

VETERAN VOUCHER PLAYBOOK

*A Step-by-Step Guide to
Housing Support and Stability*

A sample HUD-VASH VA Voucher application form. The form includes the HUD-VASH logo, the text "HUD-VASH VA Voucher", and a section for "Veteran's Name", "SSN", and "Expiration Date". Below this section are several paragraphs of text, likely instructions or terms and conditions, though they are partially obscured and difficult to read.

FIELD GUIDE SECTION

READ THIS FIRST

Every guide is a field manual, not a promise.

EDUCATIONAL DISCLAIMER

- This guide is educational. It is not legal, military recruiting, employment, medical, tax, housing, or financial advice.
- Rules change. Always verify with the official agency, employer, school, local VA, PHA, IRS, SBA, state government, or qualified professional.
- No guide can guarantee selection, employment, housing approval, voucher approval, nonprofit approval, or contract award.

HOW TO USE THIS GUIDE

- Read one section per day or one section per week.
- Turn every checklist into a binder tab.
- Do not skip documents, proof, logs, or follow-up calls.
- The win is not just reading. The win is taking the next step.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

TABLE OF CONTENTS

Use this as your navigation map.

1. Mission Brief
2. What HUD-VASH Is
3. First 24 Hours
4. Document Binder
5. Eligibility Screening
6. Case Manager Partnership
7. PHA and Voucher Paperwork
8. Landlord Packet
9. Unit Search Tracker
10. Inspection and Lease-Up
11. Move-In Stability Plan
12. Staying Housed
13. Financial Stability Stack
14. Scripts
15. Housing Search Checklist
16. After Approval
17. Worksheets
18. Official Source Notes

FIELD GUIDE SECTION

MISSION BRIEF

Build a path from crisis to stable housing.

This playbook helps veterans and families understand the HUD-VASH process, build a document binder, make the right calls, and work with case managers and landlords.

It is not magic. It is a process. The process becomes easier when your paperwork, communication, and follow-up are organized.

FOUNDER NOTE

HUD-VASH became the bridge from survival to stability after repeated shelter-system failures. This playbook turns that experience into a process another veteran can follow.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

WHAT HUD-VASH IS

HUD-VASH combines Housing Choice Voucher rental assistance with VA case management and clinical services. HUD supports the voucher side, while VA supports case management and services. Local public housing agencies administer voucher paperwork.

Term	Plain meaning
VA/VAMC	VA medical center or VA homeless program.
HUD	Federal housing agency.
PHA	Public Housing Agency that handles voucher paperwork.
Voucher	Rental assistance tied to eligibility and unit approval.
Case manager	Partner for housing stability.
Inspection	Unit must meet program standards.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

FIRST 24 HOURS

If you are homeless or at risk, start with the emergency path. You do not need to know every program name before asking for help.

- Call 877-424-3838 for the National Call Center for Homeless Veterans.
- If in crisis, call or text 988 and Press 1 for Veterans Crisis Line.
- Ask for homeless veteran services and HUD-VASH screening.
- Write down names, dates, phone numbers, and next steps.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

DOCUMENT BINDER

A binder is not busywork. It protects you from repeating your story without proof.

- Photo ID.
- DD214/proof of service.
- VA disability letter.
- Income proof.
- Social Security cards.
- Birth certificates.
- Eviction/shelter notices.
- Medical contacts.
- Case manager contacts.
- Landlord packet.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

ELIGIBILITY SCREENING

Do not self-disqualify. Let VA and housing partners screen your situation. Eligibility and prioritization can depend on homelessness status, income, household, disability, local voucher availability, and need for case management.

- Be honest about where you sleep.
- Explain family composition.
- Bring proof of crisis.
- Ask what program fits if HUD-VASH is not available.
- Ask for SSVF, GPD, emergency shelter, and local options too.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

CASE MANAGER PARTNERSHIP

Your case manager is a mission partner. They need your documents, honesty, communication, and follow-through.

- Respond to calls.
- Keep appointments.
- Ask for next actions.
- Bring documents.
- Report changes.
- Write down every step.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

PHA AND VOUCHER PAPERWORK

After screening and referral, local housing authority steps may include paperwork, income review, household review, voucher briefing, payment standards, and unit approval.

