



FY 2022 Annual Report **Supportive Services for Veteran Families (SSVF)**

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About This Report

This report covers the eleventh grant period for the U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program, including awards made in 2021 for the FY 2022 period (October 1, 2021 to September 30, 2022). The report summarizes the results attained by the 249 SSVF grantees funded for FY 2022. It is intended to inform Congress and the public about the grantees' important work helping to prevent and end homelessness among our nation's Veterans. A full list of SSVF grantees operating during FY 2022 appears in Appendix 2.

This report uses data reported by grantees through local Homeless Management Information Systems (HMIS) and subsequently provided to VA via monthly uploads to the SSVF HMIS data repository. With the FY 2022 Annual Report, the methodology used to analyze HMIS data was changed to increase accuracy and efficiency in the annual reporting process (for more information see Section 2). Additional information was obtained from grantee quarterly reports and surveys of SSVF program participants.

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

Section 2 provides an explanation of the HMIS data analysis methodology change instituted with the FY 2022 report.

Section 3 presents an overview of SSVF's continued COVID-19 response and increased focus on coordination with HUD-VASH to exit more Veterans to permanent housing during FY 2022.

Section 4 provides a funding overview of the SSVF program's expenditures, grantee coverage, and households served in FY 2022, based on aggregated data from all 249 SSVF grantees. This section also describes the types and distribution of homelessness prevention and rapid re-housing services delivered through SSVF.

Section 5 presents information about who was served in the eleventh year of the program, including number and household type of participants, and their demographic characteristics.

Section 6 presents the results of the program, including the success rate of participants in securing or retaining permanent housing when they exited the program, as well as participants' gains in income, and their interaction with other key VA programs.

Section 7 presents information about the program's Shallow Subsidy services, including its purpose, initiation, usage demographics, and outcomes.

Section 8 summarizes grantees' progress in implementing new SSVF services, especially the Supplemental Notice of Funding Opportunity (NOFO).

Section 9 reviews program coordination and training and technical assistance support provided by the SSVF Program Office and their contracted technical assistance partners to grantees.

Finally, **Section 10** discusses next steps for the SSVF program in improving outcomes, increasing community integration, and furthering collaboration with local HUD-VASH and other Veteran serving programs.



Executive Summary

The U. S. Department of Veteran Services (VA) Supportive Services for Veteran Families (SSVF) program began in FY 2012 in response to national concern about the high number of Veterans experiencing homelessness and housing insecurity. The program started with \$60 million in funding for 85 grantees in 40 states and the District of Columbia, with the goal of rapidly re-housing Veterans experiencing literal homelessness and preventing homelessness for Veterans who are at-risk of losing their housing. In the last 11 years SSVF has grown to 249 grantees serving all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and Guam. Funding for SSVF has also increased, in FY 2019, the last full year before the pandemic, SSVF grantees expended \$351 million. SSVF was on the frontline of protecting Veterans from the pandemic through expansion of Emergency Housing Assistance (EHA) for hotels and the lifting of some of SSVF’s regulatory requirements on financial assistance to keep Veterans housed. Consequently, grantee expenditures grew to \$584 million in FY 2022.

In FY 2022, SSVF maintained a focus on safeguarding Veterans from serious illness and death from COVID-19 through continued hotel and motel sheltering with EHA as well as an increasing emphasis on exiting Veterans to permanent housing, particularly through closer coordination with HUD-VASH programs at local VA Medical Centers (VAMCs). This FY 2022 SSVF Annual Report will provide information about how the SSVF program worked through its 249 grantees to prevent and end homelessness for 68,438 Veterans and their family members.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.

In March 2020, SSVF implemented one of the earliest responses to the COVID-19 pandemic with national guidance directing SSVF grantees and VAMC staff to work together to identify vulnerable Veterans experiencing homelessness who needed to be placed in hotels and motels through EHA rather than stay in the congregate shelter and transitional housing programs, or the places unfit for human habitation they were in at the start of the pandemic. At the end of FY 2021, more than 32,000 Veterans had been assisted with hotel and motel placements through EHA, with a peak of 6,368 Veterans assisted in January 2021. In FY 2022, high levels of EHA continued with more than 12,000 Veterans in shelter at some point in the year and a peak of 3,172 Veterans in a hotel or motel through EHA in January 2022.

The pandemic, and the program changes enacted in response to it, significantly changed enrollments in SSVF and the timing of exits. In FY 2021 the number of Veterans served in the program spiked (see Exhibit E.1) as the percent of Veterans exiting in FY 2020 (57 percent of Veterans exited) dropped by 15 percent compared to FY 2019 (72 percent of Veterans exited) and there was a substantial increase in Veterans needing homelessness prevention assistance. In FY 2021 the percent of Veterans exiting the program (69 percent) returned to pre-pandemic levels but in FY 2022 the percent exiting dropped again to 61 percent. The reduction in exits in FY 2022 was due in part to the more 300 percent increase in the number of Veterans receiving the Shallow Subsidy service (which provides two years of rental assistance; for additional information about Shallow Subsidy, please refer to *Section 7: Shallow Subsidy Service*).

Exhibit E.1: SSVF Veterans Served and Permanent Housing Exit Destinations (FYs 2019-2022)

	FY 2019	FY 2020	FY 2021	FY 2022: Prior methodology	FY 2022: New methodology
Veterans Served	70,596	78,331	80,924	72,401	68,438
Veteran Exiters	51,072	44,706	56,070	44,423	41,879
Veteran Exits to Permanent Housing	40,254	34,332	41,783	31,036	29,862
Percentage Exited to Permanent Housing	79%	77%	75%	70%	71%

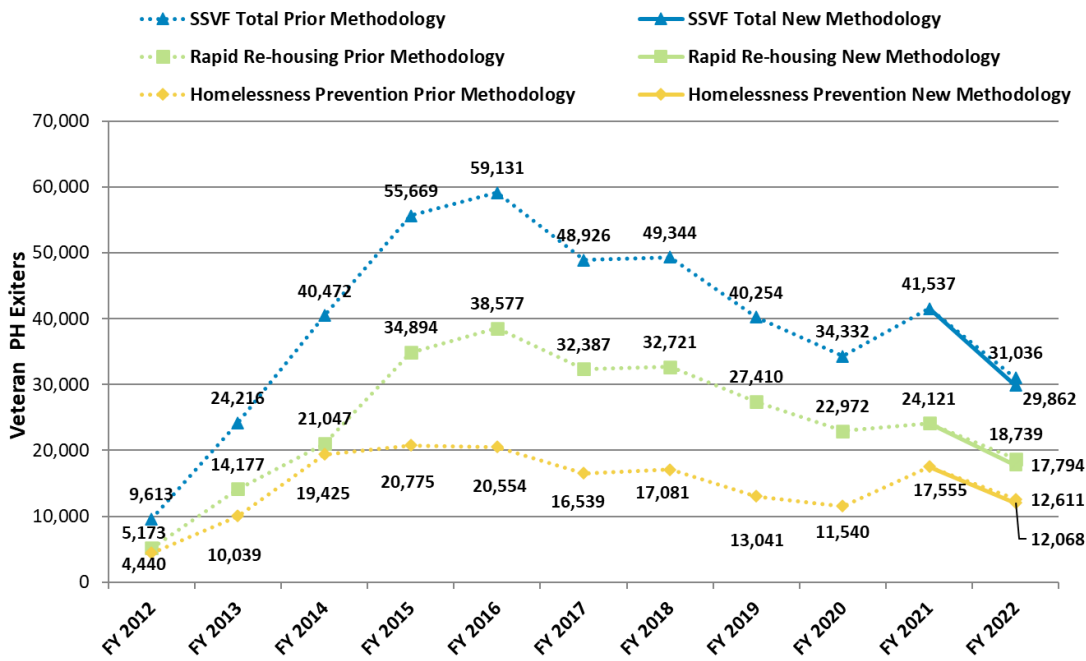
NOTE: In FY 2022, in addition to the 29,862 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

These trends can also be seen in Exhibit E.2 which shows SSVF Veterans' exits to permanent housing since inception. Exits to permanent housing spiked in FY 2021 as Veterans who had been served in hotels and motels with EHA in FY 2020 and FY 2021 exited to permanent housing and Veterans needing homelessness prevention assistance were supported to remain in their homes. The drop in exits from SSVF in FY 2022, which included the drop in exits to permanent housing, can also be seen in this exhibit. If the Veterans receiving Shallow Subsidy assistance had exited SSVF on the usual timeline for the program before the pandemic, and before Shallow Subsidy was widely available, many of them would have exited to permanent

housing in FY 2022 which would have increased the percentage exiting to permanent housing closer to pre-pandemic levels.

Exhibit E.2: SSVF Veteran Exits to Permanent Housing (FYs 2012-2022)



NOTE: In FY 2022, in addition to the 29,862 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

SSVF has always had two focuses: preventing homelessness for Veterans at-risk of homelessness and rapidly re-housing Veterans who are experiencing homelessness. With the national goal of ending homelessness for Veterans, rapid re-housing has always been the priority for SSVF resources. In addition to helping Veterans enrolled only in SSVF obtain and maintain housing, Veterans who are co-enrolled in SSVF and other VA-funded programs receive assistance with security and utility deposits, essential household items, and rental assistance. In FY 2022, 44,600 Veterans were enrolled in SSVF rapid re-housing with 65 percent exiting to permanent housing. The focus on coordination with HUD-VASH was successful in FY 2022 with 37 percent of all exiters exiting with a HUD-VASH voucher (compared to 33 percent of exiters in FY 2021) and 45 percent of Veterans exiting from rapid re-housing exiting with a HUD-VASH voucher.

Key FY 2022 Findings and Results

SSVF served 68,438 unduplicated Veterans in FY 2022. Of the Veterans served, 63 percent participated in rapid re-housing services, and the remaining 36 percent of Veterans participated

in homeless prevention services. The overall reduction in the number served compared to previous years is likely due to a variety of interrelated factors, such as extended lengths of stay in the program and the distinct challenges of serving Veterans during the pandemic.

The overall length of stay in the program (170 days) was slightly shorter than the record high (182) days in FY 2021 and the 131 day length of stay in 2020. The higher lengths of stay in recent fiscal years are likely attributed to the need for more intensive support during a pandemic that disrupted many systems, as well as the flexibilities from the Public Health Emergency (PHE) Declaration under the Stafford Act to provide more extensive assistance.

In FY 2022, more than 12,000 Veterans had stays in hotels or motels funded by SSVF Emergency Housing Assistance (EHA) at some point in the year.

FY 2022 was the first full year of SSVF Shallow Subsidy service nationwide implementation and during the fiscal year, 3,686 Veterans were housed through support from Shallow Subsidy. In FYs 2021-2022, a total of 4,799 Veterans were served with Shallow Subsidies. This included 2,344 Veterans at-risk of homelessness at program entry and 2,457 Veterans who were literally homeless at entry to the SSVF program.

Veteran Demographics and Characteristics:

- More than half of the total 68,438 Veterans served in FY 2022 (51.1 percent) identified as Black, Indigenous, Latiné, and People of Color (BILPOC).
- Fifty-two (52) percent of Veterans served in FY 2022 were 55 or older. This segment of the population of Veterans experiencing homelessness continues to grow annually, having increased by 16 percent since program inception in FY 2012.
- In FY 2022, 13.8 percent of Veterans served by SSVF were women. This percentage of female Veterans served by SSVF is significantly higher than the 7.7 percent of women Veterans served nationally in shelter programs (FY 2021 annualized data) and the FY 2022 US Veteran population (11 percent).
- Eighteen (18) percent of all SSVF households had at least one dependent child (under age 18) at program entry, these households had a total of 17,583 children, who represent 18 percent of all participants served during the program year.
- Of the Veterans served by SSVF in FY 2022, 14 percent served in Iraq or Afghanistan and were Veterans of Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or Operation New Dawn (OND). This percentage served is below the percent in the FY 2022 US Veteran population (almost 20 percent) and Veterans served by the VA's Homeless Programs Office programs including Health Care for Homeless Veterans (HCHV) (just over 16 percent) and Grant and Per Diem (GPD) (almost 15 percent) programs, but more than the percent served by HUD-VASH (just over 12 percent).
- In FY 2022, just over two in three (70 percent) Veterans assisted through SSVF had one or more disabling conditions. This rate is slightly higher than the rate of Veterans served by SSVF in FY 2021 (66 percent).

SSVF Rapid Re-Housing

- During FY 2022, SSVF assisted a total of 44,600 literally homeless Veterans, and 58,604 total people with rapid re-housing assistance.
- Seventy-eight (78) percent of participants served in rapid re-housing were Veterans in households without children, while 22 percent were in households with children.
- Sixty-five (65) percent of Veterans (or 17,794 Veterans) exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing.
- Among family households who exited SSVF rapid re-housing services to permanent housing during that period, six (6) percent returned to VA homeless programs, just one (1) percent above the lowest level return rate recorded. Among single Veteran households who exited SSVF rapid re-housing services to permanent housing in the latest cohort, the return rate rose slightly to seven (7) percent, the same as the return rate for FY 2021 and on the overall low end of return rates for single Veteran households.

SSVF Homelessness Prevention

- During FY 2022, SSVF assisted a total of 25,464 Veterans and 42,291 total people at risk of homelessness through homelessness prevention.
- In FY 2022, 43 percent of participants served with prevention services were in households with children.
- Eighty-three (83) percent of Veterans (or 12,068 Veterans) exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing in FY 2022.
- Six months after exit from SSVF, five (5) percent of Veterans in households with children, who received homelessness prevention assistance, entered homelessness with an entry to a VA-funded homelessness program. For Veterans in households without children, six (6) percent entered homelessness after assistance with SSVF homelessness prevention.

Section 1:

Introduction

This is the eleventh Annual Report of the Supportive Services for Veteran Families (SSVF) program. The report describes the SSVF program and provides an overview of FY 2022 grantees (funds awarded through the FY 2021 Notice of Funding Availability (NOFA)) and their activities.

The main focus of this report is the Veterans and their family members assisted by the SSVF program. The report describes SSVF's pandemic response, the demographics of SSVF program participants, their living situations prior to participation in SSVF, and their housing outcomes and connections to resources and mainstream benefits at exit, to support their continued stability.

This section provides an overview of the SSVF program model, including its participant eligibility and program services to stabilize housing for Veterans at risk of or experiencing homelessness, a review of homelessness in the United States including homelessness for Veterans, and of SSVF's role and scale in the US Veteran homeless response and prevention system over time, and a summary of the number of Veterans served in FY 2022 and over the course of the program.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.



1.1 Overview of SSVF

SSVF is designed to rapidly re-house Veteran families experiencing homelessness and prevent homelessness for those at imminent risk due to a housing crisis. Once the initial housing crisis is resolved through securing new housing or stabilizing their current housing, SSVF helps support housing stability through temporary financial assistance (TFA), case management, linkages to the U.S. Department of Veteran Affairs (VA) health care and other services, and linkages to community-based services including employment resources. SSVF's success is dependent on the use of a Veteran-centered, equity-led, Housing First approach. This proven model focuses on helping Veterans and their families access and sustain permanent rental housing as quickly as possible, without preconditions, while facilitating access to needed health care, employment, legal services, and other supports to sustain permanent housing and improve their quality of life. This broad range of services are offered both to address barriers to housing placement and to sustain Veteran families in housing once the presenting housing crisis has been addressed.

SSVF is different from some other VA homeless 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 childcare services that allow parents to seek and keep employment. Such assistance to family members can be vital in resolving a Veteran's housing crisis, helping keep families intact, and preventing the traumatization and long-term consequences that occur when children experience housing instability or remain in homeless situations.

While SSVF was initially designed to address Veteran households' housing crises, the program has adapted to aiding these households in the aftermath of weather disasters, such as Hurricanes Harvey and Irma, and throughout the COVID-19 pandemic. SSVF's programmatic adaptations in response to COVID-19 can be found in *Section 3: Adapting to Serve Veterans in a Changed Landscape* and in *Section 8: SSVF Initiatives*. These adaptations helped SSVF grantees to remain effective service providers and maintain SSVF's housing focus throughout the pandemic.

1.1.1 Eligibility

To be eligible for SSVF in FY 2022 Veteran families were required to have low incomes, less than 50 percent of Area Median Income (AMI), and either be experiencing literal homelessness in shelter or a place not meant for human habitation, or be imminently at-risk of experiencing literal homelessness. Additionally, SSVF prioritizes assistance for certain target populations. For grants awarded in FY 2021, these prioritized populations included the following:

- Veteran families earning less than 30 percent of AMI
- Veterans with at least one dependent family member
- Veterans returning from Iraq and Afghanistan

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- Veteran families located in a community, defined as a Continuum of Care (CoC) as established by the U.S. Department of Housing and Urban Development (HUD), not currently served by an SSVF grantee
- Veteran families located in a community, defined as a CoC, where the current level of SSVF services is not sufficient to meet demand of currently homeless Veteran families
- Veteran families located in rural areas or on Indian tribal property

1.1.2 Program Services

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

- Outreach services
- Case management services
- Health care navigation
- Assistance in obtaining VA benefits: assistance in obtaining any benefits from the Department of Veterans Affairs that the Veteran may be eligible to receive, including, but not limited to, vocational and rehabilitation counseling, employment and training service, educational assistance, and health care services
- Assistance in obtaining and coordinating the provision of other public benefits available in the grantee's area or community, including:
 - Health care services (including obtaining health insurance)
 - Daily living services
 - Personal financial planning
 - Transportation services
 - Income-support services
 - Fiduciary and representative payee services
 - Legal services to assist the Veteran family with issues that interfere with the family's ability to obtain or retain housing or supportive services
 - Childcare
 - 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, childcare, transportation, emergency supplies, emergency housing, and general housing assistance, as necessary and within program limits. All grantees have incorporated TFA into their available services.

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In FY 2022 a new rental assistance approach, Shallow Subsidy, was implemented by all grantees after an initial limited pilot. Shallow Subsidy provides two years of rental assistance without quarterly recertifications to provide a longer term of housing stability as Veterans work to increase income, secure benefits or be admitted to subsidized housing.

1.2 Overall and Veteran Homelessness in the United States

There are two ways of counting the number of persons experiencing homelessness. The first is through a Point in Time (PIT) Count conducted on one night at the end of January by communities across the country, and the second is an annual estimate of people who stayed in shelters that enter data into local HMIS databases. Overall homelessness, as measured by the PIT Count, declined from 2010-2016 when there were 549,928 people counted on one night¹. Starting in 2017 homelessness began to rise, reaching 580,466 people counted in January 2020, soon before the start of the pandemic. Because of COVID-19 safety concerns many communities did not conduct a PIT Count in 2021. The January 2022 PIT Count found 582,462 people which was a 0.3 percent increase from 2020. The most recent one-year estimate of people experiencing sheltered homelessness is from federal fiscal year 2021 when there were 1,213,533 people in 938,576 households².

For Veterans, the January 2022 PIT Count found that there were 33,129 Veterans experiencing homelessness in shelters or places not meant for human habitation. This was an 11 percent reduction from January 2020 (because of the pandemic there is not complete data available from the January 2021 PIT). The 2021 annual estimate of people in shelters (the most recent data available) found that 82,385 Veterans spent at least one night in shelter over the year. This was a 2.3 percent reduction from the number of Veterans in shelter for at least one night in 2020. During most of this period, shelter availability was reduced because of the pandemic and many people were eligible for additional cash and other benefits that may have helped them avoid homelessness.

Veterans experiencing homelessness during the January 2022 PIT Count were more likely to be single adults on their own (98 percent) and male (89 percent). Comparing Veterans in shelter during 2021 to the overall U. S. Veteran population, Veterans experiencing homelessness were disproportionately Black or African American, or Native American/American Indian or Alaska Native.

Over time, SSVF has served an increasing proportion of the Veterans experiencing homelessness each year (Exhibit 1.1). Before the pandemic, SSVF served about half of the Veterans who spent at least a day in shelter in the year. In FY 2020, with increased funding for hotel and motel

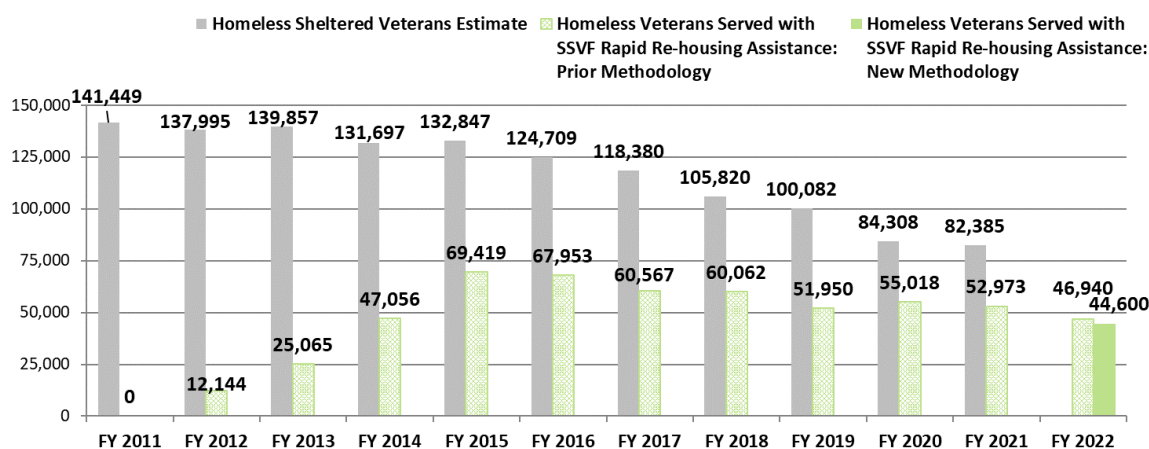
¹ 2022 Annual Homelessness Assessment Report (AHAR) to Congress Part 1: Point-in-Time Estimates of Homelessness. December 2022. <https://www.huduser.gov/portal/sites/default/files/pdf/2022-AHAR-Part-1.pdf>

² 2021 Annual Homelessness Assessment Report (AHAR) to Congress Part 2: Estimates of Homelessness in the United States. July 2023. <https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-2.pdf>

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placements through Emergency Housing Assistance (EHA), that grew to 65 percent of sheltered Veterans. That proportion stayed steady in FY 2021 with 64 percent of sheltered Veterans enrolled in SSVF rapid re-housing. If the number of Veterans sheltered in FY 2022 was comparable to the number in FY 2021 (approximately 82,000 Veterans in shelter during the year), then the proportion of sheltered Veterans served in SSVF rapid re-housing in FY2022 (44,600 Veterans) would be close to pre-pandemic levels at 54 percent (compared to 55 percent in FY 2019).

Exhibit 1.1: SSVF Rapid Re-housing and Annual Homeless Sheltered Veterans (FYs 2011-2022)³



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

SOURCES: SSVF-HMIS Repository data; AHAR.

Through investments in SSVF, the HUD-VASH program, and other VA funded homeless programs, and increased coordination between communities and VA Medical Center (VAMC) staff, the number of Veterans experiencing homelessness as counted in the one-night annual count, the Point in Time Count (PIT), decreased by 55 percent between 2009 and 2022⁴. This compares to a reduction in overall homelessness of 8.6 percent between 2010 and 2022. The proportion of adults experiencing homelessness who are Veterans has also declined. In January 2022, 6.8 percent of adults experiencing homelessness were Veterans compared to 16 percent⁵ of homeless adults in January 2010.

³ AHAR Part 2 national sheltered annual data was only available through FY 2021 at the time of this report's publication. That report's release was delayed due to a switch in data collection systems. The next AHAR Part 2 report will publish FY 2022 data. It will be released during calendar year 2024.

⁴ 2022 Annual Homelessness Assessment Report. Part 1: Point-in-Time Estimates of Homelessness. December 2022. <https://www.huduser.gov/portal/sites/default/files/pdf/2022-AHAR-Part-1.pdf>

⁵ Veteran Homelessness: A Supplemental Report to the 2010 Annual Homelessness Assessment Report. Accessed on 12/6/2023 at <https://www.huduser.gov/portal/sites/default/files/pdf/2010AHARVeteransReport.pdf>.

1.3 SSVF Participants in FY 2022 and Since Inception

In FY 2022, SSVF served 68,438 Veterans (Exhibit 1.2) in 68,834 households with 98,559 total people (Veterans can be served in more than one household in a year and there a few households served where the Veteran is no longer part of the household because of death or domestic violence). This is a 15 percent decrease from FY 2021, and closer to pre-pandemic levels of participants, after the spike during the most intense period of the pandemic when the Public Health Emergency (PHE) Declaration lifted some of SSVF’s regulatory requirements including time limits for financial assistance. Many Veterans who entered SSVF in FY 2020 were still enrolled in FY 2021 but exits from the program increased in FY 2021, which led to the smaller number of participants in FY 2022.

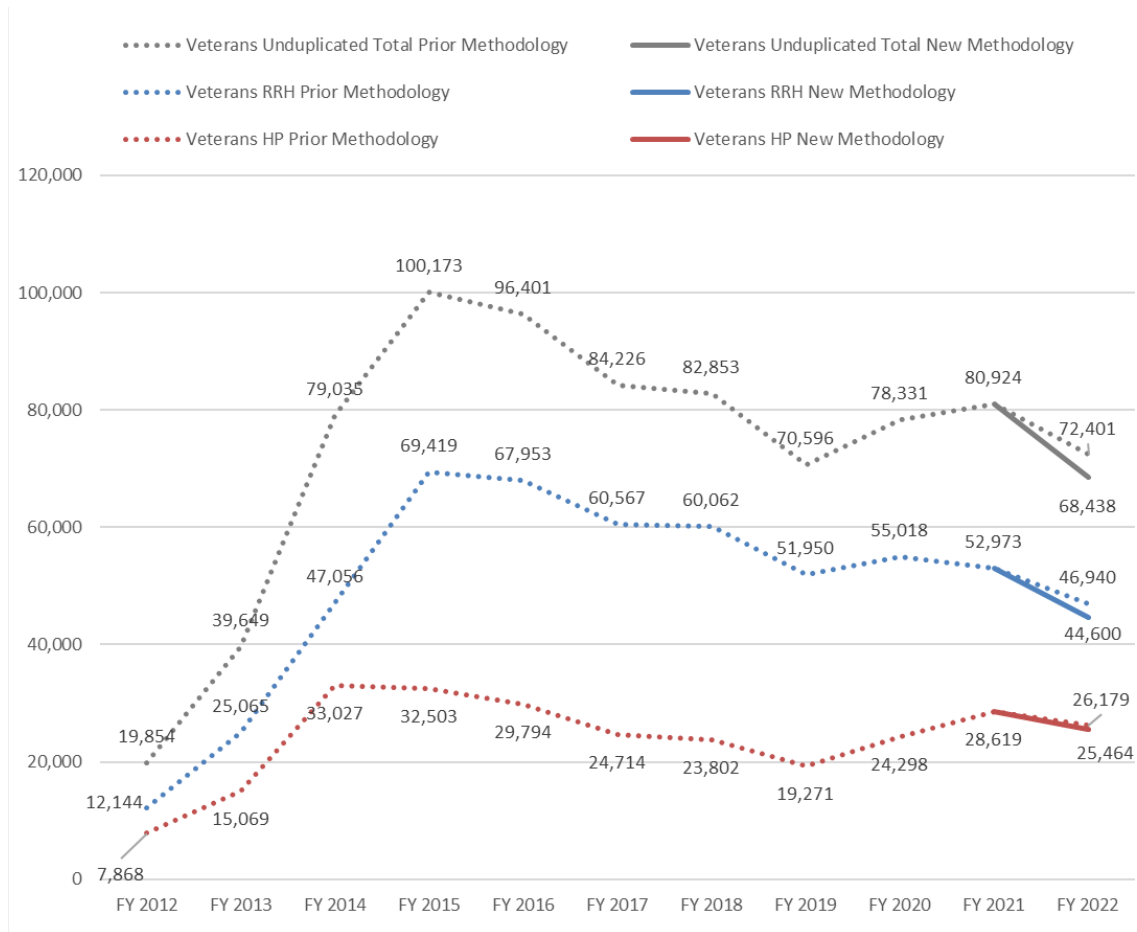
During FY 2022, approximately two-thirds (65 percent) of Veterans were served in rapid re-housing and one-third (35 percent) in homelessness prevention (Exhibit 1.2)⁶. This is close to the historic proportions of housing assistance types for the program and the VA’s priority for allocation of resources to Veterans experiencing homelessness.

Since the program began eleven years ago, cumulatively, more than 800,000 Veterans in over 813,000 households with 1.2 million total people have been assisted by SSVF. Over that time, 68 percent of Veterans were served in rapid re-housing and 32 percent were served in homelessness prevention.

⁶ Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

SECTION 1: Introduction

Exhibit 1.2: SSVF Veterans Served, by Housing Assistance Type (FYs 2012-2022)



NOTE: Across SSVF program years, it is not currently possible to un-duplicate service data.

SOURCE: SSVF-HMIS Repository data.

The Annual Report provides information about three participant categories: Veterans served, households served (some may no longer have the Veteran in the households due to reasons like death or domestic violence), and persons served which includes Veterans and everyone else in the households served. Exhibit titles contain the category of data that is being analyzed.

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Exhibit 1.3: SSVF Veterans, Households and Persons Served, by Housing Assistance Type (FYs 2012-2022)

SSVF Veterans Served, by Housing Assistance Type (FYs 2012-2022)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
..... Veterans Unduplicated Total Prior Methodology	19,854	39,649	79,035	100,173	96,401	84,226	82,853	70,596	78,331	80,924	72,401	804,443
— Veterans Unduplicated Total New Methodology												68,438
..... Veterans RRH Prior Methodology	12,144	25,065	47,056	69,419	67,953	60,567	60,062	51,950	55,018	52,973	46,940	549,147
— Veterans RRH New Methodology												44,600
..... Veterans HP Prior Methodology	7,868	15,069	33,027	32,503	29,794	24,714	23,802	19,271	24,298	28,619	26,179	265,144
— Veterans HP New Methodology												25,464

SSVF Households Served, by Housing Assistance Type (FYs 2012-2022)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
..... Households Unduplicated Total Prior Methodology	21,111	39,930	79,547	101,216	97,512	86,401	83,343	72,640	78,440	81,043	72,603	813,786
— Households Unduplicated Total New Methodology												68,834
..... Households RRH Prior Methodology	13,766	25,313	47,590	70,338	68,706	62,247	60,525	53,451	56,592	54,354	48,342	561,224
— Households RRH New Methodology												44,919
..... Households HP Prior Methodology	7,663	15,426	33,759	32,662	30,175	25,644	23,886	19,889	25,298	29,576	27,031	271,009
— Households HP New Methodology												25,542

SSVF Persons Served, by Housing Assistance Type (FYs 2012-2022)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
..... Persons Unduplicated Total Prior Methodology	32,676	65,303	128,560	161,532	152,531	131,740	127,460	106,453	114,475	116,896	105,350	1,242,976
— Persons Unduplicated Total New Methodology										116,896	98,559	1,236,185
..... Persons RRH Prior Methodology	18,087	36,152	66,480	101,067	96,338	85,173	83,392	71,185	72,873	69,038	62,309	762,094
— Persons RRH New Methodology										69,038	58,604	758,389
..... Persons HP Prior Methodology	14,820	29,889	63,735	63,634	58,396	47,938	45,806	36,299	43,064	48,758	44,120	496,459
— Persons HP New Methodology										48,758	42,291	494,630

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

SOURCE: SSVF-HMIS Repository data

Exhibit 1.3 provides information about each category with counts for the unduplicated total number served in that grouping for each year, the number enrolled in rapid re-housing and the number enrolled in homelessness prevention. Each year there are a few Veterans, households or persons who are enrolled in both rapid re-housing and homelessness prevention in the year; for that reason, adding the number served in the two assistance types in a year will result in a larger number than the unduplicated total.

The pandemic, and the program changes enacted in response to it, significantly changed enrollments in SSVF and the timing of exits. In FY 2021 the number of Veterans served in the program spiked (see Exhibit 1.4) as the percent of Veterans exiting in FY 2020 (57 percent of Veterans exited) dropped by 15 percent compared to FY 2019 (72 percent of Veterans exited) and there was a substantial increase in Veterans needing homelessness prevention assistance. In FY 2021 the percent of Veterans exiting the program (69 percent) returned to pre-pandemic levels but in FY 2022 the percent exiting dropped again to 61 percent. The reduction in exits in

SECTION 1: Introduction

FY 2022 was due in part to the more than 300 percent increase in the number of Veterans receiving the Shallow Subsidy service (which provides two years of rental assistance; for additional information about Shallow Subsidy, please refer to *Section 7: Shallow Subsidy Service*).

Exhibit 1.4: SSVF Veterans Served and Permanent Housing Exit Destinations (FYs 2019-2022)

	FY 2019	FY 2020	FY 2021	FY 2022: Prior methodology	FY 2022: New methodology
Veterans Served	70,596	78,331	80,924	72,401	68,438
Veteran Exiters	51,072	44,706	56,070	44,423	41,879
Veteran Exits to Permanent Housing	40,254	34,332	41,783	31,036	29,862
Percentage Exited to Permanent Housing	79%	77%	75%	70%	71%

NOTE: In FY 2022, in addition to the 29,862 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data

Section 2:

Annual Report Data Analysis Methodology Change



SECTION 2: Annual Report Data Analysis Methodology Change

The prior analysis methodology utilized the structure of the SSVF grantee monthly HMIS reports to derive a summary of person-level detail from final annual uploads to the SSVF Repository of all months of the fiscal year in which people were served. The prior methodology calculated a person count by grantee in that final fiscal year upload, and then those counts were aggregated using an aggregator tool. The new analysis methodology utilizes relational database design concepts to determine a deduplicated count of people served, deriving person-level detail by uniquely identifying people and adding service level details to their unique personal record, and accounting for multiple service engagements across enrollments, projects, SSVF grantees, and Continuums of Care (CoCs), if they exist. The new methodology has been quality assured using the most thorough method of achieving reproducibility, using both SQL and R to arrive at the final results. This change allows for a high level of confidence in the final numbers presented as an accurate representation of the uniqueness of people served by SSVF regardless of the multiple services from multiple interventions and grantees that a Veteran may need to ultimately end their homelessness.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology.

Section 3:

Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

This section provides an overview of the Supportive Services for Veteran Families' (SSVF's) continued COVID-19 response and increased focus on coordination with HUD-VASH to exit more Veterans to permanent housing during FY 2022. SSVF continued to focus on protecting the health of vulnerable homeless Veterans by placing them in hotels and motels to reduce risks of transmission associated with temporary congregate living environments, encampments, and other unsheltered conditions. The section includes information about programmatic measures to address Veteran's shelter and housing needs during the pandemic, and coordination of the SSVF and HUD-Veterans Assisted Supportive Housing (HUD-VASH) programs.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.



