



FY 2017 ANNUAL REPORT
**SUPPORTIVE SERVICES
FOR VETERAN FAMILIES**

(SSVF)

U.S. DEPARTMENT OF VETERANS AFFAIRS
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WASHINGTON, DC 20420



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Acknowledgements.....i

About This Report.....iv

Executive Summaryvi

 Key FY 2017 Findings and Results..... ix

 SSVF Rapid Re-Housingx

 SSVF Homelessness Prevention xi

1. Introduction1

 1.1 SSVF Overview.....1

 1.2 Impact on National Trends3

2. SSVF Funding Overview8

 2.1 SSVF Grant Funding.....8

 2.2 Financial Expenditures.....10

 2.3 Temporary Financial Assistance11

3. SSVF Participants and Their Characteristics13

 3.1 Overview of Persons and Household Types Served.....13

 3.2 Target Populations.....13

 3.3 Participant Demographics16

 3.4 Prior Living Situations and System Coordination.....20

4. SSVF Program Results.....25

 4.1 Housing Outcomes25

 4.2 Length of Participation30

 4.3 Income and Financial Stability Outcomes.....34

 4.3.1 Satisfaction of Veterans Targeted by the Program35

 4.3.2 SSVF and the SOAR Initiative37

 4.4 Returns to Homelessness38

5. SSVF Priority 1 Communities43

 5.1 Overview of the SSVF Priority 1 Communities Initiative43

 5.2 Priority 1 Community Geography44

 5.3 Priority 1 Veteran Characteristics.....45

 5.4 Priority 1 Program Results46

6. SSVF Program Implementation and Technical Assistance50

 6.1 Community Planning and Coordination50

 6.1.1 SSVF Community Plan Summaries.....50

6.1.2 Direct Coordination Support	51
6.1.3 Grantee Feedback	53
6.2 SSVF University	53
6.3 Supporting Program Implementation and Ongoing Quality Improvement	54
6.3.1 Compliance and Quality Improvement	54
6.3.2 Tools, Products, and Trainings	54
6.3.3 Data-Informed Planning	55
6.3.4 Policy Response to Veteran Needs	55
6.4 Practice Standards and Accreditation	56
6.5 Next Steps and Looking Forward to FY 2018	57
7. Conclusion	59
7.1 Increasing Community Integration	59
7.2 Housing Market Challenges and Landlord Engagement	60
7.2.1 Housing Market Challenges and Landlord Engagement	60
7.2.2 VA-HUD-USICH Community Planning Survey	60
7.2.3 SSVF’s “Returning Home” Pilot	60
7.2.4 SSVF’s Practice Responses	61
7.3 SSVF Integration with Other VA Homelessness Programs	61
7.4 Tracking Progress and Next Steps	62
Appendix 1. FY 2017 SSVF Grantees	64
Appendix 2. CARF-Accredited SSVF Grantees, September 2017	78
Appendix 3. Data Sources	83
SSVF Program Data Sources	83
Other Data Sources	83
Appendix 4. Priority 1 Communities	85
Appendix 5. List of Exhibits	88
Further Information	90

About This Report

This report covers the sixth grant period for the U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program, including awards made in 2016 for the FY 2017 period (October 1, 2016, to September 30, 2017). The report summarizes the results obtained by the 367 SSVF grantees funded for FY 2017. It is intended to inform Congress and the public about the important work of these grantees in helping to prevent and end homelessness among our nation's Veterans. A full list of SSVF grantees operating during FY 2017 appears in Appendix 1.

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

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

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

Section 2 provides a funding overview of the SSVF program's expenditures, grantee coverage, and households served in FY 2017, based on aggregated data from all 367 SSVF grantees. This section also describes the types and distribution of homelessness prevention and rapid re-housing services delivered through SSVF.

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

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

Section 5 reviews SSVF's Priority 1 Communities initiative, including the initiative's purpose, scope, key participant demographics, and outcomes data.

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

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

Executive Summary

Homelessness among Veterans is a problem of national importance. Though Veterans constituted only 9 percent of the U.S. adult population in 2017, they made up 11 percent of the U.S. homeless adult population.^{1,2} In 2010, the President and the U.S. Department of Veterans Affairs (VA) announced the federal government’s goal to end Veteran homelessness. Published by the United States Interagency Council on Homelessness (USICH), this goal was announced as part of our nation’s first plan to prevent and end homelessness, titled *Opening Doors*.³ It was under this important mandate that the Supportive Services for Veteran Families (SSVF) program began providing targeted housing assistance and services on October 1, 2011.⁴ In concert with other key resources for homeless Veterans, such as the jointly administered U.S. Department of Housing and Urban Development (HUD)–Veterans Affairs Supportive Housing (HUD-VASH) program, SSVF has provided communities with the resources necessary to reduce the number of homeless Veterans by 49 percent between 2010 and 2018.⁵

One of the critical tools for ending homelessness among Veterans has been SSVF, which has grown significantly since its inception, corresponding with year-to-year decreases in Veteran homelessness. In the first year of the program (FY 2012), approximately \$60 million in SSVF funding was awarded to 85 grantees in 40 states and the District of Columbia. By FY 2017, approximately \$414 million in SSVF grant funding was awarded (on an annualized basis, including the value of surge grants and other SSVF awards combined) to 367 grantees serving all 50 states, the District of Columbia, and three U.S. territories. Grantees funded in FY 2017 provided SSVF services in 392 of the 398 Continuums of Care (CoCs) nationwide. FY 2017 begins the wind down of VA’s supplemental three-year funding awards for 67 high-priority (“Priority 1”) communities with high concentrations of homeless Veterans. Some of these awards conclude in FY 2017 and the remainder end in FY 2018. This effort represented an unprecedented “surge” in SSVF resources to end Veteran homelessness in those

¹ Source: Veterans Health Administration Support Service Center (FY 2017); United States Census Bureau (2017).

² Source: Annual Homeless Assessment Report (AHAR) 2017, Part 2.

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

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

⁵ Source: Annual Homeless Assessment Report (AHAR) 2018, Part 1.

communities.⁶ The total amount available for Priority 1 communities for the three-year period is \$289 million.

Priority 1 funding awards were contingent on support from local CoCs and VA Network Homeless Coordinators, ensuring strategic coordination of this critical one-time resource. Consistent with this targeted approach in priority communities, SSVF began a national community planning initiative that engaged all SSVF grantees in local efforts designed to develop locally responsive systems of care. VA supported these local planning efforts to include evidence-based practices emerging as critical interventions in ending homelessness among Veterans. The SSVF community planning initiative drew on lessons learned from VA's 2014 "25 Cities Initiative," launched to help CoCs establish and implement their coordinated entry and housing placement systems for homeless Veterans and persons who are chronically homeless. SSVF grantees have actively participated in the 25 Cities Initiative to help strategically coordinate SSVF resources with other community resources and initiatives intended to end Veteran homelessness.

VA focused its FY 2017 program implementation and support efforts on promoting consistency, quality, and effectiveness of SSVF services based on established and emerging evidence and leveraging the growing expertise of SSVF grantees. VA also diversified its technical assistance efforts this year by providing guidance and resources to support broader community coordination and planning, including the creation of local leadership groups and development and refinement of community-specific plans designed to achieve the federal criteria and benchmarks for ending homelessness among Veterans.⁷ To support these efforts, as well as more robust technical assistance, VA also provided new and updated data-informed tools, regional trainings, and a revamped web-based learning platform (SSVF University), improving the accessibility of resources.⁸

Since SSVF's inception in FY 2012, the program has served a cumulative total of 419,338 Veterans and increased the annual number of Veterans served, from 19,854 in FY 2012 to 60,567 in FY 2017.⁹ Two thirds (67 percent) of Veterans received rapid re-housing assistance over the six years, whereas 34 percent received homelessness prevention

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

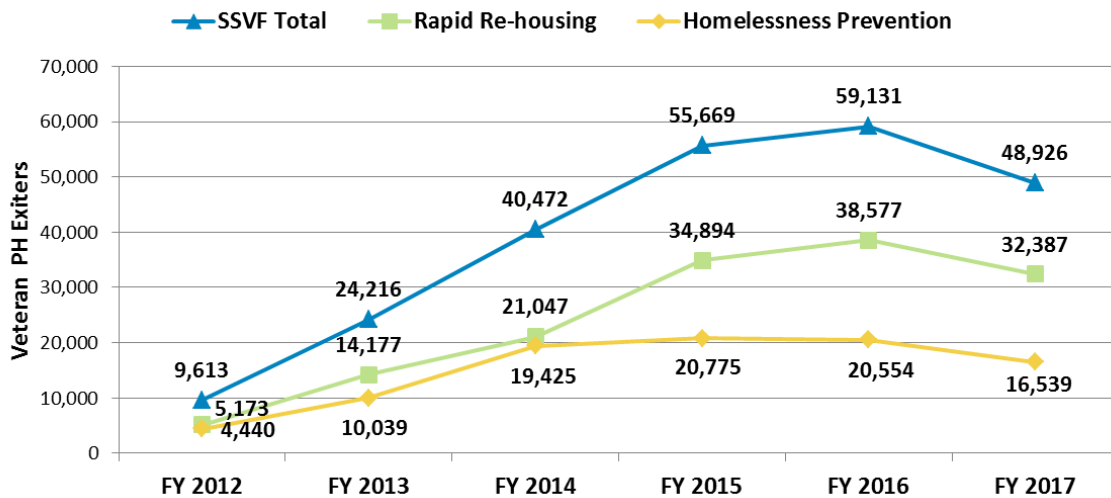
⁷ United State Interagency Council on Homelessness, *Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness*, retrieved September 25, 2017, <https://www.usich.gov/tools-for-action/criteria-for-ending-veteran-homelessness>. These Community Plans are publically available online at www.va.gov/homeless/ssvf/index.asp?page=ssvf_university/community_coordination_and_plans.

⁸ VA, "SSVF University," retrieved November 30, 2018, http://www.va.gov/homeless/ssvf/index.asp?page=ssvf_university/

⁹ 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.

assistance. One (1) percent of Veterans received both assistance types during the six years of SSVF operations. SSVF continues to prioritize the delivery of services to currently homeless Veteran households, with the percentage of Veterans receiving rapid re-housing assistance rising to 72 percent in FY 2017.

Exhibit ES.1: SSVF Veteran Exits to Permanent Housing (FYs 2012-2017)



SOURCE: SSVF-HMIS Repository data.

Over the first six years of the SSVF program, 299,175 Veterans exited the program, with 80 percent (238,027) successfully securing permanent housing.¹⁰ As shown in Exhibit ES.1, over the first three years of the program, the number of Veterans securing permanent housing at exit has increased—from 9,613 in FY 2012 to 40,472 by FY 2014. SSVF’s surge to Priority 1 communities helped expand the program’s Veteran permanent housing placements from FY 2015 through FY 2017, with a high of 59,131 in FY 2016.

Among Veterans exiting from SSVF homelessness prevention assistance, 88 percent exited to permanent housing after participating in SSVF services for an average of 98 days. Meanwhile, 75 percent of Veterans who were homeless and received rapid re-housing assistance exited to permanent housing, after participating for an average of 116 days.

Since its inception, SSVF’s rapid re-housing assistance has become a substantial component of local crisis response systems for literally homeless Veterans. In FY 2017, the equivalent of 51 percent (60,567) of all sheltered homeless Veterans were assisted by an SSVF rapid re-housing program.

¹⁰ 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.

Key FY 2017 Findings and Results

- SSVF served 84,226 Veterans in FY 2017 and 131,740 persons overall. Seventy-two (72) percent of SSVF Veterans (60,567) participated in rapid re-housing services, 29 percent of Veterans (24,714) participated in homelessness prevention services, and 1 percent of Veterans (1,055) participated in both service types.
- The average length of participation in SSVF among the 61,512 Veterans who exited the program in FY 2017 was less than four months (116 days). For Veterans exiting from SSVF rapid re-housing assistance in FY 2017, the average length of participation was also about 4 months (123 days), where it was about 3 months (99 days) for those who exited SSVF homelessness prevention.
- More than three-in-five (62 percent, or 52,203) of the 84,226 Veteran participants in the SSVF program had a disabling condition. By comparison, 59 percent of Veterans in shelters are disabled, indicating that SSVF is serving a complex population with high barriers to housing placement.
 - Of the 48,926 SSVF Veterans exiting the program who received health care services from the VA Health Administration, many reported being treated for serious health and mental health conditions, including cardiovascular disease (59 percent), a substance use disorder (56 percent), major depressive disorder (47 percent), and post-traumatic stress disorder (22 percent).
- Of all VA homeless initiatives, SSVF served the highest proportions of women Veterans and Veterans who served in Afghanistan or Iraq in FY 2017.
 - Fourteen percent (11,422) of SSVF Veterans were women.
 - Seventeen percent (14,222) of SSVF Veterans participants served in Afghanistan or Iraq.
- More than half (56 percent) of the 84,226 Veterans served by SSVF were members of minority racial groups compared with 52 percent of Veterans in shelters nationwide.
- More than one in five (22 percent, or 28,853) of all SSVF participants served were dependent children. SSVF provided support to help keep Veteran families together.
- The majority of Veterans (72 percent) served by SSVF were between the ages of 31 and 61, with a near even split between Veterans ages 31 to 50 (34 percent) and ages 51 to 61 (37 percent).
- Three quarters (75 percent, or 64,760) of the 86,401 Veteran households served earned less than 30 percent of the median income for their area and household size when they entered the SSVF program.¹¹

¹¹ The total number of households served can exceed the number of Veterans served, as SSVF grantees are allowed to continue services to non-Veteran households (typically including dependent children and a

- Veterans with no income (17,956) and those earning \$1 to \$500 in monthly income at entry (6,283) still achieved a relatively high rate of success in obtaining or remaining in permanent housing at exit: 76 percent and 80 percent for each group, respectively.
- About one-quarter (4,493 or 26 percent) of Veterans with zero income at entry exited SSVF with some amount of monthly income. For Veterans entering SSVF with monthly incomes of \$1 to \$500 per month, a net 971 exited the program with higher incomes (+16 percent of this group).
- Among the 5,809 participants completing satisfaction surveys, 83 percent said they would definitely recommend another Veteran or friend in need to their SSVF provider.
- Point In Time Counts (PITCs) of Veteran homelessness in Priority 1 communities decreased from 27,044 to 20,844 between January 2014 and January 2018, comprising a 6,200 Veteran PITC reduction (-23 percent) over the course of the Priority 1 Communities initiative.
 - Fifty-one (51) of the 67 CoCs in the Priority 1 communities (76 percent) saw decreases in Veteran homelessness PITC over the course of the initiative. Most of the Veteran PITC reductions fell into the 10 to 99 Veteran (25 CoCs) or the 100 to 249 Veteran (22 CoCs) range. Four (4) CoCs saw Veteran PITC reductions of 250 or more, with two of those CoCs (New York City CoC and Las Vegas/Clark County CoC) showed reductions of more than 500 Veterans.

SSVF Rapid Re-Housing

- SSVF assisted a total of 60,567 literally homeless Veterans. Nationwide, the equivalent of 51 percent of all homeless sheltered Veterans received assistance from SSVF focused on ending their homelessness situations.
- Of the literally homeless Veterans who received rapid re-housing services, about half (49 percent) were living in unsheltered situations (including outdoor and vehicle locations) at entry.
- Three in four Veterans (75 percent) exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing (32,915).
- About two in three (68 percent) literally homeless Veterans who were moved into permanent housing through SSVF assistance were able to do so in 90 days or less; three in ten (30 percent) were able to move within 30 days. The average time from program entry to permanent housing placement for homeless Veterans who exited the program was 84 days.

caregiver) that are created when the Veteran is separated from the household. New SSVF regulations published on February 24, 2015, expanded the resources available to such non-Veteran households in the event of separation when it is the result of domestic violence.

- Literally homeless Veterans from Priority 1 communities who were assisted by SSVF took 96 days, on average, to move into permanent housing, 12 days longer than for that same group in the total program.
- The average length of participation in SSVF rapid re-housing among the 43,690 Veterans who exited during FY 2017 was 123 days.
 - On average, Priority 1 communities' Veteran rapid re-housing exiters stayed 16 days (or 139 days) longer than the same group in the total program.

SSVF Homelessness Prevention

- SSVF assisted a total of 24,714 Veterans who were at risk of literal homelessness.
- Of the Veterans who received homelessness prevention services and entered the program from housed situations, 66 percent were in rental units and 20 percent were living with family or friends at entry.
- Nearly 9 out of every 10 Veterans (89 percent) exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing (16,808) and successfully avoided shelter or the streets.
- The average length of participation in SSVF homelessness prevention among the 18,859 Veterans who exited during FY 2017 was 99 days.

Improvements in outcomes rely on capacity building and coordination across multiple providers and systems. SSVF has placed great emphasis on integrating its services with those of other community providers. Through SSVF's participation in local Homeless Management Information Systems and a requirement that grantees actively engage in community planning through coordinated entry, VA seeks to ensure that CoCs are developing data-driven plans to end homelessness among Veterans. SSVF involvement in CoC-based community planning fosters a consistent focus on the needs of homeless and at-risk Veterans.

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

1. Introduction

This is the sixth Annual Report of the Supportive Services for Veteran Families (SSVF) program. The report describes the SSVF program and provides an overview of FY 2017 grantees (funds awarded through the FY 2016 Notice of Funding Availability (NOFA)) and their activities. The main focus of the report, however, is on the Veterans and their families who were assisted by SSVF programs. The report describes the demographics of SSVF program participants, their living situations prior to participation in SSVF, and their housing outcomes and connections to resources and mainstream benefits at exit, in order to support continued stability.

1.1 SSVF Overview

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

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

To be eligible for SSVF, Veteran families must have low incomes and be either homeless or imminently at risk of homelessness. Additionally, SSVF prioritizes assistance for certain target populations. For grants awarded in FY 2017, these priorities were the following:

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

- Veteran families located in a community not currently served by an SSVF grantee¹²
- Veteran families located in a community where the current level of SSVF services is not sufficient to meet demand of currently homeless Veteran families¹³
- Veteran families located in rural areas or on Indian tribal property

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

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

In addition to the required supportive services, SSVF emphasizes housing stabilization and helping participants develop a plan for preventing future housing instability. Grantees may also assist participants by providing Temporary Financial Assistance (TFA), including rental assistance, security or utility deposits, moving costs, or emergency supplies. TFA is paid

¹² This priority defines *community* using the Continuum of Care geography, as established by the U.S. Department of Housing and Urban Development (HUD).

