



FY 2019 ANNUAL REPORT

# Supportive Services for Veteran Families (SSVF)

January 2021

## Acknowledgements

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# About This Report

This report covers the eighth grant period for the U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program, including awards made in 2018 for the FY 2019 period (October 1, 2018, to September 30, 2019). The report summarizes the results obtained by the 252 SSVF grantees funded for FY 2019. It is intended to inform Congress and the public about the grantees' important work helping to prevent and end homelessness among our nation's Veterans. A full list of SSVF grantees operating during FY 2019 appears in Appendix 1.

This report uses data reported by grantees through local Homeless Management Information Systems (HMIS) and subsequently provided to VA via monthly uploads to the SSVF HMIS data repository. Additional information was obtained from grantee quarterly reports and surveys of SSVF program participants.

The rapid growth and evolution of the SSVF program and its data collection methods over the last year have made it impractical or unfeasible to present comparison data across all eight years of the SSVF program in every instance. Where it is possible to do that, we have done so in this report.

**Section 1** of this report provides national trends on general population homelessness, and on Veteran homelessness specifically, followed by an overview of the SSVF program.

**Section 2** provides a funding overview of the SSVF program's expenditures, grantee coverage, and households served in FY 2019, based on aggregated data from all 252 SSVF grantees. This section also describes the types and distribution of homelessness prevention and rapid re-housing services delivered through SSVF.

**Section 3** presents information about who was served in the eighth year of the program, including participants and their demographic characteristics and prior living situations, when they entered the program.

**Section 4** presents the results of the program, including the success rate of participants in securing or retaining permanent housing when they exited the program, as well as participants' gains in income, and their interaction with other key VA programs.

**Section 5** presents SSVF's new Rapid Resolution service, including information about its pilot program, its national scale-up, and next steps for the service.

**Section 6** summarizes grantees' progress in implementing new SSVF programs nationwide, and how VA supported grantees with early implementation and service delivery issues throughout the grant year, including targeting SSVF to those Veterans and their families who were the most in-need and promoting rapid re-housing and prevention best practices.

Finally, **Section 7** discusses next steps for the SSVF program in improving outcomes, increasing community integration, and furthering collaboration with local coordinated entry systems, as well as tracking progress toward effectively ending Veteran homelessness according to federally defined criteria and benchmarks.



# Executive Summary

Homelessness among Veterans is a problem of national importance. The United States' current set of Veterans experiencing homelessness have served in World War II, the Korean War, Cold War, Vietnam War, Grenada, Panama, Lebanon, Persian Gulf War, Afghanistan and Iraq (OEF/OIF), and anti-drug efforts in South America. Over the last decade, American Veteran homelessness rates were disproportionately higher than their civilian counterparts. In 2018, while Veterans constituted nine (9) percent of the U.S. adult population, they made up 10 percent of the U.S. homeless adult population.<sup>1,2</sup> However, this represents a significant reduction in homelessness among Veterans, which has been cut in half since 2010 and is reflected in the proportion of Veterans among the homeless. In 2010, Veterans comprised 16 percent of all homeless adults at a given point in time while only 9.5 percent of the adult population (HUD 2010 AHAR). In 2010, the President and the U.S. Department of Veterans Affairs (VA) announced the federal government's goal to end Veteran homelessness. Published by the United States Interagency Council on Homelessness (USICH), this goal was announced as part of our nation's first plan to prevent and end homelessness, titled *Opening Doors*.<sup>3</sup> It was under this important mandate that the Supportive Services for Veteran Families (SSVF) program began providing targeted housing assistance and services on

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<sup>1</sup> Source: Veterans Health Administration Support Service Center (FY 2019); United States Census Bureau (2019).

<sup>2</sup> Source: Annual Homeless Assessment Report (AHAR) 2019, Part 1.

<sup>3</sup> The *Opening Doors* federal strategic plan to prevent and end homelessness was released in June 2010 by President Barack Obama. The plan includes the federal goal of ending chronic and Veteran homelessness. More information about this strategic plan can be found at the United States Interagency Council on Homelessness *Opening Doors* webpage: [http://usich.gov/opening\\_doors/](http://usich.gov/opening_doors/).

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October 1, 2011.<sup>4</sup> In concert with other key resources for homeless Veterans, such as the jointly administered U.S. Department of Housing and Urban Development (HUD)—Veterans Affairs Supportive Housing (HUD-VASH) program, SSVF has provided communities with the resources necessary to reduce the number of homeless Veterans.<sup>5</sup>

One of the critical tools for ending homelessness among Veterans has been SSVF, which has grown significantly since its inception, corresponding with year-to-year decreases in Veteran homelessness. In the first year of the program (FY 2012), approximately \$60 million in SSVF funding was awarded to 85 grantees in 40 states and the District of Columbia. By FY 2019, approximately \$351 million in SSVF grant funding was awarded to 252 grantees serving all 50 states, the District of Columbia, and three U.S. territories. Grantees funded in FY 2019 provided SSVF services in 392 of the 396 Continuums of Care (CoCs) nationwide. FY 2017 marked the end of VA’s supplemental three-year funding awards for 67 high-priority (“Priority 1”) communities with high concentrations of homeless Veterans, with most awards concluding in FY 2017 and the remainder ending in FY 2018. This effort represented an unprecedented “surge” in SSVF resources to end Veteran homelessness in those communities.<sup>6</sup> The total amount available for Priority 1 communities for the three-year period was \$289 million.

VA focused its FY 2019 program implementation and support efforts on promoting consistency, quality, and the effectiveness of SSVF services for Veterans. The Rapid Resolution service piloted in FY 2018 was expanded throughout the country to help Veterans maintain their current housing or identify an immediate and safe alternative to emergency shelter or the streets. This service helps Veteran households avoid the trauma and cost of literal homelessness and provides a new set of interventions that can help Veterans overcome the realities of the affordable housing crisis and general lack of housing units and opportunities, particularly in high rent markets. In FY 2019, the Shallow Subsidy initiative was launched in 11 high-cost, low-vacancy communities to provide limited rental assistance over a longer period of time to Veterans enrolled in rapid re-housing and homelessness prevention services.

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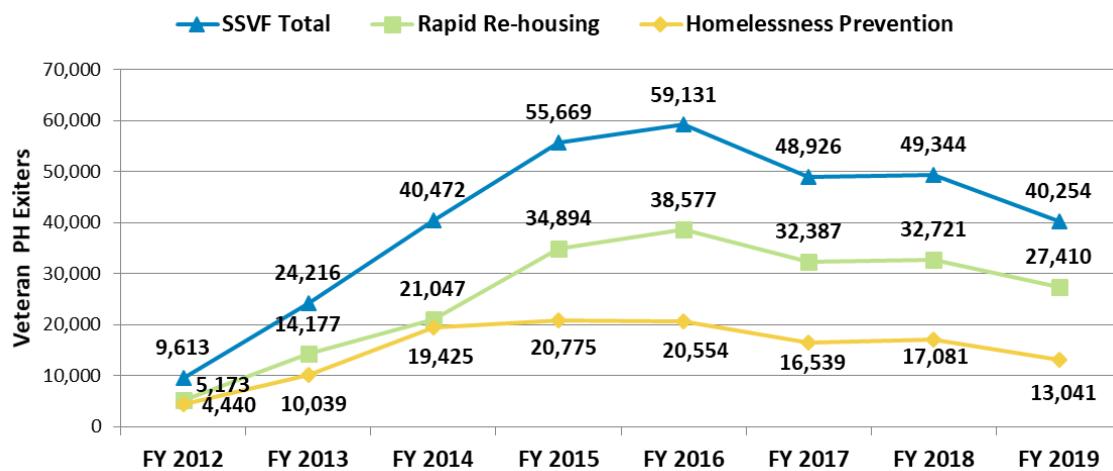
<sup>4</sup> The SSVF program is authorized by 38 U.S.C. 2044. VA implements the program by regulations in 38 CFR part 62. SSVF funding award periods follow the federal fiscal year, which begins on October 1 and ends on September 30.

<sup>5</sup> Source: Annual Homeless Assessment Report (AHAR) 2018, Part 1.

<sup>6</sup> In FY 2017 and earlier SSVF annual reports, 71 communities were noted as being part of the Priority 1 initiative. That was a slight overestimate due to local CoC mergers and duplicate counting of new supplemental grantees within Priority 1 communities that already had one or more surge grants awarded in the initiative’s first funding round.

Since SSVF's inception in FY 2012, the program has served a cumulative total of 572,787 Veterans and increased the annual number of Veterans served, from 19,854 in FY 2012 to 70,596 in FY 2019.<sup>7</sup> More than two-thirds (69 percent) of Veterans served received rapid re-housing assistance over the eight years, whereas 32 percent received homelessness prevention assistance. One (1) percent of Veterans received both assistance types during the seven years of SSVF operations. SSVF continues to prioritize the delivery of services to currently homeless Veteran households, with the percentage of Veterans receiving rapid re-housing assistance rising to 74 percent in FY 2019.

#### Exhibit ES.1: SSVF Veteran Exits to Permanent Housing (FYs 2012-2019)



SOURCE: SSVF-HMIS Repository data.

Over the first eight years of the SSVF program, 411,649 Veterans exited the program, with 80 percent (327,625) successfully securing permanent housing.<sup>8</sup> As shown in Exhibit ES.1, over the first three years of the program, the number of Veterans securing permanent housing at exit increased—from 9,613 in FY 2012 to 40,472 by FY 2014. SSVF's surge to Priority 1 communities helped expand the program's Veteran permanent housing placements from FY 2015 through FY 2017, with a high of 59,131 in FY 2016. Most recently, in FY 2019, 40,254 Veterans secured permanent housing.

<sup>7</sup> Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

<sup>8</sup> Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

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Among Veterans exiting from SSVF homelessness prevention assistance since SSVF's inception, 88 percent exited to permanent housing after participating in SSVF services for an average of 98 days. Meanwhile, 75 percent of Veterans who were homeless and received rapid re-housing assistance exited to permanent housing, after participating for an average of 117 days.

Since its inception, SSVF's rapid re-housing assistance has become a substantial component of local crisis response systems for literally homeless Veterans. In FY 2019, roughly 49 percent (51,950) of all sheltered homeless Veterans were assisted by an SSVF rapid re-housing program. Sheltered Veteran homelessness includes Veterans staying in emergency shelters, safe havens, or transitional housing programs.<sup>9</sup>

## Key FY 2019 Findings and Results

- SSVF served 70,596 Veterans in FY 2019 and 106,453 persons overall. Seventy-four (74) percent of SSVF Veterans (51,950) participated in rapid re-housing services, 27 percent of Veterans (19,271) participated in homelessness prevention services, and 1 percent of Veterans (625) participated in both service types.
- The average length of participation in SSVF among the 51,072 Veterans who exited the program in FY 2019 was four months (122 days). For Veterans exiting from SSVF rapid re-housing assistance in FY 2019, the average length of participation was slightly more than 4 months (128 days), while it was about 3 months (98 days) for those who exited SSVF homelessness prevention.
- Nearly two in three (65 percent or 45,750) of the 70,596 Veteran participants in the SSVF program had reported a disabling condition. Similarly, 66 percent of Veterans in shelters are disabled, indicating that SSVF is serving a proportional share of Veterans in need with significant barriers to housing placement.
  - Of the 41,071 SSVF Veterans exiting the program who received health care services from the VA Health Administration, many reported being treated for serious health and mental health conditions, including cardiovascular disease (49 percent), a substance use disorder (46 percent), major depressive disorder (35 percent), and post-traumatic stress disorder (18 percent).
- Of all VA homeless initiatives, SSVF served the highest proportions of women Veterans and Veterans who served in Afghanistan or Iraq in FY 2019.
  - Thirteen percent (9,471) of SSVF Veterans were women.
  - Sixteen percent (11,360) of SSVF Veterans participants served in Afghanistan or Iraq.

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<sup>9</sup> This definition of sheltered homelessness is consistently used throughout the rest of this report.

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- More than half (54 percent) of the 70,596 Veterans served by SSVF were members of minority racial groups compared with 51 percent of Veterans in shelters nationwide.
  - More than one in five (21 percent or 21,838) of all SSVF participants served were dependent children. SSVF provided support to help keep Veteran families together.
  - Almost half of SSVF Veterans (49 percent) were ages 55 or above, while the other half were ages 18 to 54 (51 percent). The largest single age category of SSVF Veterans was the age 55 to 64 group at 36 percent.
  - Nearly three quarters (74 percent or 54,545) of the 73,340 Veteran households served earned less than 30 percent of the median income for their area and household size when they entered the SSVF program.<sup>10</sup>
  - Veterans with no income (12,505) and those earning \$1 to \$500 in monthly income at entry (4,453) still achieved a relatively high rate of success in obtaining or remaining in permanent housing at exit: 80 percent and 84 percent for each group, respectively.
  - Thirty percent (4,035 of this group) of Veterans with zero income at entry exited SSVF with some amount of monthly income. For Veterans entering SSVF with monthly incomes of \$1 to \$500 per month, a net 1,052 exited the program with higher incomes (22 percent of this group).
  - Among the 8,834 participants completing satisfaction surveys, 73 percent rated the quality of services received from their SSVF provider as “Above Average” or “Excellent.”

### **SSVF Rapid Re-Housing**

- SSVF assisted a total of 51,950 literally homeless Veterans. Nationwide, roughly 49 percent of all homeless sheltered Veterans received assistance from SSVF focused on ending their homelessness situations.
- Of the literally homeless Veterans who received rapid re-housing services, about half (48 percent) were living in unsheltered situations (including outdoor and vehicle locations) at program entry.
- About three in four Veterans (74 percent) exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing (27,410).
- The average length of participation in SSVF rapid re-housing among the 36,825 Veterans who exited during FY 2019 was 128 days.

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<sup>10</sup> The total number of households served can exceed the number of Veterans served, as SSVF grantees are allowed to continue services to non-Veteran households (typically including dependent children and a caregiver) that are created when the Veteran is separated from the household. New SSVF regulations published on February 24, 2015, expanded the resources available to such non-Veteran households in the event of separation when it is the result of domestic violence.

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- Since FY 2015, about three in four (73 percent) literally homeless Veterans who were moved into permanent housing through SSVF assistance were able to do so in 90 days or less; half (50 percent) were able to move within 45 days. The average time from program entry to permanent housing placement for homeless Veterans who exited the program was 63 days.

### **SSVF Homelessness Prevention**

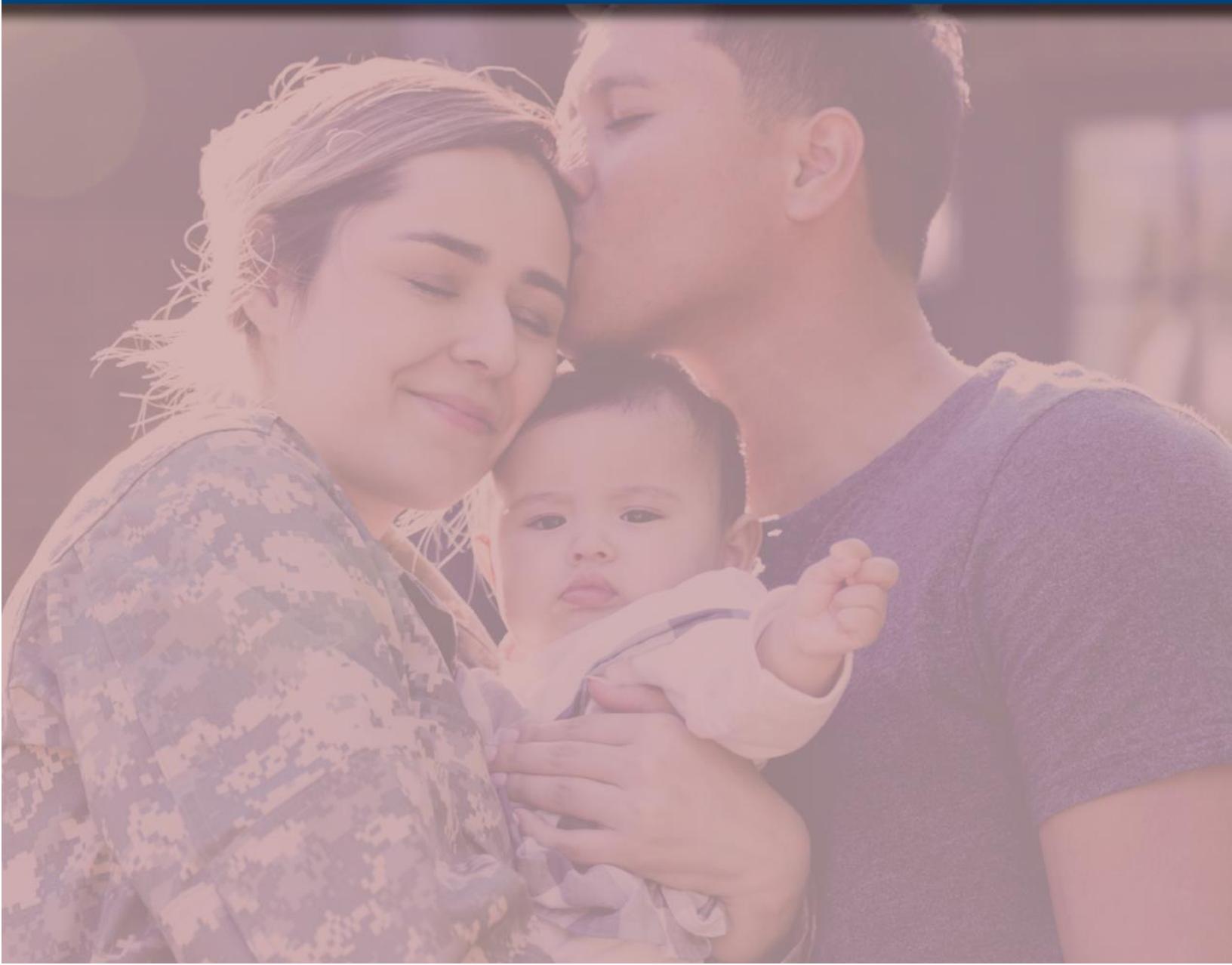
- SSVF assisted a total of 19,271 Veterans who were at risk of literal homelessness.
- Of the Veterans who received homelessness prevention services and entered the program from housed situations, 67 percent were in rental units and 17 percent were living with family or friends at entry.
- Nine out of every ten Veterans (90 percent or 13,041 Veterans) exiting SSVF homelessness prevention assistance maintained their housing or found other permanent housing and successfully avoided shelter or the streets.
- The average length of participation in SSVF homelessness prevention among the 14,451 Veterans who exited during FY 2019 was 98 days.

Improvements in outcomes rely on capacity building and coordination across multiple providers and systems. SSVF has placed great emphasis on integrating its services with those of other community providers. Through SSVF's participation in local Homeless Management Information Systems (HMIS) and a requirement that grantees actively engage in community planning through coordinated entry, VA seeks to ensure that SSVF grantees are working with CoCs to develop data-driven plans to end homelessness among Veterans. SSVF involvement in CoC-based community planning fosters a consistent focus on the needs of homeless and at-risk Veterans. Applicants for SSVF funding are required to secure letters from each CoC that will be served by SSVF describing how the applicant participates in the CoC's community planning process.

Together with their community partners, VA and SSVF grantees are demonstrating that high-impact, successful interventions can help dramatically reduce homelessness and assist low-income Veteran families in avoiding or exiting homelessness and regaining housing stability.

# Section 1: Introduction

This is the eighth Annual Report of the Supportive Services for Veteran Families (SSVF) program. The report describes the SSVF program and provides an overview of FY 2019 grantees (funds awarded through the FY 2018 Notice of Funding Availability (NOFA)) and their activities. The main focus of the report, however, is on the Veterans and their families who were assisted by SSVF programs. The report describes the demographics of SSVF program participants, their living situations prior to participation in SSVF, and their housing outcomes and connections to resources and mainstream benefits at exit, in order to support continued stability.



## SECTION 1: Introduction

### 1.1 SSVF Overview

SSVF is designed to rapidly re-house homeless Veteran families and prevent homelessness for those at imminent risk due to a housing crisis. SSVF helps stabilize Veteran families, once their crisis is resolved, with short-term financial assistance, case management, and linkages to the U.S. Department of Veteran Affairs (VA), community-based services, and housing assistance. SSVF success is dependent on the use of a Housing First approach. This proven model focuses on helping individuals and families access and sustain permanent rental housing as quickly as possible and without precondition, while facilitating access to needed health care, employment, legal services, and other supports to sustain permanent housing and improve their quality of life. This broad range of services are offered both to address barriers to housing placement and to sustain Veteran families in housing once the presenting housing crisis has been addressed.

SSVF is different from some other VA programs in that it provides services to the entire family, not just the Veteran. Eligible program participants may be single Veterans or families in which the head of household, or the spouse of the head of household, is a Veteran. This capability allows SSVF to provide assistance to family members that can aid the Veteran's entire household. For instance, SSVF can help a Veteran's disabled partner gain employment and/or benefits, bringing additional income into the household. Similarly, children can be linked to needed child care services that allow parents to seek and keep employment. Such assistance to family members can be vital in resolving a Veteran's housing crisis, helping keep families intact, and preventing the traumatization and long-term consequences associated with youth homelessness.

To be eligible for SSVF, Veteran families must have low incomes and be either homeless or imminently at-risk of homelessness. Additionally, SSVF prioritizes assistance for certain target populations. For grants awarded in FY 2019, these priorities were the following:

- Veteran families earning less than 30 percent of area median income
- Veterans with at least one dependent family member
- Veterans returning from Iraq and Afghanistan
- Veteran families located in a community not currently served by an SSVF grantee<sup>11</sup>
- Veteran families located in a community where the current level of SSVF services is not sufficient to meet demand of currently homeless Veteran families<sup>12</sup>
- Veteran families located in rural areas or on Indian tribal property

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<sup>11</sup> This priority defines *community* using the Continuum of Care geography, as established by the U.S. Department of Housing and Urban Development (HUD).

<sup>12</sup> As defined by HUD's Continuum of Care (CoC) Program, at a Category 2 and 3 level.

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SSVF grantees assist participants by providing a range of supportive services designed to resolve the immediate housing crisis and promote housing stability. Grantees are required to provide the following supportive services to Veteran families:

- Outreach services
- Case management services
- Assistance in obtaining VA benefits: assistance in obtaining any benefits from the Department of Veterans Affairs that the Veteran may be eligible to receive, including, but not limited to, vocational and rehabilitation counseling, employment and training service, educational assistance, and health care services
- Assistance in obtaining and coordinating the provision of other public benefits available in the grantee's area or community, including
  - Health care services (including obtaining health insurance)
  - Daily living services
  - Personal financial planning
  - Transportation services
  - Income-support services
  - Fiduciary and representative payee services
  - Legal services to assist the Veteran family with issues that interfere with the family's ability to obtain or retain housing or supportive services
  - Child care
  - Housing counseling
  - Other services necessary for maintaining independent living

In addition to the required supportive services, SSVF emphasizes housing stabilization and helping participants develop a plan for preventing future housing instability. Grantees may also assist participants by providing temporary financial assistance (TFA), including rental assistance, security or utility deposits, moving costs, or emergency supplies. TFA is paid directly to a third party on behalf of a participant for rental assistance, utility fee payment assistance, security or utility deposits, moving costs, child care, transportation, emergency supplies, emergency housing, and general housing assistance, as necessary and within program limits. All grantees have incorporated TFA into their available services.

### 1.2 Impact on National Trends

On a single night in January 2019, U.S. Department of Housing and Urban Development (HUD) counted 37,085 homeless Veterans in the United States, a decrease of 50 percent

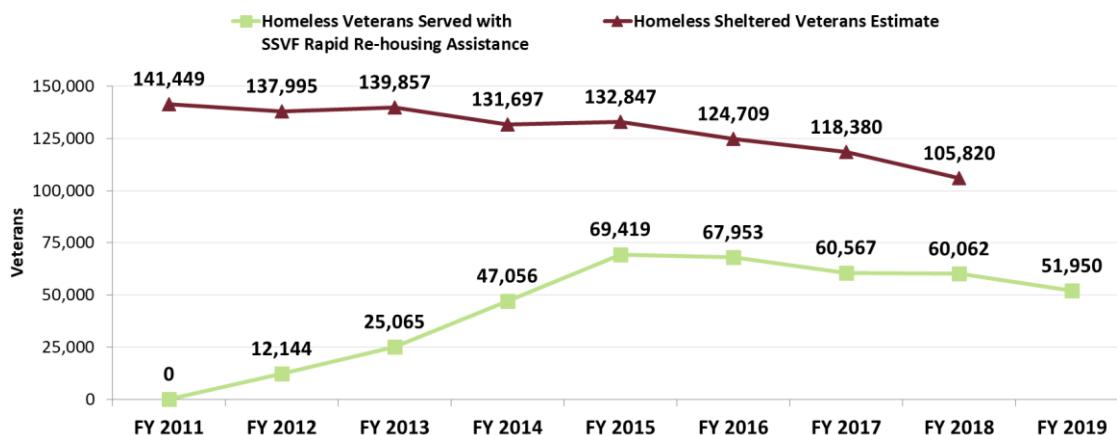
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since 2010.<sup>13</sup> Between October 1, 2017, and September 30, 2018, HUD estimated that 1 out of every 200 Veterans nationwide (an estimated 105,820 Veterans) stayed in an emergency shelter or a transitional housing program—a 29 percent (-43,815 Veterans) decrease since 2009.<sup>14</sup>

SSVF has been a critical resource for helping to re-tool local homelessness crisis response systems to better meet the needs of Veterans in crisis. Following evidence-based practices, SSVF assistance is focused on needs directly related to ending a Veteran family's homelessness, or preventing it when a Veteran family is at imminent risk of becoming homeless. SSVF grantees employ Housing First approaches to efficiently resolve housing crises, and they are expected to actively participate in local coordinated entry systems established by Continuums of Care (CoCs). The U.S. Interagency Council on Homelessness (USICH) states,

*The Housing First model differs from traditional models that require participants to complete a treatment program or otherwise demonstrate “housing readiness” before being given the opportunity to live in community-based permanent housing. ... Finishing the job of ending Veterans homelessness will require the widespread adoption of evidence-based best practices such as Housing First.<sup>15</sup>*

**Exhibit 1.1: SSVF Rapid Re-housing and Annual Homeless Sheltered Veterans (FYs 2011-2019)**



NOTE: AHAR Part 2 estimates include only sheltered homeless Veterans being served in projects entering data into HMIS.

<sup>13</sup> U.S. Department of Housing and Urban Development, *2019 Annual Homeless Assessment Report to Congress*, Part 1.

<sup>14</sup> U.S. Department of Housing and Urban Development, *2018 Annual Homeless Assessment Report to Congress*, Part 2.

<sup>15</sup> U.S. Interagency Council on Homelessness, *Ending Homelessness among Veterans: A Report by the United States Interagency Council on Homelessness*, February 2013. Washington, DC: Author.