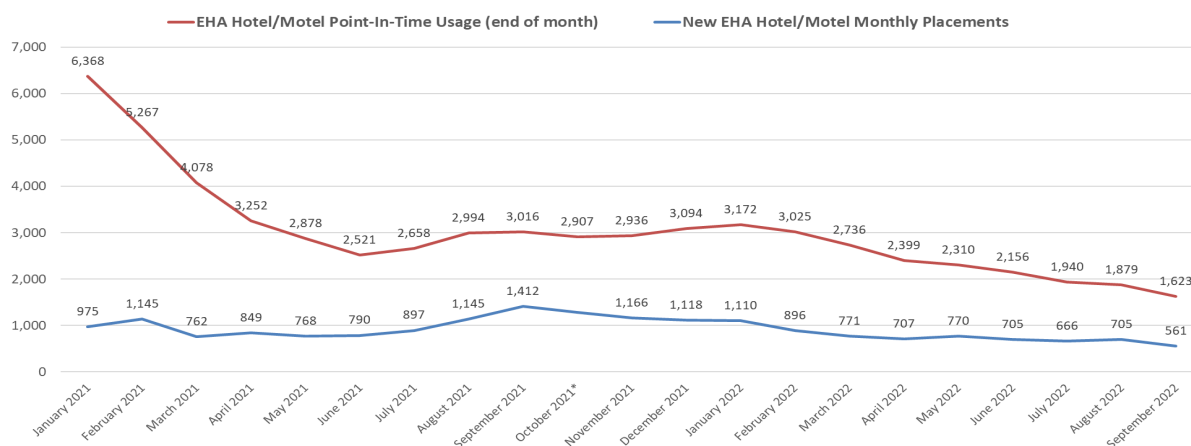
SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

3.1 Ensuring Veteran Safety During COVID-19

The Public Health Emergency (PHE) Declaration under the Stafford Act for COVID-19 was invoked by the federal government on March 13, 2020. SSVF was able to lift some regulatory requirements under the PHE to make needed program adaptations that addressed the heightened risks faced by Veteran households experiencing homelessness or at-risk of homelessness, including 1) time limit waivers for EHA, 2) a funding and time limit waiver for rental and utility assistance, 3) a lifting of food assistance limits, 4) a waiving of the budget percentage cap on homelessness prevention spending, and 5) a waiving of the TFA budget limit. The CARES Act that was passed soon after the pandemic provided funding for this significant shift in activities.

In the early months of FY 2022 grantees were still focused on an emergency response to the COVID-19 pandemic. More than 12,000 Veterans were served in hotels and motels through EHA in FY 2022, with a peak of 3,172 Veterans in hotels or motels in January 2022. Toward the end of FY 2022 the overall rates and severity of COVID-19 infections began to decline. This trend was reflected in the changing rates of EHA placements and usage, see Exhibit 3.1, over the course of the fiscal year. With this change, the grantee approach to serving Veterans began to more closely resemble the in-person services provided prior to the emergence of the COVID-19 pandemic.

Exhibit 3.1: SSVF Emergency Housing Assistance Household Placements (January 2021-September 2022)⁷



NOTE: Due to methodology limitations, for the first month of FY 2022 (October 2021) the new EHA hotel/motel monthly placements could not be calculated. The calculation methodology used could not separate out Veterans returning to EHA from prior months as only the current FY's HMIS data was used to identify Veterans newly entering EHA.

SOURCES: SSVF-HMIS Repository data; SSVF-Grantee Survey.

⁷ The methodology used to calculate the EHA Hotel/Motel Point-In-Time Usage (end of month) data in Exhibit 3.1 has been updated since the SSVF FY 2021 Annual Report. In this report, HMIS Repository data is used rather than grantee surveys. This new source is seen to be more accurate than the grantee survey method, because the HMIS data is linked to specific client records rather than grantee attempts to conduct their own calculations. Additionally, improving EHA data quality was a focus area for SSVF HMIS TA with grantees during FY 2022.

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

3.1.1 Lessons Learned from COVID-19 Response

Reflecting on the experience of providing services during the height of the public health emergency reveals some valuable lessons about the crisis homelessness presents for Veterans and their families, and how to be flexible in supporting Veterans experiencing housing instability and homelessness. Some key takeaways are outlined below.

- **Partnerships with VA Medical Centers (VAMCs) and public health authorities are vital in effectively serving Veterans experiencing homelessness and improving Veterans' overall health outcomes.**

Homelessness is a crisis, has disastrous effects on the health and well-being of people experiencing homelessness, and disproportionately impacts aging Veterans and BILPOC (Black, Indigenous, Latiné, and People of Color) Veterans. The COVID-19 pandemic added additional risks for vulnerable Veterans. As a response to the public health emergency, partnerships to move Veterans out of places not meant for human habitation and into non-congregate settings were emphasized. Additionally, efforts to ensure Veterans could access lifesaving COVID-19 vaccines and treatment were also prioritized. This strategy included health care navigation services, launched as an element of SSVF in FY 2020, that targeted Veterans needing assistance to navigate the VA Medical Centers (VAMC) and mainstream health care systems.

- **Flexible program design and implementation, including both SSVF regulatory flexibility and grantee service delivery changes, allow the program to effectively tailor services to Veterans' needs.**

Oftentimes, the most difficult circumstances can lead to new ways of thinking and innovation. During the Public Health Emergency, communities and grantees had to work through challenges that they may have never experienced before at a volume and level of intensity that required rapid responses and adaptations as additional information was learned. The SSVF Program Office and SSVF grantees adapted to address the needs of Veterans when face-to-face engagement was not a possibility. The response was agile enough to meet the needs of Veterans across the spectrum of homelessness and housing instability, including those experiencing homelessness for the first time, and those who had more extended histories of homelessness. The SSVF Program Office empowered grantees by providing the necessary flexibilities to support Veterans, and grantees implemented new ways of serving Veterans within the parameters of safe and allowable engagements. Some examples included:

- SSVF program teams learned to work together and effectively communicate when sharing an office wasn't an option.
- Grantees utilized technology accessible to Veterans to streamline the entire scope of service delivery including intakes, move-in, and ongoing case management.

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

- Grantees worked to establish partnerships with hotel and motel providers to offer safe non-congregate housing settings to Veterans who were at greatest risk of contracting COVID-19.
- Grantees learned to expertly navigate new and different systems of care, including public health, emergency management, and others as needed to meet the needs of their Veterans, and expanded staffing to more effectively engage with VAMCs.

As part of efforts to continuously improve program delivery and promote inclusivity, many of these flexibilities remain in place and may have been adapted to meet the new service delivery.

- **Non-congregate shelter, when used thoughtfully and with its role clearly communicated to Veterans, can help support engagement and housing placement.**

A specific element of the SSVF flexibilities allowed under the PHE Declaration was the ability to use temporary housing through local hotels and motels. While SSVF grantees have had the ability to place Veterans in hotels on a very limited basis in the past, historically, hotel/motel placement was used primarily to ensure that families could be kept together as VA-funded temporary housing programs were often designed to serve only single adults. This pivot, from the occasional use of EHA to significant hotel usage, was a considerable change for most SSVF grantees and was not sustainable for long-term program budgets, although additional funding available during the public health emergency helped support the immediate needs of Veterans during the COVID-19 pandemic. Grantees expressed that access to EHA was transformative for some Veterans, more specifically those who would not have agreed to a congregate shelter placement, to move closer to permanent housing and to allow for more sustained engagement. In certain circumstances, EHA could support engagement efforts with Veterans with long histories of homelessness, or others who would be better served in non-congregate settings while on a path to housing placement.

3.1.2 Ongoing Challenges in Serving Veterans

Despite these valuable lessons learned and the continued regulatory flexibilities, SSVF grantees were also faced with challenges stemming from the pandemic that they needed to adapt to on a regular basis. The great resignation, a voluntary mass exit from the workforce that occurred during the COVID-19 pandemic, as well as continued absences due to COVID-19 exposures, meant that many SSVF grantees were facing staffing shortages that impacted their ability to maintain full program staffing. This was a topic that the SSVF Program Office, along with Technical Assistance (TA) providers, worked to troubleshoot through virtual webinars and in-person national events, as well as one-to-one TA engagements.

In addition, rapidly increasing rental rates meant that securing housing for Veterans was more challenging than ever. In fact, according to the *National Low Income Housing Coalition's Out of Reach 2022 Report*, "across the country, rents rose 18 percent between the first quarter of 2021

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

and the first quarter of 2022”.⁸ The SSVF Program Office was hearing regularly about programs struggling to locate housing units. Oftentimes, landlords were reluctant to agree to one-year leases, preferring month-to-month options that gave them flexibility to increase rent. In addition, rental markets were being flooded with both permanent and temporary rental assistance, some of which provided more generous incentives to landlords than SSVF.

3.2 Permanent Housing Focus

As the initial COVID-19 health crisis subsided and grantees adjusted to providing high levels of EHA, the SSVF Program Office began to focus their guidance on exiting more Veterans from EHA to permanent housing, with a focus on collaboration with Veterans co-enrolled in the HUD-VASH program. This collaboration was successful in FY 2022 with the percent of Veterans exiting to permanent housing with a HUD-VASH voucher increasing to 37 percent of all permanent housing exits, four (4) percent more than in FY 2021. For SSVF Veterans enrolled in rapid re-housing, 45 percent exited with a HUD-VASH voucher.

3.2.1 VA Homeless Programs Office 2022 National Housing Placement Goals

After recognizing that the rate of placement into permanent housing had declined during the pandemic, and to reinforce their commitment to preventing and ending homelessness for Veterans, the VA Homeless Programs Office established a 2022 calendar year goal to increase housing placement of Veterans experiencing homelessness. The VA Homeless Programs Office set a goal to place 38,000 Veterans experiencing homelessness into permanent housing during calendar year 2022. This represented an increase of nearly five (5) percent over the number of permanent housing placements in fiscal year 2021. Housing placements by all VA homeless programs, including SSVF, were included in the permanent housing placement goal with a methodology to deduplicate placements for Veterans enrolled in more than one program. The SSVF program’s proven track record of supporting Veterans to obtain and maintain housing meant that the work of grantees would be integral to achieving the goal.

The VA Homeless Programs Office offered program-level strategies to support community efforts to achieve their local goals. There was an emphasis on timely data entry and improving data quality to ensure Veteran housing placements were being accurately captured. Additional guidance provided by the SSVF Program Office about how SSVF could help VAMCs reach their goals included:

- Offering housing search and placement resources to Veterans co-enrolled in HUD-VASH.
- Enhancing and improving housing navigation and landlord engagement services.
- Assessing training needs and opportunities for housing search and placement

⁸ National Low Income Housing Coalition, ‘Out of Reach Report’ <https://nlihc.org/oor>, accessed on 10/26/2023.

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

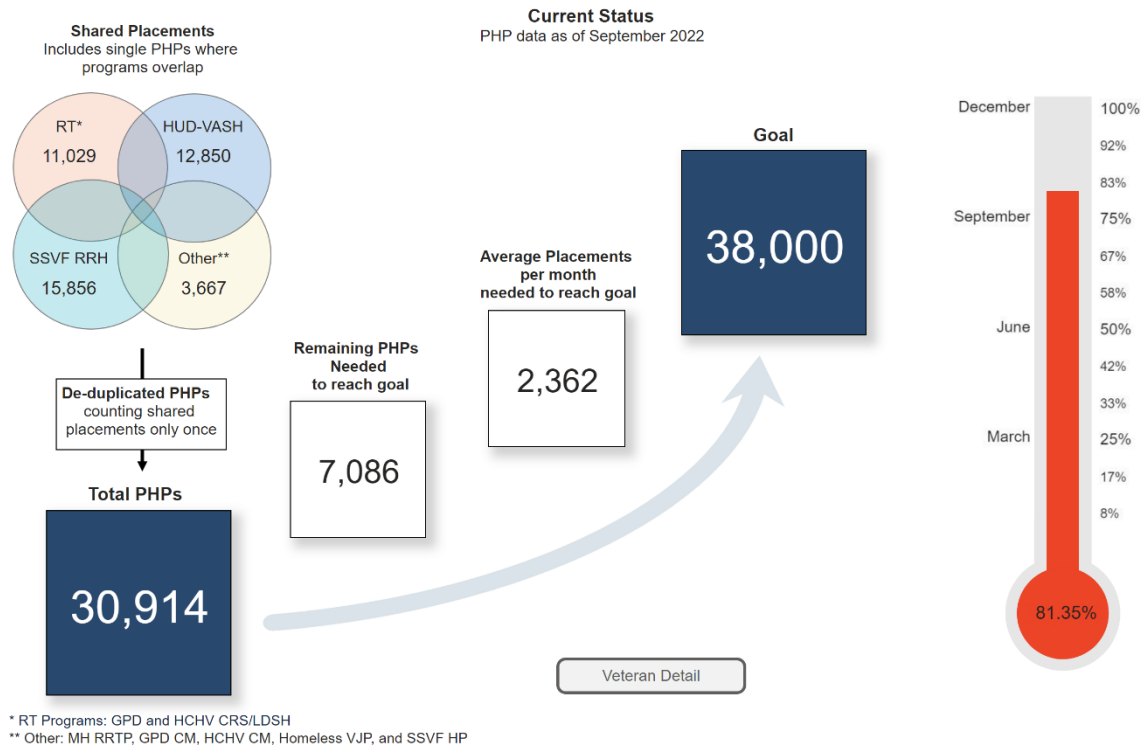
- Enhancing collaboration with VA programs and community partners using progressive engagement, collaborative case management partnerships, and targeted case conferencing.
- Implementing system improvement strategies and making data-informed decisions to increase utilization and reduce barriers throughout the housing process.

In order to track progress toward the goal, the VA created a dashboard that could track cumulative progress at the National, VISN, and local levels. After the announcement of the goal, the VA Homeless Programs Office hosted bi-weekly office hours to share national progress and offer strategies and best practice examples to support a coordinated community approach to housing Veterans. In addition to the VA's 38,000 Goal office hours, the SSVF Program Office, with TA support, also offered specific guidance to support grantees via national webinars and office hours.

At the close of the fiscal year, the VA Homeless Programs Permanent Housing Placement Dashboard demonstrated that the VA homeless programs were on track to meet the calendar year goal (Exhibit 3.2), with SSVF grantees making significant contributions to the Homeless Programs Office's goal. As part of the VA Homeless Program Office's One Team approach, SSVF is working collaboratively with other VA homeless services programs to best support Veterans and their families with their housing goals. From January 1, 2022 to September 30, 2022, SSVF grantees had placed 15,856 Veterans in permanent housing, with placements shared with other VA programs being de-duplicated to arrive at the total number of placements. For clarification, the VA goals were based on the calendar year (January 2022-December 2022) while this report was based on the fiscal year (October 2022-September 2023). As of December 2022, the VA exceeded its goal of permanently housing 38,000 Veterans. This success demonstrates teamwork across programs.

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

Exhibit 3.2: VA Homeless Programs Permanent Housing Placement (PHP) Dashboard Calendar Year Goals Monthly Progress (September 2022)⁹



SOURCE: U.S. Department of Veteran Affairs Homeless Programs Permanent Housing Placement Dashboard, September 2022.

3.2.2 SSVF Supplemental Awards

In August 2022, the VA identified resources to support the 38,000 Permanent Housing Placement goal that provided a substantive opportunity to increase collaboration between SSVF and HUD-VASH and to offer additional support to communities that may be struggling with rapidly increasing rents. These funds, known as the SSVF Supplemental Awards, were available to grantees in a select group of communities in high-cost rental markets. Grantees in these identified locations had the opportunity to apply for additional four-year funding awards for the following enhancements to the SSVF program to support Veteran housing placements:

1. Housing navigation support for the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program

⁹ This view of the VA Homeless Programs Permanent Housing Placement Dashboard reflects housing placements through September 2022, which was the end of the SSVF fiscal year. At the end of 2022 the VA Homeless Programs exceeded their Calendar Year Housing Placement goal with 40,401 Veterans permanently housed, 6.3 percent more than the calendar year goal of 38,000 Veterans permanently housed.

SECTION 3: Adapting to Serve Veterans in a Changed Landscape: Implementing Lessons Learned and Continuing to Innovate

- Additional funding to employ Housing Navigators dedicated to supporting HUD-VASH for co-enrolled Veterans.
- 2. Landlord incentives**
- An incentive of up to 2-months' rent could be offered to landlords to incentivize signing leases particularly if the Veteran had high housing barriers or if the landlord was new to the program. Landlords were required to offer at least a 1-year lease (month-to-month leases did not qualify).
- 3. Tenant incentives**
- Incentives (up to a maximum cost of \$1000) were available after move-in for Veterans experiencing literal homelessness to provide items people usually have in independent living like televisions.
- 4. Income eligibility change**
- Veterans with incomes up to 80 percent area median income (AMI) were eligible for SSVF within Supplemental Award funded VA Catchment Areas.

Section 4:

SSVF Funding Overview

This section provides an overview of Supportive Services for Veteran Families (SSVF) grant awards, expenditures, and assistance provided by grantees to serve Veterans and their families. The data provided in this section are from aggregated FY 2022 annual drawdown reports, end of year closeout reports, Homeless Management Information Systems Repository data, and financial expenditure reports submitted by grantees to VA.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.

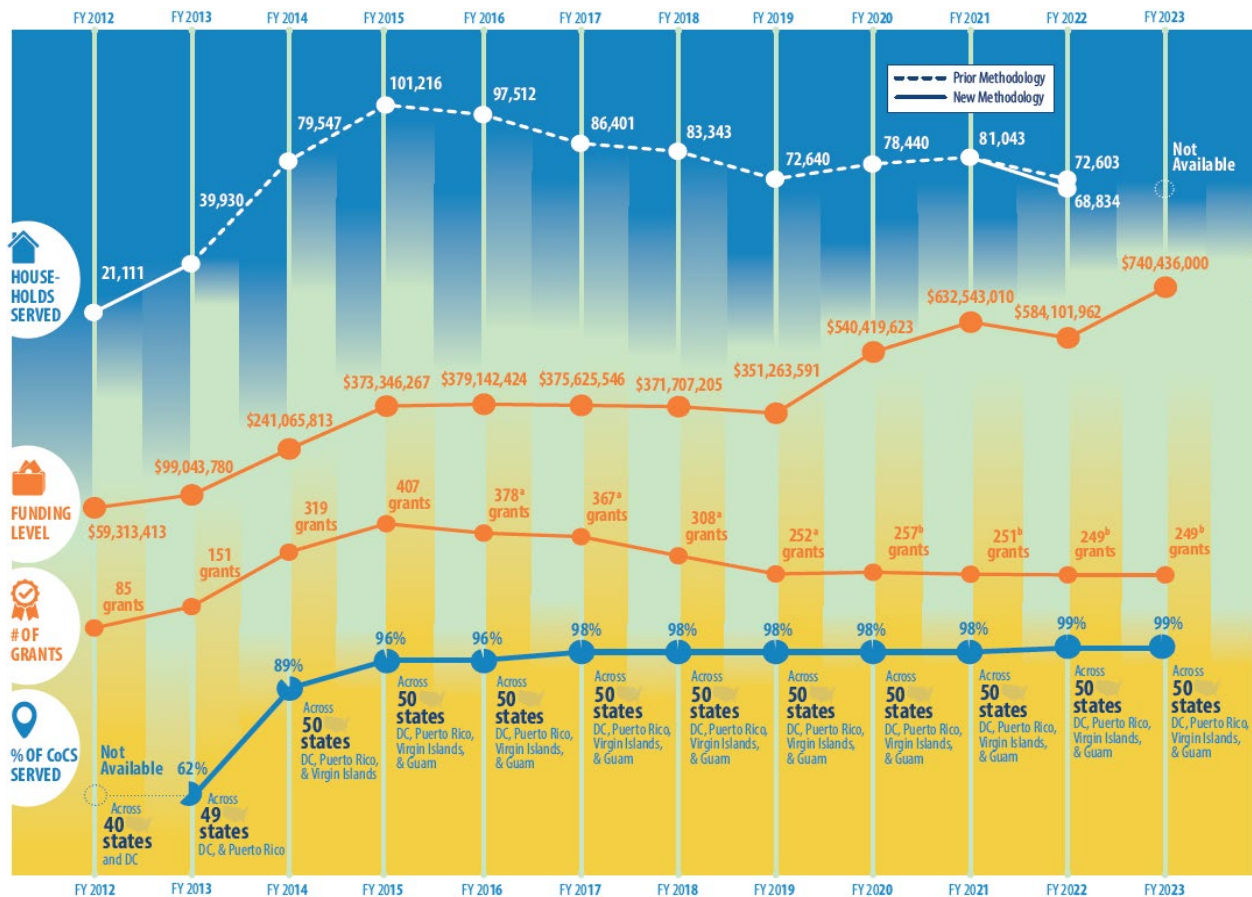


SECTION 4: SSVF Funding Overview

4.1 SSVF Grant Funding

This section provides information about SSVF participants (including Veterans, non-Veterans, and children) served by household type and assistance type since the program's inception (in FY 2012), and over the last two years.

Exhibit 4.1: Growth in SSVF Geographic Coverage by Continuum of Care (FYs 2012-2023)¹⁰



Note a: The reduction in SSVF grantees from FY 2015 through FY 2019 was primarily a result of contract consolidations. They did not result in scope or scale reductions of SSVF assistance to Veterans.

Note b: The CARES Act provided additional funds to SSVF grantees from FY 2020 through FY 2023. Similarly, ARP Act funds provided additional funds to SSVF grantees starting in FY 2022 (which began in the last calendar year quarter of 2021).

SOURCE: U.S. Department of Veterans Affairs.

In FY 2012, there were SSVF programs operating in 40 states and the District of Columbia. Grantee coverage expanded to include all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and Guam in FY 2015.

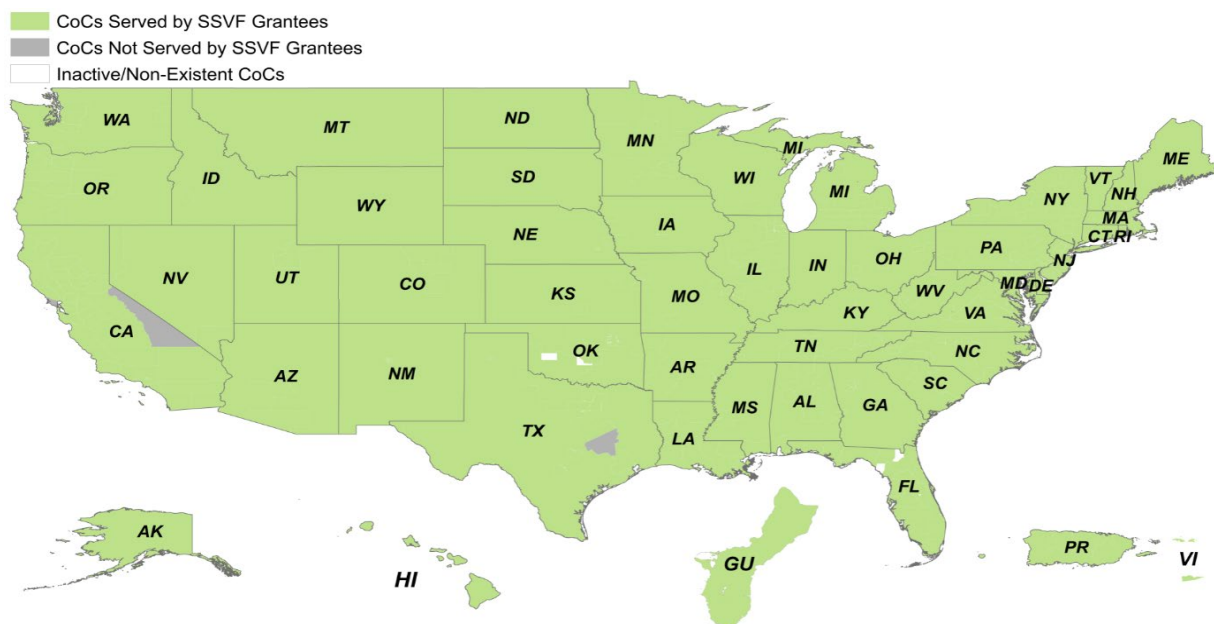
¹⁰ Grantees received extensions for some of their grant awards.

SECTION 4: SSVF Funding Overview

Over the last 11 years, from FY 2012 through FY 2022, SSVF funding expenditures increased significantly to meet the needs of Veterans who are at-risk of homelessness as well as Veterans experiencing literal homelessness. SSVF served 21,111 households with \$59 million in expenditures during SSVF's first year, FY 2012. By FY 2014, SSVF's service and expenditures were about four times higher, with 79,547 households served using \$241 million in expenditures. Between FY 2015 and FY 2018, VA provided supplemental three-year funding awards for 67 high-priority communities with high numbers of Veterans experiencing homelessness, with most awards concluding in FY 2017 and the remainder ending in FY 2018. That surge effort saw grantee expenditures range from \$372 million to \$379 million each year, with total households served rising to a range of 83,343 to 101,216 households per year. FY 2019 saw a post-surge decrease to 72,640 households served per year with grantee expenditures of \$351 million.

In FY 2020 and FY 2021, SSVF was at the frontline of the national response to COVID-19 pandemic for Veterans in need. There were significant increases in resources available to grantees to ensure the immediate safety of Veterans during the pandemic. In addition to the immediate response funds, SSVF's COVID-19 response included new spending for the Shallow Subsidy service, legal services, and health care navigator services. By the end of FY 2021, SSVF served 81,043 households utilizing \$633 million in expenditures. In FY 2022, as the COVID-19 pandemic subsided, SSVF served 68,834 households with \$584 million in expenditures.

Exhibit 4.2: Geographic Coverage of SSVF Grantees (FY 2022)



SOURCE: U.S. Department of Veterans Affairs.

Exhibit 4.2 is an SSVF geographic coverage map that visually illustrates the wide national reach of SSVF during FY 2022. In FY 2022, ninety-nine (99) percent of Continuums of Care (CoCs)

SECTION 4: SSVF Funding Overview

were served by at least one SSVF grantee. That coverage, provided through SSVF's 249 grantees, encompassed all 50 U.S. states, Washington D.C., Puerto Rico, the U.S. Virgin Islands, and Guam. SSVF's sustained commitment to providing Veterans nationwide access to its services has been critical throughout the COVID-19 pandemic. It enabled SSVF grantees to be first responders to Veterans experiencing housing crises that were caused or exacerbated by the pandemic.

4.2 Financial Expenditures

SSVF financial expenditures decreased to \$584 million in FY 2022, a \$48 million (or 8 percent) expenditure reduction from the prior year. These grants funded 249 grantees that served 68,834 Veteran households. The chief driver of SSVF expenditure decreases in FY 2022 was the waning need for emergency responses to the COVID-19 pandemic, as vaccination rates increased, and mortality rates declined. *Section 3: Adapting to Serving Veterans in a Changed Landscape* of this report details the change in SSVF's pandemic response over the course of FY 2022.

The passage of the Continuing Appropriations Act, 2021 and Other Extenders Act by the 116th Congress (Public Law 116-159) extended the expiring authorization of appropriations provisions of 38 U.S.C. § 2044 by authorizing the allocation of up to \$420 million for the SSVF program through FY 2022. SSVF's base grants of \$395 million were awarded in support of its FY 2022 grantees.

In addition to SSVF's baseline funding, the program received supplemental funding in FYs 2020, 2021, and 2022 to support critical initiatives designed to address needs stemming from the COVID-19 health emergency. The CARES Act provided \$774 million in additional support to SSVF grantees for COVID-19 specific enhancements in FYs 2020-2022. This funding was chiefly used to support Emergency Housing Assistance (EHA) in hotels and motels. Funding also provided support for the coordination of SSVF operations with the HUD-Veteran Assisted Supportive Housing (HUD-VASH) program during a period of operational slowdowns experienced by local Public Housing Authorities (PHAs). Additionally, all remaining SSVF FY 2021 funds and CARES funds were expended by the end of FY 2022 (September 30, 2022).

In early FY 2022 the Shallow Subsidy service was extended nationally and grantees were awarded \$350 million for this purpose from a combination of American Rescue Plan (ARP) and FY21 funding sources. In FY 2022, combined ARP and special purpose funds totaling \$532 million were expended to support: 1) the national expansion of SSVF's Shallow Subsidy service using \$27 million expenditures in FY 2022, 2) additional access to legal services, 3) continuation of health care navigator services, and 4) landlord and tenant incentives through the SSVF Supplemental NOFA. The FY 2023 appropriation increased to approximately \$740 million to sustain all new initiatives going forward.

As a result of the Stafford Act Public Health Emergency Declaration and other program-specific policy changes, the SSVF Program Office enabled many COVID-19 programmatic adaptations to be made starting in FY 2020 and continuing into FYs 2021 and 2022. Of these adaptations,

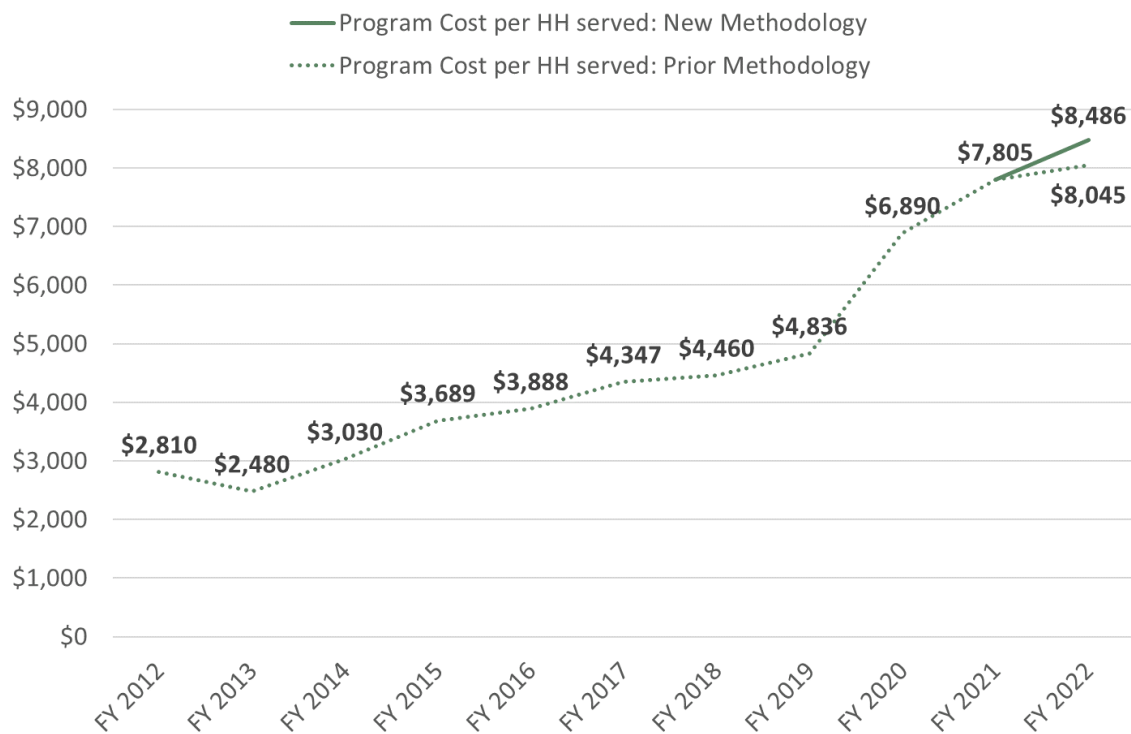
SECTION 4: SSVF Funding Overview

those that bore significant financial costs included: spending limit changes, household and individual time limit suspensions, and emergency use of hotels/motels. Additionally, voluntary redistributions were implemented as part of the program’s national strategy to redistribute funds from low demand to high need geographic areas, and mandatory SSVF fund redistribution rules were waived. Further, some grantees were approved for spending extensions, enabling them to fully utilize their initial allocations while addressing their local areas Veterans’ needs.

In FY 2022, SSVF grantees spent the largest share of award funds (49 percent) on staff and labor costs for case management, outreach, and program management; the second largest share was spent on TFA including Shallow Subsidy financial assistance (41 percent). Just ten (10) percent of grantee expenditures were used for administrative costs.

4.3 Program Costs per Household

Exhibit 4.3: SSVF Program Expenditures per Household Served



SOURCES: 1) SSVF-HMIS Repository data; 2) SSVF-Drawdown reports.

SSVF program expenditures per household have increased every year since FY 2013. Over the last decade, the most consistent driver of increased SSVF expenditures per household has been decreases in the availability of affordable housing. According to an analysis by the Harvard Joint Center for Housing Studies, the U.S. share of units with rent under \$600 per month (or “low-cost rental units”) decreased from 32.3 percent in 2011 to 21.6 percent of rental units in 2019, a loss of 3.9 million low-cost units over that period. On an annual basis, there was an average annual

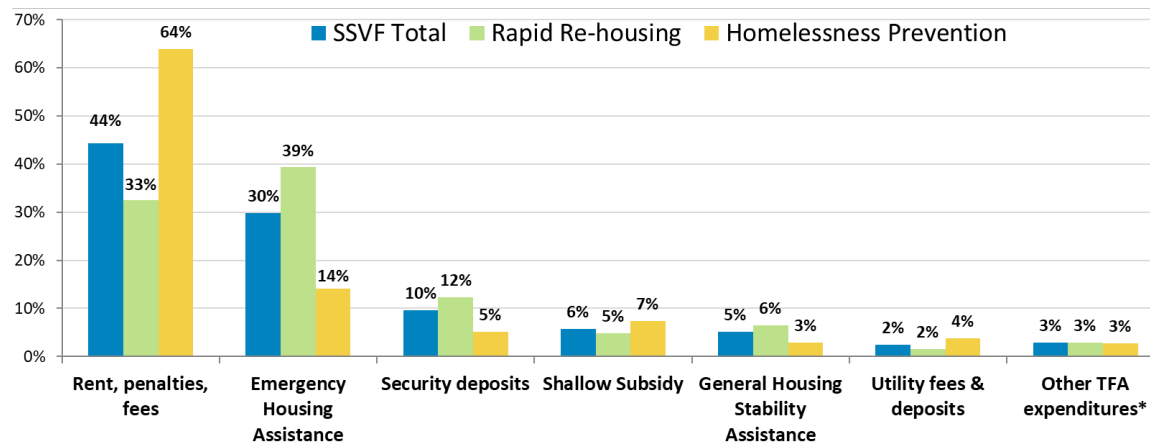
SECTION 4: SSVF Funding Overview

decrease of 1.3 percent of low-cost rental units. Most recently in FY 2021, across more than half of US housing markets, monthly rents were up by double digits (more than 10 percent) over FY 2020.