¹³ As defined by HUD's Continuum of Care (CoC) Program, at a Category 2 and 3 level.

directly to a third party on behalf of a participant for rental assistance, utility fee payment assistance, security or utility deposits, moving costs, child care, transportation, emergency supplies, emergency housing, and general housing assistance, as necessary and within program limits. All grantees have incorporated TFA into their available services.

1.2 Impact on National Trends

On a single night in January 2018, U.S. Department of Housing and Urban Development (HUD) counted 37,878 homeless Veterans in the United States, a decrease of 49 percent since 2010.¹⁴ Between October 1, 2016, and September 30, 2017, HUD estimated that 1 out of every 184 Veterans nationwide (an estimated 118,380 Veterans) stayed in an emergency shelter or a transitional housing program—a 21 percent decrease since 2009.¹⁵

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

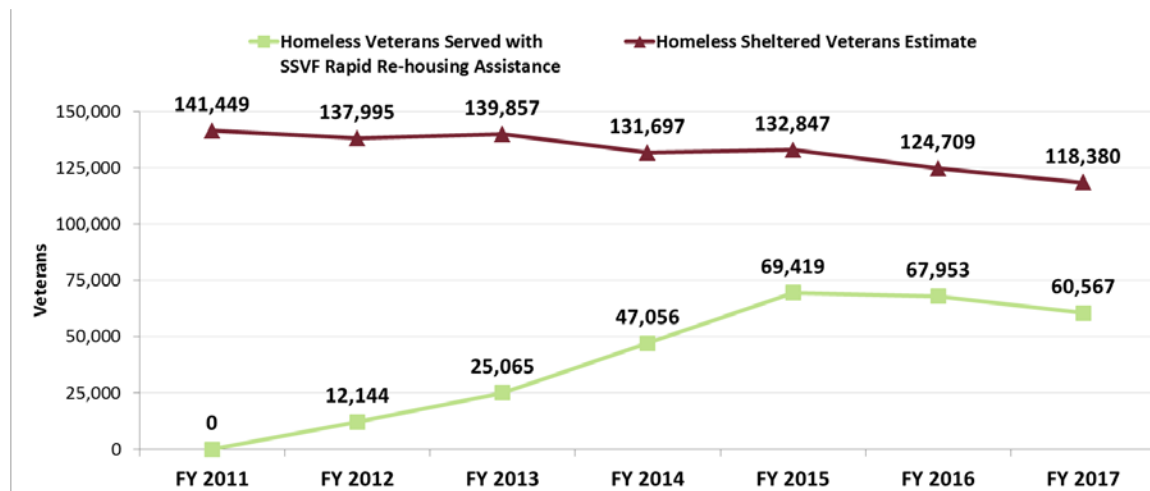
*The Housing First model differs from traditional models that require participants to complete a treatment program or otherwise demonstrate “housing readiness” before being given the opportunity to live in community-based permanent housing. ... Finishing the job of ending Veterans homelessness will require the widespread adoption of evidence-based best practices such as Housing First.*¹⁶

¹⁴ U.S. Department of Housing and Urban Development, *2018 Annual Homeless Assessment Report to Congress*, Part 1.

¹⁵ U.S. Department of Housing and Urban Development, *2017 Annual Homeless Assessment Report to Congress*, Part 2.

¹⁶ U.S. Interagency Council on Homelessness, *Ending Homelessness among Veterans: A Report by the United States Interagency Council on Homelessness*, February 2013. Washington, DC: Author.

Exhibit 1.1: SSVF Rapid Re-housing and Annual Homeless Sheltered Veterans (FYs 2011-2017)



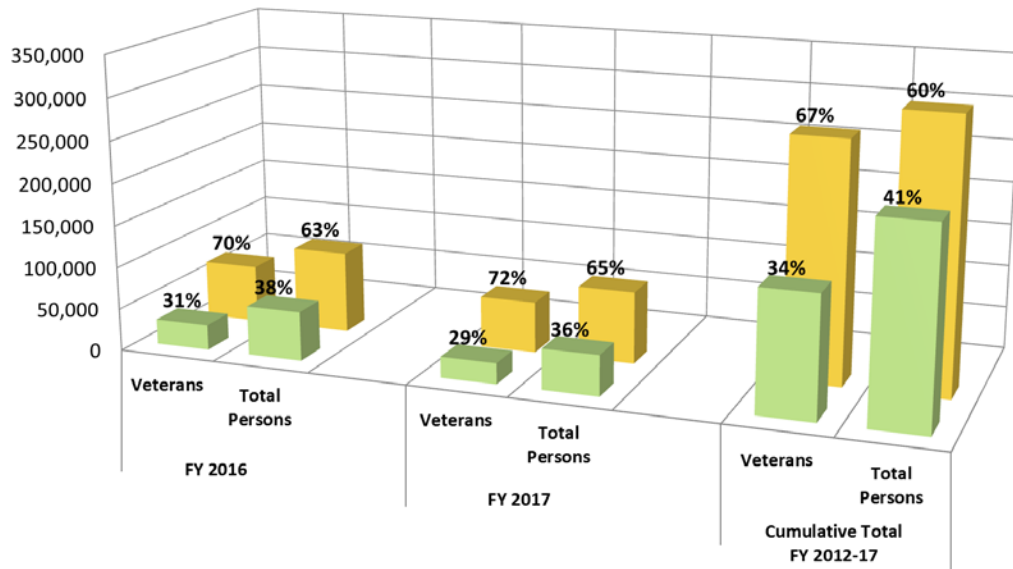
NOTE: AHAR Part 2 estimates include only sheltered homeless Veterans. Unsheltered Veterans who do not use shelter at any point during the year are not accounted for. However, this is believed to be a relatively small number of Veterans.

SOURCES: SSVF-HMIS Repository data; AHAR.

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

With the Priority 1 community “surge” effort beginning in FY 2015, the equivalent of 52 percent of all sheltered homeless Veterans (69,419) received rapid re-housing assistance that year. That percentage rose to 54 percent (67,953) in FY 2016 and dipped slightly to 51 percent in FY 2017, as the “surge” effort ended (Exhibit 1.1).

Exhibit 1.2: SSVF Veterans and Total Persons Served, by Housing Assistance Type (FYs 2012-2017)



	FY 2016		FY 2017		Cumulative Total FY 2012-17	
	Veterans	Total Persons	Veterans	Total Persons	Veterans	Total Persons
Homelessness Prevention	29,794	58,396	24,714	47,938	142,975	230,476
Rapid Re-housing	67,953	96,338	60,567	85,173	282,204	318,125
Unduplicated Total	96,401	152,531	84,226	131,740	419,338	540,602

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

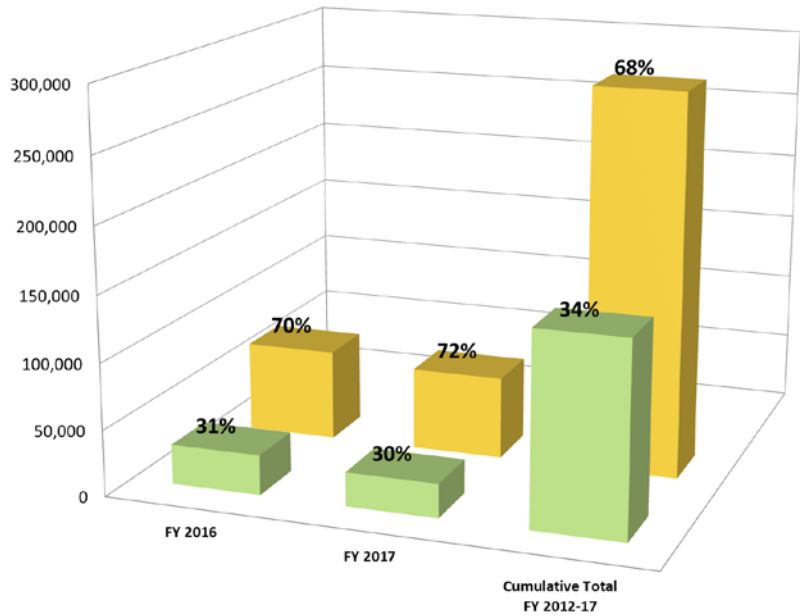
SOURCE: SSVF-HMIS Repository data.

SSVF has played an increasing role in preventing and ending Veteran homelessness. As shown in Exhibit 1.2, more than half a million (540,602) persons in Veteran households, including over 400,000 Veterans (419,338) were cumulatively served since SSVF began in FY 2012.

Of the Veterans served in FY 2017, 60,567 (72 percent) were literally homeless at entry into SSVF and received rapid re-housing assistance; the remaining 24,714 Veterans (29 percent) were imminently at risk of literal homelessness at program entry and received homelessness prevention assistance. A total of 1,055 Veterans (1 percent) received both rapid re-housing and homelessness prevention assistance during FY 2017.

At 72 percent, FY 2017 had the highest proportion of rapid re-housing assistance provided to Veterans compared with all prior years, as grantees and their community partners increasingly sought to maximize the use of SSVF to assist every homeless Veteran in quickly exiting homelessness to permanent housing.

Exhibit 1.3: SSVF Households Served, by Housing Assistance Type (FYs 2012-2017)



	FY 2016	FY 2017	Cumulative Total FY 2012-17
Homelessness Prevention	30,175	25,644	145,329
Rapid Re-housing	68,706	62,247	287,960
Unduplicated Total	97,512	86,401	425,717

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

SOURCE: SSVF-HMIS Repository data.

SSVF assisted 86,401 Veteran households consisting of more than 131,740 people in this sixth year of program operations. In FY 2017, there were decreases in the numbers of households (-11 percent), total persons (-14 percent), and Veterans (-11 percent) served by SSVF. These decreases may be due to the wind down of Priority 1 “surge” grants, which ended in FY 2017.

In FY 2017, grantees provided rapid re-housing services to 62,247 homeless Veteran households comprising 85,173 persons through partnerships with emergency shelters, transitional housing programs, street outreach, and other homeless assistance providers, as well as VA homeless services such as the Grant and Per Diem (GPD) and Health Care for Homeless Veterans (HCHV) programs. Grantees provided homelessness prevention assistance to 25,644 Veteran households consisting of 47,938 persons. A small number of households received both types of assistance.

Over the last six years, SSVF grantees assisted 425,717 households, consisting of 540,602 people. Sixty-eight (68) percent of SSVF households received rapid re-housing assistance

over the six years, whereas 34 percent received homelessness prevention assistance. Two (2) percent of households received both assistance types.¹⁷

At the household level, SSVF has seen a modest shift in its resources from homelessness prevention to rapid re-housing over the last two years. FY 2017 saw 72 percent of households receive rapid re-housing assistance, the highest level since the program's inception, and a +2 percent change from FY 2016. That change caused the cumulative total of rapid re-housing households to rise to 68 percent over the last 6 years, up 1 percent from the first five years total.

Three in ten (30 percent) FY 2017 SSVF households received homelessness prevention assistance, a decrease from 31 percent in FY 2016 and less than the cumulative SSVF total of 34 percent. Two (2) percent of FY 2017 households received both rapid re-housing and homelessness prevention assistance, which was similar to all prior SSVF program years.

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

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

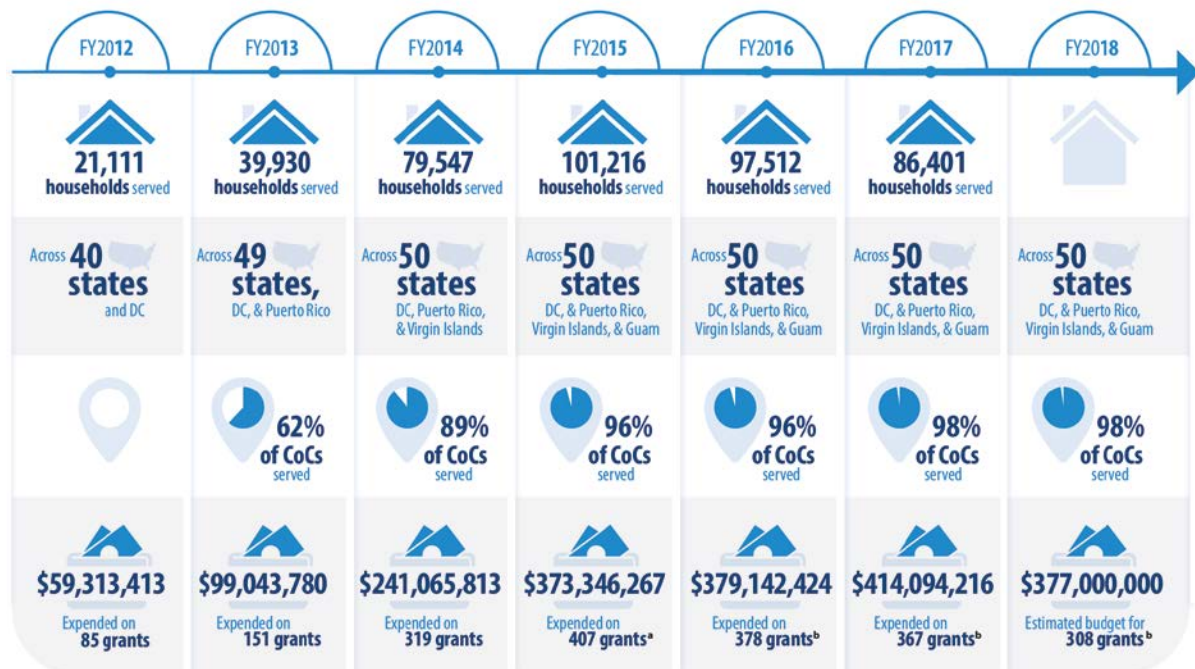
¹⁷ The total number of households served can exceed the number of Veterans served, as SSVF grantees are allowed to continue services to non-Veteran households (typically including dependent children and a caregiver) that are created when the Veteran is separated from the household. New SSVF regulations published on February 24, 2015, expanded the resources available to such non-Veteran households in the event of separation when it is the result of domestic violence.

2. SSVF Funding Overview

This section provides an overview of SSVF grant awards, expenditures, and assistance provided by grantees to serve Veterans and their families. The data provided in this section are aggregated from the FY 2017 quarterly financial and narrative reports submitted by grantees to VA.

2.1 SSVF Grant Funding

Exhibit 2.1: Growth in SSVF Geographic Coverage by Continuum of Care (FYs 2012-2018)¹⁸



NOTES:

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

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

SOURCE: U.S. Department of Veterans Affairs.

Although \$393 million in grant funding was budgeted for FY 2017, VA estimates that approximately \$414 million was expended in FY 2017 to support grants to 367 grantees serving all 50 states, the District of Columbia, and three U.S. territories with CoCs. The \$21 million of additional funding largely consisted of funds that were rolled over from prior

¹⁸ Grantees received extensions for some of their grant awards.

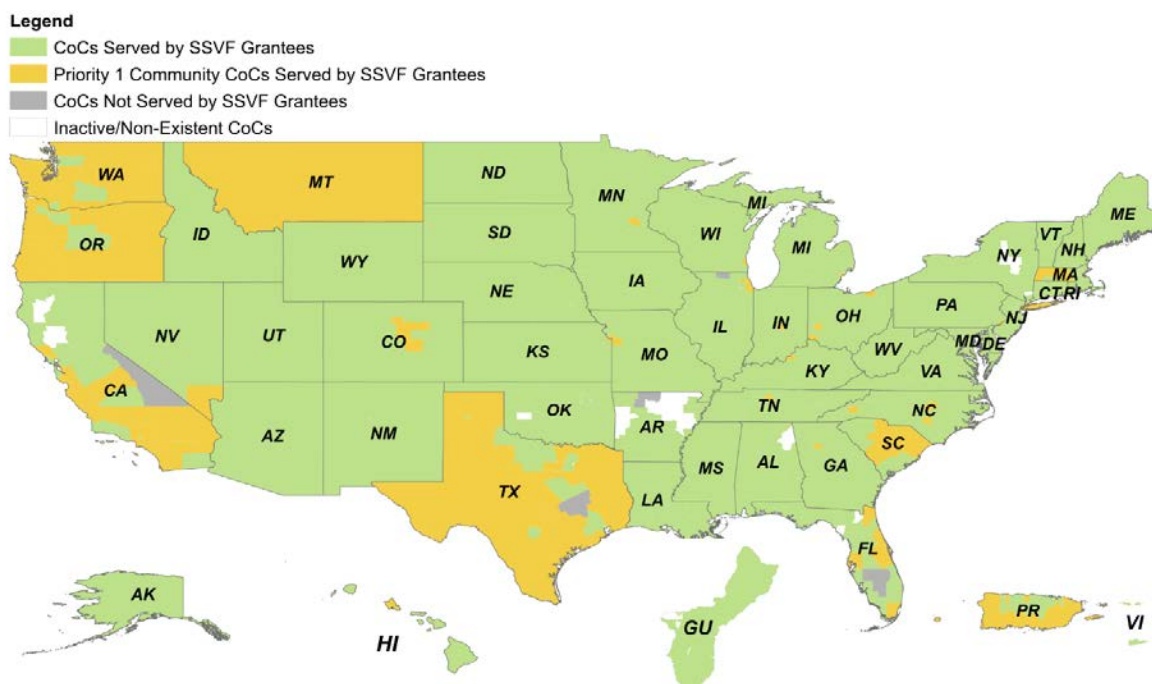
Section 2: SSVF Funding Overview

years' grants that received an extension. The average program cost was \$4,793 per SSVF household in FY 2017.

Of the 275 non-surge grantees in FY 2017, annual expenditures ranged in size from \$117,823 to \$6,410,257. The average expenditure size was some \$1.1 million (\$1,072,377) for those grantees. Overall, SSVF program growth since its first year (from FY 2012 to FY 2017), there was a 332 percent increase in the number of grantees, with a 598 percent increase in expenditures over the first year of the program.

