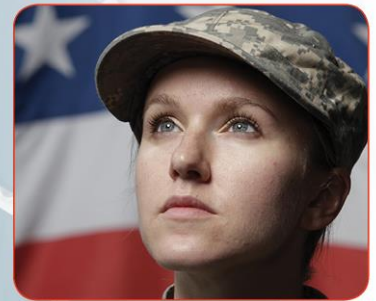


# Supportive Services for Veteran Families (SSVF) FY 2013 Annual Report



U.S. Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, D.C. 20420



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## About this Report

This report covers the second grant period for the U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program and includes awards made in FY 2012 for the FY 2013 period (October 1, 2012 to September 30, 2013). The information presented in this report summarizes the results of the 151 grantees funded for FY 2013 to inform Congress and the public about the important work of SSVF grantees in helping to prevent and end homelessness among our nation's Veterans. For a full list of SSVF grantees operating in FY 2013, see Appendix 1.

Information for this report uses data reported by grantees through local Homeless Management Information Systems (HMIS) and subsequently provided to the VA via monthly uploads to the VA data repository. Additionally, report information was obtained from grantee quarterly reports, as well as results from SSVF program participant satisfaction surveys.

The first section provides national trends on homelessness and Veteran homelessness 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 2013 based on aggregated data from all 151 SSVF grantees. The types and distribution of homelessness prevention and rapid re-housing services delivered are also included.

Information about who was served in the second year of the program is presented in Section 3, including the housing status and living situation of participants when they entered the program and their demographic characteristics.

Section 4 presents the results of the program, including the success rate of participants in retaining or securing permanent housing when they exited the program, as well as participants' gains in income and interaction with other key VA programs. Section 5 summarizes grantees' progress in implementing new SSVF programs nationwide and how VA responded to early implementation and service delivery issues throughout the grant year. More specifically, throughout the implementation process, SSVF program office staff supported grantees in targeting those Veterans and their families who were the most in need and promoting best practices to increase rapid re-housing assistance for literally homeless (i.e., living on the streets or other places not meant for human habitation, or in an emergency shelter or transitional housing facility) Veterans.

Finally, Section 6 discusses the next steps for the SSVF in improving outcomes, increasing community integration, coordinated entry systems, the HEARTH Act, and in tracking progress towards ending Veteran homelessness.

## Executive Summary

Veteran homelessness is a problem of national importance. In 2010, President Barack Obama and the Department of Veterans Affairs (VA) Secretary Eric Shinseki announced the Federal government's goal to end Veteran homelessness by 2015. This goal was announced as part of the first national plan to prevent and end homelessness published by the U.S. Interagency Council on Homelessness (USICH). It was under this important mandate that the Supportive Services for Veteran Families (SSVF) program began providing targeted housing assistance and services on October 1, 2011.<sup>1</sup>

SSVF represents an entirely new and wholly unique model for VA. SSVF is the first and only VA program that provides services to Veterans and their families. It is a community-based, competitive grant program that rapidly re-houses homeless Veteran families and prevents homelessness for those at imminent risk due to a housing crisis. Designed to play a critical role in the goal to end homelessness among Veterans, the focus of SSVF is housing stability. The program's objective is to achieve that stability through a short-term, focused intervention. SSVF employs a Housing First model. Housing First focuses on helping individuals and families access and sustain permanent rental housing as quickly as possible and without precondition, while facilitating access to those services that will help the Veteran's family keep their housing. SSVF providers focus on increasing income through employment and benefits while addressing those issues that can interfere with Veteran's housing stability. Legal assistance, credit counseling, needed health care and other supports often play critical roles in sustaining permanent housing and improving quality of life.

In the first two years of operation, SSVF has had a dramatic impact. **During this time almost 100,000 Veterans and their family members (97,979 people in total) received direct assistance from SSVF and 85 percent of those exiting SSVF had permanent housing.**<sup>2</sup> In the first year, 86 percent (16,204) of program participants who exited the program, including 86 percent of Veterans who exited, had a successful permanent housing outcome<sup>3</sup> at an average cost of \$2,810 per household. Results in the second year were comparable with 84 percent (41,104) of program participants and 82 percent of Veterans in permanent housing at exit, but with a lower average cost per household of \$2,480 – a cost reduction of 12% on average per household. This reduction in cost is largely driven by lower service costs and greater efficiencies achieved by renewal grantees in FY 2013.

Commensurate with the expansion of the program nationwide, the number of Veterans and persons served by SSVF doubled as between the first and second year the program grew from 32,676 to 65,303 participants. The majority of people assisted were literally homeless at program entry. In the second year (FY 2013), approximately 39,930 Veteran households with over 65,000 adults received assistance. Of the 65,000 helped by SSVF, nearly 16,000 were children. One of the unique features

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<sup>1</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 (FY), which begins on October 1 and ends on September 30.

<sup>2</sup> Unique workload data based on grantee upload data into the VA Repository.

<sup>3</sup> Summary data included in the executive summary of the FY 2012 report includes a complete data set reported to VA from grantees. A slightly less complete data set was derived from grantee uploads to the VA Repository (using HMIS-based data) and used in the body of the FY 2012 report.

of SSVF is the program's ability to support the stability of the Veteran's family and services to children are a critical element of such support.

Perhaps most striking, among Veterans who exited SSVF to permanent housing destinations during FY 2013, the overwhelming majority of single Veterans (90 percent) and Veterans in families (95 percent) who received SSVF prevention services did not use VA homeless services within a year subsequent to their exit from the SSVF program. The results are similar for homeless Veterans who received rapid re-housing services: approximately 88 percent of single Veterans and 93 percent of Veterans in families identified as having avoided a return to VA homeless programs over the one-year period subsequent to their exit from SSVF.<sup>4</sup>

Moreover, SSVF has demonstrated success at resolving homelessness quickly and efficiently. Consistent with VA's priority to assist Veterans who are presently homeless, just over 62 percent of households served were literally homeless and received rapid re-housing services to quickly end their homelessness.

SSVF has grown significantly since its inception in 2011. 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. For FY 2013, VA awarded approximately \$100.0 million in funding to 151 grantees serving 49 states, the District of Columbia, and Puerto Rico. In FY 2014, approximately \$300 million in SSVF grants were awarded to 319 grantees. In January 2014, VA announced the availability of up to \$600 million in SSVF beginning October 1, 2014, including \$300 million in "surge" funding for 76 high priority communities in an unprecedented effort to end Veterans' homelessness in these communities.

Other key FY 2013 findings and results:

- Seventeen percent of Veterans that utilized SSVF (6,610 of 39,649) served in Iraq or Afghanistan and almost 60 percent of these Veterans were homeless – the highest proportion of these Veterans served in any national VA homeless initiative.
- FY 2013 funding increased 68 percent over FY 2012, yet SSVF grantees were able to serve twice as many people while continuing to maintain high permanent housing exit rates.
- More than half (55 percent or 21,721) of the 39,649 Veterans participants had a disabling condition, along with one-fifth (21 percent or 2,009) of the 9,661 non-Veteran adults (e.g. spouses and adult children).
  - Of those Veterans served by SSVF who were also treated in the VA Health Care System, many report being treated for serious health and mental health conditions: Cardiovascular disease (51 percent), Substance Use Disorder (44 percent), Post-Traumatic Stress Disorder (23 percent), and Major Depressive Disorder (20 percent) were common medical and mental health issues faced by Veterans exiters from the SSVF.
- Fifteen percent (5,865 of 39,649) of Veterans served were female – the highest proportion of women Veterans served of any VA homeless initiative.

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<sup>4</sup> Thomas Byrne, VA National Center on Homelessness Among Veterans, March 2014.

- One quarter (15,948 of 65,303) of all those served were dependent children. SSVF provided support to help keep Veteran families together.
- Veterans with no income (12,505) and those earning \$500 or less monthly (3,189) still achieved a relatively high rate of success in obtaining or remaining permanent housing at exit (80 percent and 82 percent for each group, respectfully). SSVF serves a younger Veteran population than is found in the sheltered homeless Veteran population. Driving this trend is the larger proportion of the 39,649 Veterans assisted by SSVF who were between the ages of 18-34 (18 percent) and 35-54 (47 percent). This contrasts with the 9 percent aged 18-34 and the 37 percent aged 35-54 of all homeless sheltered Veterans.<sup>5</sup>
- Overall, the median length of service among the 29,916 Veterans who exited during FY 2013 was 90 days – nearly identical to year one of the program.
- Compared with the previous year, participant perceptions regarding the overall quality of services provided remained high. Among 2,290 participants completing satisfaction surveys, 87 percent indicated assistance was “Above Average” or “Excellent” and 93 percent said they would definitely recommend another Veteran or friend in need to their SSVF provider.

Together with its community partners, VA and SSVF grantees are demonstrating that high-impact, successful interventions can help low-income Veteran families avoid or exit homelessness and regain housing stability.

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<sup>5</sup> Annual Homeless Assessment Report (AHAR) 2012, Part 2.

## **1. Introduction**

This is the second Annual Report for the Supportive Services for Veteran Families (SSVF) program. The report describes the SSVF program and provides an overview of FY 2013 grantees (funds awarded through the FY 2012 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 post-program exit in order to support continued stability.

### **1.1 Impact on National Trends**

According to the U.S. Department of Housing and Urban Development (HUD), on a single night in January 2013 there were 57,849 homeless Veterans in the U.S. This is a decrease of 24 percent since 2010.<sup>6</sup> Between October 1, 2011, and September 30, 2012, an estimated one out of every 156 Veterans nationwide (or 137,995 Veterans) stayed in an emergency shelter or a transitional housing program – a 2.4 percent decrease from the prior year.<sup>7</sup>

Using its national leverage, SSVF has been developed to re-tool the homeless crisis response system. Designed on evidence-based practices, services are efficient and focused on needs directly related to ending a Veteran family's homelessness or preventing it in cases where a Veteran family is at imminent risk of becoming homeless. Through its emphasis on Housing First interventions and expectation of grantee participation in local Coordinated Entry/Assessment systems established by Continuums of Care (CoCs), SSVF works to promote access and lower barriers as essential steps towards the goal of ending homelessness among Veterans. This approach is backed by a number of studies conducted over the last two decades. The US Interagency Council on Homelessness 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>8</sup>

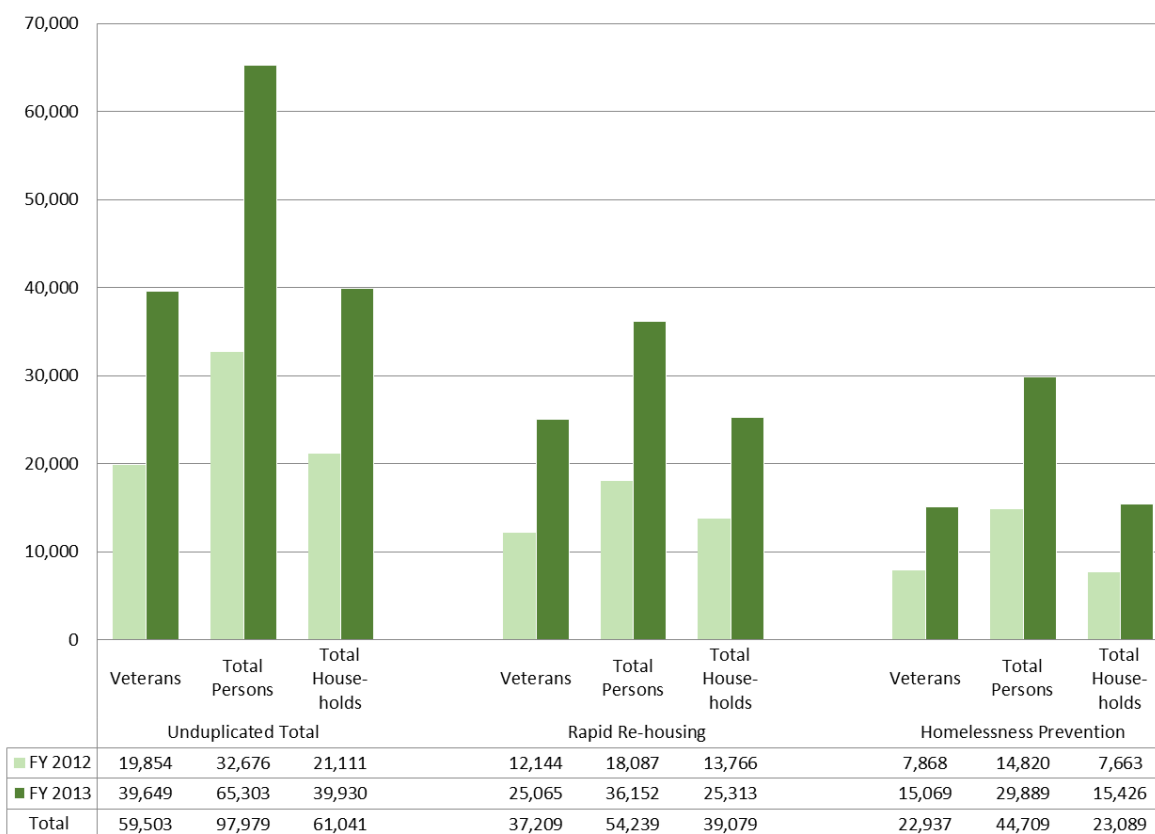
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<sup>6</sup> HUD's AHAR 2013, Part 1.

<sup>7</sup> HUD's AHAR 2012, Part 2.

<sup>8</sup> Ending Homelessness among Veterans: A Report by the United States Interagency Council on Homelessness, February 2013.



**Exhibit 1: SSVF Veterans, Persons and Households Served by Housing Assistance Type, FY 2012-2013<sup>9</sup>**

SOURCE: SSVF-HMIS Repository Data

Increasingly, SSVF has played a role in preventing and ending Veteran homelessness. As shown in Exhibit 1, 59,503 Veterans have been served by SSVF in first two years of the program. Of these Veterans, 37,209 (62 percent) were literally homeless at entry into SSVF and received rapid re-housing assistance; the remaining 22,937 (38 percent) Veterans were imminently at-risk of literal homelessness at program entry and received homelessness prevention assistance.<sup>10</sup> Overall, a total of 97,979 persons have been assisted by SSVF over the last two years, the majority of whom (54,239) were literally homeless at program entry.

SSVF services are a key factor in the decreases in Veteran homelessness described above, as homelessness prevention aims to reduce the inflow of Veterans into homelessness, while rapid re-housing works to quickly and directly end homelessness for Veterans unable to avoid it. With

<sup>9</sup> Within each program year, rapid re-housing and homelessness prevention data is unduplicated. For FY 2013, 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. For this reason, the totals of client data for FY 2012 and FY 2013 combined should be viewed as simple cumulative results.

<sup>10</sup> A small number of Veterans (453) received both homelessness prevention and rapid re-housing assistance.

SSVF's strong focus on housing outcomes, there have been substantive results documented in reducing Veteran homelessness. These results help move the country closer to the national goal of ending Veteran homelessness by 2015.

### 1.2 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. Designed to play a critical role in the goal to end homelessness among Veterans, the focus of SSVF is housing stability. The program's objective is to achieve that stability through a short-term, focused intervention. SSVF employs 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 and other supports to sustain permanent housing and improve one's quality of life. SSVF is also different than 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.

In our nation's capital, a Veteran and his son needed assistance with rental arrearages and early childhood screening services. The SSVF case manager advocated for the family during Housing Court. Thanks to that advocacy, the family was granted an extension on making payments. Additionally, the family's child was connected with a local Speech and Language Pathologist to complete an early childhood screening for speech, language, and communication issues.

#### CLIENT SUCCESS STORIES

To be eligible for SSVF, Veteran families must be low-income and either homeless or imminently at-risk of homelessness. Additionally, SSVF prioritizes assistance for certain target populations. For grants awarded in FY 2013, these priorities included:

- Veteran families earning less than 30 percent of area median income (AMI)
- Veterans with at least one dependent family member
- Veteran families located in a community not currently served by a SSVF grantee<sup>11</sup>
- Veterans returning from Iraq and Afghanistan

<sup>11</sup> According to Continuum of Care geographies, as established by HUD.