## **SECTION 1: Introduction**

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SOURCES: SSVF-HMIS Repository data; AHAR.

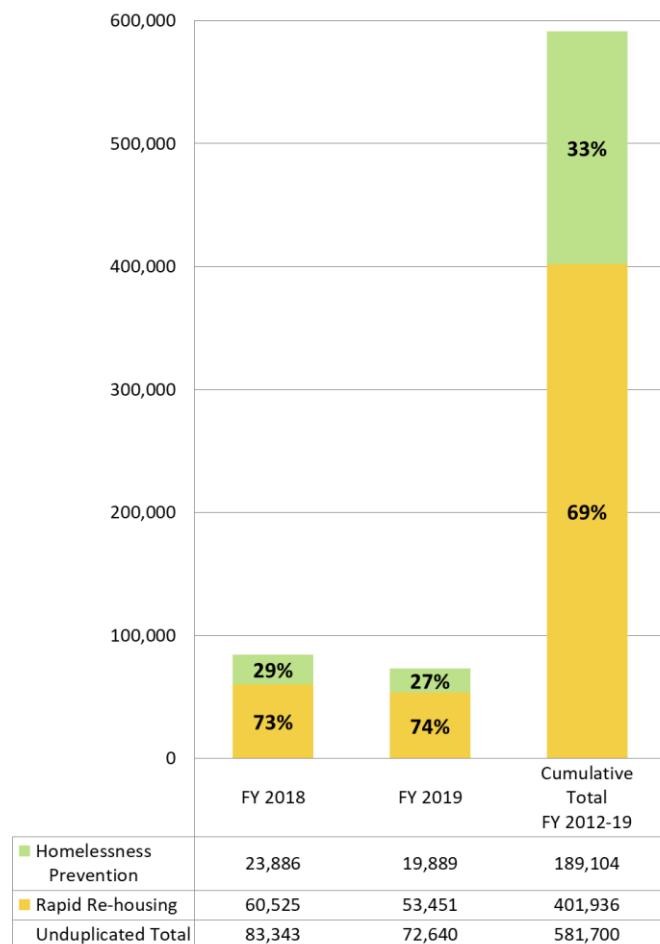
Since its inception in FY 2012, SSVF rapid re-housing assistance has grown to become a central part of the U.S. response to the needs of literally homeless Veterans. In FY 2012, roughly nine (9) percent of all sheltered homeless Veterans (12,144) received help from SSVF rapid re-housing to exit homelessness. This doubled in FY 2013 to 18 percent (25,065), and doubled again in FY 2014 to 36 percent (47,056).

Over the course of the Priority 1 community “surge” effort, from FY 2015 through FY 2018, the rough percentage of SSVF Veterans receiving RRH assistance compared to the sheltered homeless Veterans rate rose. That comparable rate fluctuated between the 51 percent and 57 percent over the period. Overall, SSVF’s Priority 1 community “surge” effort period led to SSVF rapid re-housing services become an even larger part of the U.S. national response to Veteran homelessness.

In FY 2019, roughly 49 percent of the national sheltered homeless Veterans’ total received rapid re-housing assistance, assuming that the FY 2018 Veterans’ shelter total remained steady (Exhibit 1.1). While there was a modest coverage decrease from the “surge” period, SSVF rapid re-housing assistance remains a central part of the U.S. response to the needs of literally homeless Veterans.

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Exhibit 1.2: SSVF Households Served, by Housing Assistance Type (FYs 2012-2019)



NOTE: Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

SOURCE: SSVF-HMIS Repository data.

SSVF assisted 72,640 Veteran households consisting of more than 106,453 people in its eighth year of program operations. In FY 2019, there were decreases in the numbers of households (-13 percent), total persons (-16 percent), and Veterans (-15 percent) served by SSVF compared to FY 2018. Reductions in the numbers served are primarily the result of the end of “surge” funding that was available through FY 2018. This funding temporarily increased SSVF capacity – capacity that was no longer available to grantees in FY 2019. Furthermore, the complexity of SSVF participants has continued to increase as reflected by the aging of the population served by SSVF and the proportion of those with disabilities (see Section 3). The median length of participation in SSVF has increased from 3 months at the program’s inception in FY 2012 to 4 months in FY 2019.

## SECTION 1: Introduction

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In FY 2019, grantees provided rapid re-housing services to 53,451 homeless Veteran households comprising 71,185 persons through partnerships with emergency shelters, transitional housing programs, street outreach, and other homeless assistance providers, as well as VA homeless services such as the Grant and Per Diem (GPD) and Health Care for Homeless Veterans (HCHV) programs. Grantees provided homelessness prevention assistance to 19,889 Veteran households consisting of 36,299 persons. A small number of households (700) received both types of assistance.

Over the last eight years, cumulatively, SSVF grantees assisted 581,700 households, consisting of 906,255 people. Sixty-nine (69) percent of SSVF households received rapid re-housing assistance over the seven years, whereas 33 percent received homelessness prevention assistance. Two (2) percent of households received both assistance types.<sup>16</sup>

At the household level, SSVF has seen a modest shift in its resources from homelessness prevention to rapid re-housing over the last two years. FY 2019 saw 74 percent of households receive rapid re-housing assistance, the highest level since the program's inception, and a +9 percent change since the program's inception in FY 2012.

About one in four (27 percent) FY 2019 SSVF households received homelessness prevention assistance, a decrease from 29 percent in FY 2018 and less than the cumulative SSVF total of 33 percent. One (1) percent of FY 2019 households received both rapid re-housing and homelessness prevention assistance, which was similar to previous SSVF program years.

Households served with homelessness prevention assistance were more likely to have children and a higher proportion of single Veterans were assisted with rapid re-housing; therefore, a lower percentage of persons received rapid re-housing compared with total households.

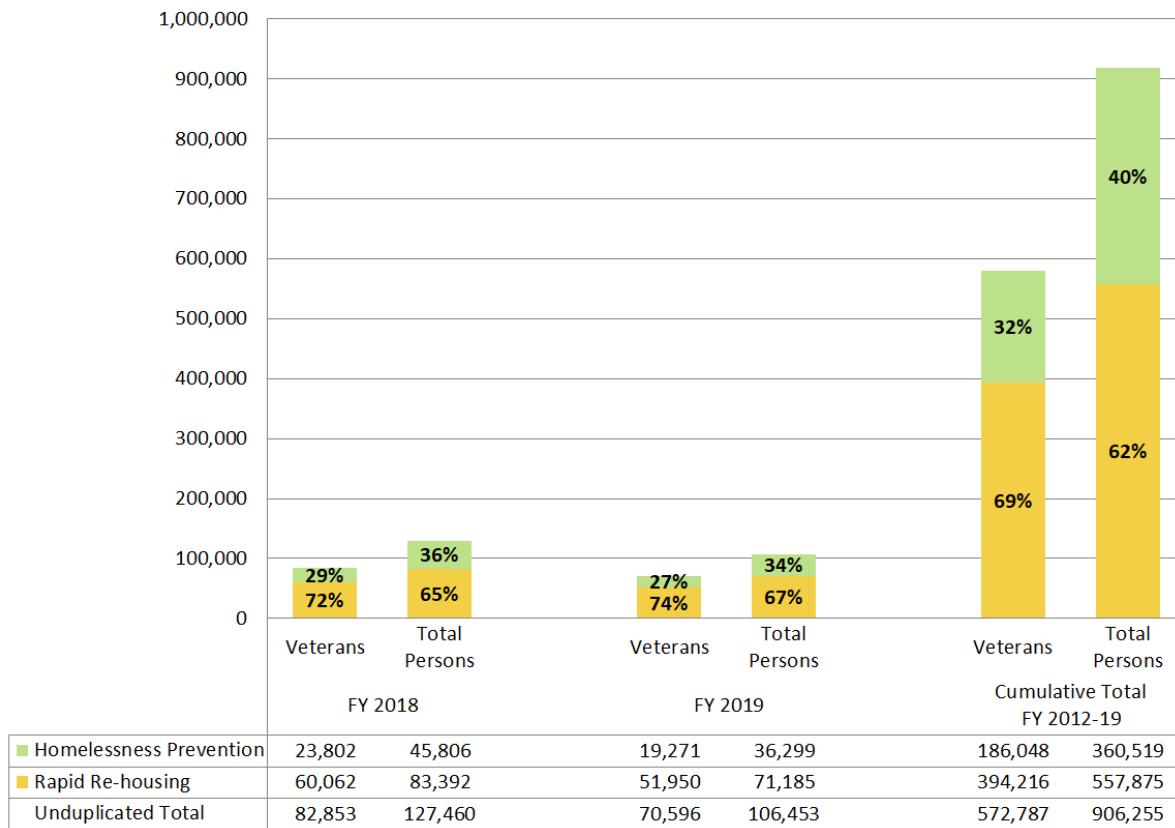
The average Veteran household size has remained consistent across all eight program years, ranging between 1.5 and 1.6 persons per household.

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<sup>16</sup> The total number of households served can exceed the number of Veterans served, as SSVF grantees are allowed to continue services to non-Veteran households (typically including dependent children and a caregiver) that are created when the Veteran is separated from the household. New SSVF regulations published on February 24, 2015, expanded the resources available to such non-Veteran households in the event of separation when it is the result of domestic violence.

## SECTION 1: Introduction

Exhibit 1.3: SSVF Veterans and Total Persons Served, by Housing Assistance Type (FYs 2012-2019)



NOTES: Within each program year, rapid re-housing and homelessness prevention data are unduplicated. Only a small percentage of persons, Veterans, and households received both types of housing assistance. Across program years, it is not currently possible to un-duplicate service data.

SOURCE: SSVF-HMIS Repository data.

SSVF has played a growing role in preventing and ending Veteran homelessness. As shown in Exhibit 1.3, 906,255 persons in Veteran households, including 572,787 Veterans who were cumulatively served since SSVF began in FY 2012.

Of the Veterans served in FY 2019, 51,950 (74 percent) were literally homeless at entry into SSVF and received rapid re-housing assistance; the remaining 19,271 Veterans (27 percent) were imminently at risk of literal homelessness at program entry and received homelessness prevention assistance. A total of 625 Veterans (1 percent) received both rapid re-housing and homelessness prevention assistance during FY 2019.

At 74 percent, FY 2019 was the highest proportion of rapid re-housing assistance provided to Veterans compared with all prior years, as grantees and their community partners increasingly sought to maximize the use of SSVF to assist every homeless Veteran in quickly exiting homelessness to permanent housing.

# Section 2: SSVF Funding Overview

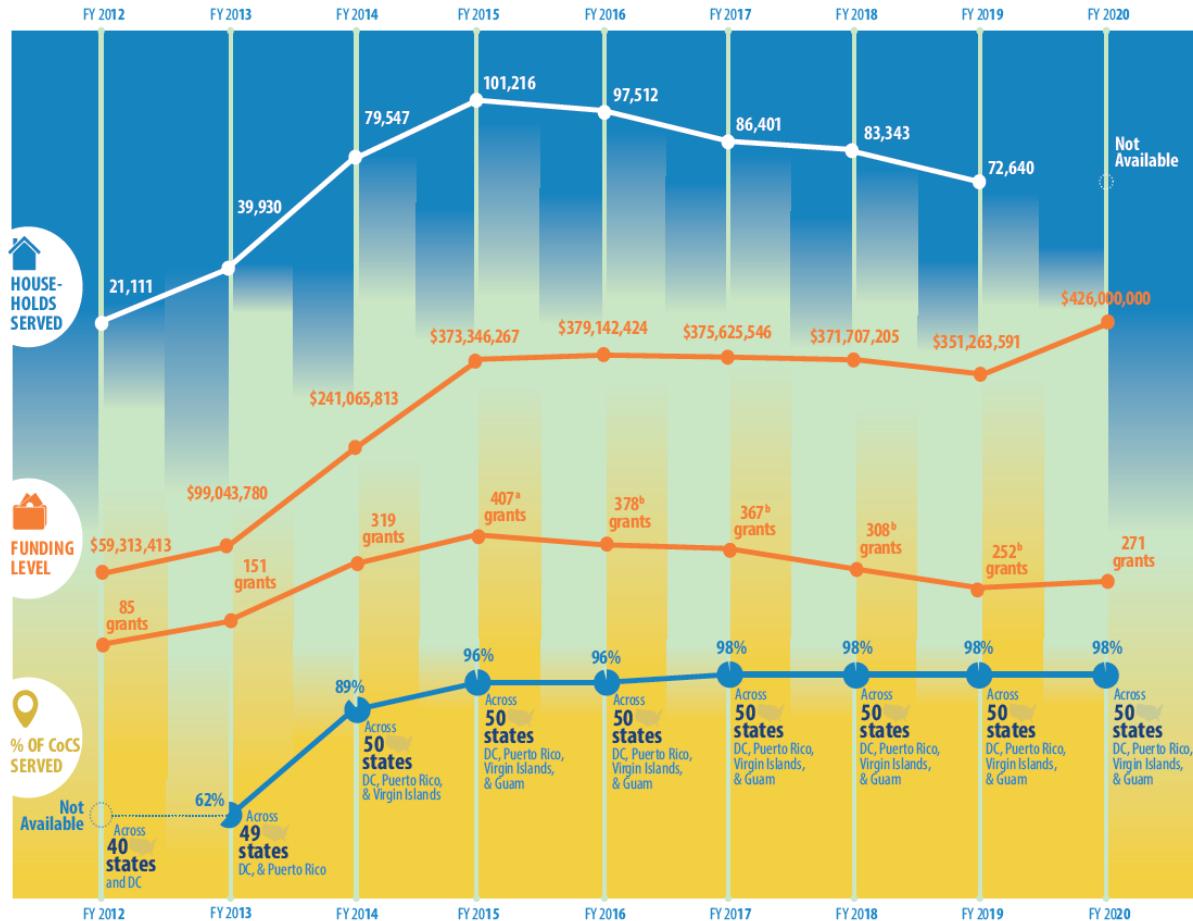
This section provides an overview of SSVF grant awards, expenditures, and assistance provided by grantees to serve Veterans and their families. The data provided in this section are aggregated from the FY 2019 quarterly financial and narrative reports submitted by grantees to VA.



## Section 2: SSVF Funding Overview

### 2.1 SSVF Grant Funding

**Exhibit 2.1: Growth in SSVF Geographic Coverage by Continuum of Care (FYs 2012-2020)<sup>17</sup>**



**NOTES:**

<sup>a</sup> Funding for FY 2015 grantees was released in two phases. The first set of grantees began serving Veteran households on October 1, 2014, and consisted of 378 grantees, including surge funding for 56 of 78 high-priority communities. The second set of FY 2015 grantees started serving clients on April 1, 2015. That set included surge funding for 24 grantees in 15 high-priority communities.

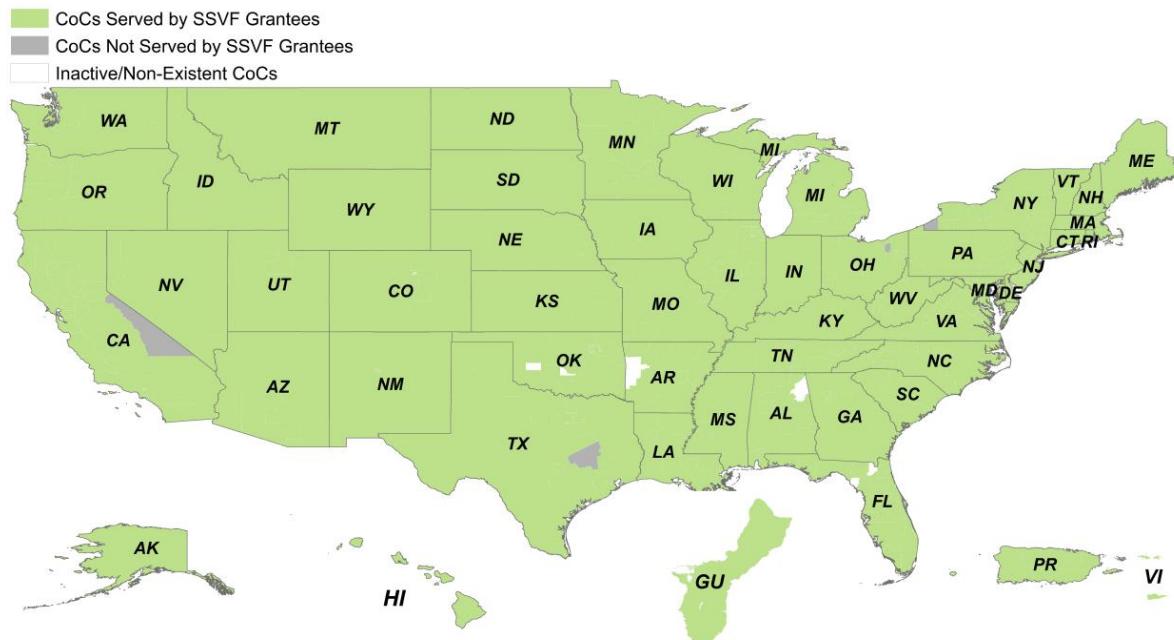
<sup>b</sup> The reduction in SSVF grantees from FY 2015 through FY 2018 was primarily a result of contract consolidations. There was no overall reduction in the scope and scale of SSVF assistance to Veterans as a result of these consolidations.

SOURCE: U.S. Department of Veterans Affairs.

<sup>17</sup> Grantees received extensions for some of their grant awards.

## Section 2: SSVF Funding Overview

### Exhibit 2.2: Geographic Coverage of SSVF Grantees (FY 2019)



SOURCE: U.S. Department of Veterans Affairs.

In FY 2012, there were SSVF programs operating in 40 states and the District of Columbia.

Grantee coverage expanded to include all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and Guam in FY 2015. That year also saw the launch of SSVF's 71 high-priority ("Priority 1") communities initiative, which "surged" efforts to end Veteran homelessness in communities with high concentrations of Veteran homelessness.

Since FY 2016, SSVF has maintained its comprehensive national coverage. Ninety-eight (98) percent of CoCs were served by at least one SSVF grantee since FY 2017.

## Section 2: SSVF Funding Overview



### Related Research

This study used qualitative interviews with a national sample of SSVF providers serving rural areas to articulate an understanding of housing needs, resource needs, available services, and challenges in serving homeless and unstably housed Veterans in rural areas. Interview respondents discussed their top challenges: 1) identifying unstably housed Veterans, 2) providing services within the rural resource context, and 3) leveraging effective collaboration—and strategies to address these challenges. Emergency and subsidized long-term housing options, transportation resources, flexible financial resources, and additional funding to support the intensive work required in rural areas, were identified as the top unfulfilled needs of homeless or unstably housed rural Veterans.

The study's findings detailed promising programmatic innovations from rural SSVF providers, and it highlighted the need for rural-tailored responses that are directly tied to the unique challenges of Veteran homelessness and housing instability in those areas. In fact, this study was the first to examine issues at the intersection of HUD-mandated coordinated entry systems, VA systems, and Veteran rural homelessness.

SOURCE: Byrne, T., Cusack, M., True, G., Montgomery, A.E., & Smith M.(2020). "You Don't See Them on the Streets of Your Town": Challenges and Strategies for Serving Unstably Housed Veterans in Rural Areas. *Housing Policy Debate*, 30(3), 409-430. Retrieved from <https://doi.org/10.1080/10511482.2020.1716823>.

## 2.2 Financial Expenditures

In FY 2019, all 252 total grantees were on 12-month budgets, and were eligible for 30-day extensions to complete their grant agreements. Just 95 grantees (of 252 grantees or 38 percent) requested grant extensions, with over 99 percent of all awarded funds being expended by the end of October 2019.

This year, SSVF has implemented two procedures used as mechanisms to ensure resources are allocated where they are most needed. First, mandatory returns process which sets quarterly floors for grantee spending. When a grantee does not meet that floor, a small percentage of their overall award is pulled back and potentially made available to other geographic areas in need of additional resources. Next, those newly available funds were made available to grantees for them to provide additional resources Veterans households in areas hit by natural disasters, such as hurricanes or wildfires. In these instances, and assuming the requisite of a federal declaration is in place, via the Stafford Act, SSVF can provide additional funds to grantees in effected area, enabling the grantees to provide services above and beyond their grant agreement limitations due to increased demand for services. Often the funds available for such increases are funds recouped from the mandatory returns process. Overall, SSVF was able to reallocate over \$2.5 million for disaster relief efforts in FY 2019.

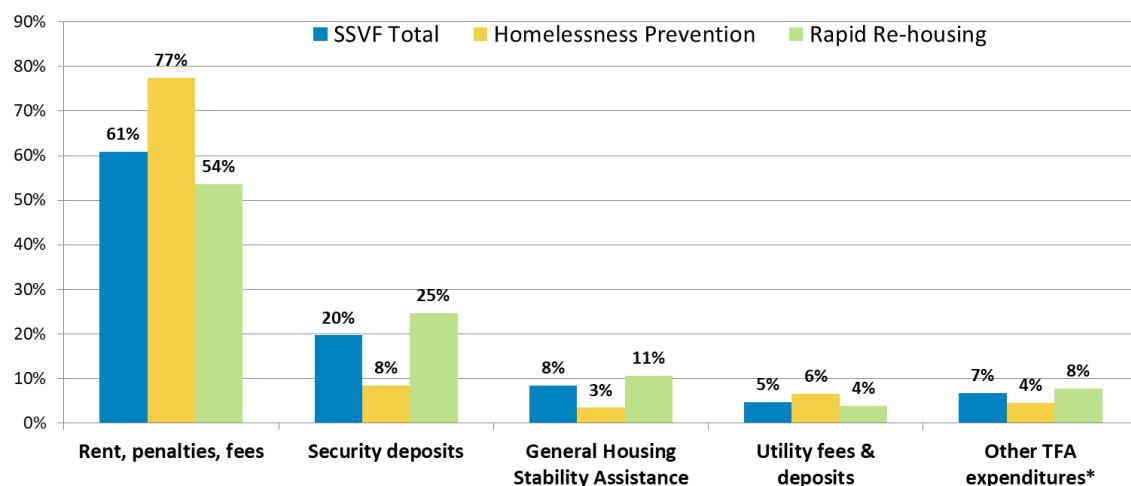
## Section 2: SSVF Funding Overview

In FY 2019, SSVF grantees spent the largest share of award funds (57 percent) on staff and labor costs for case management, outreach, and program management; the second largest share was spent on TFA (34 percent).<sup>18</sup> Just nine (9) percent of grantee expenditures were used for administrative costs.

As established in the SSVF NOFA, grantees are not allowed to expend more than 50 percent of grant funds on TFA. VA established this limit to ensure that program services would consist of more than emergency financial aid, and that Veterans would receive assistance designed to sustain housing once their immediate homelessness or imminent risk of homelessness was resolved. Because SSVF interventions are generally brief (the average intervention was 122 days in FY 2019), providers are expected to develop housing stability plans that may include ongoing VA and/or community services after exiting from SSVF to help Veteran households sustain their housing beyond the short-term intervention and the potential financial assistance SSVF offers.

### 2.3 Temporary Financial Assistance

**Exhibit 2.3: TFA Expenditures, by Type (FY 2019)**



\* Other TFA expenditures include transportation, emergency housing assistance, moving costs, child care, and other costs.

SOURCE: SSVF-financial reports.

In FY 2019, rent-related assistance was the largest TFA category for both assistance types, consisting of 77 percent of homelessness prevention TFA and 54 percent of rapid re-housing TFA. Security deposit assistance made up the second largest TFA expenditure, at eight (8) percent of homelessness prevention TFA and 25 percent of rapid re-housing TFA. Because

<sup>18</sup> Due to limitations of data on program expenses, the information in this paragraph includes some FY 2018 grantee expenditure extension funds beyond the end of the FY 2019 program year, which ended on September 30, 2019.

## Section 2: SSVF Funding Overview

Veteran households served with homelessness prevention assistance often maintained their residence at entry, their need for security deposit assistance was lower than that of rapid re-housing assisted households.

Similarly, rapid re-housing households were more likely to need general housing stability assistance. TFA funding provides for expenses associated with moving into or securing permanent housing, items necessary for life or safety provided on a temporary basis to address an emergency, as well as expenses associated with gaining or keeping employment. Eleven (11) percent of rapid re-housing TFA funds went to general housing stability assistance, compared with only three (3) percent of homelessness prevention TFA.

There was little difference in the distribution of utility fee and deposit TFA percentages among homelessness prevention (6 percent) and rapid re-housing assistance (4 percent) types.



**Client Success Story**

**Rodney Navarro**  
Medford, Oregon

Rodney Navarro is a Navy Veteran who has had substance abuse and PTSD trauma issues, and has spent time in a correctional institution. After spending 9 months at a rehabilitation center, Mr. Navarro completed the program and needed to find a place to live. However, with no local housing options secured and not enough resources to secure housing on his own, Rodney was at risk of becoming homelessness.

By mid-2019, Access's SSVF program was able to connect with Rodney to assess his situation and offer rapid re-housing assistance. That allowed Mr. Navarro time to get his car fixed and work with SSVF case management to apply for an increase in his pension level, based on his higher ongoing service needs.

With that higher level of income, and a provision of emergency move-in supplies, the Veteran was able to afford to live independently in an apartment. His case manager helped smooth Rodney's transition into rental living addressing his move-in needs and by providing community service referrals.

After successfully exiting SSVF, Mr. Navarro went back to school to work on becoming a peer support worker for other Veterans in need.

# Section 3: SSVF Participants & Their Characteristics

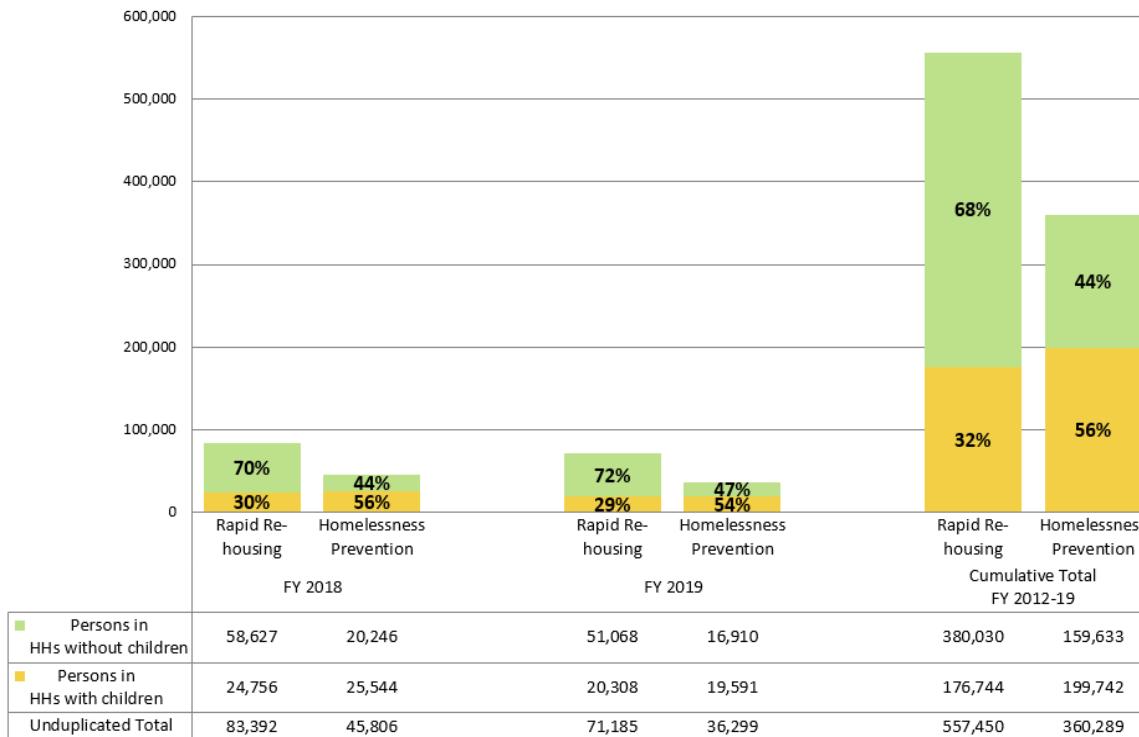
This section describes SSVF participants and their demographic characteristics, including their household type, age, race, disability status, and prior living situations. In addition, enrollment levels for target populations from FY 2019 awarded grants are examined.