SSVF funding increases have led to a significant expansion of geographic coverage of grantees since the program's inception.

Exhibit 2.2: Geographic Coverage of SSVF Grantees (FY 2017)



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 Virgin Islands, and Guam in FY 2015. That year also saw the launch of SSVF's 71 high-priority ("Priority 1") communities initiative, which "surged" efforts to end Veteran homelessness in these communities with high concentrations of Veteran homelessness.

Since FY 2016, SSVF has maintained its comprehensive national coverage. In FY 2017, 98 percent of CoCs were served by at least one SSVF grantee.

2.2 Financial Expenditures

Of 367 total grantees in FY 2017, 275 were eligible for 30-day extensions to complete their grant agreements. The remaining grantees were Priority 1 grantees with a three-year budget. Of those 275 grantees on a 12-month budget, 46 requested grant extensions, with over 99 percent of all awarded funds being expended by November 2017. The remaining 92 Priority 1 grantees, which were awarded in FY 2015 to provide \$289 million over a 3-year period, were eligible for 3-month, 6-month, or 9-month extensions to complete their grant agreements, which were scheduled to end on either September 30, 2017 (68 grantees) or March 31, 2018 (24 grantees). At the end of FY 2017, grant extensions were requested by 38 Priority 1 grantees.

Additionally, in September 2017, areas of Texas, Puerto Rico, and the U.S. Virgin Islands were impacted by Hurricanes Harvey and Irma. A rapid response to the hurricanes allowed for SSVF to reallocate approximately \$4 million of unspent and voluntarily returned funds were used to support Veteran relief efforts in the disaster areas. These funds were provided to 11 SSVF grantees serving areas with the highest reports of veteran household displacement and to those agencies able to expand services to disaster victims beyond their usual catchment area. These agencies were eligible for, and received, a 12-month extension to complete their grant agreements.

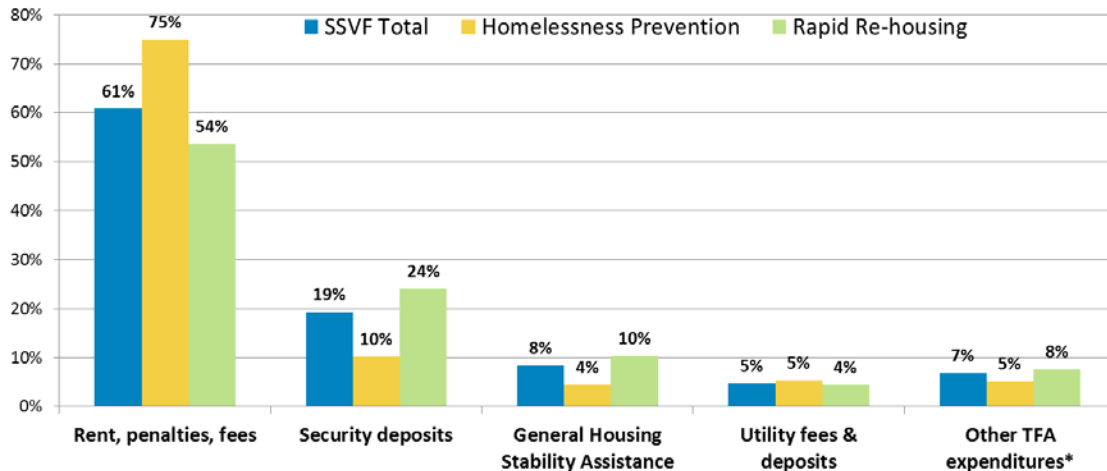
In FY 2017, SSVF grantees spent the largest share of award funds (60 percent) on staff and labor costs for case management, outreach, and program management; the second largest share was spent on TFA (31 percent).¹⁹ Just 9 percent of grantee expenditures were used for administrative costs.

As established in the SSVF NOFA, grantees are not allowed to expend more than 50 percent of grant funds on TFA. VA established this limit to ensure that program services would consist of more than emergency financial aid, and that Veterans would receive assistance designed to sustain housing once their immediate homelessness or imminent risk of homelessness was resolved. Because SSVF interventions are generally brief (the average intervention was 116 days in FY 2017), providers are expected to develop housing stability plans that may include ongoing VA and/or community services after exiting from SSVF to help Veteran households sustain their housing beyond the short-term intervention and the potential financial assistance SSVF offers.

¹⁹ Due to limitations of data on program expenses, the information in this paragraph includes some FY 2017 grantee expenditure extension funds beyond the end of the FY 2017 program year, which ended on September 30, 2017.

2.3 Temporary Financial Assistance

Exhibit 2.3: TFA Expenditures, by Type (FY 2017)



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

NOTE: This exhibit excludes Priority 1 or “surge” grantee TFA data for FY 2017 due to limitations in the financial reporting system.

SOURCE: SSVF-financial reports.

In FY 2017, rent-related assistance was the largest TFA category for both assistance types, consisting of 75 percent of homelessness prevention TFA and 54 percent of rapid re-housing TFA. Security deposit assistance made up the second largest TFA expenditure, at 10 percent of homelessness prevention TFA and 24 percent of rapid re-housing TFA. Because Veteran households served with homelessness prevention assistance often maintained their residence at entry, their need for security deposit assistance was lower than for rapid re-housing assisted households.

Similarly, rapid re-housing households were more likely to need general housing stability assistance because that TFA funding provides for expenses associated with moving into or securing permanent housing, items necessary for life or safety provided on a temporary basis to address an emergency, as well as expenses associated with gaining or keeping employment. Ten (10) percent of rapid re-housing TFA funds went to general housing stability assistance, compared with only 4 percent of homelessness prevention TFA.

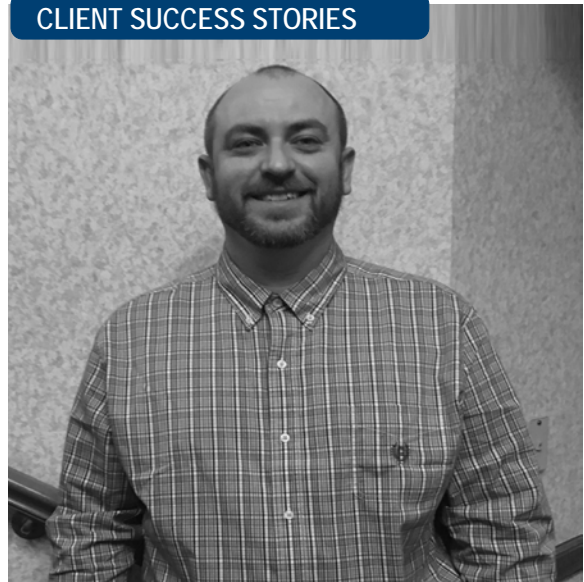
There was little difference in the distribution of utility fee and deposit TFA percentages among homelessness prevention (5 percent) and rapid re-housing assistance (4 percent) types.

Licking County, OH - Carl “Jake” Neighbor served in the U.S. Army for three years. His term of service ended when a family hardship brought him back home early.

In early 2018, a roommate dispute led to a homeless situation for Jake and his 5 year old daughter. Shortly thereafter, Mr. Neighbor contacted Licking County Coalition for Housing’s SSVF program.

At the time of Mr. Neighbor’s entry into SSVF, he was working full time. Based on that income, he did not qualify for the Supplemental Nutrition Assistance Program (SNAP) or medical benefits in Ohio. Additionally, Jake was not eligible for VA health care or other VA services.

CLIENT SUCCESS STORIES



Licking County Coalition for Housing SSVF staff assisted Jake with filing and gaining approval for a VA service-connected disability, which amounted to about a \$1,500 increase to his monthly income. More importantly, Jake’s eligibility status for VA health care services was enabled, allowing him to enroll in the VA health care system. This was a major milestone for Jake as he had some outstanding medical needs that remained untreated because he could not afford to pay out of pocket for that care at that time.

In addition income and benefit assistance, Licking County Coalition for Housing’s SSVF program provided Jake with tapered rental assistance, a security deposit, and financial assistance for the purchase of a bed (through General Housing Stability assistance). These efforts help Jake to rent an apartment that was affordable and convenient for his planned usage of community services.

Mr. Neighbor exited the SSVF program in May 2018. He still works full time and is more financially stable than he has been in a long time. Jake’s budgeting skills, which were so helpful during his enrollment in SSVF, have continued to provide snapshots of his monthly obligations for his own planning purposes.

Jake purchased a new car and says he likes knowing that he has a safe, well running vehicle for he and his daughter. Jake now shares custody of his daughter and enjoys knowing that he is no longer struggling to survive paycheck to paycheck.

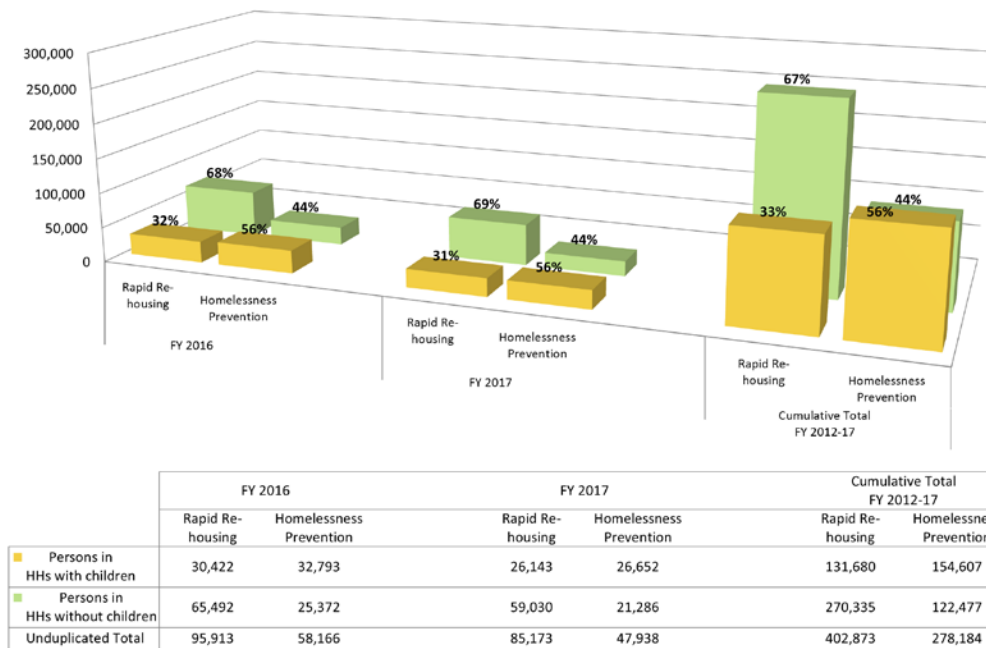
Jake’s future goal is to purchase a home but he wants to continue to pay off old debt and improve his credit first; he continues to chisel away at old debt while doing what he can to not incur any new debt. Jake told his SSVF Case Manager, “SSVF was so tremendously helpful to me and directed me to all the right channels. Helped set me up to be in a more stable position quicker than I thought possible.”

3. SSVF Participants and Their Characteristics

This section describes SSVF participants and their demographic characteristics, including their household type, age, race, disability status, and prior living situations. In addition, enrollment levels for target populations from FY 2017 awarded grants are examined.

3.1 Overview of Persons and Household Types Served

Exhibit 3.1: SSVF Persons Served, by Household Type (FYs 2012-2017)



SOURCE: SSVF-HMIS Repository data.

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

Since the program’s inception, most persons in households (HHs) without children (67 percent, or 270,335) assisted by SSVF have been literally homeless and received rapid re-housing assistance, whereas most persons in households with children (56 percent, or 154,607) assisted by SSVF have been at risk and received homelessness prevention assistance. FY 2017 household utilization rates between rapid re-housing and homelessness prevention match the cumulative utilization patterns over the life of the program.

3.2 Target Populations

Grantees reported the number of households served according to VA’s target population priorities for FY 2017 grantees. These included:

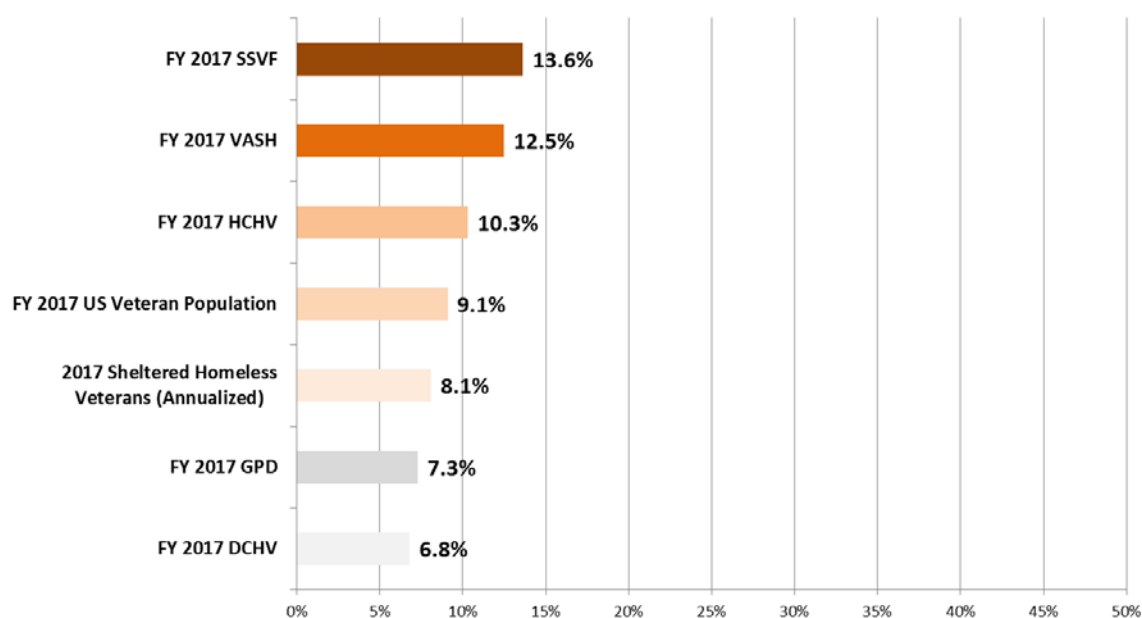
Section 3: SSVF Participants and Their Characteristics

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

Across all grantees, 75 percent of households served were reported to have incomes less than 30 percent of area median income (AMI) for their household size at program entry. One in six (17 percent, or 14,546) Veteran households served by SSVF had at least one dependent child (under age 18 at program entry), including 28,853 children (21 percent of all participants). Additionally, 16 percent of SSVF Veterans served in Iraq or Afghanistan.

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

Exhibit 3.2: Percentage of Women Veterans Among Veteran Populations (FY 2017)



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

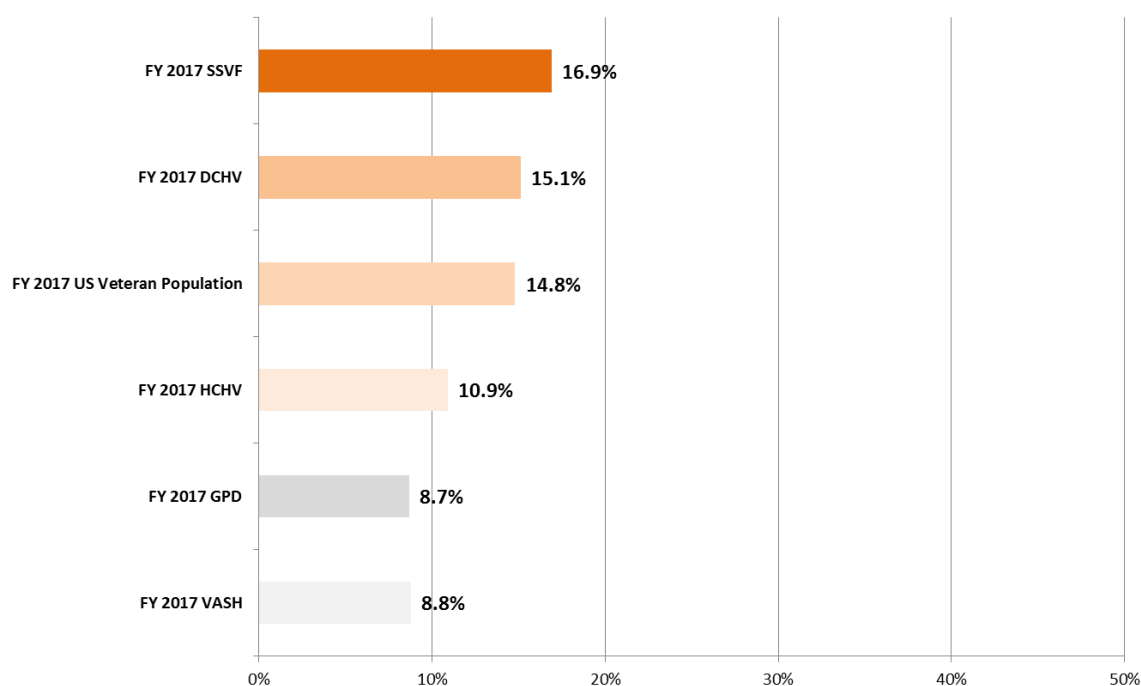
SOURCES: SSVF-HMIS Repository data; VA Office of the Actuary; Annual Homeless Assessment Report (AHAR); VA Homeless Management Evaluation System (HOMES).

SSVF has served the highest proportion of women of any VA homeless initiative for each of the past four years. This may be due, in part, to the greater number of households with

Section 3: SSVF Participants and Their Characteristics

children served with SSVF homelessness prevention assistance. Overall, 13.6 percent of Veterans served by SSVF in FY 2017 were women (11,422)—significantly higher than the percentage of female Veterans served nationally in shelter programs (8.1 percent).

