪ The cost cannot exceed the reasonable community standard for such housing ▪ Limited to short-term commercial residences not already funded to provide on-demand emergency shelter (private residences not eligible) 	<ul style="list-style-type: none"> ▪ Copy of invoice and receipt

Payments cannot be made on behalf of the participant for the same period and for the same cost types that are being provided for the same participant through another Federal, State or local subsidy program.

Grantees should maintain records that justify the provision of temporary financial assistance payments. Such records should include the details and documentation of the payment as well as the participant's housing stability plan. The plan provided must justify the provision of the temporary financial assistance in terms of the urgency of the assistance at the time of payment, as well as the participant's plan to pay the costs for housing in the future.

f. Other Supportive Services

In accordance with grantees' grant agreements or otherwise approved by VA, other supportive services may be provided.

D. Documentation Required

Grantees must use adequate financial management systems that follow generally accepted accounting principles (GAAP) and provide adequate fiscal control and accounting records, including cost accounting records supported by documentation. Grantees' financial management systems must comply with the requirements of 38 CFR 49.21.

E. Ineligible Activities

SSVF grantees are encouraged to read OMB Circular A-122, Cost Principles for Non-Profit Organizations. Supportive services grant funds may *not* be used to pay for any of the following items (*Note: this list of ineligible activities is not exhaustive.*):

- Mortgage costs (including refinancing fees, taxes, or other costs)
- Construction or the cost of housing rehabilitation
- Credit card bills or other consumer debt
- Extensive car repairs for participants (beyond the eligible \$1,000 in repairs/ maintenance)
- Car payments for participants
- Relocation transportation expenses such as bus, train or plane tickets
- Medical or dental care and medicines Mental health, substance use, or other therapeutic interventions designed to treat Axis I or II diagnostic conditions in the Diagnostic and Statistical Manual of Mental Disorders (DSM) IV-TR
- Home care and home health aides typically used to provide care in support of daily living activities (*Note: This includes care that is focused on treatment for an injury or illness, rehabilitation, or other assistance generally required to assist those with handicaps or other physical limitations.*)
- Food, including food provided at staff and other meetings or trainings (except as a qualified emergency supply)
- Pet care, including additional deposit for pet
- Entertainment activities
- Direct cash assistance to program participants
- Purchase of gift cards for program participants
- Court-ordered fines,
- Court-ordered fees that are related to a court order/adjudication
- Petty cash for program staff
- Gift cards of any kind
- Advertising

Funds may *not* be released directly to the participant. All funds are to be issued to a third party such as a landlord or utility company.

IX. Training, Evaluation, and Monitoring

A. SSVF Program Staff Training and Mentor Program

The SSVF Program Office has developed a Mentor Program, which identifies "Mentor Sites" that have effectively developed interventions that successfully meet VA's goals of preventing and ending homelessness. Mentor Sites work with new grantees to accelerate their skill development and knowledge acquisition of the SSVF Program. This mentoring program should help new grantees adopt promising practices from the very start of their program operations. Mentor Sites will provide experiential, rather than didactic training, as the latter will continue to be offered through VA's technical assistance provider. New grantees are encouraged to have a program manager spend a week at their assigned Mentor Site to observe how that program organizes and delivers SSVF services. It is hoped that by shadowing key Mentor Site SSVF staff, new grantees will be better able to apply formal training and quickly organize effective and productive services upon return to their home agency.

In addition, grantees must attend VA-mandated training sessions. Trainings will be conducted by VA and its technical assistance provider. Information on training, including eligible training expenses, will be emailed to grantees. It is also expected that grantees will provide training for case managers and staff who will provide supportive services to very low-income Veteran families. VA mandated training will be provided at no-cost to grantees.

B. Ensuring Adequate Fiscal and Operational Controls

The HHS Payment Management System systematically manages the disbursement of SSVF Program funds. The HHS Payment Management System provides the SSVF Program Office with electronic financial reports to ensure effective management of program activities, as well as timely and accurate financial reporting. In addition to complying with the HHS Payment Management System requirements, grantees must also comply with VA's Financial Service Center auditing procedures.