- Veteran families located in rural areas or on Indian tribal property

SSVF grantees assist participants by providing a range of supportive services designed to resolve the immediate 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 which 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 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. Although TFA is considered an optional program element, all grantees have incorporated TFA into their available services.

## 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 is aggregated from the FY 2013 quarterly financial and narrative reports submitted by grantees to the VA.

### 2.1 SSVF Grant Funding

The VA awarded approximately \$100.0 million in FY 2013 funding (awarded through the FY 2012 NOFA) to 151 grantees serving 49 states, the District of Columbia, and Puerto Rico. All 85 grantees from FY 2012 (FY 2011 NOFA) were awarded renewal funding. That comprised a 78 percent increase in the number of grantees with a 68 percent increase in funding over the first year of the program.

Grant awards ranged in size from \$89,950 to \$1,000,000. The average award size was approximately \$660,000. SSVF funding increases have led to a significant expansion of geographic coverage of grantees.

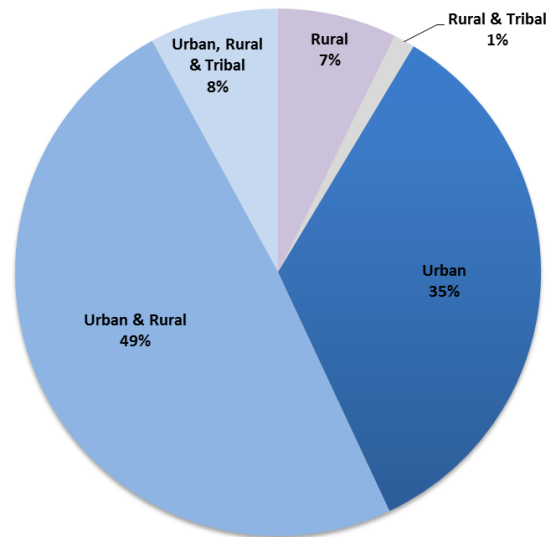
#### Exhibit 2: Growth in SSVF Geographic Coverage by Continuum of Care (CoC), FY 2012-2014

	FY 2012	FY 2013	FY 2014
<b>U.S. States and Territories Served</b>	40 and D.C.	49, D.C., and Puerto Rico	50, D.C., Puerto Rico, and Virgin Islands
<b>CoCs Served</b>	n.a.	261 (62%)	375 (89%)
<b>Grantees</b>	85	151	319
<b>Households Served</b>	21,111	39,930	n.a.
<b>Funding Level</b>	\$59,313,413 Actual Expenditures	\$99,043,780 Actual Expenditures	\$299,056,370 Budgeted

\* The 79,213 households to be served in FY 2014 is an estimate based on that year's grant agreements. The actual number of households served cannot be calculated until the FY 2014 program year ends.

SOURCE: U.S. Department of Veterans Affairs



**Exhibit 4: Geographic Distribution of SSVF Grantees, FY 2013**

SOURCE: U.S. Department of Veterans Affairs

SSVF grantees often provide coverage in multiple types of geographic areas. In Exhibit 4, 58 percent of FY 2013 grantees are shown to be covering more than one type of geography, with the remaining 42 percent covering one geography type – 35 percent urban areas and 7 percent rural areas.

In this second year of SSVF, VA made a deliberate effort to expand its reach further into new rural areas and deeper into urban areas (where a higher share of Veterans reside and rates of homelessness among Veterans are higher). As shown in Exhibit 4, 92 percent of SSVF year two program funds were awarded to grantees that covered at least one urban area.

Although the overall number of Veterans served by SSVF has increased in all geographic area types, the proportional mix between urban and rural areas has changed since the program's first year. The percentage of grantees serving at least one rural area increased from 48 percent to 65 percent, while the percentage of urban-only areas decreased from 52 percent to 35 percent. This expansion of services into rural areas is the result of VA's efforts to expand access to SSVF services, so that homeless and at-risk Veteran households may benefit from SSVF assistance regardless of where they live.

## 2.2 Financial Expenditures

Overall, SSVF grantees in FY 2013 were largely on target with their projected total budgets and their expenditure level budgets. SSVF grantees spent most award funds (47 percent) on personnel and labor costs, with the second largest share of grant funds spent on TFA.

As originally established in the first SSVF NOFA, grantees were not allowed to expend more than 30 percent of grant funds on TFA. VA established this limit to ensure program services consisted of more than emergency financial aid. Further, VA emphasized non-financial forms of intervention to help Veterans establish housing stability plans, and access needed VA & community services to support long-term stability. Since SSVF interventions are generally brief (the median intervention was 90 days), providers are expected to develop housing stability plans that help Veteran households

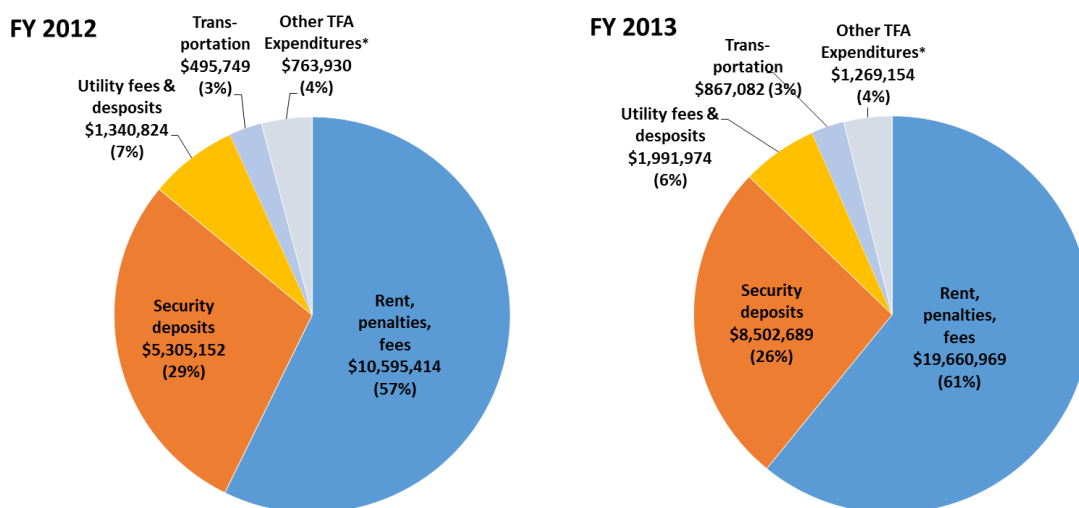
## Section 2: SSVF Funding Overview

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sustain their housing beyond the brief intervention and potential financial assistance SSVF offers. However, during the course of the year grantees reported that they were turning away eligible Veteran families for services as they were unable to successfully intervene to meet the needs of these families within the program's limits on financial assistance. Consequently, VA increased the limit on TFA to allow grantees to utilize a maximum of 50 percent of supportive services grant funds for these purposes. This adjustment came late in the program year. As a result, only slightly more than the original limit of 30 percent was used for financial assistance in SSVF year two.

2.3 Assistance & Services Provided

Exhibit 5: TFA Expenditures by Type, FY 2012-2013



\*Other TFA Expenditures include moving costs, purchase of emergency supplies, other costs as approved by the VA and Child Care. Each of these other expenditure types was less than 3 percent of total TFA costs in FY 2012-2013.

SOURCE: SSVF- Quarterly financial and narrative reports

Rent-related assistance was the largest TFA category for both program years, consisting of 57 percent in FY 2012 and 61 percent in FY 2013. Security deposit assistance made up the second largest TFA expenditure in FY 2013 at 26 percent of the total, followed by utility fees & deposits (6 percent) and transportation at (3 percent). The remaining categories combined made up 4 percent of expenditures.

Upon release from incarceration, Rudy, a homeless Veteran needing housing and employment assistance entered the SSVF program having no income. His SSVF case manager helped him develop a plan that included attending school to become an electrician. In addition, the case manager was also successful in assisting the Veteran with finding employment. Now, Rudy is living in affordable housing that he pays for himself.

CLIENT SUCCESS STORIES

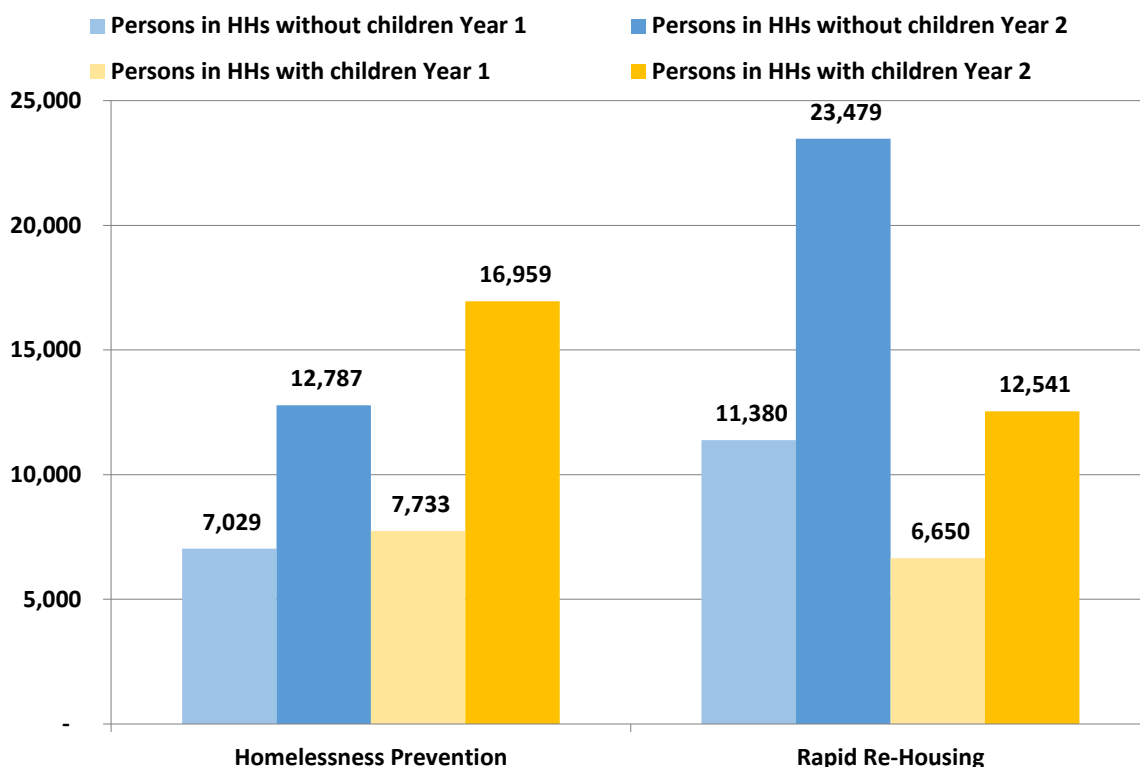


### 3. SSVF Participants and their Characteristics

This section explores SSVF participants and their demographic characteristics, including household type, age, disability status, race, and ethnicity. In addition, enrollment levels for target populations from FY 2013 awarded grants are examined.

#### 3.1 Overview of Persons and Household Types Served

**Exhibit 6: SSVF Persons Served by Household Type, FY 2012-2013**



SOURCE: SSVF-HMIS Repository Data

A majority of persons served in FY 2013 (55 percent), were in households with only adults, which includes single adults, adult couples without children, and other adult-only households. The remainder of persons served (45 percent) were in households with children (families), consisting of households with at least one adult and at least one minor child. Growth in the usage of these housing assistance types was not uniform between families and adult-only households since year one. Instead, adult-only usage of prevention services increased by 82 percent, while family usage rose by 119 percent. For rapid re-housing on the other hand, family usage increased by 89 percent, while adult-only utilization increased by 106 percent.

The number of persons served by different household configurations is shown in Exhibit 6. As in year one, the majority of persons provided rapid re-housing assistance (23,479) were persons in single adults and other adults in households without children, while more persons in households with children were assisted with homelessness prevention.

**3.2 Target Populations**

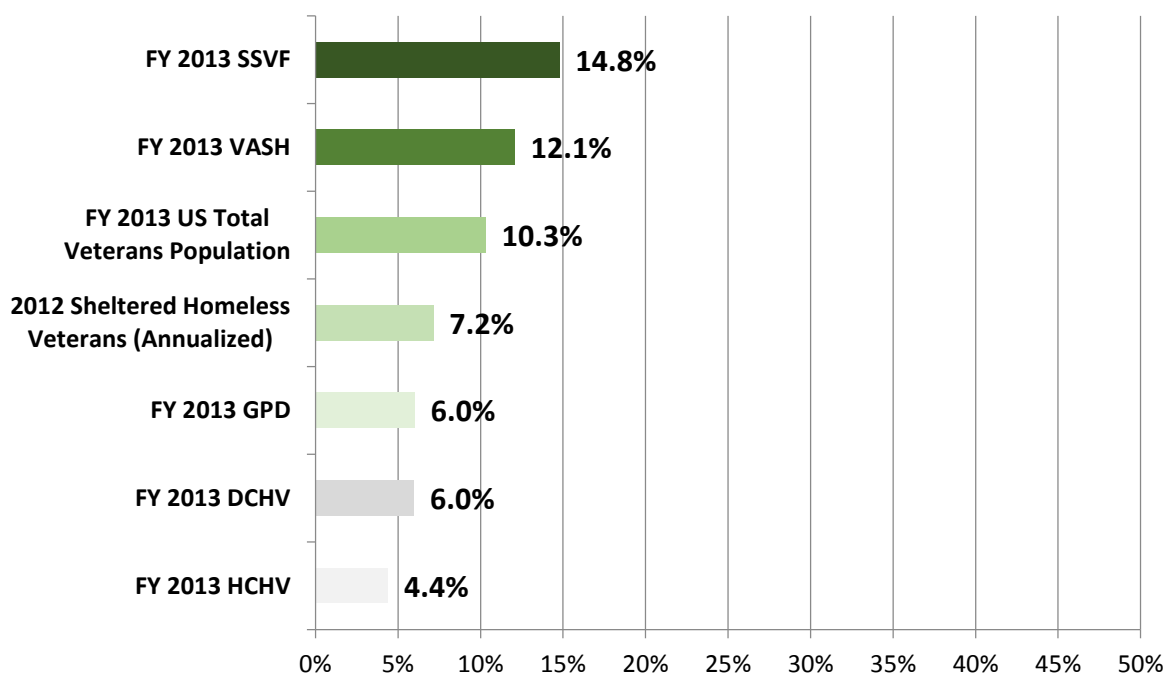
Grantees reported the number of households served according to VA’s target population priorities for programs funded for FY 2013 grantees. These included:

- Veteran households earning less than 30 percent of Area Median Income (AMI)
- Veterans with at least one dependent family member
- Households with one or more female Veterans
- Returning Veterans from Afghanistan and/or Iraq

Across all grantees, approximately 76 percent of households served were reported to have incomes less than 30 percent of AMI. Additionally, 21 percent of Veterans served were reported to have at least one dependent family member.

These figures indicate that the program met its goals in primarily serving very low-income Veteran families and connecting those families with supportive services to meet their needs.