## Section 3: SSVF Participants & Their Characteristics

### 3.1 Overview of Persons and Household Types Served

Exhibit 3.1: SSVF Persons Served, by Household Type (FYs 2012-2019)



NOTE: The total number of households served can exceed the number of Veterans served, as SSVF grantees are allowed to continue services to non-Veteran households (typically including dependent children and a caregiver) that are created when the Veteran is separated from the household. New SSVF regulations published on February 24, 2015, expanded the resources available to such non-Veteran households in the event of separation when it is the result of domestic violence.

SOURCE: SSVF-HMIS Repository data.

Since the program's inception, most persons in households (HHs) without children (68 percent or 380,030) assisted by SSVF have been literally homeless and received rapid re-housing assistance, whereas most persons in households with children (56 percent or 199,742) assisted by SSVF have been at-risk and received homelessness prevention assistance. FY 2019 household utilization rates between rapid re-housing and homelessness prevention match the cumulative utilization patterns over the life of the program.

## Section 3: SSVF Participants & Their Characteristics

### 3.2 Target Populations

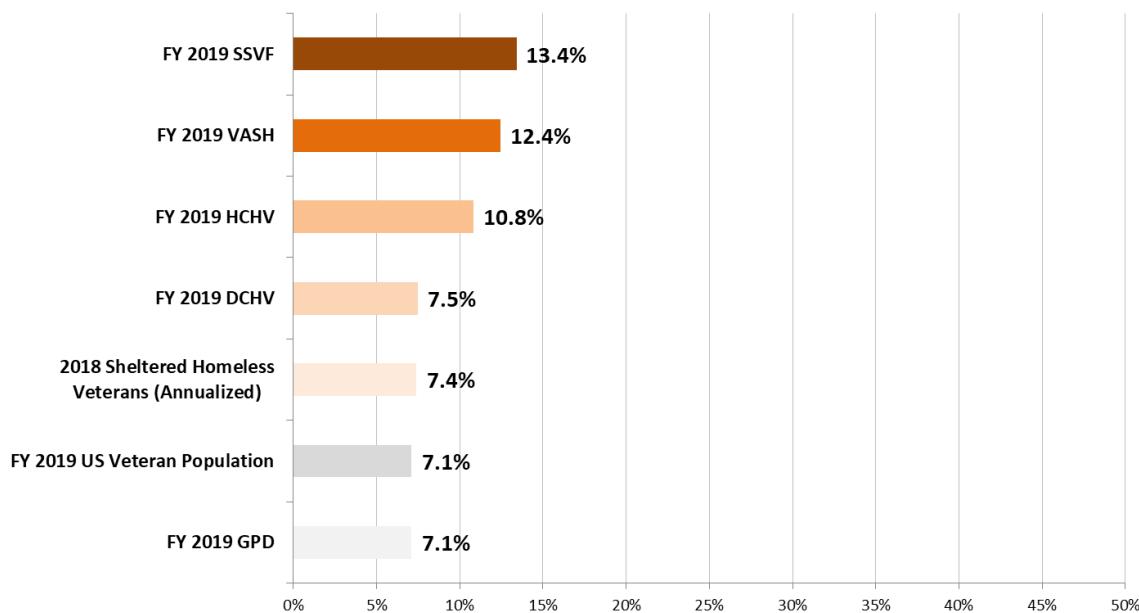
Grantees reported the number of households served according to VA's target population priorities for FY 2019 grantees. These included:

- Veteran households earning less than 30 percent of area median income
- Veterans with at least one dependent family member
- Households with one or more female Veterans
- Returning Veterans from Afghanistan or Iraq

Across all grantees, 74 percent of households served were reported to have incomes less than 30 percent of area median income (AMI) for their household size at program entry. About one in seven (15 percent or 11,219) Veteran households served by SSVF had at least one dependent child (under age 18) at program entry, including 21,838 children (21 percent of all participants). Females made up about one in eight (13 percent) Veterans served by SSVF. Additionally, 16 percent of SSVF Veterans served in Iraq or Afghanistan.

These figures indicate that the program met its goals in targeting very low-income Veteran families, Veteran families with dependents, and those who served in Afghanistan and Iraq.

#### Exhibit 3.2: Percentage of Women Veterans Among Veteran Programs and Populations (FY 2019)



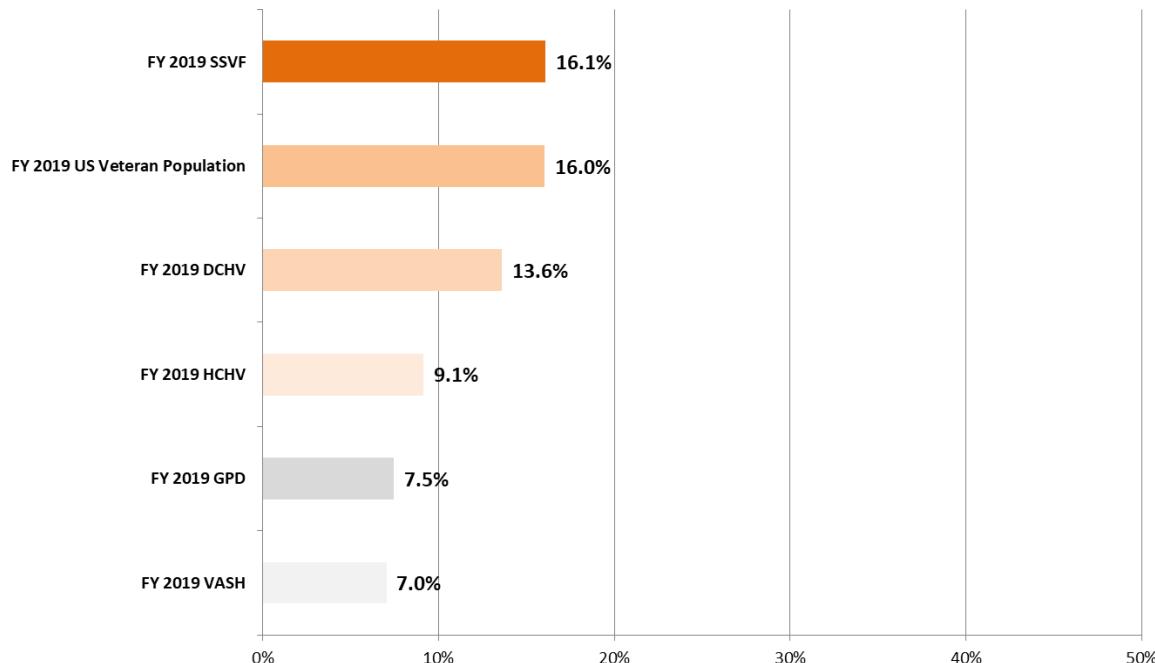
NOTE: In addition to SSVF, there are four other national VA homelessness programs included in this exhibit: HUD-Veterans Affairs Supportive Housing (HUD-VASH) program provides permanent supportive housing; Grant and Per Diem (GPD) is a transitional housing and safe haven residential assistance program; Healthcare for Homeless Veterans (HCHV) programs include outreach, health care, and treatment and rehabilitative services, along with emergency shelter and safe haven residential assistance; and the Domiciliary Care for Homeless Veterans (DCHV) program provides residential rehabilitation and treatment services. Additional information about these homelessness programs can be found on VA's homelessness web page at: <http://www.va.gov/homeless/>.

SOURCES: SSVF-HMIS Repository data; VA Office of the Actuary; Annual Homeless Assessment Report (AHAR); VA Homeless Management Evaluation System (HOMES).

## Section 3: SSVF Participants & Their Characteristics

SSVF has served the highest proportion of women of any VA homeless initiative for each of the past four years. This may be due, in part, to the number of households with children served with SSVF homelessness prevention assistance. Overall, 13.4 percent of Veterans served by SSVF in FY 2019 were women (9,471)—significantly higher than the percentage of female Veterans served nationally in shelter programs (7.4 percent).

**Exhibit 3.3: Percentage of Returning Veterans from Afghanistan or Iraq Among Veteran Programs and Populations (FY 2019)**



NOTE: In addition to SSVF, there are four other national VA homelessness programs included in this exhibit: (1) HUD-Veterans Affairs Supportive Housing (HUD-VASH) program provides permanent supportive housing; Grant and Per Diem (GPD) is a transitional housing and safe haven residential assistance program; Healthcare for Homeless Veterans (HCHV) programs include outreach, health care, and treatment and rehabilitative services, along with emergency shelter and safe haven residential assistance; and the Domiciliary Care for Homeless Veterans (DCHV) program provides residential rehabilitation and treatment services. Additional information about these homelessness programs can be found on VA's homelessness web page at: <http://www.va.gov/homeless/>.

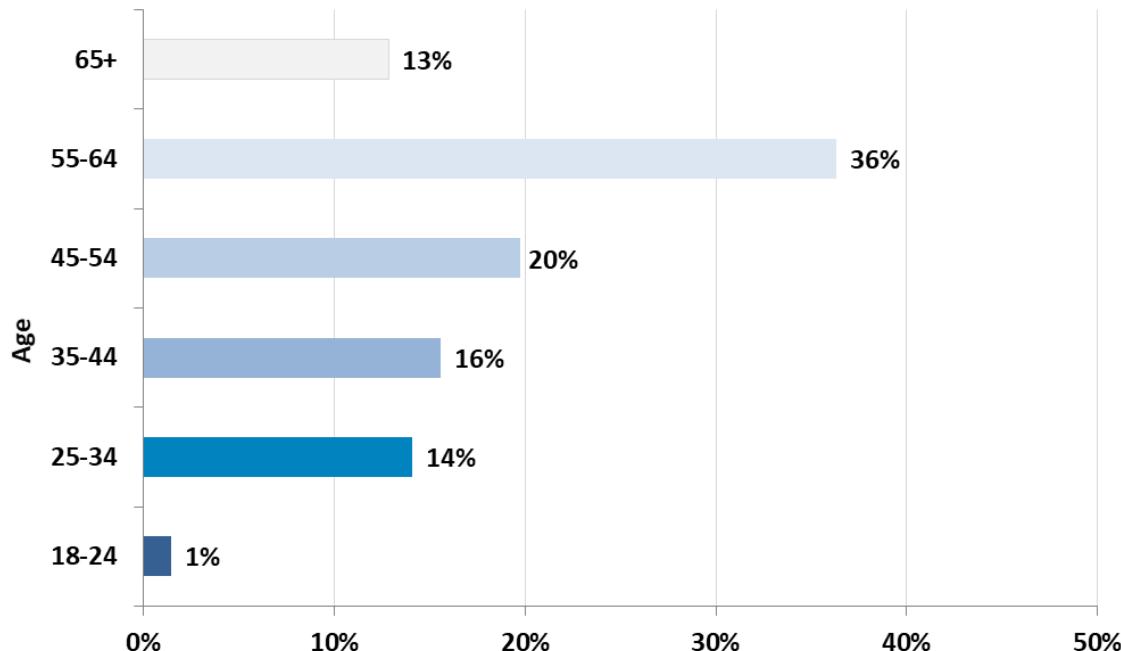
SOURCES: SSVF-HMIS Repository data; VA Office of the Actuary; Annual Homeless Assessment Report (AHAR); VA Homeless Management Evaluation System (HOMES).

In FY 2019, the SSVF program served 70,596 Veterans. Among these Veterans, 16.1 percent (11,360) served in Iraq or Afghanistan and were Veterans of Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or Operation New Dawn (OND)—the highest proportion of OEF/OIF/OND Veterans served by any VA homeless initiative. Sixty-nine (69) percent of those Veterans received rapid re-housing assistance, 32 percent used homelessness prevention assistance, and one (1) percent used both assistance types. The availability of low-barrier access to services, due to SSVF's emphasis on Housing First, the flexible range of services that can be tailored to the specific needs of the Veteran household, and availability of family-specific services may enhance SSVF's appeal to this group.

## Section 3: SSVF Participants & Their Characteristics

### 3.3 Participant Demographics

Exhibit 3.4: SSVF Veterans Served, by Age Group (FY 2019)



SSVF Veterans= 70,596

SOURCE: SSVF-HMIS Repository data.

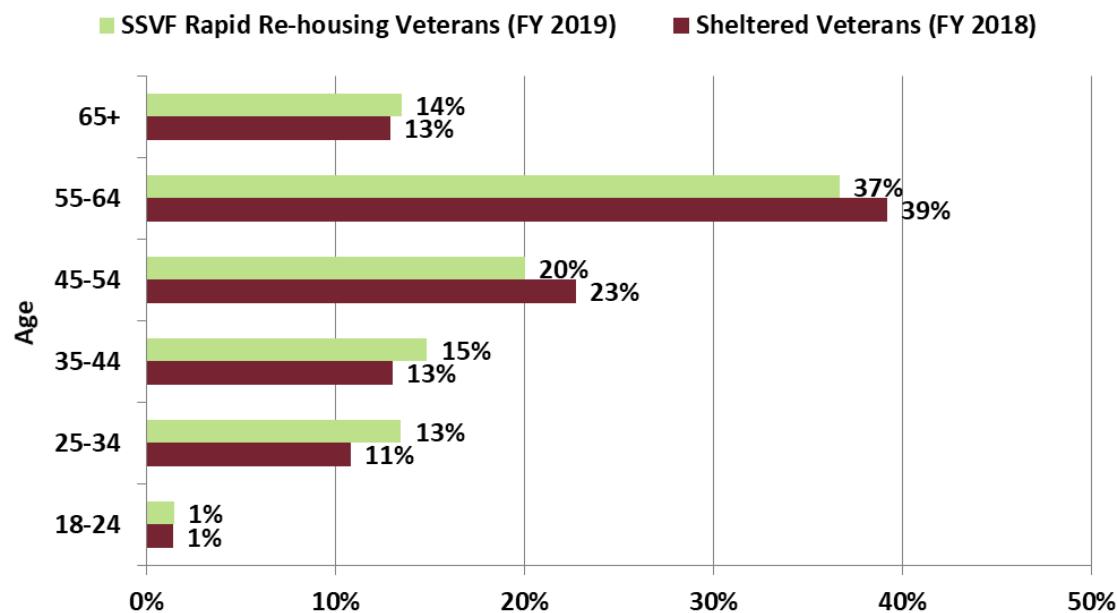
Almost half of SSVF Veterans (49 percent) were ages 55 or above, where the majority of that group was in the 55 to 64 years old category (36 percent) and the remainder of SSVF were in the 65 years and older category (13 percent).

The other half of SSVF Veterans were ages 18 to 54 (51 percent), with the bulk of these Veterans at the upper end of the age range. Twenty (20) percent of SSVF Veterans were ages 45 to 54, while 16 percent were ages 35 to 44 and 14 percent were ages 25 to 34. Just one (1) percent of SSVF Veterans were in the ages 18 to 24 category.

The largest single age category of SSVF Veterans was the age 55 to 64 group at 36 percent.

## Section 3: SSVF Participants & Their Characteristics

Exhibit 3.5: SSVF Rapid Re-housing and Sheltered Veterans Served, by Age Group



SSVF Rapid Re-housing Veterans= 51,950; Sheltered Veterans= 105,820

SOURCE: AHAR; SSVF-HMIS Repository data.

Exhibit 3.5 compares literally homeless Veterans who received SSVF rapid re-housing assistance from FY 2019 with the most recently available sheltered Veterans data by age group, which is from FY 2018. In FY 2019, homeless Veterans served by SSVF grantees were in very similar age ranges to sheltered Veterans nationwide. SSVF rapid re-housing Veterans ages 45 to 64 were five (5) percent lower than the shelter group, while the 25 to 44 age group was four (4) percent higher than in shelters. Two factors are key to this difference: First, 11 percent of SSVF Rapid Re-housing Veterans were in households with children compared to just three (3) percent of sheltered Veterans. Sheltered households with children tend to have younger Veterans.<sup>19</sup> Second, as shown in Exhibit 3.2, a greater percentage of SSVF Veterans are women (16 percent) compared to the U.S. shelter system (7 percent). Women Veterans tend to be younger than male Veterans.<sup>20</sup>

<sup>19</sup> In FY 2019, the median SSVF Rapid Re-housing Veteran in a household with children was in the 35-44 age group, while the median SSVF Rapid Re-housing Veteran in a household without children was in the 55-61 age group.

<sup>20</sup> In FY 2018, the most recent year for which gender-age data was available, SSVF female Veterans were an average of 43 years old, while male SSVF Veterans were an average of 52 years old.

## Section 3: SSVF Participants & Their Characteristics



### Related Research

This study examined the dynamics of a possible sleeper effect. That effect was defined as a delayed risk of homelessness that becomes stronger with time after U.S. Veterans are discharged. To assess the possibility of a sleeper effect data from two national samples were analyzed: VA administrative records of a population-based sample (275,775 homeless Veterans) and a nationally representative community survey of 115 veterans with a history of homelessness conducted in 2018.

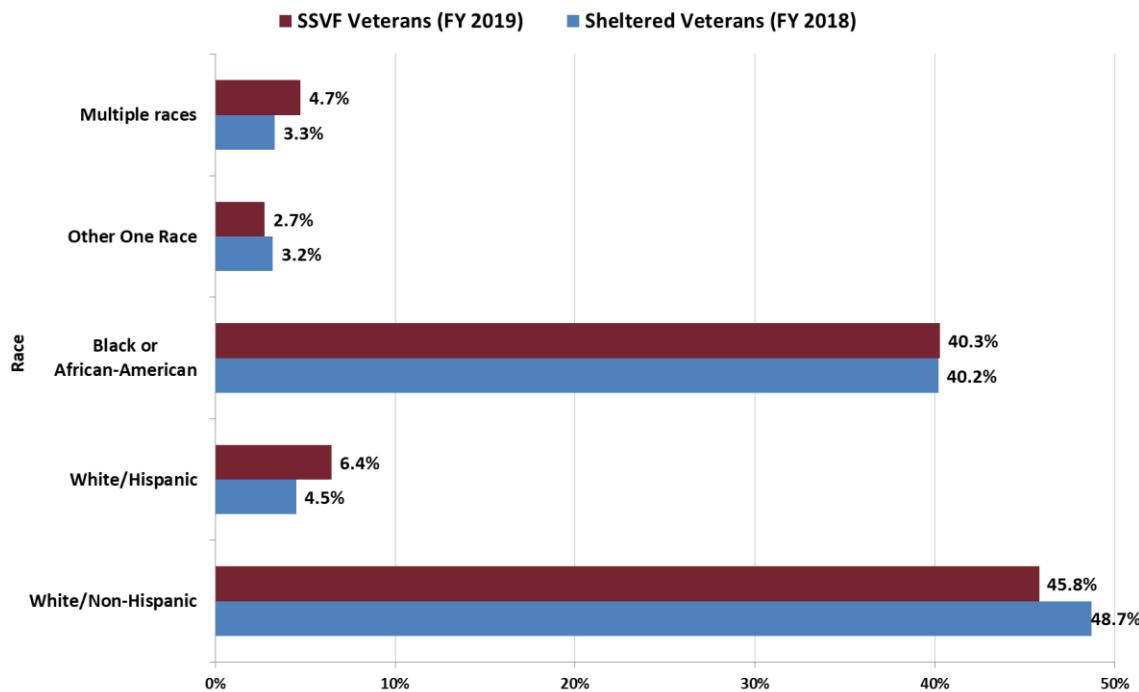
The average time between discharge and homelessness was 5.5 ( $SD=4.2$ ) years. In the community veteran sample, the average time between discharge and homelessness was 9.9 ( $SD=10.5$ ) years. Iraq and Afghanistan military service was significantly associated with shorter durations between discharge and homelessness, while service in Vietnam (with Veterans younger age at discharge) had more chronic medical conditions, depression, and alcohol use problems associated with longer interval between discharge and homelessness.

The study found that there does appear to be a sleeper effect for homelessness. To help stem this effect, the study's authors recommended bolstering and analyzing impacts of an increased service outreach and focus on Veterans' chronic health conditions and social adjustment after discharge.

SOURCE: Tsai, J., Szymkowiak, D. & Pietrzak, R. (2020). Delayed Homelessness After Military Discharge: Examination of a Sleeper Effect. *American Journal of Preventive Medicine*, 54(1), 109-117. Retrieved from <https://doi.org/10.1016/j.amepre.2020.03.001>.

## Section 3: SSVF Participants & Their Characteristics

Exhibit 3.6: Veterans Served, by Race



SSVF Veterans= 70,596; Sheltered Veterans= 105,820

SOURCES: SSVF-HMIS Repository data; AHAR data.

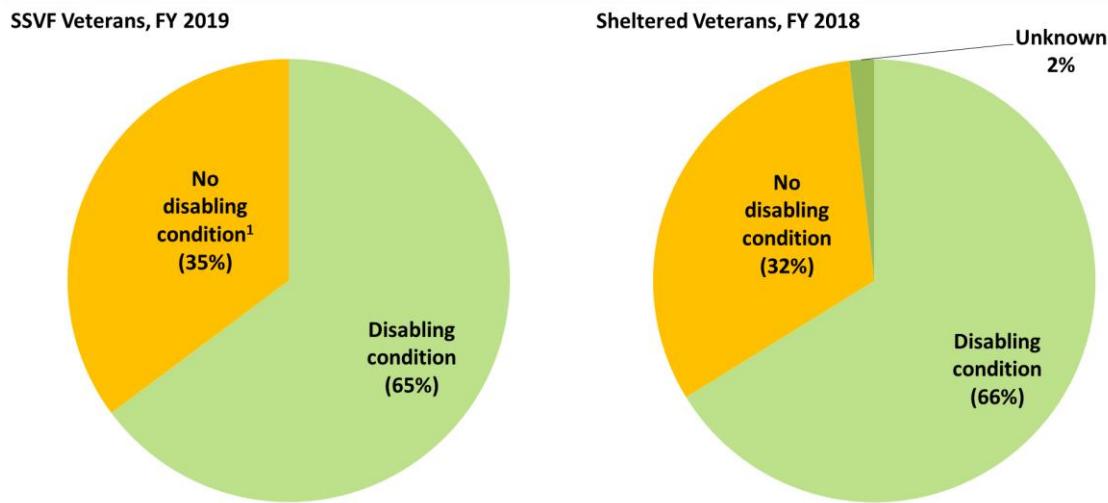
Most SSVF Veterans served were white, non-Hispanic (46 percent) or black/African-American (40 percent). Among all SSVF Veterans, the remaining 14 percent was spread across persons of white, Hispanic origin (6 percent), multiple races (5 percent), and other one race (3). Other one race consists of American Indian/Alaska Native (1.6 percent), Native Hawaiian/Other Pacific Islander (0.6 percent), and Asian (0.6 percent). Overall, 54 percent of SSVF Veterans served were members of a minority racial group.

SSVF served a greater percentage of Veterans in minority racial groups than Veterans served in shelters nationwide (54 percent versus 51 percent). On the whole, this suggests that SSVF providers are doing well in their efforts to avoid disparities in service provision to different racial groups.<sup>21</sup>

<sup>21</sup> AHAR 2018, Part 2.

## Section 3: SSVF Participants & Their Characteristics

Exhibit 3.7: Disability Status for SSVF Veterans



SSVF Veterans= 70,596; Sheltered Veterans= 105,820

SOURCES: (left) SSVF-HMIS Repository data; (right) AHAR.

In FY 2019, about two in three (65 percent or 45,750) Veterans assisted through SSVF had a disabling condition.<sup>22</sup> The disability rate for Veterans receiving rapid re-housing and homelessness prevention assistance was identical at 65 percent.

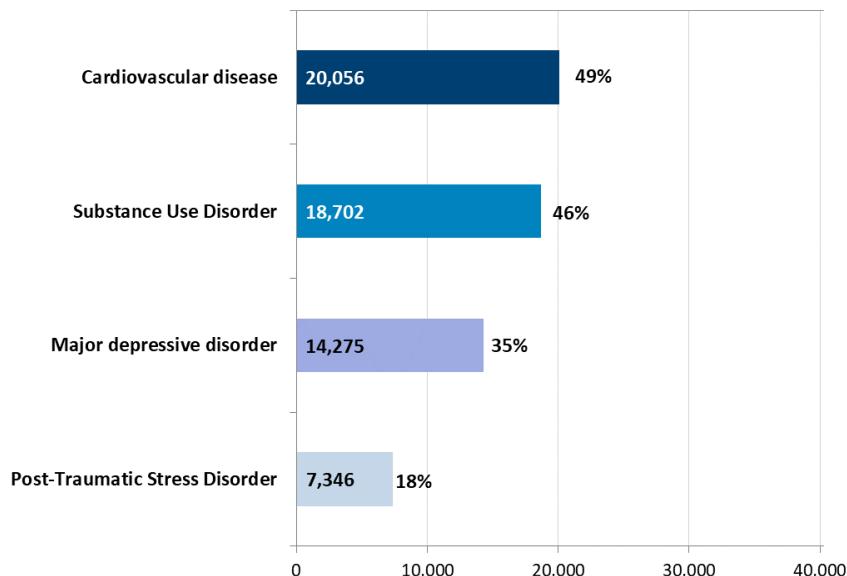
The disability rate for SSVF and all sheltered homeless Veterans was very similar (65 percent versus 66 percent). Overall, SSVF Veterans have disability rates more than twice that of the total U.S. Veteran population (30 percent) in FY 2019 and 4.3 times higher than the disability rate among the U.S. adult homeless population (15 percent).<sup>23</sup>

<sup>22</sup> “People with one or more of the following conditions were identified as having a disabling condition: (1) the disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiological agency for acquired immunodeficiency syndrome (HIV); (2) a physical, mental, or emotional impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that is [a] expected to be of long-continued or of indefinite duration, [b] substantially impedes an individual’s ability to live independently, and [c] could be improved by the provision of more suitable housing conditions.; (3) A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); ” This definition comes from the *2017 HMIS Data Standards Manual* (April 2018), which was in effect for FY 2019 grantees entering disability condition data into HMIS.