Additionally, COVID-19 related increases in SSVF households' length of participation and increased use of EHA contributed to the sharp increase in program expenditures per household between FY 2019 and FY 2021. As the COVID-19 pandemic subsided in FY 2022, SSVF program expenditures per household increased by nine (9) percent over the previous year, which was only about one (1) percent higher than the 7.8 percent inflation rate (also known as the US Census Bureau's Chained Consumer Price Index for All Urban Consumer (C-CPI-U)) between 2021 and 2022.¹¹ As the pandemic's effects waned during FY 2022, there was a steady reduction in EHA used to keep Veteran households safe in hotels/motels as more Veterans were housed through rapid re-housing.

4.4 Temporary Financial Assistance

Exhibit 4.4: TFA Expenditures, by Type (FY 2022)¹²



* Other TFA expenditures include transportation, moving costs, childcare, and other costs.

SOURCE: SSVF-HMIS Repository data.

SSVF's COVID-19 response continued to have a significant impact on the types of Temporary Financial Assistance (TFA) utilized by grantees in FY 2022. The percentage of TFA spent on EHA increased the most, from three (3) percent in FY 2019 to 32 percent in FY 2020 to 43 percent in FY 2021 – that is a fourteen-fold increase over two years. In FY 2022, the percentage of TFA spent on EHA decreased to 30 percent, as the pandemic and its response started to

¹¹ “How Inflation Affects the Census Bureau’s Income and Earnings Estimates,” *U.S. Census Bureau*, September 6, 2023, retrieved October 26, 2023, <https://www.census.gov/newsroom/blogs/research-matters/2023/09/inflation-income-and-earnings-estimates.html#:~:text=According%20to%20the%20C-CPI,the%20C-CPI-U>.

¹² Due to financial reporting system limitations, shallow subsidy TFA data cannot be broken down into expenditure categories such as rent or utility fees/deposits.

SECTION 4: SSVF Funding Overview

subside. EHA TFA was used on an emergency basis to shelter Veterans safely and temporarily in hotels and motels, with regular time limits suspended, capacity limits raised, and other usage rules made more flexible. Those changes enabled SSVF grantees to protectively place more than 44,000 Veteran households into hotels or motels from the start of the pandemic through the end of FY 2022. Those placements were primarily for Veterans experiencing literal homelessness. Thirty-nine (39) percent of rapid re-housing TFA funds went to EHA, compared to 14 percent of homelessness prevention TFA.

Forty-four (44) percent of TFA went to rent-related assistance, consisting of 64 percent of homelessness prevention TFA and 33 percent of rapid re-housing TFA. Homelessness prevention rental assistance overall tends to require more non-EHA TFA than rapid re-housing, as it covers rental arrearages, as well as current and future payments. Security deposit assistance made up the third largest TFA expenditure at 10 percent, making up 12 percent of rapid re-housing TFA and five (5) percent of homelessness prevention TFA. While only two (2) percent of TFA funds were expended on utility fees and deposits, most of those funds were expended on homelessness prevention TFA services (4 percent) over rapid re-housing TFA services (2 percent).

Similarly, rapid re-housing households were more likely to need general housing stability assistance. This TFA type provides funding for expenses associated with moving into or securing permanent housing, items necessary for life or safety provided on a temporary basis to address an emergency, as well as expenses associated with gaining or keeping employment. Six (6) percent of rapid re-housing TFA funds went to general housing stability assistance, compared with only three (3) percent of homelessness prevention TFA.

Section 5:

SSVF Participants Served in FY 2022 and Their Demographic Characteristics

This section provides information about Supportive Services for Veteran Families (SSVF) participants (including Veterans, non-Veterans, and children) served by household type and assistance type (homeless prevention and rapid re-housing) since the program's inception in FY 2012.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.



SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

5.1 Overview of Persons and Household Types Served

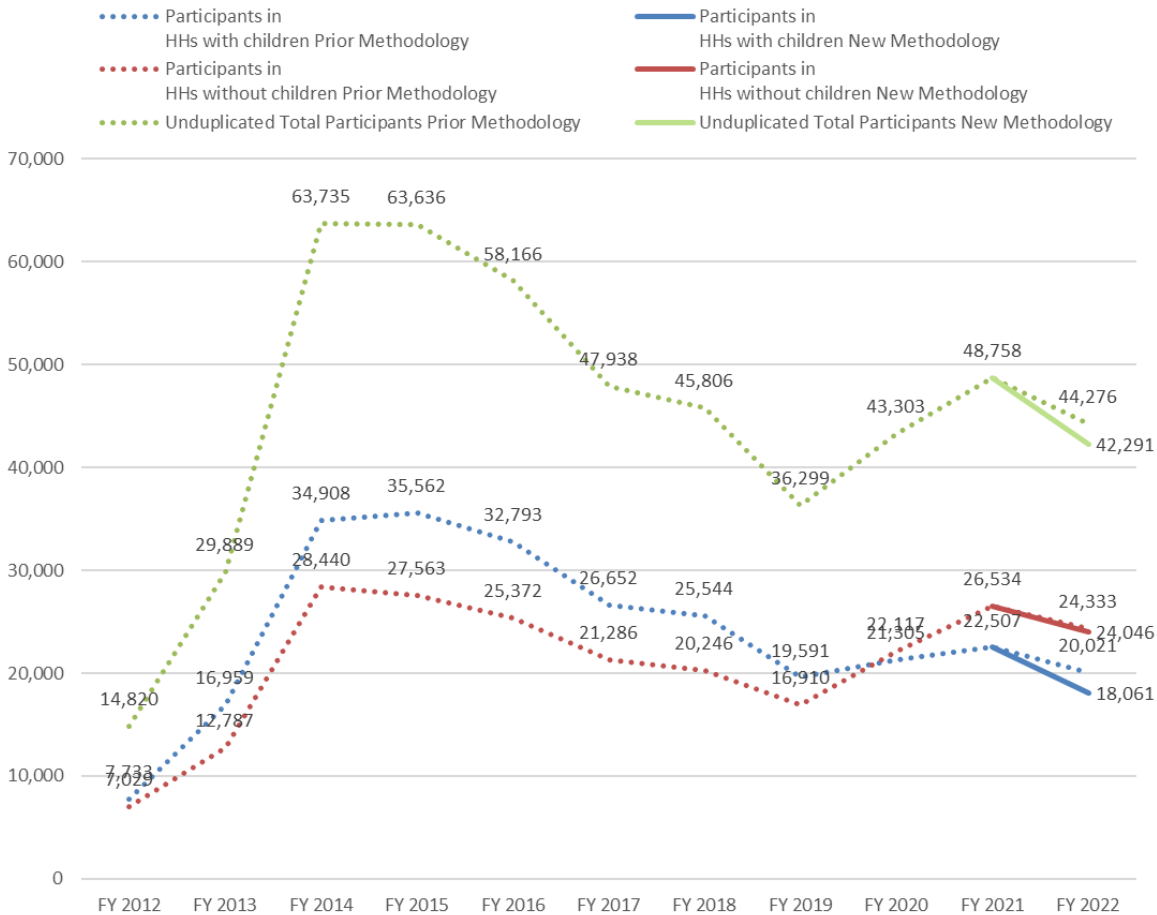
In FY 2022, the SSVF program served 68,438 unduplicated Veterans with a total household population of 98,559 individuals. Of Veterans served by the program, nearly two thirds (63 percent) received rapid re-housing (rapid re-housing) services with the remaining one third (36 percent) receiving homelessness prevention (homelessness prevention) services (see Exhibit 1.3 in *Section 1: Introduction* for more information).

The number of Veterans served in FY 2022 (68,438) is markedly lower than the number served in FY 2021 (80,924). There are several possible explanations for this outcome. During FY 2022 many VA and non-VA COVID-19 assistance and relief programs were available. These include eviction moratoriums in many areas, expanded unemployment benefits and a child tax credit, and substantial funding for rental arrears and eviction prevention through the CARES Act and the Emergency Rental Assistance Program. The availability of these programs may have reduced the number of Veterans seeking assistance from SSVF grantees.

Another possible reason for the reduced numbers of Veterans served may be related to staffing constraints in grantee programs. While average length of participation in FY 2022 was slightly shorter than the record high in FY 2021 (in FY 2020 the program average was 131 days, in FY 2021 it was 182 days and in FY 2022 it was 170 days), grantees were serving enrolled Veterans longer, including Veterans in Shallow Subsidy, and they may have found it difficult to take on new Veterans at rates similar to previous years because of decreased participant turnover.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Exhibit 5.1: SSVF Homelessness Prevention Participants Served, by Household (HHs) Type (FYs 2012-2022)



SOURCE: SSVF-HMIS Repository data.

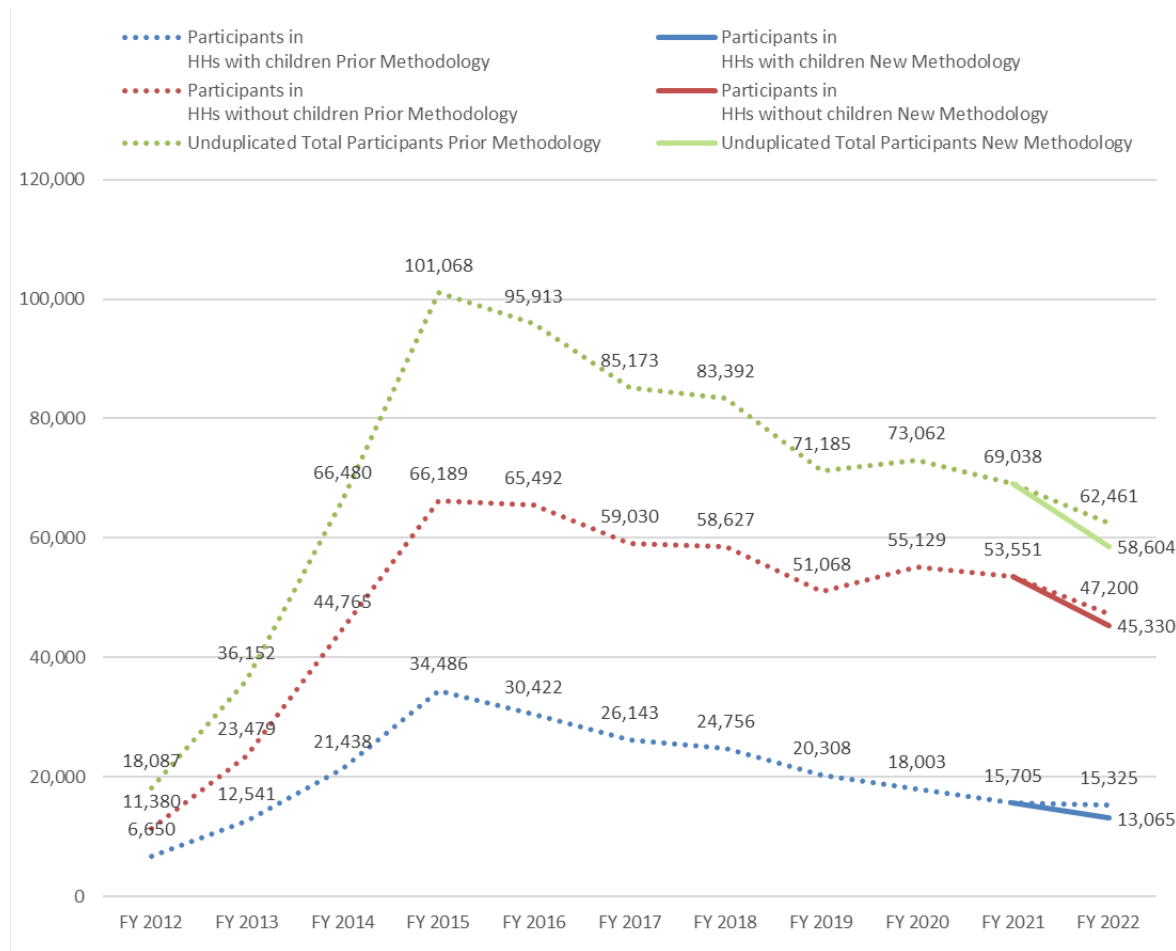
Homeless prevention has been a key service provided to Veterans households at-risk of experiencing homelessness since the beginning of the SSVF program. Since the program's inception the primary household type receiving homelessness prevention has shifted. From the period of FY 2012-2019, the primary recipients of prevention services were households with children. This changed in FY 2020 when, for the first time, the majority of homelessness prevention participants were in households without children (51 percent) and continued in FY 2021 when participants in households without children increased to 54 percent of homelessness prevention participants. This pattern persisted in FY 2022, where 57 percent of participants served with prevention services were in households without children.

This shift most likely occurred due to SSVF’s effort to protect the health and safety of vulnerable Veterans as part of the COVID-19 response and because of the other homelessness and eviction prevention resources available in communities which may have been more available to

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

households with children. With the end of flexibilities granted under the Public Health Emergency (PHE) Declaration and a return to more traditional uses of prevention resources, the SSVF Program Office will continue to monitor this trend to see if the shift in household types receiving prevention assistance will continue after the more intensive COVID-19 response ends in FY 2023.

Exhibit 5.2: SSVF Rapid Re-housing Participants Served, by Household (HHs) Type (FYs 2012-2022)



SOURCE: SSVF-HMIS Repository data.

Since the inception of the SSVF program in 2012, rapid re-housing has been provided to Veterans households experiencing homelessness. Rapid re-housing has been primarily used by participants in households without children (70 percent of households served from 2012-2021). During FY 2022 this trend continued with 78 percent of participants served by rapid re-housing services being in households without children, while 22 percent were in households with children.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

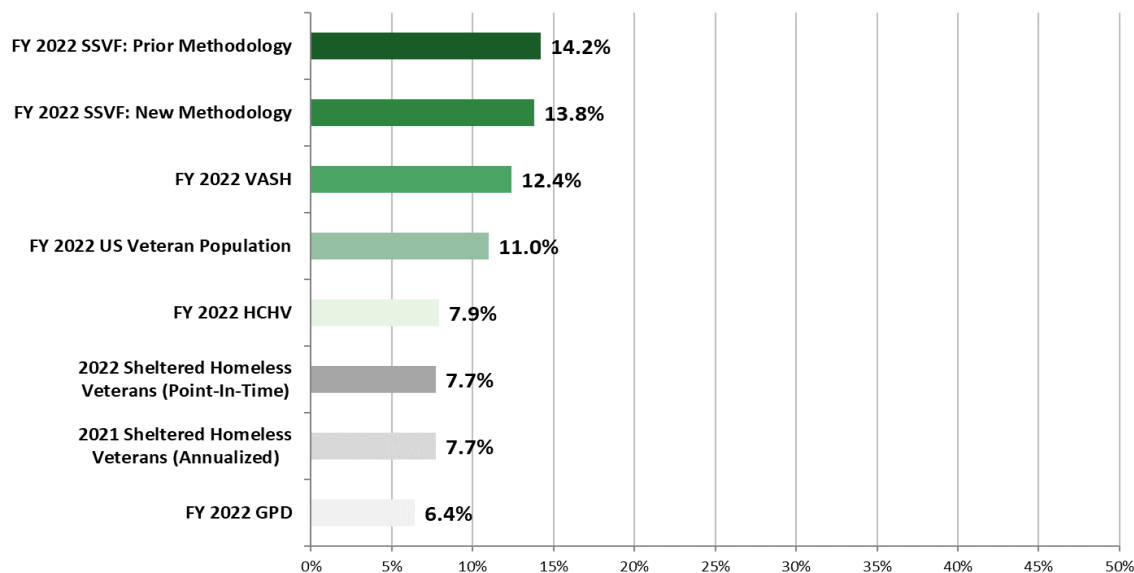
5.2 Veteran Demographics

This section provides information about SSVF Veteran participants’ gender, age, race and ethnicity, disabling conditions, and other major health conditions. It is well documented that inequalities exist in the rates of homelessness among certain populations of Veterans, especially among Black, Indigenous, Latiné, and People of Color (BILPOC) Veterans. These demographic characteristics are important for understanding the Veteran population that SSVF served in FY 2022, how they compare to those served in other homeless systems of care, and to better identify Veterans needs and the types of services provided in response to those needs.

5.2.1 Gender

SSVF aims to provide Veterans of all genders in need of rapid re-housing or homelessness prevention services with assistance that furthers their housing stability and health. To that end, this annual report provides detailed gender data on women Veterans served by SSVF compared to other VA Homeless Programs Office programs and national homeless Veterans population data.

Exhibit 5.3: Percentage of Women Veterans Among Veteran Programs and Populations (FY 2022)¹³



NOTE: Additional information about these homelessness programs can be found on VA’s homelessness web page at: <https://www.va.gov/homeless/>.

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

¹³ AHAR Part 2 national sheltered annual data was only available through FY 2021 at the time of this report’s publication. That report’s release was delayed due to a switch in data collection systems. The next AHAR Part 2 report to be published will cover FY 2022 data.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

In FY 2022, 13.8 percent of Veterans served by SSVF were women. This percentage of female Veterans served by SSVF is significantly higher than the 7.7 percent of women Veterans served nationally in shelter programs (FY 2021 annualized data) and the FY 2022 US Veteran population (11 percent). It also represents a higher percentage than was found in the 2022 Sheltered Homeless Veterans (Point In-Time) Count (7.7 percent).

Over the last six years, SSVF has served the highest proportion of women of any VA Homeless Program Office program including HUD-Veterans Affairs Supportive Housing (HUD-VASH) permanent supportive housing program (12.4 percent), Health Care for Homeless Veterans (HCHV) which includes outreach health care and treatment and rehabilitative services, along with emergency shelter and safe haven residential assistance (7.9 percent), and Grant and Per Diem (GPD) transitional housing and safe haven residential assistance programs (6.4 percent).

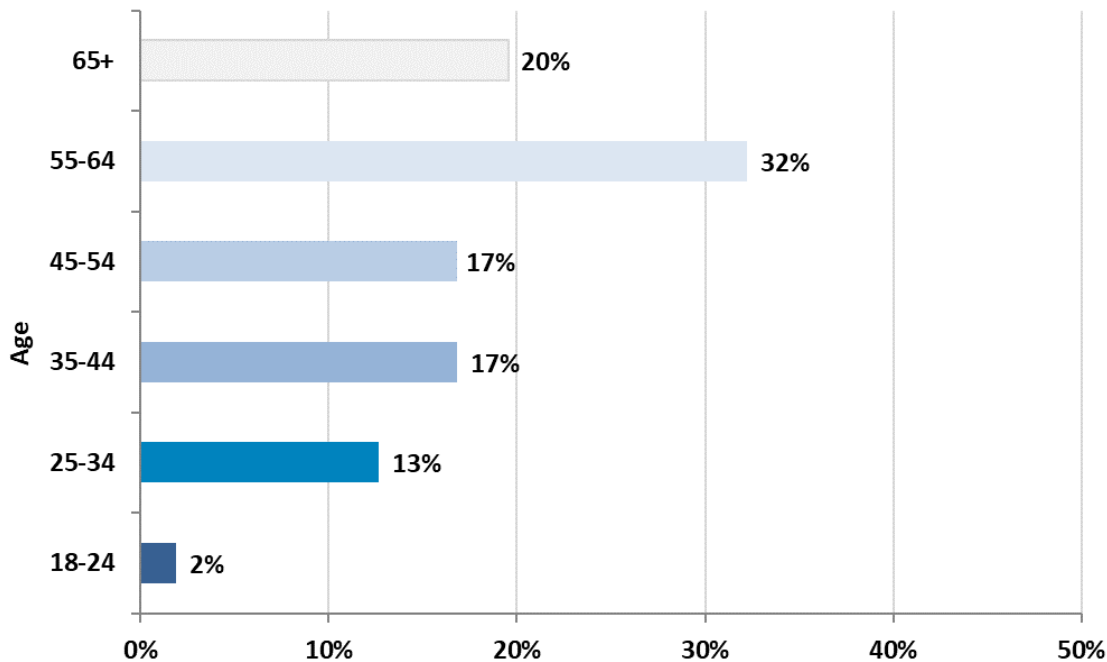
The higher rate of women served by SSVF may be due, in part, to the number of households with children served with SSVF homelessness prevention assistance. The higher number of women Veterans served by the SSVF program may also be due in part to the variety of services offered to support Veterans including prevention, rapid re-housing, Shallow Subsidy, and other supportive services.

5.2.2 Age

In FY 2022 over half of SSVF Veterans (52 percent) were ages 55 or above, with the majority of those Veterans in the 55 to 64 years old category (32 percent) and the remainder in the 65 years and older category (20 percent). The age range of 55 to 64 is also the single category with the largest number of Veterans served (32 percent). The other half of SSVF Veterans were ages 18 to 54 (48 percent), with the bulk of these Veterans being in the age range of 35 to 44 years old (17 percent) and 45 to 54 years old (17 percent). Of all Veterans served by the SSVF program, only two (2) percent were between the ages of 18-24.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Exhibit 5.4: SSVF Veterans Served, by Age Group (FY 2022)



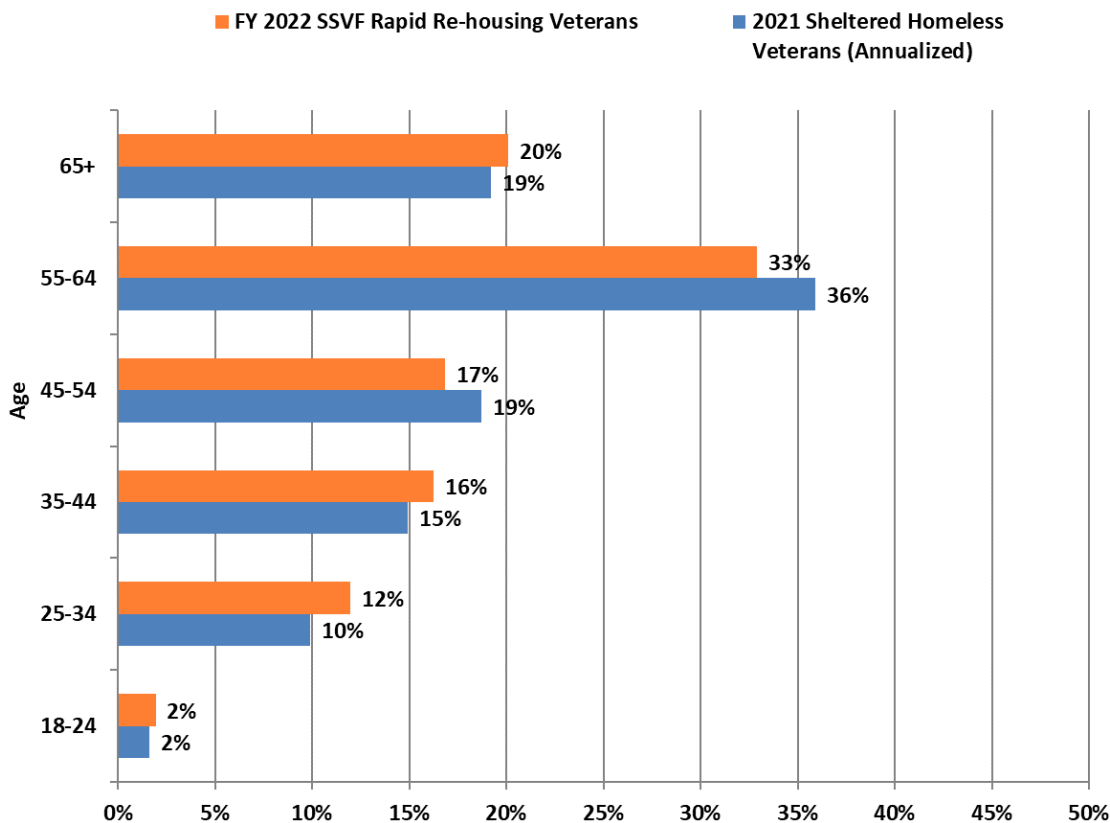
SSVF Veterans: Prior Methodology= 72,401; SSVF Veterans: New Methodology= 68,438

SOURCE: SSVF-HMIS Repository data.

Exhibit 5.5 compares SSVF Veterans who received SSVF rapid re-housing services in FY 2022 with the most recently available annualized sheltered Veteran data by age group. Similarly to FY 2021, Veterans served by SSVF grantees in FY 2022 were slightly younger sheltered Veterans nationwide in FY 2021. Veterans aged 25-44 served by SSVF's rapid re-housing services were three (3) percent higher than in shelters. Veterans aged 45-64 were served at lower rates compared to their presence in the sheltered population. The rate of Veterans served in SSVF were four (4) percent lower (70 percent) than their sheltered counterparts (74 percent). The one notable exception is in Veterans aged 65+ where the SSVF program served Veterans at a slightly higher rate (20 percent to 19 percent) than shelters.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Exhibit 5.5: Comparison of SSVF and Sheltered Veterans Served, by Age Group¹⁴



SSVF rapid re-housing Veterans= 44,600; Sheltered Veterans= 82,385

SOURCE: AHAR; SSVF-HMIS Repository data.

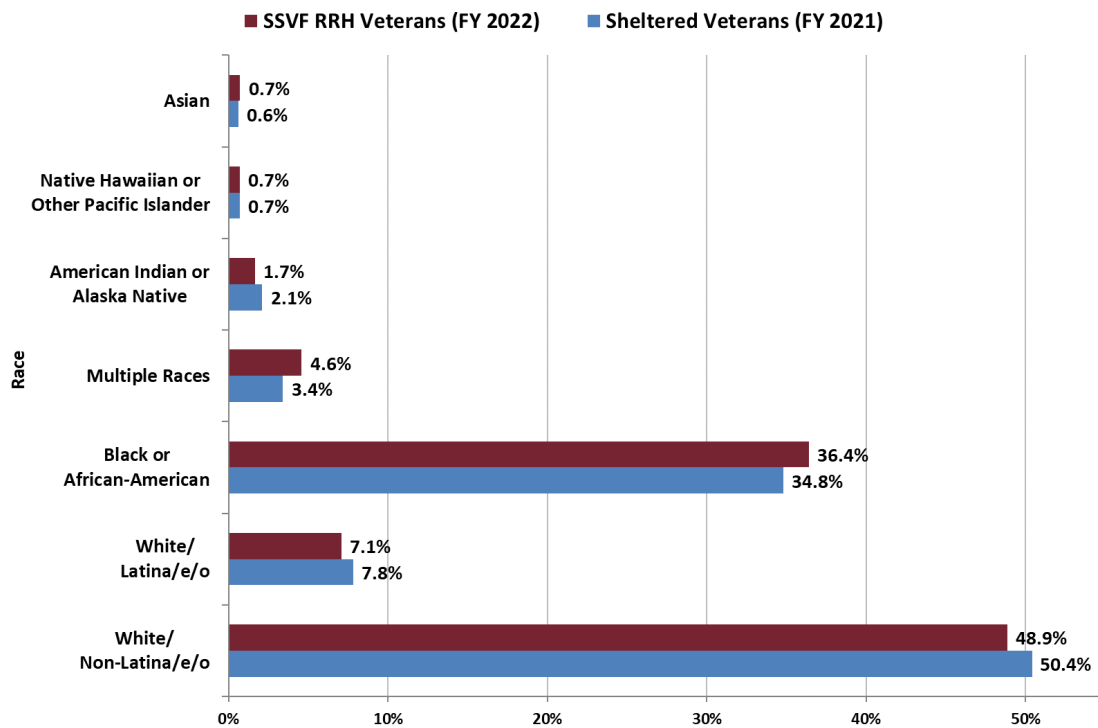
5.2.3 Race and Ethnicity

In FY 2022, the majority of Veterans served by the SSVF program identified as Black, Indigenous, Latiné, and People of Color (BILPOC) representing over half (51.1 percent) of all Veterans served. This is comparable to Veterans served in shelter settings where nearly half (49.6 percent) of Veterans served identified as BILPOC.

¹⁴ AHAR Part 2 national sheltered annual data was only available through FY 2021 at the time of this report’s publication. That report’s release was delayed due to a switch in data collection systems. The next AHAR Part 2 report to be published will cover FY 2022 data.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Exhibit 5.6: Veterans Served, by Race¹⁵



SSVF rapid re-housing Veterans= 44,600; Sheltered Veterans= 82,385

SOURCES: SSVF-HMIS Repository data; AHAR data.

The percentage of Veterans served in FY 2022 by SSVF grantees, and by shelters, were White/non-Latina/é/o at almost 49 percent and slightly over 50 percent respectively. Veterans who identified as Black or African American were the next largest category representing 36 percent (SSVF) and close to 35 percent (shelter) of Veterans served. Among all SSVF Veterans, the remaining 15 percent was spread across persons of White/Latina/é/o at seven (7) percent, multiple races at almost five (5) percent, American Indian or Alaska Native at almost two (2) percent, and Asian and Native Hawaiian or Other Pacific Islander at almost one (1) percent.

Among all Veterans served by SSVF in FY 2022, only Veterans who identify as Black or African American, Multiple Races, and Asian were served at higher rates when compared to sheltered Veterans. All other groups served by SSVF grantees were lower than Veterans in shelters nationwide.

¹⁵ AHAR Part 2 national sheltered annual data was only available through FY 2021 at the time of this report’s publication. That report’s release was delayed due to a switch in data collection systems. The next AHAR Part 2 report to be published will cover FY 2022 data.

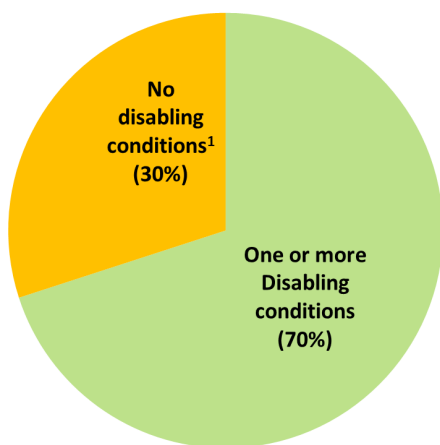
SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

5.2.4 Disabling Condition

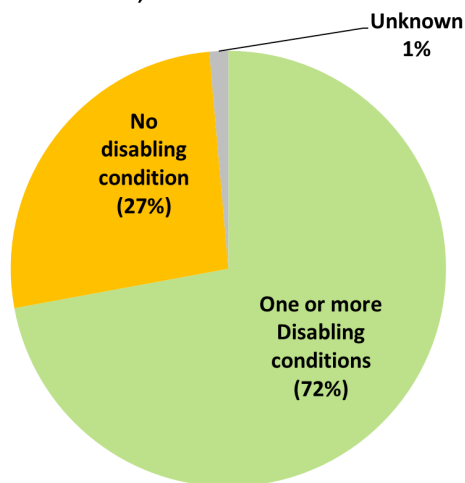
In FY 2022, just over two in three (70 percent) Veterans assisted through SSVF had one or more disabling conditions. This rate is slightly higher than the rate of Veterans served by SSVF in FY 2021 (66 percent) and is comparable to the 72 percent of Veterans served in shelter in FY 2021 that identify as having one or more disabling conditions.

Exhibit 5.7: Disabling Conditions among SSVF Veterans¹⁶

SSVF Veterans, FY 2022



Sheltered Veterans, FY 2021



SSVF Veterans: New Methodology= 68,438; Sheltered Veterans= 82,385

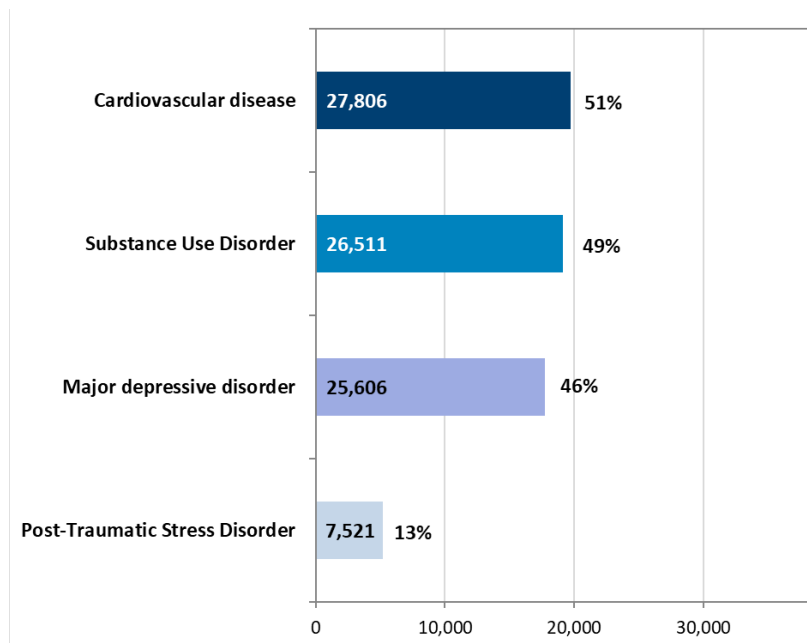
SOURCES: (left) SSVF-HMIS Repository data; (right) AHAR <https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-2.pdf>.

This increase in Veterans served with one or more disabling conditions is a continuation of a trend that began prior to the COVID-19 pandemic with 65 percent of Veterans identified as having one or more disabling conditions in FY 2019. In addition to this long-term trend, the increase in Veterans served with one or more disabling conditions may be due to SSVF's increased outreach efforts to engage Veterans at risk of serious illness or death from COVID-19. Community organizations, including congregate shelters, referred Veterans with one or more disabilities to SSVF because grantees had access to local hotel/motels and other support resources to safely shelter the most vulnerable Veterans.

¹⁶ AHAR Part 2 national sheltered annual data was only available through FY 2021 at the time of this report's publication. That report's release was delayed due to a switch in data collection systems. The next AHAR Part 2 report will publish FY 2022 data.

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Exhibit 5.8: Major Health Problems Among Veterans Exiting SSVF and Engaged with Veterans Health Administration (FY 2022)



VHA Matched SSVF Veteran Exiters= 38,685

SOURCE: Veterans Health Administration Support Service Center.

Exhibit 5.8 shows the major health problems found among Veterans who both exited SSVF during FY 2022 and received health care service from the Veterans Health Administration (VHA). In FY 2022, there were 38,685 Veterans who exited SSVF and also received health care services from VHA, with just over half (51 percent) having a history of cardiovascular disease while 49 percent had a history of substance use disorder. Additionally, 46 percent of Veterans exiting SSVF identified as having a major depressive disorder and 13 percent identified as having a post-traumatic stress disorder (PTSD). Many Veterans had co-occurring health conditions.