**Exhibit 7: Percentage of Female Veterans Among Veteran Populations**

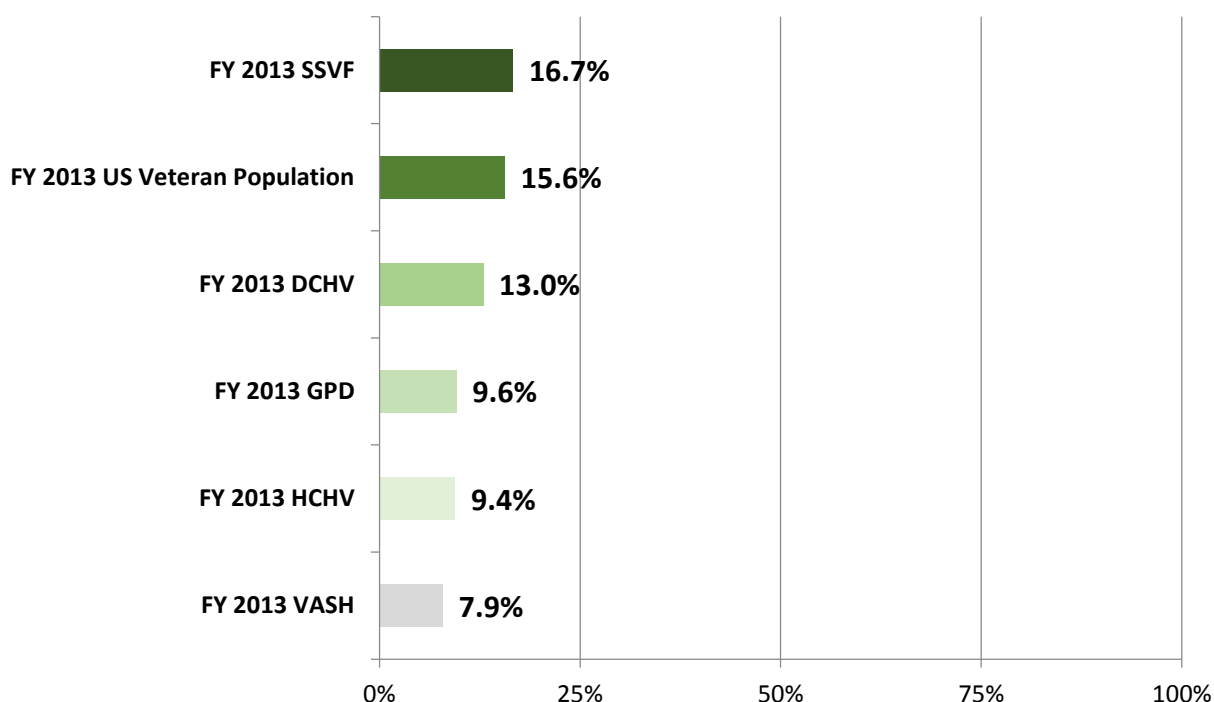


SOURCES: 1) SSVF- HMIS Repository; 2) VA Office of the Actuary; 3) AHAR; 4) HOMES

Fifteen percent of Veterans served by SSVF in both FY 2012 and FY 2013 were female – the highest proportion of women served of any VA homeless initiative. Additionally, a higher proportion of Veterans served in SSVF were females compared with the national rate of female Veterans in the United States.

## Section 3: SSVF Participants and their Characteristics

### Exhibit 8: Percentage of Returning Veterans from Afghanistan and/or Iraq Among Veteran Populations



SOURCES: 1) SSVF- HMIS Repository; 2) VA Office of the Actuary; 3) AHAR; 4) HOMES

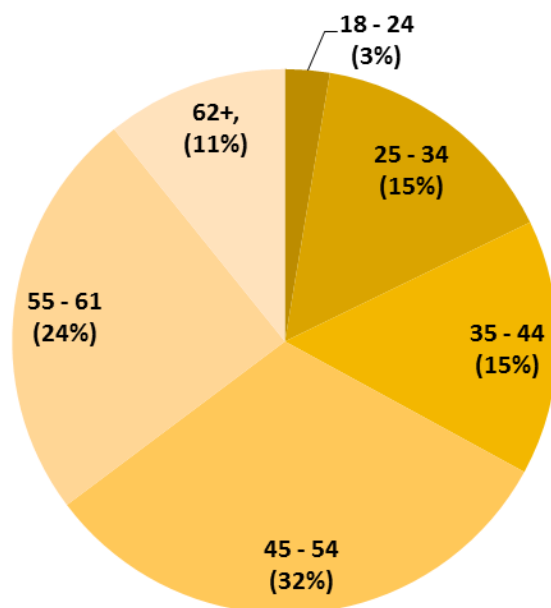
In FY 2013, the SSVF program served 39,649 Veterans. Among these Veterans, approximately 17 percent (6,610 Veterans) served in Iraq or Afghanistan and were Veterans of Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF) or Operation New Dawn (OND) – the highest proportion of OEF/OIF/OND Veterans served by any VA homeless initiative. Forty-two percent of OEF/OIF/OND Veterans received homelessness prevention assistance, and the remaining 58 percent of OEF/OIF/OND Veterans were homeless and received rapid re-housing assistance. The availability of low barrier access to services, due to SSVF’s emphasis on Housing First, and availability of family specific services may enhance SSVF’s appeal to this group.

#### CLIENT SUCCESS STORIES

A disabled OEF (Afghanistan War) Veteran and his spouse became stranded in Kentucky while in the process of moving to Ohio for employment purposes. Having run out of funds, the couple resorted to sleeping in the moving truck they rented. SSVF was able to successfully assist the couple in moving into an apartment, enroll them in several VA and mainstream benefit programs, find a job for the spouse, and connect the spouse with a local charitable pharmacy to cover her immediate medical needs. Upon exit from SSVF, the Veteran was able to secure a job as well, with a projected annual income of \$35,000.

**3.3 Participant Demographics**

**Exhibit 9: Veterans Served by Age, FY 2013**



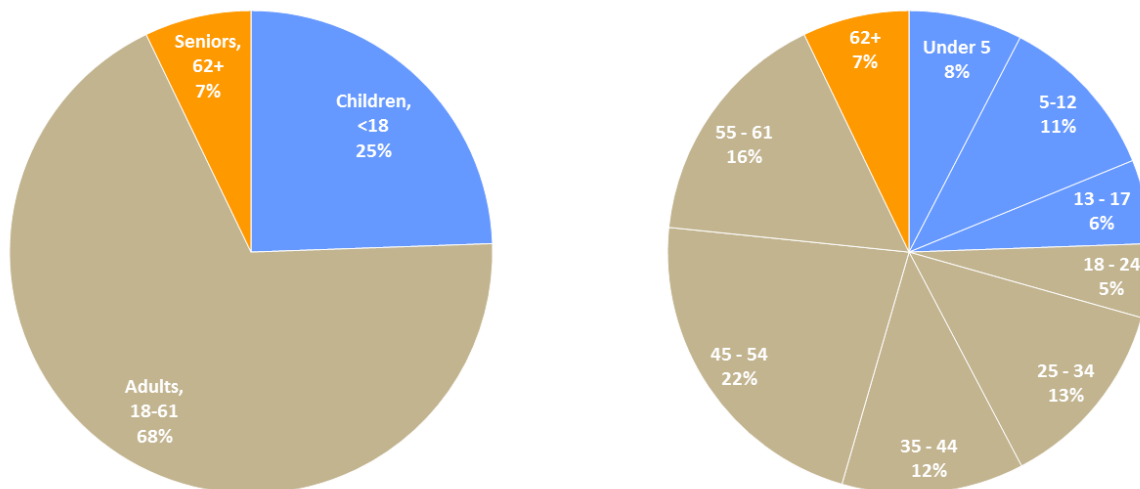
SOURCE: SSVF-HMIS Repository Data

The majority of Veterans (56 percent) served by SSVF were between the ages of 45-61 and generally younger than those typically found in the sheltered Veteran population. Driving this trend were the larger proportions of Veterans who were between the ages of 18-34 (18 percent) and 35-54 (47 percent). This contrasts with the 9 percent aged 18-34 and the 37 percent aged 35-54 of all homeless sheltered Veterans.<sup>12</sup> Veterans in households without children were older than Veterans in households with children: the majority of Veterans (64 percent) in households without children were between the ages of 45-61, while the majority of Veterans (65 percent) in households with children were between the ages of 25-44.

<sup>12</sup> 2012 AHAR, Part 2.

## Section 3: SSVF Participants and their Characteristics

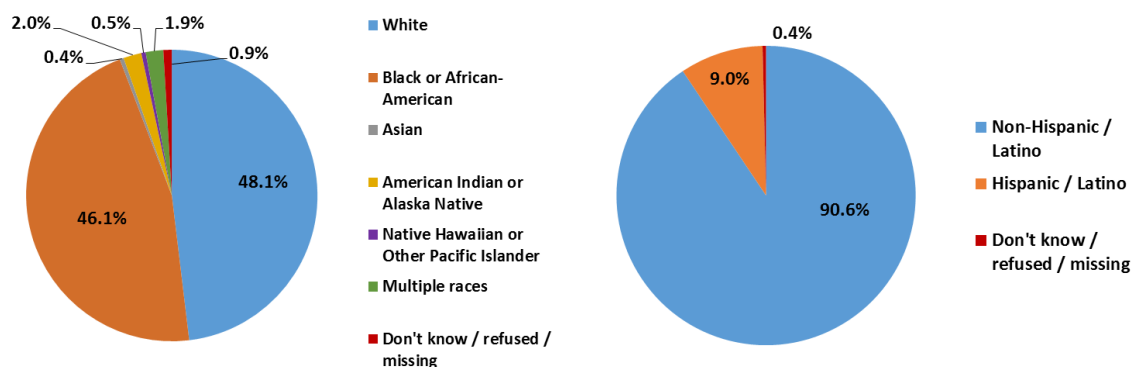
**Exhibit 10: All Clients Served by Age, FY 2013**



SOURCE: SSVF-HMIS Repository Data

Of all clients served in the second year of SSVF, their ages were distributed broadly across every age group. Adult clients between the ages of 18-61 represented nearly 70 percent of all clients served, while children under the age of 18 represented one quarter of persons served. Children under the age of 13 were more common than teens in households with children. Persons between the ages of 18-24 were the least numerous of all SSVF program participants.

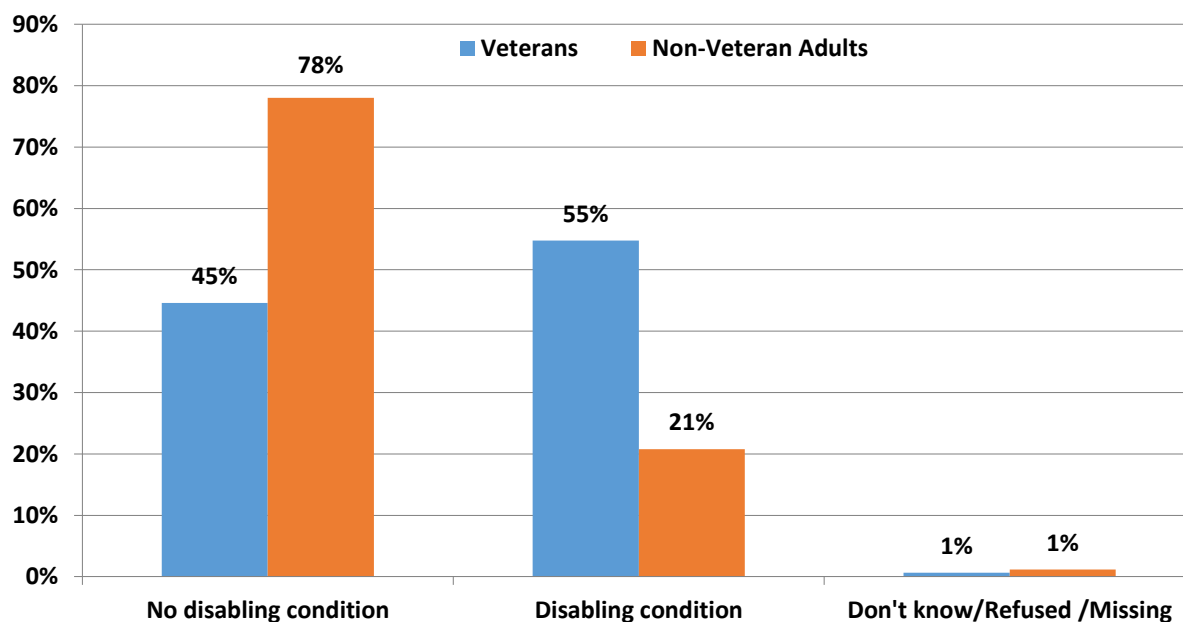
**Exhibit 11: Veterans Served by Race and Ethnicity, FY 2013**



SOURCE: SSVF-HMIS Repository Data

The ethnicity and racial makeup of Veteran participants varied by household type. Non-Hispanic/Latino clients were more likely to be in households without children and use rapid re-housing services than their Hispanic/Latino counterparts. In terms of race, the vast majority of all clients served percent were White (48.1 percent) or Black/African American (46.1 percent). Among all clients, the remaining 6 percent were spread across persons of multiple races (1.9 percent), American Indian or Alaskan Native (2.0 percent), and less than 1 percent each of Asians and Native Hawaiian/Other Pacific Islanders.

**Exhibit 12: Disability Status for SSVF Adults, FY 2013**



SOURCE: SSVF-HMIS Repository Data

More than half (55 percent) of Veterans assisted through SSVF had a disabling condition, along with one-fifth (21 percent) of non-Veteran adults. Regardless of assistance type, rates of disability were higher for Veterans in households without children and lower among Veterans in households with children. There were similar disability rates for Veterans receiving homelessness prevention (53 percent) and rapid re-housing (56 percent) assistance.

#### RELATED RESEARCH

The researchers identified the prevalence of traumatic brain injury (TBI) among homeless veterans and assessed a screening tool (TBI-4) created to identify TBI history. Between May 2010 and October 2011, 800 US veterans from two hospitals completed some or all measures. The findings suggested that about 47 percent of veterans seeking homeless services had a probable history of TBI.

Russell, et al. (May 2013). Challenges Associated With Screening for Traumatic Brain Injury Among US Veterans Seeking Homeless Services. American Journal of Public Health. Retrieved from <http://ajph.aphapublications.org/doi/abs/10.2105/AJPH.2013.301485>

### Section 3: SSVF Participants and their Characteristics

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**Exhibit 13: Major Health Problems Among Exiting SSVF Veteran Exiters, FY 2013**

	#	%
Cardiovascular disease	14,116	51%
Substance Use Disorder	12,167	44%
Post-Traumatic Stress Disorder	6,421	23%
Major depressive disorder	5,672	20%
<b>Total</b>	<b>27,702</b>	<b>100%</b>

SOURCE: Veterans Health Administration Support Service Center (includes only SSVF participants enrolled in VHA Healthcare)

As shown in Exhibit 13, Veterans who exited SSVF in the first two years and received services from the Veterans Health Administration (27,702 Veterans, overall) had various serious health problems. More than half (51 percent) of these Veterans had a history of cardiovascular disease, 44 percent had a substance use disorder, 23 percent had post-traumatic stress disorder (PTSD), and 20 percent had a major depressive disorder.

## 4. SSVF Program Results

This section describes the number of people served by SSVF programs and the outcomes they achieved as a result of SSVF assistance. Key results tracked include housing outcomes, income changes, and participant satisfaction with SSVF assistance. Additionally, an examination of the cost of successful permanent housing (PH) exits for SSVF clients is presented.