Exhibit 3.3: Percentage of Returning Veterans from Afghanistan or Iraq Among Veteran Populations (FY 2017)



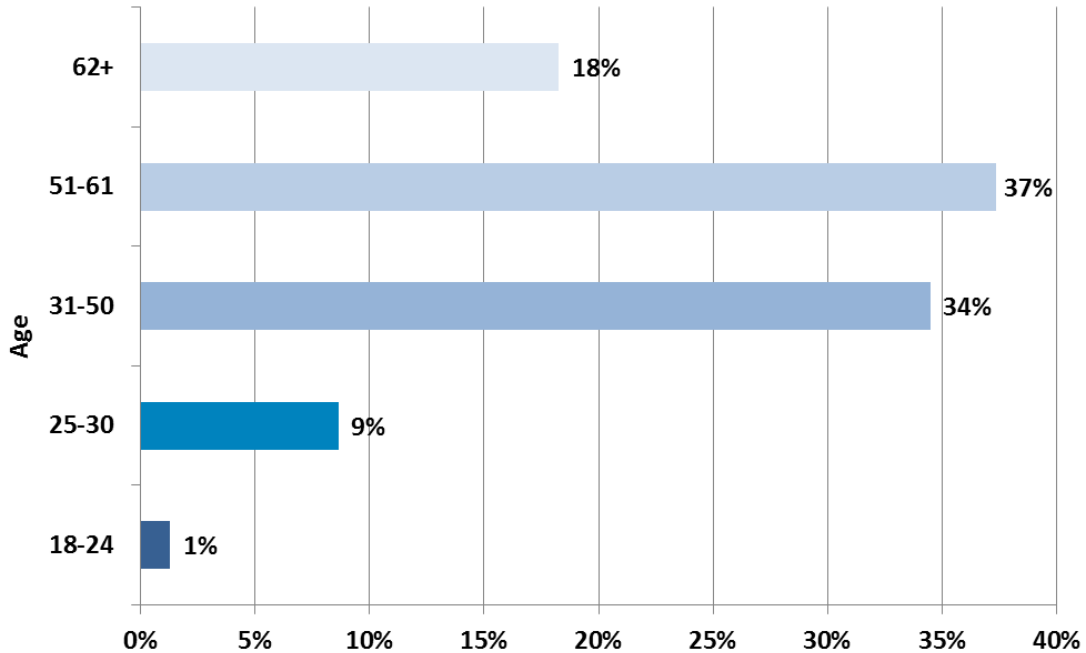
NOTE: Aside from SSVF, there are four other national VA homelessness programs included in this exhibit: (1) HUD-Veterans Affairs Supportive Housing (HUD-VASH) program provides permanent supportive housing; Grant and Per Diem (GPD) is a transitional housing and safe haven residential assistance program;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

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

In FY 2017, the SSVF program served 84,226 Veterans. Among these Veterans, 16.9 percent (14,222 Veterans) served in Iraq or Afghanistan and were Veterans of Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or Operation New Dawn (OND)—the highest proportion of OEF/OIF/OND Veterans served by any VA homeless initiative. Sixty-six (66) percent of those Veterans received rapid re-housing assistance, 36 percent used homelessness prevention assistance, and 2 percent used both assistance types. The availability of low-barrier access to services, due to SSVF’s emphasis on Housing First, and availability of family-specific services may enhance SSVF’s appeal to this group.

3.3 Participant Demographics

Exhibit 3.4: SSVF Veterans Served, by Age Group (FY 2017)



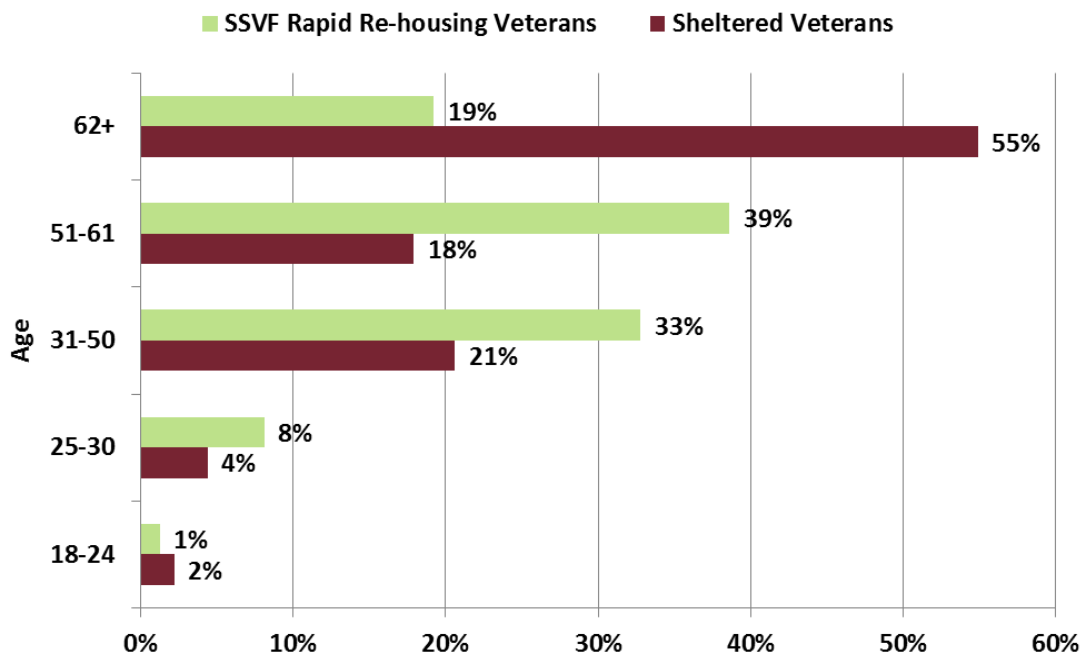
SSVF Veterans= 84,226

SOURCE: SSVF-HMIS Repository data.

The majority of Veterans served by SSVF were between the ages of 31 and 61 (71 percent), with a near even split between Veterans ages 31 to 50 (34 percent) and ages 51 to 61 (37 percent). At the younger end of the age spectrum, about one-tenth (9 percent) of Veterans served were ages 25 to 30 or younger at program entry and just 1 percent were ages 18 to 24. At the older end, nearly one-fifth (18 percent) of Veterans served were age 62 or above at program entry.

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.5: SSVF Rapid Re-housing and Sheltered Veterans Served, by Age Group (FY 2017)



SSVF Rapid Re-housing Veterans= 60,567; Sheltered Veterans= 118,380

SOURCE: AHAR; SSVF-HMIS Repository data.

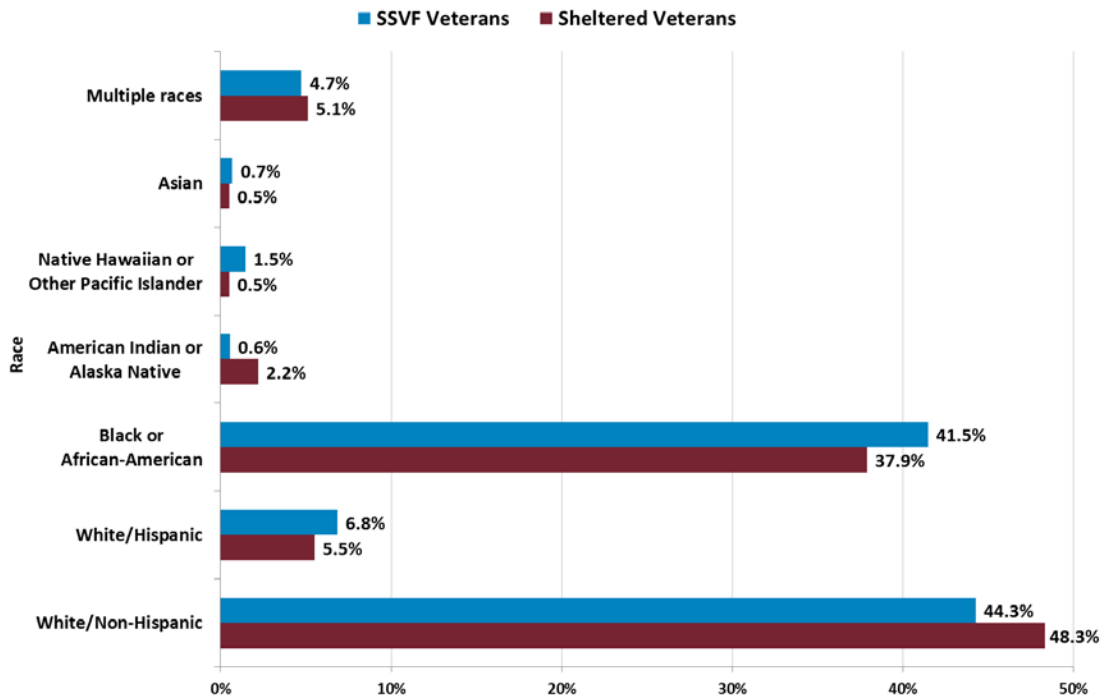
Exhibit 3.5 compares literally homeless Veterans who received SSVF rapid re-housing assistance with sheltered Veterans in FY 2017 by age group. In FY 2017, homeless Veterans served by SSVF grantees were somewhat younger than sheltered Veterans nationwide. Two factors are key to this difference: First, 9 percent of SSVF Rapid Re-housing Veterans were in households with children compared to just 3 percent of sheltered Veterans. These households tend to have younger Veterans.²⁰ Second, as shown in Exhibit 3.2, a greater percentage of SSVF Veterans are women (14 percent) compared to the U.S. shelter system (8 percent). Women Veterans tend to be younger than male Veterans.²¹

²⁰ In FY 2017, SSVF Rapid Re-housing Veterans in households with children were an average of 39 years old, while SSVF Rapid Re-housing Veterans in households without children were 52 years old on average.

²¹ In FY 2017, SSVF female Veterans were an average of 43 years old, while male SSVF Veterans were an average of 51 years old.

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.6: Veterans Served, by Race (FY 2017)



SSVF Veterans= 84,226; Sheltered Veterans= 118,380

SOURCES: SSVF-HMIS Repository data; AHAR data.

Most SSVF Veterans served were white, non-Hispanic (44 percent) or black/African-American (42 percent). Among all SSVF Veterans, the remaining 14 percent was spread across persons of white, Hispanic origin (7 percent), multiple races (5 percent), Native Hawaiian/Other Pacific Islanders (1.5 percent), and less than 1 percent each of American Asians (0.7 percent) and Indian or Alaskan Native (0.6 percent). Overall, 56 percent of SSVF Veterans served were members of a minority racial group.

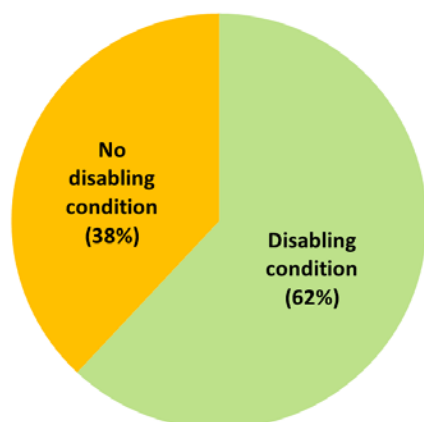
SSVF served a greater percentage of Veterans in minority racial groups than Veterans served in shelters nationwide (56 percent versus 52 percent). On the whole, this suggests that SSVF providers are doing well in their efforts to avoid disparities in service provision to racial minority groups.²²

²² AHAR 2017, Part 2.

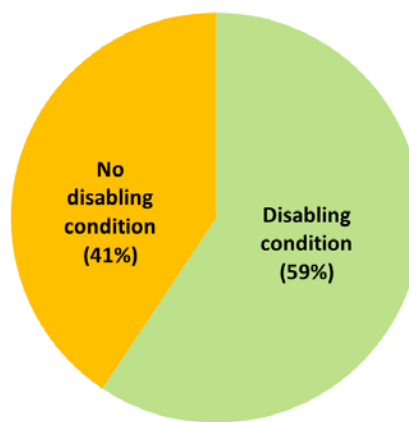
Section 3: SSVF Participants and Their Characteristics

Exhibit 3.7: Disability Status for SSVF Veterans (FY 2017)

SSVF Veterans



Sheltered Veterans



SSVF Veterans= 84,226; Sheltered Veterans= 118,380

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

In FY 2017, more than three in five (62 percent, or 55,793) Veterans assisted through SSVF had a disabling condition.²³ The disability rate for Veterans receiving rapid re-housing and homelessness prevention assistance was the same at 62 percent.

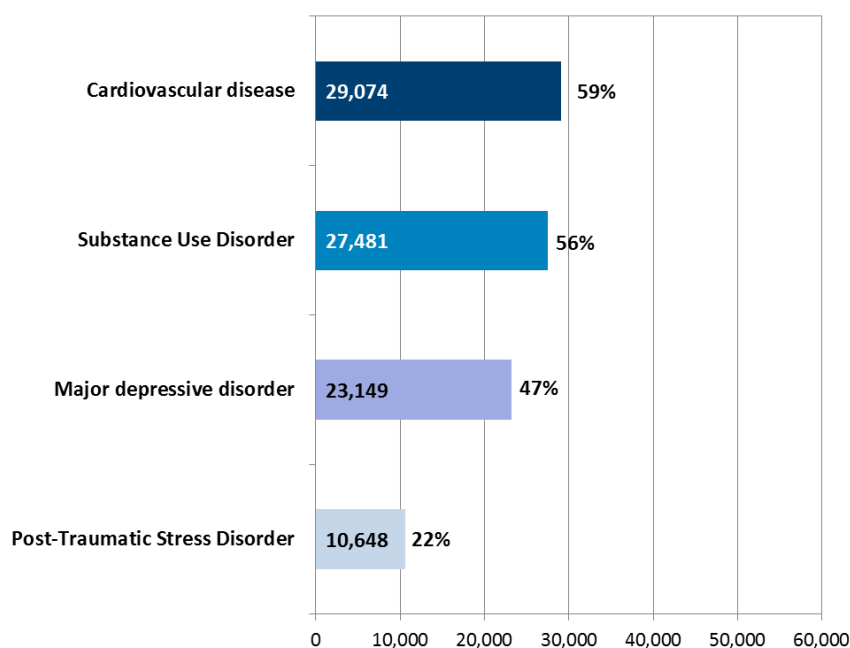
The disability rate for SSVF was 3 percentage points higher than that of all sheltered homeless Veterans (62 percent versus 59 percent). Overall, SSVF Veterans have disability rates twice that of the total U.S. Veteran population (29 percent) and 3.9 times higher than the disability rate among the U.S. adult homeless population (16 percent).²⁴

²³ “People with one or more of the following conditions were identified as having a disabling condition: (1) the disease of acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiological agency for acquired immunodeficiency syndrome (HIV); (2) a physical, mental, or emotional impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that is [a] expected to be of long-continued or of indefinite duration, [b] substantially impedes an individual’s ability to live independently, and [c] could be improved by the provision of more suitable housing conditions.; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 15002); or (4) for Veterans, a disability as defined in Section 223 of the Social Security Act.” This definition comes from the *2014 HMIS Data Standards Revised Notice* (May 2014), which was in effect for FY 2017 grantees entering disability condition data into HMIS.

²⁴ HUD’s AHAR 2017, Part 2.

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.8: Major Health Problems Among Veterans Exiting SSVF and Engaged with Veterans Health Administration (FY 2017)



n=49,836

SOURCE: Veterans Health Administration Support Service Center.

Exhibit 3.8 shows the major health problems found among Veterans who both exited SSVF during FY 2017 and received health care services from the Veterans Health Administration (VHA). In FY 2017, of the 61,512 Veterans who exited SSVF, 49,836 (or 81 percent) were documented to have received VHA services.

Three-fifths (59 percent) of these Veterans had a history of cardiovascular disease, 56 percent had a substance use disorder, 47 percent had a major depressive disorder, and 22 percent had post-traumatic stress disorder.

3.4 Prior Living Situations and System Coordination

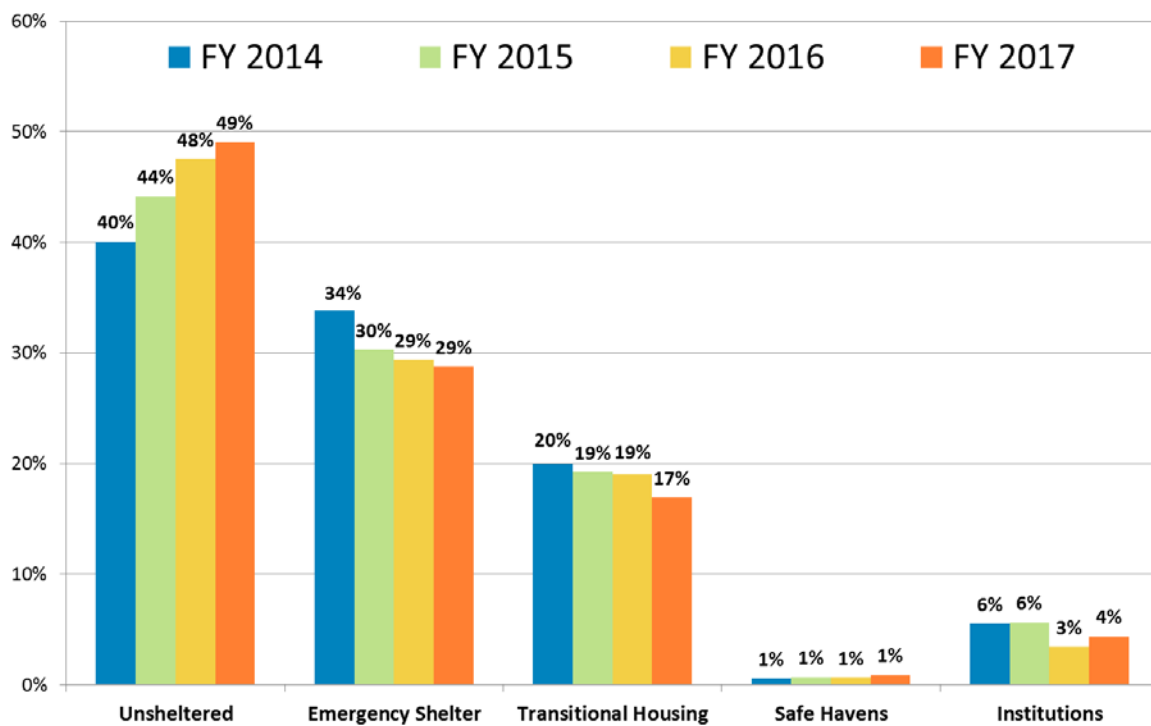
The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act amendment to the McKinney-Vento Homeless Assistance Act mandates that Continuums of Care (CoCs) establish coordinated entry systems that feature a standardized access and assessment process for all participants, and a coordinated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

Section 3: SSVF Participants and Their Characteristics

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

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

Exhibit 3.9: Prior Living Situations of Veterans Receiving SSVF Rapid Re-housing Assistance (FYs 2014-2017)



NOTES:

This exhibit includes only Veterans who entered SSVF and received rapid re-housing from homeless situations. The datasets from FYs 2014, 2015, 2016 and 2017 exclude 10,313, 14,548, 6,266, and 5,360 Veterans, respectively, with erroneous or missing data, including Veterans with prior living situations marked as a permanent housing location, “Other” (e.g., missing or blank), “Don’t know,” or “Refused.”