<sup>23</sup> HUD’s AHAR 2018, Part 2.

## Section 3: SSVF Participants & Their Characteristics

**Exhibit 3.8: Major Health Problems Among Veterans Exiting SSVF and Engaged with Veterans Health Administration (FY 2019)**



n= 41,071

SOURCE: Veterans Health Administration Support Service Center.

Exhibit 3.8 shows the major health problems found among Veterans who both exited SSVF during FY 2019 and received health care services from the Veterans Health Administration (VHA). In FY 2019, of the 51,072 Veterans who exited SSVF, 41,071 (or 80 percent) were documented to have received VHA services.

About half (49 percent) of these 41,071 Veterans had a history of cardiovascular disease, 46 percent had a substance use disorder, 35 percent had a major depressive disorder, and 18 percent had post-traumatic stress disorder.

### 3.4 Prior Living Situations and System Coordination

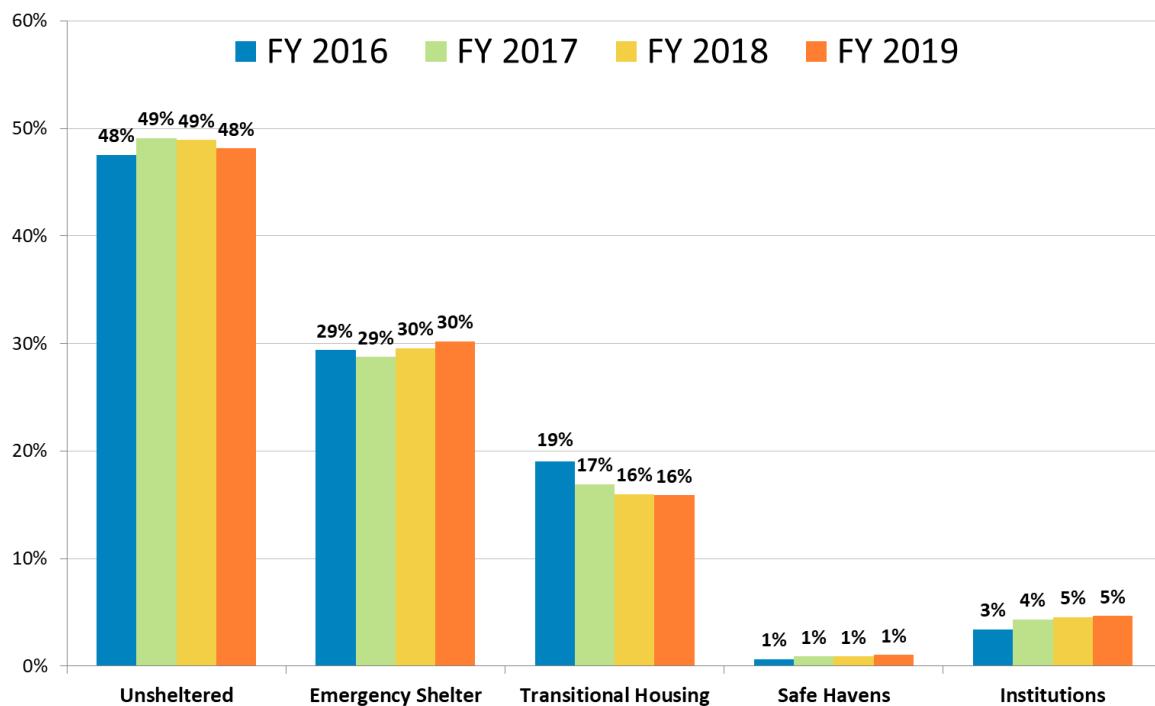
The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act amendment to the McKinney-Vento Homeless Assistance Act mandates that Continuums of Care (CoCs) establish coordinated entry systems that feature a standardized access and assessment process for all participants, and a coordinated referral process for participants to receive prevention, emergency shelter, permanent housing, or other related homelessness assistance. Increasingly, stakeholders are using information regarding the movement of persons into and out of homelessness assistance programs and homelessness itself to drive coordinated entry system planning efforts by CoCs.

## Section 3: SSVF Participants & Their Characteristics

SSVF has placed great emphasis on integrating its services with those of other community providers. By requiring grantees to participate in local HMIS systems and to actively engage with community planning and coordinated entry systems, VA seeks to ensure that SSVF is integrated into local planning and systems to efficiently and effectively focus on and meet the needs of at-risk homeless Veterans.

The following two exhibits provide a window into the living situations of Veterans the night before being admitted into an SSVF program (i.e., “prior living situation”), as well as SSVF’s increasing role relative to the crisis response system for homeless Veterans.

**Exhibit 3.9: Prior Living Situations of Veterans Receiving SSVF Rapid Re-housing Assistance (FYs 2016-2019)**



NOTES: This exhibit includes only Veterans who entered SSVF and received rapid re-housing from homeless situations. The datasets from FYs 2016, 2017, 2018, and 2019 exclude 6,266, 5,360, 4,755, and 2,008 Veterans, respectively, with erroneous or missing data, including Veterans with prior living situations marked as a permanent housing location, “Other” (e.g., missing or blank), “Don’t know,” or “Refused.”

Additionally, some of the Veterans in this exhibit participated in SSVF during a prior year. Those Veterans’ prior living situations may appear in more than one of the datasets, as they were active participants during multiple time periods. Those data are not de-duplicated between years.

SOURCE: SSVF-HMIS Repository data.

Over the last four years, about half of literally homeless Veterans who received rapid re-housing assistance came directly from unsheltered situations, including outdoor and vehicle locations (ranging from 48 to 49 percent).

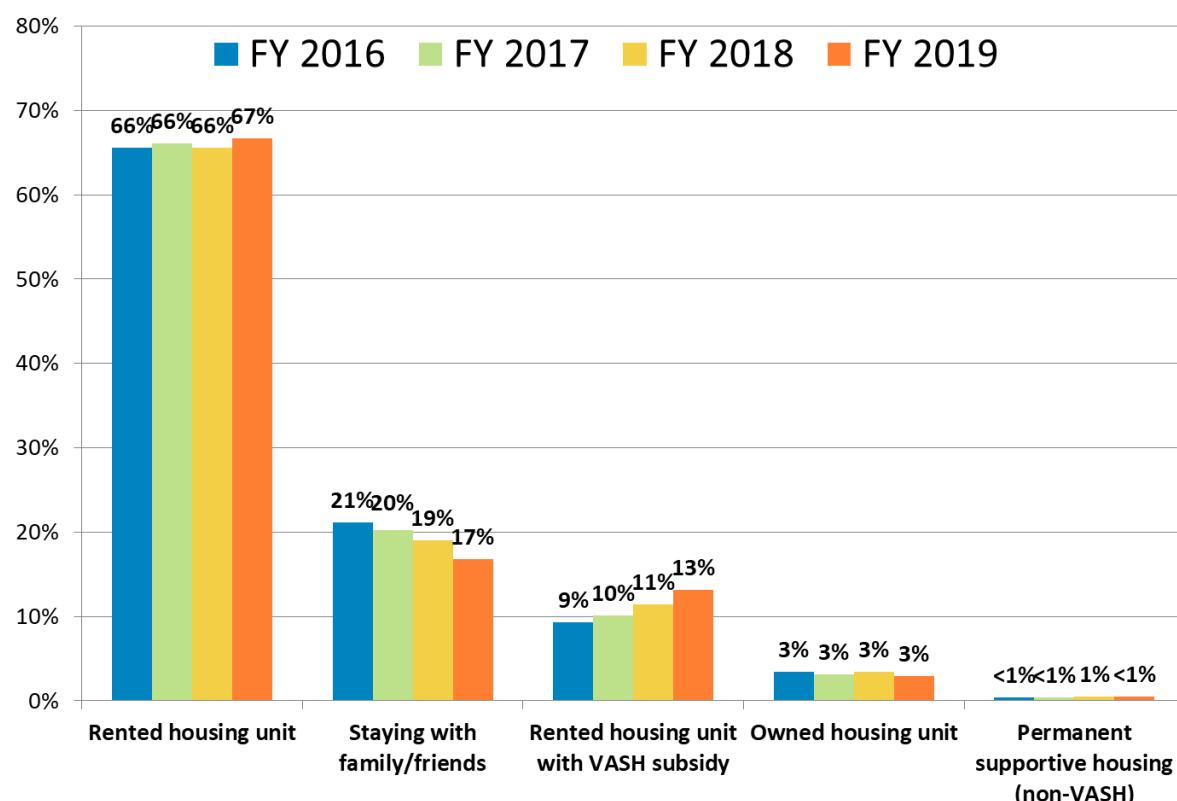
## Section 3: SSVF Participants & Their Characteristics

Among Veterans who entered rapid re-housing from sheltered locations, most came from emergency shelters (ranging from 29 to 30 percent of total). Between 16 and 19 percent came from transitional housing, which usually provides medium-term services to transition residents to permanent housing. Just one (1) percent came from safe havens, which are projects that provide private or semi-private long-term housing for people with severe mental illness and are limited to serving no more than 25 people at a time.

Veterans who entered rapid re-housing from institutional locations rose from three (3) percent in FY 2016 to five (5) percent in FY 2019. Entries from substance abuse treatment facility or detox center and hospitals or residential non-psychiatric medical facility were the most common; psychiatric hospital or other psychiatric facility, and jail or prison entries were least common.

Overall, these entry patterns show that SSVF rapid re-housing program entries are coming from Veterans in the most critical locations, unsheltered locations and emergency shelters. The entries were facilitated by SSVF rapid re-housing staff's direct work in unsheltered and sheltered outreach, and coordination with their local referral networks.

**Exhibit 3.10: Prior Living Situations of Veterans Receiving SSVF Homelessness Prevention Assistance (FYs 2016-2019)**



NOTE: This exhibit includes only Veterans who entered SSVF and received homelessness prevention assistance who were living in housing units at program entry, including those staying in housing units rented or

## Section 3: SSVF Participants & Their Characteristics

owned by friends or family. These datasets exclude Veterans with prior living situations recorded as "Other," "Client doesn't know," "Client refused," participants who were erroneously coded as homeless, and those with missing data. SOURCE: SSVF-HMIS Repository data.

In FY 2019, two-thirds of Veterans (67 percent) assisted by SSVF homelessness prevention programs were residing in a rental housing unit at the time of program entry. Another 17 percent of these Veterans were staying in housing units owned or rented by family or friends. Thirteen (13) percent of Veterans entered the program while staying in a rental unit subsidized with a HUD-VASH voucher, which is a form of permanent supportive housing; whereas just one (1) percent were in a non-VASH permanent supportive housing unit at entry to SSVF homelessness prevention. The remaining three (3) percent came from a housing unit that the household owned.

Over the last four years, Veteran homelessness prevention entries from stays with family or friends decreased slightly (-4 percent) while entries from rental units subsidized with a HUD-VASH voucher increased slightly (+4 percent).

**Client Success Story**

**Fay Burleson**  
*Davenport, Iowa*

Fay Burleson III is a 43 year old Army Veteran. By July 2018, Mr. Burleson had been staying at a hotel and had run out of money. He had recently lost his job and had to check into the shelter. SSVF was able to house him in a short amount of time in Illinois. There he, after obtaining temporary employment, began to work and was able to manage his rent payments for a short amount of time.

After losing his job, Mr. Burleson returned to SSVF for some rapid re-housing assistance, this time in Iowa with Humility Homes. Within his first week of this enrollment, SSVF was able to assist the Veteran in moving into an apartment. With a stable residence, Fay was able to quickly obtain employment, despite the COVID-19 pandemic. At exit from SSVF, Mr. Burleson has remained working full-time through the pandemic and continues to pay his rent without any assistance.

# Section 4:

# SSVF Program Results

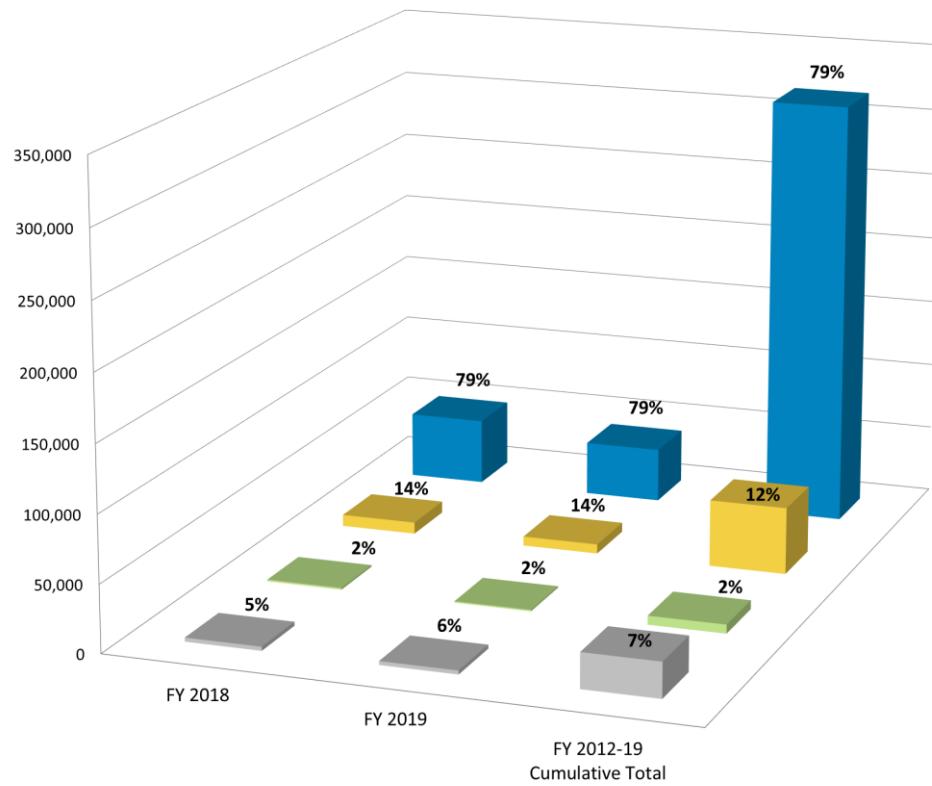
This section describes the outcomes participants achieved as a result of SSVF assistance. Key results tracked include housing outcomes, income changes, and participant satisfaction with SSVF assistance.



## Section 4: SSVF Program Results

### 4.1 Housing Outcomes

Exhibit 4.1: Veteran Program Exits, by Housing Outcome (FYs 2012-2019)



	FY 2018	FY 2019	FY 2012-19 Cumulative Total
Permanent	49,346	40,254	318,013
Temporary	8,627	6,956	49,914
Institutional	1,215	1,022	6,639
Other/ Don't Know/Refused/Missing	2,966	2,840	26,186
TOTAL	62,154	51,072	400,752

SOURCE: SSVF-HMIS Repository data.

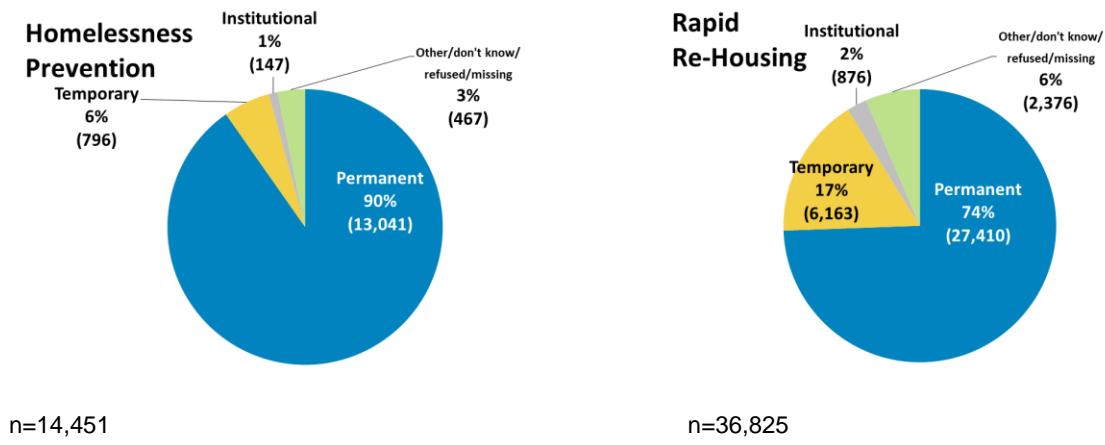
Since SSVF's inception, 400,752 Veterans have exited SSVF, with 318,013 (79 percent) of them having successfully exited to permanent housing destinations.<sup>24</sup> Of the 49,914 Veterans (12 percent) who exited to temporary destinations, 22,387 (six (6) percent of total) went to sheltered homelessness programs, 14,460 (four (4) percent of total) went to stay with friends or family temporarily, and 12,631 (three (3) percent of total) were reported to have exited to unsheltered locations. Just two (2) percent (6,639) went to institutional destinations,

<sup>24</sup> Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

## Section 4: SSVF Program Results

including general hospitals, psychiatric hospitals, substance abuse treatment facilities, jail, or prison. The remaining 26,186 Veteran exiters (seven (7) percent) went to unknown or other destinations.

**Exhibit 4.2: Veteran Exits, by Housing Outcome and Assistance Type (FY 2019)**



n=14,451

n=36,825

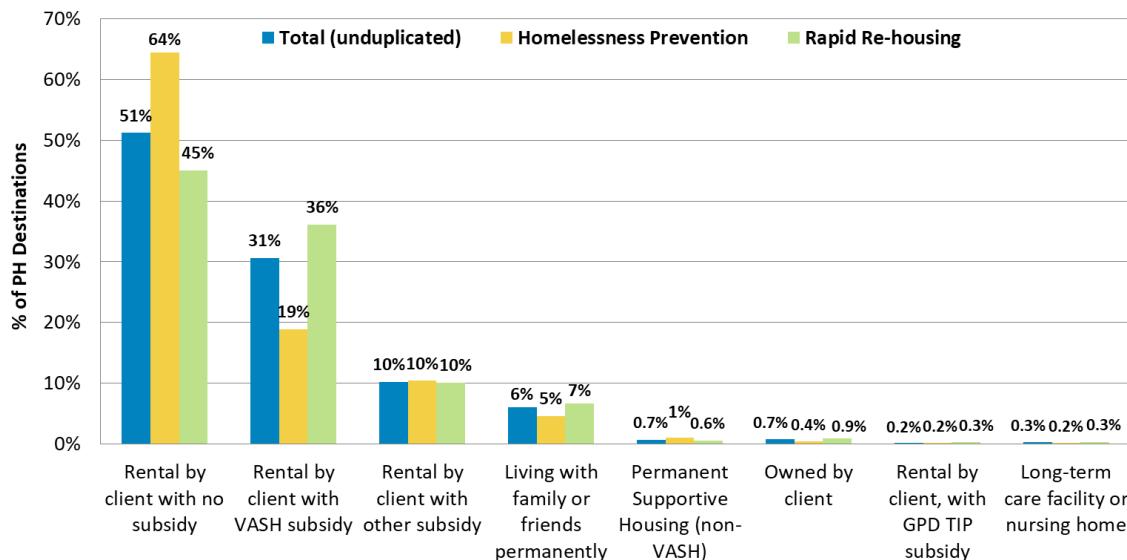
SOURCE: SSVF-HMIS Repository data.

As shown in Exhibit 4.2, in FY 2019 nine in ten Veterans exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing (13,041 or 90 percent). Meanwhile, nearly three-quarters of Veterans exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing (27,410 or 74 percent).

Of the 17 percent of rapid re-housing Veterans who exited to temporary destinations, six (6) percent (2,050) are known to have exited into unsheltered homelessness situations. Likewise, of the six (6) percent of homelessness prevention Veterans who exited to temporary destinations, less than one (1) percent (77) exited to unsheltered homelessness situations. Three (3) percent of homelessness prevention and rapid re-housing Veterans went to temporary housing with family or friends. Though eight (8) percent of rapid re-housing Veterans exited to sheltered locations, only two (2) percent of homelessness prevention Veterans exited to shelters.

## Section 4: SSVF Program Results

Exhibit 4.3: Permanent Housing Destinations of Veteran Permanent Housing Exiters (FY 2019)



n= 40,254

SOURCE: SSVF-HMIS Repository data.

SSVF placements that included use of HUD-VASH vouchers remained high in FY 2019 at 31 percent of all permanent housing exits. Possible factors that have contributed to this increase include:

- As the number of homeless Veterans decline, those remaining tend to have higher needs. This may be reflected by the increasing rates in disability, rising from 51 percent in FY 2015 to 65 percent in FY 2019. This trend is mirrored among homeless Veterans in shelter programs.
- The sharp reduction in homelessness among Veterans has meant that more resources could be used to assist those with relatively greater needs.
- Limited available affordable housing stock has made it more difficult to recruit landlords willing to accept the short-term subsidies provided by SSVF when longer-term subsidies are available through HUD-VASH for Veterans.

The availability of affordable housing has become a crisis for many of America's poor who face growing rent burdens, particularly in high-cost urban centers. SSVF recognizes that many impoverished Veteran households could maintain stable housing without the intensive case management services associated with HUD-VASH, but still require longer-term rental assistance than SSVF has offered. In response, SSVF launched the shallow subsidy initiative (see Section 6.2).

## Section 4: SSVF Program Results

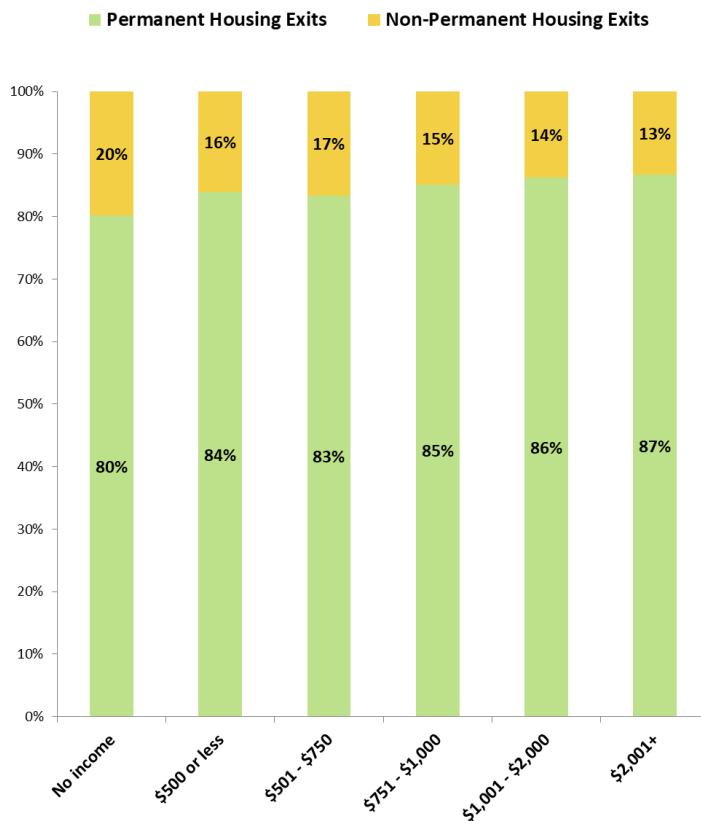
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Among all Veterans who successfully exited SSVF to permanent housing in FY 2019, about half (51 percent) were in unsubsidized rental housing at program exit. About a third (31 percent) successfully moved into or remained in HUD-VASH subsidized rental unit. Housing units with other housing subsidy programs accounted for 10 percent of permanent housing exits. Just six (6) percent exited SSVF to live permanently with family or friends, while all four other non-VA subsidized permanent housing destinations accounted for two (2) percent of these exits, including non-VASH permanent supportive housing (0.7 percent), owned by client (0.7 percent), rental by client with VA Grant and Per Diem Transition in Place subsidy (0.2 percent), and long-term care facility or nursing home (0.3 percent).

There were key housing destination differences between rapid re-housing and homelessness prevention, but these were consistent with the expectation that Veterans who become homeless often have greater long-term service needs than Veterans able to avoid homelessness. As shown in Exhibit 4.3, 64 percent of Veterans who received homelessness prevention assistance successfully moved to or retained unsubsidized rental housing, compared with 45 percent of Veterans exiting rapid re-housing to permanent housing. On the other hand, 36 percent of Veterans who successfully exited from rapid re-housing went to a rental unit with a HUD-VASH subsidy, compared with just 19 percent of those Veterans who received homelessness prevention support.

## Section 4: SSVF Program Results

**Exhibit 4.4: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Including VASH Exits (FY 2019)**



n= 51,072

NOTE: Data are for Veterans who exited SSVF programs and do not include income changes experienced by other non-Veteran household members.

SOURCE: SSVF-HMIS Repository data.

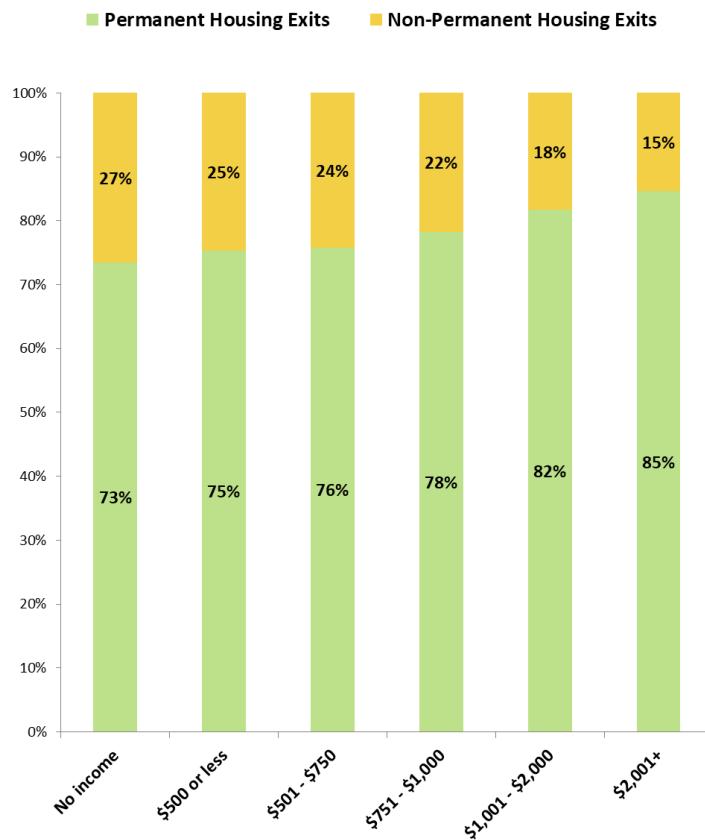
In full alignment with the federal strategic plan to end homelessness and the Housing First approach, VA expects grantees to serve Veterans at the highest risk of becoming or remaining literally homelessness without SSVF assistance.<sup>25</sup> Often, this means accepting Veterans who may have little or no income and have multiple barriers to housing stability. As shown in Exhibit 4.4, Veterans with higher incomes had somewhat higher successful housing outcome rates. However, Veterans with no income, as well as those earning \$500 or less monthly, still achieved a relatively high rate of success, at 80 percent and 84 percent respectively. In fact, the difference in permanent housing placement success between

<sup>25</sup> The Opening Doors federal strategic plan to prevent and end homelessness was released in June 2010 by President Barack Obama. The plan includes the federal goal of ending chronic and Veteran homelessness. More information about this strategic plan can be found at the United States Interagency Council on Homelessness Opening Doors webpage: [http://usich.gov/opening\\_doors/](http://usich.gov/opening_doors/).