### 4.1 Veteran Households Served

#### Exhibit 14: Veteran Households Served by Housing Assistance Type

Housing Assistance Type	SSVF Year 1		SSVF Year 2	
	#	%	#	%
Homelessness Prevention	7,663	35.8%	15,426	37.9%
Rapid Re-housing	13,766	64.2%	25,313	62.1%
<b>Unduplicated Total</b>	<b>21,111</b>	<b>100.0%</b>	<b>39,930</b>	<b>100.0%</b>

SOURCE: SSVF-HMIS Repository Data

#### Exhibit 15: Persons in Veteran Households Served by Housing Assistance Type

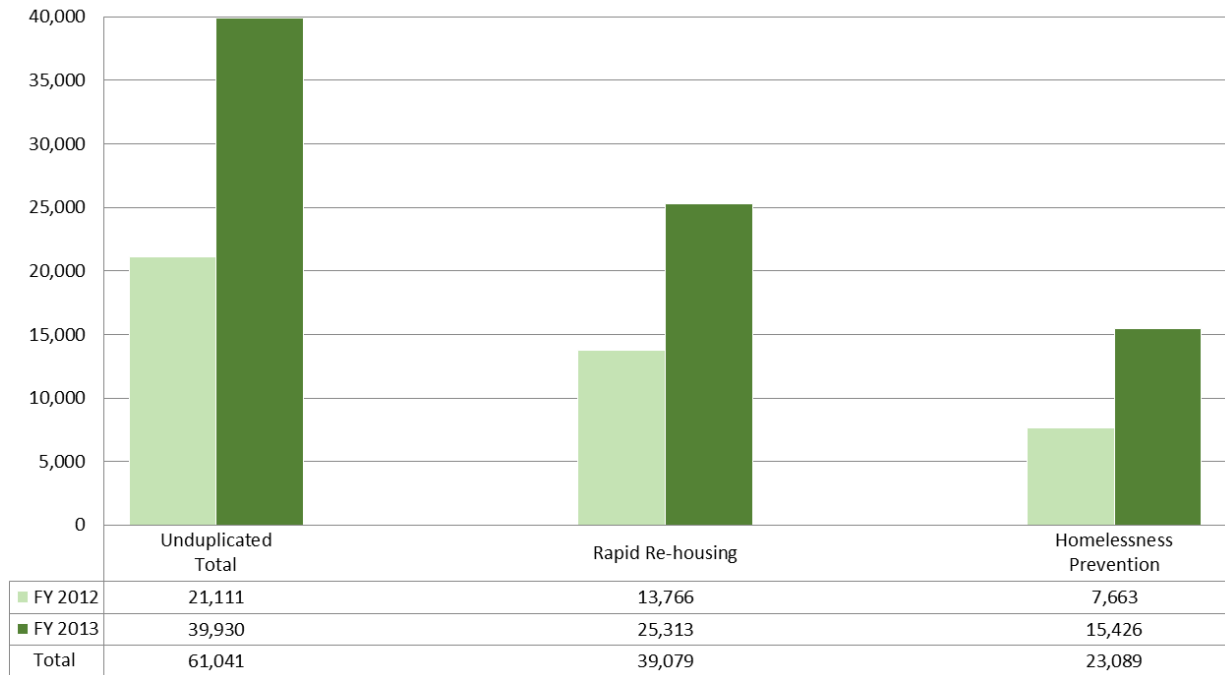
Housing Assistance Type	SSVF Year 1		SSVF Year 2	
	#	%	#	%
Homelessness Prevention	14,820	45.0%	29,889	45.3%
Rapid Re-housing	18,087	55.0%	36,152	54.7%
<b>Unduplicated Total</b>	<b>32,676</b>	<b>100.0%</b>	<b>65,303</b>	<b>100.0%</b>

SOURCE: SSVF-HMIS Repository Data

SSVF assisted 39,930 Veterans households consisting of over 65,000 people in the second year of program operations. The number of Veteran households served by SSVF grantees nearly doubled (+89 percent) over the first year. Veteran members of those households served did double (+100 percent), as did the number of persons served overall (+100 percent), from 32,676 to 65,303. These increases outpaced the increase in SSVF funding from year one, which increased by 68 percent. Put differently, SSVF grantees in FY 2013 were able to stretch their funding to help additional Veteran household members.

In FY 2013, grantees provided rapid re-housing services to 25,313 homeless Veteran households comprising 36,152 persons through partnerships with emergency shelters, Grant and Per Diem programs, street outreach and other homeless assistance providers. Homelessness prevention assistance was provided to 15,426 Veteran households consisting of 29,889 persons. A small number of households received both assistance types.



**Exhibit 16: SSVF Households Served by Housing Assistance Type, FY 2012-2013**

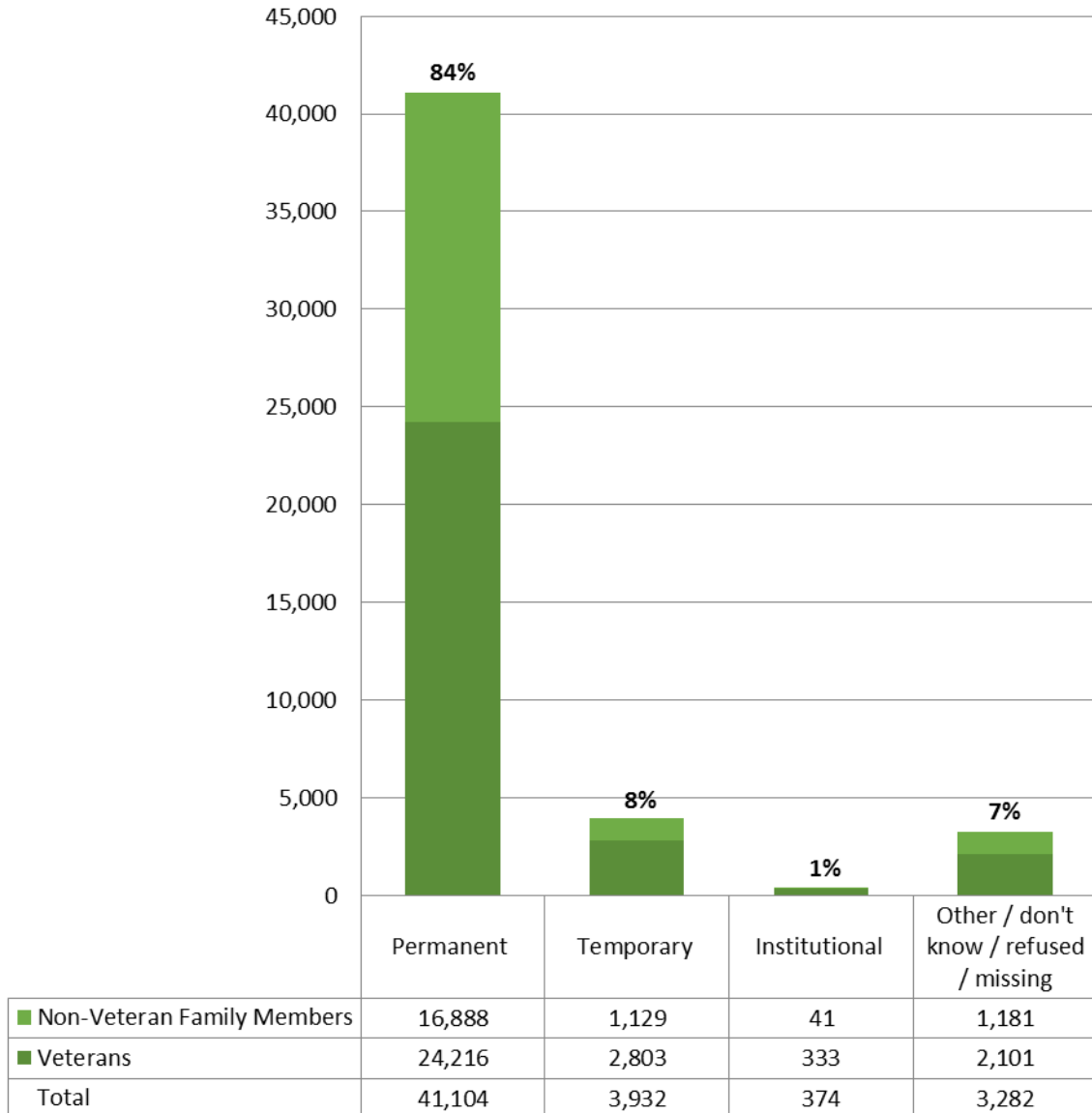
SOURCE: SSVF-HMIS Repository Data

Over both the first and second years of the program, 61,041 SSVF households were assisted consisting of 97,979 people. Nearly two-thirds of SSVF households received rapid re-housing assistance over the two years, while just over one-third of SSVF households received homelessness prevention assistance. Less than 1 percent of households received both assistance types.

Overall, grantees were successful in targeting assistance to Veterans who were homeless, with 62 percent of households receiving rapid re-housing assistance to end their homelessness. The proportion of SSVF households receiving prevention and rapid re-housing assistance was similar to year one of the program. 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.

## 4.2 Housing Outcomes

**Exhibit 17: Veteran and Non-Veteran Family Members Program Exits by Housing Outcome, FY 2013**



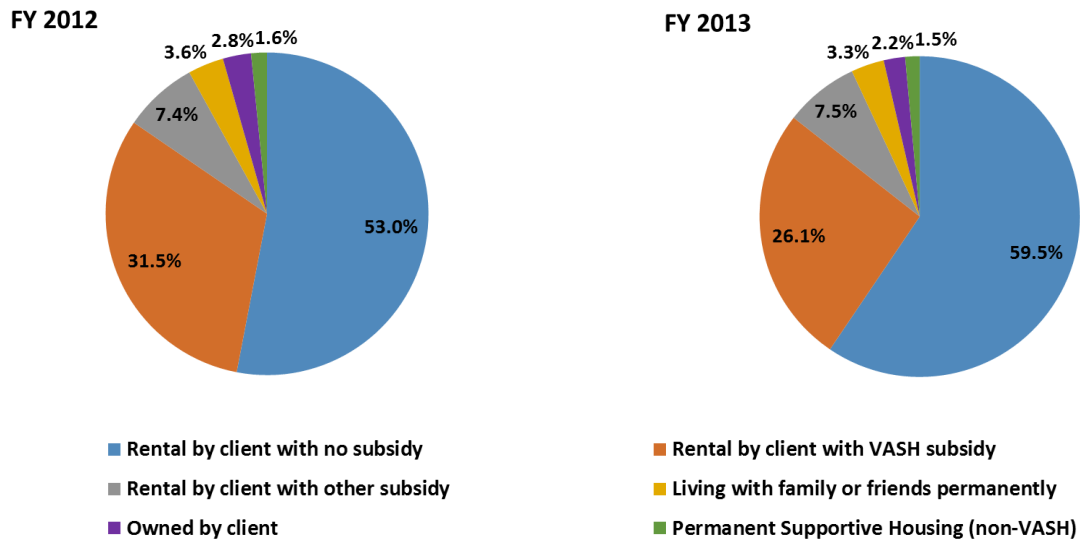
SOURCE: SSVF-HMIS Repository Data

Overall, among persons who exited SSVF programs in FY 2013, 84 percent (41,104) successfully exited to a permanent housing destination, including 24,216 Veterans. Notwithstanding the doubling of SSVF persons served in year two, the PH success rate for exiting persons was relatively unchanged at 84 percent, compared to 85 percent in year one.

Of the 3,932 persons who exited to temporary destinations, only 410 (1 percent of total) persons are known to have exited SSVF into unsheltered homeless situations (e.g., street, bus station), 310 of which were Veterans. The remaining 3,522 (7 percent of total) exiting persons from the temporary

destination category went to emergency shelter, transitional housing, Safe Havens, or temporary housing with family/friends.

**Exhibit 18: PH Destinations of SSVF Exiters, FY 2012-2013**



SOURCE: SSVF-HMIS Repository Data

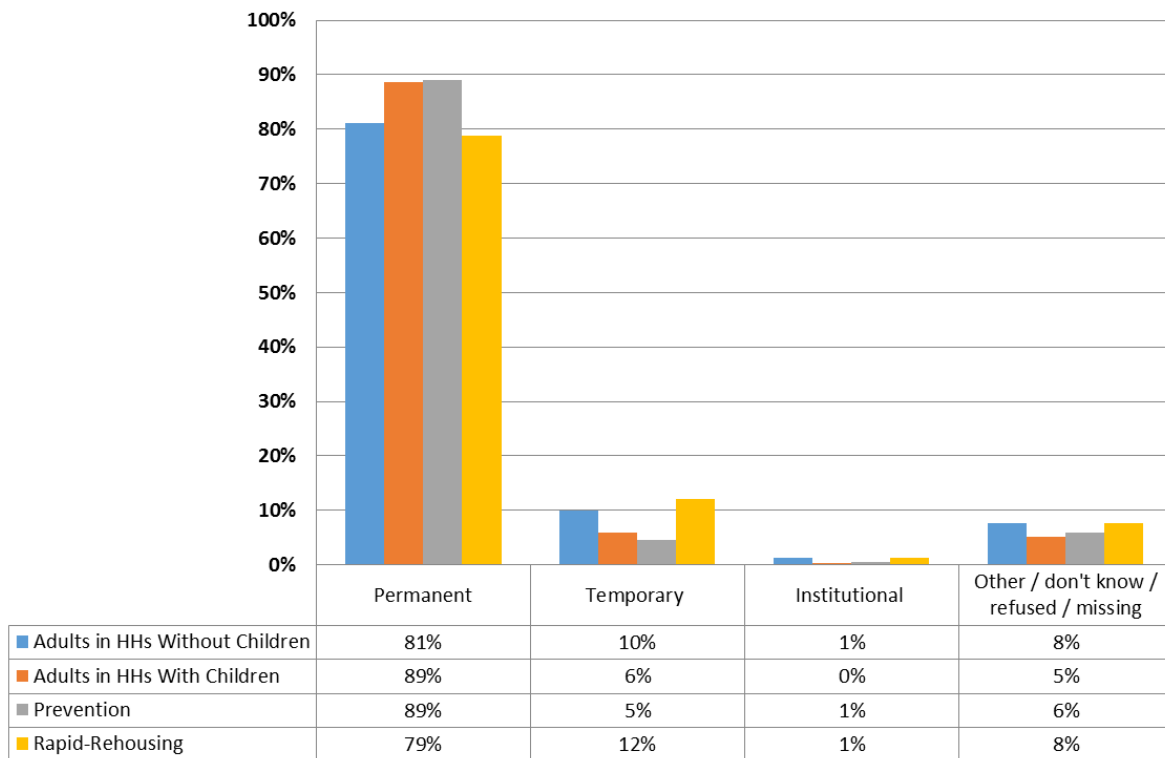
Among all persons who successfully exited to PH in FY 2013, the majority (60 percent) were in unsubsidized rental housing at program exit. Just over one quarter (26 percent) remained in or moved to a rental unit with a HUD-VA Supportive Housing (VASH) subsidy percent with an additional 2 percent having exited or retained units in other permanent supportive housing projects. Housing units with other housing subsidy programs accounted for nearly 8 percent of PH exits.

Comparatively, there was a decrease in the proportion of PH exiters in rental housing subsidized with VASH from FY 2012 (32 percent) to FY 2013 (26 percent). That corresponds with a relative increase in the proportion of PH exiters to unsubsidized rental housing, from 53 percent in FY 2012 to 60 percent in FY 2013.

A Connecticut married Veteran household with four children had been homeless when its lease expired. In high debt for its gas and utility bills, the family had to temporarily separate with some living with their pastor while others stayed with extended family. During their SSVF enrollment the family found an apartment and was connected with VA and other community organizations that provided furniture, clothing and utility payment assistance; SSVF provided the security deposit and moving expenses. The parents also participated in budget counseling to ensure ongoing stability.

**CLIENT SUCCESS STORIES**

**Exhibit 19: Adult Program Exits by Housing Outcome, by Household and Housing Assistance Type, FY 2013**



SOURCE: SSVF-HMIS Repository Data

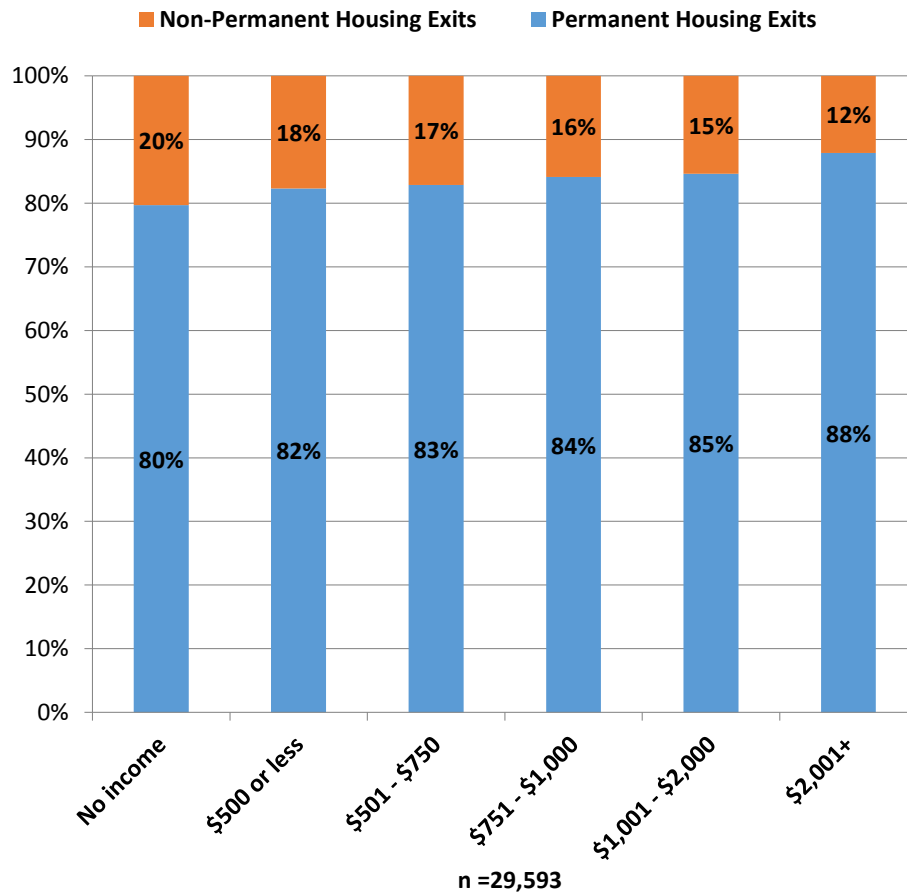
As shown in Exhibit 19, nearly nine out of ten (89 percent) adult clients exiting SSVF homelessness prevention assistance maintained their housing unit or found other PH. Meanwhile, four out of five (79 percent) adults exiting SSVF rapid re-housing programs successfully ended their homelessness and found PH. The PH success rates for adults receiving rapid re-housing (+1 percent) and homelessness prevention (-2 percent) assistance were virtually unchanged from FY 2012.