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

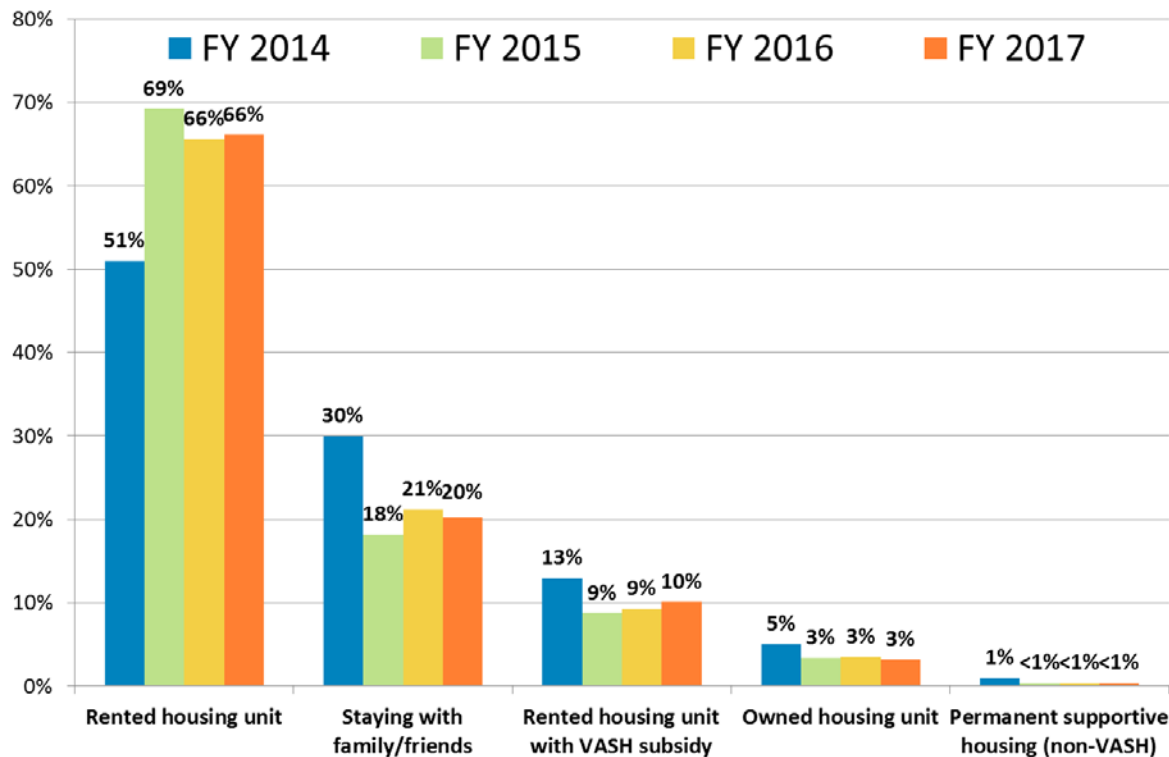
SOURCE: SSVF-HMIS Repository data.

Section 3: SSVF Participants and Their Characteristics

Over the last four years, the largest proportion of Veterans who received rapid re-housing assistance from literally homeless situations came directly from unsheltered situations (including outdoor and vehicle locations). That proportion has risen from 40 percent in FY 2014 to 49 percent in FY 2017.

At the same time, the proportion of Veterans receiving rapid re-housing assistance from emergency shelters and transitional housing decreased by 5 and 3 percent, respectively. Entries of Veterans from institutional setting decreased by 2 percent over the period. Meanwhile, the proportions of rapid re-housing Veterans coming directly from safe haven programs saw no change.

Exhibit 3.10: Prior Living Situations of Veterans Receiving SSVF Homelessness Prevention Assistance (FYs 2014-2017)



NOTE: This exhibit includes only Veterans who entered SSVF and received homelessness prevention assistance who were living in housing units at program entry, including those staying in housing units rented or owned by friends or family. These datasets exclude Veterans with prior living situations recorded as “Other,” “Client doesn’t know,” “Client refused,” participants who were erroneously coded as homeless, and those with missing data.

SOURCE: SSVF-HMIS Repository data.

In FY 2017, the majority of Veterans (66 percent) assisted by SSVF homelessness prevention programs were residing in a rental housing unit at the time of program entry. Another 20 percent of these Veterans were staying in housing units owned or rented by family or friends.

Section 3: SSVF Participants and Their Characteristics

Ten (10) percent of Veterans entered the program while staying in a rental unit subsidized with a HUD-VASH voucher, which is a form of permanent supportive housing; whereas less than 1 percent were in a non-VASH permanent supportive housing unit at entry to SSVF homelessness prevention. The remaining 3 percent came from a housing unit that the household owned.

Over the last four years, Veteran homelessness prevention entries from rental housing units increased (+15 percent) while entries from Veterans staying with family or friends decreased (-10 percent). Additionally, there has been a slight decrease in the percentage of Veterans coming from rental units subsidized with a HUD-VASH voucher and housing units they owned since FY 2014 (-3 percent).

Related Research

SOURCE: Tsai, J. & Byrne, T. (2018). Utilization Profiles of VA Homeless Programs. *National Center on Homelessness among Veterans*. Retrieved from https://content.govdelivery.com/attachments/USVHACENTER/2018/08/15/file_attachments/1055639/Utilization%2Bprofiles%2Bof%2BVA%2Bhomeless%2Bprograms_Tsai%2526Byrne_August%2B2018.pdf.

This analysis identified five distinct profiles of VA homeless program use over time: Brief Program Use (59 percent of the total analytic cohort), Permanent Supported Housing Plus (21 percent), Rapid Rehousing Program Use (10 percent), Transitional Housing Use (6 percent), and Heavy Multiple Program Use (3 percent). Veterans who entered any VA homeless programs at some time during the first three quarters of FY 2015, totaling 61,040 Veterans, were included in the analysis with a 12 month post-exit service window.

Overall, there were significant differences with respect to inpatient mental health hospitalizations, with the Permanent Supported Housing Plus and Transitional Housing Use profiles having relatively more inpatient mental health hospitalization days (an average of 3 days over the two-year study period) than other profiles. A similar pattern was seen with respect to outpatient medical and mental health services use, with the Permanent Supported Housing Plus and Transitional Housing Use profiles having notably higher number of visits of each type than the other profiles.

Section 3: SSVF Participants and Their Characteristics

Broward
County, FL -
Luis Palencia
is a Navy
Veteran. In
the Navy, he
served in an
Air
Antisubmarine
Squadron as a
System

CLIENT SUCCESS STORIES



Organizational Maintenance Technician. In 1982, Mr. Palencia left the armed forces with an honorable discharge.

Mr. Padilla and his two adult sons with special needs had been living in his mother's home when his mother passed away. Her passing led to a housing crisis. His mother's estate was transferred to his sister-in-law, who in turn sought to vacate the house to facilitate a house sale.

When he came to Operation Sacred Trust's (OST) SSVF program, he and his sons were staying in a makeshift shelter arrangement at a friend's garage, which was not meant for habitation. That made it urgent for OST staff to place them temporarily in a hotel until they could be housed.

They were assigned to a rapid re-housing case manager, who immediately started working with a landlord to secure all necessary documents and for the housing unit Mr. Palencia identified with a previous organization, but was having trouble obtaining. Within days, a check was cut to the landlord and Luis' family was able to move in.

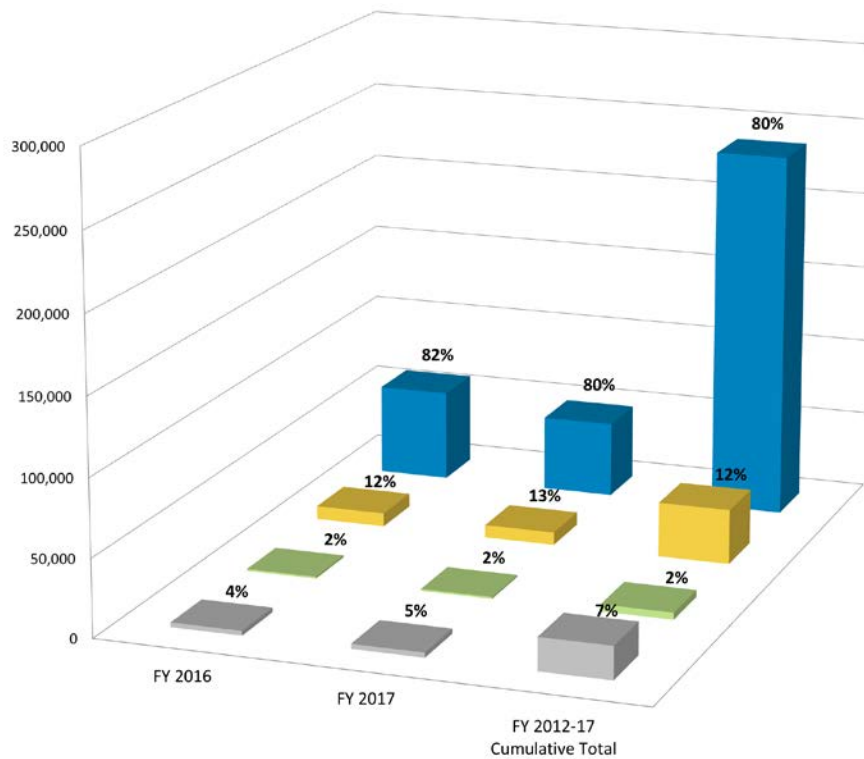
The Veteran and case manager planned a budget so that he will be able to afford all housing expenses and still be able to pay rent.

4. SSVF Program Results

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

4.1 Housing Outcomes

Exhibit 4.1: Veteran Program Exits, by Housing Outcome (FYs 2012-2017)



	FY 2016	FY 2017	FY 2012-17 Cumulative Total
Permanent	59,131	48,926	238,026
Temporary	8,705	8,239	35,460
Institutional	1,196	1,166	4,508
Other/ Don't Know/Refused/Missing	3,042	3,181	21,182
TOTAL	72,074	61,512	299,176

SOURCE: SSVF-HMIS Repository data.

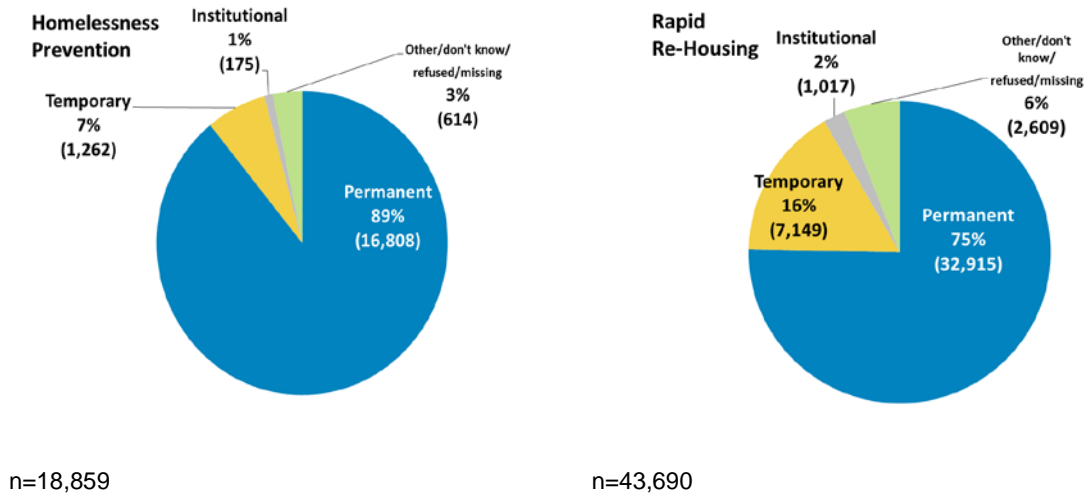
Since SSVF’s inception, 299,176 Veterans have exited SSVF, with 238,197 (80 percent) of them having successfully exited to permanent housing destinations.²⁵ Of the 35,460 Veterans (12 percent) who exited to temporary destinations, 15,654 (5 percent of total) went to

²⁵ Across SSVF program years, it is not currently possible to un-duplicate service data. The “cumulative total” represents the sum of the Veterans served each program year.

Section 4: SSVF Program Results

sheltered homelessness programs, 10,730 (4 percent of total) went to stay with friends or family temporarily, and 7,911 (3 percent) were reported to have exited to unsheltered locations. Just 2 percent (4,508) went to institutional destinations, including general hospitals, psychiatric hospitals, substance abuse treatment facilities, jail, or prison. The remaining 21,182 Veteran exiters (7 percent) went to unknown or other destinations.

Exhibit 4.2: Veteran Exits, by Housing Outcome and Assistance Type (FY 2017)



n=18,859

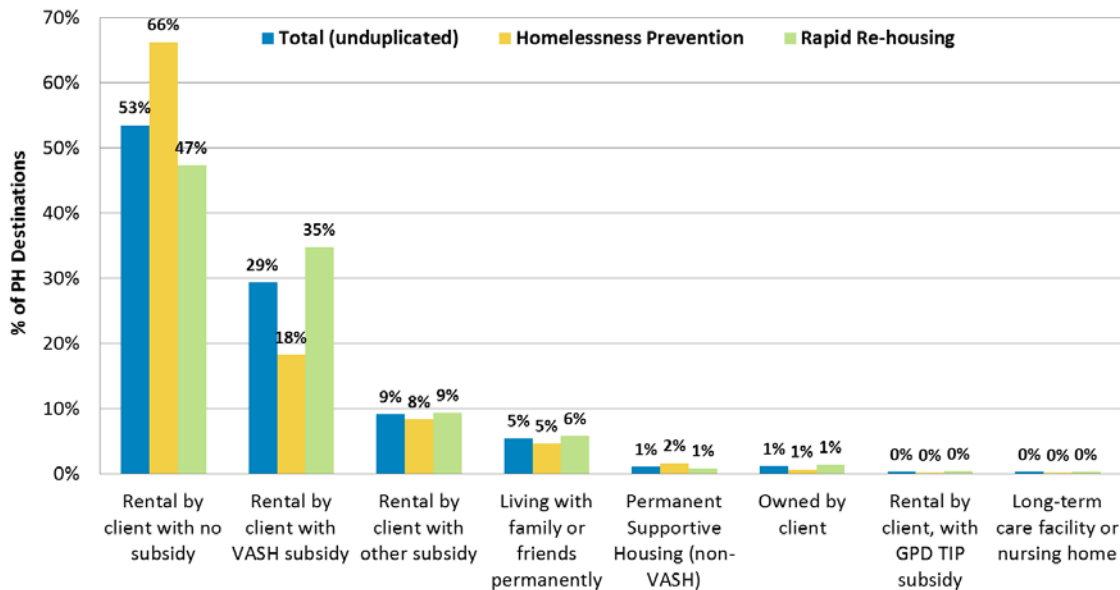
n=43,690

SOURCE: SSVF-HMIS Repository data.

As shown in Exhibit 4.2, about almost all Veterans exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing (16,808 or 89 percent). Meanwhile, nearly three-quarters of Veterans exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing (32,915 or 75 percent).

Of the 16 percent of rapid re-housing Veterans who exited to temporary destinations, 5 percent (2,283) are known to have exited into unsheltered homelessness situations. Likewise, of the 7 percent of homelessness prevention Veterans who exited to temporary destinations, less than 1 percent (94) exited to unsheltered homelessness situations. Four (4) percent of homelessness prevention and 3 percent of rapid re-housing Veterans went to temporary housing with family or friends. Though 7 percent of rapid re-housing Veterans exited to sheltered locations, only 2 percent of homelessness prevention Veterans exited to shelters.

Exhibit 4.3: Permanent Housing Destinations of Veteran Permanent Housing Exiters (FY 2017)



n=48,926

SOURCE: SSVF-HMIS Repository data.

SSVF placements that included use of HUD-VASH vouchers remained high in FY 2017 at 29 percent of all permanent housing exits. Speculation on factors that have contributed to this increase includes the following:

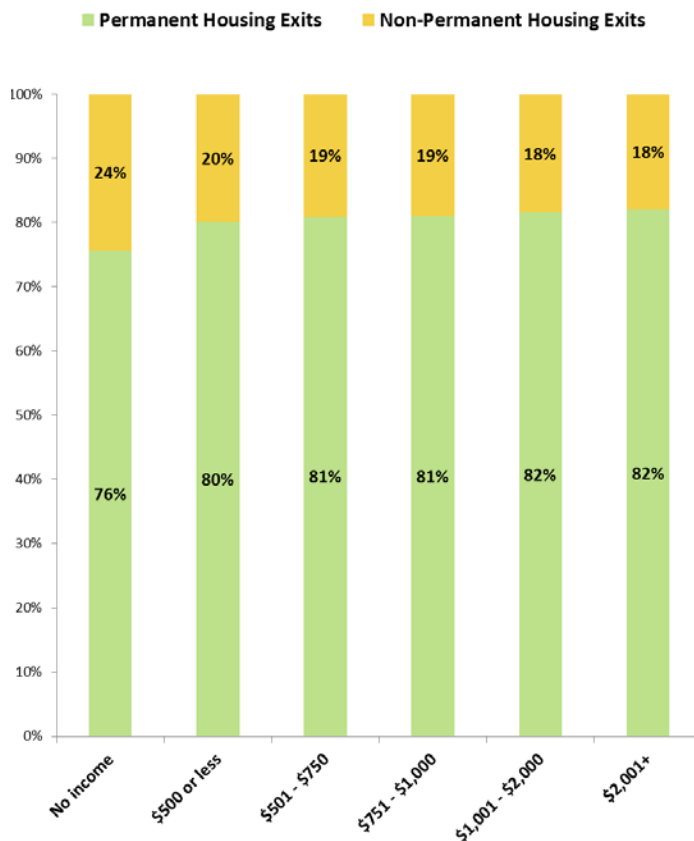
- As the number of homeless Veterans decline, those remaining tend to have higher needs. This may be reflected by the increasing rates in disability, rising from 51 percent in FY 2015 to 62 percent in FY 2017.
- The sharp reduction in homelessness among Veterans has meant that more resources could be used to assist those with relatively greater needs.
- Limited available affordable housing stock has made it more difficult to recruit landlords willing to accept the short-term subsidies provided by SSVF when longer-term subsidies are available through HUD-VASH for Veterans.

