

## Common Questions

### ***How much will my rent be?***

You will be expected to pay 30% of your income towards your rent and utilities. If your income changes (either increases or decreases), you will still only be required to pay 30% for your rent.

### ***I don't have a job. Am I still eligible ?***

Veterans with no income are still eligible for HUD-VASH vouchers.

### ***After a year can I move to another town? Are the vouchers portable?***

HUD-VASH vouchers are expected to be used in the city / town and service area they were awarded. Portability is limited and reviewed clinically on a case by case basis.

### ***Can the voucher ever be taken away from me?***

You can lose your voucher if you allow people to move into your apartment without Landlord and PHA permission, become incarcerated, or neglect to report any change to your income to the PHA. Check with your HUD-VASH clinical case manager before you do anything that may violate the guidelines of the PHA.

### ***What if I don't have money for a security deposit?***

Your HUD-VASH case manager will assist you in developing a plan to secure a security deposit which may include budgeting or obtaining assistance through community partners.

### ***Do I have to meet with a HUD-VASH clinical case manager and attend HUD-VASH clinical groups before and after I obtain an apartment?***

Yes, you are required to maintain contact with a HUD-VASH clinical case manager and attend groups before and after you get an apartment. Generally, weekly group attendance is required for the first year of housing then case by case basis thereafter as determined and by your HUD-VASH case manager.

## VA Connecticut's HUD-VASH Program Utilizes a Housing First Model



### Important Telephone Numbers

National Call Center for Homeless Veterans  
1-877-4 AID VET  
1-877-424-3838

HCHV Homeless Clinic Hot line  
203-710-6529

Veteran Crisis Hotline  
800-273-TALK (8255)

The Joint Commission  
800-994-6610

Commission on Accreditation of Rehabilitation  
Facilities (CARF):

## VA Connecticut Healthcare System HUD- VASH

West Haven Sites: 203-479-8093  
Newington Sites: 860-594-6353

Administered in conjunction with the U.S.  
Department of Housing and Urban  
Development (HUD)



*Serving those who have served*

*Providing Supportive Housing to Homeless  
Veterans*

VA Connecticut  
Healthcare System's  
Errera Community Care Center  
114-152 Boston Post Road, 2nd flr.  
West Haven, CT 06516

## What is HUD/VASH?

HUD-VASH is a joint program between the U.S. Department of Veterans Affairs (VA) and the U.S. Department of Housing and Urban Development (HUD) that provides supportive housing with case management services to Veterans experiencing homelessness.

This program targets chronically homeless Veterans in need of intense case management services.

## Who is eligible?

Veterans who are eligible for VA Health care and who demonstrate a need for and willingness to accept case management services.

Preference is given to:

- Veterans who experience chronic homelessness
- Veteran families with dependent children
- OEF/OIF Veterans
- Women Veterans
- Disabled Veterans

## HUD –VASH Program Requirements

- Veterans must demonstrate a need for case management and supportive services in order to maintain recovery, integrate back into the community and sustain independent housing.
- Mandatory voucher orientation at Public Housing Authority (PHA)
- Veteran will pay 30% of income towards rent and will report income changes immediately to the PHA
- Adhere to income eligibility (if income is too high, Veteran will not be eligible for voucher)
- Housing Authority inspection of the chosen apartment must be done prior to moving in and at least one time each year thereafter
- Veteran must agree to use the housing as a personal residence, and not to house unrelated persons or to conduct illegal activities;
- HUD-VASH clinical case managers will make home visits to the Veteran's home at least once a month
- Veterans are required to attend a weekly housing support group
- Veterans must adhere to services and treatment outlined in the Veteran Services and Housing Agreement

## What's the Referral process?

- A HUD-VASH referral is submitted by filling out a Homeless Consult. in CPRS
- Referrals are then reviewed by the Homeless Team and the Housing Committee.
- Referrals are prioritized based on: chronicity of homelessness, need for case management services, and VACT priority classification.
- If approved, Veterans are then admitted into HUD-VASH clinical case management.
- Upon admission to the HUD-VASH program, the Veteran with the assistance of a HUD-VASH clinical case manager will complete and sign a treatment plan and housing service agreement.
- The HUD-VASH clinical case manager will help develop a Section 8 application. The local Public Housing Authority (PHA) will determine Section 8 eligibility and then the Section 8 voucher will be awarded.
- The estimated time from receipt of referral to securing housing can take between 1– 2 months.