Of the 12 percent of rapid re-housing adults who exited to temporary destinations, only 2 percent (338) are known to have exited into unsheltered homelessness situations. Likewise, less than 1 percent homelessness prevention assisted adults who exited to temporary destinations are known to have exited to unsheltered homelessness. All of the remaining adults exiting to temporary destinations went to emergency shelter, transitional housing or temporary housing with family/friends.

A comparison by household type reveals adults in households with children experience somewhat better housing outcomes overall than adults in households without children. This is consistent with the differing use patterns of rapid re-housing assistance and homeless prevention assistance by household type. While 57 percent of persons in households with children used homeless prevention assistance, only 35 percent of persons in households without children did.

Overall, these outcomes suggest that the supports and services provided through SSVF programs are successful in helping Veteran families find or regain stable housing regardless of household type or assistance type.

**Exhibit 20: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Including VASH Exits, FY 2013<sup>13</sup>**

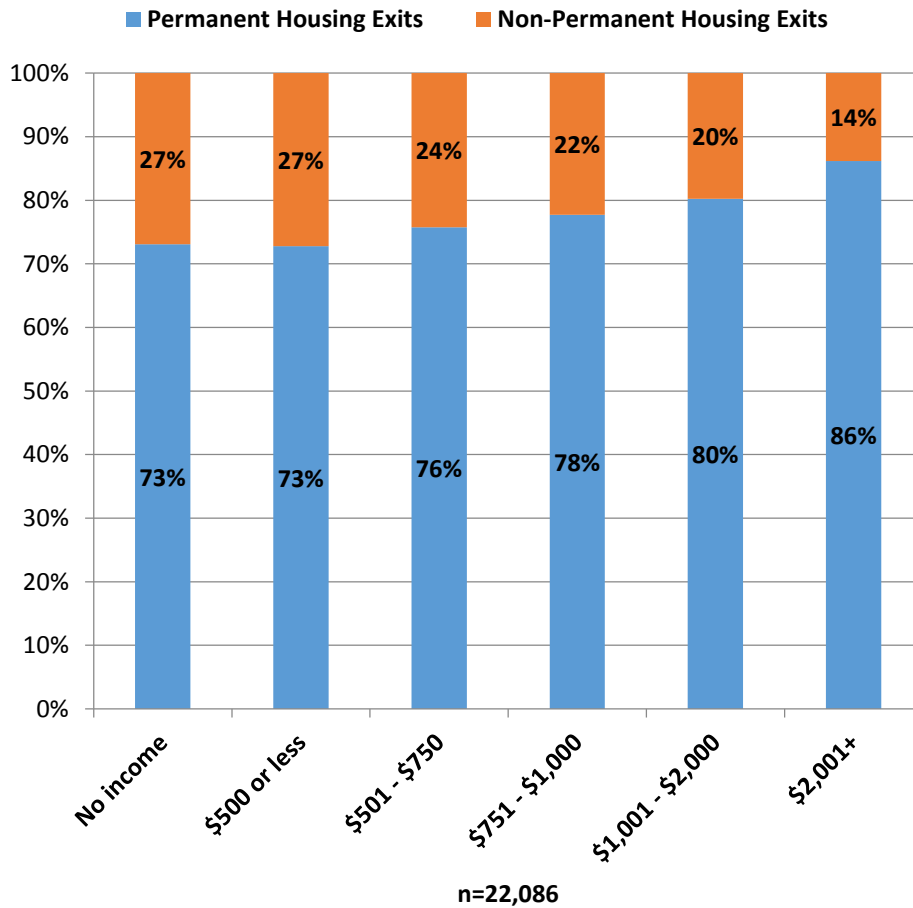


SOURCE: SSVF-HMIS Repository Data

In full alignment with the federal plan and the Housing First approach, VA expects grantees to serve Veterans at the highest risk of becoming or remaining literally homeless without SSVF assistance. Often, this means accepting Veterans who may have little or no income and have multiple barriers to housing stability. As indicated in Exhibit 20, while Veterans with higher income had higher successful housing outcome rates, Veterans with no income and those earning \$500 or less monthly still achieved a relatively high rate of success at 80 percent and 82 percent, respectively.

<sup>13</sup> Data is for Veterans who exited SSVF programs and does not include income changes experience by other non-Veteran household members.

**Exhibit 21: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding VASH Exits, FY 2013<sup>14</sup>**



SOURCE: SSVF-HMIS Repository Data

Exhibit 21 differs from the previous exhibit, in that it shows PH success rates for Veterans excluding those exiting with a VASH voucher. In comparing the results from these two exhibits, the data shows that the PH success rate remained high across all income categories even when VASH usage is excluded.

The VASH-difference in overall PH success for Veterans is most evident for the very low-income categories (no income and \$500 or less monthly income). That difference is a positive indicator regarding SSVF grantees' efficacy in seeking long-term VASH vouchers primarily for Veterans with very low-incomes and disabilities.

<sup>14</sup> See footnote 13.

### 4.3 Length of Participation

**Exhibit 22: Average and Median Length of Stay of Veteran Exiters by Assistance Type, FY 2013**

	<i>Homelessness Prevention</i>	<i>Rapid Re-housing</i>	<i>Total</i>
<b>Average</b>	97 days	105 days	101 days
<b>Median</b>	88 days	91 days	90 days

SOURCE: SSVF-HMIS Repository Data

The median lengths of stay for SSVF Veterans who received homelessness prevention and rapid re-housing were quite similar at 88 days and 91 days, respectively. Average lengths of stay were about one to two weeks higher for both Veterans in rapid re-housing and homelessness prevention.

**Exhibit 23: Comparison of Veteran Exiters by Assistance Type, FY 2013**

<i>Assistance Type</i>	<i>Length of Participation</i>	<i>% Who Received Assistance</i>
<b>Homelessness Prevention</b>	90 days or less	56.0%
	91 to 180 days	33.5%
	181 days or more	10.4%
<b>Rapid Re-Housing</b>	90 days or less	51.5%
	91 to 180 days	35.4%
	181 days or more	13.1%

SOURCE: SSVF-HMIS Repository Data

Of the 11,536 Veterans who received SSVF homelessness prevention assistance and exited the program in FY 2013, slightly more than half were enrolled in the program for 90 days or less, and slightly less than half exited after 90 days. Only 10.4 percent of exiting Veterans who received homelessness prevention assistance stayed 181 days or more.

The length of stay distribution is quite similar for the 18,380 Veteran exiters who received rapid re-housing assistance. A slightly lower proportion of these exiters left in 90 days or less, while a marginally higher proportion exited after 91 to 180 days, or 181 days or more.

**Exhibit 24: PH Success Rate of Veterans who Exited by Monthly Income at Entry and Length of Participation, FY 2013**

		Total	No income	\$500 or less	\$501 - \$750	\$751 - \$1,000	\$1,001 - \$2,000	\$2,001+
<b>Homelessness Prevention</b>	Average length of stay (days)	97	93	101	102	98	99	96
	Median length of stay (days)	88	86	91	91	90	89	88
	% with PH Destination	88%	87%	89%	90%	89%	89%	91%
<b>Rapid Re-Housing</b>	Average length of stay (days)	105	104	104	110	104	104	104
	Median length of stay (days)	91	86	91	91	90	89	88
	% with PH Destination	78%	75%	78%	79%	81%	81%	84%

SOURCE: SSVF-HMIS Repository Data

Exhibit 23 suggests that across both assistance types in FY 2013 there was no discernable correlation between income at entry and length of stay or successful exits to PH. Indeed, for Veteran homelessness prevention and rapid re-housing clients in the no-income cohort, there was only a two day differential in median length of stay with the highest income group (earning \$2,001 or more per month).

#### RELATED RESEARCH

VA's homelessness screening tool for persons receiving VA outpatient care is examined in this study. It found that 0.8% of those screened were identified as homeless and 1.0% identified as being at risk of homelessness.

Montgomery. (March 2014). Using a Universal Screener to Identify Veterans Experiencing Housing Instability. Retrieved from

[http://www.endveteranhomelessness.org/sites/default/files/research/Universal%20Screener%20to%20Identify%20Veterans%20Experiencing%20Housing%20Instability\\_2014\\_03.04.pdf](http://www.endveteranhomelessness.org/sites/default/files/research/Universal%20Screener%20to%20Identify%20Veterans%20Experiencing%20Housing%20Instability_2014_03.04.pdf)

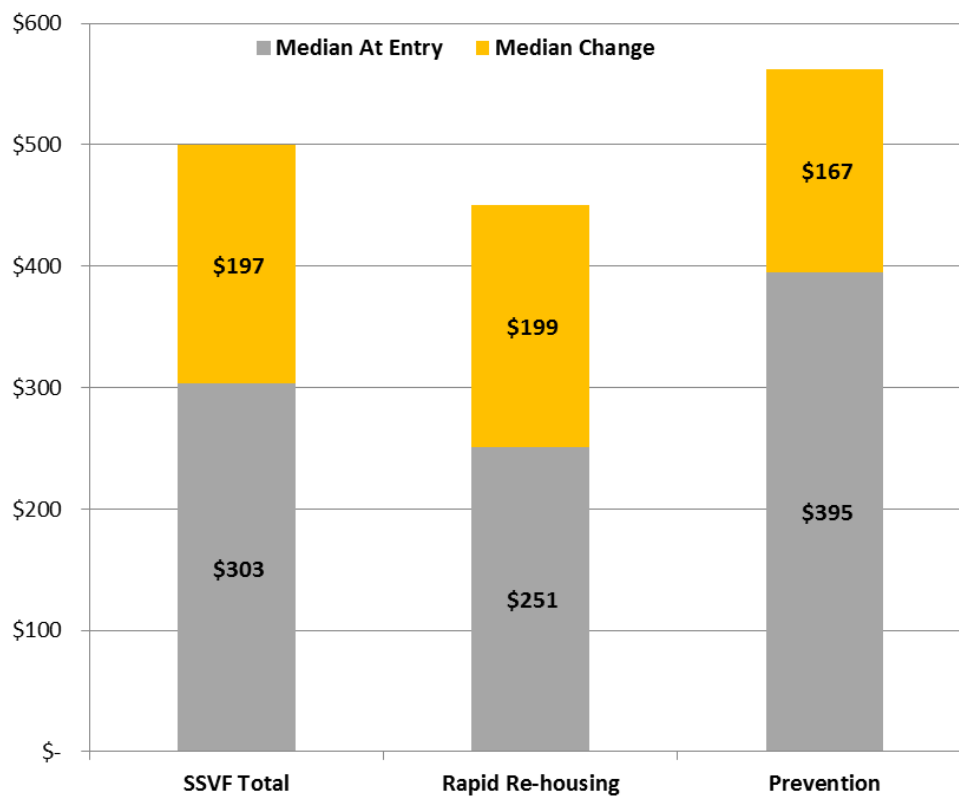


**4.4 Program Cost per Household Served**

The average total SSVF program cost was \$2,480 per household in FY 2013. This is a reduction of 12 percent (-\$330 per household) from in the first year of the program, which saw an average program cost per household of \$2,810. At the same time, average costs for renewal grantees went down in FY 2013. This suggests that new grantees generally start off with higher costs and are less efficient, but as grantees fully implement their programs they are able to increase their efficiency while maintaining comparably high rates of PH success.

**4.5 Income and Financial Stability Outcomes**

**Exhibit 25: Changes in Median Veteran Monthly Income from Entry to Exit by Housing Assistance Type, FY 2013<sup>15</sup>**



SOURCE: SSVF- HMIS Repository Data

SSVF by design is a short-term, targeted intervention aimed at maximizing Veteran households’ ability to obtain and retain permanent housing. It is expected that most participants will not experience significant changes in their financial situation during program participation. However, grantees are required to assess participant income, identify VA and non-VA benefits participants may

<sup>15</sup> Includes cash income sources only. Non-cash benefits, such as the Supplemental Food Assistance Program (i.e., food stamps) are excluded.

be eligible for and assist them obtain those benefits, and help Veterans and other adult family members identify opportunities to obtain or increase income from employment.

SSVF grantees were most successful in raising Veteran participants' income for those who began the program with \$1,000 or less income per month. In particular, 13 percent of Veterans with no-income (1,536 Veterans) at entry were able to exit the program with an income source. Meanwhile, a net 11 percent more (+329) Veterans earning between \$1 and \$500 per month at entry were able to increase their income at exit.

The overall median monthly income of Veterans participating in SSVF increased from entry to exit by \$197 or 65 percent. Among homeless Veterans receiving rapid re-housing assistance, the median income was lower and the median gain was higher compared to Veterans who were at-risk and received homelessness prevention assistance. While this is a positive indication of program success helping Veterans increase their income, both median income and changes in median income may be influenced by gains experienced by a relatively small number of Veterans.

### 4.5.1 Satisfaction of Veterans Targeted by the Program

SSVF grantees must provide each 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 such participant's pending exit from the grantee's program. Grantees were responsible for providing these surveys to participants and explaining that completed surveys should be submitted directly to VA. Surveys given to participants were postage-paid to ensure return directly to the SSVF program office by the participant.<sup>16</sup> Although completion of participant satisfaction surveys must be encouraged by grantees, actual completion of the surveys by participants is entirely optional. While SSVF grantees distributed a total of 49,310 participant surveys, only 2,290 surveys were returned. In January 2014, SSVF moved to an electronic participant survey process in an effort to improve response rates and obtain more timely data.

About 76 percent of respondents indicated needing case management services and nearly 72 percent reported receiving such services. Three quarters of respondents reported needing rental assistance (72 percent), while about half reported needing help with utility fee payment assistance (53 percent), housing counseling (50 percent), income support (49 percent), VA benefits (46 percent), personal financial planning (44 percent) and security and utility deposits (42 percent). Fewer than 25 percent of participants reported needing and receiving moving costs, emergency supplies, legal services, and child care services.