5.3 Target Populations

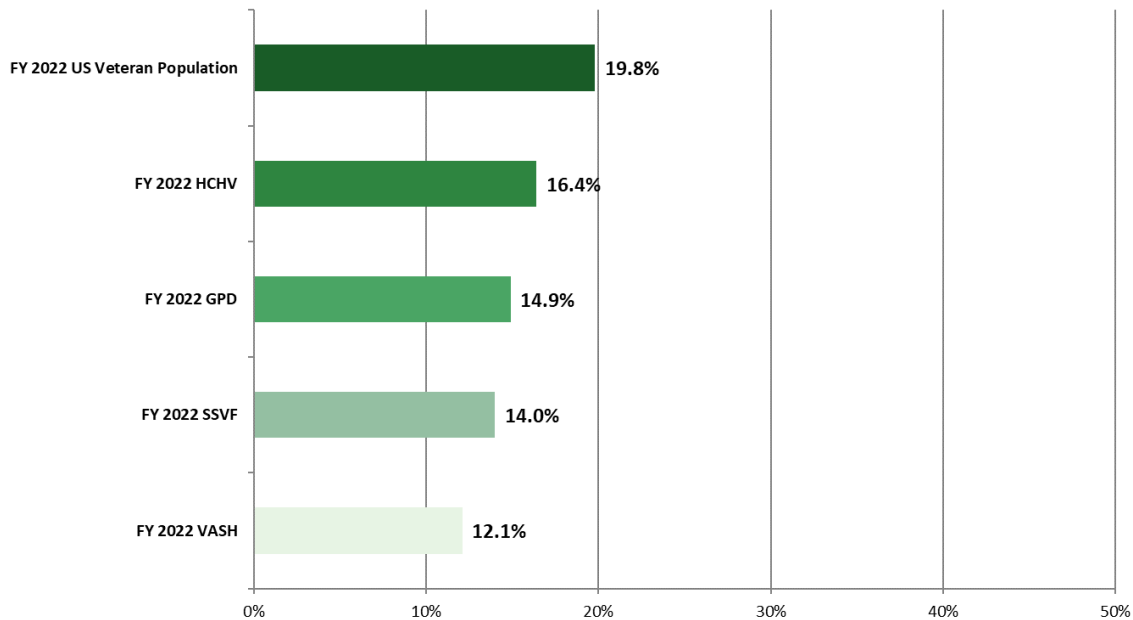
Grantees reported the number of households served for VA’s target population priorities that were specified in the FY 2022 SSVF NOFA through monthly uploads to the Homeless Management Information System (HMIS) Repository. VA’s target population priorities included:

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

VA Target Population Priorities	FY 2022 SSVF Target Population Outcomes
Veteran households earning less than 30 percent of Area Median Income (AMI)	73 percent of all SSVF households reported having incomes less than 30 percent of area median income (AMI) for their household size at program entry
Veterans with at least one dependent family member	18 percent of all SSVF households had at least one dependent child (under age 18) at program entry, these households had a total of 17,583 children (18 percent of all participants)
Veterans returning from Afghanistan or Iraq	14 percent of all SSVF Veterans served in Afghanistan or Iraq

In FY 2022, 73 percent of SSVF Veterans were below 30 percent of AMI, 18 percent of Veterans households had dependent family members, and 14 percent of Veterans served were returning from Afghanistan or Iraq. These figures indicate that the program continues to target and serve very low-income Veteran families, Veteran families with dependents, and those who served in Afghanistan and Iraq.

Exhibit 5.9: Percentage of Veterans Returning from Afghanistan or Iraq Among Veteran Programs and Populations (FY 2022)



NOTE: Additional information about these homelessness programs can be found on VA's homelessness web page at: <https://www.va.gov/homeless/>.

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

SECTION 5: SSVF Participants Served in FY 2022 and Their Demographic Characteristics

Of the Veterans served by SSVF in FY 2022, 14 percent served in Iraq or Afghanistan and were Veterans of Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or Operation New Dawn (OND). This percentage served is below the percent in the FY 2022 US Veteran population (almost 20 percent) and Veterans served by the VA's homelessness prevention programs HCHV (just over 16 percent) and GPD (almost 15 percent), but more than the percent served by HUD-VASH (just over 12 percent). The SSVF program offers Veterans low-barrier access to services due to SSVF's emphasis on Housing First. The flexible range of services that can be tailored to the specific needs of the Veteran household, and availability of family-specific services may enhance SSVF's appeal to this group.

Section 6: SSVF Program Results

This section describes the outcomes Veteran households achieved as a result of Supportive Services for Veteran Families (SSVF) assistance. Key results tracked include housing outcomes, income changes, participant satisfaction with SSVF assistance, and returns to homelessness.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.

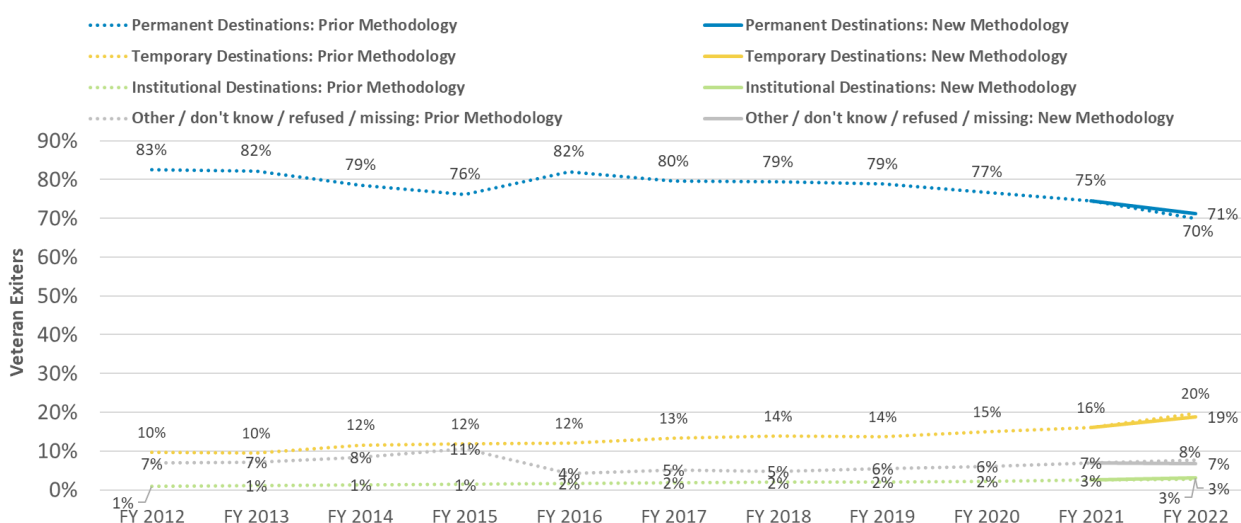


SECTION 6: SSVF Program Results

6.1 Exit Destinations

Exhibits 6.1 and 6.2 display exit destinations for all Veterans served by SSVF since the program began. The permanent housing placement rate for all Veterans served in SSVF rate dipped from 77 percent in FY 2020 to 75 percent in FY 2021 and 71 percent in FY 2022. The likely cause of those decreases was the COVID-19 pandemic’s impact on the housing market and SSVF’s service model, including the rapid expansion of Emergency Housing Assistance (EHA) services, higher service needs, and longer average lengths of participation among SSVF Veterans including the more than 300 percent increase of Veterans in Shallow Subsidy during FY 2022.

Exhibit 6.1: Veteran Destinations at Program Exit (FYs 2012-2022)



NOTE: In FY 2022, in addition to the 29,862 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

Exhibit 6.2: Veteran Destinations at Program Exit (FYs 2012-2022)

	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
Permanent Destinations: Prior Methodology	9,613	24,216	40,471	55,669	59,131	48,926	49,346	40,254	34,332	41,783	31,036	434,777
Permanent Destinations: New Methodology											29,862	433,603
Temporary Destinations: Prior Methodology	1,129	2,803	5,969	8,615	8,705	8,239	8,627	6,956	6,731	8,996	8,785	75,555
Temporary Destinations: New Methodology											7,872	74,642
Institutional Destinations: Prior Methodology	106	333	697	1,010	1,196	1,166	1,215	1,022	965	1,405	1,199	10,314
Institutional Destinations: New Methodology											1,289	10,404
Other / don't know / refused / missing: Prior Methodology	802	2,101	4,338	7,718	3,042	3,181	2,966	2,840	2,678	3,886	3,403	36,955
Other / don't know / refused / missing: New Methodology											2,856	36,408
Total: Prior Methodology	11,650	29,453	51,475	73,012	72,074	61,512	62,154	51,072	44,706	56,070	44,423	557,601
Total: New Methodology											41,879	555,057

NOTE: In FY 2022, in addition to the 29,862 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

SECTION 6: SSVF Program Results

Since SSVF's inception, 555,057 Veterans have cumulatively exited SSVF (see Exhibit 6.3 for detail on exits from each SSVF component for FY 2022) with 78 percent of them having successfully exited to permanent housing destinations (433,603 Veterans).¹⁷ About 13 percent of Veterans exited to temporary destinations (74,642 Veterans), just two (2) percent (or 10,404 Veterans) went to institutional destinations, including general or psychiatric hospitals, substance abuse treatment facilities, jail, or prison. The remaining seven (7) percent of Veteran exiters went to unknown or other destinations (36,408 Veterans).

In FY 2022, 41,879 Veterans exited SSVF (see Exhibit 6.3 for detail on exits from each SSVF assistance type) which is about 25 percent less than FY 2021, dropping from 56,070 exits in FY 2021 to 41,879 exits in FY 2022. It is worth noting that the overall number of Veterans served was also reduced in FY 2022 (see *Section 5.1* for additional details). The overall reduction in exits may also be attributable to the ongoing Public Health Emergency (PHE) Declaration flexibilities allowing stays in hotels or motels through EHA or rental assistance without the time limits usually in place, which were initially enacted in FY 2020 and remained in place throughout FY 2022. In addition, Shallow Subsidy service enrollments increased by more than 300 percent in FY 2022, those Veterans were housed but remained in the program receiving two years of rental assistance (for more information about Shallow Subsidy please refer to *Section 7: Shallow Subsidy Service*).

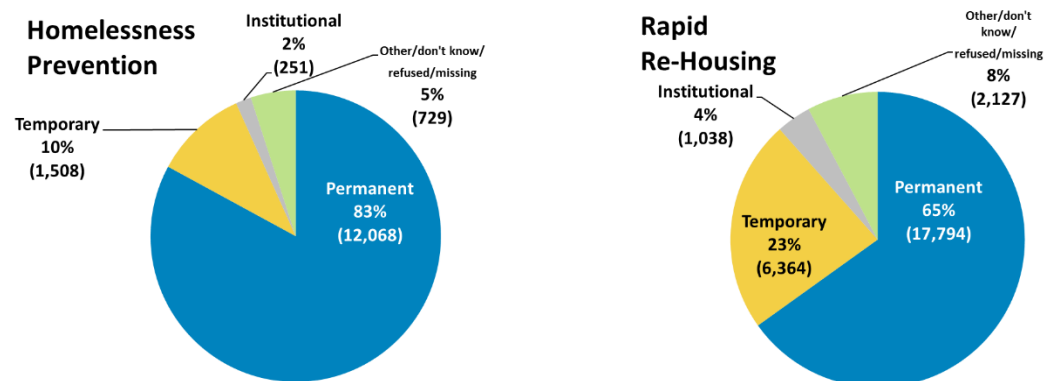
Of the Veterans exiting SSVF in FY 2022, 71 percent successfully exited to permanent housing destinations (29,862). About 19 percent of Veterans exited to temporary destinations (7,872 Veterans), just two (2) percent (or 1,289 Veterans) went to institutional destinations, including general hospitals or psychiatric hospitals, substance abuse treatment facilities, jail, or prison. The remaining seven (7) percent of Veteran exiters went to unknown or other destinations (2,856 Veterans).

¹⁷ Due to the way SSVF data is reported, it is not possible to un-duplicate service data across SSVF program years. The “cumulative” total represents the sum of the Veterans served each program year.

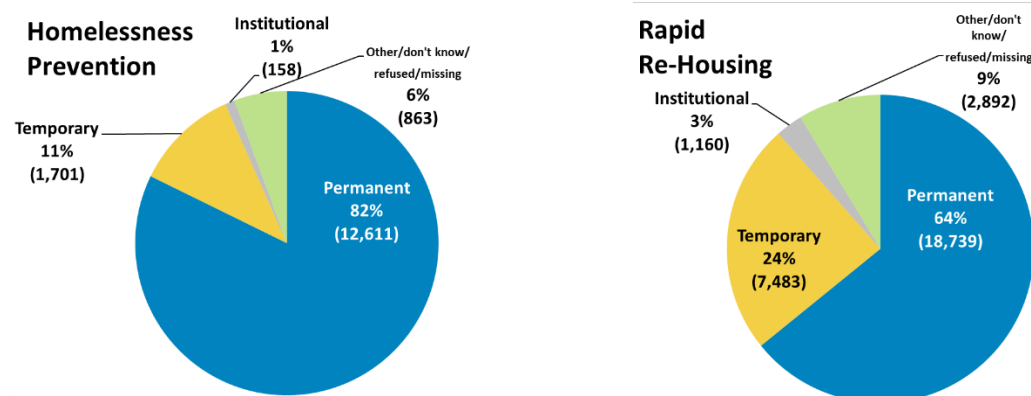
SECTION 6: SSVF Program Results

Exhibit 6.3: Veteran Exit Destinations, by Housing Outcome and Assistance Type (FY 2022)

New Methodology



Prior Methodology



NOTE: In FY 2022, in addition to the 30,065 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

As shown in Exhibit 6.3, 83 percent of Veterans (or 12,068 Veterans) exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing in FY 2022. Meanwhile, 65 percent of Veterans (or 17,794 Veterans) exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing.

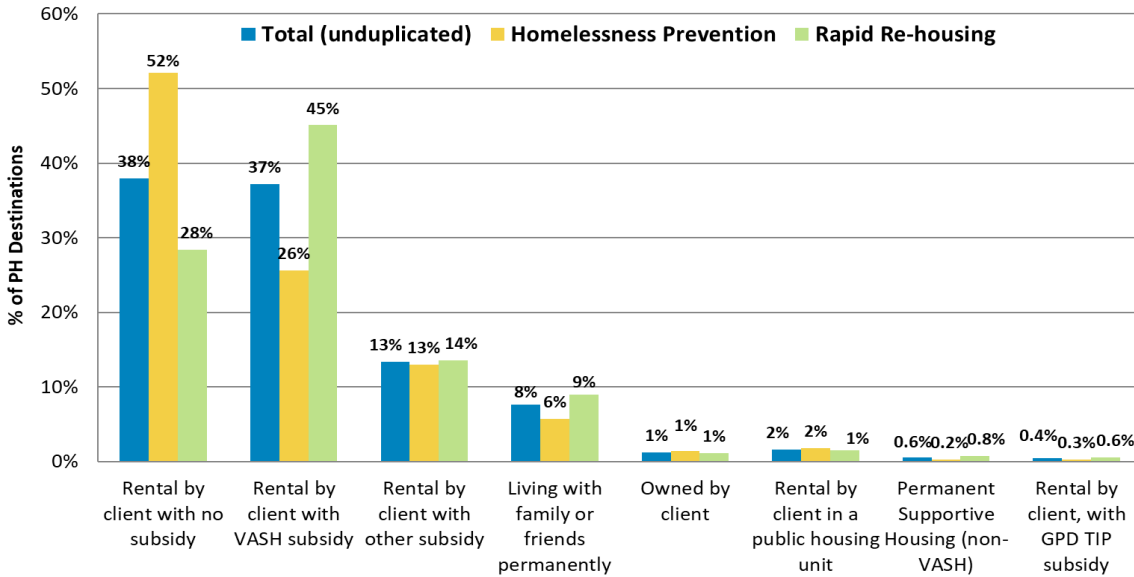
Twenty-three percent of rapid re-housing Veterans (or 6,364 Veterans) exited to temporary destinations. Likewise, 10 percent of homelessness prevention Veterans (or 1,508 Veterans) exited to temporary destinations. Four (4) percent of rapid re-housing Veterans (or 1,038

SECTION 6: SSVF Program Results

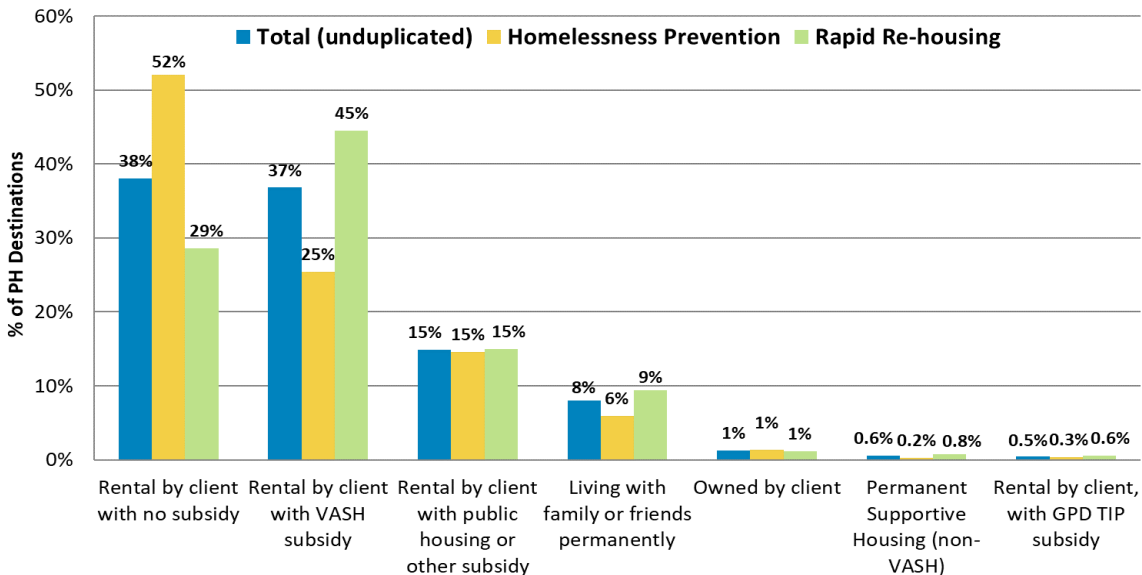
Veterans) exited to institutional settings. Two percent of homelessness prevention Veterans (or 251 Veterans) exited to institutions.

Exhibit 6.4: Permanent Housing Destinations of Veteran Permanent Housing Exitters (FY 2022)

New Methodology



Prior Methodology



NOTE: In FY 2022, in addition to the 30,065 Veterans who exited to permanent housing destinations, an additional 3,686 Veterans obtained or maintained housing through support from Shallow Subsidy which provides rent assistance for a two-year period. The percentage of Veterans who exited to permanent housing would have been higher if those Veterans had exited in FY 2022.

SOURCE: SSVF-HMIS Repository data.

SECTION 6: SSVF Program Results

Exhibit 6.4 looks more closely at permanent housing destinations for Veterans served in FY 2022 in both assistance types. SSVF assistance to Veterans who also had a HUD-Veterans Assisted Supportive Housing (VASH) voucher increased to 37 percent of all permanent housing exits (from 33 percent in FY 2021). Possible factors that contributed to this increase include:

- The increased coordination between SSVF and HUD-VASH to streamline permanent housing enrollment, housing placement, and support services coordination, which began during the early days of the COVID-19 health and safety crises and continued into FY 2022.
- While the overall number of Veterans experiencing homelessness declined, the remaining Veterans tended to have higher support needs, and thus may need the long-term support that HUD-VASH provides. This may be reflected by the increasing rates of disability reported by Veterans, rising from 54 percent in FY 2012 to 70 percent in FY 2022. This trend is mirrored among Veterans experiencing homelessness in shelter programs.
- Limited available affordable housing stock has made it more difficult to recruit landlords willing to accept the short-term subsidies provided by SSVF when longer-term subsidies are available through HUD-VASH for Veterans.

The lack of available affordable housing is a crisis for many people with lower incomes in America who face growing rent burdens, particularly in high-cost urban centers. SSVF recognizes that many low-income Veteran households could maintain stable housing without the intensive case management services associated with HUD-VASH, but still require longer-term rental assistance than SSVF has previously offered. In response to this ongoing crisis, SSVF has continued to expand the menu of services available to Veterans, including nationwide adoption of the Shallow Subsidy service, as well the introduction of the SSVF Supplemental Award in select high-cost housing markets, focused on helping Veterans needing the assistance available through HUD-VASH to connect to that program.

Among all Veterans who successfully exited SSVF to permanent housing in FY 2022, over one third (38 percent) were in unsubsidized rental housing at program exit. This represents a nine (9) percent reduction compared to FY 2021. This could be because of expanded collaboration with HUD-VASH, which was emphasized by both Program Offices during the pandemic, as well as the reality of the rapidly increasing cost of housing that made it increasingly difficult for Veterans to afford housing in the private rental market. Housing units with public or other housing subsidy programs accounted for 15 percent of permanent housing exits. Eight (8) percent exited SSVF to live permanently with family or friends, while all three other permanent housing destinations accounted for about two (2) percent of these exits, including owned by client (one (1) percent), non-HUD-VASH permanent supportive housing (0.6 percent), and rental by client with VA Grant and Per Diem (GPD) Transition in Place subsidy (0.5 percent).

There were notable housing destination differences between rapid re-housing and homelessness prevention, but these were consistent with the expectation that Veterans who experience homelessness often have greater long-term service needs than Veterans able to avoid experiencing

SECTION 6: SSVF Program Results

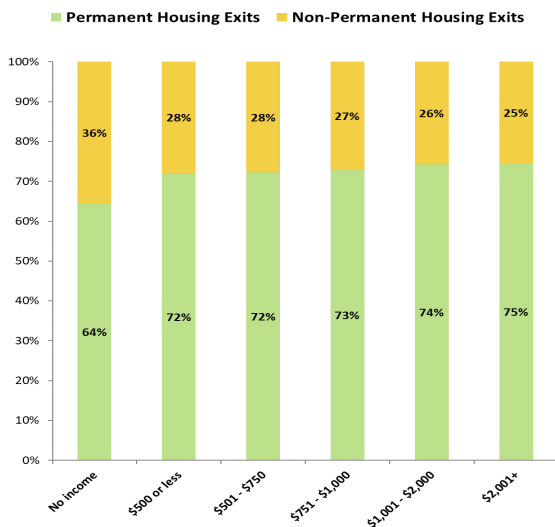
homelessness. As shown in Exhibit 6.4, fifty-two (52) percent of Veterans who received homelessness prevention assistance successfully moved to or retained unsubsidized rental housing, compared with just 28 percent of Veterans exiting rapid re-housing to permanent housing. On the other hand, 45 percent of Veterans who successfully exited from rapid re-housing went to a rental unit with a HUD-VASH subsidy, compared with just 26 percent of those Veterans who received homelessness prevention support.

6.2 Permanent Housing Exits by Income at Program Entry

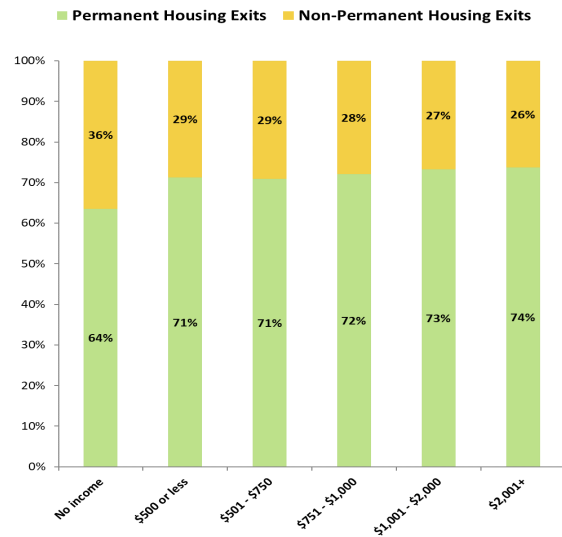
In alignment with the SSVF Core Concept of Housing First, the VA expects grantees to house Veterans experiencing or at-risk of homelessness without any preconditions.¹⁸ Often, this means accepting Veterans who have little or no income and have multiple barriers to housing stability. As shown in Exhibit 6.5, Veterans who enter with some income, including as little as \$500 or less a month, achieve fairly consistent housing outcomes. The difference in permanent housing placement success between Veterans who entered SSVF with earnings of \$500 or less in monthly income and those who entered with more than \$2,000 in monthly income was only three (3) percent. For Veterans with no income, two-thirds or sixty-four (64) percent had a permanent housing exit.

Exhibit 6.5: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Including HUD-VASH Exits (FY 2022)

New Methodology



Prior Methodology



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

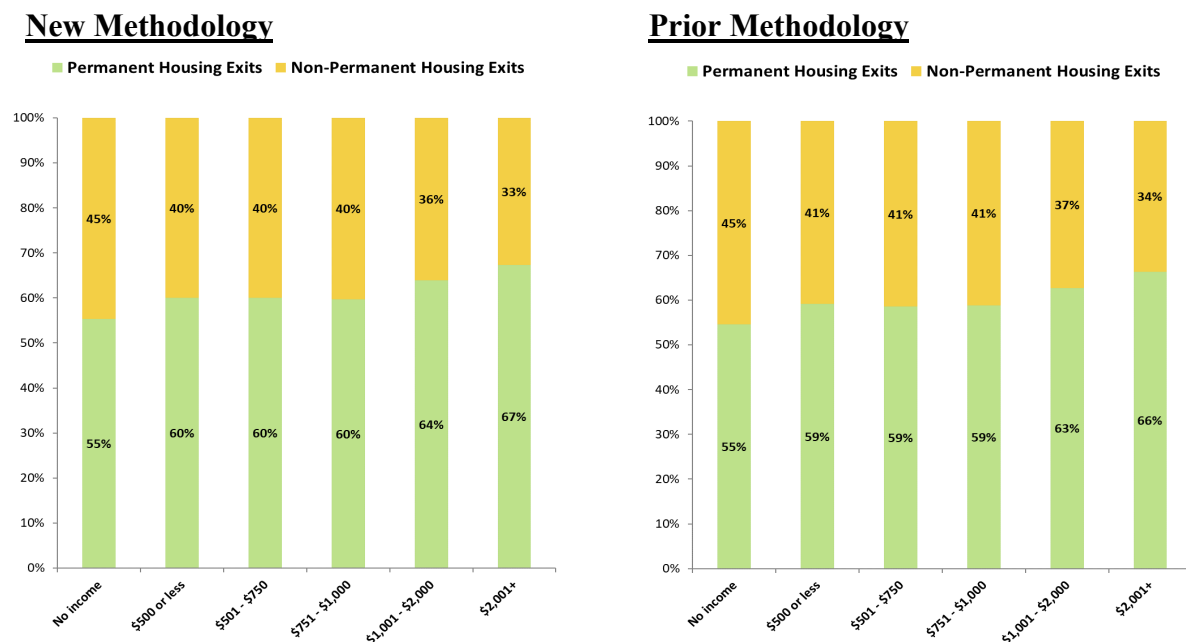
SOURCE: SSVF-HMIS Repository data.

¹⁸SSVF Core Concepts, retrieved October 24, 2023, from: <https://www.va.gov/homeless/ssvf/ssvf-coreconcepts/>

SECTION 6: SSVF Program Results

Exhibit 6.6 differs from the previous exhibit in that it shows permanent housing success rates for Veterans but excludes those exiting with a HUD-VASH voucher. Income seems to play a greater role in the likelihood of a permanent housing placement for Veterans who have lower (under \$2000 per month) or no income and are not exiting to HUD-VASH. Comparing the results from these two exhibits, permanent housing success rates are lower for income groups with \$2,000 or less in monthly income (-9 percent) compared with the \$2,001 or more group (-7 percent). That difference seems to indicate SSVF grantees are assisting extremely low-income (less than 30 percent of AMI) and very low-income (less than 50 percent of AMI) Veterans with one or more disabling conditions, by linking them to HUD-VASH vouchers that can support long-term tenancy for households that are low-income and need ongoing supportive services.

Exhibit 6.6: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding HUD-VASH Exits (FY 2022)



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

SOURCE: SSVF-HMIS Repository data.

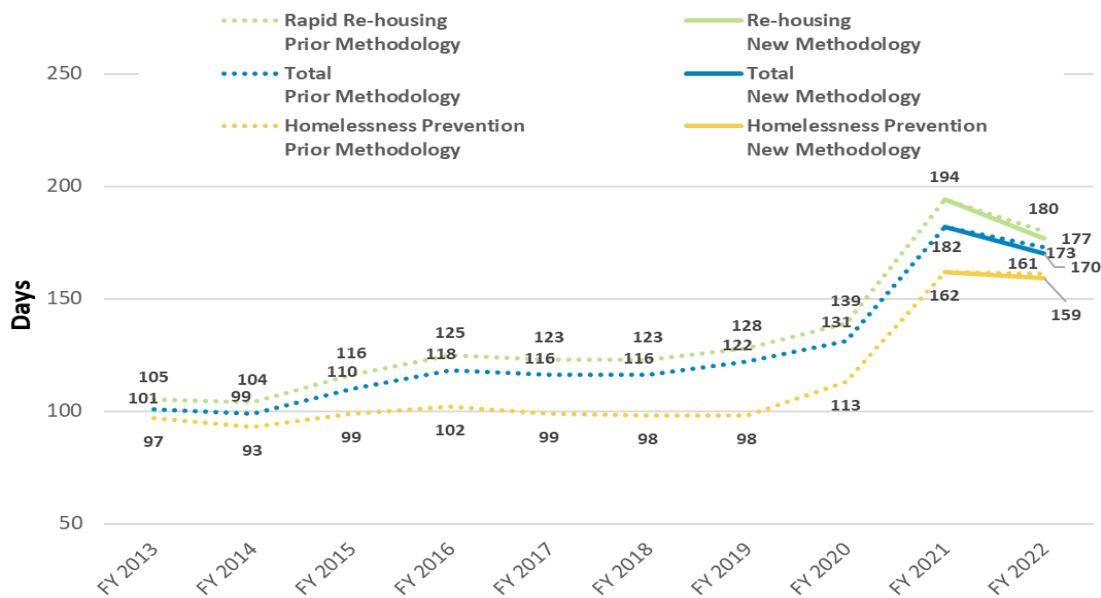
Overall, these results are consistent with findings from previous years and support the progressive engagement and assistance approaches expected from SSVF grantees. This approach allows SSVF grantees to enroll Veterans with little or no income and other housing barriers. Once enrolled, Veterans are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

SECTION 6: SSVF Program Results

6.3 Length of Participation

Throughout the COVID-19 pandemic, the SSVF Program Office and grantees acted to protect Veteran households enrolled in the program. The PHE Declaration allowed the extension of Veteran participation time in safe emergency housing locations, including hotels/motels, and in housing, through lifting the time limits on financial assistance. As shown in Exhibit 6.7, the average length of program participation spiked in FY 2021. In FY 2022, there was a reduction in length of program participation, although not to pre-COVID-19 levels, likely due to the focus on emergency response during a COVID-19 surge in the first part of FY 2022 and to the increase in Veterans being served with Shallow Subsidy.

Exhibit 6.7: Average Length of Participation of Veteran Exiters, by Assistance Type (FYs 2013-2022)



SOURCE: SSVF-HMIS Repository data.

Veteran exiters who received SSVF rapid re-housing services participated an average of 18 days longer than those exiting from homelessness prevention services. On average, Veteran rapid re-housing exiters were enrolled for 177 days (about six (6) months), while those who received SSVF homelessness prevention services were enrolled for an average of 159 days (about five and a half (5.5) months). rapid re-housing Veterans experiencing literal homelessness at the time of their enrollment typically necessitated additional time for housing search and move-in activities.

Between FY 2013 and 2019, the average Veteran's length of participation in SSVF ranged between 101 (about three (3) months) and 122 days (about four (4) months). The overall rise in a Veteran's average length of participation time since SSVF's first years was largely driven by increases in length of participation for Veterans in rapid re-housing whereas Veteran's homelessness prevention length of participation was flat. Such increases were likely attributable to a combination of factors,

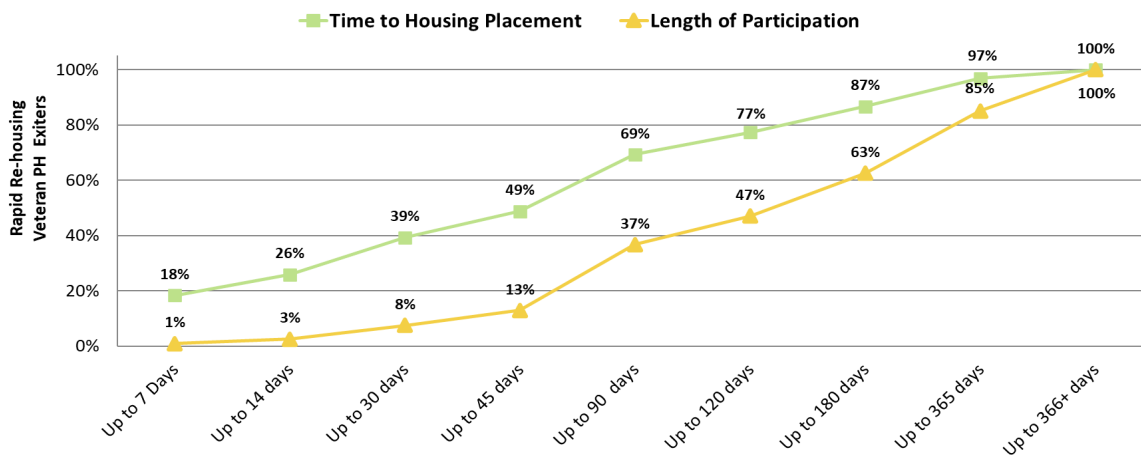
SECTION 6: SSVF Program Results

including better targeting to higher-barrier households, the ongoing challenge of helping Veterans find and sustain suitable permanent housing in high-cost, low-vacancy housing markets, and the increased proportion of unsheltered Veterans served with SSVF rapid re-housing services (eight (8) percent increase between FY 2014 and FY 2019).