Among all Veterans who successfully exited to permanent housing in FY 2017, more than half (53 percent) were in unsubsidized rental housing at program exit. Three in ten (29 percent) successfully moved into or remained in HUD-VASH subsidized rental unit. Housing units with other housing subsidy programs accounted for 8 percent of permanent housing exits. Just 5 percent exited SSVF to live permanently with family or friends, while all four other non-VA subsidized permanent housing destinations accounted for less than 3 percent of these exits, including owned by client (1 percent), non-VASH permanent supportive housing (1 percent), rental by client with VA Grant and Per Diem Transition in Place subsidy (0.3 percent), and long-term care facility or nursing home (0.2 percent).

Section 4: SSVF Program Results

There were key housing destination differences between rapid re-housing and homelessness prevention, but these were consistent with the expectation that Veterans who become homeless often have greater long-term service needs than Veterans able to avoid homelessness. As shown in Exhibit 4.3, 66 percent of Veterans who received homelessness prevention assistance successfully moved to or retained unsubsidized rental housing, compared with 47 percent of Veterans exiting rapid re-housing to permanent housing. By nearly the same differential, 35 percent of Veterans who successfully exited from rapid re-housing went to a rental unit with a HUD-VASH subsidy, compared with just 18 percent of those Veterans who received homelessness prevention support.

Exhibit 4.4: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Including VASH Exits (FY 2017)



n= 48,926

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

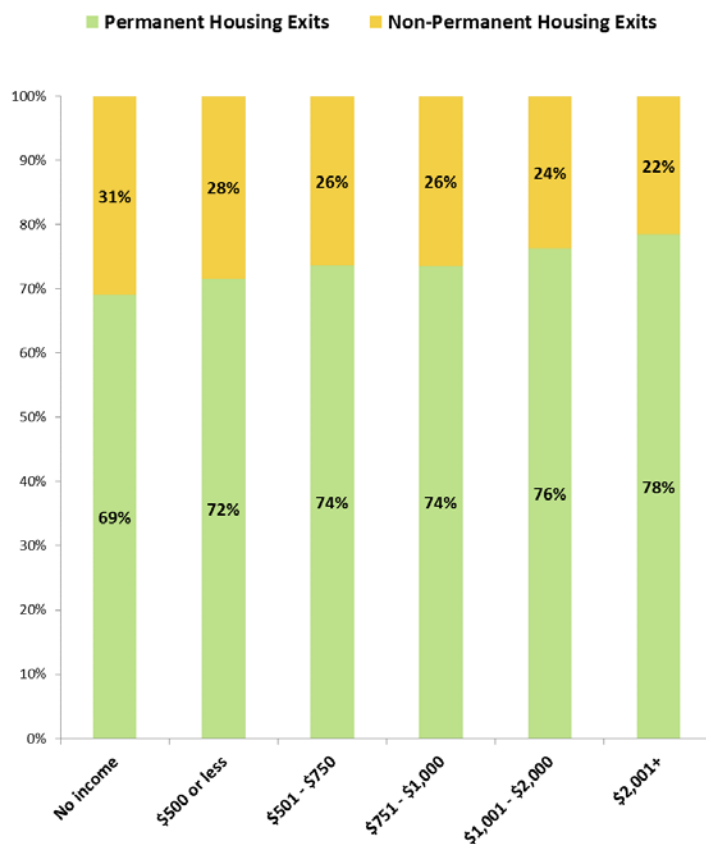
SOURCE: SSVF-HMIS Repository data.

In full alignment with the *Opening Doors* strategic plan and the Housing First approach, VA expects grantees to serve Veterans at the highest risk of becoming or remaining literally

Section 4: SSVF Program Results

homelessness without SSVF assistance.²⁶ Often, this means accepting Veterans who may have little or no income and have multiple barriers to housing stability. As shown in Exhibit 4.4, Veterans with higher incomes had somewhat higher successful housing outcome rates. However, Veterans with no income as well as those earning \$500 or less monthly still achieved a relatively high rate of success, at 76 percent and 80 percent, respectively. In fact, 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 2 percent.

Exhibit 4.5: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding HUD-VASH Exits (FY 2017)



n= 34,574

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.

²⁶ The Opening Doors federal strategic plan to prevent and end homelessness was released in June 2010 by President Barack Obama. The plan includes the federal goal of ending chronic and Veteran homelessness. More information about this strategic plan can be found at the United States Interagency Council on Homelessness Opening Doors webpage: http://usich.gov/opening_doors/.

Exhibit 4.5 differs from the previous exhibit in that it shows permanent housing success rates for Veterans excluding those exiting with a HUD-VASH voucher. Comparing the results from these two exhibits, permanent housing success rates are most reduced for income groups with \$1,000 or less in monthly income (-7 percent) compared with the \$1,001 or more group (-5 percent). That difference indicates SSVF grantees are assisting very low and low incomes and with disabilities by appropriately partnering with VA to support placements with long-term VASH vouchers primarily for these Veterans households and by providing security deposits to Veterans as they move into VASH subsidized housing.

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

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

4.2 Length of Participation

Exhibit 4.6: Average Length of Participation of Veteran Exiters, by Assistance Type (FYs 2013-2017)

	<i>Homelessness Prevention</i>	<i>Rapid Re-housing</i>	<i>Total</i>
FY 2013	97 days	105 days	101 days
FY 2014	93 days	104 days	99 days
FY 2015	99 days	116 days	110 days
FY 2016	102 days	125 days	118 days
FY 2017	99 days	123 days	116 days

SOURCE: SSVF-HMIS Repository data.

The average length of participation for SSVF Veterans who received homelessness prevention and those who received rapid re-housing were similar in FY 2017, at 99 days and 123 days, respectively.

Section 4: SSVF Program Results

Overall, the average length of participation for SSVF in FY 2017 was 116 days. This was an increase of 15 days since FY 2013, but a decrease of 2 days since last year. The overall rise since the FY 2013/14 period were largely driven by rises in the rapid re-housing average length of participation (+18 days from FY 2013), whereas homelessness prevention showed a more modest rise (+2 days from FY 2013). Such increases are likely attributable to a combination of factors, including better targeting to higher-barrier households and the ongoing challenge of helping Veterans find and sustain suitable permanent housing in high-cost, low-vacancy housing markets.

The shrinking availability of affordable housing has been a growing challenge for SSVF grantees' working to quickly re-house Veterans experiencing homelessness. Additionally, the increasingly complex needs of SSVF participants (as reflected in the rise in disability rates from 55 percent in FY 2013 to 62 percent in FY 2017 for Veteran participants) may add an additional barrier to housing placement. To mitigate these issues, the SSVF Program Office has directed technical assistance resources toward helping grantees improve their landlord engagement, recruitment, and local coordinated entry system efforts.²⁷

Exhibit 4.7: Comparison of Veteran Exiters, by Assistance Type (FY 2017)

<i>Assistance Type</i>	<i>Length of Participation</i>	<i>Length of Participation by Assistance Type</i>
Homelessness Prevention	90 days or less	57%
	91 to 180 days	30%
	181 days or more	13%
Rapid Re-housing	90 days or less	47%
	91 to 180 days	32%
	181 days or more	21%

n=61,512

SOURCE: SSVF-HMIS Repository data.

Of the 18,859 Veterans who received SSVF homelessness prevention assistance and exited the program in FY 2017, nearly three in five were enrolled in the program for 90 days or less (57 percent), and slightly more than two in five exited after 90 days (43 percent). Just one in seven (17 percent) exiting Veterans who received homelessness prevention assistance participated for 181 days or more.

The length of participation distribution is similar for the 43,690 Veterans who exited after receiving rapid re-housing assistance. Somewhat more Veterans left in 90 days or less (47

²⁷ Additional information on SSVF's efforts to improve coordinated entry system participation and landlord engagement can be found in Sections 5 and 6 of this report.

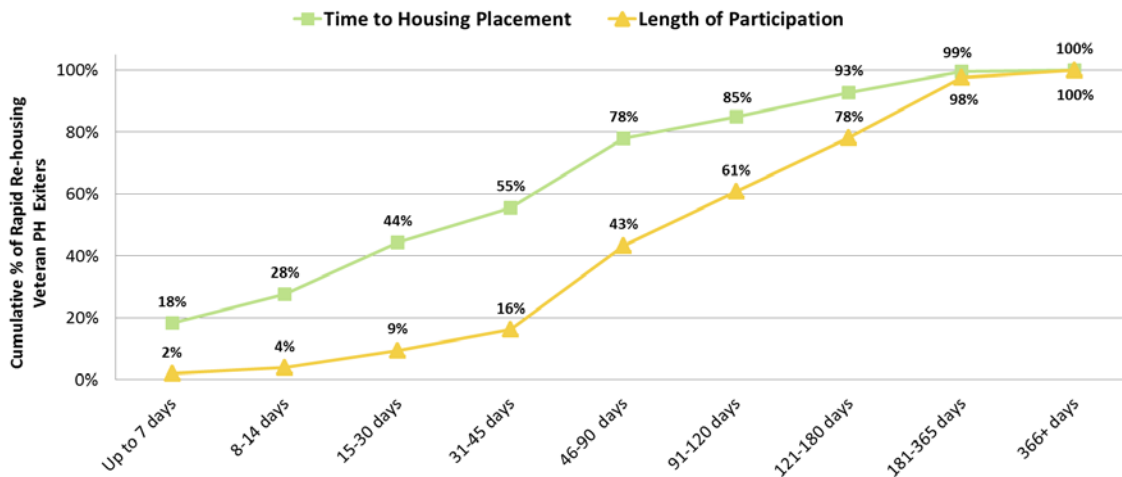
percent) than left in 91 to 180 days (32 percent), whereas the lowest percentage left after 181 days or more (21 percent).

Since FY 2016, this distribution has shifted somewhat toward shorter lengths of participation for Veterans exiting rapid re-housing. The proportion of rapid re-housing Veterans who exited from the 91 to 180 days and the 181 days or more groups both decreased by 3 percent, whereas those in the 90 days or less group increased 5 percent.

Among Veteran exiters who received homelessness prevention assistance, the grouping of Veterans who exited in 90 days or less has risen by 3 percent since FY 2016.

Correspondingly, the 91 to 180 days group has decreased by 2 percent, and the 181 days or more group has decreased by 1 percent.

Exhibit 4.8: Time to Housing Placement and Length of Participation Among Rapid Re-housing Veteran Exiters (FYs 2015-2017)



n= 103,041

NOTES: Time to housing data were not reported for 28,873 (28 percent) of the 103,041 cumulative Veterans who exited to permanent housing destinations who received rapid re-housing assistance from FY 2015 through FY 2017. Since this data element's establishment in FY 2015, the not reported percentage of time to housing data has decreased each year. This data element has seen greater integration into grantees' staff data collection protocols and into HMIS software vendors' data quality flags and reporting features.

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

SOURCE: SSVF-HMIS Repository data.

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

of successful rapid re-housing placements. Additionally, this measure will help program managers better understand and strategize improvements for their program's performance.

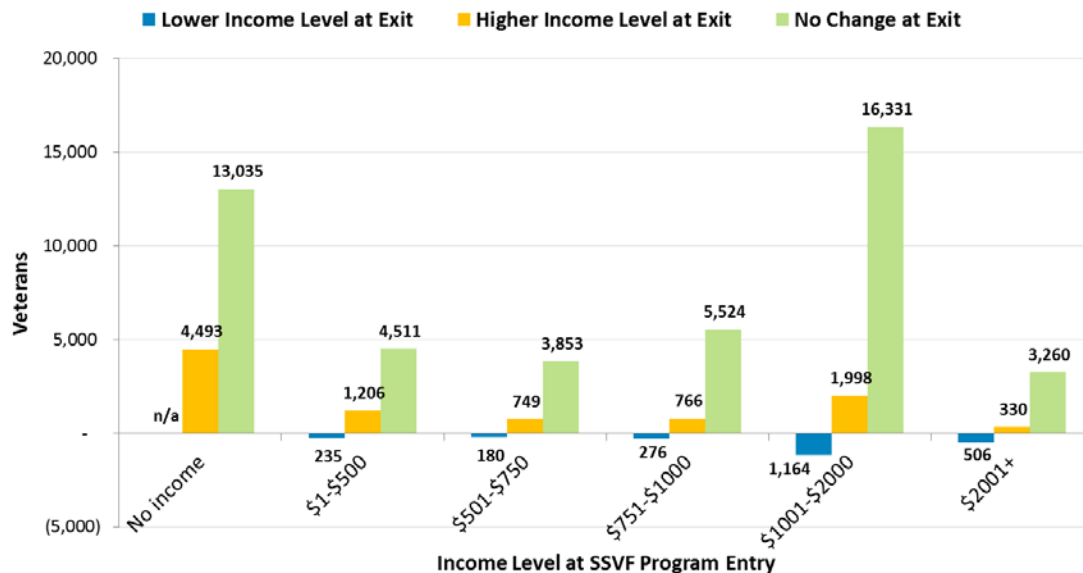
As shown in Exhibit 4.8, the permanent housing placement date for Veterans usually occurs months ahead of exit from SSVF. For those Veterans who successfully exited SSVF rapid re-housing to permanent housing between FY 2015 and FY 2017, it took an average of 62 days to exit homelessness to permanent housing and, on average, another 63 days to exit the program. Put another way, the average Veterans successfully assisted with SSVF rapid re-housing spent 125 days enrolled in SSVF, with half of their program time spent working with SSVF to find and secure permanent housing, and the other half of their program time spent receiving case management, rental assistance, and other tenancy supports from SSVF while stabilizing in permanent housing.

Over the last 3 years, about five in nine (55 percent) of all permanent housing placements occur within 45 days, with four in nine (44 percent) of rapid re-housing Veterans who exited to permanent housing were placed into a permanent housing situation in 30 days or less. This demonstrates that for a majority of participants, the rapid re-housing model does produce quick resolutions to homelessness. About a quarter (23 percent) of these Veterans were placed into permanent housing between 46 to 90 days, with an additional 15 percent entering permanent housing within 180 days. Just 7 percent of these Veterans entered permanent housing in 181 days or more.

About four in nine (43 percent) of Veterans exiting to permanent housing with rapid re-housing assistance were enrolled in SSVF for 90 days or less (about three months or less). Another 17 percent of these Veterans were enrolled in SSVF for 91 to 120 days (about three to six months). Of the remaining 39 percent of these Veterans were enrolled in SSVF, 17 percent exited between 121 to 180 days (about 4 to 6 months), another 21 percent exited between 181 to 365 days (about 6 to 12 months), with just 2 percent exiting the program after more than 1 year in SSVF.

4.3 Income and Financial Stability Outcomes

Exhibit 4.9: Changes in Veteran Monthly Income from Entry to Exit, by Assistance Type (FY 2017)



n=84,226

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

SOURCE: SSVF- HMIS Repository data.

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 interventions begun during program participation may result in income gains after program exit which are not included in this analysis. Grantees are required to assess participant income, identify VA and non-VA benefits participants may be eligible for, assist them in obtaining those benefits, and help Veterans and other adult family members identify opportunities to obtain or increase income from employment.

Most of the improvement in Veteran income at exit occurred with entrants at the lowest income levels. One quarter (26 percent) of Veterans with no income at entry exited SSVF with some amount of monthly income (4,493). Among Veterans entering SSVF with monthly incomes of \$1 to \$500, a net of 971 exited the program with higher incomes (+16 percent). For Veterans entering the program with monthly incomes between \$501 and \$750, a net 569 exited SSVF with higher incomes (+12 percent). Among those with monthly incomes at entry of \$751 to \$2,000, a net 1,324 exited SSVF with higher incomes (+5 percent).

4.3.1 Satisfaction of Veterans Targeted by the Program

SSVF grantees must provide each adult participant with a VA-designated satisfaction survey within 45 to 60 days of the participant’s entry into the grantee’s program, and again within 30 days of the participant’s pending exit from the grantee’s program. In FY 2017, 5,809 participants completed satisfaction surveys.

Exhibit 4.10: Participant Self-Identified Service Needs (FY 2017)

More than 75%...		Between 50-75%...	
Reported needing this service:		Reported needing this service:	
Case management	90%	Security and utility deposits	70%
Rental assistance	83%	Income support	66%
		Assistance in obtaining VA Benefits	60%
		Utility fee payment assistance	59%
		Housing counseling	58%
		Personal financial planning	57%
		Daily living	53%
Between 25-49%...		Fewer than 25%...	
Reported needing this service:		Reported needing this service:	
Health care	46%	Child care	4%
Transportation	43%		
Purchase of emergency supplies	42%		
Moving costs	36%		
Legal	30%		

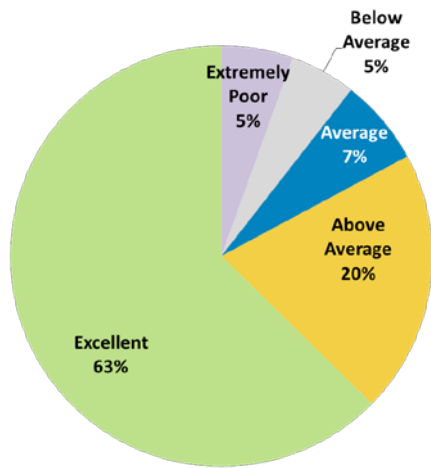
n=5,809

SOURCE: SSVF-Participant satisfaction surveys.