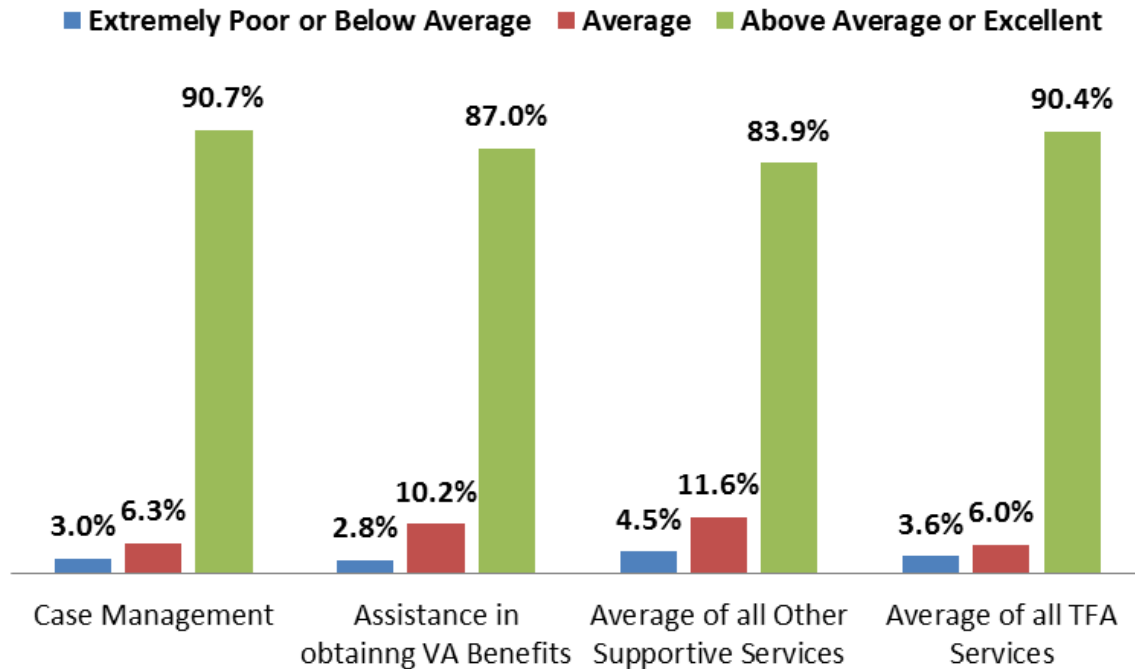
Sixty-two percent of respondents at entry reported having difficulty in paying housing costs due to decreasing income. This was usually due to a significant change in employment status, such as loss of work, in the year before they requested help from the provider. The corresponding share of persons who exited the program and reported that they struggled to pay housing costs was nearly three times

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<sup>16</sup> In situations where the grantee actively assisted a participant in transitioning to another location or program, grantees were to provide the participant with a satisfaction survey as close to exit as possible. In situations where a participant exited the program unexpectedly, grantees were to attempt to follow up with the participant to provide a survey.

lower, at 22 percent, suggesting SSVF programs were successful in alleviating a major factor in housing instability.

**Exhibit 26: Participant Rating of Service Quality, FY 2013**

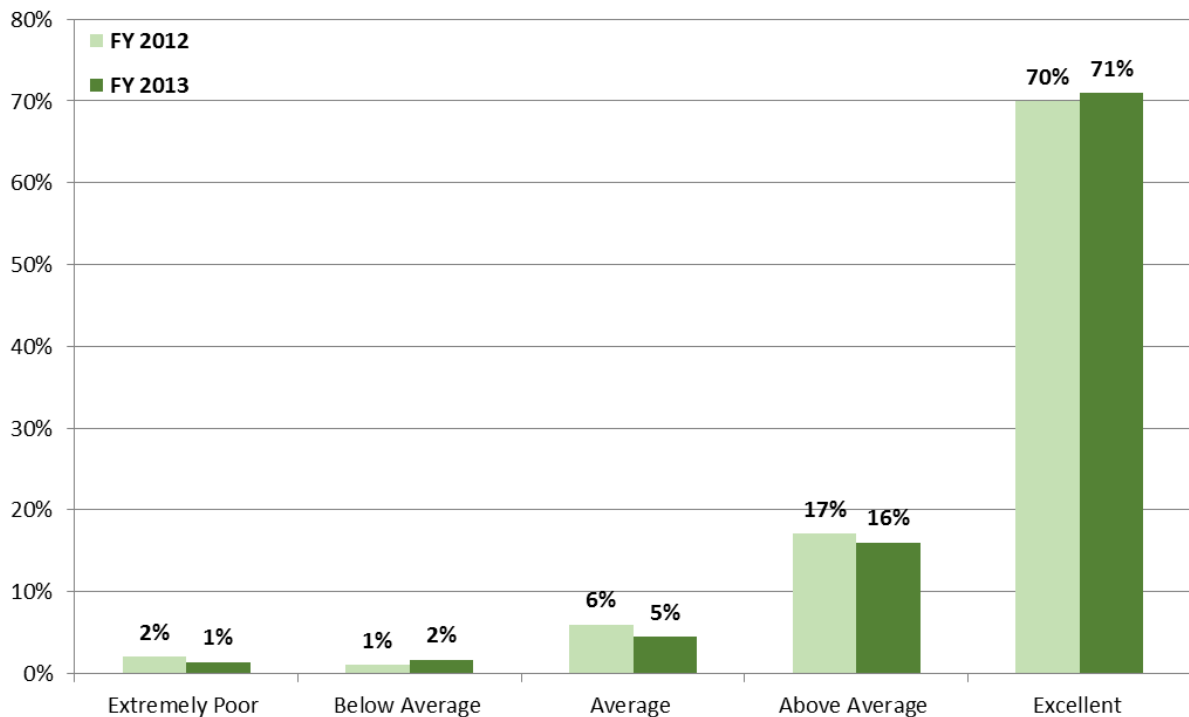


SOURCE: SSVF- Participant satisfaction surveys

Compared with the previous year, participant perceptions regarding the overall quality of services provided remained high. In terms of participant perceptions of the quality of overall services received from their SSVF provider, 87 percent indicated “Above Average” or “Excellent” quality, while only 5 percent reported “Average” and 3 percent reported “Below Average” or “Extremely Poor” quality.

A large proportion of participants also indicated satisfaction with the program’s ability to meet their housing needs. Of the 80 percent who reported that their SSVF provider involved them in creating an individualized housing stabilization plan, nearly 98 percent felt that the housing plan was a good fit for their needs.

**Exhibit 27: Participant Overall Quality Ratings for their SSVF Provider, FY 2012-2013**



SOURCE: SSVF- Participant satisfaction surveys

Consistent with the overall high levels of satisfaction with the program, 93 percent of participants said they would definitely recommend another Veteran or friend in need to their SSVF provider.

After hurricane Sandy devastated the northeast region last October, James, a Veteran and resident of New York City, was among the thousands of Americans whose homes were destroyed. For months, James lived with no water or electricity, in a place with severe structural damage, water damage, mold, and overall unhealthy conditions. Fortunately, James was referred to HELP USA and enrolled in our SSVF program. James and his case manager quickly created a path to permanent housing. With the use of SSVF funds, James was in secure, safe, and comfortable housing within 2 weeks. James celebrated the 4th of July the way all Americans are meant to -- in his own home!

**CLIENT SUCCESS STORIES**

### 4.6 Returns to Homelessness

A key measure of effectiveness for programs serving the homeless and those at high risk of homelessness is whether its clients can avoid falling into homelessness after their stay in that program has been completed. At a national level, accurately and consistently tracking both entries and returns to homelessness is a difficult task. Researchers, funders and government are diligently working on developing standardized methodologies to track returns to homelessness.

In the interim, and for Section 4.6 of this report, a homeless episode is included only if the one of the following circumstances are met: 1) A record of completion of a HOMES assessment form; 2) A record of entry into a VA specialized homeless program; 3) A record of SSVF rapid re-housing services. Veterans were followed from their date of exit until either the occurrence of their first episode of homelessness or January 1, 2014, meaning that the maximum length of follow-up time for Veterans who exited SSVF in FY 2013 was about 14 months.

The analysis presented here used data collected by the SSVF program and by HOMES, which is an administrative database that tracks utilization of VA specialized homeless programs, to assess the housing outcomes of Veterans served by SSVF following their exit from the program. The evaluation cohort was comprised of all Veterans who exited the SSVF program during FY 2013. Veterans were excluded from the cohort if they had missing or invalid Social Security numbers or if their housing status at entry into the SSVF program was unknown. The resulting cohort of 27,249 Veterans was stratified into four sub-groups, based on household type (Veterans in household without children vs. Veterans in households with children) and SSVF service category (i.e., prevention vs. rapid re-housing).

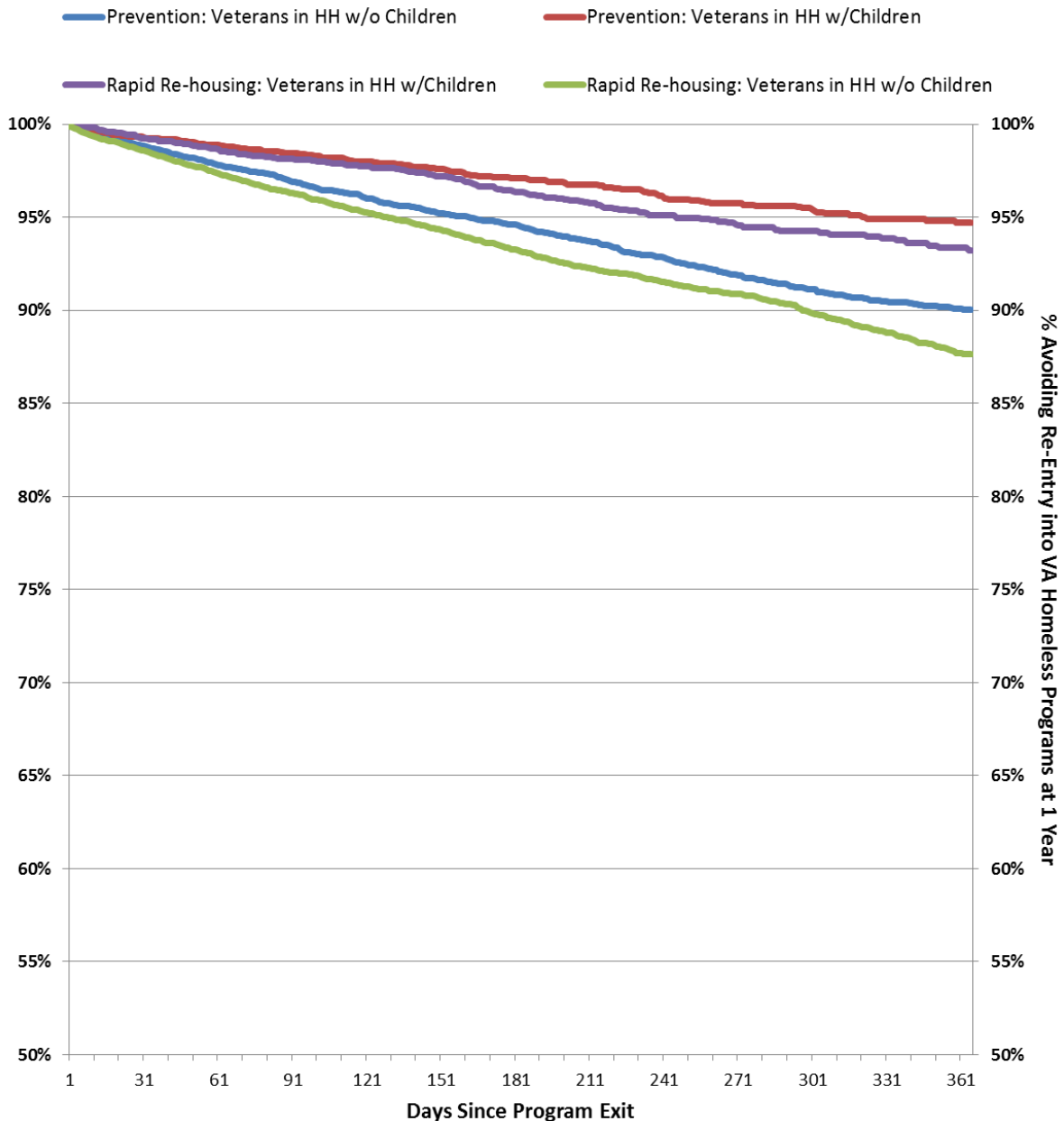
A set of statistical methods known as survival analysis was used to track these four groups prospectively to examine the timing and occurrence of episodes of homelessness subsequent to their SSVF exit date.

#### RELATED RESEARCH

A study examining returns to homelessness in Georgia using HMIS data study found that the most significant predictor of a person returning to homelessness was exiting from a project other than a rapid re-housing project. Transitional housing and emergency shelter project exiters were 4.0 and 4.7 times more likely to return to homelessness, respectively, than exiters from rapid re-housing projects.

Rodriguez, J. (2013). Homelessness Recurrence in Georgia. State Housing Trust Fund for the Homeless and the Georgia Department of Community Affairs. Retrieved from <http://www.dca.state.ga.us/housing/specialneeds/programs/downloads/HomelessnessRecurrenceInGeorgia.pdf>

**Exhibit 28: FY 2013 SSVF Veteran Participants with PH Destinations Avoiding Re-Entry into VA Homeless Programs**



SOURCES: 1) SSVF- HMIS Repository Data; 2) HOMES

Exhibit 28 shows high levels of success in avoiding returns to VA homeless programs among FY 2013 SSVF Veterans who exited to PH destinations across household and housing assistance types.

After one year, success rates in avoiding returns to VA homeless programs were highest for Veterans in households with children. Among these households, those receiving homelessness prevention achieved a 95 percent success rate, while those receiving rapid re-housing assistance garnered a 93 percent success rate. Single Veterans who exited to PH achieved high, but slightly lower success rates

## Section 4: SSVF Program Results

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with 90 percent and 88 percent avoiding returns to VA homeless program who received homelessness prevention and rapid re-housing assistance, respectively.

Perhaps surprisingly, there was little difference in returns to homelessness between Veterans who received prevention assistance over rapid re-housing assistance with respect to each household type. Also of interest, these results are highly consistent with FY 2012 data despite the doubling of Veterans served in year two.<sup>17</sup>

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<sup>17</sup> Byrne, T. (2014 February). Housing Outcomes of Veterans Following Exit from the Supportive Services for Veteran Families (SSVF) Program. VA National Center on Homelessness Among Veterans Research Brief. Retrieved from [http://www.endveteranhomelessness.org/sites/default/files/Housing%20Outcomes%20of%20Veterans%20Following%20Exit%20from%20the%20Supportive%20Services%20for%20Veteran%20Families\\_Feb%202014.pdf](http://www.endveteranhomelessness.org/sites/default/files/Housing%20Outcomes%20of%20Veterans%20Following%20Exit%20from%20the%20Supportive%20Services%20for%20Veteran%20Families_Feb%202014.pdf)

### 5. SSVF Program Implementation and Technical Assistance

This grant year saw the expansion of the SSVF program to 151 grantees nationally. To ensure resources were used most effectively to meet the goal of preventing and ending Veteran homelessness, VA focused this second year of SSVF program implementation on various efforts to promote consistency, quality, and effectiveness of SSVF.

#### 5.1 Supporting Program Implementation and Improvement

As seen in the first year of program operations, new grantees face unique challenges. Apart from hiring staff, creating policies and procedures, and opening service locations, grantees are expected to implement programs that adhere to best practices. New grantees must also forge or further develop a variety of relationships: with other grantees serving the same or adjacent communities, VA medical centers and other VA-funded programs, and local homeless systems of care.

To support new grantees, VA provided three days of intensive, virtual start-up trainings covering program requirements, best practices, and strategies to help grantees implement their programs within contract timeframes. Following start-up trainings, new grantees were paired with established grantee mentors and completed on-site training and peer-to-peer consultation at a mentor service location.

Technical assistance was provided for all grantees on a national, regional and individual grantee level. National technical assistance was provided through monthly calls, periodic webinars, and other published guidance. Topics included VA policy updates; dissemination and adoption of homelessness prevention and rapid re-housing best practices; and promoting effective collaboration and coordination among SSVF grantees, with local VA medical centers, and with local Continuums of Care and other homeless assistance providers.

On-going support for grantees was offered through monthly regional conference calls hosted by VA Regional Coordinators and supported by technical assistance staff. In both the winter and spring, regional trainings were held in each region for grantee program managers and direct service staff. These meetings combined didactic training with interactive group learning activities offering grantees the opportunity to learn and practice new skills related to best practices. Grantee mentors supported these sessions, sharing their experiences and lessons learned.