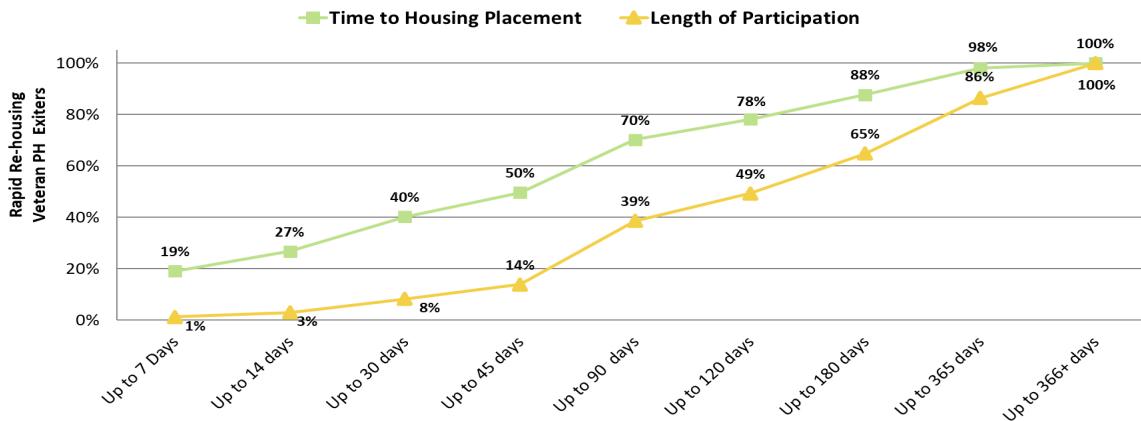
The significant increases in lengths of stay during the COVID-19 pandemic are primarily attributed to the public health response to the pandemic and to the PHE Declaration that allow for increased lengths of assistance. In addition, in FY 2022 there was a significant increase in Veterans receiving Shallow Subsidy assistance which provides rent assistance for two years without recertifying eligibility. While the usual limits on rental assistance will be reinstated when the PHE Declaration expires, Shallow Subsidy is a permanent service of SSVF and will continue to impact average length of participation.

Exhibit 6.8: Cumulative Time to Housing Placement and Length of Participation Among Rapid Re-Housing Veteran Exiters (FY 2022)

New Methodology



Prior Methodology



SOURCE: SSVF-HMIS Repository data.

SECTION 6: SSVF Program Results

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

Exhibit 6.8 consists of two cumulative frequency graphs that compare the percentage of permanent housing exiters from rapid re-housing that enter housing and exit the program with housing by time period (up to 365+ days). For those Veterans who successfully exited SSVF rapid re-housing to permanent housing in FY 2022, it took a median of 48 days to exit homelessness to permanent housing, and a median of another 56 days to exit the program. Put another way, the average Veteran receiving SSVF rapid re-housing spent 104 days enrolled in SSVF, with about half (46 percent) of their program time spent working with SSVF to find and secure permanent housing. The other half of their program time was spent receiving case management, rental assistance, and other tenancy supports from SSVF while stabilizing in permanent housing (54 percent).

6.4 Income and Financial Stability Outcomes

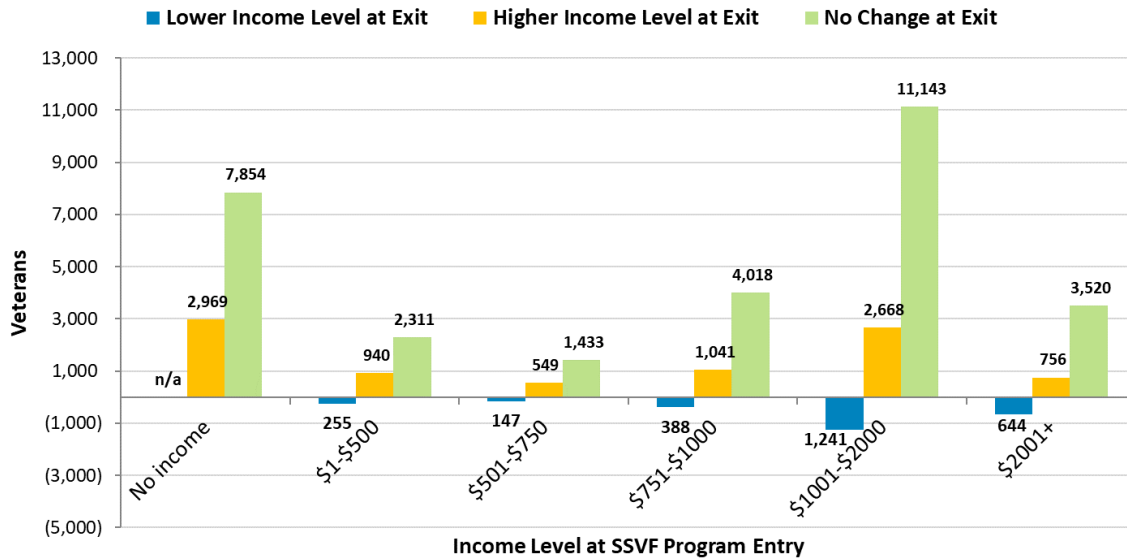
SSVF, by design, is a short-term, targeted intervention focused on maximizing the ability of a Veteran household to obtain and retain permanent housing. For that reason, the SSVF Program Office does not expect that most SSVF participants will experience significant changes in their financial situation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

Veterans receiving Shallow Subsidy assistance will participate in the program longer and are expected to be working to increase their income. For the limited number of Veterans who have exited SSVF after receiving Shallow Subsidy income growth is substantially higher than for all SSVF exiters. Additional information about Shallow Subsidy can be found in *Section 7: Shallow Subsidy Service*.

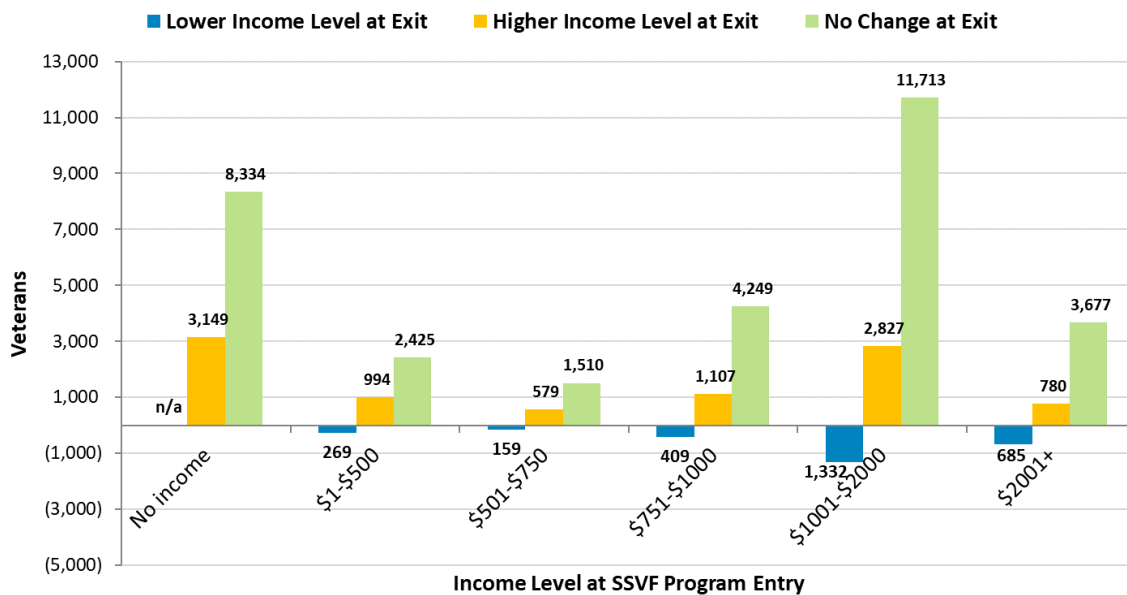
SECTION 6: SSVF Program Results

Exhibit 6.9: Changes in Veteran Monthly Income from Entry to Exit, by Assistance Type (FY 2022)

New Methodology



Prior Methodology



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

SOURCE: SSVF- HMIS Repository data.

Most of the improvement in Veteran income at exit occurred with entrants at the lowest income levels. About one in four (27 percent) of Veterans with no income at entry exited SSVF with

SECTION 6: SSVF Program Results

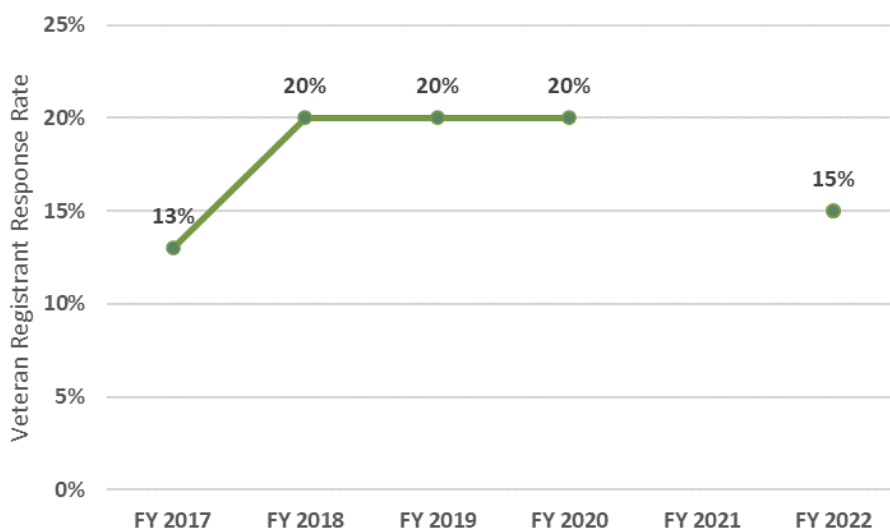
some amount of monthly income (4,480 Veterans). Similarly, among Veterans entering SSVF with monthly incomes of \$1 to \$500, there were 940 Veterans who exited the program with higher incomes (27 percent of Veterans in this group increased their income). For Veterans entering the program with monthly incomes between \$501 and \$750, 549 Veterans exited SSVF with higher incomes (25 percent of Veterans increased their income). Among those with monthly incomes at entry of \$751 to \$2,000, there were 3,709 Veterans who exited SSVF with higher incomes (18 percent of Veterans increased their income).

6.5 SSVF Veteran Satisfaction Survey Results

SSVF grantees must provide each Veteran participant with a VA-designated satisfaction survey within 30 days of the Veteran's exit from the program.¹⁹ While completion of a satisfaction survey is optional, SSVF grantees are encouraged to make the survey as accessible as possible.

In FY 2021, participant satisfaction survey results were not available as VA's data collection system was being re-procured and transitioned to a new vendor. A new satisfaction survey vendor was secured for FY 2022, and the analysis below reflects survey data obtained from SSVF participants in FY 2022. While a new vendor was identified, the questions included in the satisfaction survey remained the same across the last few program years.

Exhibit 6.10: Participant Response Rates (FYs 2017-2022)



SOURCE : SSVF- FYs 2017-2022 participant satisfaction surveys.

In FY 2017, one in seven (or 13 percent) of registered Veterans completed the satisfaction survey at program exit. In FY 2018, that response rate rose to one in five (or 20 percent) of registered

¹⁹ Veterans that are were enrolled in SSVF using the HUD-VASH or GPD Packet Process were excluded from registering for the survey as their participation in SSVF was far more limited than regular SSVF enrollees.

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Veterans. That rate remained steady through FY 2020. In FY 2022, there was a five (5) percent decrease in respondent feedback. This dip in survey completion can likely be attributed to the SSVF satisfaction survey being transitioned to a new vendor with a new registration process.

Exhibit 6.11: Participant Self-Identified Service Needs (FY 2022)

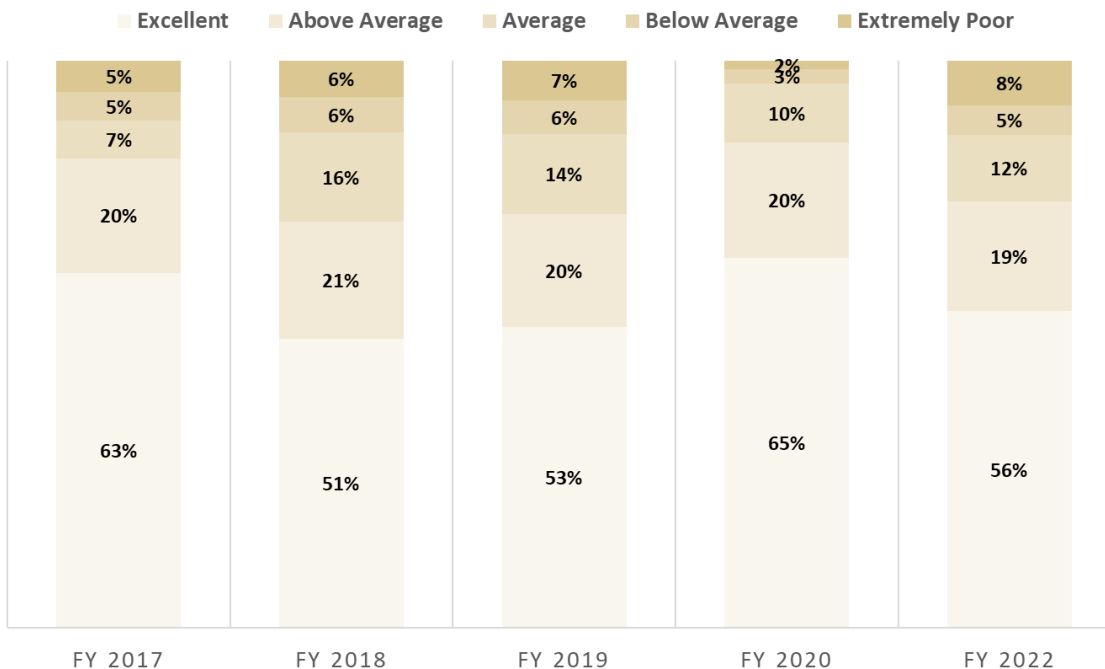
More than 75%...	Between 50-75%...
Reported needing this service:	Reported needing this service:
Rental assistance 84%	Security and utility deposits 58%
Case management 81%	Housing counseling 56%
	Assistance in obtaining VA Benefits 53%
Between 25-49%...	Fewer than 25%...
Reported needing this service:	Reported needing this service:
Utility fee payment assistance 49%	Child care 6%
Daily living 48%	
Income support 46%	
Personal financial planning 40%	
Transportation 40%	
Purchase of emergency supplies 38%	
Moving costs 35%	
Health care 32%	
Legal 25%	

SOURCE: SSVF-FY 2022 participant satisfaction surveys.

In FY 2022, SSVF Veteran exiters top reported needs were rental assistance services at 84 percent and case management services at 81 percent. At slightly lower levels Veterans reported they need security and utility deposits (58 percent), housing counseling (56 percent), and assistance obtaining VA benefits (53 percent). Less than half the Veterans completing the survey reported they needed other services offered by SSVF. As only 18 percent of SSVF households had children, the lowest reported need among all SSVF Veteran exiters was childcare at six (6) percent.

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Exhibit 6.12: Participant Overall Quality Ratings for Their SSVF Provider (FYs 2017-2022)



SOURCE : SSVF- FYs 2017-2022 participant satisfaction surveys.

Exhibit 6.12 presents five (5) years of Veteran respondents’ ratings of their SSVF provider’s quality of service, from FY 2017 through FY 2022. Data was not collected in FY 2021. In FY 2017, 83 percent of Veteran respondents gave “Excellent” or “Above Average” ratings on their SSVF provider’s quality of service. By FY 2022, 75 percent of respondents gave their SSVF provider an “Excellent” or “Above Average” rating. In the intervening years (FY 2018 through FY 2020), those higher end ratings fluctuated between 72 percent and 73 percent.

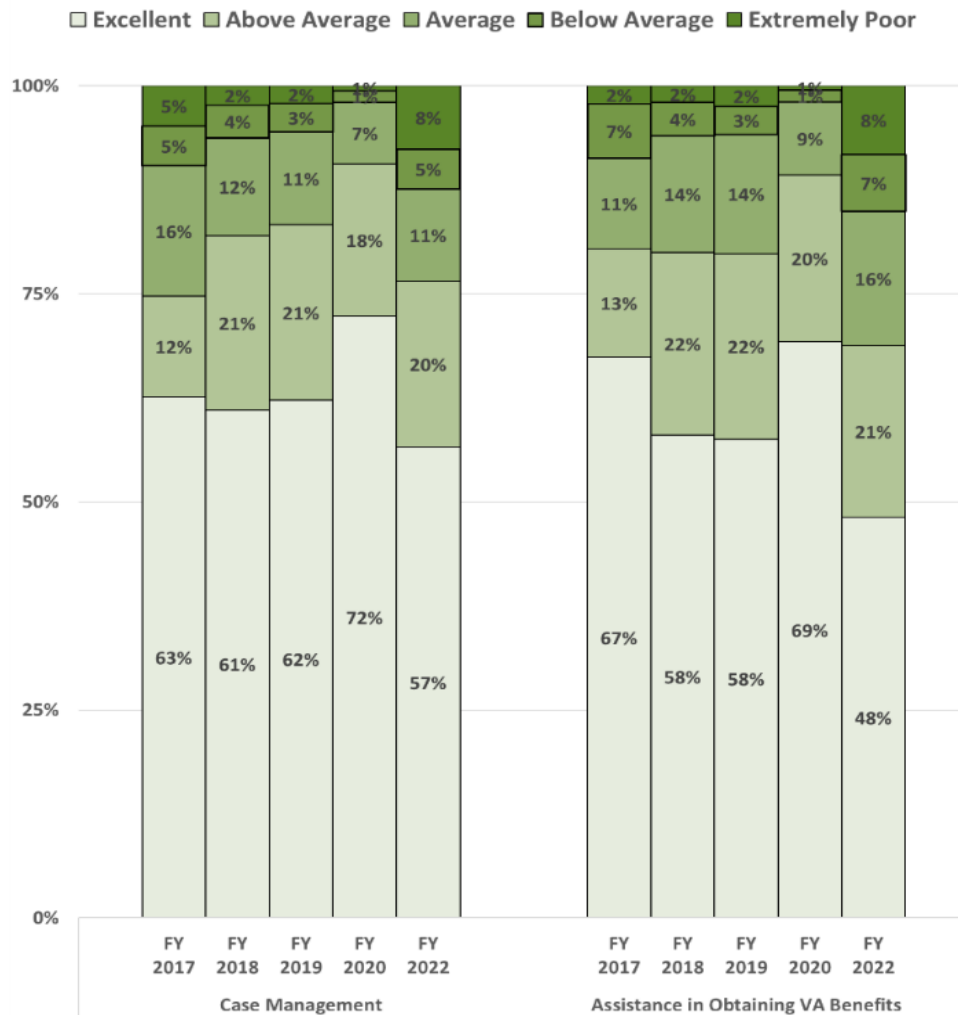
At the lower end of Veteran respondents’ rating of their SSVF provider’s quality of service, 10 percent of respondents gave “Extremely Poor” or “Below Average” ratings in FY 2017. By FY 2022, that number had jumped, with 13 percent of SSVF provider’s service quality receiving low marks. During the middle three years (FY 2018 through FY 2020), those lower end ratings were 12 percent, 13 percent and five (5) percent respectively.

Over the five-year period, Veteran respondents’ ratings of their SSVF provider’s quality of service have varied with FYs 2018 and 2022 having the lowest overall quality of service rankings. Combined “Excellent” or “Above Average” ratings increased in FYs 2019 and 2020. At the same time, combined “Extremely Poor” or “Below Average” ratings of SSVF provider’s quality of service has also varied, with FYs 2018 and 2022 again being the years with the most Veterans giving those two ratings.

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While we may not be able to draw a full conclusion, it seems possible that the transition to a virtual service model, which was in place for many providers during much of FY 2022, may have reduced the overall satisfaction with the program.

Exhibit 6.13: Participant Rating of Case Management and Assistance in Obtaining VA Benefits' Service Quality (FYs 2017-2022)



SOURCE : SSVF- FYs 2017-2022 participant satisfaction surveys.

Exhibit 6.13 presents Veteran respondents' ratings of case management and assistance in obtaining VA benefits services from FY 2017 through FY 2022. The quality of these services is critical to track, as case managers work directly with Veteran households to understand their crisis and assist them in obtaining or retaining permanent housing. Similarly, VA benefit services, such as income assistance, employment, training, and educational resources, are often essential to sustaining permanent housing placements.

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The trends for FY 2022 suggest a notable reduction in ratings for both case management and assistance in obtaining VA benefits. The lack of available data for FY 2021 makes it difficult to discern whether this change happened gradually or is specific to assistance provided in FY 2022.

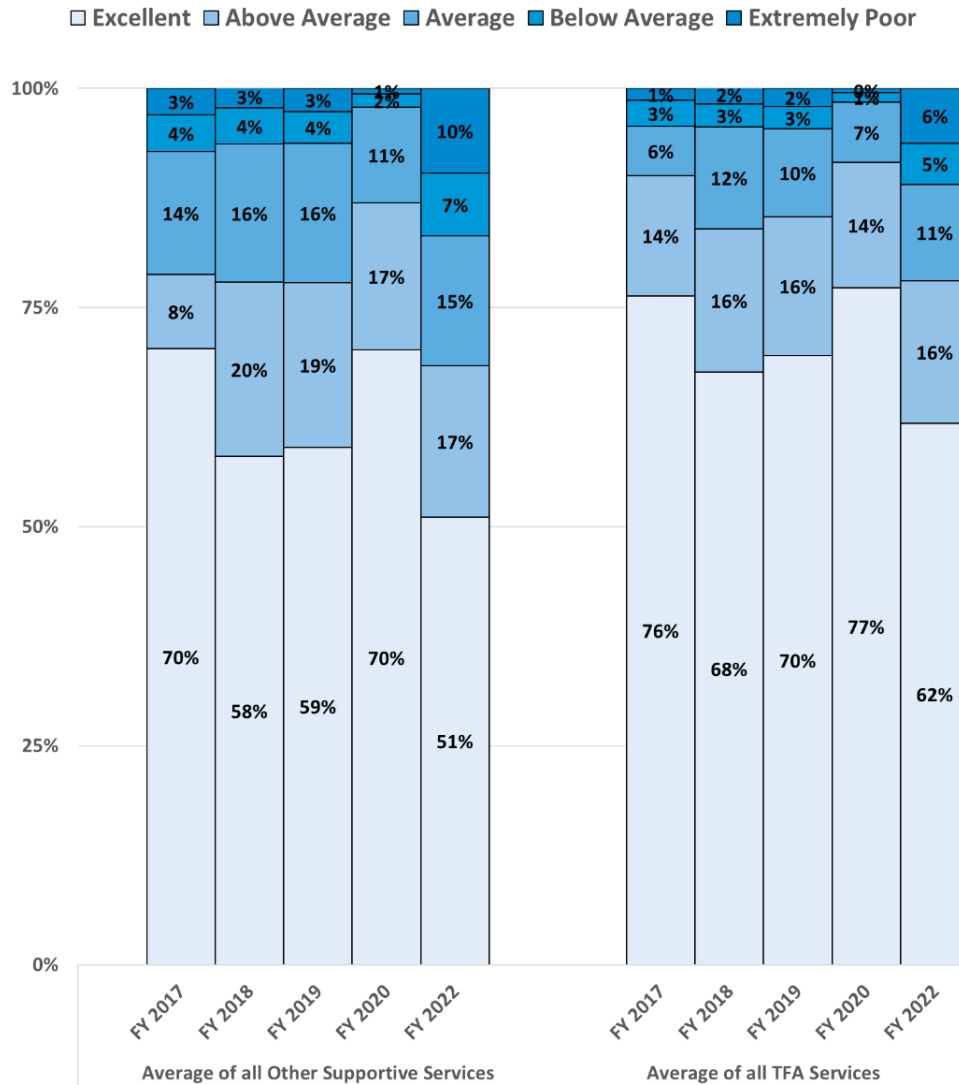
In FY 2017, 75 percent of Veteran respondents rated the case management services they received as either “Excellent” or “Above Average.” However, in the following years that “Excellent” or “Above Average” ratings for case management services rose each year, to 82 percent in FY 2018, 83 percent in FY 2019, and a high of 91 percent in FY 2020. In FY 2022, 77 percent of Veterans rated the case management services they received as either “Excellent” or “Above Average”, a reduction of 14 percent from the most recent year data was available.

For assistance that Veterans received to obtain VA benefits, 80 percent of Veteran respondents in FY 2017 gave that service an “Excellent” or “Above Average” rating. That high end rating for assistance obtaining VA benefits remained at that rate in FY 2018 and FY 2019; while in FY 2020, the high-end rating for assistance obtaining VA benefits rose to 89 percent of Veteran respondents. However, in FY 2022, only 69 percent of Veteran respondents gave that service an “Excellent” or “Above Average” rating, a 20 percent reduction from the most recent year data was available.

Again, it seems likely that the challenges of providing support virtually may be reflected in these numbers. In addition, health care systems and other public systems faced a great deal of strain during the pandemic which might have delayed access to care or benefits resulting in lower ratings of services received.

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Exhibit 6.14: Participant Rating of All Other Supportive Services and Temporary Financial Assistance Services' Quality (FYs 2017-2022)



SOURCE : SSVF- FYs 2017-2022 participant satisfaction surveys.

Exhibit 6.14 shows Veteran respondents’ ratings of supportive services other than case management and assistance in obtaining VA benefits services, those other supportive services include housing counseling, transportation, income support, personal financial planning, legal, health care, assistance with daily living, and childcare. This wide range of other services provide specific support and connections as needed or wanted by the Veteran household. In FY 2017, 78 percent of Veteran respondents rated the average of all other supportive services they received as either “Excellent” or “Above Average.” That high end rating remained at 78 percent in FY 2018 and held steady there through FY 2019. By FY 2020, Veteran respondents rating the average of all other supportive

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services they received as either “Excellent” or “Above Average” rose to 87 percent. In 2022, Veteran respondents rating the average of all other supportive services they received as either “Excellent” or “Above Average” had dipped to 68 percent.

The right side of the exhibit presents the average of Veteran respondents’ ratings for the most utilized TFA services, including rental assistance, utility fee payment assistance, security, and utility deposits, moving costs, and the purchase of emergency supplies. In FY 2017, 90 percent of Veteran respondents rated the average of TFA services they received as either “Excellent” or “Above Average.” In 2018, the percentage of Veteran respondents that rated the average of TFA services they received as either “Excellent” or “Above Average” dipped to 84 percent. In FY 2019, TFA services’ high-end rating increased slightly to 85 percent; by FY 2020, the TFA services’ high-end rating increased to a five year high of 92 percent. Again, in FY 2022, there was a notable decrease in Veteran respondents rating the average of all other supportive services they received as either “Excellent” or “Above Average” had dipped to 78 percent.

As with the respondents’ ratings of their SSVF provider’s quality of service (shown in Exhibit 5.11), respondents’ ratings of each service category rose overall from FY 2016 to FY 2020, but ratings were reduced significantly in FY 2022. It seems likely that the overall staffing trends related to the COVID-19 pandemic, including significant staff turnover, high caseloads, and virtual interactions likely contributed to this reduction.

The SSVF Program Office observed an overall reduction in survey participation, as well as the overall reduction in satisfaction during FY 2022. The SSVF Program Office offered two national webinars, in March and May 2022, to discuss the ratings, provide recommendations to ensure grantees were ensuring survey registrations and completion, and to offer strategies for integration of feedback into service delivery.

6.6 Returns to Homelessness

An essential gauge of the efficacy of programs serving households facing homelessness, or at a heightened risk of experiencing homelessness, lies in their ability to retain housing post-program participation. Notably, households transitioning from SSVF to permanent housing exhibit a more favorable outcome in preventing re-entry into VA homeless programs within one year of program completion, as compared to a cohort of other Veterans residing in poverty who have previously experienced homelessness.

At a national level, accurately and consistently tracking both entries and returns to the experience of homelessness is a challenging task. Researchers, funders, and government are working on developing standardized methodologies to track returns to homelessness. This sub-section of the report uses HMIS data from the SSVF program and HOMES to evaluate the housing outcomes sustainability for

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Veterans transitioning to permanent housing from SSVF, which is an important metric.²⁰ (CITATION). The analysis relies on a dataset supplied by the National Center on Homelessness among Veterans ("the Center").

In the interim, and for *Section 6.6* of this report, a “homeless episode” was counted only if one of the following circumstances was met: (1) a record of completion of a HOMES (an administrative database that tracks use of VA specialized homelessness programs) assessment form; (2) entry into a VA-funded homelessness program as recorded in HOMES; or (3) a record of SSVF rapid re-housing services in HMIS. Veterans who exited SSVF to permanent housing destinations were followed from their date of exit until the occurrence of their first episode of homelessness post-program participation (if any) using a 6-month lookback period to identify whether and when they experienced a homeless episode, as defined above.

To examine changes over time in returns to VA homeless programs from SSVF, this sub-section provides data on eight different time-based cohorts for analysis of SSVF Veterans returns to SSVF or other VA-funded homeless programs:

	FY 2012 ²¹	FY 2014	FY 2017 ²²	FY 2018 ²³	FY 2019	FY 2020	FY 2021	FY 2022
Number of Veterans exiting SSVF to permanent housing during this period	32,033	53,388	38,370	30,428	36,679	27,974	38,959	28,425

Veterans lacking valid Social Security numbers or with unknown housing status at SSVF program entry were excluded from this analysis. The remaining cohorts were categorized into four sub-groups based on household type (with or without children) and SSVF service category (prevention or rapid re-housing).

²⁰ Tsai, J., & Byrne, T. (2023). Returns to Homelessness: Key Considerations for Using This Metric to Improve System Performance. *American Journal of Public Health*, 113(5), 490-494, retrieved January 17, 2024, from <https://ajph.aphapublications.org/doi/10.2105/AJPH.2023.307263>.

²¹ This first cohort did not consolidate SSVF reenrollments within a 30-day period to account for Veteran transfers between SSVF programs and geographical areas. All subsequent cohorts are consolidated in that manner. At the time of this report’s publication, it was not possible to consolidate this cohort to match the other cohorts’ adjustment.

²² This period began one month earlier than the regular fiscal year and ended one month earlier than the regular fiscal year. Like all other returners datasets in this report, there were twelve months of permanent housing exiters included in this dataset.

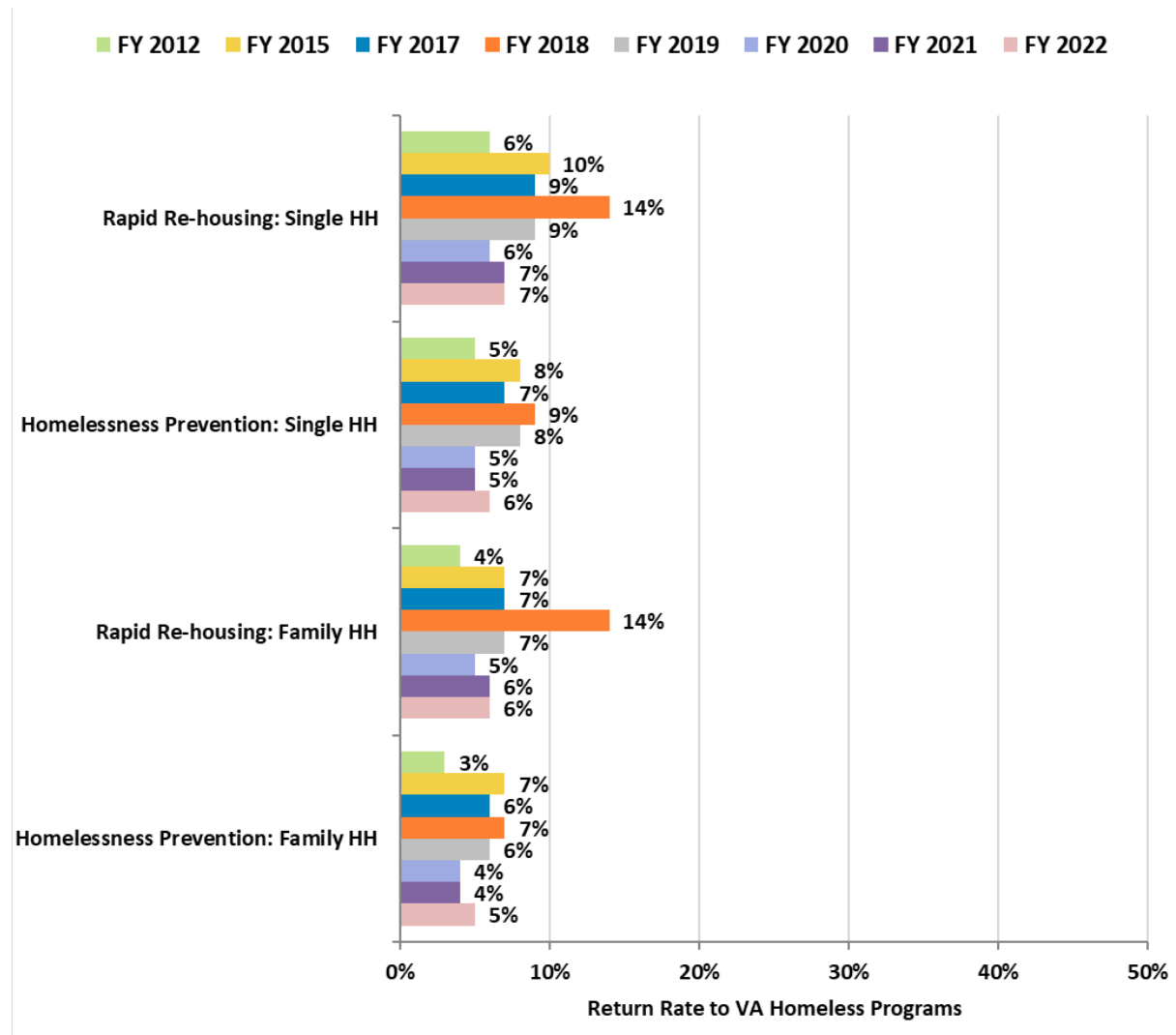
²³ Veterans that are were enrolled in SSVF using the HUD-VASH or GPD Packet Process were excluded from registering for the survey as their participation in SSVF was far more limited that regular SSVF enrollees.

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Survival analysis methods were employed to prospectively track the four groups and examine the timing and occurrence of post-SSVF homelessness episodes.

This sub-section employs a 6-month lookback period to assess SSVF success, recognizing that larger economic, housing market, societal, or other significant factors may exert increased influence over time. Exhibit 6.15 specifically examines returns to VA homelessness programs at 6 months following Veterans' exits to permanent housing.

Exhibit 6.15: Percent of SSVF Veterans who Returned to VA Homeless Programs within Six Months of Exiting to Permanent Housing Destinations



SOURCES: SSVF-HMIS Repository data; HOMES.