## Section 4: SSVF Program Results

Veterans who entered SSVF with earnings of \$500 or less in monthly income and those who entered with more than \$2,000 in monthly income was only three (3) percent.

**Exhibit 4.5: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding HUD-VASH Exits (FY 2019)**



n= 38,758

NOTE: Data are for Veterans who exited SSVF programs and do not include income changes experienced by other non-Veteran household members.

SOURCE: SSVF-HMIS Repository data.

Exhibit 4.5 differs from the previous exhibit in that it shows permanent housing success rates for Veterans excluding those exiting with a HUD-VASH voucher. Comparing the results from these two exhibits, permanent housing success rates are most reduced for income groups with \$1,000 or less in monthly income (-7 percent) compared with the \$1,001 or more group (-3 percent). That difference indicates SSVF grantees are assisting very low and low incomes and with disabilities by appropriately partnering with VA to support placements with long-term VASH vouchers primarily for these Veterans households and by providing security deposits to Veterans as they move into VASH subsidized housing.

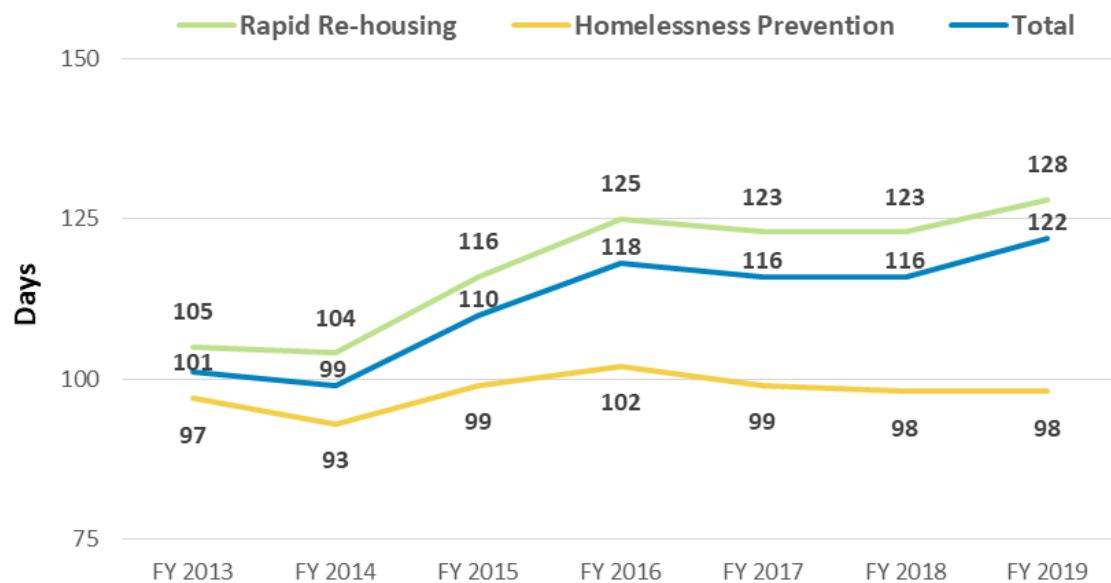
## Section 4: SSVF Program Results

These results show a sizable improvement since FY 2016, when permanent housing success rates excluding HUD-VASH for exiting Veterans with no income was 56 percent and 47 percent for exiting Veterans with \$500 or less income. This improvement may in part be a result of increased technical assistance efforts to SSVF grantees on strategies for working within challenging rental markets and deepening grantee participation with coordinated entry systems, which are increasingly the gateway to housing resources.

Overall, these results are consistent with findings from previous years and support progressive engagement and assistance approaches expected among SSVF grantees. This approach allows SSVF grantees to enroll Veterans with little or no income and other housing barriers and then progressively assist them with increasing or decreasing amounts of assistance as needed and desired to remain in housing. Where assistance across programs is well-integrated, grantees are able to enroll and assist participants knowing that, though a rapid re-housing intervention may succeed and result in no further need for housing or service supports, access to a permanent supportive housing intervention, such as HUD-VASH, can be facilitated to ensure housing stability.

### 4.2 Length of Participation

**Exhibit 4.6: Average Length of Participation of Veteran Exiters, by Assistance Type (FYs 2013-2019)**



SOURCE: SSVF-HMIS Repository data.

## Section 4: SSVF Program Results

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In FY 2019, the average length of participation for Veterans who received SSVF rapid re-housing services was 30 days longer at 128 days (about 4 months) compared to Veterans who received SSVF homelessness prevention services at 98 days (about 3 months). Rapid re-housing Veterans were literally homeless at the time of their enrollment, which usually led to the need for additional time for housing search and move-in activities.

Overall, the average length of participation for SSVF in FY 2019 was 122 days. This was an increase of 21 days since FY 2013, but was fairly stable over the past 3 years (ranging from 116 to 122 days). The overall rise since the FY 2013-2014 period was largely driven by rises in the rapid re-housing average length of participation (+23 days since FY 2013), whereas homelessness prevention showed a more modest rise (+1 day since FY 2013). Such increases are likely attributable to a combination of factors, including better targeting to higher-barrier households, the ongoing challenge of helping Veterans find and sustain suitable permanent housing in high-cost, low-vacancy housing markets, and the increased proportion of unsheltered Veterans served with SSVF rapid re-housing services (+8 percent since FY 2014).

The shrinking availability of affordable housing has been a growing challenge for SSVF grantees' working to quickly re-house Veterans experiencing homelessness. Additionally, the increasingly complex needs of SSVF participants (as reflected in the rise in disability rates from 55 percent in FY 2013 to 65 percent in FY 2019 for Veteran participants) may add an additional barrier to housing placement. To mitigate these issues, the SSVF Program Office has directed technical assistance resources toward helping grantees improve their landlord engagement, recruitment, and local coordinated entry system efforts.<sup>26</sup>

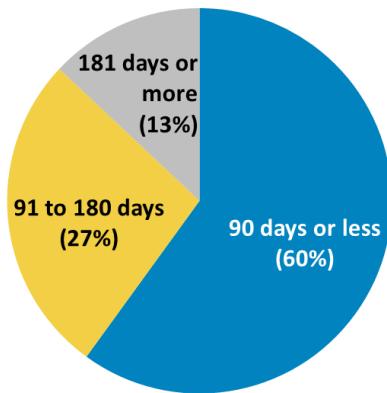
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<sup>26</sup> Additional information on SSVF's efforts to improve coordinated entry system participation and landlord engagement can be found in Sections 5 and 6 of this report.

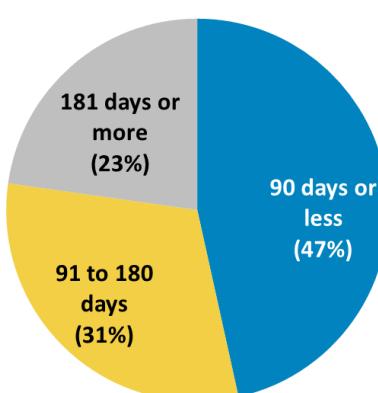
## Section 4: SSVF Program Results

Exhibit 4.7: Comparison of Veteran Exiters' Participation Time, by Assistance Type (FY 2019)

### Homelessness Prevention



### Rapid Re-Housing



n=51,072

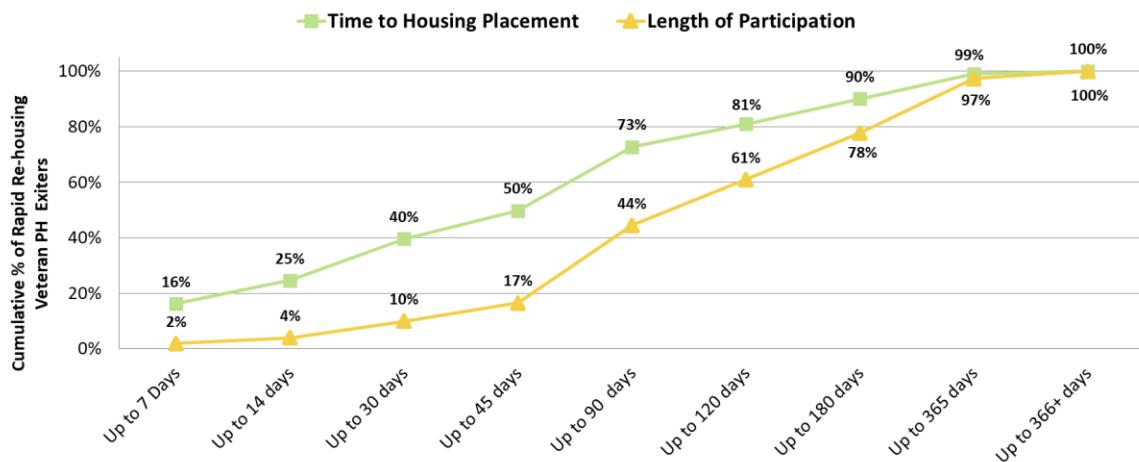
SOURCE: SSVF-HMIS Repository data.

Of the 14,451 Veterans who received SSVF homelessness prevention assistance and exited the program in FY 2019, three in five were enrolled in the program for 90 days or less (60 percent), and two in five exited after 90 days (40 percent). Just one in eight (13 percent) exiting Veterans who received homelessness prevention assistance participated for 181 days or more.

Compared to SSVF Veterans who exited homelessness prevention, the length of participation is somewhat longer for the 36,825 Veterans who exited after receiving rapid re-housing assistance. Nearly half of these literally homeless at entry Veterans left in 90 days or less (47 percent). While 31 percent left in 91 to 180 days. The smallest of this group exited after 181 days or more (23 percent).

## Section 4: SSVF Program Results

**Exhibit 4.8: Time to Housing Placement and Length of Participation Among Rapid Re-housing Veteran Exiters (FYs 2015-2019)**



n= 166,382

NOTES: Time to housing data were not reported for 33,517 (20 percent) of the 166,382 cumulative Veterans who exited to permanent housing destinations who received rapid re-housing assistance from FY 2015 through FY 2019. Since this data element's establishment in FY 2015, the not reported percentage of time to housing data has decreased each year. This data element has seen greater integration into grantees' staff data collection protocols and into HMIS software vendors' data quality flags and reporting features.

Within each program year, rapid re-housing move-in and placement data are unduplicated. Across program years, it is not currently possible to un-duplicate service data.

SOURCE: SSVF-HMIS Repository data.

Starting in FY 2015, SSVF grantees began tracking the date of residential (permanent housing) move-in for literally homeless Veterans receiving rapid re-housing assistance. In conjunction with measuring length of participation, this allows a deeper examination of program efficiency related to the time between program enrollment and permanent housing placement. This measure assists VA and researchers to understand the timing dynamics of successful rapid re-housing placements. Additionally, this measure helps program managers better understand and strategize improvements for their program's performance.

As shown in Exhibit 4.8, the permanent housing placement date for Veterans usually occurs months ahead of exit from SSVF. For those Veterans who successfully exited SSVF rapid re-housing to permanent housing between FY 2015 and FY 2019, it took an average of 72 days to exit homelessness to permanent housing and, on average, another 54 days to exit the program. Put another way, the average Veterans successfully assisted with SSVF rapid re-housing spent 126 days enrolled in SSVF, with nearly three-fifths of their program time spent working with SSVF to find and secure permanent housing (57 percent), and the other two-fifths of their program time spent receiving case management, rental assistance, and other tenancy supports from SSVF while stabilizing in permanent housing (43 percent).

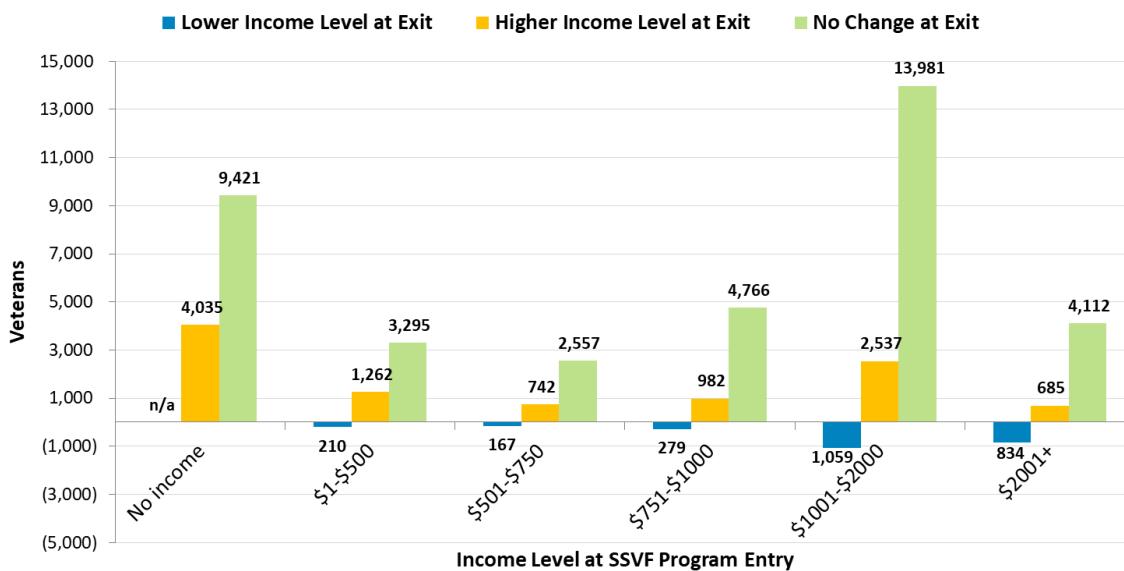
## Section 4: SSVF Program Results

Over the last five (5) years, half (50 percent) of all permanent housing placements occur within 45 days, with nearly seven in ten (69 percent) of rapid re-housing Veterans who exited to permanent housing were placed into a permanent housing situation in 30 days or less. This demonstrates that for a majority of participants, the rapid re-housing model does produce quick resolutions to homelessness. About one in five (21 percent) of these Veterans were placed into permanent housing between 46 to 90 days, with an additional 14 percent entering permanent housing within 180 days. Just six (6) percent of these Veterans entered permanent housing in 181 days or more.

About four in nine (44 percent) of Veterans exiting to permanent housing with rapid re-housing assistance were enrolled in SSVF for 90 days or less (about three months or less). Another 17 percent of these Veterans were enrolled in SSVF for 91 to 120 days (about 3 to 4 months). Of the remaining 39 percent of these Veterans were enrolled in SSVF, 17 percent exited between 121 to 180 days (about 4 to 6 months), another 20 percent exited between 181 to 365 days (about 6 to 12 months), with just three (3) percent exiting the program after more than one (1) year in SSVF.

### 4.3 Income and Financial Stability Outcomes

**Exhibit 4.9: Changes in Veteran Monthly Income from Entry to Exit, by Assistance Type (FY 2019)**



n=82,853

NOTE: This exhibit includes cash income sources only. Non-cash benefits, such as the Supplemental Food Assistance Program (i.e., food stamps), are excluded from the figures in this exhibit.

SOURCE: SSVF- HMIS Repository data.

## Section 4: SSVF Program Results

SSVF, by design, is a short-term, targeted intervention focused on maximizing the ability of a Veteran household to obtain and retain permanent housing. For that reason the SSVF Program Office does not expect that most SSVF participants will experience significant changes in their financial situation during program participation. However, SSVF case management efforts begun during program participation may result in income gains after program exit which are not included in this analysis. Grantees are required to assess participant income, identify VA and non-VA benefits participants may be eligible for, assist them in obtaining those benefits, and help Veterans and other adult family members identify opportunities to obtain or increase income from employment.

Most of the improvement in Veteran income at exit occurred with entrants at the lowest income levels. Three in ten (30 percent) of Veterans with no income at entry exited SSVF with some amount of monthly income (4,035). Among Veterans entering SSVF with monthly incomes of \$1 to \$500, a net 1,052 Veterans exited the program with higher incomes (+22 percent). For Veterans entering the program with monthly incomes between \$501 and \$750, a net 575 Veterans exited SSVF with higher incomes (+17 percent). Among those with monthly incomes at entry of \$751 to \$2,000, a net 2,181 Veterans exited SSVF with higher incomes (+9 percent).

### 4.3.1 Satisfaction of Veterans Targeted by the Program

SSVF grantees must provide each adult participant with a VA-designated satisfaction survey within 45 to 60 days of the participant's entry into the grantee's program, and again within 30 days of the participant's pending exit from the grantee's program. In FY 2019, 8,834 participants completed satisfaction surveys.

#### Exhibit 4.10: Participant Self-Identified Service Needs (FY 2019)

More than 75%...	Between 50-75%...
Reported needing this service:	Reported needing this service:
Rental assistance 86%	Security and utility deposits 71%
Case management 85%	Housing counseling 66%
	Income support 64%
	Assistance in obtaining VA Benefits 59%
	Utility fee payment assistance 57%
	Daily living 53%
	Personal financial planning 51%
Between 25-49%...	Fewer than 25%...
Reported needing this service:	Reported needing this service:
Transportation 47%	Child care 8%
Health care 49%	
Purchase of emergency supplies 44%	
Moving costs 37%	
Legal 30%	

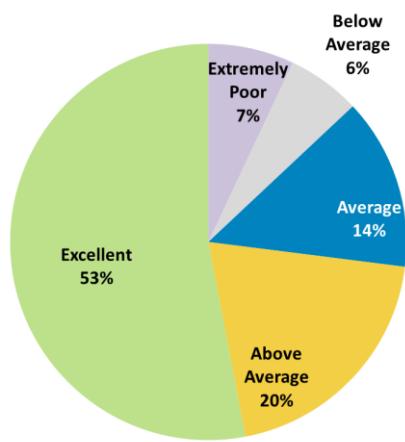
n= 8,834      SOURCE: SSVF-Participant satisfaction surveys.

## Section 4: SSVF Program Results

In FY 2019, SSVF participants' top reported needs were rental assistance services at 86 percent and case management at 85 percent. As only 15 percent of SSVF households had children, the lowest reported need among all SSVF participants was child care at eight (8) percent.

Since entry into SSVF, nearly one in three respondents (29 percent) reported having difficulties in paying housing costs due to decreased income. This was usually connected to significant prior changes in employment status, such as loss of work, in the year before they requested help from an SSVF provider.

**Exhibit 4.11: Participant Overall Quality Ratings for Their SSVF Provider (FY 2019)**



n= 8,834

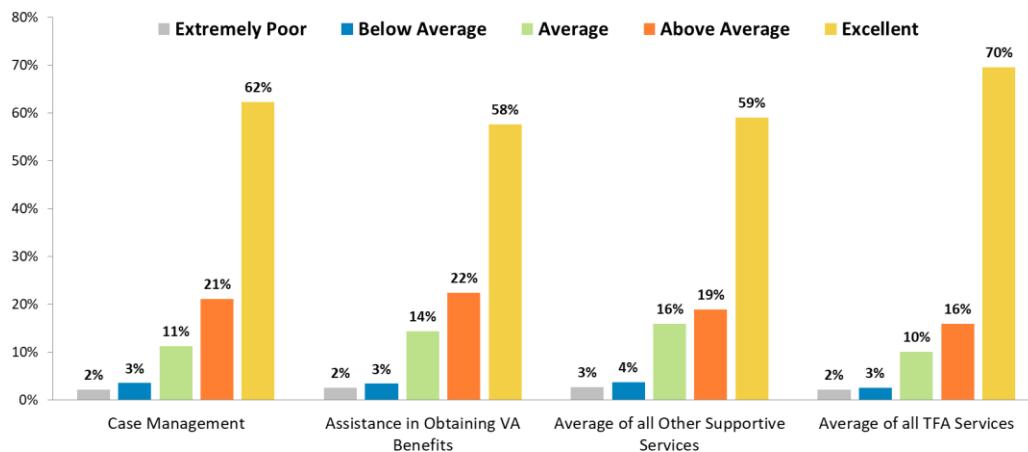
SOURCE: SSVF-Participant satisfaction surveys.

Seventy-three (73) percent of adult respondents rated the overall quality of services as "Excellent" or "Above Average" in FY 2019; 14 percent rated them as "Average"; another 13 percent rated them as "Below Average" or "Extremely Poor."

Overall, a large proportion of participants indicated satisfaction with SSVF's ability to meet their housing needs. Of the 75 percent who reported that their SSVF provider involved them in creating an individualized housing stabilization plan, 92 percent reported the housing plan fit their needs.

## Section 4: SSVF Program Results

Exhibit 4.12: Participant Rating of Service Quality (FY 2019)



n= 10,024

SOURCE: SSVF- Participant satisfaction surveys.

Overall, respondents' ratings of specific services were higher than their overall quality rating of their SSVF provider (as shown in Exhibit 4.12). TFA assistance received the highest rating, with 86 percent of respondents rating the service as "Excellent" or "Above Average." Case management services (83 percent), assistance in obtaining VA benefits (80 percent), and the average of all other supportive services (78 percent) each had more than 75 percent of respondents rating the service as "Excellent" or "Above Average."

### 4.3.2 SSVF and the SOAR Initiative

The Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) Outreach, Access, and Recovery (SOAR) Initiative is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) to help enroll eligible adults who are either homeless or at risk of homelessness into SSI and SSDI. To qualify, enrollees must have a mental illness or a co-occurring substance use disorder. A reliable and sizable income source, such as SSI or SSDI benefits, often makes the difference in obtaining or retaining housing, rather than becoming or staying homeless.

The SOAR Initiative has shown impressive results in overcoming the barriers that have traditionally made it difficult for homeless persons to obtain SSI/SSDI, including a lack of medical, employment, and educational history. Since the SOAR Initiative's nationwide rollout began in 2006, 10 to 15 percent of homeless persons who did not receive SOAR assistance had their disability determination approved on initial application compared to 65

## Section 4: SSVF Program Results

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percent for homeless persons in 2019 who did receive SOAR assistance and had their disability determination approved on initial application.<sup>27</sup>

Recognizing the value of the SOAR Initiative, VA introduced an effort to encourage SSVF grantees to complete SOAR training classes. In August 2018, 250 CoCs had SOAR programs in place that included SSVF grantees and 66 CoCs were in the process of implementing the SOAR model. An additional 31 CoCs indicated to VA that they are interested in implementing the SOAR model in cooperation with SSVF.

Over the next year, VA will continue to work with CoCs and SSVF grantees, particularly the new SSF Health Care Navigators, to implement the SOAR Initiative.

### 4.4 Returns to Homelessness

A key measure of effectiveness for programs serving homeless persons and those at high risk of homelessness is whether participants can avoid falling into homelessness after their stay in that program has been completed. It appears that those exiting SSVF to permanent housing have fared well in avoiding returning to VA homeless programs up to one year post-exit when compared with a cohort of other Veterans living in poverty.

At a national level, accurately and consistently tracking both entries and returns to homelessness is a challenging task. Researchers, funders, and government are working on developing standardized methodologies to track returns to homelessness. In the interim, and for Section 4.4 of this report, a “homeless episode” was counted only if one of the following circumstances was met: (1) a record of completion of a HOMES assessment form; (2) a record of entry into a VA-specialized homelessness program; or (3) a record of SSVF rapid re-housing services. Veterans who exited SSVF to permanent housing destinations were followed from their date of exit until the occurrence of their first episode of homelessness (if any) using both a 6-month and a 12-month lookback period to identify whether and when they experienced a homeless episode, as defined above.

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<sup>27</sup> Substance Abuse and Mental Health Services Administration, “SOAR Outcomes and Impact,” retrieved November, 17, 2020,  
<https://soarworks.prainc.com/sites/soarworks.prainc.com/files/SOAR2019Outcomes.pdf>.

## Section 4: SSVF Program Results

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To examine changes over time in returns to VA homeless programs from SSVF, this subsection provides data on four different time periods for the comparison of SSVF Veterans returns versus VA homeless programs:

- October 2011 and September 2012: 32,033 Veterans exited SSVF to permanent housing during this period<sup>28</sup>
- October 2014 and September 2015: 53,388 Veterans exited SSVF to permanent housing during this period
- September 2016 and August 2017: 38,370 Veterans exited SSVF to permanent housing during this period
- September 2017 and August 2018: 30,428 Veterans exited SSVF to permanent housing during this period

The analysis presented here used data collected by the SSVF program and by HOMES (an administrative database that tracks use of VA specialized homelessness programs) to assess the sustainability of housing outcomes for Veterans who exited SSVF to permanent housing destinations. Veterans were excluded from all cohorts if they had missing or invalid Social Security numbers, or if their housing status at entry into the SSVF program was unknown. The resulting cohorts of Veterans were stratified into four sub-groups based on household type (Veterans in household without children versus Veterans in households with children) and SSVF service category (homelessness prevention versus rapid re-housing).

A set of statistical methods known as survival analysis was used to prospectively track these four groups to examine the timing and occurrence of episodes of homelessness following their exit from SSVF.

Given the developing nature of the appropriate metrics used to track returns to homelessness, both a 6-month and a 12-month lookback period are included in this section. As larger economic, housing market, societal, or other major factors may exert greater influence over time, some researchers prefer a shorter time window following program exit. Other researchers prefer a longer window to measure the longer-term sustainability of permanent housing placements.

