

Effective: July 1, 2022

***Subject: City Of Jacksonville (COJ) Homeless Veterans' Reintegration Program (HVRP)
Standard Operating Procedures for Veteran Support Services***

Support Services—Align with our local housing assistance strategy to ensure rapid connection to housing for eligible veterans through participation in our local Coordinated Entry System. HVRP staff attends weekly and monthly meetings with Support Services for Veteran Families (SSVF), Ability Housing, Inc., Clara White Veteran staff, Changing Homelessness, and all other organizations who are members of our local Continuum of Care (CoC) agency, including Sulzbacher Center veteran staff. As a subcontractor for the HVRP program, the Sulzbacher Center for the Homeless provides case management and training services. The Sulzbacher Mobile Outreach team is unable to access care at the Sulzbacher facility. Through Sulzbacher, eligible veterans have access to peer support, money management training, housing and nutrition education, and career development services.

Bus Passes—May be requested for eligible participants who need transportation assistance and will be approved based on availability and at the discretion of the HVRP case manager. This type of support will only be provided to participants actively engaged in job-seeking activities, obtained a job offer, etc. The bus passes are kept in the bus pass lock box, which is secured in the locked case file cabinet. Participants sign a receipt upon issue, which is placed in the participant case file along with a copy of the pass and a case note and will be maintained by the HVRP staff.

One-Day Bus Pass—May be issued to enrolled participants to facilitate enrollment activities and for referrals to Veteran Housing Partners such as the local CoC, SSVF, U.S. Department of Housing and Urban Development-Veterans Affairs Supportive Housing, Sulzbacher Center, Clara White, Changing Homelessness, and the Grant and Per Diem Program.

Seven-Day Bus Pass—May be issued to enrolled participants who are actively searching for full-time employment and turn in a valid job search log to an HVRP case manager weekly.

31-Day Bus Pass—One pass may be issued to enrolled participants with confirmed full-time employment.

Incentives—Available for participants that provide pay stubs and other documents verifying continued employment. Participants may receive the following items: work clothing, work tools, footwear, gift cards, and transportation support. All requests must be presented to the HVRP supervisor to determine how much funding is available for the client. Copies of the receipts must be given to the HVRP compliance officer and placed in the participant's case file. Participants sign a receipt upon issue, and a copy of that document is placed in each case file and will be maintained by the HVRP staff.

\$50 Walmart Gift Cards—May be issued to participants with confirmed full-time employment and submission of an employer paystub and other supplied documents (limit two gift cards per client).

Interview Clothing—May be issued to enrolled participants with a confirmed interview for full-time employment.

Work Clothing—May be purchased for enrolled participants after confirmation of requirements from the employer.

Work Tools—May be purchased for enrolled participants after confirmation of requirements from the employer.

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