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Exhibit 6.15 shows low levels of returns to VA homelessness programs by SSVF Veterans who exited to permanent housing destinations across most annual cohorts, household (HH) types, and housing assistance types at the six-month mark.

For FY 2022, the percentage of rapid re-housing “returners” to VA homeless programs within the first six months of exit to permanent housing remained stably low. Among family households who exited SSVF rapid re-housing services to permanent housing during that period six (6) percent returned to VA homeless programs. Meanwhile, among single Veteran households who exited SSVF rapid re-housing services to permanent housing in the latest cohort, the return rate was seven (7) percent.

COVID-19 pandemic rental protections were significantly curtailed during FY 2022. On August 26, 2021, the U.S. Supreme Court blocked the national eviction moratorium. The Biden Administration’s extension of the U.S. Center for Disease Control’s (CDC) nationwide pandemic-related ban on evictions for two additional months prior to the court’s action.²⁴ Other rental protections and related public policy responses expired or ended in many communities during FY 2022.²⁵

Despite the end of rental protections during FY 2022, Veteran returns to VA homeless programs within six months after their permanent housing exits in FY 2022 held steady. Veteran return rates in FY 2022 were unchanged or up only one (1) percent from FY 2020 and FY 2021 in all assistance type and household type combinations. For SSVF, there were ongoing Public Health Emergency (PHE) Declaration program flexibilities in place throughout FY 2022, which may have helped keep returns to homelessness low, including extending Veteran participation time in hotels and motels with EHA and lifting the time limits on rental assistance to stabilize housing for Veterans households enrolled in the program. Those protective actions likely decreased the number of Veterans experiencing unstable housing situations during the year, compared to FY 2019 and prior years.

Upcoming FY 2023 returners’ data will be reviewed by the Center and SSVF Program Office to get a fuller understanding of pandemic response policies (such as the national eviction moratorium and the Emergency Rental Assistance Program), and their relationship to SSVF Veteran returns to experiencing homelessness rates.

²⁴ Savage, David, “Supreme Court blocks Biden’s extension of eviction ban,” Los Angeles Times, retrieved November 21, 2023, <https://www.latimes.com/politics/story/2021-08-26/supreme-court-biden-eviction-moratorium>.

²⁵ Below are two examples of significant community rental protections includes:

- California, which had the highest number of Veterans experiencing homelessness by state, ended its statewide tenant relief and protections in June 2022. Landlord applications for their tenants’ rental assistance ended on March 31, 2022.
- New Jersey’s eviction moratorium expired on December 31, 2021.

Section 7: Shallow Subsidy Service

This section describes the Supportive Services for Veteran Families' (SSVF) Shallow Subsidy pilot and service. Additionally, this section includes information on the Shallow Subsidy service's usage by assistance type, demographics, and key outcomes. In FY 2022, VA published its interim final rule on SSVF shallow subsidies to expand the Shallow Subsidy service to all grantees. This rule was based on pilot program experiences, recent research on rental market changes, and low-income household rent burdens.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in Section 2: Annual Report Data Analysis Methodology Change.



SECTION 7: Shallow Subsidy Service

7.1 Overview of SSVF's Shallow Subsidy Service

In 2018, the SSVF Program Office, in conjunction with SSVF Technical Assistance (TA), conducted a review of intermediate-term rental subsidy efforts that communities were trying across the country including active rental subsidy programs operating in New York City, Washington D.C., and Los Angeles. Through that review, the SSVF Program Office identified promising practices in a new type of rental subsidy arrangement known as a shallow subsidy.

In October 2019, the SSVF Program Office launched a Shallow Subsidy two-year pilot initiative as part of SSVF's response to the continuing affordable housing crisis. The Shallow Subsidy pilot was initiated in select communities with high rental costs and low vacancy rates.

SSVF's Shallow Subsidy provides a fixed amount of rental assistance TFA to low-income Veteran households enrolled in SSVF's rapid re-housing (rapid re-housing) or homelessness prevention (homelessness prevention) assistance programs. Utility assistance, security/utility deposit, transportation assistance, moving assistance, general housing stability assistance, and childcare TFA can also be provided to Veteran households receiving shallow subsidies, if needed.

The goal of the service is to help Veterans stabilize in housing and increase their income with the provision of two years of fixed rental assistance; that assistance is provided without the quarterly income certification required of Veterans under traditional SSVF.

SSVF uses a progressive engagement approach for potential Veteran households to be enrolled in the Shallow Subsidy service. This means that SSVF grantees initially provide the least amount of assistance Veteran households need to help them obtain or maintain their permanent housing, then scale that assistance to increased or decreased intensity as needed throughout the engagement. Consistent with this approach, it is generally assumed that Veteran households are first engaged with traditional rapid re-housing or homelessness prevention assistance prior to being offered the Shallow Subsidy service. That said, SSVF grantees were advised that there are no standardized expectations of how long a Veteran household should be receiving traditional SSVF assistance before transitioning to a shallow subsidy, as this is determined on an individualized basis.

The Shallow Subsidy service is intended to augment and expand housing subsidy resources to meet the needs of Veteran households who are most in need and could benefit from a low barrier, minimal supportive service engagement that will help the household be able to sustain housing once the rental assistance has ended. During the pilot, grantees worked with their local partners, including Continuums of Care (CoCs), VA Medical Centers (VAMCs) and other SSVF grantees to identify the appropriate level of rental support based on the local housing market and memorialized this in a community agreement.

Eleven (11) communities struggling with high rates of homelessness and low availability of affordable housing were selected to participate in the pilot initiative. Starting in FY 2020, and

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continuing through FY 2021, SSVF grantees in the following 11 communities across five states/districts participated in the pilot initiative:

- California: Alameda (including Oakland), Contra Costa, Los Angeles, San Diego, San Francisco, and Santa Clara Counties
- District of Columbia: Washington
- Hawaii: Honolulu County
- Illinois: Cook County
- New York: New York City (all five boroughs)

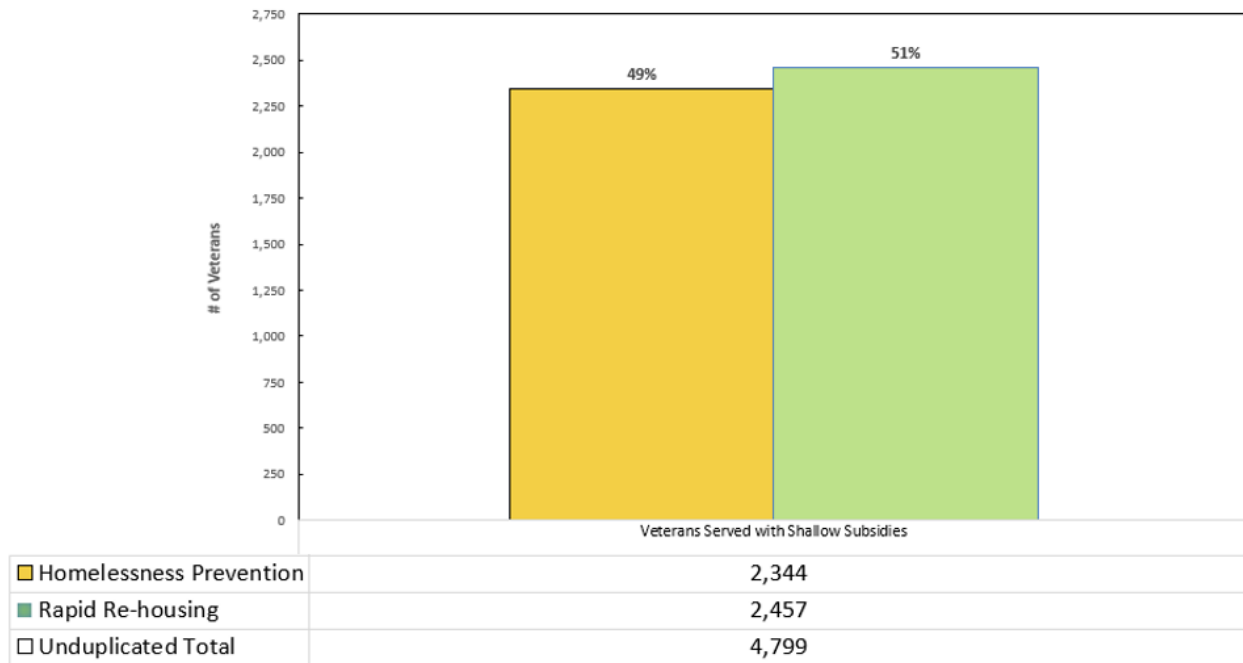
On August 5, 2021, VA published a national authorization to expand the SSVF Shallow Subsidy service. The authorization permitted grantees that were not part of pilot communities to start supporting Veterans with shallow subsidies once they completed their Memorandum of Agreement (MOA). This change allowed some Veterans in non-pilot communities to be served during FY 2021.

FY 2022 was the first full year of SSVF Shallow Subsidy service nationwide implementation, to support the expansion grantees were awarded \$350 million in American Rescue Plan (ARP) and FY21 funds. During this year, SSVF grantees expended \$27 million on shallow subsidy services. These funds were made available through the American Rescue Plan. SSVF shallow subsidy expenditures in FY 2022 were significantly higher than FY 2021 when \$15 million was expended on shallow subsidies (\$6 million of which came from Shallow Subsidy pilot funding). That change reflects the expansion of the SSVF Shallow Subsidy service from a pilot initiative to a nationwide service available to all SSVF grantees.

Over the last three years, the SSVF Program Office and SSVF TA staff have provided substantial direct and group TA on Shallow Subsidy to grantees, developed Shallow Subsidy guidance materials and community planning tools, and delivered office hours and webinars. Assistance requests and promising practices among the pilot initiative grantees were tracked by SSVF TA for inclusion in future resources. In FY 2022, SSVF TA facilitated Communities of Practice with grantees in every Regional Coordinator region to provide training and peer support on Shallow Subsidy implementation. Guidance, webinar recordings, and tools for the Shallow Subsidy service can be found at <https://www.va.gov/homeless/ssvf/ssvf-initiatives>.

SECTION 7: Shallow Subsidy Service

Exhibit 7.1: SSVF Veterans Served with Shallow Subsidies by Assistance Type (FYs 2021-2022)



SSVF Veterans served with Shallow Subsidies= 4,799

SOURCE: SSVF-HMIS Repository data.

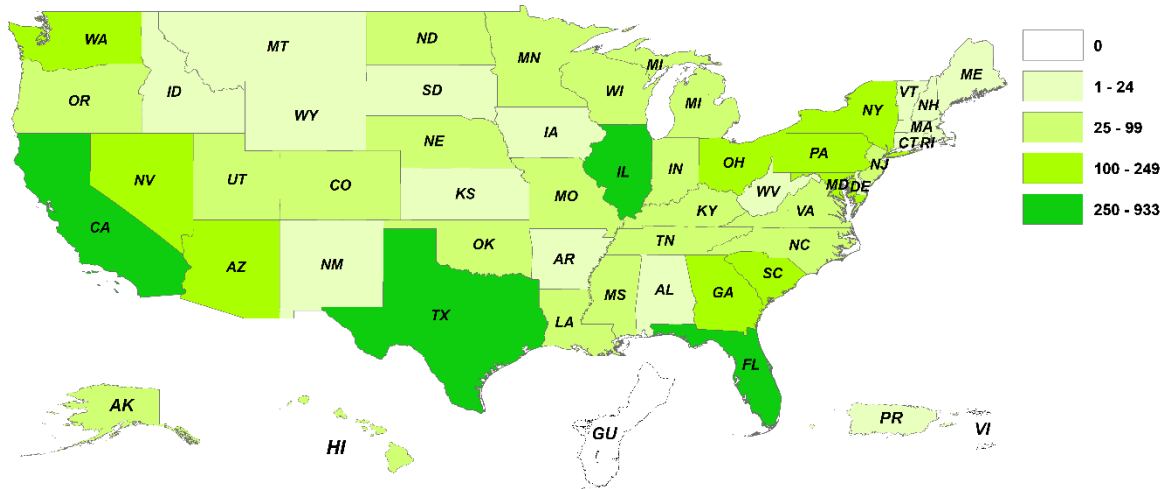
As program participants can continuously receive shallow subsidy services for up to two years, this section examines data from FY 2021 and FY 2022. During FYs 2021-2022, 4,799 Veterans who were enrolled in SSVF received shallow subsidy assistance. Of SSVF Veterans who received shallow subsidy services in FYs 2021-2022, 51 percent (or 2,457) were experiencing literal homelessness at entry into SSVF and received rapid re-housing assistance; the remaining 49 percent of Veterans (or 2,344 Veterans) were imminently at-risk of experiencing literal homelessness at program entry and received homelessness prevention assistance. Less than 0.1 percent of Veterans received shallow subsidy services while receiving both rapid re-housing and homelessness prevention assistance during the fiscal year.

7.2 Demographics of SSVF Veterans Served with Shallow Subsidies

FY 2022 marks the first full year of the SSVF Shallow Subsidy service after the initial pilot in FYs 2020-2021. This section of the report reviews the scale of the service’s reach, and the geography and demographics of the Veteran participants, including their race, gender, and ages compared to all SSVF Veterans.

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Exhibit 7.2: Map of SSVF Veterans Served with Shallow Subsidies (FYs 2021-2022)



SOURCE: SSVF-HMIS Repository data.

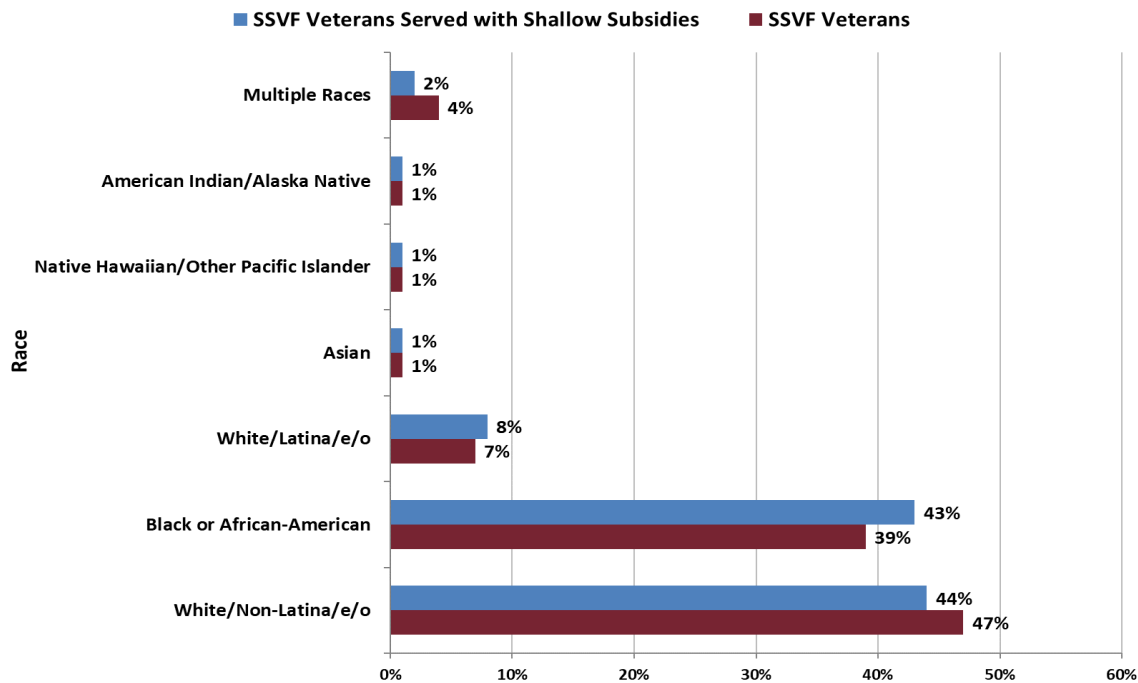
Veterans in 50 U.S. states, the District of Columbia, and Puerto Rico were served with SSVF Shallow Subsidy services during FYs 2021-2022. California had the largest number of Veterans served (933) with SSVF Shallow Subsidy services over the last two years, followed by Florida (352), Illinois (332), and Texas (312).

Shallow Subsidy services were utilized by SSVF Veterans in all regions of the country. The West (1,650) and the Southeast (1,269) saw the most Veterans enrolled in shallow subsidies during FY 2021-2022, while the Midwest (851), Southwest (623) and Northeast (424) each had under 1,000 Veterans served with Shallow Subsidy services.

The Shallow Subsidy service has expanded far beyond the initial five states/district areas from the pilot begun in FY 2020. About two in three (or 68 percent) of Veterans served with SSVF Shallow Subsidy services during FYs 2021-2022 were in states or US territories outside the pilot programs' five states/district areas.

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Exhibit 7.3: SSVF Veterans Served with Shallow Subsidies by Race (FYs 2021-2022)



SSVF Veterans: New Methodology= 68,438

SSVF Veterans Served with Shallow Subsidies= 4,799

SOURCE: SSVF-HMIS Repository data.

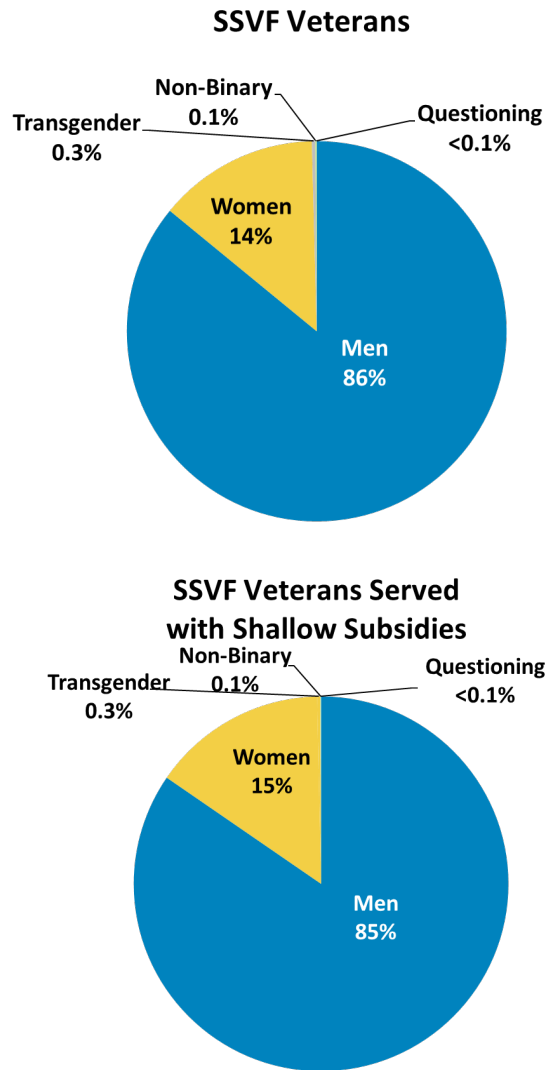
Among SSVF Veterans served with shallow subsidies during FYs 2021-2022, the largest racial group was White/Non-Latina/é/o Veterans at 44 percent of total. The second largest racial group served were Black or African American Veterans at 43 percent of total. White/Latina/é/o Veterans made up eight (8) percent of SSVF Veterans served with shallow subsidies. The remaining five (5) percent of SSVF Veterans served with shallow subsidies were from the following racial groups: multiple races (two (2) percent), Asian (one (1) percent), Native Hawaiian/Other Pacific Islanders (one (1) percent), and American Indian/Alaska Native (one (1) percent). Overall, Black, Indigenous, Latiné, and People of Color (BILPOC) Veterans made up 56 percent of all SSVF Veterans served with shallow subsidies.

The most sizable differences in the proportion of Veterans served by race between the SSVF Veterans served with shallow subsidies and all SSVF Veterans were for the Black or African American and the White/Non-Latina/é/o groups. Forty-three (43) percent of SSVF Veterans served with shallow subsidies were Black or African American in FYs 2021-2022, compared to 39 percent for SSVF in FY 2022 – a four (4) percent difference. Similarly, 44 percent of Veterans served with shallow subsidies were White/Non-Latina/é/o in FYs 2021-2022, compared to 47 percent for SSVF in FY 2022 – a three (3) percent difference. These differences in racial composition may be the result of the Shallow Subsidy service’s more widespread

SECTION 7: Shallow Subsidy Service

implementation in states with more diverse populations. As noted earlier, 32 percent of the Veterans served with shallow subsidies came from states that had the initial Shallow Subsidy pilot funding. Collectively, those communities had disproportionately higher percentages of BILPOC Veterans experiencing homelessness compared to White/Non-Latina/é/o Veterans experiencing homelessness.

Exhibit 7.4: SSVF Veterans Served with Shallow Subsidies by Gender (FYs 2021-2022)



SSVF Veterans: New Methodology= 68,438

SSVF Veterans Served with Shallow Subsidies= 4,799

SOURCE: SSVF-HMIS Repository data.

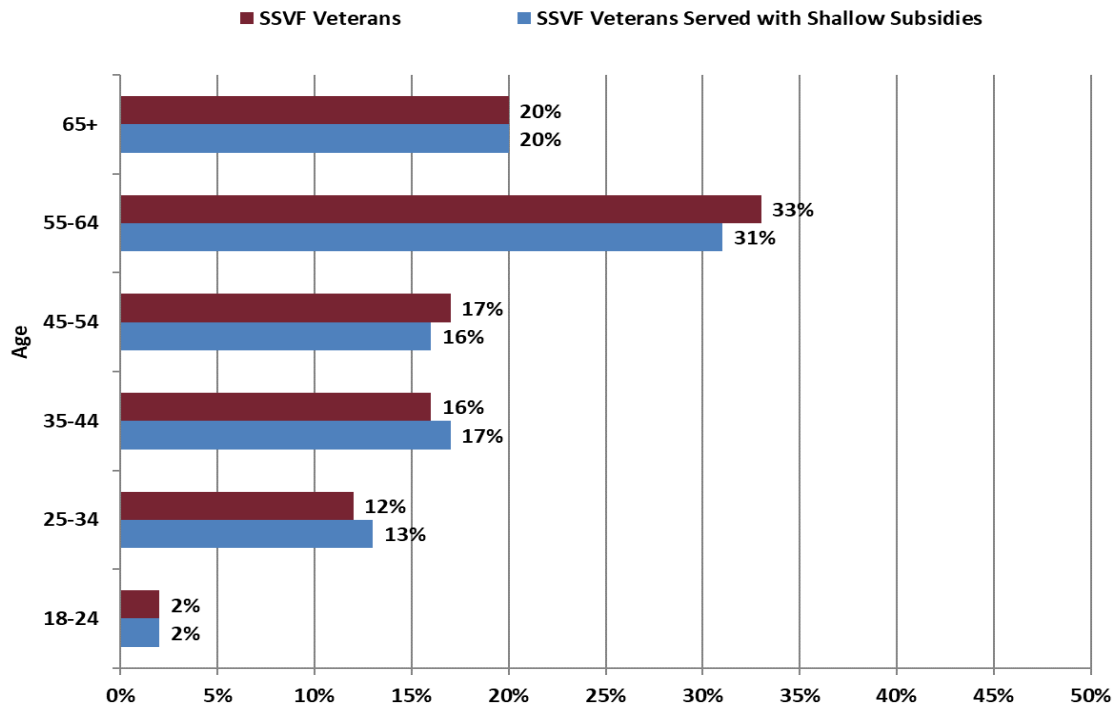
Among SSVF Veterans served with shallow subsidies in FYs 2021-2022, about six in seven (85 percent) were men, while about one in seven (15 percent) were women. Of the remaining SSVF

SECTION 7: Shallow Subsidy Service

Veterans served with shallow subsidies, 0.3 percent were transgender, 0.1 percent were non-binary, and less than 0.1 percent were questioning.

Shallow Subsidy Veterans gender identity percentages were nearly identical to the total SSVF Veterans' group. Gender differences between the SSVF Veterans served with shallow subsidies group and all SSVF Veterans group amounted to one (1) percent or less for each gender identity.

Exhibit 7.5: SSVF Veterans Served with Shallow Subsidies by Age (FYs 2021-2022)



SSVF Veterans: New Methodology= 68,438

SSVF Veterans Served with Shallow Subsidies= 4,799

SOURCE: SSVF-HMIS Repository data.

Among SSVF Veterans served with shallow subsidies in FYs 2021-2022, about half (51 percent) were ages 55 and over, while slightly less than half (48 percent) were ages 18 to 54.

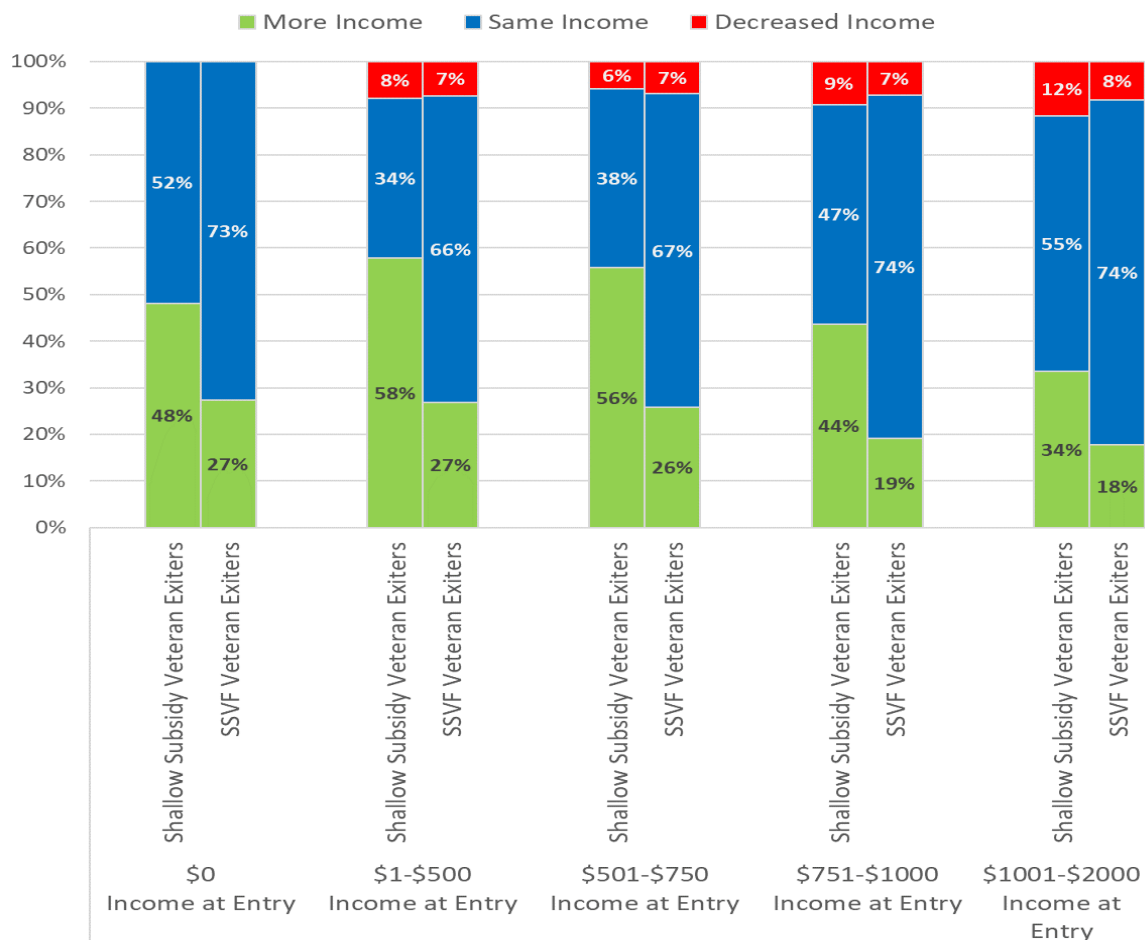
Veterans receiving the Shallow Subsidy service were slightly younger than the all the Veterans served by SSVF. Veterans aged 55-64 years and older group were two (2) percent lower for the SSVF Veterans served with shallow subsidies (at 31 percent of total) than for the overall SSVF Veterans group (at 33 percent of total). Additionally, the 45-54 years group was one (1) percent lower for the SSVF Veterans served with shallow subsidies (at 16 percent of total) than for the SSVF Veterans group overall (at 17 percent of total). Meanwhile, the SSVF Veterans served with shallow subsidies aged 25 to 34 years group (at 16 percent of total) were one (1) percent higher compared to all SSVF Veterans of the same age group.

SECTION 7: Shallow Subsidy Service

7.3 Income Changes for SSVF Veterans Served with Shallow Subsidies

SSVF Shallow Subsidy income changes for Veterans exiting SSVF after receiving Shallow Subsidy assistance data from FY 2021 through FY 2022 shows promising results. This data indicates that Veteran exiters who received the Shallow Subsidy service were able to increase their income more than the average Veteran exiter in FY 2022. For that period, Exhibit 7.6 compares exiting Veterans who received shallow subsidy assistance to all Veterans exiting SSVF.

Exhibit 7.6: Shallow Subsidy Veteran Income Changes (FYs 2021-2022)



SSVF Veterans Exitters: New Methodology, 2022= 41,879

SSVF Veterans Exitters with Shallow Subsidies, FY 2021-2022= 662

SOURCE: SSVF-HMIS Repository data.

Veteran exiters who received SSVF Shallow Subsidy services had increased incomes at exit (shown in green) at about double the rate of SSVF Veteran exiters, across all income categories.

As shown in Exhibit 7.6, nearly half (48 percent) of Veterans who entered SSVF with no income and received Shallow Subsidy services exited with increased income, compared to 27 percent of

SECTION 7: Shallow Subsidy Service

all exiting Veterans – a 21 percent difference. Meanwhile, about four in seven (or 58 percent) of Veterans who entered SSVF with \$1 to \$500 in income and received Shallow Subsidy services, exited with increased income, compared to 27 percent of all SSVF exiters who increased their income at exit from this income range. Of Veterans with \$751 to \$1,000 in income at entry, the Veterans who exited after receiving Shallow Subsidy services, 56 percent saw income improvements, compared to 26 percent of the exiting Veterans group – a 30 percent difference. For the \$1,001 to \$2,000 income at entry group, 34 percent saw income improvements, compared to 18 percent of all exiting Veterans group – a 16 percent difference.

The percentage of Veterans who received SSVF Shallow Subsidy services that had decreased income (shown in red) were similar for most income groups compared to all SSVF Veterans at exit except for the Veterans with the highest income range. For Veterans with income of \$1 to \$1,000 at entry, differences ranged from one (1) to two (2) percent between the Veterans who received SSVF Shallow Subsidy services and the SSVF Veteran exiter group. The percentage of Veterans who received SSVF Shallow Subsidy services and exited with decreased income was 12 percent for the \$1,001-2,000 income group – four (4) percent higher than the same SSVF Veteran income group.

To help Veterans increase their income, SSVF has partnered with the U.S. Department of Labor's (DOL's) Homeless Veterans' Reintegration Program (HVRP), a Veteran-specific employment and training program. In the communities where there is a HVRP program, the programs co-enroll Veterans and coordinate assistance to participants so that they may reach economic self-sufficiency by the end of the two-year rental subsidy.

Overall, this data shows promising income increases for Veterans who receive SSVF Shallow Subsidy service. Across all income groups, these substantial income increases should help improve Veterans' financial and housing stability post-SSVF exit.

7.4 Next Steps

Continued expansion of Shallow Subsidy will be a priority for the Program Office and SSVF TA staff in FY 2023. Shallow Subsidy was highlighted as an important resource as the Public Health Emergency (PHE) Declaration ended and TFA time limits were reinstated and as the VA Homeless Programs Office added returns to homelessness as a performance metric in the Calendar Year 2023 Homelessness Goals.

Section 8: SSVF Initiatives

In addition to the work of engaging and housing Veterans at-risk of or literally experiencing homelessness, the Supportive Services for Veteran Families (SSVF) Program Office created several special initiatives for SSVF grantees in FY 2022. These special initiatives added additional services to the SSVF service portfolio and helped draw attention to services provided by grantees that helped Veterans stabilize in, and work through, barriers to maintaining housing. In most instances, the special initiatives discussed below also came with additional funding for SSVF grantees.



8.1 SSVF Supplemental Award NOFA

On June 24, 2022, VA published a Notice of Funding Availability (NOFA) in the Federal Register creating a non-recurring, 4-year grant opportunity. This NOFA, which provided \$130 million in additional funding, was open to existing SSVF grantees serving VA Medical Centers (VAMCs) specifically listed in the NOFA and was funded through the American Rescue Plan. Communities included in the NOFA were specifically included because they faced considerable challenges placing Veterans in permanent housing and subsequently had a significant number of unused HUD-VASH vouchers. VA intended this funding to better support SSVF-eligible Veterans with HUD-VASH vouchers to locate housing in increasingly challenging housing markets. SSVF grantees and HUD-VASH staff reported needing additional support to secure landlords and to support high acuity Veterans still experiencing homelessness or those reluctant to move into housing. To better equip eligible grantees to respond to the NOFA, SSVF Program Office staff and technical assistance (TA) providers quickly had a webinar describing the new activities funded under this supplemental NOFA (referred to as the Supplemental Award). These activities were:

8.1.1 Housing Navigation for Veterans Co-Enrolled in HUD-Veterans Affairs Supportive Housing (HUD-VASH)

The Supplemental Award provided additional funding for SSVF grantees to hire dedicated housing navigators to support HUD-VASH teams. The specific role of these navigators was to support the housing navigation process for SSVF-eligible Veterans who had a HUD-VASH voucher but needed additional help locating a housing unit. Using a deliberate, coordinated co-enrollment strategy, the Housing Navigator position was intended to expedite housing placements while the HUD-VASH voucher was processed. At that point, the SSVF Housing Navigator worked closely with the HUD-VASH case manager to transition Veterans back to HUD-VASH for long-term clinical support.

8.1.2 Landlord Incentives

The additional Supplemental Award funding allowed SSVF grantees to offer an incentive to landlords of up to 2 months' rent when needed to overcome barriers to housing, such as criminal history, bad credit scores, or past evictions. SSVF grantees were encouraged to work with partners across the VA catchment area to develop standards for how and when the incentives could be used and to ensure each case file had a justification for the use of an incentive. Incentives could not be used for month-to-month leases, they required the signing of a one-year lease but could be used to serve any SSVF-enrolled Veteran in the VA catchment area. If needed, landlord incentives funded under the Supplemental Award could be used in conjunction with a double security deposit.