VA's Financial Services Center will ensure grant accountability by performing fiscal audits for selected SSVF Program grantees. These audits will include an evaluation of costs to confirm compliance with applicable OMB circulars, the SSVF Program Final Rule and NOFA. The Payment Data Inquiry lists all account transactions for the organization and can be customized by date and specific grant account. The report can be printed and provided to auditors. The Financial Services Center will also provide technical assistance to grantees regarding financial requirements.

X. Reporting Requirements

A. Goals

The reporting requirements in 38 CFR 62.71 have been designed to provide VA with the information required to assess the outcomes associated with grantees' programs. VA anticipates grantees' programs will assist in reducing the number of Veteran families who are homeless or at risk of homelessness.

B. Reporting Process

1. HMIS

Grantees are required to enter data on all participants, with the exception of domestic violence victims, into HMIS. The SSVF Data Collection Guide October 2011 combines data collection summary tables, collection templates, and template instructions into one document to assist grantees and sub recipient with meeting data collection requirements. On a monthly basis grantees will upload client-level SSVF data from the HMIS system in which SSVF Program data are managed to a secure SSVF Data Repository ("Repository") managed by VA. Each upload of SSVF data to the Repository will contain a complete data set reflecting program activity from program inception to the date of export.

The preferred format for the upload of SSVF Program data to the Repository is the HUD HMIS Comma-Separated Value (CSV) Format⁶; a subset of the complete set of CSV files will be required. Each of the fields defined in the HUD HMIS CSV documentation must be present in the uploaded files, although not all of the fields must contain data.

The Repository will also accept data in the HUD HMIS XML Format. Data uploaded in the XML format will be parsed into the CSV format using the publicly available HUD-funded CSV to XML Parser prior to further processing. This process will require the intervention of Repository staff and will delay data validation and final acceptance; for this reason, the XML format is not preferred.

Data exported from HMIS systems should be packaged in a ZIP file prior to upload to the Repository. For detailed specifications, upload operating instructions, data quality standards, and data use and disclosure descriptions, please see the SSVF Program Data Upload and Integration Specifications available on the VA homeless website -- www.va.gov/homeless/SSVF.asp.

2. Quarterly Reports

In addition to use of HMIS, grantees are also expected to complete quarterly reports addressing programmatic and financial information. The quarterly reports consist of a series of questions related to grantees' program operations over the course of the quarter – e.g., requests for information concerning significant events that have occurred in the program, major sources of participant referrals, lists of services provided directly and by referral, participant safety issues, best practices, etc. In addition, the quarterly financial report template asks grantees to identify and explain all budget variances, quarterly spending by subcontractor, quarterly draw downs. Grantees will receive customized Quarterly Report templates from their Regional Coordinator to use for quarterly submissions. Samples of the quarterly report and instructions for completing these reports can be found on the SSVF University website.

⁶ For complete documentation of the current HUD HMIS CSV format, see [http://www.hmis.info/Resources/7527/HMIS-Comma-Separated-Value-\(CSV\)-Format-V-3.0-\(Based-on-March-2010-Data-Standards\).aspx](http://www.hmis.info/Resources/7527/HMIS-Comma-Separated-Value-(CSV)-Format-V-3.0-(Based-on-March-2010-Data-Standards).aspx).

3. Participant Satisfaction Surveys

Pursuant to 38 CFR 62.36(c)(2), grantees must provide each participant with a satisfaction survey which can be submitted by the participant directly to VA, within 45 to 60 days of the participant's entry into the grantee's program and again within 30 days of such participant's pending exit from the grantee's program. The SSVF satisfaction survey is electronically distributed to Veterans at entry and exit. Grantees must register Veterans, using the electronic survey link provided by VA. Once the Veteran is registered, the electronic survey will be emailed automatically to the Veteran. In situations where the grantee is actively assisting a participant in transitioning to another location or program, grantees should provide the participant with a satisfaction survey as close to exit as possible. In situations where a participant exits the program unexpectedly, grantees should attempt a follow-up contact with participant to provide them with the survey. Please note, that if the Veteran does not have an email address, the SSVF Program Office strongly encourages grantees to work with the Veteran to establish an email account. Contact the SSVF Program Office at SSVF@va.gov with additional questions regarding the survey.