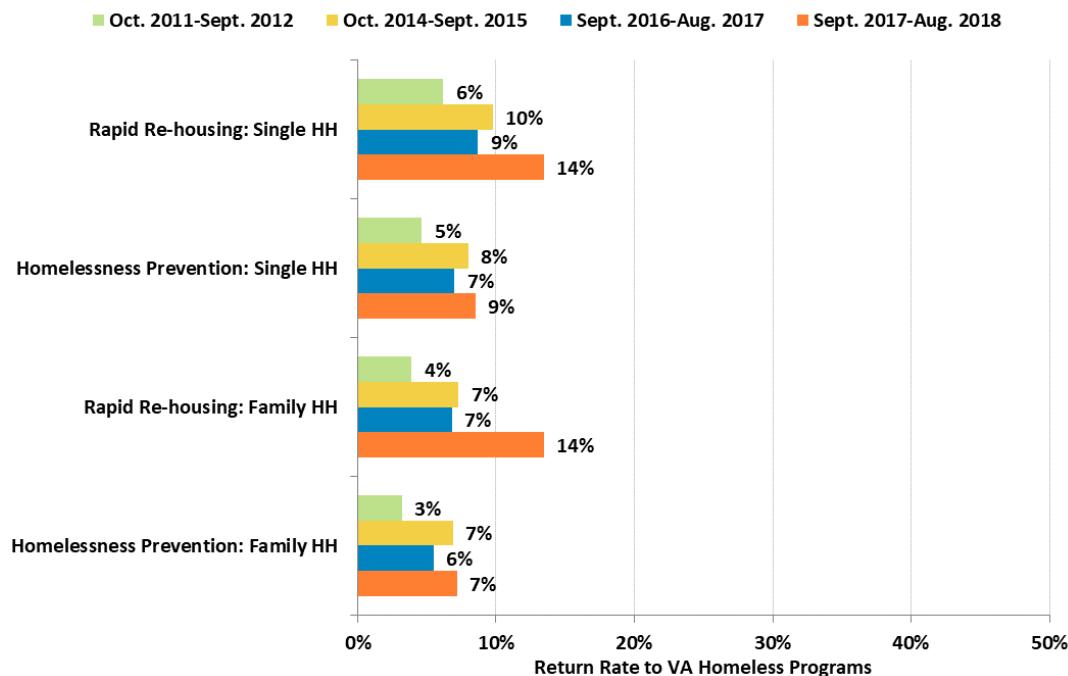
Exhibit 4.13 on page 45, examines returns to VA homelessness programs at 6 months following Veterans exits to permanent housing, while in Exhibit 4.14 on page 46, returns at 12 months are reviewed.

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<sup>28</sup> This first cohort did not consolidate SSVF reenrollments within a 30 day period to account for Veteran transfers between SSVF programs and geographical areas. All subsequent cohorts are consolidated in that manner. At the time of this report's publication, it was not possible to consolidate this cohort to match the other cohorts' adjustment. That said, in running latter cohorts' data using the earlier cohort's methodology, return rates for all four sub-groups differed by less than 1 percentage point and would not alter the rounded totals found in Exhibit 4.13 or Exhibit 4.14.

## Section 4: SSVF Program Results

Exhibit 4.13: SSVF Veteran Participant with Permanent Housing Destination Return Rates to VA Homeless Programs, 6-month view



n= October 2011-September 2012: 32,033 Veterans; October 2014-September 2015: 53,388 Veterans; September 2016-August 2017: 38,370; September 2017-August 2018: 30,428

SOURCES: SSVF-HMIS Repository data; HOMES.

Exhibit 4.13 shows low levels of returns to VA homelessness programs by SSVF Veterans who exited to permanent housing destinations across most cohorts, household (HH) types, and housing assistance types at the six month mark.

As a point of comparison, these return rates were generally lower or equal to the seven (7) to 10 percent of Veterans in poverty who are estimated to experience homelessness on an annual basis according to the best available data from 2012 through 2017.<sup>29</sup> This is a particularly important finding as it is well-established that those who have previously been homeless are at higher risk of future homelessness. Based, on these findings, SSVF appears to reduce this elevated risk.

Return rates for Veterans in households with children were generally one (1) to three (3) percent lower than their Veteran counterparts in households without children in the six (6) month timeframe. Six months after exit from SSVF, three (3) to seven (7) percent of Veterans in households with children who received homelessness prevention assistance

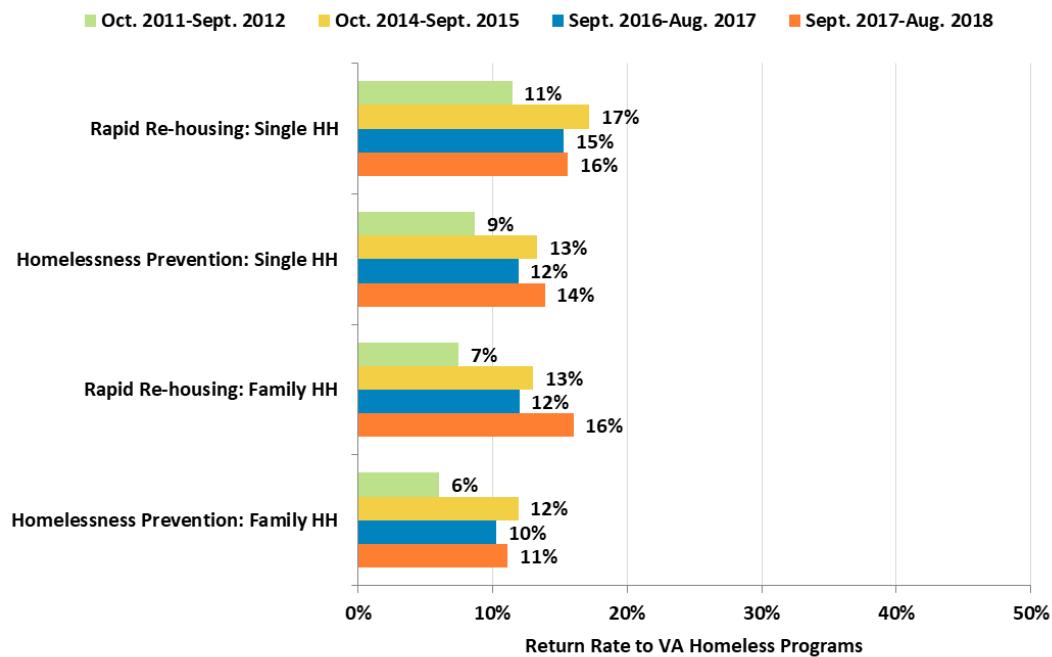
<sup>29</sup> “American Community Survey, 2012-2017, 1-year estimates: Age by Veteran Status by Poverty Status in the Past 12 Months by Disability Status for the Civilian Population 18 Years and Over (B21007),” U.S. Census Bureau. Retrieved on November 27, 2019 at <https://factfinder.census.gov/>

## Section 4: SSVF Program Results

entered a VA-funded homelessness program, whereas those Veterans in households with children receiving rapid re-housing assistance returned homeless at a four (4) to 14 percent rate. For Veterans in households without children, five (5) to nine (9) percent returned from homelessness prevention, whereas six (6) to 14 percent returned after receiving rapid re-housing assistance.

For the latest cohort of SSVF Veterans who exited to permanent housing destinations, September 2017 through October 2018, the percentage of rapid re-housing returners to VA homeless programs increased significantly within the first six (6) months of exit. Among family households who exited SSVF rapid re-housing services to permanent housing during that period 14 percent returned to VA homeless programs, double the rate of the previous two cohorts. Meanwhile, among single Veteran households who exited SSVF rapid re-housing services to permanent housing in the latest cohort, the return rate rose to 14 percent, up from nine (9) percent in the previous cohort. National Center on Homelessness Among Veterans and SSVF Program Office staff will scrutinize this latest cohort's rapid re-housing returns data further to better understand these data over the coming year.

**Exhibit 4.14: SSVF Veteran Participant with Permanent Housing Destination Return Rates to VA Homeless Programs, 12-month view<sup>30</sup>**



<sup>30</sup> Returns rates to VA homeless programs over the 12-month period in this exhibit (4.14) are cumulative over the entire period. For that reason, returns over the first 6 months that were shown in Exhibit 4.13, are included in this exhibit's return rates.

## Section 4: SSVF Program Results

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n= October 2011-September 2012: 32,033 Veterans; October 2014-September 2015: 53,388 Veterans; September 2016-August 2017: 38,370; September 2017-August 2018: 30,428

SOURCES: SSVF-HMIS Repository data; HOMES.

Across all categories, post-SSVF return rates rise an average of five (5) percent with an additional six months added to the view. Consistent with the 6-month view, households with children and homelessness prevention assisted households showed lower rates of return to VA homeless program than households without children and rapid re-housing assisted households, respectfully.

The latter three cohorts showed four (4) to six (6) percent higher 12-month return rates than the October 2011 to September 2013 cohort. For the most recent cohort, returns at six months from RRH were higher than previous cohorts but didn't increase at the same rate as in the earlier cohorts, resulting in somewhat similar rates at the end of 12 months. Some of the increase was likely due to the tightening of the affordable housing market and increases in the cost of living in urban housing markets, where a proportionally high number of SSVF Veterans have been served since the first cohort period. Changes in housing retention rates related to the tightening of the affordable housing market has policy implications for SSVF that are discussed in Section 7 (Conclusion).

Overall, these rates of return across all four cohorts, household types, and assistance types in the 12-month view are modest for households that have experienced homelessness or were literally at risk of homelessness in high poverty situations at program entry.

# Section 5:

# Rapid Resolution Initiative

This section provides an overview of SSVF's Rapid Resolution initiative, including the need for the initiative, national scale-up efforts and next steps in the service's rollout.



## Section 5: Rapid Resolution Initiative

### 5.1 The Need for Rapid Resolution

VA launched the SSVF Rapid Resolution service initiative in response to the nation's ongoing affordable housing crisis and emerging practices related to homelessness diversion and rapid exit strategies. SSVF Rapid Resolution was designed to give SSVF grantees and their community partners new ways to engage Veterans immediately before, or soon after, they become homeless, to assist them in avoiding entering or continued literal homelessness. Through an intentional housing problem solving conversation, referral to community resources, and limited financial assistance, Rapid Resolution interventions help Veterans to access resources that exist in their own network to reduce the trauma and expense that are linked to extended periods of homelessness.

Rapid Resolution services allow more Veteran households to maintain their current housing situation or identify an immediate and safe housing alternative to emergency shelter, the streets, or transitional housing within their own network of family, friends, and social supports. Further, the Rapid Resolution services addition to the Veteran system of care reduces strain on the local housing crisis response systems, especially those with few resources. That reduced strain on local systems should help improve the use and availability of affordable housing resources in communities over time.

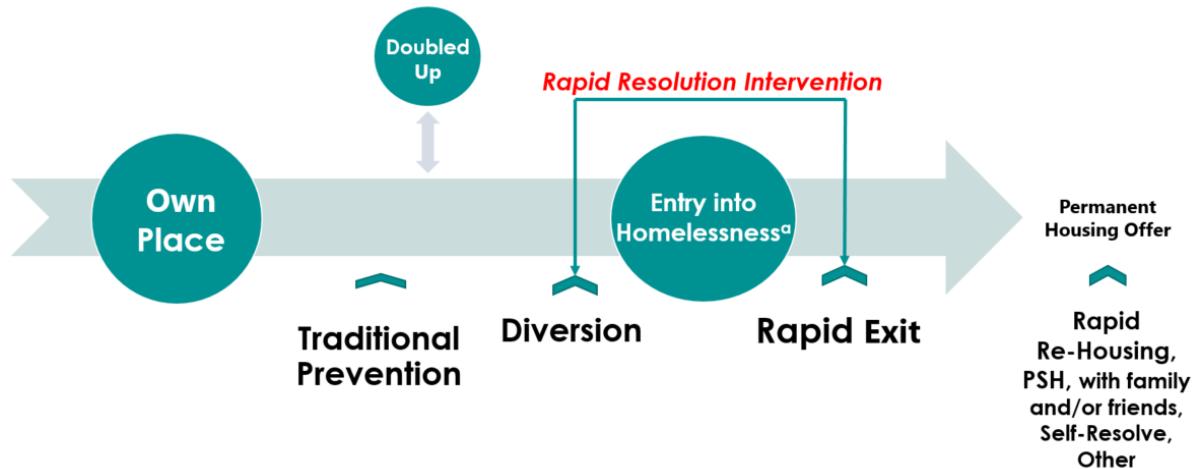
In FY 2018, the SSVF Program Office, with technical assistance support, began implementing a pilot Rapid Resolution initiative across 11 select communities. The SSVF Program Office selected communities based on their relative need and capacity to engage in the planning necessary to introduce this new service quickly and efficiently. By FY 2019, the SSVF Program Office used learnings from the pilot initiative to complete a national rollout of Rapid Resolution, bringing this new service to nearly every SSVF grantee in the country.

### 5.2 Scale Up Efforts

Rapid Resolution services are intended to provide supportive services and limited financial assistance to help households identify a safe, alternative housing option, even if temporary, at or immediately after entry into the emergency shelter or housing crisis response system. The placement of Rapid Resolution services at the entry point to the homeless system can be seen in Exhibit 5.1 below. This often happens by reconnecting Veterans to family, friends, or other networks that are willing to provide a temporary or permanent place to stay as an alternative to literal homelessness. Veteran households who receive Rapid Resolution services but are unable to stabilize in the housing identified through Rapid Resolution can receive more traditional SSVF services, as needed, consistent with a progressive assistance approach. Veterans receiving Rapid Resolution services are afforded more, not fewer, options as they work to end their housing crisis. Rapid Resolution is not a "program", but, instead, a set of service strategies and program flexibilities that promote creative housing solutions and crisis mitigation.

## Section 5: Rapid Resolution Initiative

Exhibit 5.1: Position of Rapid Resolution in the System



<sup>a</sup> Entries into homelessness could include an emergency shelter, outreach engagements, a drop-in center, a VA access center, a Coordinated Entry System Access Point, or other places where people are most likely to ask for homelessness or housing related assistance.

Rapid resolution is a multi-dimensional intervention that includes different strategies based on the unique needs of the Veteran housing presenting in crisis. This intervention strives to identify Veterans who are at the front door of the homeless system or who have recently become literally homeless. The core service feature of Rapid Resolution is the use of intentional housing problem solving conversations with each household to explore whether they can return to the housing they have recently been in or otherwise have safe temporary or permanent housing available to them through family, friends, or their social network. SSVF staff use conflict resolution, de-escalation, motivational interviewing, and rapport-building to empower Veterans to identify creative pathways out of their current crisis and assist Veterans in navigating those potential solutions.

SSVF's Rapid Resolution service also include limited, targeted financial assistance to promote family reunification or other creative solutions where reasonably confined financial barriers exist. In some cases family or friends are willing to have the Veteran live with them but may not have the financial resources to absorb the additional costs of another person in the household. In these cases SSVF can provide limited financial assistance to address these concerns and SSVF staff can help the Veteran and the people in the household the Veteran is staying with to access additional resources through employment and benefits as appropriate.

In those cases where an alternative to literal homelessness is identified, SSVF staff work with the Veteran and other relevant parties to determine if the housing can be permanent or if the Veteran needs assistance identifying a different permanent housing solution. With support from SSVF, the Veteran can be assisted to move to another temporary housing solution or to permanent housing. If needed, as determined through a progressive engagement approach, the Veteran may also receive more traditional rapid re-housing or homelessness prevention services and financial assistance packages.

## Section 5: Rapid Resolution Initiative

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Rapid Resolution services do not produce linear outcomes. Feedback from SSVF grantees suggests that even when a Veteran does not have an alternative to emergency services, the use of creative, intentional housing problem conversations and rapport building expedites individual permanent housing plans and promotes a deeper relationship between the Veteran household and their SSVF support systems. VA's employment of these service strategies, along with flexibilities around temporary financial assistance and service composition, provide SSVF grantees with a framework that is consistent with the clinical care approaches embraced by VA and manifests into stronger outcomes for the Veterans SSVF serves. These services have also been considered examples for other federal initiatives looking to promote housing problem solving strategies for non-Veteran populations.

### 5.3 FY 2019 Rapid Resolution Scale-Up Efforts

To support the national rollout of Rapid Resolution in FY 2019, TA efforts focused on initial planning, direct training, and implementation support for grantees for this new service. VA's SSVF Program Office promoted Rapid Resolution at Regional Meetings, in direct remote TA engagements, during Webinars, and by using Office Hour national calls to answer questions from SSVF grantee staff.

During winter and spring 2019, VA held a series of Regional Meetings for SSVF grantees focused on Rapid Resolution. These meetings provided planning and practice training for SSVF's national rollout of Rapid Resolution services. To implement Rapid Resolution successfully SSVF grantees need to coordinate with community and VAMC partners to develop processes to identify Veterans immediately before or after they become homeless. This can be a substantial change for grantees who have been used to working with Veterans who have been referred through coordinated entry or other entry points in the local crisis response system. The Regional Meeting and follow-up webinars provided planning tools and support for grantees to work with their local partners in Rapid Resolution requires a specialized set of skills and planning needs to be successful.

The SSVF Program Office, with the TA team, also implemented a new Train-the-Trainer series in partnership with the Cleveland Mediation Center to equip grantees to support their staff and local partners in successfully delivering this new type of service. These three day in-person training sessions focused in the first two days on the initial Rapid Resolution conversation with the Veteran and the follow-up supports and on the third day on developing attendee's ability to train other staff at their agency and community in the practice. A total of five three-day sessions were held before the training was halted due to travel restrictions imposed in March 2020.

## Section 5: Rapid Resolution Initiative

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### 5.4 Next Steps for SSVF Rapid Resolution

The COVID-19 pandemic has highlighted the risks of homelessness, particularly in communities with congregate shelters and crisis housing facilities. Many communities and grantees increased their focus on diverting people from homelessness through approaches like Rapid Resolution to reduce both the demand for shelter and the number of people experiencing unsheltered homelessness. Grantees were able to leverage family and social supports to keep Veterans out of immediate homelessness, and in effect, mitigate against the threat of COVID-19 for this highly vulnerable population. The skill sets necessary to carry out effective Rapid Resolution interventions have also been critical to engaging Veterans in non-congregate shelter throughout the pandemic. As eviction moratoriums expire and more households are at risk of losing their housing, Rapid Resolution will be an essential strategy to preventing homelessness while conserving deeper financial assistance packages for those Veterans who have no alternative pathways out of homelessness to permanent housing.

# Section 6: SSVF Program Implementation & Technical Assistance

In FY 2019, the SSVF program continued its operation with a total of 252 grantees, covering nearly every community in the country. In the eighth year of SSVF program operations, technical assistance (TA) continued to focus on supporting local and national efforts to end homelessness among Veterans and on the coordination efforts required to meet those goals. The SSVF Program Office also implemented new and innovative services to meet the evolving needs of Veterans who are at risk of or are experiencing literal homelessness. VA and its TA partners worked closely with, and contributed to, federal planning efforts related to ending homelessness among Veterans, continuing to build SSVF as a driving force toward that end in local Continuums of Care (CoC).

SSVF grantees, VA personnel, and TA partners continued to enhance SSVF's programmatic role in implementing innovative practices and in convening local stakeholders around a shared vision and community plan for ending homelessness among Veterans. Robust efforts to focus attention on direct, onsite, and virtual community TA yielded considerable positive results and movement toward a standardized set of coordinated practices as the foundation for effective community planning, implementation, and evaluation. SSVF also published a series of tools and resources to support grantee and local efforts. This included nationwide implementation of new SSVF Rapid Resolution services and the conceptualization of a new initiative focused on providing Shallow Subsidies to Veterans in 11 high cost housing markets.



## Section 6: SSVF Program Implementation & TA

### 6.1 Community Planning and Coordination

The Department of Veterans Affairs (VA) continued to devote significant TA resources to helping grantees better coordinate assistance with local VA, CoC, and community partners; establish meaningful plans to prevent and end homelessness among Veterans; and develop and implement community-wide strategies to accomplish their plans. In FY 2019, VA placed a heavy emphasis on SSVF integration into local Coordinated Entry (CE) systems, the processes necessary to meet HUD and VA's expectations for CE as it related to Veterans experiencing homelessness, and the integration of Rapid Resolution into SSVF's suite of available services.

VA recognizes that there have been a number of initiatives throughout the country aiming to end Veteran and chronic homelessness in the past few years, including the Mayors Challenge, HUD's Vets@Home TA, Zero16/Built for Zero campaign, and other HUD-directed TA efforts. As SSVF is one of the primary federally-funded interventions for Veterans experiencing a housing crisis, and an intervention with unprecedented flexibility, VA sees SSVF grantee participation and leadership in community planning efforts as imperative to achieving both national and local goals. In addition to national guidance and technical assistance, VA also provided direct, targeted onsite and remote TA to a wide range of communities in support of local efforts to end homelessness and provided multiple onsite training and planning opportunities for grantees and their local partners.

#### 6.1.1 SSVF Community Plan Summaries

In late 2014, the SSVF Program Office began tracking grantee and community partner progress related to developing and executing plans designed to effectively end homelessness among Veterans. These tracking efforts were initiated with grantees in what were formerly known as Priority 1 communities and then expanded in early 2015 to include all grantees and the communities they serve. Since that time, the sophistication of local practices, the publication and subsequent revision of the Federal Criteria and Benchmarks for Ending Homelessness among Veterans, Functional Zero metrics, the release of formal guidance related to Coordinated Entry, and growing clarity on the basic elements of community planning and achievement have informed a more targeted approach to the community planning process—and, as a result, to the types of information collected by VA regarding local planning efforts related to Veterans.

First in FY 2016, and carried through FY 2017 and FY 2018, VA continued to focus its attention and community plan summaries on a more robust, data-driven approach that provides a forum for SSVF grantees, in partnership with CoC leadership, VA Medical Centers and other local VA programs, to articulate their local planning process and their progress in actualizing the practices necessary to their community. These summary plans continue to be posted publicly on the [SSVF University website](#), along with a range of resources and community planning tools that will be discussed later in this report. The collection of Community Plan summaries ensures that SSVF is a key driver and partner in

## Section 6: SSVF Program Implementation & TA

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local efforts and sets an expectation that all SSVF grantees, in communities large and small, be active partners with their CoCs, local VA systems, other stakeholders, and local public officials.

### 6.1.2 Direct Coordination Support

The SSVF Program Office and TA partners strive to provide SSVF grantees and their partners the tools, support, and training to be leaders in local planning efforts and to leverage promising practices toward this end. SSVF TA partners, and other national partners, have seen SSVF grantee leadership catalyze results in a number of communities. Examples of SSVF grantee leadership supported by TA efforts include SSVF participation in building coordinated entry systems, standardizing Housing First approaches across systems, chairing local Veteran planning committees, managing and directing master list and case conferencing activities, using SSVF housing navigators as a system-wide permanent housing linkage, promulgating practices related to community planning and goals setting, and driving efforts to incorporate diversion and rapid exit (Rapid Resolution) strategies at the local level.

Beginning in October 2014 (FY 2014) and continuing through each year including FY 2019, VA released or revised a series of tools and products to support SSVF grantees in their local community planning efforts. In FY 2019 these included:

- Revised and updated Rapid Resolution Training materials, including those related to compliance, community planning and direct service delivery
- Tools to support planning of SSVF's Shallow Subsidy initiative
- Revised Master List Template and Benchmark Report Generation Tool (revisions for FY 2019)
- Revised 2019 SSVF- SOAR Integration Toolkit and Income/Benefit Calculator which incorporated more resource guidance and streamlined calculations for Veteran families with children
- Support for the development of the Housing Skills Practice Center to promote online learning and professional development of the SSVF grantee workforce nationally
- 10 part Rapid Re-housing Practice Standards Series made available to SSVF grantees in the Housing Skills Practice Center
- Work toward publication of a Shared Housing Toolkit and Income Maximization Curriculum to be made available on SSVF University as well as the Housing Skills Practice Center
- Webinar broadcasts discussing community coordination, coordinated entry, VA privacy and data sharing, and other key topics focused on the direct provision of housing and supportive services for Veterans

## Section 6: SSVF Program Implementation & TA

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- Office Hour opportunities for SSVF grantees to ask questions in an online forum to support new initiatives or guidance
- Written and virtual training materials delivered at onsite SSVF Program Launch Events, Regional Meetings, the annual Program Manager Academy, and Community Meetings.

VA made these planning tools widely available by posting them on SSVF University, distributing them via listserv, and applying the tools during direct TA and grantee engagements.

Throughout FY 2019, SSVF TA providers worked directly with a range of communities both remotely and onsite. These engagements allowed for a wide range of technical assistance and training, relevant both to SSVF specifically and to larger community planning and implementation processes. Direct TA engagements provided an opportunity for VA to leverage the tools, promising practices, and approaches learned over the years and apply those lessons to locally driven planning processes. TA providers, in partnership with SSVF VA staff, provided both demand-response and ongoing TA specifically designed to help local grantees and their partners establish thoughtful, action-oriented, tailored community plans and implement those plans using the innovative practices SSVF has catalyzed in recent years.

To further SSVF's efforts around community planning and promoting action-oriented localized collaboration, VA held two SSVF Program Launch Events in FY 2019. These events combined didactic and supported peer-to-peer sharing with subject matter expertise from TA staff, SSVF VA personnel, and the national directors of the HUD-VASH and Health Care for Homeless Veterans programs. Representatives from the U.S. Dept. of Housing and Urban Development's office of Special Needs Assistance Programs and the U.S. Interagency Council on Homelessness also attended and contributed to the events. The Launch events, newly titled the Federal Permanent Housing Conferences, used an intensive training model of learning whereby TA and VA staff presented on a wide range of topics relevant to housing and service models focused on ending homelessness among Veterans. The events also included a series of panel discussions and federal partner presentations. Similar to FY 2017 and 2018, in FY 2019 HUD, in coordination with VA, invited CoC partners and staff to attend the events. This further promoted training and dialogue to support broader, community-wide efforts to end homelessness among Veterans with a particular focus on effective permanent housing program design, service delivery, and integration into coordinated entry system. In addition, VA Coordinated Entry Specialists and other VA Medical Center staff were invited to attend the events, again furthering the reach of SSVF's efforts to effect broad, sustainable impact in communities across the country.

In March 2019, the SSVF Program Office supported the second annual SSVF Program Manager Academy, an intensive two-day training for new SSVF Program Managers. This training covered a wide range of topics including grant management, fiscal control, fraud prevention, SSVF reporting requirements, SSVF's role in community planning efforts,

## Section 6: SSVF Program Implementation & TA

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effective strategies to manage and support Rapid Re-housing best practices and Veteran-centric program design. SSVF grantees indicated that the training was very valuable and, as such, the Program Office plans to continue the event on an annual basis.

Throughout FY 2019, VA also provided direct TA to over 15 communities in need of more intensive, one-to-one support. These tailored, direct TA engagements allowed for more focused community-level discussion and assistance, through the lens of SSVF. These onsite and remote TA opportunities also helped to promote the Federal Criteria and Benchmarks for Ending Veteran Homelessness and SSVF's new initiatives focused on specific high cost communities.

Additional coordination support for SSVF Rapid Resolution was detailed in Section 5 of this report.

### 6.1.3 Grantee Feedback

Evaluations collected at the conclusion of each event described above provided consistently positive feedback about each event's success in increasing participants' understanding of the topics discussed. The responses also provided valuable insight into grantees' training needs, which further informed technical assistance planning. SSVF TA providers delivered reports on each event summarizing grantee evaluation feedback and comments. The SSVF TA providers shared these reports with VA SSVF Program Office staff and leadership and they were used to help guide TA planning efforts throughout the year.

## 6.2 SSVF Shallow Subsidy

In response to the affordable housing crisis, on August 28, 2019, VA published a new rule allowing SSVF to offer a shallow subsidy. A shallow subsidy offers more modest rental support over a longer time-period than traditional rapid re-housing. SSVF began offering this new type of rental assistance in areas characterized by low availability of affordable housing and high rates of homelessness.