8.1.3 Tenant Incentives

In addition to landlord incentives, the Supplemental Award provided funding for tenant incentives, designed to support and encourage Veterans to seek housing and remain permanently

SECTION 8: SSVF Initiatives

housed after placement. This incentive was only available to Veterans when they first moved in within the designated VA catchment areas. The incentives were designed to address quality of life issues for Veterans, offering them comforts that most expect in independent living but which they may not have due to their limited income and time experiencing homelessness. SSVF grantees could use this funding to purchase individual items such as televisions for Veterans with eligible leases.

8.1.4 Income Limit Increase to 80 Percent AMI

Recognizing the sharp increase in the cost-of-living across the country, SSVF used the Supplemental Award to expand SSVF eligibility to Veterans who make up to 80 percent of the Area Median Income (AMI) which aligns SSVF with HUD-VASH income guidelines. SSVF grantees could decide whether or not they would fully use this expanded eligibility. Grantees with significant local demand for rental assistance and more limited resources could restrict eligibility to 50 percent AMI and/or use the Homeless Prevention screener to set screener threshold scores to target assistance to the most in-need.

Supplemental Award applications were due on July 27, 2022, and SSVF grantees were quickly notified of their funding on September 13, 2022. The SSVF Program Office provided additional support to SSVF grantees through a Planning and Implementation webinar on August 15, 2022, encouraging grantees to be equity-minded around coordination and implementation of the Supplemental Award activities. As FY 2022 closed, the SSVF TA Team began planning for a Community of Practice (CoP) for grantees awarded Supplemental Award funding, set to begin in early FY 2023.

8.2 Expanding Equity Efforts

The SSVF Program Office remained committed to embedding equity in all of its activities and guidance in FY 2022. This commitment included expanding equity conversations with SSVF grantees and focusing on developing presentations and tools to help grantees review their work for disparities and inequitable practices. The SSVF Program Office also developed special initiatives that specifically focused on alleviating disparities in health care and legal services (see below). The SSVF TA Team began work on the SSVF Equity Tool which analyzes grantee's HMIS data uploaded to the SSVF Repository, spending FY 2022 developing an online tool that helped SSVF grantees look at racial disparities in access, service delivery, and performance including a focus on Temporary Financial Assistance (TFA) expenditures.

While this Tool was not completed in FY 2022, the SSVF HMIS Team worked with members of the SSVF Racial Equity Team, a team comprising SSVF TA team members trained in racial equity who work to ensure equity is embedded in all products, webinars, and presentations produced through the SSVF Program Office, to ensure that the Tool met the needs of SSVF grantees and was based off of data SSVF grantees were already providing monthly to the SSVF Repository.

SECTION 8: SSVF Initiatives

While the SSVF Program Office did not present webinars specifically on equity during FY 2022, it continued to embed equity throughout webinars on Legal Services, Hiring and Retention, and Shallow Subsidy. During the FY 2022 Permanent Housing Conference, held from June 6-17, 2022, the SSVF Program Office included webinars on Equity-Informed System Design and Leading with the Voices of Veterans with Lived Experience. Other presentations discussed barriers to permanent housing that are amplified by historical and structural racism.

Outside of formal presentations and webinars, the SSVF Program Office and TA Team continued to weave equity into technical assistance provided to SSVF grantees. All guidance documents and presentations issued from the SSVF Program Office were reviewed by the SSVF TA Equity Team to ensure that equity was appropriately included across the program. SSVF TA providers also worked with SSVF grantees to develop more equitable practices to alleviate disparities whenever possible.

8.3 Healthcare Navigation

Healthcare Navigators and the healthcare navigation service were first introduced to the SSVF program in FY 2020, then expanded in FY 2021. In FY 2022, 70 percent of Veterans in SSVF had at least one disabling condition, a four (4) percent increase from FY 2021. As the population of Veterans experiencing homelessness continues to have more disabling conditions and to age, health care navigation remains a core resource for Veterans seeking to navigate health care diagnoses or trying to access health care while receiving other SSVF services. There were no significant changes to health care navigation in FY 2022, as the service moved from being a Special Initiative to being a core service of all SSVF grantees.

8.4 Legal Services

The SSVF Program Office began FY 2022 by announcing additional funding for legal services for Veterans. Legal services have been an eligible cost since SSVF's inception, though not all SSVF grantees provided legal services in-house or through subcontracts with qualified legal providers. With an additional \$24 million for legal services made available through the American Rescue Plan Act, SSVF began highlighting the benefits of legal needs assessments and requesting that SSVF grantees develop detailed plans for legal services provision.

SSVF launched their focus on legal services with a webinar early in FY 2022. The webinar reviewed the various legal issues that SSVF legal services cover and the new funding for legal services. The funding required that SSVF grantees perform legal needs assessments on Veterans served in SSVF and that they provide legal services either through in-house legal services or through a qualified legal provider. The SSVF Program Office presented two additional webinars, focused on developing a Legal Services Plan and highlighting different implementation models.

SSVF Regional Coordinators reviewed grantee Legal Services Plans and SSVF grantees were encouraged to develop legal needs assessments in conjunction with their in-house staff or legal services subcontractor. SSVF grantees received guidance on the need to train case managers and

SECTION 8: SSVF Initiatives

frontline staff on how to incorporate the assessments into progressive engagement throughout a Veteran's SSVF service period.

Section 9:

Program Coordination and Technical Assistance (TA)

The SSVF Program Office and their contracted technical assistance (TA) partners, the Technical Assistance Collaborative (TAC) and Abt Associates Inc., continued to support community planning and program implementation of supportive services to end Veteran homelessness in FY 2022. During this fiscal year, SSVF grantees, Program Office staff, and TA partners were committed to implementing best practices and to strengthening system alignment to meet the ongoing needs of Veterans at-risk of or literally experiencing homelessness. This was done by coordinating efforts with other VA homeless programs and community partners to deliver comprehensive services to Veterans. Additional details on SSVF TA's efforts to support implementation of national goals and special initiatives are described in *Section 3: Adapting to Serve Veterans in a Changed Landscape* and *Section 8: SSVF Initiatives of this report*.

SSVF TA also continued to support grantees efforts to implement a high-quality program, publishing tools and products with guidance on establishing policies and procedures and care coordination related to standard services. Training and technical assistance delivery evolved to a mix of virtual and in-person modalities during FY 2022, as pandemic restrictions became less intense. This section will highlight TA efforts to support grantees as they worked to stably house Veterans through rapid re-housing or homelessness prevention projects and to support advanced community coordination aimed at increasing Veteran's connection to permanent housing.



SECTION 9: Program Coordination and Technical Assistance (TA)

9.1 Training and Education

A variety of trainings were developed and facilitated by SSVF TA providers in FY 2022, with a goal of enhancing grantees ability to deliver efficient program services. As the risk of COVID-19 declined, the Program Office decided that some training would be more effectively delivered in-person as described below. As some trainings were provided in-person, SSVF Program Office and TA staff continued to provide support to grantees on core program policies and operations, efficient service delivery and care coordination, and new initiatives through webinars and office hours.

9.1.1 Virtual VA Permanent Housing Conference “Putting It All Together: Enhanced Partnerships to Serve those who Served!”

In June 2022, the SSVF Program Office, in partnership with the other VA Homeless Program Office programs, federal partners, and SSVF TA providers hosted the 2022 Virtual VA Permanent Housing Conference – **Putting it All Together: Enhanced Partnerships to Serve Those Who Served!** Conference topics included:

- Re-housing in Focus: Creative Strategies and Approaches
- Preventing Returns to Homelessness: Shallow Subsidy and Long-Term Housing Stability
- Emergency Housing: Lessons Learned, Same Day Access and Safety
- Equity-Informed System Design
- Leading with the Voices of Veterans with Lived Experiences and Expertise in Homelessness

Sessions were conducted virtually over several days featuring presentations from SSVF grantees, VA staff, and SSVF TA partners. Participants reported in feedback gathered after the conference that they gained a deeper understanding of program standards and best practices for services delivery. The SSVF TA team regularly uses feedback shared through participant evaluations to guide future TA planning efforts and training calendars for the upcoming fiscal year.

9.1.2 Program Manager Academy

Starting at the end of FY 2022 and extending into the first few months of FY 2023 SSVF Program Manager Academy sessions were delivered in three locations across the country – Minneapolis, MN; Charlotte, NC; and Denver, CO. During the pandemic many grantees experienced staff turnover, including at the program manager level. FY 2022 was the first time there were so many new program managers – defined as in their position one year or less – that there had to be three sessions; in prior years only one session had been needed. Offerings to attendees included interactive learning and peer-to-peer engagement opportunities to deepen program leadership’s knowledge base. Additional topics included:

- Transitioning away from the Stafford Act Public Health Emergency

SECTION 9: Program Coordination and Technical Assistance (TA)

- SSVF Enhanced Services in Focus
- SSVF and Ending Homelessness among Veterans
- Program Compliance and Monitoring

SSVF TA providers conduct evaluations after every in-person training. For the Program Manager Academy there was a very positive response from attendees with 94 percent stating that they Agreed or Strongly Agreed with the statement that the event covered topics relevant to their work and 98 percent stating that they Agreed or Strongly Agreed that the information presented was clear and concise.

9.1.3 Webinars & Office Hours

In FY 2022, the SSVF Program Office and TA partners provided 22 webinar sessions for grantees, offering guidance and support on program services and care coordination in the SSVF program alone, and in combination with other VA homeless programs. Webinar content was presented by Program Office staff, TA providers, SSVF grantees, and guest speakers from other VA programs. Topics included:

Program Initiatives

[Supplemental NOFA Awards: Planning and Implementation - August 15, 2022](#)

[Shallow Subsidy - August 11, 2022](#)

[Supplemental NOFA Targeted Funding Opportunity - June 27, 2022](#)

[38,000 Goal Office Hours - April 29, 2022](#)

[Shallow Subsidy Office Hours - March 25, 2022](#)

[A Reintroduction to Rapid Resolution - February 10, 2022](#)

[SSVF Legal Services: Models of Implementation - November 19, 2021](#)

[Removing Stigma Through Inclusive Care - November 18, 2021](#)

[Legal Services Planning Tool and Funding - November 5, 2021](#)

[Shallow Subsidy and Coordination with Workforce Partners - October 15, 2021](#)

[Legal Services Webinar - October 14, 2021](#)

Program Monitoring and Administration

[FY 2021 FOIA Results - July 15, 2022](#)

[FY 2021 and CARES End of Year Closeout - June 24, 2022](#)

[Satisfaction Survey and SQUARES Updates - May 12, 2022](#)

[Satisfaction Survey and Quarterly Report Updates - March 11, 2022](#)

[Hiring, Retention, and Building a Strong SSVF Workforce - December 16, 2021](#)

[Satisfaction Survey, Shallow Subsidy, and Supplemental Funding - October 8, 2021](#)

HMIS webinars

[HMIS End of Year Office Hours - October 4, 2022](#)

[HMIS Office Hours - September 23, 2022](#)

SECTION 9: Program Coordination and Technical Assistance (TA)

[HMIS Office Hours - July 15, 2022](#)

[HMIS Office Hours - May 20, 2022](#)

[Repository Updates and Year in Review - January 20, 2022](#)

On average there were 500 attendees per webinar throughout the fiscal year. All webinars are available on the SSVF website for staff onboarding and refresher training.

9.2 Tools and Products

Since the SSVF Program launched in 2011, the SSVF Program Office and TA staff have created tools and products that help SSVF grantees in their community planning and program implementation efforts. The tools and products produced in FY 2022 focused on supporting community planning and coordination of new and unprecedented program flexibility. Many of these resources can be found online at www.va.gov/homeless/ssvf/ssvf-education. Tools and products authored by the SSVF Program Office and TA partners in FY 2022 included:

- Legal Services Planning Tool
- Shallow Subsidy Compliance Guide
- SSVF FY 2022 Supplemental Award SSVF and HUD-VASH FAQ and webinars

The SSVF Program Office also distributed materials to accompany the Permanent Housing Placement National Challenge to House 38,000 Veterans, providing guidance to communities to help them reach their goal to permanently house Veterans experiencing homelessness.

To support grantees access to program materials, the SSVF website was redesigned to make it easier to navigate, the website can be found here <https://www.va.gov/homeless/ssvf/index.html>.

9.3 SSVF/HUD-VASH Coordination

Collaborative efforts between HUD-VASH and SSVF programs are a vital component in establishing a robust and efficient Veteran homelessness response system. Both VA program offices dedicated technical assistance resources to support grantees and HUD-VASH staff in implementation of coordinated approaches to meeting the housing and supportive services needs of Veterans. In FY 2022, TA efforts aimed to help grantees in refining coordination efforts with local VA Medical Center (VAMC) HUD-VASH programs and identifying strategies that leverage the strength of each program to expedite Veteran's connection to housing resources, maximize housing placements, and utilization. TA activities included the development of tools, training and direct TA to communities implementing new program flexibilities. Both SSVF and HUD-VASH programs adopted joint strategies that expanded housing navigation and landlord engagement through the Supplemental Award, see 8: *SSVF Initiatives* for more information.

SECTION 9: Program Coordination and Technical Assistance (TA)

9.4 Direct TA

SSVF TA providers continued to provide technical assistance to grantees on program operations and special initiatives. Technical assistance support typically took the form of virtual meetings to discuss solution-driven techniques, with Program Office staff, SSVF TA, and local SSVF grantees working together to identify effective strategies to addressing program and system issues. TA also addressed coordination efforts between SSVF grantees, Continuums of Care (CoCs), other VA funded homeless programs, and VAMCs.

9.5 HMIS TA

SSVF TA also provided Homeless Management Information System (HMIS) TA to support grantee uploads to VA's national HMIS data repository (called SSVF Repository) and to produce reports about grantee activities for the SSVF Program Office. HMIS TA focused on improving data quality, conducting an equity analysis to understand if there were any disparities in the way grantees served Veterans, and providing instruction on the performance reports provided to grantees after every monthly upload to the SSVF Repository.

The most important function of HMIS TA is to support grantees as they upload data to the SSVF Repository. That work includes the creation of geographic- and project type-specific upload slots, the monitoring of data quality issues, troubleshooting HMIS access and other data issues with grantees, HMIS administrators and HMIS vendors, and tracking of each grantees' upload status. Materials produced by TA staff to help grantees with their data requirements include the VA Data Guide (FY 2022), the Monthly Report Documentation, and the Data Quality Summary Report Documentation.

HMIS TA staff also developed and presented sessions on HMIS data quality and practice information at the Program Manager Academy, three National SSVF Webinars regarding Performance Measures and Data Closeout, and 12 Data Office Hour webinars.

HMIS TA staff produced reports for the SSVF Program Office staff on Emergency Housing Assistance (EHA), Shallow Subsidy, data quality issues, demographic data, and other information as requested. Often, these analyses were used by SSVF and VA to identify areas for program and practice improvement and technical assistance including tool development, assisting with federal/VA partner collaboration, and/or fulfilling Congressional requests.

9.6 Federal Partnerships

The SSVF partnership with U.S. Department of Labor's Homeless Veterans' Reintegration Program (HVRP) to support employment for Veterans, particularly those being served through Shallow Subsidy, continued in FY 2022. A webinar called 'Shallow Subsidy and Coordination with the Homeless Veterans Reintegration Program, Department of Labor, and Other Workforce Partners' was presented to SSVF grantees in October 2021.

SECTION 9: Program Coordination and Technical Assistance (TA)

SSVF Program Office staff and TA providers worked with staff from the Office of Special Needs Assistance (SNAPS) Program at the U.S. Department of Housing and Urban Development (HUD), which oversees the CoC Program, the primary source of federal funding for housing and services program, on a Federal Partner Panel at the 2022 VA Permanent Housing Conference.

9.7 Practice Standards and Accreditation

VA continued to emphasize the importance of using the SSVF practice standards to guide program design and fidelity to the SSVF core practices. The SSVF standards describe core program features and evidence-based practices around rapid re-housing and homelessness prevention across a range of program elements. Once they were published in FY 2013, VA was able to share the SSVF standards with three primary accreditation bodies—Commission on Accreditation of Rehabilitation Facilities (CARF), the Council on Accreditation (COA), and the Joint Commission. These relationships began in the FY 2013 SSVF Program Notices of Funding Availability (NOFAs), which allowed for multi-year funding awards for grantees accredited through CARF or COA, starting in FY 2014. Grantees could become accredited through the Joint Commission starting in FY 2016.

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

By the end of FY 2021, 137 grantees received accreditation from CARF and/or COA. VA considers accreditation a clear demonstration that these grantees operate their organizations and programs with a distinct level of professionalism and with fidelity to SSVF’s program model. See Appendix 3 for a complete list of accredited SSVF grantees.

The SSVF Notice of Funding Availability (NOFA) prioritizes SSVF funding for grantees who can demonstrate that they have adopted evidence-based practices for preventing and ending homelessness, which accreditation confirms. These grantees are eligible for three-year awards under certain conditions.

9.8 Next Steps

In the coming year, the SSVF Program Office and TA providers will focus on rapidly re-housing Veterans experiencing homelessness through implementation of new resources and approaches, and a renewed focus on SSVF basics. This will be accomplished by working closely with HUD-VASH staff nationally and at local VAMCs, and other VA-funded programs to support Veterans

SECTION 9: Program Coordination and Technical Assistance (TA)

experiencing homelessness. SSVF TA providers supported an increased focus on equity through the release of the SSVF Equity Report in the spring of 2023.

TA activities in FY 2023 will include:

- Implementation of the Supplemental Award with Communities of Practice and webinars
- In-person Program Managers Academy for new SSVF program managers
- In-person regional meetings focused on a back-to-basics approach
- In-person Rapid Resolution trainings for SSVF grantees and their VAMC counterparts
- Reversion to program requirements on assistance timelines with the end of the public health emergency put into place because of COVID-19.

Section 10:

Conclusion

This section provides a closing review of the activities conducted by the Supportive Services for Veteran Families (SSVF) program in the FY 2022 program year, including the continued response to COVID-19 and the heightened focus on permanent housing, program results highlights, and a preview of the services strategies and supports planned for FY 2023.

Beginning in FY 2022, the Homeless Management Information System (HMIS) data for the SSVF Annual Report is generated using a new analysis methodology. Since this is the first year using this new methodology, results from both the prior methodology and new methodology have been included in many exhibits displaying HMIS data, although the narrative only discusses the results generated using the new methodology. For additional questions regarding the change in methodology, please refer to the more detailed information available in *Section 2: Annual Report Data Analysis Methodology Change*.



10.1 FY 2022 Overview

During FY 2022, SSVF's 249 grantees assisted 68,834 Veteran households containing more than 98,000 people. After the spike in participants in FYs 2020 and 2021 during the pandemic, FY 2022 saw a return to pre-pandemic numbers, with declines in the number of households (-15 percent), total persons (-16 percent), and Veterans (-15 percent) served by SSVF compared to FY 2021.

Grantees provided rapid re-housing services to 44,919 Veteran households experiencing homelessness, comprising 58,604 persons, through their partnerships with emergency shelters, transitional housing programs, street outreach, and other homeless assistance providers, as well as VA homeless services such as the Grant and Per Diem (GPD) and Health Care for Homeless Veterans (HCHV) programs. Grantees provided homelessness prevention assistance to 25,542 Veteran households with 42,291 persons. A small number of households (1,627) received both types of assistance.

Cumulatively over the last eleven years SSVF grantees assisted 810,017 households, consisting of 1,236,185 people. Sixty-nine (69) percent of SSVF households received rapid re-housing assistance over the eleven years, 33 percent received homelessness prevention assistance while one percent of households received both assistance types.²⁶

10.1.1 Transition from Crisis Response

Recognizing that, over the last eleven years, the Veterans served by SSVF are aging and are increasingly presenting with one or more disabling conditions, SSVF responded rapidly to the COVID-19 pandemic. On March 13, 2020, the Public Health Emergency (PHE) Declaration for COVID-19 was issued by the federal government. SSVF was able to use the PHE to lift regulatory requirements to address the heightened risks faced by Veteran households experiencing homelessness or at-risk of homelessness, including 1) time limited waivers for EHA, 2) a funding and time limit waiver for rental and utility assistance, 3) a lifting of food assistance limits, 4) a waiving of the budget percentage cap on homelessness prevention spending, and 5) a waiving of the TFA budget limit.

In the first half of FY 2022 grantees were still focused on providing the emergency response to the pandemic. More than 12,000 Veterans were served in hotels and motels through EHA in FY 2022 with a peak of 3,172 Veterans in hotels or motels in January 2022. Toward the end of FY 2022, the overall rates and severity of COVID-19 infections began to decline, and grantee's activities began to more closely resemble the in-person services provided prior to the pandemic.

²⁶ Across SSVF program years, it is not currently possible to un-duplicate service data. The "cumulative total" represents the sum of the Veterans served each program year. The number of households served when the number in rapid re-housing and the number of homelessness prevention is summed can exceed the unduplicated total number of households served because a small number of households are served in both assistance types during the program year.

SSVF FY 2022 financial expenditures declined 8 percent to \$584 million compared to \$633 million in FY 2021, as the emergency response to COVID-19 was reduced. Grantees received additional funding from the American Rescue Plan (ARP) Act to support the national expansion of Shallow Subsidy, additional access to legal services, the continuation of health care navigation, and the housing navigation, and landlord and tenant incentives in the Supplemental Awards. The percentage of TFA expenditures used for EHA expenses rose from three (3) percent in FY 2019 to 32 percent in FY 2020 to 43 percent in FY 2021 and then dropped to 30 percent in FY 2022.

10.1.2 Permanent Housing Focus

As the immediate crisis of the pandemic receded the SSVF Program Office and grantees focused on permanent housing, particularly partnering with the HUD-VASH programs at VA Medical Centers (VAMCs) to help co-enrolled Veterans in EHA placements find and move into housing. These efforts were successful with 37 percent of Veterans exiting in FY 2022 exiting with a HUD-VASH voucher, a 4 percent increase from FY 2021, and 45 percent of Veterans exiting from SSVF rapid re-housing exiting with a HUD-VASH voucher.

At the end of the program year the SSVF Program Office announced the availability of a Supplemental Award to facilitate the SSVF and HUD-VASH collaboration. For a select group of grantees in high-cost rental markets this funding would support a new Housing Navigator position to help Veterans with HUD-VASH vouchers find housing, provide landlord and tenant incentives to help remove barriers to housing, and would raise the income for SSVF eligibility to 80 percent of Area Median Income (AMI).

The VA Homeless Programs Office reinforced their focus on preventing and ending homelessness with the announcement of a national goal of housing 38,000 Veterans in the 2022 calendar year. SSVF expertise at supporting Veterans to obtain and maintain housing was essential to achieving the goal. At the end of FY 2022, housing placements were ahead of the timeline for the goal, with SSVF housing placements contributing significantly to the housing placements made by that date. By the end of calendar year 2022, the VA Homeless Programs Office had exceeded the goal with 40,401 Veterans housed in the year.

10.1.3 Program Results

Overall SSVF maintained positive program results in FY 2022. Seventy-one (71) percent of exiting Veterans left to permanent housing destinations, with another 3,686 Veterans receiving Shallow Subsidy which provided extended rental assistance. On average Veterans stayed in the program 170 days (24 weeks). Veterans who were served in rapid re-housing, and exited to permanent housing, took an average of 48 days (about 7 weeks) to exit homelessness to permanent housing and, on average, another 56 days (about 8 weeks) to exit the program. Both times were notably shorter than FY 2021.

SECTION 10: Conclusion

More than 12,000 Veterans stayed in hotels or motels funded by EHA although that number declined over the course of the year.

Shallow Subsidy assistance expanded to nationwide implementation in FY 2022 and Veterans receiving assistance through Shallow Subsidy increased by more than 300 percent. In all, 4,799 Veterans were supported in housing through Shallow Subsidy with some beginning to receive that assistance in FY 2021.

10.1.4 FY 2022 Technical Assistance

SSVF Program Office and technical assistance (TA) staff continued to support grantees in FY 2022 with support for program implementation and community planning. The focus was on increasing exits to permanent housing, coordination with other VA funded programs particularly HUD-VASH, and program operations. These themes informed the content of webinars, the Permanent Housing Conference, and Program Manager Academies. SSVF TA staff participated in monthly calls SSVF regional coordinators held with grantees, and on individual intensive TA calls with larger cities and grantees with specific issues.

In June 2022 the SSVF Program Office, along with the other VA Homeless Program Offices, presented the 2022 Virtual VA Permanent Housing Conference – *Putting it All Together: Enhanced Partnerships to Serve Those Who Served!* Conference sessions included a focus on emergency housing, re-housing Veterans, preventing returns and equity. In their conference evaluations participants said they had gained a deeper understanding of the topics and insights into how to implement best practices.

SSVF began a series of three in-person Program Manager Academies that extended into FY 2023 to help new program managers understand the requirements of the program. Sessions focused on compliance, SSVF operations after the end of the PHE Declaration that lifted some of SSVF's regulatory requirements, the different services available through SSVF and how programs can integrate them into their model to best support Veterans. Participants had a very positive response to the Academy's content and presentations.

There were 22 webinar sessions for grantees in FY 2022 presented by SSVF Program Office and TA staff covering program initiatives, monitoring and administration, and HMIS data collection and reporting. All webinars were recorded and available along with relevant materials on the SSVF website.

10.2 Upcoming Service Strategies and Supports

Looking forward to FY 2023, the expected focus will continue to be on helping Veterans to find and maintain permanent housing, and working closely with other VA funded homeless programs and VAMC staff. With the expected end of the COVID-19 PHE Declaration during FY 2023, SSVF grantees will need to adjust program practices to implement standard SSVF program requirements and guidance.

10.2.1 Implementation of the Supplemental Award

The Supplemental Award to support coordination of SSVF and HUD-VASH efforts to house Veterans in selected high-cost communities will be a priority early in FY 2023 with webinars, Communities of Practice for SSVF and HUD-VASH staff, and technical assistance products. Through the Supplemental Award, SSVF will have Housing Navigators dedicated to helping Veterans with HUD-VASH vouchers find housing and will have financial resources to provide incentives to landlords and tenants.

The SSVF Program Office also intends to extend two of the Supplemental Award's new activities to all grantees in FY 2023 – the ability to offer incentives and an increase program income eligibility to 80 percent Area Median Income (AMI). The VA Homeless Programs Office plans to explore additional opportunities for coordination between the VA funded programs to bring the strengths and resources from each program to every Veteran as needed.

10.2.2 Expanded Equity Efforts

The COVID-19 pandemic highlighted disparities in who becomes and remains homeless with high rates of homelessness, particularly for Black or African American and Native American /American Indian or Alaska Native people, including Veterans. In FY 2023, the SSVF Program Office will provide grantees with tools and information to help them review program data and policies. These tools can help identify disparities and suggest next steps to make their program more equitable.

In FY 2023 the SSVF Program Office will release the SSVF Equity Tool, a web-based tool that analyzes grantee's HMIS data uploaded to the SSVF Repository to examine three areas for any disparities for Veterans of different race and ethnic groups. The three areas are: enrollment in the program, average amounts of Temporary Financial Assistance (TFA) received and exits to permanent housing. Grantees can look at performance for Veterans in rapid re-housing and homelessness prevention separately and can compare their performance to national averages for the program.

10.2.3 Tracking Progress and Next Steps

With the anticipated end of the COVID-19 PHE Declaration in FY 2023, SSVF will continue to respond to Veterans and their families' evolving needs. Using the lessons learned from the pandemic, the SSVF Program Office staff and grantees will use the resources and services available through the SSVF program to address immediate crisis needs and to obtain and maintain permanent housing for Veterans in coordination with other VA Homeless Programs. The VA's SSVF Program Office will continue to leverage its resources to provide comprehensive program-based TA, while also emphasizing SSVF's unique role in local efforts to end homelessness among Veterans.

Over the next year, SSVF will continue to collaborate and innovate with local community providers including VAMC staff, Veterans with lived expertise of homelessness, and other key

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partners to end Veteran homelessness. SSVF will use a blend of national, regional, and one-on-one TA in virtual and in-person formats to best serve grantees and Veterans. Ultimately, SSVF's efforts will be measured by its contribution to reducing systemic disparities experienced by Veterans in need, promoting equity, and meaningfully reducing the number of Veterans and their family members experiencing homelessness each year. That entails SSVF continuing to drive a transformation of the Veterans homeless services and prevention system, connecting Veterans in need to permanent housing, and ensuring that homelessness in the future is prevented whenever possible or is otherwise a rare, brief, and one-time experience.

Appendices

Appendix 1. SSVF Participants Since Program Inception

Appendix 2. FY 2022 SSVF Grantees

Appendix 3. CARF or COA Accredited SSVF Grantees, September 2022

Appendix 4. Data Sources

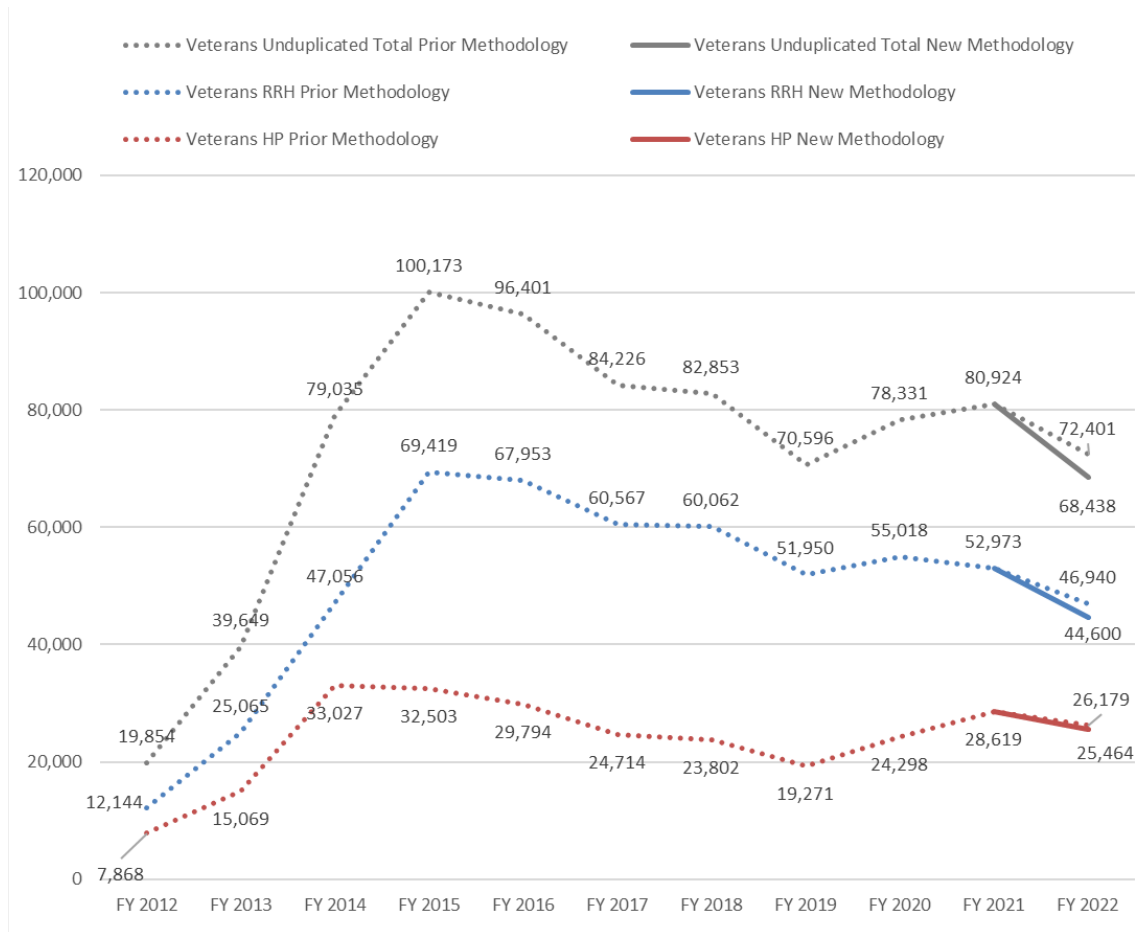
Appendix 5. List of Exhibits

Appendix 6. Further Information



Appendix 1. SSVF Participants Since Program Inception

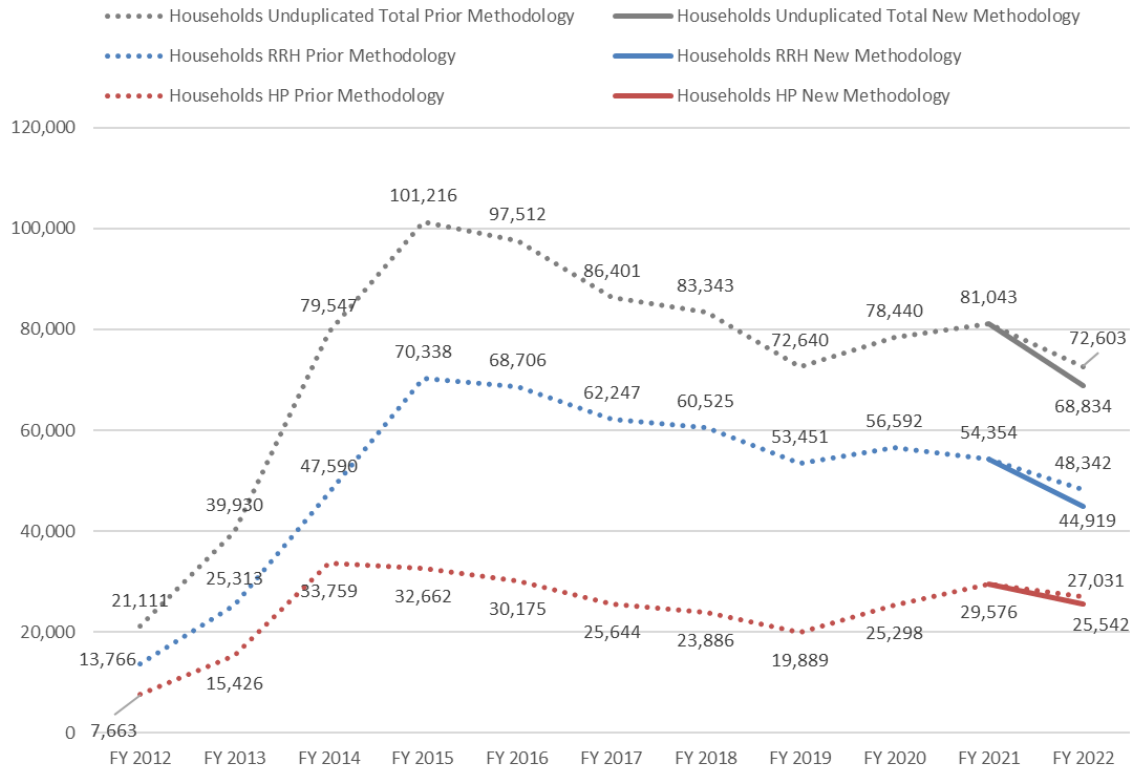
Exhibit A.1: SSVF Veterans Served, by Housing Assistance Type (FYs 2012-2022)



	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
..... Veterans Unduplicated Total Prior Methodology	19,854	39,649	79,035	100,173	96,401	84,226	82,853	70,596	78,331	80,924	72,401	804,443
— Veterans Unduplicated Total New Methodology												800,480
..... Veterans RRH Prior Methodology	12,144	25,065	47,056	69,419	67,953	60,567	60,062	51,950	55,018	52,973	46,940	549,147
— Veterans RRH New Methodology												546,807
..... Veterans HP Prior Methodology	7,868	15,069	33,027	32,503	29,794	24,714	23,802	19,271	24,298	28,619	26,179	265,144
— Veterans HP New Methodology												264,429

SOURCE: SSVF-HMIS Repository data.

