



Supportive Services for Veterans Families (SSVF) Program Program Services Offered/Declined

04/04/2025

Quincy Ray Haynes

Current Housing Location: Quality Inn Hotel – Reisterstown/Primrose Location
4200 Primrose Avenue
Baltimore, MD 21215

Dear Mr. Haynes,

Congratulations on enrolling into the SSVF program for assistance with your housing needs. On 3/25/2025, you showed interest in the *Supportive Services for Veterans Families (SSVF) Program at Project PLASE, Inc.* due to your need of Rapid Rehousing Services. We are a **90-day Rapid Rehousing Program**, which offers Rapid Rehousing and Homeless Prevention services.

During the beginning stages of your enrollment, your assigned Case Manager (Rukayat A. Amid LLB. BL. LLM) assisted you with the connection to Emergency Housing Assistance (EHA) (i.e. Hotel Stay) at the *Quality Inn Hotel – Reisterstown/Primrose Location* starting **Tuesday, March 25, 2025**, referral for Housing Placement, Employment Services, and Healthcare Navigation, in addition to the creation of your SSVF Housing Stabilization Service Plan (i.e. Service Plan, Treatment Plan).

EMERGENCY HOUSING ASSISTANCE (EHA) (i.e. Hotel Stay):

Per our program guidelines there is a limit of **60-days** that can be utilized for a hotel stay (EHA) within a **two (2) year period**. **Unfortunately, no additional extensions can be provided.** Veterans placed within the hotel must have continuous case management with the intention of moving into a permanent housing placement (i.e. rooming house, apartment, etc.). After the allowable timeframe for EHA, if housing has not been identified; you could be at risk of homeless. Our program is designed to assist you with locating a housing placement, which must be rent reasonable and affordable for your income. Again, with no income; the current available housing placement would be a rooming house location. (**NOTE:** Please feel free to search for a housing placement on your own, as well.)

Additionally, your assigned case manager has completed several referrals for your additional service needs. Below you will find the referrals that have been completed on your behalf:

HOUSING:

Your assigned case manager completed and forwarded to the Housing Specialist (Diane Boulware) your Housing Placement Referral Form detailing your housing placement needs and desires. Our staff has provided you information regarding the available housing placements that are available due to your current no income status. Per your request; you desired to obtain a One-Bedroom Unit (Apartment). As a result, we have informed you that **apartment landlords (private and/or management companies)** within Baltimore City and Baltimore County request that tenants have income or proof of intended income (i.e. job offer letter, SSI/SSDI Award letter, VA Disability Award letter, etc.) before they will consider offering an apartment for rent. Therefore, we work directly with rooming house landlords that will work with our veterans, with no income. We have offered you a room which consist of a private bathroom with a walk-in shower, in-room television, microwave and small refrigerator. Additionally, you would have to share the common areas, which consist of the living room, dining room and kitchen areas with the other residents. Unfortunately, you have **declined** the rooming house options that we have available. We have also notified you that you are welcome to search for a housing placement on your own and to notify the assigned case manager of the housing information that you have obtained in order for her to assess as a possible housing placement for you. If you need assistance with completing housing applications, please feel free to notify

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your assigned case manager. Additionally, you are encouraged to complete apartment rental applications, as well. If you are in need of Application Fee assistance, please contact your assigned case manager. Your assigned case manager will also work with the Housing Specialist to enroll you into our Coordinated Access/Entry services, which is another voucher program for Chronically Homeless Individuals. In addition to the Coordinated Access/Entry services, we have also referred you to the HUD-VASH voucher program and encouraged you to applied for possible enrollment into the HUD-VASH voucher program. Please go to the walk-in clinic located at:

Address:

209 West Fayette Street, Community Resource & Referral Center (CRRC)
Baltimore, MD 21201-3403

Phone numbers:

Main phone: [410-605-7000](tel:410-605-7000)

VA health connect: [855-679-0250](tel:855-679-0250)

Facility hours

Hours may vary for different services.

- **Mon:** 8:00 a.m. to 4:30 p.m.
- **Tue:** 8:00 a.m. to 4:30 p.m.
- **Wed:** 8:00 a.m. to 4:30 p.m.
- **Thu:** 8:00 a.m. to 4:30 p.m.
- **Fri:** 8:00 a.m. to 4:30 p.m.
- **Sat:** Closed
- **Sun:** Closed

EMPLOYMENT:

Your assigned case manager completed and forwarded to the Employment Specialist (Kentawn Jackson) your Employment Assistance Referral Form detailing your employment service needs. Our employment specialist is willing to assist you with obtaining full-time or part-time employment that may be within your desired field. However, after several attempts to engage you for employment services; you have **declined** the offered and/or refused to respond to any communication attempts. Additionally, you are welcome to job search on your own, but if assistance is needed; feel free to let your assigned case manager know. FYI: Job fair resources were sent to you on 03/26/2025 via text message.