In FY 2017, SSVF participants’ top reported needs were case management at 90 percent and rental assistance services at 83 percent. As only 17 percent of SSVF households had children, the lowest reported need among all SSVF participants was child care at 4 percent.

Since entry into SSVF, more than half of respondents (52 percent) reported having difficulty in paying housing costs due to decreased income. This was usually because of a significant change in employment status, such as loss of work, in the year before they requested help from an SSVF provider.

Exhibit 4.11: Participant Overall Quality Ratings for Their SSVF Provider (FY 2017)



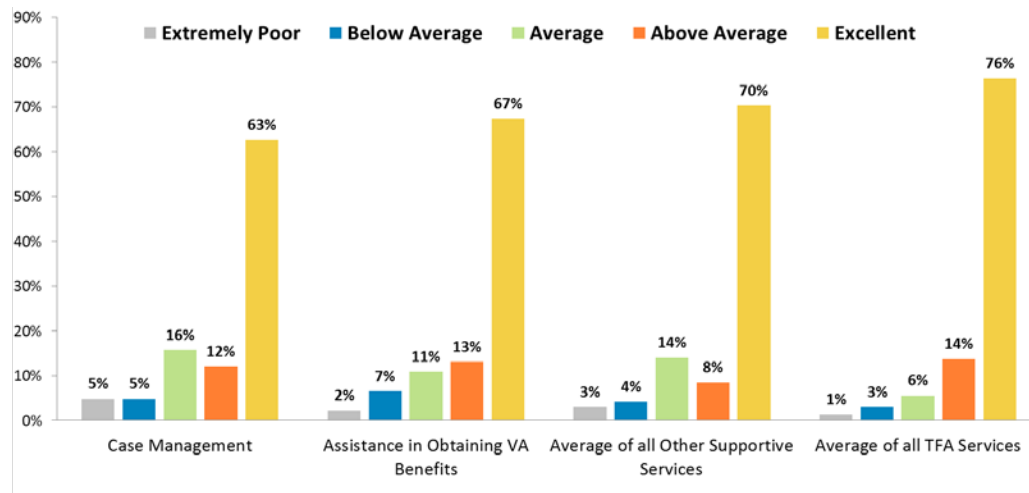
n= 5,809

SOURCE: SSVF-Participant satisfaction surveys.

Eighty-three (83) percent of adult respondents rated the overall quality of services as “Excellent” or “Above Average” in FY 2017; 7 percent rated them as “Average”; another 10 percent rated them as “Below Average” or “Extremely Poor.”

Overall, a large proportion of participants indicated satisfaction with SSVF’s ability to meet their housing needs. Of the 71 percent who reported that their SSVF provider involved them in creating an individualized housing stabilization plan, 94 percent reported the housing plan fit their needs.

Exhibit 4.12: Participant Rating of Service Quality (FY 2017)



n=5,809

SOURCE: SSVF- Participant satisfaction surveys.

Overall, respondents' ratings of specific services were higher than their overall quality rating of their SSVF provider (as shown in Exhibit 4.12). TFA assistance received the highest rating, with 90 percent of respondents rating the service as "Excellent" or "Above Average." Case management services (75 percent), assistance in obtaining VA benefits (80 percent), and the average of all other supportive services (79 percent) each had at least 75 percent of respondents rating the service as "Excellent" or "Above Average."

4.3.2 SSVF and the SOAR Initiative

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

The SOAR Initiative has shown impressive results in overcoming the barriers that have traditionally made it difficult for homeless persons to obtain SSI/SSDI, including a lack of medical, employment, and educational history. Since the SOAR Initiative's nationwide rollout began in 2006, 10-15 percent for homeless persons who did not receive SOAR assistance had their disability determination approved compared on initial application to 65 percent for homeless persons who did receive SOAR assistance in 2018 had their disability determination approved on initial application.²⁸

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

Over the next year, VA will continue to work with CoCs and SSVF grantees to implement the SOAR Initiative.

²⁸ Substance Abuse and Mental Health Services Administration, "SOAR Outcomes and Impact," retrieved November, 28, 2018, <https://soarworks.prainc.com/article/soar-outcomes-and-impact>.

Related Research

SOURCE: Brown, M., Vaclavik, D., Watson, D. P., & Wilka, E. (2017). Predictors of homeless services re-entry within a sample of adults receiving Homelessness Prevention and Rapid Re-Housing Program (HPRP) assistance. *Psychological services*, 14(2), 129. Retrieved from https://www.va.gov/HOMELESS/nchav/docs/Brown_PredictorsHomelessServicesReEntryWithinSampleAdults.pdf.

This study used Homeless Management Information System (HMIS) data from 2009 thru 2015 to determine the rate of return to homeless services among 441 single adult exiters (370 permanently housed and 71 nonpermanently housed) via Indianapolis' implementation of the Homelessness Prevention and Rapid Re-Housing Program (HPRP) program.

With an average follow-up of 4.5 years post-HPRP exit, 10 percent of permanently housed HPRP exiters and 17 percent of those nonpermanently housed returned to homeless services. By assistance type, 5 percent of permanently housed and 16 percent of nonpermanently housed homelessness prevention exiters re-entered services, and 13 percent of permanently housed and 18 percent of nonpermanently housed rapid rehousing exiters re-entered during the follow-up period. Overall, Veterans, individuals receiving rapid rehousing services, and those whose income did not increase during HPRP had significantly greater risk of returning to homeless services. Veterans were at significantly greater risk of re-entry when prevention and rehousing were examined separately. Findings suggest a need for future controlled studies of prevention and rehousing interventions for single adults, aiming to identify unique service needs among veterans and those currently experiencing homelessness in need of rehousing to inform program refinement.

4.4 Returns to Homelessness

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

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

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

- October 2011 and September 2012: 32,033 Veterans who exited SSVF to permanent housing during this period²⁹
- October 2014 and September 2015: 53,388 Veterans who exited SSVF to permanent housing during this period
- September 2016 and August 2017: 38,370 Veterans who exited SSVF to permanent housing during this period

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

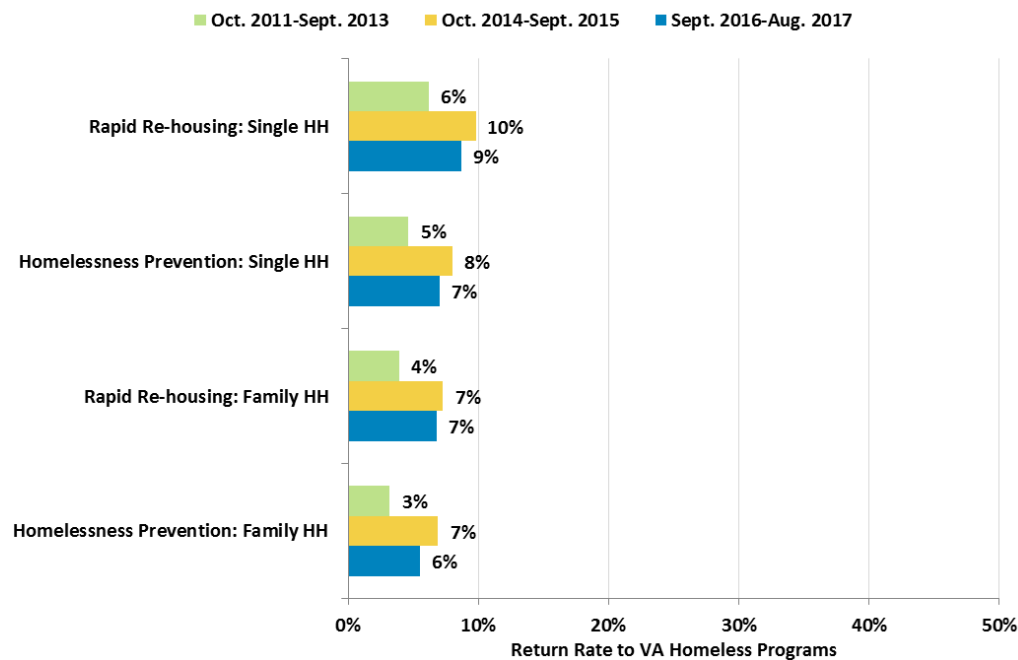
A set of statistical methods known as survival analysis was used to prospectively track these four groups to examine the timing and occurrence of episodes of homelessness following their exit from SSVF.

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

Exhibit 4.13 on page 40, returns to VA homelessness programs at 6 months following Veterans exits to permanent housing are examined, while in Exhibit 4.14 on page 41, returns at 12 months are reviewed.

²⁹ This first cohort did not consolidate SSVF reenrollments within a 30 day period to account for Veteran transfers between SSVF programs and geographical areas. All subsequent cohorts are consolidated in that manner. At the time of this report's publication, it was not possible to consolidate this cohort to match the other cohorts' adjustment. That said, in running latter cohorts' data using the earlier cohort's methodology, return rates for all four sub-groups differed by less than 1 percentage point and would not alter the rounded totals found in Exhibit 4.13 or Exhibit 4.14.

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



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

SOURCES: SSVF-HMIS Repository data; HOMES.

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

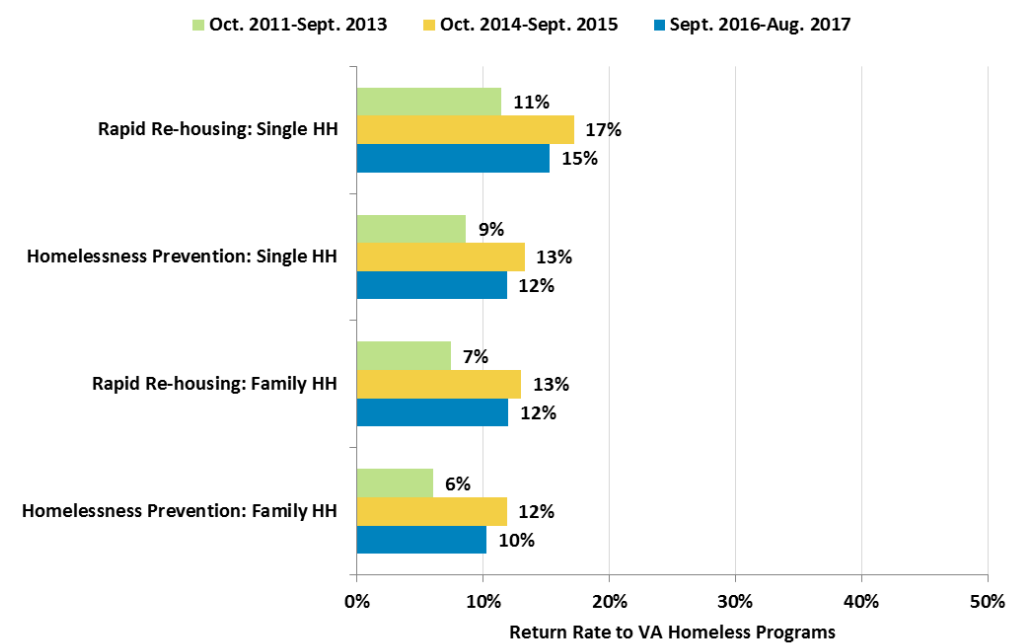
As a point of comparison, these return rates were generally lower or equal to the 7 to 10 percent of Veterans in poverty who are estimated to experience homelessness on an annual basis according to the best available data from 2012 through 2016.³⁰ This is a particularly important finding as it is well established that those who have previously been homeless are at higher risk of future homelessness. Based, on these findings, SSVF appears to eliminate this heightened risk.

Return rates for Veterans in households with children were consistently 1 to 3 percent lower than their Veteran counterparts in households without children in the 6 month timeframe. Six months after exit from SSVF, 3 to 7 percent of Veterans in households with children who received homelessness prevention assistance entered a VA-funded homelessness program, whereas those Veterans in households with children receiving rapid re-housing assistance

³⁰ “American Community Survey, 2012-2016, 1-year estimates: Age by Veteran Status by Poverty Status in the Past 12 Months by Disability Status for the Civilian Population 18 Years and Over (B21007),” *U.S. Census Bureau*. Retrieved on November 30, 2018 at <https://factfinder.census.gov/>

returned homeless at a 4 to 7 percent rate. For Veterans in households without children, 5 to 8 percent returned from homelessness prevention, whereas 6 to 10 percent returned after receiving rapid re-housing assistance.

Exhibit 4.14: SSVF Veteran Participant with Permanent Housing Destination Return Rates to VA Homeless Programs, 12-month view



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

SOURCES: SSVF-HMIS Repository data; HOMES.

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

The latter two cohorts showed 4 to 6 percent higher 12 month return rates than the October 2011 to September 2013 cohort. Some of the increase was likely due to the tightening of the affordable housing market and increases in the cost of living in urban housing markets, where a proportionally high number of SSVF Veterans have been served since the first cohort period. Changes in housing retention rates related to the tightening of the affordable housing market has policy implications for SSVF that are discussed in Section 7 (Conclusion).

Section 4: SSVF Program Results

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

Hudson Valley, NY - Patricia Padilla is a Veteran who served in the Gulf War, Iraq, Afghanistan, and Kosovo. In her 14 years in the Army National Guard, she took on an array of varied challenges assignments, including work in an intelligence cell's battle desk and as a 92 Yankee instructor in a unit charged with reclassifying new soldiers that were entering new Military Occupational Specialty.



In early 2017, Ms. Padilla lost her employment. A single mother with two young daughters, she found herself quickly running through her resources and unable to pay the rent or utility bills. Meanwhile, court-ordered eviction proceedings began and a final cut-off notice for the utilities was issued. That left Patricia and her family in a housing crisis.

Acting on a referral recommendation, Patricia contacted the Westchester Community Opportunity Program's (WestCOP) SSVF program. Based on WestCOP's assessment, but for the program's intervention, Patricia and her two daughters would have become homeless. As such, WestCOP enrolled Ms. Padilla into their SSVF homelessness prevention program.

WESTCOP's trained service advocates, led by Veterans themselves, were able to work with the landlord to cover 3 months in rental arrears and 6 months in utility arrears, thus keeping the family stable in the residence they had long called home.

During her enrollment in the program, Patricia worked with WestCOP to develop a long-term plan for her family's continued housing stability. WestCOP's Job Developer helped her with résumé updating and the job search process. As a result of their work, Ms. Padilla secured a full-time job at an annual salary more than \$30,000. That position restored her ability to support her family. As part of the plan, Patricia also signed up to live with a roommate, generating a written commitment of \$1,200 per month for the rent and a portion of the utilities. Additionally, she is now working with WestCOP's partner, Legal Services of the Hudson Valley, to ensure that she is receiving all of the child support to which she and her daughters are entitled.

Now, Patricia and her children are safely settled in their residence and able to start the school year from a safe and stable home.

You can view Patricia Padilla's success story here: <https://youtu.be/FNHIfPQljPY>

5. SSVF Priority 1 Communities

This section reviews SSVF's Priority 1 Communities initiative. It focuses on the initiative's purpose, scope, key participant demographics, and outcomes data.

The section's SSVF Veteran client data is for FY 2017 only. Additionally, to provide a fuller picture of SSVF's role and impact in Priority 1 communities, this section combines Priority 1 grantee and regular SSVF client data within Priority 1 communities.

Appendix 4 provides a listing of all Priority 1 communities with their Veteran PITC change data.

5.1 Overview of the SSVF Priority 1 Communities Initiative

In an unprecedented "surge" effort to end Veteran homelessness in communities with high concentrations of homeless Veterans, VA awarded 3-year Priority 1 grants. Priority 1 communities were determined based on the number of homeless Veterans, US Veteran population data, economic levels, and unmet need levels.

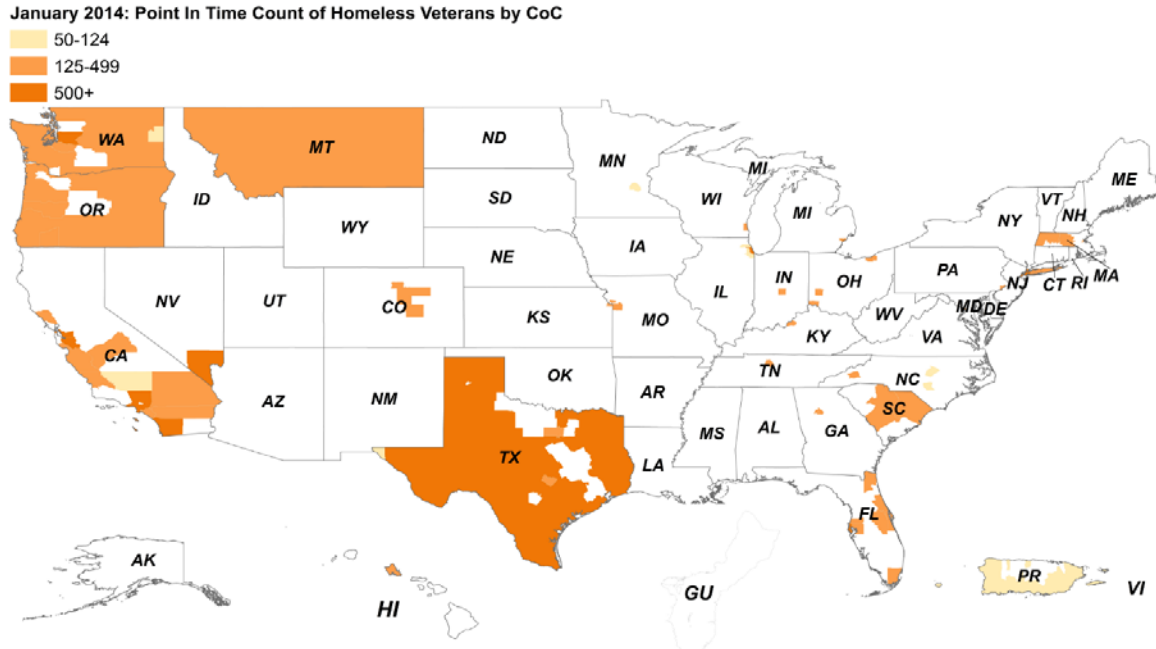
To advance local homeless Veteran planning and homeless system integration efforts, applications for Priority 1 grants required each CoC to endorse up to two applications in their jurisdiction. Additionally, the funding opportunity provided applicants and communities with key planning considerations and information that would accompany new Priority 1 grant funding and increased rapid re-housing activities. To that end, below are specific improvement areas that were realized by VA through the SSVF Priority 1 Communities initiative:

- Further integrated SSVF assistance into the CoC's planning, oversight processes and coordinated entry/assessment systems
- Ensured more comprehensive coordination with VA systems and other VA funded programs
- Improved or established partnerships with community-based services and public/private housing providers

Most Priority 1 grantees began operations on October 1, 2015 (FY 2015). In total, 71 communities, which covered 67 CoC areas due to CoC mergers (by FY 2017), were covered by the Priority 1 Communities initiative. These grants ended their operations by the end FY 2017.