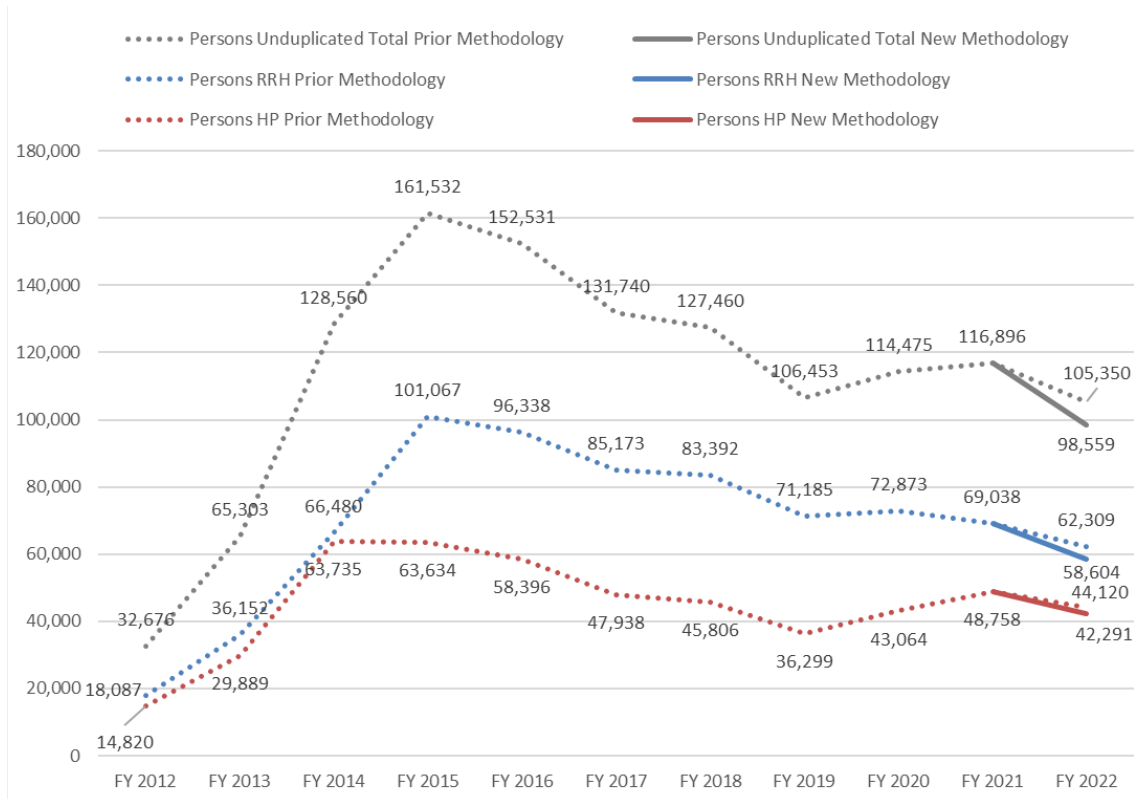
Exhibit A.2: SSVF Households Served, by Housing Assistance Type (FYs 2012-2022)



	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
..... Households Unduplicated Total Prior Methodology	21,111	39,930	79,547	101,216	97,512	86,401	83,343	72,640	78,440	81,043	72,603	813,786
— Households Unduplicated Total New Methodology											68,834	810,017
..... Households RRH Prior Methodology	13,766	25,313	47,590	70,338	68,706	62,247	60,525	53,451	56,592	54,354	48,342	561,224
— Households RRH New Methodology											44,919	557,801
..... Households HP Prior Methodology	7,663	15,426	33,759	32,662	30,175	25,644	23,886	19,889	25,298	29,576	27,031	271,009
— Households HP New Methodology											25,542	269,520

SOURCE: SSVF-HMIS Repository data.

Exhibit A.3: SSVF Persons Served, by Housing Assistance Type (FYs 2012-2022)



	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Cumulative Total
Persons Unduplicated Total Prior Methodology	32,676	65,303	128,560	161,532	152,531	131,740	127,460	106,453	114,475	116,896	105,350	1,242,976
Persons Unduplicated Total New Methodology										116,896	98,559	1,236,185
Persons RRH Prior Methodology	18,087	36,152	66,480	101,067	96,338	85,173	83,392	71,185	72,873	69,038	62,309	762,094
Persons RRH New Methodology										69,038	58,604	758,389
Persons HP Prior Methodology	14,820	29,889	63,735	63,634	58,396	47,938	45,806	36,299	43,064	48,758	44,120	496,459
Persons HP New Methodology										48,758	42,291	494,630

SOURCE: SSVF-HMIS Repository data.

Appendix 2. FY 2022 SSVF Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Housing First, Inc.	12-AL-002	Alabama
United Way of Central Alabama	14-ZZ-153	Alabama
Volunteers of America Southeast, Inc.	20-AL-439	Alabama
	3	Alabama Grantees
Catholic Social Services	12-AK-001	Alaska
Fairbanks Rescue Mission, Inc.	20-AK-152	Alaska
	2	Alaska Grantees
Catholic Charities Community Services, Inc.	14-AZ-160	Arizona
Community Bridges, Inc.	19-AZ-436	Arizona
National Community Health Partners	14-AZ-157	Arizona
Primavera Foundation	19-AZ-004	Arizona
United States Veterans Initiative	20-AZ-159	Arizona
	5	Arizona Grantees
St. Francis House, Inc.	20-AR-086	Arkansas
	1	Arkansas Grantee
1736 Family Crisis Center	20-CA-441	California
Berkeley Food and Housing Project	20-CA-437	California
California Veterans Assistance Foundation, Inc.	13-CA-090	California
Catholic Charities of the Diocese of Stockton	14-CA-177	California
Community Action Partnership of San Luis Obispo County, Inc.	18-CA-358	California
Community Catalysts of California	22-CA-019	California
East Oakland Community Project	14-CA-167	California
Good Samaritan Shelter	20-CA-359	California
Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California
Homefirst Services of Santa Clara County	19-CA-010	California
Housing Matters	14-CA-169	California
Knowledge, Education for Your Success, Inc.	14-CA-170	California
Lighthouse Social Service Centers	18-CA-171	California
Mental Health America of Los Angeles	19-CA-005	California
NBCC (DBA New Beginnings)	14-CA-163	California

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
People Assisting the Homeless	19-CA-014	California
People Assisting the Homeless	20-CA-440	California
Shelter, Inc.	12-CA-016	California
Swords To Plowshares Veterans Rights Organization	18-CA-091	California
The Salvation Army	20-CA-017	California
United States Veterans Initiative	18-CA-008	California
United States Veterans Initiative	18-CA-354	California
Vietnam Veterans of California, Inc.	19-CA-009	California
Vietnam Veterans of San Diego	19-CA-173	California
Volunteers of America Los Angeles	18-CA-006	California
Volunteers of America Los Angeles	18-CA-176	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Volunteers of America Southwest California, Inc.	18-CA-420	California
WestCare California, Inc.	18-CA-011	California
	29	California Grantees
Rocky Mountain Human Services	20-CO-020	Colorado
	1	Colorado Grantee
Columbus House, Inc.	14-CT-178	Connecticut
Community Renewal Team, Inc.	12-CT-021	Connecticut
The Workplace, Inc.	13-CT-093	Connecticut
	3	Connecticut Grantees
Connections Community Support Programs, Inc.	13-DE-095	Delaware
	1	Delaware Grantee
Advocate Program, Inc.	12-FL-024	Florida
Big Bend Homeless Coalition, Inc.	14-FL-179	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Homeless Services Network of Central Florida, Inc.	18-FL-023	Florida
Jewish Family & Childrens Service of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	19-FL-025	Florida
Society of St. Vincent de Paul South Pinellas, Inc.	20-FL-099	Florida

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Tampa Crossroads, Inc.	18-FL-362	Florida
Treasure Coast Homeless Services Council, Inc.	14-FL-322	Florida
United Way of Broward County, Inc.	14-FL-181	Florida
Volunteers of America of Florida, Inc.	18-FL-187	Florida
	12	Florida Grantees
Central Savannah River Area Economic Opportunity Authority, Inc. (CSRA EOA)	12-GA-029	Georgia
Project Community Connections, Inc.	20-GA-369	Georgia
Travelers Aid of Metro Atlanta, Inc.	20-GA-188	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	4	Georgia Grantees
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	1	Guam Grantee
Catholic Charities Hawaii	18-HI-374	Hawaii
United States Veterans Initiative	18-HI-190	Hawaii
	2	Hawaii Grantees
El-Ada, Inc.	12-ID-032	Idaho
	1	Idaho Grantee
Catholic Charities of The Archdiocese of Chicago	14-IL-198	Illinois
Chestnut Health Systems, Inc.	14-IL-197	Illinois
Featherfist	14-IL-194	Illinois
Heartland Human Care Services, Inc.	13-IL-105	Illinois
Midwest Shelter for Homeless Veterans, Inc.	14-IL-196	Illinois
The Salvation Army	13-IL-104	Illinois
Thresholds	12-IL-033	Illinois
	7	Illinois Grantees
Community Action of Northeast Indiana, Inc. (dba Brightpoint)	13-IN-106	Indiana
HVAF of Indiana, Inc.	20-IN-451	Indiana
InteCare, Inc.	14-IN-200	Indiana
Lafayette Transitional Housing Center, Inc.	14-IN-199	Indiana
Northwest Indiana Community Action Corp.	20-IN-442	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	6	Indiana Grantees
Family Alliance for Veterans of America, Inc.	14-IA-191	Iowa

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Hawkeye Area Community Action Program, Inc.	15-IA-192	Iowa
Primary Health Care, Inc.	13-IA-103	Iowa
	3	Iowa Grantees
Catholic Charities, Inc. (Diocese of Wichita)	14-KS-322	Kansas
Salvation Army	20-KS-443	Kansas
	2	Kansas Grantees
Kentucky River Foothills Development Council, Inc.	20-KY-204	Kentucky
Volunteers of America Mid-States, Inc.	18-KY-379	Kentucky
	2	Kentucky Grantees
Elle Foundation	20-LA-207	Louisiana
Hope Center, Inc.	14-LA-205	Louisiana
Start Corporation	20-LA-208	Louisiana
Wellspring Alliance for Families, Inc.	12-LA-039	Louisiana
	4	Louisiana Grantees
Preble Street	12-ME-043	Maine
	1	Maine Grantee
Alliance, Inc.	12-MD-042	Maryland
Diakonia, Inc.	14-MD-216	Maryland
New Vision House of Hope, Inc.	14-MD-215	Maryland
Project PLASE, Inc.	14-MD-214	Maryland
St. James A.M.E. Zion Church-Zion House	14-MD-217	Maryland
Three Oaks Homeless Shelter, Inc.	13-MD-107	Maryland
	6	Maryland Grantees
Veterans Northeast Outreach Center, Inc.	14-MA-209	Massachusetts
Vietnam Veterans Workshop, Inc.	20-MA-211	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	3	Massachusetts Grantees
Alger Marquette Community Action Board	15-MI-328	Michigan
Blue Water Center for Independent Living, Inc.	22-MI-218	Michigan
Community Action Agency	14-MI-220	Michigan
Community Rebuilders	14-MI-223	Michigan
Northwest Michigan Community Action Agency, Inc.	13-MI-108	Michigan

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Oakland Livingston Human Service Agency	20-MI-221	Michigan
Southwest Counseling Solutions	12-MI-045	Michigan
Volunteers of America of Michigan, Inc.	20-MI-226	Michigan
Wayne Metropolitan Community Action Agency	12-MI-044	Michigan
	9	Michigan Grantees
Minnesota Assistance Council for Veterans	19-MN-046	Minnesota
	1	Minnesota Grantee
Catholic Charities Inc	14-MS-234	Mississippi
Hancock Resource Center	14-MS-232	Mississippi
Mississippi United to End Homelessness	14-MS-231	Mississippi
Region XII Commission on Mental Health & Retardation	19-MS-111	Mississippi
	4	Mississippi Grantees
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Catholic Charities of Southern Missouri, Inc.	15-MO-330	Missouri
Kitchen Inc	14-MO-228	Missouri
Phoenix Programs, Inc.	19-MO-229	Missouri
St. Patrick Center	16-MO-048	Missouri
	5	Missouri Grantees
Central Nebraska Community Action Partnership, Inc	17-NE-052	Nebraska
Northeast Nebraska Community Action Partnership Inc	14-NE-238	Nebraska
	2	Nebraska Grantees
The Salvation Army	20-NV-118	Nevada
United States Veterans Initiative	20-NV-056	Nevada
Vietnam Veterans of California, Inc.	13-NV-117	Nevada
	3	Nevada Grantees
Harbor Homes, Inc.	13-NH-115	New Hampshire
	1	New Hampshire Grantee
Catholic Charities Dioceses of Camden, Inc.	12-NJ-053	New Jersey
Catholic Family & Community Services	14-NJ-242	New Jersey
Community Hope, Inc.	16-NJ-054	New Jersey

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
	3	New Jersey Grantees
Goodwill Industries of New Mexico	12-NM-055	New Mexico
Mesilla Valley Community of Hope	14-NM-247	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	3	New Mexico Grantees
Albany Housing Coalition, Inc.	14-NY-256	New York
Catholic Charities of the Roman Catholic Diocese of Syracuse NY	13-NY-119	New York
Economic Opportunity Council of Suffolk Inc	14-NY-254	New York
HELP Social Service Corporation	12-NY-060	New York
Services for the UnderServed, Inc.	20-NY-062	New York
Soldier On of Delaware, Inc.	13-NY-121	New York
The Jericho Project	20-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Veterans & Community Housing Coalition Inc	14-NY-251	New York
Veterans One-stop Center of WNY, Inc.	20-NY-446	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
Westchester Community Opportunity Program, Inc. (WestCOP)	12-NY-063	New York
	12	New York Grantees
Asheville Buncombe Community Christian Ministry, Inc.	19-NC-114	North Carolina
Catholic Charities Diocese of Charlotte	20-NC-444	North Carolina
Homeward Bound of Western North Carolina, Inc.	18-NC-387	North Carolina
Passage Home, Inc.	12-NC-050	North Carolina
United Way of Forsyth County, Inc.	12-NC-049	North Carolina
Volunteers of America of the Carolinas, Inc.	21-NC-237	North Carolina
	6	North Carolina Grantees
Community Action Partnership of North Dakota	12-ND-051	North Dakota
	1	North Dakota Grantee
Community Action Agency of Columbiana County, Inc.	14-OH-264	Ohio
Community Action Program Corporation of Washington-Morgan Counties, Ohio	14-OH-265	Ohio
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Family & Community Services, Inc.	14-OH-262	Ohio
Licking County Coalition for Housing	14-OH-261	Ohio
Lutheran Social Services of Central Ohio Inc	15-OH-333	Ohio
Maumee Valley Guidance Center, Inc.	13-OH-124	Ohio
Mental Health Services for Homeless Persons, Inc. d.b.a FrontLine Service	12-OH-064	Ohio
The Salvation Army, Inc.	14-OH-268	Ohio
Volunteers of America of Greater Ohio, Inc.	19-OH-269	Ohio
	11	Ohio Grantees
Community Service Council of Greater Tulsa, Inc.	20-OK-065	Oklahoma
Goodwill Industries of Central Oklahoma, Inc.	14-OK-271	Oklahoma
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
	3	Oklahoma Grantees
Access	19-OR-128	Oregon
Central Oregon Veteran & Community Outreach, Inc	13-OR-126	Oregon
ColumbiaCare Services, Inc.	20-OR-447	Oregon
Community Action Partnership of Oregon	20-OR-430	Oregon
Community Action Team, Inc.	13-OR-125	Oregon
Easter Seals Oregon	20-OR-272	Oregon
St. Vincent de Paul Society of Lane County, Inc.	18-OR-066	Oregon
	7	Oregon Grantees
Catholic Charities of the Diocese of Allentown	14-PA-281	Pennsylvania
Commission on Economic Opportunity of Luzerne County	15-PA-068	Pennsylvania
Community Action Agency of Delaware County, Inc.	14-PA-276	Pennsylvania
Lawrence County Social Services, Inc.	14-PA-277	Pennsylvania
Opportunity House	20-PA-130	Pennsylvania
Soldier On of Delaware, Inc.	14-PA-280	Pennsylvania
Utility Emergency Services Fund	14-PA-274	Pennsylvania
Veterans Leadership Program of Western Pennsylvania, Inc.	13-PA-129	Pennsylvania
Veterans Multi-Service Center, Inc.	15-PA-334	Pennsylvania
Volunteers of America of Pennsylvania, Inc.	14-PA-282	Pennsylvania
YWCA of Greater Harrisburg	14-PA-273	Pennsylvania
	11	Pennsylvania Grantees

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Casa del Peregrino Aguadilla, Inc.	18-PR-132	Puerto Rico
	1	Puerto Rico Grantee
Alston Wilkes Society	13-ZZ-134	South Carolina
One-Eighty Place	18-SC-069	South Carolina
	2	South Carolina Grantees
Cornerstone Rescue Mission	20-SD-136	South Dakota
	1	South Dakota Grantee
Catholic Charities of The Diocese of Memphis Inc	14-TN-287	Tennessee
Operation Stand Down Tennessee	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
West Tennessee Legal Services, Inc.	13-TN-139	Tennessee
	4	Tennessee Grantees
American GI Forum National Veterans Outreach Program, Inc.	21-TX-292	Texas
Baker Ripley	19-TX-290	Texas
Career And Recovery Resources Inc	20-TX-448	Texas
Caritas of Austin	20-TX-072	Texas
Catholic Charities Diocese of Fort Worth, Inc.	22-TX-075	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	21-TX-074	Texas
Front Steps, Inc.	18-TX-404	Texas
Lubbock Mental Health and Retardation Center (dba StarCare)	18-TX-433	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
The Salvation Army	19-TX-140	Texas
United States Veterans Initiative	19-TX-288	Texas
West Central Texas Regional Foundation	20-TX-141	Texas
	13	Texas Grantees
The Methodist Training and Outreach Center, Inc.	14-VI-299	U.S. Virgin Islands
	1	U.S. Virgin Islands Grantee
The Road Home	15-UT-336	Utah
	1	Utah Grantee

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Hampton Roads Community Action Program, Inc.	14-VA-296	Virginia
STOP Incorporated	14-VA-298	Virginia
Total Action Against Poverty in Roanoke Valley	14-VA-294	Virginia
Virginia Beach Community Development Corporation	14-VA-297	Virginia
Virginia Supportive Housing	12-VA-077	Virginia
Volunteers of America Chesapeake	20-VA-144	Virginia
	6	Virginia Grantees
Catholic Community Services of Western Washington	20-WA-146	Washington
Hopesource	20-WA-338	Washington
Opportunity Council	19-WA-079	Washington
Sound	19-WA-078	Washington
YWCA of Seattle - King County - Snohomish County	13-WA-148	Washington
	5	Washington Grantees
Helping Heroes, Inc.	14-WV-304	West Virginia
The Greater Wheeling Coalition for the Homeless, Inc.	14-WV-303	West Virginia
West Virginia Community Action Partnerships Inc	14-WV-305	West Virginia
	3	West Virginia Grantees
Center for Veterans Issues, Ltd.	18-WI-080	Wisconsin
Community Action Coalition for South Central Wisconsin, Inc.	13-WI-151	Wisconsin
Indianhead Community Action Agency	14-WI-302	Wisconsin
	3	Wisconsin Grantees
Blue Mountain Action Council	20-ZZ-147	Multiple States
Blue Valley Community Action, Inc.	18-ZZ-239	Multiple States
Centerstone of Tennessee, Inc.	19-ZZ-070	Multiple States
Changing Homelessness, Inc.	19-ZZ-324	Multiple States
Eastern Carolina Homelessness Organization, Inc.	20-SC-402	Multiple States
Friendship Place	19-ZZ-094	Multiple States
Goodwill Industries of The Inland Northwest	20-ZZ-301	Multiple States
Homeless Veterans Fellowship	19-ZZ-317	Multiple States
Housing Counseling Services, Inc.	14-ZZ-313	Multiple States
Humility Homes and Services, Inc.	12-ZZ-031	Multiple States
Mid Michigan Community Action Agency Inc	20-MI-222	Multiple States

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Northwest Florida Comprehensive Services for Children Inc	20-ZZ-026	Multiple States
Operation Renewed Hope	14-ZZ-318	Multiple States
Operation Stand Down Rhode Island	13-ZZ-133	Multiple States
Restart Inc	18-ZZ-386	Multiple States
Salvation Army	18-ZZ-036	Multiple States
Soldier On, Inc.	16-ZZ-058	Multiple States
St. Vincent de Paul Social Services, Inc.	14-ZZ-260	Multiple States
Talbert House	19-ZZ-263	Multiple States
Transition Projects, Inc.	19-ZZ-127	Multiple States
Transitional Living Services	14-ZZ-308	Multiple States
University of Vermont and State Agricultural College	13-ZZ-145	Multiple States
Veterans Inc.	12-ZZ-041	Multiple States
Veterans Multi-Service Center, Inc.	22-ZZ-278	Multiple States
Vietnam Veterans of California, Inc.	20-ZZ-158	Multiple States
Volunteers of America Colorado Branch	20-ZZ-092	Multiple States
Volunteers of America Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
Volunteers of America Southeast Louisiana, Inc.	12-LA-038	Multiple States
Volunteers of America, Northern Rockies	20-ZZ-113	Multiple States
	30	Multiple States Grantees
	249	Grand Grantees

SOURCE: SSVF–Program Office.

Appendix 3. CARF or COA Accredited SSVF Grantees, September 2022

<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Housing First, Inc.	12-AL-002	Alabama
United Way of Central Alabama	14-ZZ-153	Alabama
Volunteers of America Southeast, Inc.	20-AL-439	Alabama
	3	Alabama Grantees
Catholic Social Services	12-AK-001	Alaska
	1	Alaska Grantee
Catholic Charities Community Services, Inc.	14-AZ-160	Arizona
Community Bridges, Inc.	19-AZ-436	Arizona
National Community Health Partners	14-AZ-157	Arizona
Primavera Foundation	19-AZ-004	Arizona
United States Veterans Initiative	20-AZ-159	Arizona
	5	Arizona Grantees
Berkeley Food and Housing Project	20-CA-437	California
Community Action Partnership of San Luis Obispo County, Inc.	18-CA-358	California
Community Catalysts of California	22-CA-019	California
Goodwill of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California
Homefirst Services of Santa Clara County	19-CA-010	California
Mental Health America of Los Angeles	19-CA-005	California
NBCC (DBA New Beginnings)	14-CA-163	California
People Assisting the Homeless	19-CA-014	California
People Assisting the Homeless	20-CA-440	California
The Salvation Army	20-CA-017	California
United States Veterans Initiative	18-CA-008	California
United States Veterans Initiative	18-CA-354	California
Vietnam Veterans of California, Inc.	19-CA-009	California
Vietnam Veterans of San Diego	19-CA-173	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Volunteers of America Southwest California, Inc.	18-CA-420	California
WestCare California, Inc.	18-CA-011	California

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
	17	California Grantees
Columbus House, Inc.	14-CT-178	Connecticut
	1	Connecticut Grantee
Advocate Program, Inc.	12-FL-024	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Jewish Family & Childrens Service of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	19-FL-025	Florida
Society of St. Vincent de Paul South Pinellas, Inc.	20-FL-099	Florida
Tampa Crossroads, Inc.	18-FL-362	Florida
United Way of Broward County, Inc.	14-FL-181	Florida
Volunteers of America of Florida, Inc.	18-FL-187	Florida
	9	Florida Grantees
Travelers Aid of Metro Atlanta, Inc.	20-GA-188	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	2	Georgia Grantees
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	1	Guam Grantee
Catholic Charities Hawaii	18-HI-374	Hawaii
United States Veterans Initiative	18-HI-190	Hawaii
	2	Hawaii Grantees
Catholic Charities of The Archdiocese of Chicago	14-IL-198	Illinois
Chestnut Health Systems, Inc.	14-IL-197	Illinois
Featherfist	14-IL-194	Illinois
Heartland Human Care Services, Inc.	13-IL-105	Illinois
The Salvation Army	13-IL-104	Illinois
Thresholds	12-IL-033	Illinois
	6	Illinois Grantees
InteCare, Inc.	14-IN-200	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	2	Indiana Grantees
Family Alliance for Veterans of America, Inc.	14-IA-191	Iowa

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
	1	Iowa Grantee
Salvation Army	20-KS-443	Kansas
	1	Kansas Grantee
Kentucky River Foothills Development Council, Inc.	20-KY-204	Kentucky
Volunteers of America Mid-States, Inc.	18-KY-379	Kentucky
	2	Kentucky Grantees
Elle Foundation	20-LA-207	Louisiana
Start Corporation	20-LA-208	Louisiana
	2	Louisiana Grantees
Alliance, Inc.	12-MD-042	Maryland
New Vision House of Hope, Inc.	14-MD-215	Maryland
Project PLASE, Inc.	14-MD-214	Maryland
St. James A.M.E. Zion Church-Zion House	14-MD-217	Maryland
	4	Maryland Grantees
Vietnam Veterans Workshop, Inc.	20-MA-211	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	2	Massachusetts Grantees
Southwest Counseling Solutions	12-MI-045	Michigan
Volunteers of America of Michigan, Inc.	20-MI-226	Michigan
	2	Michigan Grantees
Catholic Charities Inc	14-MS-234	Mississippi
Region XII Commission on Mental Health & Retardation	19-MS-111	Mississippi
	2	Mississippi Grantees
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Catholic Charities of Southern Missouri, Inc.	15-MO-330	Missouri
Kitchen Inc	14-MO-228	Missouri
Phoenix Programs, Inc.	19-MO-229	Missouri
St. Patrick Center	16-MO-048	Missouri
	5	Missouri Grantees
United States Veterans Initiative	20-NV-056	Nevada

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Vietnam Veterans of California, Inc.	13-NV-117	Nevada
	2	Nevada Grantees
Harbor Homes, Inc.	13-NH-115	New Hampshire
	1	New Hampshire Grantee
Catholic Family & Community Services	14-NJ-242	New Jersey
Community Hope, Inc.	16-NJ-054	New Jersey
	2	New Jersey Grantees
Goodwill Industries of New Mexico	12-NM-055	New Mexico
Mesilla Valley Community of Hope	14-NM-247	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	3	New Mexico Grantees
Services for the UnderServed, Inc.	20-NY-062	New York
The Jericho Project	20-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Veterans & Community Housing Coalition Inc	14-NY-251	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
	5	New York Grantees
Asheville Buncombe Community Christian Ministry, Inc.	19-NC-114	North Carolina
Volunteers of America of the Carolinas, Inc.	21-NC-237	North Carolina
	2	North Carolina Grantees
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio
Family & Community Services, Inc.	14-OH-262	Ohio
Lutheran Social Services of Central Ohio Inc	15-OH-333	Ohio
Mental Health Services for Homeless Persons, Inc. d.b.a FrontLine Service	12-OH-064	Ohio
Volunteers of America of Greater Ohio, Inc.	19-OH-269	Ohio
	6	Ohio Grantees
Community Service Council of Greater Tulsa, Inc.	20-OK-065	Oklahoma
Goodwill Industries of Central Oklahoma, Inc.	14-OK-271	Oklahoma
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
	3	Oklahoma Grantees
Central Oregon Veteran & Community Outreach, Inc	13-OR-126	Oregon
	1	Oregon Grantee
Commission on Economic Opportunity of Luzerne County	15-PA-068	Pennsylvania
Veterans Leadership Program of Western Pennsylvania, Inc.	13-PA-129	Pennsylvania
Veterans Multi-Service Center, Inc.	15-PA-334	Pennsylvania
	3	Pennsylvania Grantees
Alston Wilkes Society	13-ZZ-134	South Carolina
One-Eighty Place	18-SC-069	South Carolina
	2	South Carolina Grantees
Operation Stand Down Tennessee	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
	2	Tennessee Grantees
American GI Forum National Veterans Outreach Program, Inc.	21-TX-292	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	21-TX-074	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
United States Veterans Initiative	19-TX-288	Texas
West Central Texas Regional Foundation	20-TX-141	Texas
	6	Texas Grantees
STOP Incorporated	14-VA-298	Virginia
Volunteers of America Chesapeake	20-VA-144	Virginia
	2	Virginia Grantees
Catholic Community Services of Western Washington	20-WA-146	Washington
Hopesource	20-WA-338	Washington
Sound	19-WA-078	Washington
	3	Washington Grantees
Helping Heroes, Inc.	14-WV-304	West Virginia
The Greater Wheeling Coalition for the Homeless, Inc.	14-WV-303	West Virginia
	2	West Virginia Grantees

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<i>Grantee</i>	<i>Grant Number</i>	<i>State/Territories</i>
Center for Veterans Issues, Ltd.	18-WI-080	Wisconsin
	1	Wisconsin Grantee
Blue Mountain Action Council	20-ZZ-147	Multiple States
Centerstone of Tennessee, Inc.	19-ZZ-070	Multiple States
Changing Homelessness, Inc.	19-ZZ-324	Multiple States
Friendship Place	19-ZZ-094	Multiple States
Goodwill Industries of The Inland Northwest	20-ZZ-301	Multiple States
Homeless Veterans Fellowship	19-ZZ-317	Multiple States
Housing Counseling Services, Inc.	14-ZZ-313	Multiple States
Northwest Florida Comprehensive Services for Children Inc	20-ZZ-026	Multiple States
Salvation Army	18-ZZ-036	Multiple States
Talbert House	19-ZZ-263	Multiple States
Transition Projects, Inc.	19-ZZ-127	Multiple States
Transitional Living Services	14-ZZ-308	Multiple States
University of Vermont and State Agricultural College	13-ZZ-145	Multiple States
Veterans Inc.	12-ZZ-041	Multiple States
Veterans Multi-Service Center, Inc.	22-ZZ-278	Multiple States
Vietnam Veterans of California, Inc.	20-ZZ-158	Multiple States
Volunteers of America Colorado Branch	20-ZZ-092	Multiple States
Volunteers of America Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
Volunteers of America Southeast Louisiana, Inc.	12-LA-038	Multiple States
Volunteers of America, Northern Rockies	20-ZZ-113	Multiple States
	21	Multiple States Grantees
	137	Accredited Grantees

SOURCE: SSVF–Program Office.

Appendix 4. Data Sources

SSVF Program Data Sources

1. HMIS Repository data
2. Grantee financial reports
 - a. Drawdown reports
 - b. End of year closeout reports
 - c. Financial expenditure reports
3. Participant satisfaction surveys
4. HOMES
5. Veterans' Health Administration Support Service Center, Office of Information and Analytics

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

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

Other Data Sources

1. Annual Homeless Assessment Report (AHAR)
 - a. 2022 AHAR: Part 1 – PIT Estimates of Homelessness:
<https://www.hudexchange.info/resource/6802/2022-ahar-part-1-pit-estimates-of-homelessness-in-the-us/>
 - b. 2021 AHAR: Part 2 – Estimates of Homelessness in the U.S.:
<https://www.huduser.gov/portal/datasets/ahar/2021-ahar-part-2-pit-estimates-of-homelessness-in-the-us.html>
2. VA Office of the Actuary
 - a. FY 2022 Datasets: Age/Gender (Living) and Period Served (Living):
https://www.va.gov/vetdata/Veteran_Population.asp
3. United States Census Bureau
 - a. American Community Survey, 2022, 1-year estimates: Veteran Status (S2101).
<https://data.census.gov/cedsci/table?q=ACSST1Y2021.S2101&tid=ACSST1Y2019.S2101&hidePreview=true>

- b. Annual Estimates of the Resident Population for the United States, Regions, States, the District of Columbia, and Puerto Rico: April 1, 2010, to July 1, 2019; April 1, 2020; and July 1, 2020.
<https://www.census.gov/programs-surveys/popest/technical-documentation/research/evaluation-estimates/2020-evaluation-estimates/2010s-totals-national.html>

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Appendix 6. Further Information

For general information about the SSVF program, such as federal program rules, Notice of Funding Opportunity (NOFO) materials, grantee lists, and reports, see the SSVF website at [Supportive Services for Veteran Families \(va.gov\)](https://www.va.gov/ssvf).

For SSVF grantees seeking to develop, implement, and improve their program, VA has established the [Housing Skills Practice Center](https://www.va.gov/ssvf-housing-skills-practice-center) as an online resource. The site offers:

- ***COVID-19 response guidance and implementation tools***, including SSVF CARES Act funding guidance, federal programs coordination guidance (including a new SSVF-HUD-VASH referral packet, coordination memo and webinar), emergency housing assistance guidance, staffing guidance, and vaccine planning and tracking tools.
- ***Community coordination and planning tools***, such as federal guidance and tools on documenting and planning to end Veteran homelessness, a gaps analysis tool, resource trackers, and tools for updating community plans to end Veteran homelessness and align SSVF resources.
- ***User guides and staff development materials***, including guides that outline key decisions and effective practices for four key staffing types, and staff orientation and development resources.
- ***Practice areas and resources information*** about the practice of delivering effective and efficient homelessness prevention and rapid re-housing assistance for Veterans and their families. There are five Practice Areas, for each of which the site offers:
 - SSVF best practice standards
 - Guidance on effective practices and on integrating the core SSVF model principles of client choice, housing first, and crisis response.
 - Training resources, including links to relevant training produced by VA, HUD, and other entities.
 - Toolkits with links to forms, templates, checklists, etc., that can be adapted or adopted by rapid re-housing and homelessness prevention programs.

Dynamic libraries, including Veterans and homelessness research, SSVF webinars and program updates, and SSVF Launch and Regional meeting materials.