EMERGENCY SUPPLIES (FOOD ITEMS) ASSISTANCE:

Per our program guidelines; SSVF is only allowed to assist with **\$500.00 for emergency supplies (i.e. food items)** within a **two (2) year period**. **Therefore, there are no exceptions to this guideline**. Your assigned case manager previously referred you the *Department of Social Services (DSS)* and encouraged you to complete the **SNAP (Supplemental Nutrition Assistance Program)** application in order to obtain food stamps. Per your request, you **declined** to applied for food stamps on your own. Therefore, your assigned case manager has completed your SNAP application on your behalf. Please be on a lookout for any communications from the *Department of Social Services (DSS)* regarding any updates.

HEALTHCARE NAVIGATION ASSISTANCE:

Your assigned case manager completed and forwarded to the Healthcare Navigator (Ayesha Clatterbuck) your Healthcare Navigation Referral Form detailing your medical service needs. Additionally, your assigned case manager is willing to assist you with the completion of the application for Medicaid through *Maryland Health Connection.gov* online. Unfortunately, you have **declined** the service assistance and informed the program that you only want to seek housing. In addition to your assigned case manager, the Healthcare Navigator has attempted to engage you via a phone call on 04/03/2025 to connect you to medical services but again you have **declined** the services.

ADDITIONAL PROGRAM SERVICES OFFERED:

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Food Pantry Resources: Your assigned case manager sent you different links via your email address as well as text message information on local food pantries that provide food assistance within Baltimore City and Baltimore County. However, you have **declined** to utilize those resources.

Public Transportation Information (i.e. bus): Instructions on how to access public transportation in your area has been provided to you. However, again you have **declined** to utilize the bus system. Therefore, our program is not able to provide taxi service for your transportation needs. As a result, our program can provide **unlimited bus tokens** during your program enrollment. (**NOTE:** Each bus token is \$2.00)

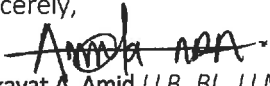
Below you will find the **Temporary Financial Assistance (TFA)** that has been provided on your behalf as of **Friday, 4/4/2025:**

Your financial assistance provided is as follows:

Emergency Housing Assistance (EHA) (i.e. Hotel Stay): starting 3/25/2025 to present: waiting on check to be processed	
Bus Tokens: 03/25/2025	TFA Provided: \$40.00 (20 tokens provided)
Emergency Supplies (Food Items): 04/01/2025	TFA Provided: \$89.06
General Housing Stability (Household Items): 04/01/2025	TFA Provided: \$14.48

Please keep in mind that our program goal to assist you with your housing placement needs. Therefore, it is imperative that you continue to work with the assigned case manager in addition to the housing and employment specialist(s) and healthcare navigator to assist with your service needs. If at any anytime during your enrollment, you are in need of additional support, resources and services, please feel free to contact your assigned case manager (Rukayat A. Amid LLB. BL. LLM) at the contact information listed below! Again, congratulations on your enrollment into the *Supportive Services for Veterans Families (SSVF) Program at Project PLASE, Inc.* If you have any questions or concerns, please do not hesitate to reach out.

Sincerely,


Rukayat A. Amid LLB. BL. LLM

Attorney/Legal Practitioner (Nigeria)

Member: Nigerian Bar Association; American Bar Association

Cybersecurity

http://www.credly.com/badges/786b2d5d-ce49-46c9-8b6f-e5dec76a84d3/public_url

SSVF Case Manager

Project PLASE, Inc./SSVF

People Lacking Ample Shelter & Employment /
Supportive Services for Veteran Families

2636 Wilkens Avenue (Rear Building)
Baltimore, MD 21223
Mobile Number: +1 (443) 469-3593
www.projectPLASE.org

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2636 Wilkens Avenue MD, Baltimore, MD 21223 Phone: 410-837-1400 x148 Fax: 410-837-6130

Shonelle Ricks-Calhoun, MSW

SSVF Supervisor/Baltimore City HMIS Specialist/Baltimore County HMIS Administrator

Project PLASE SSVF

2636 Wilkens Avenue (Rear Building)

Baltimore, MD 21223

410-837-1400 Ext. 155 (office)

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