Technical assistance was also provided to select grantees experiencing more significant compliance issues or otherwise experiencing program challenges and in need of support. Common areas included outreach activities to locate and engage literally homeless Veterans not connected with the local homeless system; refining screening and targeting for homelessness prevention services to ensure those most at risk are enrolled and served; providing rapid re-housing services to literally homeless Veterans with zero income and other significant housing retention barriers; and efficient management of temporary financial assistance resources.

In response to grantee feedback, VA created two sub-categories of TFA: Emergency Housing Assistance, which allows grantees to keep families intact while awaiting housing placement, and General Housing Stability Assistance, which offers aid to help Veterans obtain employment and assist with expenses related to moving into housing.



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## Section 5: SSVF Program Implementation and Technical Assistance

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VA has made extensive use of consumer input. Using data compiled through CHALENG, VA incorporated the opinions of tens of thousands of homeless and formerly homeless Veterans to identify significant unmet needs. SSVF's emphasis on family services including child care, as well as direct provision of legal assistance, is a direct result of this consumer input.

### 5.1.1 Targeting Homelessness Prevention

Homelessness prevention programs can vary widely in their effectiveness and efficiency relative to the VA's intent, which is to prevent Veterans and their families from ending up on the street or in a shelter – from becoming *literally* homeless. Such focus requires an understanding that there are many more Veterans who face eviction and may even lose their housing and have to double up with family or friends, but who will not become literally homeless. Targeting homelessness prevention assistance to Veterans on the verge of literal homelessness assures that SSVF resources are used as efficiently as possible. In the first year of the program, and as seen in similar HUD programs, grantees often lack the experience, knowledge, and/or tools to identify households most at-risk and who, absent program assistance, will become literally homeless.

To assure greater efficiency, VA developed and implemented an evidence-based homelessness prevention eligibility screening and targeting process for grantee use. The process includes use of a new, standardized Homelessness Prevention Eligibility Screening Disposition Form, which incorporates VA eligibility criteria and targeting criteria designed to efficiently identify households who are imminently losing their housing and have no other housing or resources and who are a priority for VA assistance. After eligibility has been determined, grantees apply evidence based weighted criteria to *target and prioritize* among eligible Veterans those who are most at risk of becoming or remaining literally homeless without intervention.

### 5.1.2 SSVF Practice Standards

Homelessness prevention and rapid re-housing programs have matured over the past few decades. Housing First practices for helping people resolve a housing crisis were once employed by only a small handful of innovative programs, but through demonstrated local results, these practices have been widely accepted and adapted across the nation.

In order to assist grantees understand and adopt evidence-based and other best practices, VA developed comprehensive practice standards for homelessness prevention and rapid re-housing services across five common program areas. Standards describe core program features and specific activities program managers and staff should follow. The development process included review of relevant and current research, solicitation and input from field experts, researchers, and practitioners. A companion “fidelity self-assessment tool” was also developed to allow programs to examine their adherence to each standard and establish quality improvement plans.

Through the development of these standards, VA has taken the lead in establishing a set of clear and specific practices unique to homelessness prevention and rapid re-housing services to communicate and scale up best practices. VA shared SSVF standards with three primary accreditation bodies – Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA) and The Joint Commission – and is in discussion with each about including these standards into their existing body of national accreditation standards. This compliments the FY 2013 and FY 2014 SSVF program NOFAs, which allow multi-year funding awards for grantees accredited through

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## Section 5: SSVF Program Implementation and Technical Assistance

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CARF or COA. These incentives are designed to improve grantee ability to manage VA funding as each accreditation body requires adherence to comprehensive organizational and program standards.

### 5.1.3 SSVF University

In fall 2013, VA launched “SSVF University” – an on-line learning platform for grantees covering program requirements and practices and providing a comprehensive library of training resources, tools and relevant research. SSVF University was developed to provide a one-stop, virtual location for grantees to learn about the core concepts and practices expected to be followed in SSVF programs, as well as detailed guidance for program planners, managers and direct service staff. Within the “Practice Areas and Resources” section, grantees can find brief written guidance, view relevant webinars produced by VA or other sources, and download tools and templates, all organized according to the same five practice areas used in the SSVF practice standards.

### 5.1.4 Program Changes Resulting from Grantee Feedback

VA makes every effort to solicit grantee feedback and, within the constraints of the law authorizing the program and current regulation, make adjustments to assure grantees have the tools and flexibility they need to best assist Veterans. For FY 2013, VA responded to grantee feedback and added two new categories of allowable Temporary Financial Assistance expenditures: General Housing Assistance and Emergency Housing Assistance. General Housing Assistance was introduced to address unmet needs that if addressed, would directly support a Veteran's housing stability, and are not available through existing mainstream and community resources. Examples include expenses associated with gaining or keeping employment, securing and moving into appropriate permanent housing. Emergency Housing Assistance was introduced as a new category to provide up to 30 days of temporary housing for eligible Veteran families with children under the age of 18 who are awaiting permanent housing if no other shelter is available.

## 6. Conclusion

### 6.1 SSVF's Feedback Loop

Throughout SSVF's second year, VA focused on listening to the needs and suggestions of its 151 grantees. VA actively sought grantee feedback at meetings and trainings, as well as completed an analysis of grantees' narrative responses in quarterly reports to cull any recurring themes noteworthy of further guidance or action.

Some of this feedback resulted in direct program changes. Other feedback informed the content and approaches used in direct technical assistance, training, and program resources to most effectively assist grantees in meeting the goal of preventing and ending Veteran homelessness.

Several practical, decision-oriented tools were created to help grantees make challenging decisions regarding targeting resources and prioritizing which populations to serve first. These tools included the [Homelessness Prevention Eligibility Screening Disposition Form](#), which uses evidence-based and weighted criteria to ensure that homelessness prevention funds are being targeted to individuals and families with the highest needs. In addition, VA issued comprehensive best practice standards for homelessness prevention and rapid re-housing programs with a companion fidelity self-assessment tool to allow grantees to assess their fidelity to each standard and establish quality improvement plans when and where necessary.

This focus on feedback further led to an overall culture of learning within the SSVF program. SSVF University was launched in fall 2013 as a one-stop online learning platform for grantees that covered program requirements and practices and provided a comprehensive library of training resources, tools, and relevant research. A grantee mentorship program was also instituted, allowing communities to develop greater leadership roles within the national shaping of the overall program.

A SSVF case manager engaged a chronically homeless Veteran at a Cleveland shelter who has a history of mental illness and drug addiction. The case manager coordinated with a Housing First property manager and VA Medical Center's nurse staff to obtain the necessary documentation to transition the Veteran into a group home which the Veteran requested. Now stably housed, he is showing improvements on all fronts including having fewer mental health symptoms and reduced chemical substance use.

#### CLIENT SUCCESS STORIES

## **6.2 Increasing Community Integration**

The second year of SSVF brought with it an increased need for heightened community communication and integration. Grantees in large urban areas, such as the New York City, Los Angeles, Philadelphia, and Boston metropolitan areas, had to work together to reach a greater population of eligible clients throughout the regions. Grantees not only had to serve clients within their primary cities, but also collaborate to expand out into the growing suburban areas.

The District of Columbia was another region with shared geography that required unique collaboration and planning to effectively serve clients. The D.C. geography included three renewal grantees and an additional three new grantees. One of the grantees with prior experience, Friendship Place, acted as an SSVF mentor grantee and initiated formal coordination for all 6 of the region's grantees. This collective of SSVF grantees has had monthly meetings at the VA Community Resource and Referral Center, and its collaborative efforts resulted in a consistent threshold score for SSVF homelessness prevention targeting, development of a VASH referral packet for D.C. and training for VASH staff, and further integration of SSVF into the local CoC. This increased community communication and integration is needed to establishing an overall strategy for ending Veteran homelessness within D.C. by looking beyond the resources of just one SSVF grantee.

In the Pacific Northwest, Multnomah County and the City of Portland's "Operation 305" serves as a model of SSVF and VA coordination with local community and governmental partner organizations. The joint efforts name, "Operation 305," stems from their areas total allocation of 305 VASH Vouchers from FY 2008-2012. SSVF grantees worked with local and VA partners to ensure that all of their area's VASH were fully utilized by Veterans in need. The partnership came together to find pay the costs associated with moving expenses, transportation, personal identification card acquisition, rental application fees, and furnishings, as well as the outreach services needed to track down and move homeless Veterans into stable permanent housing. In doing so, the Portland-area community is providing ongoing community support to their newly housed Veterans, making those Veterans more likely to sustain their housing.

### **6.2.1 The HEARTH Act & Coordinated Assessment Systems**

The HEARTH Act amendment to the McKinney-Vento Homeless Assistance Act mandates that CoCs establish coordinated assessment systems that feature a standardized access and assessment process for all clients and a coordinated referral process for clients to receive prevention, emergency shelter, permanent housing, or other related services.

In every CoC, SSVF grantees are participating in CoC efforts to create coordinated access to the local crisis response system. SSVF grantees and program staff have been embedded in major coordinated assessment system pilot project efforts in Atlanta, Detroit, Houston, Los Angeles, and Philadelphia. These SSVF integration efforts are being closely monitored with an eye towards sharing promising practices with SSVF grantees nationally.

Lastly, VA and HUD have partnered with the 100,000 Homes Campaign to lead the "25 Cities Initiative," a key component of the federal effort to end Veteran homelessness by 2015. Launching in the March 2014, the 25 Cities Initiative will foster development and rapid implementation of new strategies to dramatically reduce Veterans homelessness in localities where the greatest impact can be

made. The 2014 SSVF NOFA was designed to be aligned with the 25 Cities Initiative, infusing new SSVF funding in the 25 cities and an additional 50 priority communities, ensuring that SSVF will be a vital partner in these promising systems change efforts.

### 6.3 Tracking Progress and Next Steps

In just the second year of operation, SSVF has doubled community capacity to rapidly re-house and prevent homelessness among vulnerable Veteran families through a cost-effective, housing focused intervention.

To ensure that SSVF remains a vital, impactful program, VA will continue to work to better understand SSVF's interactions with local homeless systems of care. Knowledge ascertained from these efforts will be incorporated into the SSVF Practice Standards and be used to further build out SSVF University resources.

As homelessness programs move forward, it is important to use a variety of methods to track the real progress made. Looking at returns to homelessness is one way that this can be done. An analysis of a program's recidivism helps to understand which populations in particular are returning to the shelter system after receiving assistance, and begin to determine why that may be.

VA's National Center on Homelessness Among Veterans along with its partners from Abt Associates and the Technical Assistance Collaborative will continue to analyze data and promote practices that are research informed and evidence based. SSVF will continue to collaborate with local community providers, Veterans, and other key stakeholders to end Veteran homelessness.

**Appendix 1 FY 2013 SSVF Grantees**

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Housing First Inc.	R12-AL-205	\$660,000	\$660,000	100%	Alabama
		\$660,000	\$660,000	100%	<b>Alabama Total</b>
Catholic Social Services	R12-AK-053	\$397,879	\$287,543	72%	Alaska
		\$397,879	\$287,543	72%	<b>Alaska Total</b>
American Red Cross Southern Arizona Chapter	12-AZ-670	\$1,000,000	\$1,000,000	100%	Arizona
The Primavera Foundation, Inc.	R12-AZ-331	\$877,416	\$877,416	100%	Arizona
UMOM New Day Centers, Inc.	R12-AZ-063	\$600,194	\$600,194	100%	Arizona
		\$2,477,610	\$2,477,610	100%	<b>Arizona Total</b>
St. Francis House	12-AR-352	\$495,404	\$495,404	100%	Arkansas
		\$495,404	\$495,404	100%	<b>Arkansas Total</b>
Abode Services	R12-CA-220	\$1,000,000	\$1,000,000	100%	California
Ascencia	R12-CA-327	\$110,000	\$110,000	100%	California

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
California Veterans Assistance Foundation	12-CA-234	\$180,000	\$178,572	99%	California
Community Catalysts of California	R12-CA-406	\$947,975	\$947,975	100%	California
Emergency Housing Consortium	R12-CA-189	\$307,885	\$307,887	100%	California
Goodwill of Silicon Valley	R12-CA-280	\$419,948	\$419,948	100%	California
InnVision Shelter Network	R12-CA-342	\$828,737	\$828,737	100%	California
Mental Health America of Los Angeles	12-CA-054	\$391,790	\$391,790	100%	California
Mental Health Association of Los Angeles	R12-CA-054	\$610,182	\$610,182	100%	California
New Directions Inc.	R12-CA-095	\$804,986	\$804,986	100%	California

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
PATH (People Assisting The Homeless)	R12-CA-326	\$1,000,000	\$999,998	100%	California
Shelter, Inc of Contra Costa County	R12-CA-343	\$733,085	\$733,085	100%	California
Swords to Plowshares	12-CA-358	\$1,000,000	\$1,000,000	100%	California
The Catalyst Foundation	R12-CA-362	\$1,000,000	\$987,218	99%	California
The Salvation Army, a California corporation	R12-CA-367	\$1,000,000	\$1,000,000	100%	California
United States Veterans Initiative	R12-CA-132	\$550,000	\$550,000	100%	California
US VETS - Riverside	12-CA-132	\$452,000	\$452,000	100%	California



<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Vietnam Veterans of California	R12-CA-136	\$1,000,000	\$1,000,109	100%	California
Volunteers of America of Los Angeles	R12-CA-082	\$1,000,000	\$1,000,000	100%	California
Volunteers of America, California and Northern Nevada	R12-CA-388	\$650,614	\$651,244	100%	California
WestCare California Inc.	R12-CA-209	\$1,000,000	\$999,080	100%	California
		\$14,987,202	\$14,978,819	100%	<b>California Total</b>
Denver Options	R12-CO-264	\$990,085	\$993,884	100%	Colorado
Volunteers of America Colorado Branch	12-CO-596	\$999,586	\$999,586	100%	Colorado
		\$1,989,671	\$1,989,671	100%	<b>Colorado Total</b>
Community Renewal Team	R12-CT-258	\$384,328	\$384,328	100%	Connecticut

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
The Workplace Inc.	12-CT-371	\$940,360	\$940,360	100%	Connecticut
		\$1,324,688	\$1,324,688	100%	<b>Connecticut Total</b>
Connections Community Support Programs, Inc.	12-DE-637	\$852,004	\$852,004	100%	Delaware
		\$852,004	\$852,004	100%	<b>Delaware Total</b>
Advocate Program Inc.	R12-FL-222	\$999,965	\$999,965	100%	Florida
American Red Cross, Lee County Chapter	12-FL-187	\$382,637	\$274,231	72%	Florida
Carrfour Supportive Housing (OST)	R12-FL-236	\$1,000,000	\$1,000,000	100%	Florida

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Emergency Services & Homeless Coalition of Jacksonville, Inc.	12-FL-627	\$1,000,000	\$1,000,000	100%	Florida
Faith, Hope, Love, Charity, Inc.	12-FL-167	\$965,400	\$965,400	100%	Florida
Homeless Coalition of Hillsborough County	R12-FL-289	\$1,000,000	\$941,041	94%	Florida
Homeless Services Network of Central Florida	R12-FL-133	\$998,990	\$987,600	99%	Florida

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Jewish Family & Children's Services of Sarasota-Manatee, Inc.	R12-FL-299	\$568,335	\$568,335	100%	Florida
NW Florida Comprehensive Services for Children	R12-FL-271	\$1,000,000	\$1,000,000	100%	Florida
Society of St. Vincent DePaul South Pinellas	12-FL-606	\$1,000,000	\$999,628	100%	Florida
The Salvation Army of Volusia & Flagler Counties	12-FL-288	\$224,000	\$224,000	100%	Florida
		\$9,139,327	\$8,960,201	98%	<b>Florida Total</b>
Action Ministries	12-GA-544	\$1,000,000	\$1,000,000	100%	Georgia