Shallow subsidies provides rental assistance to very low-income Veteran households, with incomes under 50 percent AMI, who are enrolled in SSVF's Rapid Re-housing or Homeless Prevention services. It is likely that most participants will have already received rental assistance via traditional SSVF services (though this is not a requirement), but remain rent-burdened and require the longer-term, assistance to maintain permanent housing. Under the SSVF Shallow Subsidy initiative, SSVF grantees provide rental assistance payments directly to landlords on behalf of the Veteran household for up to two years. SSVF staff also offer limited case management services, which may be increased if a crisis or unanticipated need arises, to assist Veteran households in maintaining their housing stability.

For SSVF's Shallow Subsidy initiative, the maximum amount of rental subsidy that can be provided on behalf of the Veteran household is limited to 35 percent of the local HUD FMR. This amount of subsidy is intended to provide a significant level of support, but distinct from

## Section 6: SSVF Program Implementation & TA

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other rental subsidies provided by HUD-VASH or the Section 8 Housing Choice Voucher programs, which pay higher portions of assistance toward rent. This subsidy does not decrease for the entire 2-year period regardless of changes in household income to incentive income growth. SSVF is partnering with DOL's Homeless Veterans Reintegration Program, a Veteran-specific employment and training program, co-enrolling and coordinating care to participants so that they may reach economic self-sufficiency by the end of the 2-year rental subsidy. SSVF has committed over \$65 million in non-recurring awards to support shallow subsidies through FY 2022.

A national kick-off meeting with the grantees awarded Shallow Subsidy funding was held in September 2019. The VA's SSVF Program Officer plans to offer intensive TA and planning support to communities awarded to operate grants that include Shallow Subsidy funds in FY 2020.

### 6.3 Supporting Program Implementation and Ongoing Quality Improvement

FY 2019 was the eighth year of operations for the SSVF program. VA recognizes the reality of staff turnover, particularly among direct care practitioners. Consequently, TA and training efforts continued to account for a wide range of grantee needs.

#### 6.3.1 Compliance and Quality Improvement

The SSVF program continued to provide program-level technical assistance to VA-identified grantees experiencing significant compliance or program practice deficiencies. VA SSVF Regional Coordinators, in consultation with TA staff, also sought to identify critical training needs for one-on-one and regionally-based technical assistance, delivered both in person and virtually. VA SSVF Regional Coordinators and TA staff focused on internal coordination to ensure that trends were identified and addressed as part of the larger TA and training framework.

The collaborative nature of this work allowed VA to prioritize compliance and practice areas that needed the most attention and support across grantees, and that supported ongoing compliance, quality improvement, and performance.

As of FY 2019, all grantees are visited biannually for programmatic and financial reviews. This ensures that all aspects of the grant compliance are continuously in place for each grantee. These reviews consist of in-person site Financial Operational Fitness Assessment (FOFA) visits that assess whether the grantee's operations meet SSVF program requirements. Each FOFA visit generates a report identifying areas for potential performance improvement. In response, grantees develop an action plan to strengthen any identified areas of need.

#### 6.3.2 Tools, Products, and Trainings

The coordinated approach to TA delivery directly informed training efforts and activities related to creating tools and products, such as revisions to the *SSVF Program Guide* (reissued December 2019) and other documents on the SSVF University site. For example, VA again

## Section 6: SSVF Program Implementation & TA

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revised and enhanced its *SSVF Grantee Orientation Guide*, a collection of basic resources and modules for new grantees (and new staff in grantee organizations) and released a third version of an SSVF SOAR Toolkit (to promote strategies for expediting Veteran benefit applications) and produced other tools related to Income Maximization, Rapid Resolution service strategies, coordinated entry, and other key topics. Further information about SSVF training resources can be found at:

[https://www.va.gov/homeless/ssvf/?page=/ssvf\\_university/new\\_staff\\_development](https://www.va.gov/homeless/ssvf/?page=/ssvf_university/new_staff_development)

VA also offered TA opportunities to meet grantees' unique needs based on their program implementation progress, status in meeting contractual obligations to date, and involvement in local planning efforts. SSVF Regional Coordinators communicated with SSVF grantees through monthly regional conference calls supported by TA staff and with monthly national webinars covering relevant topics and program policy updates. At key points in the year, when important issues or topics needed to be addressed, the SSVF Program Office with support from the TA Team hosted additional national webinars, which typically included between 400 and 700 attendees. Between regularly scheduled National Webinars and other ad-hoc webinars, the VA SSVF Program Office supported a total of eighteen webinar sessions during the fiscal year.

### 6.3.3 Data-Informed Planning

The SSVF Program Office has consistently used data to drive regulatory and policy adjustments to service delivery. SSVF's emphasis on coordinated entry and community planning is driven by a collaborative approach undertaken by the federal partners, including HUD and USICH, to pursue evidence-based approaches proven to reduce homelessness. The emphasis on being integrated with the CoC's coordinated entry system supports better targeting of housing interventions and improves access to care for homeless and at risk Veterans. SSVF's Notice of Funding Availability (NOFA) specifically requests letters of support from the CoC that describe the grantee's involvement in coordinated entry and the SSVF application considers the applicant's involvement in community planning as a part of the applicant's score.

The VA SSVF Program Office was able to use outcome data—both local and national—to inform training and technical assistance. The SSVF Program continues to produce one of the most comprehensive and timely datasets related to rapid re-housing and homelessness prevention in the country. This puts VA and the SSVF program in a unique position to use SSVF data to better understand these interventions, the Veterans and families they serve, and cost-effective strategies for preventing and ending homelessness. This data-informed approach continues to guide TA and implementation support activities, and it will become more valuable as the program sustains its operations in the coming years. Further, data collection related to SSVF's Rapid Resolution services will help inform how and under what conditions this intervention can be successful and contribute to broader development of the model within VA and across other federal partners such as HUD and USICH.

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### 6.3.4 Policy Response to Veteran Needs

VA has used the data and monitoring results noted above, as well as direct feedback from SSVF grantees and assisted Veteran families, to inform policy recommendations. For instance, the combination of emerging practices and research related to homelessness prevention services led VA to revise its homelessness prevention screening tool and provide a related companion guide with instructions for implementing the new homelessness prevention screening tool. The screener enhances SSVF homelessness prevention targeting to ensure that those Veterans being assisted were both at greatest imminent risk of literal homelessness and the highest priority for homelessness prevention assistance based on the urgency of their current housing situation and other barriers and vulnerabilities that would affect their ability to quickly secure housing if they were to become homeless. The SSVF Program Office selected several of the targeting criteria, including prior homeless history, having a young child in the household, and income and rent shocks, based upon the research of Mary Beth Shinn and Brendan Andrew O'Flaherty on the risk factors most associated with shelter entry. The revision process incorporated feedback from SSVF grantees, national partners, TA experts, and SSVF staff. This collaborative, inclusive process led to one of the most comprehensive homelessness prevention tools known to be in use.

From FY 2016 through FY 2019, SSVF developed and implemented a waiver process to allow communities, under specific circumstances, to increase the portion of their SSVF grant used for homelessness prevention. Previously, all SSVF grantees had to expend at least 60 percent of their temporary financial assistance on rapid re-housing services. Given the progress made by local communities toward achieving the federal criteria and benchmarks and driving down the number of homeless Veterans generally, the VA SSVF Program Office recognized a need to allow certain communities to shift resources toward homelessness prevention services. These waivers, which are highly targeted, time limited and tend to be most appropriate for rural and tribal areas, were a direct response to the shifting needs in local communities and the best practices SSVF grantees have demonstrated. Nationally, SSVF still maintains a strong emphasis on prioritizing the needs of literally homeless Veterans, and 74 percent of all Veterans served in FY 2019 fall into the literally homeless category.

Moving forward, VA's SSVF Program Office will be able to use outcome and targeting data to inform homelessness prevention services and planning. For instance in FY 2017, under SSVF's leadership and in partnership with HUD, changes to the Homeless Management Information System (HMIS) data standards were made to include prevention threshold scores, as well as other relevant items, such as "History of Literal Homelessness" and "Rental Evictions within the Past 7 Years". By incorporating these data points as standard, required practice, the SSVF Program will soon represent the largest dataset relevant to targeting and outcomes for homelessness prevention services for Veterans and will allow for an analysis of predictive risk factors associated with homelessness prevention needs. In FY 2019, the VA SSVF Program Office worked closely with HUD as it rolled out its 2019

## **Section 6: SSVF Program Implementation & TA**

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HMIS Data Elements, which will enhance community ability to gauge the activities and effectiveness of local Coordinated Entry.

### **6.4 Practice Standards and Accreditation**

VA continued to emphasize the importance of using the SSVF practice standards to guide program design and fidelity to the SSVF core practices. The SSVF standards describe core program features and evidence-based practices around rapid re-housing and homelessness prevention across a range of program elements. Once they were published in FY 2013, VA was able to share the SSVF standards with three primary accreditation bodies—Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), and the Joint Commission. These relationships were used in the FY 2013-2018 SSVF Program Notices of Funding Availability (NOFAs), which allowed for multi-year funding awards for grantees accredited through CARF or COA.

Further, in FY 2014, VA and other key stakeholders participated on an International Standards Advisory Committee (ISAC) with CARF to draft a new set of homelessness prevention and rapid re-housing standards that have since been incorporated into CARF's Employment and Community Standards accreditation process. The SSVF standards were a basis for ISAC's discussions; CARF formally incorporated them into its accreditation process on January 1, 2015. During this same period, COA also developed and adopted updated standards pertaining to rapid re-housing and homelessness prevention with input from the SSVF Program Office, VA technical assistance providers, and other subject matter experts.

By the end of FY 2019, 111 grantees received accreditation from CARF and/or COA. VA considers accreditation a clear demonstration that these grantees operate their organizations and programs with a distinct level of professionalism and with fidelity to SSVF's model. See Appendix 3 for a complete list of accredited SSVF grantees.

### **6.5 Next Steps and Looking Forward to FY 2020**

In the coming fiscal year, VA will continue to leverage its resources to provide program-based TA while supporting the program's unique role in leading and driving local efforts to end homelessness among Veterans. In particular, VA will continue to work closely with other VA homelessness programs and federal partners, namely HUD, US Department of Labor/Veterans' Employment and Training Service (DOL/VETS) and USICH, to ensure a coherent, coordinated approach to supporting direct community-level efforts to end homelessness among Veterans. For instance, in FY 2016, and continuing through FY 2019, SSVF with HUD, USICH, and national TA partners, began participating in cross-agency coordination calls and planning sessions to ensure TA coordination and consistency. This includes ongoing cross-agency TA planning and implementation and the adoption of a common set of strategies and approaches to supporting local efforts. SSVF TA closely coordinated with representatives from the Mayors Challenge to End Veteran Homelessness

## Section 6: SSVF Program Implementation & TA

and other national efforts. This coordination will continue to allow for a consistent approach to TA and other support relevant to ending homelessness among Veterans across federal programs and initiatives. This includes preparing for and delivering intensive training and direct support for the national rollout of SSVF Rapid Resolution services and incorporation of SSVF Shallow Subsidy services. As part of the roll out of the Shallow Subsidy pilot, the VA SSVF Program Office worked closely with DOL/VETS staff to offer joint enrollment guidance to both SSVF and HVRP grantees to encourage closer collaboration between programs in an effort to provide employment focused services designed to increase a Veteran's income over time.

Finally, SSVF will continue to issue guidance and offer trainings to meet the growing need for targeted, effective rapid re-housing and homelessness prevention services. As part of this work, VA's primary technical assistance partner, the Technical Assistance Collaborative, has developed a new online learning management system named the Housing Skills Practice Center which allows for interactive, dynamic online training opportunities targeted to both management and direct service staff. The learning management system is being implemented in a phased approach, and all SSVF grantees will have access to the learning modules as they are published.



**Client Success Story**

**Nicole Brown**  
*Los Lunas, NM*

Nicole Brown is a 37-year-old female who served in the United States Air Force. Ms. Brown, a single mother of three, came to Albuquerque, New Mexico in August of 2019 to attend a VA program at the Raymond G. Murphy VAMC. She had planned the trip, saved her money, and even with her preparation, she found herself in a precarious situation.

After applying for, and aggressively pursuing, employment, she found herself without a job and her savings depleted. By November, Nicole was dealing with a difficult landlord, the inability to pay rent for that month, in a new state without her usual network of friends and family, and the feeling of nowhere to turn.

Within the VA program she was attending, one of the doctors informed her of a few services that could help her with the situation at hand. As a result, Ms. Brown contacted Goodwill Industries of New Mexico (GINM), and spoke with SSVF case manager Tim Beaton.

Mr. Beaton worked with Ms. Brown to identify SSVF homelessness prevention resources to get two months of back rent paid. During this time, he came across a job lead that Nicole was interested in at a GINM's VA Homeless Veteran Reintegration Program (HVRP) program. He spoke with the HVRP program and passed along Ms. Brown's resume. Nicole wound up getting that job.

Thanks to the available resources provided by SSVF, Ms. Brown was able to stabilize her housing situation, avoid homelessness, make the transition to a full-time job, and, most importantly, provide for herself and her children. Nicole has been employed with GINM since November 2019 and continuously strives to go above and beyond her day-to-day operations. She is a shining example of determination to overcome the odds, what SSVF can do to help Veterans in need.

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## Section 7: Conclusion

### 7.1 Increasing Community Integration

With awards announced in the eighth program year (FY 2019), SSVF grantee coverage reached 98 percent of all CoC areas. With this level of coverage, SSVF grantees are able to participate in CoC efforts to create and refine coordinated entry systems that feature both a standardized access and assessment process and a coordinated referral process for prevention, emergency shelter, permanent housing placement and stabilization assistance, and other services.

Community plan surveys are, and will continue to be, a useful tool to ensure that SSVF grantees are fully and meaningfully engaged with community planning efforts. Periodic surveys are requested by the SSVF Program Office as a way to understand what goals grantees and their local VA and CoC partners have established related to meeting the federal criteria and benchmarks, and the practices that underlie those goals, as well as specific system and programmatic efforts being undertaken to accomplish them. As described in Section 5, community plan summaries include responses to in-depth questions about community practices related to Veterans and areas where further collaboration or efficiencies are needed.

SSVF is one of the primary interventions for Veterans experiencing a housing crisis, and therefore VA sees SSVF participation and leadership in community planning efforts as critical. VA and TA staff support SSVF grantees to ensure that they are:

- fully integrating their services with other VA programs;
- fully participating in and promoting local Coordinated Entry Systems;
- identifying ways for SSVF to more flexibly meet Veterans needs through diversion and rapid exit strategies;
- creating sustained partnerships with property owners and community employment networks;
- making strategic, data-informed decisions on resource allocation;
- participating in CoC planning bodies and Veterans leadership groups.

Further, these efforts allow SSVF grantees to leverage their resources by helping shape CoC planning efforts. Through SSVF grantee involvement in coordinated entry and other planning efforts, CoCs will maintain a focus on homeless and at-risk Veterans including those who cannot, because of eligibility, be served by VA. Such collaboration is critical if VA is to reach its goal of ending homelessness among Veterans.

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### 7.2 Housing Market Challenge Responses

#### 7.2.1 Housing Market Challenges and Landlord Engagement

The dwindling supply of affordable housing has been a burgeoning challenge for the SSVF grantee rapid re-housing and homelessness prevention efforts. By the first quarter of 2019, the national rental housing vacancy rate was 6.9 percent, which is just 0.3 percent higher than the lowest level over the last 30 years. Meanwhile, in the affordable housing market, there was only one affordable rental unit for every three extremely low-income renters (those with incomes at or below 30 percent of the area median).<sup>31</sup> Housing market conditions are even more extreme on the East and West Coasts and other communities where there are also higher counts of Veterans experiencing homelessness.

To mitigate this challenge, SSVF grantees are expanding their leadership roles by assisting their local partners with property owner engagement strategies and innovative housing models such as Rapid Resolution and Shallow Subsidy services. SSVF grantees' extensive experience in rapidly re-housing Veterans and emerging leadership in delivering Rapid Resolution services often positions them as local experts on how to recruit and retain private owners and other local housing partners and to identify creative housing solutions for Veteran households facing unique challenges in difficult housing markets. For coordinated entry systems to operate effectively for Veterans and others, investment in greater system capacity to recruit and retain an array of property owner partners is needed, along with greater coordination of owner relationships across providers. In most communities, SSVF is demonstrating how to operationalize such practices, and SSVF providers are often leading the way in scaling up such practices across local homeless crisis response systems. Further, SSVF has continued to explore promising practices related to shared housing models whereby affordability can be achieved more easily if Veterans choose to have a roommate(s). In this regard, in FY2019 SSVF began developing a Shared Housing Toolkit and promoted promising practices from the field at trainings and Program Launch events.

#### 7.2.2 VA-HUD-USICH Community Planning Survey

The VA's SSVF Program Office continued to further refine the Community Planning Surveys noted above and released a comprehensive, joint planning survey that was sponsored by VA, USICH and HUD. This survey, which was facilitated by SSVF grantees, was designed to assess communities' progress towards implementing promising and evidence-based practices. The survey helped the federal partners develop TA interventions and policies responsive to the needs identified by community stakeholders relevant to their local needs. This survey, and future iterations of it, will continue to inform TA targeting moving forward.

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<sup>31</sup> Fernald, Marcia, et al, "The State of the Nation's Housing, 2019," *Joint Center for Housing Studies of Harvard University*, 2019, retrieved November 1, 2019, [https://www.jchs.harvard.edu/sites/default/files/Harvard\\_JCHS\\_State\\_of\\_the\\_Nations\\_Housing\\_2019.pdf](https://www.jchs.harvard.edu/sites/default/files/Harvard_JCHS_State_of_the_Nations_Housing_2019.pdf).

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### 7.2.3 SSVF's "Returning Home" Services

In FY 2017, SSVF launched the "Returning Home" pilot which continued through FY 2018 and was incorporated into the Rapid Resolution national rollout described above. Returning Home allows SSVF grantees to offer homeless Veteran households the option of returning to their community of origin or to a community where the Veteran has available supports to facilitate housing placement and retention. An analysis conducted by the National Center on Homelessness Among Veterans found that 15.3 percent of all homeless Veterans migrated across Veterans Integrated Service Networks in the two-year period of 2011 to 2012. Among chronically homeless Veterans, migration occurs even more frequently and comprised 20 percent of that population. Although the number of homeless Veterans who migrated within a Veterans Integrated Service Network (VISN) is not known, it would certainly significantly increase the percentage of homeless Veterans who have moved into new communities. For Veteran households that have migrated to metropolitan areas with high cost, low housing vacancy rates, the barriers they face to finding suitable housing are particularly acute. With few supports, these Veterans do not have the family and friends that often offer not only social and emotional support, but are frequently the safety net that prevents these Veteran households from falling into homelessness. VA can offer these Veterans the option of returning to their community of origin or another community where they have supports to facilitate permanent housing with the assurance of permanent housing through SSVF, often in collaboration with HUD-VASH.

### 7.2.4 SSVF's Practice Responses

The FY 2019 SSVF NOFA (released in FY 2018) contained several elements designed to support effective grantee planning and coordination practices with local stakeholders.

- The NOFA incentivized SSVF applicants to regularly participate in CE and active planning and coordination with their CoCs. Applicants without letters of support from their CoCs demonstrating such involvement were limited to 90 percent of their maximum allowable grant award.
- A provision from FY 2018 carried into FY 2019 allowing SSVF grantees to make limited payments to landlords when a unit is being approved for a Section 8 Housing Choice Vouchers (HCV). With this new SSVF provision, landlords can receive up to 45 days of payment under the Emergency Housing Assistance category of assistance while awaiting completion of the HQS or other administrative processes necessary for the PHA to approve the unit for a HCV.

SSVF will continue to evaluate data from communities that are struggling with preventing and ending homelessness for Veterans to see how both placement and housing retention are affected by the changing housing economies where SSVF operates. Based on this evaluation, and the development of new emerging practices, SSVF will revise practice standards as necessary to be responsive to these changing conditions.

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### 7.3 SSVF Integration with Other VA Homelessness Programs

SSVF program staff work closely with all other VA homelessness assistance programs to integrate efforts and facilitate streamlined access to assistance for Veterans experiencing homelessness and more rapid placement and stabilization in permanent housing, including integration into local Coordinated Entry systems. The increasing use of Grant and Per Diem (GPD) beds as bridge housing for Veterans receiving SSVF's rapid re-housing services is one key example of this collaborative effort. Bridge housing can help address a Veteran's immediate need for safety and shelter, and reduce the need for time-consuming street outreach to keep in contact with the Veteran during the housing lease-up phase, while also ensuring direct, rapid access to permanent housing.

In addition, SSVF now regularly engages, internally and through public training opportunities, with other VA homelessness programs. As an example, national leads from the Grant and Per Diem program, Health Care for Homeless Veterans, HUD-VASH, and VA Network Homeless Coordinators now frequently attend and contribute to SSVF Program Launch Events, webinars, and other training efforts. This deliberate coordination has continued to break down barriers among VA homelessness programs, and between VA and community efforts more generally. This effort at the national level has also reduced confusion about VA homeless program priorities and has helped SSVF and its federal partners offer a unified vision for planning, delivering, and evaluating services. Closer communication and coordination has resulted in more efficient and appropriate service delivery while reducing service redundancies and the number of Veterans requiring multiple VA homelessness programs in order to access permanent housing.

### 7.4 Tracking Progress and Next Steps

The VA's SSVF Program Office will continue to leverage its resources to provide comprehensive program-based technical assistance, while also emphasizing SSVF's unique role in local efforts to end homelessness among Veterans. The surge funds and resulting TA efforts that began in FY 2015 ultimately have formed the foundation for current planning efforts. They also have provided a forum for SSVF grantees to engage directly with other community and public partners. This continued focus will ensure that SSVF resources are used as efficiently and effectively as possible to ensure that:

- homelessness is ended and prevented where possible;
- Veterans are never forced to live on the street; and
- Veterans who do experience homelessness are quickly reconnected to permanent housing with complementary, community-based supportive services.

Though TA related to coordination is particularly important for grantees and their VA and CoC partners in high-priority communities, all SSVF grantees are provided community

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planning support to ensure that SSVF plays a pivotal role in ending homelessness among Veterans in every single community nationwide.

In October 2015, VA and USICH took the important step of publicly defining criteria and related performance benchmarks for achieving the goal of ending homelessness among Veterans.<sup>32</sup> This information is crucial in helping prioritize federal and local efforts to end and prevent Veteran homelessness. The five criteria listed below, which were most recently revised in June 2019, describe components of the system needed to effectively end homelessness for Veterans:

1. The community has identified all Veterans experiencing homelessness.
2. The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.
3. The community only provides service-intensive transitional housing in limited instances.
4. The community has capacity to assist Veterans to swiftly move into permanent housing.
5. The community has resources, plans, partnerships, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.

The benchmarks measure the performance of the system to determine the community's progress in effectively ending Veteran homelessness:

The partnerships forged and homelessness resources provided over the last eight years by VA, SSVF providers, and CoCs have yielded some noteworthy achievements. As of December 1, 2020, three states and 81 communities had successfully ended Veteran homelessness by meeting the federal criteria and related benchmarks. SSVF played a significant role in most of these communities' achievements.<sup>33</sup>

As the first state to officially end Veteran homelessness, Virginia is a good example of the scale of SSVF's role. In FY 2017, 537 literally homeless Veterans successfully exited SSVF to permanent housing and an additional 171 Veterans who were at-risk of homelessness exited SSVF retained their housing with SSVF assistance.

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<sup>32</sup> United State Interagency Council on Homelessness, Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness, retrieved November 1, 2019, <https://www.usich.gov/tools-for-action/criteria-for-ending-veteran-homelessness/>. These Community Plans are publically available online at [www.va.gov/homeless/ssvf/index.asp?page=ssvf\\_university/community\\_coordination\\_and\\_plans](http://www.va.gov/homeless/ssvf/index.asp?page=ssvf_university/community_coordination_and_plans).

<sup>33</sup> For a complete listing of the 78 communities and 3 states that have met the federal criteria on ending Veteran homelessness, see VA's "Ending Veteran Homelessness: A Community by Community Tally" webpage at <https://www.va.gov/homeless/endingvetshomelessness.asp>.

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Over the next year, SSVF will continue to collaborate and innovate with local community providers, Veterans, and other key stakeholders to end Veteran homelessness. This means bringing the number of people experiencing homelessness down by connecting them to permanent housing and ensuring that homelessness in the future is prevented whenever possible or is otherwise a rare, brief, and one time experience.