- Ask which PHA handles your voucher.
- Ask your bedroom size.
- Ask payment standard and utility rules.
- Ask how long you have to search.
- Ask what to do if a landlord has questions.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

LANDLORD PACKET

Landlords often reject what they do not understand. Your packet explains the program, your support, and the process.

- Cover letter.
- Case manager contact.
- Program explanation from PHA/VA if available.
- Proof of income/benefits if appropriate.
- References.
- Inspection summary.
- Your communication commitment.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

UNIT SEARCH TRACKER

The housing search can feel personal, but it is also a numbers game. Track every call.

Column	Track
Date	Call/application date.
Address	Unit location.
Landlord	Name, phone, email.
Rent	Amount and utilities.
Status	Called, viewed, applied, denied, inspection.
Notes	Concerns, follow-up, deadlines.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

INSPECTION AND LEASE-UP

A unit is not secure until the program process is complete. Ask before moving, signing, or paying.

- Confirm rent fits voucher limits.
- Confirm unit can pass inspection.
- Ask landlord about repairs before inspection.
- Keep lease and inspection paperwork.
- Take move-in photos.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

MOVE-IN STABILITY PLAN

Move-in is not the end. Stability is the end. Start the first month with structure.

- Utilities set.
- Rent share understood.
- Emergency contact list.
- Maintenance number saved.
- School/transportation plan.
- Case manager appointment scheduled.
- Budget started.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

STAYING HOUSED

Report changes. Keep appointments. Ask for help before a notice becomes a crisis.

- Rent share paid.
- Utilities current.
- Landlord notices answered.
- Case manager updated.
- Income changes reported.
- Household changes reported.
- Documents renewed.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

FINANCIAL STABILITY STACK

Housing stability often improves when veterans also stabilize income, benefits, school, and health care.

- VA compensation.
- GI Bill or education benefits if eligible.
- Vocational rehabilitation research if applicable.
- Employment or training programs.
- Budget and emergency fund.
- Debt and credit repair plan.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

SCRIPTS

Scripts reduce panic when you are tired, embarrassed, or stressed. Use them and keep notes.

- VA call script.
- Case manager follow-up email.
- Landlord voicemail.
- PHA question list.
- Appeal/clarification request.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

HOUSING SEARCH CHECKLIST

Before each call block, prepare your information. After each call block, update the tracker.

- Voucher size.
- Rent range.
- Move-in deadline.
- Household size.
- Pets if any.
- Transportation needs.
- Landlord packet ready.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

AFTER APPROVAL

Once housed, protect the blessing. Build routines, keep records, and help the next veteran understand the process.

- Create a rent and utility calendar.
- Keep lease and recertification documents.
- Save landlord and case manager contacts.
- Document repairs.
- Prepare for annual recertification.

ACTION NOTES

- Next action:
- Proof or document needed:
- Person or agency to contact:
- Deadline:

FIELD GUIDE SECTION

HOUSING BINDER CHECKLIST

Use this as a printable worksheet.

Identification

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Military proof

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Income

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Family documents

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Crisis proof

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Case manager info

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

FIELD GUIDE SECTION

LANDLORD PACKET BUILDER

Use this as a printable worksheet.

Cover letter

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Program explanation

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Case manager contact

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

References

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Inspection process

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

FIELD GUIDE SECTION

UNIT SEARCH TRACKER

Use this as a printable worksheet.

Address

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Rent

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Landlord contact

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Status

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

Follow-up date

WRITE IT DOWN

- Answer:
- Evidence:
- Next action:
- Deadline:

FIELD GUIDE SECTION

OFFICIAL SOURCE NOTES

Verify every major decision before acting.

HUD-VASH - HUD

HUD describes HUD-VASH as combining HCV rental assistance with VA case management and clinical services.

<https://www.hud.gov/helping-americans/housing-choice-vouchers-homeless-veterans>

VA HUD-VASH

VA program page for HUD-VASH and homeless veteran support.

<https://department.va.gov/homeless/hud-vash/>

National Call Center for Homeless Veterans

VA 24/7 hotline: 877-424-3838.

<https://www.va.gov/homeless/nationalcallcenter.asp>