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Central Savannah River Area Economic Opportunity Authority, Inc. (SCRA EOA)	R12-GA-262	\$661,354	\$630,200	95%	Georgia
Decatur Cooperative Ministry Inc.	12-GA-565	\$325,720	\$325,720	100%	Georgia
		\$1,987,074	\$1,955,920	98%	<b>Georgia Total</b>
Catholic Charities Hawaii (CCH)	R12-HI-101	\$670,999	\$670,998	100%	Hawaii
		\$670,999	\$670,998	100%	<b>Hawaii Total</b>
El-ADA, Inc.	R12-ID-90	\$300,490	\$300,490	100%	Idaho
		\$300,490	\$300,490	100%	<b>Idaho Total</b>
Heartland Human Care Services	12-IL-067	\$1,000,000	\$1,000,000	100%	Illinois
The Salvation Army of Champaign County	12-IL-033	\$787,563	\$787,563	100%	Illinois

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Thresholds	12-IL-124	\$483,694	\$484,186	100%	Illinois
Volunteers of America of IL	R12-IL-144	\$719,471	\$719,400	100%	Illinois
		\$2,990,728	\$2,991,149	100%	<b>Illinois Total</b>
Community Action of Northeast Indiana	12-IN-539	\$358,000	\$358,000	100%	Indiana
United Way of Central Indiana	R12-IN-377	\$672,380	\$672,377	100%	Indiana
		\$1,030,380	\$1,030,377	100%	<b>Indiana Total</b>
Humility of Mary shelter, Inc.	R12-IA-029	\$247,543	\$247,543	100%	Iowa
Primary Health Care, Inc.	12-IA-523	\$367,170	\$367,170	100%	Iowa
		\$614,713	\$614,713	100%	<b>Iowa Total</b>
The Salvation Army	R12-KS-033	\$660,000	\$660,000	100%	Kansas
		\$660,000	\$660,000	100%	<b>Kansas Total</b>
Volunteers of America of Kentucky, Inc.	R12-KY-86	\$797,938	\$797,938	100%	Kentucky
		\$797,938	\$797,938	100%	<b>Kentucky Total</b>

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Volunteers of America GNO Inc.	R12-LA-076	\$1,000,000	\$1,000,000	100%	Louisiana
Wellspring Alliance, Inc.	R12-LA-370	\$449,694	\$449,694	100%	Louisiana
		\$1,449,694	\$1,449,694	100%	<b>Louisiana Total</b>
Preble Street	R12-ME-330	\$824,564	\$824,564	100%	Maine
		\$824,564	\$824,564	100%	<b>Maine Total</b>
Alliance Inc.	R12-MD-158	\$1,000,000	\$1,000,000	100%	Maryland
Three Oaks Homeless Shelter, INC	12-MD-22	\$224,192	\$224,192	100%	Maryland
		\$1,224,192	\$1,224,192	100%	<b>Maryland Total</b>
Veterans Inc.	R12-MA-80	\$1,000,000	\$1,000,000	100%	Massachusetts
Volunteers of America	R12-MA-68	\$1,000,000	\$1,001,667	100%	Massachusetts
		\$2,000,000	\$2,001,667	100%	<b>Massachusetts Total</b>
Northwest Michigan Community Action Agency	12-MI-675	\$604,149	\$604,149	100%	Michigan

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Southwest Counseling Solutions	R12-MI-401	\$999,370	\$999,370	100%	Michigan
Wayne Metropolitan Community Action Agency	R12-MI-389	\$630,122	\$614,006	97%	Michigan
		\$2,233,641	\$2,217,524	99%	<b>Michigan Total</b>
Minnesota Assistance Council for Veterans	R12-MN-77	\$1,000,000	\$1,000,000	100%	Minnesota
		\$1,000,000	\$1,000,000	100%	<b>Minnesota Total</b>
Back Bay Mission	12-MS-520	\$192,584	\$137,372	71%	Mississippi
Pine Belt Mental Healthcare Resources	12-MS-060	\$453,379	\$453,379	100%	Mississippi
		\$645,963	\$590,750	91%	<b>Mississippi Total</b>



<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Catholic Charities of Kansas city, St. Joseph's Inc.	12-MO-153	\$659,547	\$659,547	100%	Missouri
St. Patrick Center	R12-MO-353	\$1,000,000	\$1,000,000	100%	Missouri
The Salvation Army	12-MO-033	\$502,000	\$502,000	100%	Missouri
Welcome Home, Inc.	12-MO-151	\$89,950	\$89,950	100%	Missouri
		\$2,251,497	\$2,251,497	100%	<b>Missouri Total</b>
Volunteers of America, Northern Rockies	12-MT-071	\$370,000	\$370,000	100%	Montana
		\$370,000	\$370,000	100%	<b>Montana Total</b>
Central Nebraska Community Services	R12-NE-108	\$146,348	\$146,348	100%	Nebraska
		\$146,348	\$146,348	100%	<b>Nebraska Total</b>
Las Vegas Clark County Urban League CAA	R12-NV-290	\$1,000,000	\$1,000,000	100%	Nevada

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
The Salvation Army, Las Vegas	12-NV-367	\$230,398	\$234,548	102%	Nevada
US VETS - Las Vegas	12-NV-132	\$600,000	\$600,000	100%	Nevada
Vietnam Veterans of California- Reno	12-NV-136	\$962,384	\$962,384	100%	Nevada
		\$2,792,782	\$2,796,932	100%	<b>Nevada Total</b>
Harbor Homes Inc.	12-NH-100	\$1,000,000	\$998,247	100%	New Hampshire
		\$1,000,000	\$998,247	100%	<b>New Hampshire Total</b>
Catholic Charities Diocese of Camden, Inc.	R12-NJ-177	\$818,000	\$818,000	100%	New Jersey
Community Hope Inc.	R12-NJ-199	\$999,500	\$999,500	100%	New Jersey
United Veterans of America, Inc. (Soldier On, Inc.)	12-NJ-141	\$1,000,000	\$1,000,000	100%	New Jersey

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
		\$2,817,500	\$2,817,500	100%	<b>New Jersey Total</b>
Goodwill Industries of New Mexico	R12-NM-093	\$572,580	\$572,580	100%	New Mexico
		\$572,580	\$572,580	100%	<b>New Mexico Total</b>
Catholic Charities of Onondaga County	12-NY-241	\$291,048	\$291,048	100%	New York
Chautauqua Opportunities In	R12-NY-249	\$286,698	\$286,698	100%	New York
HELP USA	R12-NY-285	\$1,000,000	\$1,000,000	100%	New York
Hudson River Housing, Inc.	12-NY-633	\$275,000	\$275,371	100%	New York
Institute for Community Living	12-NY-483	\$930,350	\$930,350	100%	New York
Samaritan Village Inc.	R12-NY-338	\$974,638	\$974,638	100%	New York
Services for the Underserved Inc.	R12-NY-341	\$552,553	\$552,526	100%	New York
Soldier On Inc.	R12-NY-141	\$1,000,000	\$1,000,000	100%	New York

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Soldier On of Delaware , Inc.	12-NY-504	\$1,000,000	\$1,000,000	100%	New York
Veteran's Outreach Center	R12-NY-028	\$999,830	\$999,830	100%	New York
WestCOP inc	R12-NY-393	\$936,025	\$936,025	100%	New York
		\$8,246,142	\$8,246,486	100%	<b>New York Total</b>
Asheville-Buncombe Community Christian Ministry	12-NC-201	\$365,000	\$365,000	100%	North Carolina
Passage Home Inc.	R12-NC-325	\$153,437	\$149,722	98%	North Carolina
United Way of Forsyth County	R12-NC-046	\$594,612	\$594,613	100%	North Carolina
		\$1,113,049	\$1,109,335	100%	<b>North Carolina Total</b>
North Dakota Coalition for Homeless People, Inc.	R12-ND-411	\$660,000	\$638,357	97%	North Dakota

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
		\$660,000	\$638,357	97%	<b>North Dakota Total</b>
Maumee Valley Guidance Center	12-OH-104	\$225,134	\$225,134	100%	Ohio
Mental Health for Homeless Persons, INC (MHS)	R12-OH-137	\$995,709	\$939,163	94%	Ohio
Ohio Valley Goodwill Industries Rehab Ctr Inc.	12-OH-012	\$601,984	\$601,984	100%	Ohio
		\$1,822,827	\$1,766,281	97%	<b>Ohio Total</b>
Community Service Council of Greater Tulsa, Inc.	R12-OK-259	\$996,025	\$996,025	100%	Oklahoma
		\$996,025	\$996,025	100%	<b>Oklahoma Total</b>
ACCESS	12-OR-672	\$456,690	\$456,690	100%	Oregon

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Central Oregon Veterans Outreach, Bend OR	12-OR-517	\$233,786	\$233,786	100%	Oregon
Community Action Team, Inc.	12-OR-182	\$589,538	\$589,538	100%	Oregon
St. Vincent de Paul Society of Lane County Inc.	R12-OR-351	\$137,499	\$137,465	100%	Oregon
Transition Projects Inc.	12-OR-640	\$458,143	\$458,143	100%	Oregon
		\$1,875,656	\$1,875,622	100%	<b>Oregon Total</b>
Commission on Economic Opportunity	R12-PA-252	\$360,000	\$360,000	100%	Pennsylvania
Lehigh Valley Center for Independent Living	12-PA-573	\$152,000	\$152,000	100%	Pennsylvania

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Opportunity House	12-PA-534	\$355,000	\$355,000	100%	Pennsylvania
Project Home	R12-PA-175	\$1,000,000	\$1,000,000	100%	Pennsylvania
Veterans Leadership Program of Western Pa Inc.	12-PA-142	\$927,961	\$927,961	100%	Pennsylvania
		\$2,794,961	\$2,794,961	100%	<b>Pennsylvania Total</b>
Casa del Peregrino Aguadilla, Inc.	12-PR-237	\$338,020	\$337,206	100%	Puerto Rico
		\$338,020	\$337,206	100%	<b>Puerto Rico Total</b>
Operation Stand Down Rhode Island (OSDRI)	12-RI-321	\$502,000	\$502,000	100%	Rhode Island
		\$502,000	\$502,000	100%	<b>Rhode Island Total</b>
Alston Wilkes Society (AWS)	12-SC-224	\$738,528	\$656,100	89%	South Carolina
Crisis Ministries	R12-SC-194	\$1,000,000	\$1,000,000	100%	South Carolina

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
		\$1,738,528	\$1,656,100	95%	<b>South Carolina Total</b>
Cornerstone Rescue Mission	12-SD-643	\$166,880	\$117,796	71%	South Dakota
		\$166,880	\$117,796	71%	<b>South Dakota Total</b>
Appalachian Regional Coalition on Homelessness	12-TN-409	\$1,000,000	\$1,000,000	100%	Tennessee
Centerstone of Tennessee, Inc.	R12-TN-246	\$1,000,000	\$1,000,000	100%	Tennessee
Volunteers of America of Kentucky, Inc.	12-TN-86	\$549,506	\$549,506	100%	Tennessee
West Tennessee Legal Services, Inc.	12-TN-498	\$192,000	\$192,000	100%	Tennessee
		\$2,741,506	\$2,741,506	100%	<b>Tennessee Total</b>
Aliviane, Inc. SAVE Program	R12-TX-083	\$789,506	\$789,506	100%	Texas



<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Career and Recovery Resources Inc.	R12-TX-235	\$439,999	\$414,412	94%	Texas
Caritas of Austin	R12-TX-073	\$264,572	\$264,573	100%	Texas
Catholic Charities Diocese of Fort Worth, Inc.	R12-TX-131	\$872,377	\$849,051	97%	Texas
Families In Crisis	R12-TX-010	\$358,096	\$358,096	100%	Texas
Family Endeavors	R12-TX-118	\$1,000,000	\$1,000,000	100%	Texas
Goodwill Industries of Houston	12-TX-578	\$1,000,000	\$999,994	100%	Texas
Houston Housing Corporation	R12-TX-293	\$462,000	\$462,582	100%	Texas
Salvation Army Houston Area Command Social Services	12-TX-288b	\$993,729	\$993,890	100%	Texas

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
West Central Texas Regional Foundation	12-TX-505	\$498,043	\$498,043	100%	Texas
		\$6,678,322	\$6,630,148	99%	<b>Texas Total</b>
The Road Home	12-UT-441	\$166,620	\$166,354	100%	Utah
		\$166,620	\$166,354	100%	<b>Utah Total</b>
University of Vermont / CCTS	12-VT-602	\$952,071	\$952,071	100%	Vermont
		\$952,071	\$952,071	100%	<b>Vermont Total</b>
Virginia Supportive Housing	R12-VA-382	\$671,812	\$671,812	100%	Virginia
Volunteers of America, Chesapeake Inc.	12-VA-503	\$397,439	\$384,913	97%	Virginia
		\$1,069,251	\$1,056,725	99%	<b>Virginia Total</b>
Blue Mountain Action Council	12-WA-181	\$698,963	\$698,963	100%	Washington

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Catholic Charities of Yakima-Catholic Family and Child Services	12-WA-664	\$109,044	\$109,044	100%	Washington
Catholic Community Services of Western Washington	12-WA-057	\$782,956	\$782,919	100%	Washington
Community Psychiatric Clinic	R12-WA-023	\$510,063	\$510,063	100%	Washington
Opportunity Council	R12-WA-323	\$684,062	\$684,062	100%	Washington
YMCA of Seattle , King County, Snohomish County	12-WA-545	\$433,958	\$435,225	100%	Washington
		\$3,219,046	\$3,220,276	100%	<b>Washington Total</b>

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Community Council for Homeless at Friendship Place	12-DC-481	\$999,702	\$999,702	100%	Washington, District of Columbia
The Community Partnership	R12-DC-130	\$999,999	\$999,999	100%	Washington, District of Columbia
		\$1,999,701	\$1,999,701	100%	<b>Washington, District of Columbia Total</b>
Roark Sullivan Lifeway Center	R12-WV-337	\$274,730	\$274,730	100%	West Virginia
		\$274,730	\$274,730	100%	<b>West Virginia Total</b>
Center for Veteran's Issue Ltd	R12-WI-143	\$1,000,000	\$999,999	100%	Wisconsin
Community Action Coalition for South Central Wisconsin, Inc.	12-WI-555	\$159,767	\$159,767	100%	Wisconsin

<i>Grantee</i>	<i>Grant Number</i>	<i>Grant Amount</i>	<i>Grant Funds Spent</i>	<i>% Funds Spent</i>	<i>State</i>
Veterans Assistance Foundation Inc.	12-WI-085	\$305,000	\$305,000	100%	Wisconsin
		\$1,464,767	\$1,464,767	100%	<b>Wisconsin Total</b>
		<b>\$99,524,970</b>	<b>\$98,849,109</b>	<b>99%</b>	<b>U.S. Total</b>

## Appendix 2 Data Sources

### SSVF Program Data Sources

1. HMIS Repository Data
2. Grantee quarterly financial and reports
3. Participant satisfaction surveys
4. HOMES
5. Veterans Health Administration Support Service Center (VSSC), 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 is 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 utilization of VA specialized homeless 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. 2013 AHAR: Part 1 - PIT Estimates of Homelessness:  
<https://www.onecpd.info/resource/3300/2013-ahar-part-1-pit-estimates-of-homelessness/>
  - b. 2012 AHAR: Volume 2 - Estimates of Homelessness in the U.S.:  
<https://www.onecpd.info/resource/3297/2012-ahar-volume-2-estimates-of-homelessness-in-the-us/>
2. VA Office of the Actuary
  - a. Dataset: VETPOP2011 LIVING VETERANS BY AGE GROUP, GENDER, 2010-2040, 9/30/2013:  
[https://www.va.gov/VETDATA/docs/Demographics/New\\_Vetpop\\_Model/10IVetPop11\\_CD.xlsx](https://www.va.gov/VETDATA/docs/Demographics/New_Vetpop_Model/10IVetPop11_CD.xlsx)

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## Further Information

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

- *SSVF Program Requirements* information, such as eligible uses of funding, eligible Veteran families, data collection and reporting requirements, and other information
- *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, each of which includes:
  - ✓ SSVF Practice Standards relevant to the Practice Area
  - ✓ Guidance on key elements of effective practices
  - ✓ Training resources: links to relevant training produced by VA, HUD, and other entities
  - ✓ Toolkit: links to forms, templates, checklists, etc., that can be adapted or adopted by rapid re-housing and homelessness prevention programs