# Appendices

Appendix 1: FY 2019 SSVF Grantees

Appendix 2: CARF or COA Accredited SSVF Grantees, September 2019

Appendix 3: Data Sources

Appendix 4: List of Exhibits

Appendix 5: Further Information



### Appendix 1. FY 2019 SSVF Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Housing First, Inc.	12-AL-002	Alabama
	<b>1 Alabama Grantee</b>	
Catholic Social Services	12-AK-001	Alaska
Fairbanks Rescue Mission, Inc.	14-AK-152	Alaska
	<b>2 Alaska Grantees</b>	
Catholic Charities Community Services, Inc.	14-AZ-160	Arizona
Community Bridges, Inc.	19-AZ-436	Arizona
National Community Health Partners	14-AZ-157	Arizona
Primavera Foundation	19-AZ-004	Arizona
UMOM New Day Centers	12-AZ-003	Arizona
United States Veterans Initiative	19-AZ-159	Arizona
	<b>6 Arizona Grantees</b>	
St. Francis House, Inc.	18-AR-086	Arkansas
	<b>1 Arkansas Grantee</b>	
Berkeley Food and Housing Project	18-CA-437	California
California Veterans Assistance Foundation, Inc.	13-CA-090	California
Catholic Charities of the Diocese of Stockton	14-CA-177	California
Community Action Partnership of San Luis Obispo County, Inc.	18-CA-358	California
Community Catalysts of California	18-CA-019	California
East Oakland Community Project	14-CA-167	California
Good Samaritan Shelter	18-CA-359	California
Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California
Homefirst Services Of Santa Clara County	19-CA-010	California
Homeless Services Center.	14-CA-169	California
Knowledge, Education for Your Success, Inc.	14-CA-170	California
Lighthouse Treatment Center	18-CA-171	California
Mental Health America of Los Angeles	19-CA-005	California
NBCC (DBA New Beginnings)	14-CA-163	California
People Assisting the Homeless (PATH)	19-CA-014	California
SHELTER, Inc.	12-CA-016	California
Swords To Plowshares Veterans Rights Organization	18-CA-091	California
The Salvation Army, a California Corporation	12-CA-017	California

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
The Salvation Army, a California Corporation	18-CA-419	California
United States Veterans Initiative	18-CA-008	California
United States Veterans Initiative	18-CA-354	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	19-CA-009	California
Vietnam Veterans of San Diego	19-CA-173	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Volunteers of America of Los Angeles, Inc.	18-CA-006	California
Volunteers of America of Los Angeles, Inc.	18-CA-176	California
Volunteers of America Southwest California, Inc.	18-CA-420	California
WestCare California, Inc.	18-CA-011	California
	<b>28</b>	<b>California Grantees</b>
Rocky Mountain Human Services	18-CO-020	Colorado
Volunteers of America Colorado Branch, Inc.	18-CO-439	Colorado
	<b>2</b>	<b>Colorado Grantees</b>
Columbus House, Inc.	14-CT-178	Connecticut
Community Renewal Team, Inc.	12-CT-021	Connecticut
The Workplace, Inc.	13-CT-093	Connecticut
	<b>3</b>	<b>Connecticut Grantees</b>
Connections Community Support Programs, Inc.	13-DE-095	Delaware
	<b>1</b>	<b>Delaware Grantee</b>
Advocate Program, Inc.	12-FL-024	Florida
Big Bend Homeless Coalition, Inc.	14-FL-179	Florida
Community Coalition on Homelessness Corporation	14-FL-182	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Homeless Services Network of Central Florida, Inc.	18-FL-023	Florida
Jewish Family & Childrens Service Of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	19-FL-025	Florida
Society of St. Vincent de Paul, South Pinellas, Inc.	19-FL-099	Florida
Tampa Crossroads, Inc.	18-FL-362	Florida

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Treasure Coast Homeless Services Council, Inc.	14-FL-322	Florida
United Way of Broward County	14-FL-181	Florida
Volunteers of America of Florida, Inc.	18-FL-187	Florida
<b>13 Florida Grantees</b>		
Central Savannah River Area Economic Opportunity Authority, Inc. (CSRA EOA)	12-GA-029	Georgia
Northwest Florida Comprehensive Services For Children Inc	18-GA-438	Georgia
Project Community Connections, Inc.	18-GA-369	Georgia
Travelers Aid of Metro Atlanta, Inc.	19-GA-188	Georgia
United Way of Greater Atlanta, Inc.	14-GA-189	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
<b>6 Georgia Grantees</b>		
WestCare Pacific Islands, Inc.	15-GU-326	Guam
<b>1 Guam Grantee</b>		
Catholic Charities Hawaii	18-HI-374	Hawaii
United States Veterans Initiative	18-HI-190	Hawaii
<b>2 Hawaii Grantees</b>		
El-Ada, Inc.	12-ID-032	Idaho
<b>1 Idaho Grantee</b>		
Catholic Charities of the Archdiocese of Chicago	14-IL-198	Illinois
Chestnut Health Systems, Inc.	14-IL-197	Illinois
Featherfist, Inc.	14-IL-194	Illinois
Heartland Human Care Services, Inc.	13-IL-105	Illinois
Midwest Shelter for Homeless Veterans, Inc.	14-IL-196	Illinois
The Salvation Army, an Illinois Corporation	13-IL-104	Illinois
Thresholds	12-IL-033	Illinois
<b>7 Illinois Grantees</b>		
Community Action of Northeast Indiana, Inc. (dba Brightpoint)	13-IN-106	Indiana
InteCare, Inc.	14-IN-200	Indiana
Lafayette Transitional Housing Center, Inc.	14-IN-199	Indiana
United Way of Central Indiana, Inc.	12-IN-035	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
<b>5 Indiana Grantees</b>		
Family Alliance For Veterans of America, Inc.	14-IA-191	Iowa
Hawkeye Area Community Action Program, Inc.	15-IA-192	Iowa
Primary Health Care, Inc.	13-IA-103	Iowa

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
		<b>3 Iowa Grantees</b>
Catholic Charities, Inc. (Diocese of Wichita)	14-KS-322	Kansas
		<b>1 Kansas Grantee</b>
Kentucky River Foothills Development Council, Inc.	14-KY-204	Kentucky
Volunteers of America Mid-States, Inc.	18-KY-379	Kentucky
		<b>2 Kentucky Grantees</b>
Elle Foundation	14-LA-207	Louisiana
Hope Center, Inc.	14-LA-205	Louisiana
Start Corporation	14-LA-208	Louisiana
Volunteers of America of Greater New Orleans	12-LA-038	Louisiana
Wellspring Alliance for Families, Inc.	12-LA-039	Louisiana
		<b>5 Louisiana Grantees</b>
Preble Street	12-ME-043	Maine
		<b>1 Maine Grantee</b>
Alliance, Inc.	12-MD-042	Maryland
Diakonia, Inc.	14-MD-216	Maryland
New Vision House of Hope, Inc.	14-MD-215	Maryland
Project PLASE, Inc.	14-MD-214	Maryland
St. James A.M.E. Zion Church-Zion House	14-MD-217	Maryland
Three Oaks Homeless Shelter, Inc.	13-MD-107	Maryland
		<b>6 Maryland Grantees</b>
Veterans Northeast Outreach Center, Inc.	14-MA-209	Massachusetts
Vietnam Veterans Workshop, Inc.	14-MA-211	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
		<b>3 Massachusetts Grantees</b>
Alger Marquette Community Action Board	15-MI-328	Michigan
Blue Water Center For Independent Living, Inc.	14-MI-218	Michigan
Community Action Agency	14-MI-220	Michigan
Community Rebuilders	14-MI-223	Michigan
Mid Michigan Community Action Agency, Inc.	14-MI-222	Michigan
Northwest Michigan Community Action Agency, Inc.	13-MI-108	Michigan
Oakland Livingston Human Services Agency	14-MI-221	Michigan
Southwest Counseling Solutions	12-MI-045	Michigan
Training & Treatment Innovations, Inc.	14-MI-219	Michigan
Volunteers of America Michigan, Inc.	14-MI-226	Michigan

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Volunteers of America Michigan, Inc.	18-MI-383	Michigan
Wayne Metropolitan Community Action Agency	12-MI-044	Michigan
<b>12 Michigan Grantees</b>		
Minnesota Assistance Council for Veterans	19-MN-046	Minnesota
<b>1 Minnesota Grantee</b>		
Catholic Charities, Inc. (Diocese of Jackson)	14-MS-234	Mississippi
Hancock Resource Center (HRC)	14-MS-232	Mississippi
Mississippi United to End Homelessness, Inc.	14-MS-231	Mississippi
Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	19-MS-111	Mississippi
<b>4 Mississippi Grantees</b>		
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Catholic Charities of Southern Missouri, Inc.	15-MO-330	Missouri
Phoenix Programs, Inc.	19-MO-229	Missouri
St. Patrick Center	16-MO-048	Missouri
The Kitchen, Inc.	14-MO-228	Missouri
<b>5 Missouri Grantees</b>		
Blue Valley Community Action, Inc.	18-NE-239	Nebraska
Central Nebraska Community Action Partnership, Inc	17-NE-052	Nebraska
Northeast Nebraska Community Action Partnership	14-NE-238	Nebraska
<b>3 Nebraska Grantees</b>		
The Salvation Army, a California Corporation	19-NV-118	Nevada
United States Veterans Initiative	19-NV-056	Nevada
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	13-NV-117	Nevada
<b>3 Nevada Grantees</b>		
Harbor Homes, Inc.	13-NH-115	New Hampshire
<b>1 New Hampshire Grantee</b>		
Catholic Charities Dioceses of Camden, Inc.	12-NJ-053	New Jersey
Catholic Family and Community Service	14-NJ-242	New Jersey
Community Hope, Inc.	16-NJ-054	New Jersey
<b>3 New Jersey Grantees</b>		
Goodwill Industries of New Mexico	12-NM-055	New Mexico
Mesilla Valley Community of Hope	14-NM-247	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
	<b>3</b>	<b>New Mexico Grantees</b>
Albany Housing Coalition, Inc.	14-NY-256	New York
Catholic Charities of the Roman Catholic Diocese of Syracuse NY	13-NY-119	New York
Economic Opportunity Council of Suffolk, Inc.	14-NY-254	New York
HELP Social Service Corporation	12-NY-060	New York
Pathstone Corporation	14-NY-253	New York
Services for the UnderServed, Inc.	18-NY-062	New York
Soldier On of Delaware, Inc.	13-NY-121	New York
The Jericho Project	14-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Veterans and Community Housing Coalition	14-NY-251	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
Westchester Community Opportunity Program, Inc. (WestCOP)	12-NY-063	New York
	<b>12</b>	<b>New York Grantees</b>
Asheville-Buncombe Community Christian Ministry, Inc.	19-NC-114	North Carolina
Homeward Bound of Western North Carolina, Inc.	18-NC-387	North Carolina
Passage Home, Inc.	12-NC-050	North Carolina
United Way of Forsyth County, Inc.	12-NC-049	North Carolina
Volunteers of America of the Carolinas, Inc.	19-NC-237	North Carolina
	<b>5</b>	<b>North Carolina Grantees</b>
Community Action Partnership of North Dakota	12-ND-051	North Dakota
	<b>1</b>	<b>North Dakota Grantee</b>
Community Action Agency of Columbiana County, Inc.	14-OH-264	Ohio
Community Action Program Corporation of Washington-Morgan Counties, Ohio	14-OH-265	Ohio
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio
Family & Community Services, Inc.	14-OH-262	Ohio
Licking County Coalition for Housing	14-OH-261	Ohio
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Maumee Valley Guidance Center, Inc.	13-OH-124	Ohio

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Mental Health Services for Homeless Persons, Inc. d.b.a FrontLine Service	12-OH-064	Ohio
Talbert House, Inc.	19-OH-263	Ohio
The Salvation Army, a New York Corporation	14-OH-268	Ohio
Volunteers of America of Greater Ohio	19-OH-269	Ohio
	<b>12 Ohio Grantees</b>	
Community Service Council of Greater Tulsa, Inc.	12-OK-065	Oklahoma
Goodwill Industries of Central Oklahoma, Inc.	14-OK-271	Oklahoma
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
	<b>3 Oklahoma Grantees</b>	
Access		Oregon
Central Oregon Veteran & Community Outreach, Inc	13-OR-126	Oregon
Community Action Partnership of Oregon	18-OR-430	Oregon
Community Action Team, Inc.	13-OR-125	Oregon
Easter Seals Oregon	14-OR-272	Oregon
St. Vincent de Paul Society of Lane County, Inc.	18-OR-066	Oregon
	<b>6 Oregon Grantees</b>	
Catholic Charities of the Diocese of Allentown	14-PA-281	Pennsylvania
Commission on Economic Opportunity	15-PA-068	Pennsylvania
Community Action Agency of Delaware County, Inc.	14-PA-276	Pennsylvania
Lawrence County Social Services, Inc.	14-PA-277	Pennsylvania
Opportunity House	13-PA-130	Pennsylvania
Soldier On of Delaware, Inc.	14-PA-280	Pennsylvania
Utility Emergency Services Fund	14-PA-274	Pennsylvania
Veterans Leadership Program of Western Pennsylvania, Inc.	13-PA-129	Pennsylvania
Veterans Multi-Service Center, Inc.	15-PA-334	Pennsylvania
Volunteers of America of Pennsylvania, Inc.	14-PA-282	Pennsylvania
YWCA of Greater Harrisburg	14-PA-273	Pennsylvania
	<b>11 Pennsylvania Grantees</b>	
Casa del Peregrino Aguadilla, Inc.	18-PR-132	Puerto Rico
	<b>1 Puerto Rico Grantee</b>	
Eastern Carolina Homelessness Organization, Inc.	18-SC-402	South Carolina
One-Eighty Place	18-SC-069	South Carolina

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
	<b>2</b>	<b>South Carolina Grantees</b>
Cornerstone Rescue Mission	13-SD-136	South Dakota
	<b>1</b>	<b>South Dakota Grantee</b>
Catholic Charities, Inc. (dba Catholic Charities of the Diocese of Memphis, Inc.)	14-TN-287	Tennessee
Memphis Area Legal Services, Inc.	14-TN-283	Tennessee
Operation Stand Down Tennessee	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
West Tennessee Legal Services, Inc.	13-TN-139	Tennessee
	<b>5</b>	<b>Tennessee Grantees</b>
American GI Forum National Veterans Outreach Program, Inc.	18-TX-292	Texas
Baker Ripley	19-TX-290	Texas
Caritas of Austin	12-TX-072	Texas
Catholic Charities Diocese of Fort Worth, Inc.	12-TX-075	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	18-TX-074	Texas
Front Steps, Inc.	18-TX-404	Texas
Lubbock Mental Health and Retardation Center (dba Starcare)	18-TX-433	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
The Salvation Army, a Georgia Corporation	19-TX-140	Texas
United States Veterans Initiative	19-TX-288	Texas
West Central Texas Regional Foundation	15-TX-141	Texas
	<b>12</b>	<b>Texas Grantees</b>
The Methodist Training and Outreach Center, Inc.	14-VI-299	U.S. Virgin Islands
	<b>1</b>	<b>U.S. Virgin Islands Grantee</b>
The Road Home	15-UT-336	Utah
	<b>1</b>	<b>Utah Grantee</b>
Hampton Roads Community Action Program, Inc.	14-VA-296	Virginia
STOP Incorporated	14-VA-298	Virginia
Total Action Against Poverty In Roanoke Valley	14-VA-294	Virginia
Virginia Beach Community Development Corporation	14-VA-297	Virginia

## Appendices

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Virginia Supportive Housing	12-VA-077	Virginia
Volunteers of America Chesapeake	13-VA-144	Virginia
<b>6 Virginia Grantees</b>		
Catholic Community Services of Western Washington	19-WA-146	Washington
Community Psychiatric Clinic, Inc.	19-WA-078	Washington
HopeSource	19-WA-338	Washington
Opportunity Council	19-WA-079	Washington
YWCA of Seattle - King County - Snohomish County	13-WA-148	Washington
<b>5 Washington Grantees</b>		
Helping Heroes, Inc.	14-WV-304	West Virginia
The Greater Wheeling Coalition for the Homeless, Inc.	14-WV-303	West Virginia
West Virginia Community Action Partnerships Inc	14-WV-305	West Virginia
<b>3 West Virginia Grantees</b>		
Center For Veterans Issues Limited	18-WI-080	Wisconsin
Community Action Coalition for South Central Wisconsin, Inc.	13-WI-151	Wisconsin
Indianhead Community Action Agency	14-WI-302	Wisconsin
<b>3 Wisconsin Grantees</b>		
Blue Mountain Action Council	19-ZZ-147	Multiple States
Centerstone of Tennessee, Inc.	19-ZZ-070	Multiple States
Changing Homelessness, Inc.	19-ZZ-324	Multiple States
Friendship Place	19-ZZ-094	Multiple States
Goodwill Industries of The Inland Northwest	19-ZZ-301	Multiple States
Homeless Veterans Fellowship	19-ZZ-317	Multiple States
Housing Counseling Services, Inc.	14-ZZ-313	Multiple States
Humility of Mary Shelter, Inc.	12-ZZ-031	Multiple States
Northwest Florida Comprehensive Services For Children Inc	12-ZZ-026	Multiple States
Operation Renewed Hope	14-ZZ-318	Multiple States
Operation Stand Down Rhode Island	13-ZZ-133	Multiple States
Restart Inc	18-ZZ-386	Multiple States
Soldier On, Inc.	16-ZZ-058	Multiple States
St. Vincent de Paul Social Services, Inc.	14-ZZ-260	Multiple States

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<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
The Alston Wilkes Society (AWS, Alston Wilkes Veterans Home)	13-ZZ-134	Multiple States
The Salvation Army, an Illinois Corporation	18-ZZ-036	Multiple States
Transition Projects, Inc.	19-ZZ-127	Multiple States
Transitional Living Services, Inc.	14-ZZ-308	Multiple States
United Way of Central Alabama	14-ZZ-153	Multiple States
University of Vermont and State Agricultural College	13-ZZ-145	Multiple States
Veterans Multi-Service Center, Inc.	19-ZZ-278	Multiple States
Veterans, Inc.	12-ZZ-041	Multiple States
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	14-ZZ-158	Multiple States
Volunteers of America Colorado Branch, Inc.	19-ZZ-092	Multiple States
Volunteers of America Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America Northern Rockies	18-ZZ-113	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
	<b>27</b>	<b>Multiple States Grantees</b>
	<b>252</b>	<b>Total U.S. Grantees</b>

SOURCE: SSVF—Program Office.

## Further Information

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### Appendix 2. CARF or COA Accredited SSVF Grantees, September 2019

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Housing First, Inc.	12-AL-002	Alabama
	<b>1</b>	<b>Alabama Grantee</b>
Catholic Charities Community Services, Inc.	14-AZ-160	Arizona
National Community Health Partners	14-AZ-157	Arizona
United States Veterans Initiative	19-AZ-159	Arizona
	<b>3</b>	<b>Arizona Grantee</b>
Community Action Partnership of San Luis Obispo County, Inc.	18-CA-358	California
Community Catalysts of California	18-CA-019	California
Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California
Homefirst Services Of Santa Clara County	19-CA-010	California
NBCC (DBA New Beginnings)	14-CA-163	California
People Assisting the Homeless (PATH)	19-CA-014	California
The Salvation Army, a California Corporation	12-CA-017	California
United States Veterans Initiative	18-CA-008	California
United States Veterans Initiative	18-CA-354	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	19-CA-009	California
Vietnam Veterans of San Diego	19-CA-173	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
	<b>12</b>	<b>California Grantees</b>
Volunteers of America Colorado Branch, Inc.	18-CO-439	Colorado
	<b>1</b>	<b>Colorado Grantee</b>
Connections Community Support Programs, Inc.	13-DF-095	Delaware
	<b>1</b>	<b>Delaware Grantee</b>
Advocate Program, Inc.	12-FL-024	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Jewish Family & Childrens Service Of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	19-FL-025	Florida

## Further Information

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Society of St. Vincent de Paul, South Pinellas, Inc.	19-FL-099	Florida
Tampa Crossroads, Inc.	18-FL-362	Florida
Volunteers of America of Florida, Inc.	18-FL-187	Florida
	<b>8</b>	<b>Florida Grantees</b>
Northwest Florida Comprehensive Services For Children Inc	18-GA-438	Georgia
Travelers Aid of Metro Atlanta, Inc.	19-GA-188	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	<b>3</b>	<b>Georgia Grantees</b>
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	<b>1</b>	<b>Guam Grantee</b>
Catholic Charities Hawaii	18-HI-374	Hawaii
United States Veterans Initiative	18-HI-190	Hawaii
	<b>2</b>	<b>Hawaii Grantees</b>
Catholic Charities of the Archdiocese of Chicago	14-IL-198	Illinois
Featherfist, Inc.	14-IL-194	Illinois
Thresholds	12-IL-033	Illinois
	<b>3</b>	<b>Illinois Grantees</b>
InteCare, Inc.	14-IN-200	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	<b>2</b>	<b>Indiana Grantees</b>
Family Alliance For Veterans of America, Inc.	14-IA-191	Iowa
	<b>1</b>	<b>Iowa Grantee</b>
Kentucky River Foothills Development Council, Inc.	14-KY-204	Kentucky
Volunteers of America Mid-States, Inc.	18-KY-379	Kentucky
	<b>2</b>	<b>Kentucky Grantees</b>
Elle Foundation	14-LA-207	Louisiana
Start Corporation	14-LA-208	Louisiana
Volunteers of America of Greater New Orleans	12-LA-038	Louisiana
	<b>3</b>	<b>Louisiana Grantees</b>
Alliance, Inc.	12-MD-042	Maryland
New Vision House of Hope, Inc.	14-MD-215	Maryland
Project PLASE, Inc.	14-MD-214	Maryland
St. James A.M.E. Zion Church-Zion House	14-MD-217	Maryland

## Further Information

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
	4	<b>Maryland Grantees</b>
Vietnam Veterans Workshop, Inc.	14-MA-211	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	2	<b>Massachusetts Grantees</b>
Southwest Counseling Solutions	12-MI-045	Michigan
Training & Treatment Innovations, Inc.	14-MI-219	Michigan
Volunteers of America Michigan, Inc.	14-MI-226	Michigan
Volunteers of America Michigan, Inc.	18-MI-383	Michigan
	4	<b>Michigan Grantees</b>
Catholic Charities, Inc. (Diocese of Jackson)	14-MS-234	Mississippi
Region XII Commission on Mental Health & Retardation (dba Pine Belt Mental Health)	19-MS-111	Mississippi
	2	<b>Mississippi Grantees</b>
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Phoenix Programs, Inc.	19-MO-229	Missouri
St. Patrick Center	16-MO-048	Missouri
	3	<b>Missouri Grantees</b>
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	13-NV-117	Nevada
	1	<b>Nevada Grantee</b>
Harbor Homes, Inc.	13-NH-115	New Hampshire
	1	<b>New Hampshire Grantee</b>
Community Hope, Inc.	16-NJ-054	New Jersey
	1	<b>New Jersey Grantee</b>
Goodwill Industries of New Mexico	12-NM-055	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	2	<b>New Mexico Grantees</b>
Services for the UnderServed, Inc.	18-NY-062	New York
The Jericho Project	14-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
	4	<b>New York Grantees</b>
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio
Family & Community Services, Inc.	14-OH-262	Ohio

## Further Information

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Mental Health Services for Homeless Persons, Inc. d.b.a FrontLine Service	12-OH-064	Ohio
Talbert House, Inc.	19-OH-263	Ohio
Volunteers of America of Greater Ohio	19-OH-269	Ohio
	7	<b>Ohio Grantees</b>
Community Service Council of Greater Tulsa, Inc.	12-OK-065	Oklahoma
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
	2	<b>Oklahoma Grantees</b>
Central Oregon Veteran & Community Outreach, Inc	13-OR-126	Oregon
	1	<b>Oregon Grantee</b>
Commission on Economic Opportunity	15-PA-068	Pennsylvania
Veterans Multi-Service Center, Inc.	15-PA-334	Pennsylvania
	2	<b>Pennsylvania Grantees</b>
One-Eighty Place	18-SC-069	South Carolina
	1	<b>South Carolina Grantee</b>
Operation Stand Down Tennessee	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
	2	<b>Tennessee Grantees</b>
American GI Forum National Veterans Outreach Program, Inc.	18-TX-292	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	18-TX-074	Texas
Lubbock Mental Health and Retardation Center (dba Starcare)	18-TX-433	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
United States Veterans Initiative	19-TX-288	Texas
	6	<b>Texas Grantees</b>
STOP Incorporated	14-VA-298	Virginia
Volunteers of America Chesapeake	13-VA-144	Virginia
	2	<b>Virginia Grantees</b>
Community Psychiatric Clinic, Inc.	19-WA-078	Washington
HopeSource	19-WA-338	Washington

## Further Information

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
	<b>2</b>	<b>Washington Grantees</b>
Helping Heroes, Inc.	14-WV-304	West Virginia
	<b>1</b>	<b>West Virginia Grantee</b>
Blue Mountain Action Council	19-ZZ-147	Multiple States
Centerstone of Tennessee, Inc.	19-ZZ-070	Multiple States
Changing Homelessness, Inc.	19-ZZ-324	Multiple States
Friendship Place	19-ZZ-094	Multiple States
Goodwill Industries of The Inland Northwest	19-ZZ-301	Multiple States
Homeless Veterans Fellowship	19-ZZ-317	Multiple States
Housing Counseling Services, Inc.	14-ZZ-313	Multiple States
Northwest Florida Comprehensive Services For Children Inc	12-ZZ-026	Multiple States
Transition Projects, Inc.	19-ZZ-127	Multiple States
Transitional Living Services, Inc.	14-ZZ-308	Multiple States
United Way of Central Alabama	14-ZZ-153	Multiple States
Veterans Multi-Service Center, Inc.	19-ZZ-278	Multiple States
Veterans, Inc.	12-ZZ-041	Multiple States
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	14-ZZ-158	Multiple States
Volunteers of America Colorado Branch, Inc.	19-ZZ-092	Multiple States
Volunteers of America Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America Northern Rockies	18-ZZ-113	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
	<b>18</b>	<b>Multiple States Grantees</b>
	<b>111</b>	<b>Total U.S. Grantees</b>

SOURCE: SSVF—Program Office.

### Appendix 3. Data Sources

#### **SSVF Program Data Sources**

1. HMIS Repository data
2. Grantee financial reports
3. Participant satisfaction surveys
4. HOMES
5. Veterans Health Administration Support Service Center, Office of Information and Analytics

Information for this report was obtained through the SSVF data repository hosted by VA. The repository stores data on program participants collected and entered by grantees into local HMIS. Data are then uploaded from local HMIS to the data repository. This report also includes aggregated data from grantee quarterly reports submitted to VA, and aggregated responses to program participant satisfaction surveys completed by SSVF participants nationwide and submitted to VA.

HOMES is an administrative database that tracks use of VA specialized homelessness programs, to assess the housing outcomes of Veterans served by SSVF following their exit from the program.

#### **Other Data Sources**

1. Annual Homeless Assessment Report (AHAR)
  - a. 2019 AHAR: Part 1 – PIT Estimates of Homelessness:  
<https://www.hudexchange.info/resource/5948/2019-ahar-part-1-pit-estimates-of-homelessness-in-the-us/>
  - b. 2018 AHAR: Part 2 – Estimates of Homelessness in the U.S.:  
<https://www.hudexchange.info/resource/6161/2018-ahar-part-2-estimates-of-homelessness-in-the-us/>
2. VA Office of the Actuary
  - a. FY 2019 Datasets: Age/Gender (Living) and Period Served (Living):  
[http://www.va.gov/vetdata/Veteran\\_Population.asp](http://www.va.gov/vetdata/Veteran_Population.asp)
3. United States Census Bureau
  - a. American Community Survey, 2019, 1-year estimates: Veteran Status (S2101).  
<https://data.census.gov/cedsci/table?q=ACSST1Y2019.S2101&tid=ACSST1Y2019.S2101&hidePreview=true>
  - b. Annual Estimates of the Resident Population for the United States, Regions, States, and Puerto Rico: April 1, 2010, to July 1, 2017 (NST-EST2016-01), 2017.  
<https://www.census.gov/data/tables/2017/demo/popest/nation-total.html>

## Further Information

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## **Further Information**

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### **Further Information**

For general information about the SSVF program, such as federal program rules, NOFA materials, grantee lists, and reports, see the SSVF landing page at:

<http://www.va.gov/homeless/ssvf.asp>.

For SSVF grantees seeking to develop, implement, and improve their program, VA has established the [SSVF University](#) as an online resource. The site offers:

- ***Community coordination and planning tools***, such as federal guidance and tools on documenting and planning to end Veteran homelessness, a gaps analysis tool, resource trackers, and tools for updating community plans to end Veteran homelessness and align SSVF resources.
- ***User guides and staff development materials***, including, guides that outline key decisions and effective practices for four key staffing types, and staff orientation and development resources.
- ***Practice areas and resources information*** about the practice of delivering effective and efficient homelessness prevention and rapid re-housing assistance for Veterans and their families. There are five Practice Areas, for each of which the site offers:
  - SSVF practice standards
  - Guidance on key elements of effective practices
  - Training resources, including links to relevant training produced by VA, HUD, and other entities
  - Toolkits with links to forms, templates, checklists, etc., that can be adapted or adopted by rapid re-housing and homelessness prevention programs
- ***Dynamic libraries***, including, Veterans and homelessness research, SSVF webinars and program updates, and SSVF Launch and Regional meeting materials.