



Verifying Veteran Status for HMIS and Built for Zero – *Policy and Procedures*

Policy: Guiding policy overseeing all definitions and procedures.

Homeless Veterans reported in the Homeless Management Information System (HMIS) must have their Veteran status verified to be active on the northern Colorado Coordinated Assessment and Housing Placement System (CAHPs) Veteran By Name List (BNL), to be reported in monthly Built For Zero (BFZ) metrics/reporting, and to be considered for Veteran specific resources assigned through CAHPs. The Veteran BNL tracks the number of literally homeless Veterans in Larimer and Weld counties served by the northern Colorado Continuum of Care (CoC). Any Veteran whose Veteran status cannot be verified will need to be outreached, client records will be updated in HMIS, and the individual will not be included on the Veteran BNL for resource assignment or on BFZ monthly reports.

Veteran eligibility definitions: Veteran definitions for purposes of adding to CAHPS Veteran BNL, reporting to BFZ, and assigning Veteran specific resources through CAHPs.

Veteran eligibility status is based on definitions provided by the U.S. Department of Veteran Affairs web application tool known as SQUARES. Veteran eligibility status is based on military character of discharge (38 CFR § 3.12) as well as other contributing factors to determine Veteran benefits based on the minimum active-duty service requirements (38 CFR § 3.12a).

SQUARES Veteran eligibility statuses used in determining Veteran eligibility:

☒ 1-VHA Eligible

☒ 2-VHA Unknown

☒ 3-VHA Ineligible; SSVF/GPD Eligible

☒ 4-Dishonorably Discharged

☒ 5-Conflicting Records

☒ 6-Multiple Matches

☒ 7-No Veteran Record Found

- a. This individual is reported as still on federal active duty and is ineligible for Veteran programs until discharge.
- b. This individual served in the Guard or Reserve but has no record of federal active duty.
- c. VA has a record of the individual you searched for, but no record of any military service.
- d. VA cannot find any matching record for this individual.

☒ 9-Too Many Matches



☒ 10-Request Failed

Veteran records indicated in SQUARES under descriptive status 1-4 will be considered a Veteran for BFZ reporting purposes. Descriptive status 5, 6, 7a., 7b., 7c., 7d., 9, and 10 will need to be reviewed by the Cheyenne VA (CVA) Homeless Program team for consideration of reporting on the Veteran BNL and BFZ. The Cheyenne VA Homeless Program (in collaboration with CVA Enrollment Department) may then use any other additional Federal repositories and mechanisms for verifying Veteran status and connection before the homeless Veteran will be considered a Veteran for BFZ reporting purposes and CAHPs resource assignment. Confirmed Veteran services eligibility (“Yes” answer to “Eligible for Veteran Services (VA/SSVF use only)”) will be reflected in Veteran’s VISPDAT (in HMIS). Confirmed Veteran status on the HMIS profile does not imply confirmed Veteran service eligibility or automatically include a Veteran on the Veteran BNL. Confirmed Veteran status on HMIS profile is consistent with the United States Interagency Council on Homelessness’s definition of Veteran and will include a Veteran on BFZ monthly reports.

HMIS Veteran By Name List and BFZ Reporting Procedures: Procedures for creation of the CAHPs Veteran BNL and monthly BFZ report.

- 1) A complete list of literally homeless Veterans (confirmed eligible for veteran services) actively enrolled in northern Colorado’s CoC CAHPs will be pulled regularly by the HMIS lead, CAHPs lead, and authorized Veteran service providers to assist with Veteran case conferencing and care coordination.
- 2) BFZ reports will include Veterans with confirmed Veteran status in HMIS profile who are NOT eligible for Veteran services. These individuals will be included in total Veteran count for BFZ and also single adult or family case conferencing procedures, as indicated.

Veteran verification procedures: Procedures for updating the Veteran BNL and removing Veterans from the BNL based on Veteran eligibility definitions.

- 1) All Veterans reported on the Veteran BNL will need to have their eligibility for Veteran services reviewed and considered based on the Veteran eligibility definitions and steps outlined above.
- 2) All Veterans reported on the Veteran BNL will be verified in SQUARES, and any Veterans for whom Veteran eligibility is not verified by SQUARES will be sent to the CVA Homeless Program for verification and review.
- 3) Automated “Looker” report will be sent to SSVF grantees and CVA Coordinated Entry Specialist on a weekly basis. Report will list individuals (by HMIS UID) newly enrolled in CAHPs who need Veteran service eligibility and Veteran status confirmation. Providers receiving report will follow above steps to verify Veteran eligibility and status. If eligibility for Veteran services is confirmed, providers will select “Yes” as answer to “Eligible for Veteran Services (VA/SSVF)” prompt on VISPDAT. Providers will select



“No” if individual are found to NOT be eligible for Veteran services or “in process” if status is unknown but being determined.

4) Consistent with the United States Interagency Council on Homelessness’ Federal Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness (6/2/2019), a “Veteran” is any person who served on active duty in the armed forces, regardless of how long they served or the type of discharge they received. Accordingly, Veterans with at least one day of active duty will have Veteran status confirmed on their HMIS profile regardless of discharge status or eligibility for Veteran specific services.

5) Any existing homeless persons on the BNL who are not found to have any Veteran connection (no active duty time) through the Veteran verification procedures will be moved to the single adult BNL, not considered for Veteran services, and not counted on monthly BFZ Veteran reports.

6) Following the initial eligibility check, only Veterans new to the Veteran BNL (and on the Looker report referenced in “3”) will be verified through the Veteran verification procedures detailed above.

7) Only newly enrolled individuals with verified Veteran status will be included in “Inflow” for BFZ reporting purposes. Homeless persons determined to be ineligible for Veteran services but have verified Veteran status will not be considered for Veteran specific resources. They will, however, be included in BFZ reporting consistent with definition of Veteran noted above (4).

Updating HMIS procedures: Changes made to HMIS based on the Veteran eligibility definitions and the Veteran verification procedures.

1) If self-reported Veterans in HMIS are determined to not meet Veteran eligibility criteria (according to the steps above) and are removed from the Veteran BNL, select Veteran providers will update their Veteran status in their VISPDAT in HMIS to reflect they are not eligible for Veteran services.

2) If self-reported Veterans do not have verified active duty time, their HMIS profile will be changed to reflect no confirmed Veteran status and they will not be included in monthly BFZ reports.

Outreach procedures: Next steps in communicating to literally homeless persons who are deemed to be ineligible for Veteran services as Veteran status cannot be verified by the VA and/or SQUARES.

1) Any persons whose Veteran status is not confirmed in HMIS will have a Public Alert added in HMIS to notify end users that the Veteran status is not confirmed.

2) The Public Alert will include contact information for follow up to provide supporting documentation and receive assistance from a Veteran service provider to verify eligibility. Contact information will be for the Supportive Services Veteran Family (SSVF) service providers in northern Colorado CoC and/or for the CVA Homeless Program.



3) In addition to the Public Alert, anyone removed from the Veteran BNL due to ineligibility may be outreached by appropriate Veteran providers at contact information made available in HMIS to inform of next steps and offer civilian resources.