C. Process of Program Remediation

It is the responsibility of the grantee to contact their Regional Coordinator with any requests for grant agreement amendments, program changes and/or budget changes.

1. Allegations of Impropriety

Any and all allegations of impropriety by the grantee, VA employees, or participants must be addressed immediately and documented through use of the appropriate VA mechanism (i.e. SSVF Program Office or Office of Inspector General (OIG)).

- i. Information about actual or possible violations of criminal laws related to VA programs, operations, facilities, or involving VA employees, where the violation of criminal law occurs on VA premises, will be reported.
- ii. Criminal matters involving felonies must be immediately referred to VA.

2. Corrective Actions

In accordance with 38 CFR 62.60(b), if a grantee's actual SSVF grant expenditures vary from the amount disbursed for a given quarter or actual SSVF activities vary from the grantee's program description provided in the grant agreement, VA may require that the grantee initiate, develop and submit to VA for approval a Corrective Action Plan (CAP). Such variances in activities are measured according to targets established in the grant agreement, requirements for the use of temporary financial assistance, and meeting mandated SSVF data reporting requirements. The CAP must identify the expenditure or activity source that caused the deviation, describe the reason(s) for the variance, provide specific proposed corrective action(s), and provide a timetable for accomplishment of the corrective action. After receipt of the CAP, VA will send a letter to the grantee indicating that the CAP is approved or disapproved. If disapproved, VA will make helpful suggestions to improve the proposed CAP and request resubmission, or take other actions in accordance with 38 CFR Part 62.

3. Withholding and Suspension of Funds

In accordance with 38 CFR 62.80, when a grantee fails to comply with the terms, conditions, or standards of the supportive services grant, VA may, with 7 days notice to the grantee, withhold further payment, suspend the SSVF grant, or prohibit the grantee from incurring additional obligations of Supportive Services grant funds, pending corrective action by the grantee or a decision to terminate. VA will allow all necessary and proper costs that the grantee could not reasonably avoid during a period of suspension if such costs meet the provisions of the applicable Federal Cost Principles.

4. Funding Recovery and Appeals Process

VA will recover any SSVF grant funds that are not used in accordance with 38 CFR Part 62. The recovery of funds process, as described in 38 CFR 62.80, is as follows:

- i. VA issues a notice of intent to recover Supportive Services grant funds to the grantee. The notice outlines the aspects of the grantee's program that are not in compliance with 38 CFR Part 62 and indicates that VA will recover SSVF grant funds if the grantee cannot provide documentation to VA demonstrating why supportive services grant funds should not be recovered.
- ii. The grantee has 30 days upon receipt of the notice to submit documentation to VA demonstrating why supportive services grant should not be recovered.
- iii. The SSVF Program Office reviews the response from the grantee for adequacy and may, if necessary, request additional information.
- iv. If the response is adequate, VA will not take action to recover funds.
- v. If the response is not adequate or it is determined that supportive services grant funds were not used in accordance with 38 CFR Part 62, VA may on 7 days notice to the grantee, withhold further payment, suspend the SSVF grant, or prohibit the grantee from incurring additional obligations of SSVF grant funds, pending corrective action by the grantee or a decision to terminate.

5. Supportive Services Grant Termination

A Supportive Services grant may be terminated in accordance with 38 CFR 62.80 if any of the following three conditions applies:

- i. By VA, if a grantee materially fails to comply with the terms and conditions of a SSVF grant award and of 38 CFR Part 62.
- ii. By VA with the consent of the grantee, in which case VA and the grantee agree upon the termination conditions, including the effective date and, in the case of partial termination, the portion to be terminated.
- iii. By a grantee upon sending to VA written notification of grant termination, including the reasons for such termination, the effective date, and, in the case of partial termination, the portion to be terminated. *(Note: If VA determines that the remaining portion of the*