5.2 Priority 1 Community Geography

Exhibit 5.1: SSVF Priority 1 Communities Map with January 2014 Point In Time Veteran Counts



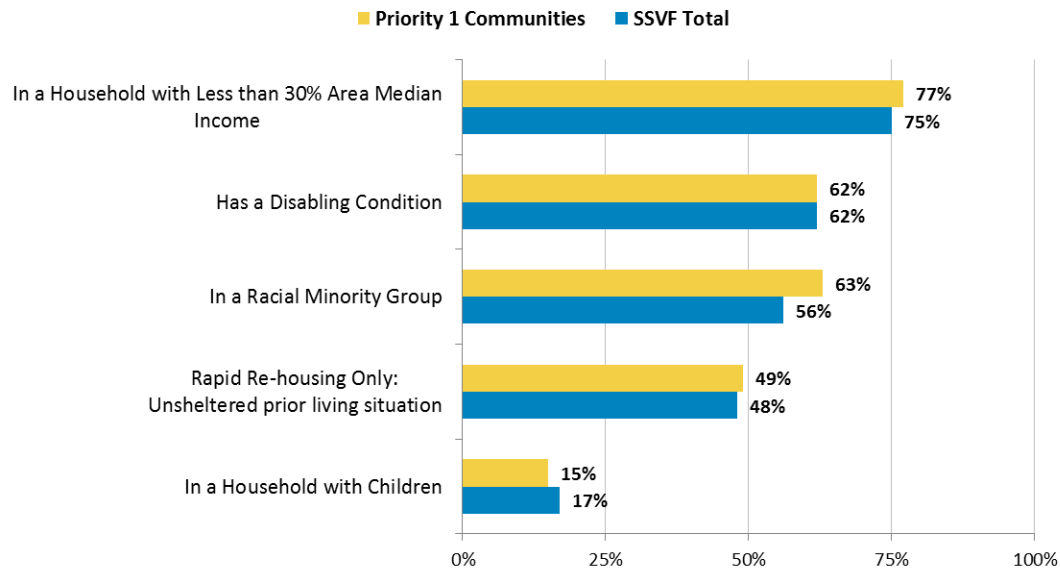
SOURCE: U.S. Department of Veterans Affairs; U.S. Department of Housing and Urban Development.

As shown in Exhibit 5.1, Priority 1 grants were placed in communities with substantial numbers of homeless Veterans as documented by the January 2014 Point In Time Count (PITC), which was the most recent dataset available prior to the awarding of SSVF Priority 1 Community grantee awards in August 2014. Geographically speaking, all U.S. regions included several Priority 1 Community grantees. Within each region however, CoCs with major cities were more likely receive grants as they had the strongest indicators of Veteran homelessness.

As noted in Section 5.1 of this report, US Veteran population data, economic levels, and unmet need levels were used in addition to Veteran PITCs.

5.3 Priority 1 Veteran Characteristics

Exhibit 5.2: Veteran Characteristics at Entry for Priority 1 Communities and SSVF Total, FY 2017



SOURCE: SSVF-HMIS Repository data.

Exhibit 5.1 compares Veteran characteristics in FY 2017 in Priority 1 communities to the entire SSVF program (“SSVF Total,” which includes Priority 1 communities).

On most key characteristics, Veterans served by SSVF in Priority 1 communities and in other areas were quite similar, compared to the non-Priority 1 communities. The percentage of Veterans in Priority 1 communities in racial minority groups was 7 percent higher, 2 percent higher for Veterans in a household with less than 30 percent AMI, and 2 percent lower for being in a household with children. Meanwhile, disabling condition rates for Veterans in both groups were identical (at 62 percent) and there was only a 1 percent differential in unsheltered prior living situation rates.

Additionally, SSVF served Veterans in Priority 1 communities and non-Priority 1 communities both were 50 years old on average at entry.

The characteristic similarities at program entry shown in this subsection suggest that basic Veteran needs for housing and services are rather homogeneous across areas of low and high Veteran homeless concentrations.

5.4 Priority 1 Program Results

Exhibit 5.3: Rapid Re-housing Program Results for Veteran Exiters in Priority 1 Communities and SSVF Total, FY 2017

	<i>Priority 1 Communities</i>	<i>SSVF Total</i>
Exiters	19,965	43,690
Exiters to Permanent Housing	14,896	32,915
Exit Rate to Permanent Housing	75%	75%
Average Length of Participation	139 days	123 days
Average Time to Housing Placement	96 days	84 days

Priority 1 Communities=19,965 Rapid Re-housing exiters; SSVF Total=43,690 Rapid Re-housing exiters

SOURCE: SSVF-HMIS Repository data.

Exhibit 5.3 compares rapid re-housing program results for Veterans in FY 2017 in Priority 1 communities to the entire SSVF program (“SSVF Total,” which includes Priority 1 communities).

In FY 2017, 46 percent of SSVF total Veteran rapid re-housing exiters (19,965) were from Priority 1 communities, compared to 43,690 from all SSVF grantees.

At 139 days, Priority 1 communities’ Veteran rapid re-housing exiters stayed 16 more days (or about 2 weeks longer) on average than all SSVF Veteran rapid re-housing exiters. For Veterans who received rapid re-housing and exited to permanent housing destinations, the average placement time was 96 days, 12 days longer than for that same group in the total program. The exit rate to permanent housing among Priority 1 communities was no different.

The longer average lengths of participation and time to housing placement in Priority 1 communities may be related to tighter affordable housing markets in major cities or more complex local coordinated entry/assessment systems. SSVF will review additional geographical data to better understand these differences. The tightening market for affordable housing has policy implications for SSVF which are discussed in Section 7 (Conclusion).

Related Research

SOURCE: Evans, W. N., Sullivan, J. X., & Wallskog, M. (2016). The impact of homelessness prevention programs on homelessness. *Science*, 353(6300), 694-699. Retrieved from <https://nlihc.org/sites/default/files/Impact-of-homelessness-prevention.pdf>.

This study examined the impact of temporary financial assistance on persons facing imminent homelessness in Chicago that requested either rental assistance (3,574) or security deposit assistance (874) over a 3 year period (January 2010 to December 2012). As funding availability was sporadic and unpredictable for callers, the study allowed for comparisons between households who received and did not receive these assistance types. The study paired Chicago Homeless Management Information System (HMIS) data with Chicago 311 call data to the Homelessness Prevention Call Center.

The study found that when funding is available callers persons facing imminent homelessness were 76 percent less likely to enter a homeless shelter. The per-person cost of averting homelessness through financial assistance is estimated as \$10,300 and would be much less with better targeting of benefits to lower-income callers. The estimated benefits, not including many health benefits, exceeded \$20,000.

Exhibit 5.4: SSVF Priority 1 Communities Point In Time Count Changes, January 2014 to January 2018

	500+ Veteran Reduction	250 to 500 Veteran Reduction	100 to 249 Veteran Reduction	10 to 99 Veteran Reduction	Little Change (<10 Veteran Difference)	10 to 99 Veteran Increase	100 to 249 Veteran Increase	250 to 500 Veteran Increase	500+ Veteran Increase
Priority Communities #	2	2	22	25	4	9	3	0	0
Priority Communities %	3%	3%	33%	37%	6%	13%	4%	0%	0%
	51 (76%) Priority 1 Communities with Reduced Veteran Homelessness PITs					12 (18%) Priority 1 Communities with Increased Veteran Homelessness PITs			

n=67

SOURCE: AHAR.

At the time of this report’s publication, HUD-aligned PITCs of homeless Veterans were the best way to measure progress towards ending Veteran homelessness across all SSVF Priority 1 communities from the beginning to the end of the initiative. As such, changes in PITCs of homeless Veterans are compared among the Priority 1 communities’ 67 CoCs in Exhibit 5.4. As the initiative began on October 1, 2014, the first Count used is from January 2014. And, as the initiative ended on September 30, 2017, the January 2018 Count is the last Count used.

VA acknowledges the limits of this analysis. Other non-SSVF efforts and resource investments to end Veteran homelessness have likely helped reduce Veteran PITCs over this period. And, by the same token, countervailing forces such as the national tightening affordable housing market over this period have likely increased Veteran entries into

Section 5: SSVF Priority 1 Communities

homeless. Rather than attempt to determine this initiative's precise impact on each Priority 1 community's PITC, this analysis hopes to provide context about the impact of the initiative and the remaining work to be done in these areas.

Overall, the Veteran PITC in Priority 1 communities decreased from 27,044 to 20,844 between January 2014 and January 2018, comprising a 6,200 Veteran PITC reduction (-23 percent).

As shown in Exhibit 5.4, 51 of the 67 CoCs in the Priority 1 communities (76 percent) saw decreases in Veteran homelessness PITC over the course of the initiative. Most of the Veteran PITC reductions fell into the 10 to 99 Veteran (25 CoCs) or the 100 to 249 Veteran (22 CoCs) range. Four (4) CoCs saw Veteran PITC reductions of 250 or more, with two of those CoCs (New York City CoC and Las Vegas/Clark County CoC) showed reductions of more than 500 Veterans.

Twelve (12) Priority 1 communities (18 percent) showed increases in their Veteran PITCs over this period. Most Veteran PITC increases, covering 9 CoCs, fell into the 10 to 99 Veteran increase group. Just 3 CoCs were in the 100 to 249 Veteran increase group (Metropolitan Denver CoC, Oregon Balance of State CoC, and Seattle/King County CoC). None of the Veteran PITCs showed increases of 250 or more.

Four (4) Priority 1 communities showed little PITC change in either direction with less than 10 Veteran change over the four year period.

Section 5: SSVF Priority 1 Communities

Santa Clara County, CA - William Holmes, a Vietnam War Era Veteran, served his country honorably for 6 years. Nevertheless, Mr. Holmes struggled to make ends meet after returning home.

For 17 years, Mr. Holmes found himself cycling in and out of homeless shelters. HomeFirst's local SSVF program enrolled William as a rapid re-housing client, offering him a wide range of supportive services, including case management, housing, and income supports.



At a meeting with his case manager at HomeFirst, William shared that he had recently reconnected with his sister on the east coast after 20 years and that he would be interested in reunifying with his family there. After several conversations with HomeFirst staff, William, and his sister, HomeFirst was able to confirm that a family reunification was wanted and a good fit for both parties.

To facilitate the reunification, HomeFirst staff reached out to another SSVF provider in his sister's area to arrange a safe relocation and service transition between SSVF grantees. HomeFirst's SSVF team purchased the ticket for William and accompanied him to his airplane's gate as part of the relocation plan. During the airport's arrival and check-in process, William marveled at the size of the airport as he had not been on a plane in 30 years.

In late September 2017, Mr. Holmes reunited with his long-lost family and is now permanently housed.

William was part of the "Returning Home" pilot program, which began with Priority 1 communities in FY 2017. To learn more about this program, see Section 7.2.3 of this report (page 60).

6. SSVF Program Implementation and Technical Assistance

In FY 2017, the SSVF program continued its operation with a total of 378 grantees, covering nearly every community in the country. In the sixth year of SSVF program implementation, technical assistance (TA) continued to increase focus on supporting local and national efforts to end homelessness among Veterans and the coordination efforts required to meet those goals. VA and its TA partners worked closely with, and contributed to, federal planning efforts related to ending homelessness among Veterans, positioning SSVF as a driving force toward that end in local Continuums of Care.

SSVF grantees, VA personnel, and TA partners continued to enhance SSVF's programmatic role in implementing innovative practices and in convening local stakeholders around a shared vision and community plan for ending homelessness among Veterans. Robust efforts to focus attention on direct, onsite, and virtual community TA yielded considerable positive results and movement toward a standardized set of coordinated practices as the foundation for effective community planning, implementation, and evaluation. SSVF also published a series of tools and resources to support grantee and local efforts.

6.1 Community Planning and Coordination

The Department of Veterans Affairs continued to devote significant TA resources to help grantees better coordinate assistance with local VA, CoC, and community partners; establish meaningful plans to prevent and end homelessness among Veterans; and develop and implement community-wide strategies to accomplish their plans. In FY2017, VA placed heavy emphasis on SSVF integration into local Coordinated Entry (CE) systems and the processes necessary to meet HUD and VA's expectations for CE as it related to Veterans experiencing homelessness.

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

6.1.1 SSVF Community Plan Summaries

In late 2014, the SSVF Program Office began tracking grantee and community partner progress related to developing and executing plans designed to effectively end homelessness among Veterans. These tracking efforts were initiated with grantees in what were formerly known as Priority 1 communities and then expanded in early 2015 to include all grantees and the communities they serve. Since that time, the sophistication of local practices, the

Section 6: SSVF Program Implementation and Technical Assistance

publication of the *Federal Criteria and Benchmarks for Ending Homelessness among Veterans*, Functional Zero metrics, the release of formal guidance related to Coordinated Entry, and growing clarity on the basic elements of community planning and achievement have informed a more targeted approach to the community planning process—and, as a result, to the types of information collected by VA regarding local efforts related to Veterans.

First in FY2016 and carried through FY2017, VA shifted community plan summaries to a more robust, data-driven approach that provides a forum for SSVF grantees, in partnership with CoC leadership, VA Medical Centers and other local VA programs, to articulate their local planning process and their progress in actualizing the practices necessary to their community. These summary plans continue to be posted publicly on the SSVF University website, along with a range of resources and community planning tools that will be discussed later in this report. The collection of Community Plan summaries ensures that SSVF is a key driver and partner in local efforts and sets an expectation that all SSVF grantees, in communities large and small, be active partners with their CoCs, local VA systems, other stakeholders, and local public officials.

6.1.2 Direct Coordination Support

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

Beginning in October 2014 (FY 2014) and continuing throughout FY 2016 and FY2017, VA released or revised a series of tools and products to support SSVF grantees in their local community planning efforts. In FY 2017 these included the following:

- SSVF System Assessment and Improvement Toolkit;
- a master list template and benchmark generation tool (revisions for FY2017);
- Revised/Updated SSVF Community Planning Survey
- webinar broadcasts discussing community coordination, coordinated entry, VA privacy and data sharing, and other key topics
- written and virtual training materials delivered at onsite SSVF Program Launch Events, Regional Meetings, and Community Meetings.

Section 6: SSVF Program Implementation and Technical Assistance

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

Throughout FY 2017, SSVF TA providers worked directly with a range of communities both remotely and onsite. These engagements allowed for a wide range of technical assistance and training, relevant both to SSVF specifically and to larger community planning and implementation processes. Direct TA engagements provided an opportunity for VA to leverage the tools, promising practices, and approaches learned over the years and apply those lessons to locally driven planning processes. TA providers, in partnership with SSVF VA staff, provided both demand-response and ongoing TA specifically designed to help local grantees and their partners establish thoughtful, action-oriented community plans and implement those plans using the innovative practices SSVF has catalyzed in recent years.

To further SSVF's efforts around community planning and promoting action-oriented localized collaboration, VA held two SSVF Program Launch Events in FY2017. These events combined didactic and supported peer-to-peer sharing with subject matter expertise from TA staff, SSVF VA personnel, and the national directors of the Grant and Per Diem, HUD-VASH, and Health Care for Homeless Veterans programs. The Launch events used a new, peer-informed model of learning whereby TA and VA staff presented briefly on a range of topics in breakout sessions before local practitioners shared their own practices and experiences. The events also included a series of panel discussions and federal partner presentations. New in FY2017, SSVF grantees were allowed to bring up to one attendee from their local Continuum of Care to support the goal of cross-pollinating promising practice ideas and further emphasize the need for collaborative service design and local planning.

During spring 2017, VA held a series of Regional Meetings for SSVF grantees. These meetings focused on overall system design and improvement (using the SSVF System Assessment and Improvement Toolkit noted above), and the alignment of SSVF practices with the Federal Criteria and Benchmarks for Ending Veteran Homelessness. Generally, these meetings sought to promote SSVF leadership at the local level and deliver guidance and training relevant to community coordination and the intersection of SSVF and the system practices that form the foundation for ending homelessness. They relied, again, on peer-driven problem-solving and overall action step planning in a facilitated environment.

In fall 2017, VA sponsored a second round of annual Regional Meetings. These events focused on the day-to-day operation of SSVF services and overall program design. The meetings were targeted to SSVF program managers, supervisors and direct service staff. Attendees engaged in a mix of didactic, large group and peer-learning sessions focused on a variety of topics geared toward overall program improvement and quality. These sessions were attended by various levels of each organization allowing for cross-pollination of learning between and amongst SSVF grantees.

Section 6: SSVF Program Implementation and Technical Assistance

Throughout FY 2017, VA provided direct TA to a range of communities in need of more intensive, one-to-one support. Called “Community Meetings”, these direct TA engagements allowed for more focused community-level discussion and assistance, through the lens of SSVF. These onsite and remote TA opportunities helped to promote the Federal Criteria and Benchmarks for Ending Veteran Homelessness and, more importantly, local strategies and planning efforts to achieve those goals. Community Meetings were targeted based on the overall prevalence of Veteran homelessness in a given community, recognized gaps or challenges in the community’s local Veteran crisis response system, and qualitative feedback from SSVF Regional Coordinators, VA leadership, and TA partners.

6.1.3 Grantee Feedback

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

6.2 SSVF University

In fall 2013, VA launched “SSVF University,” an online learning platform for grantees that shares program requirements and practices and provides a comprehensive library of tools and resources.³¹ In FY 2016, VA continued to emphasize the value of SSVF University and sought to enhance the platform’s user interface and capacity. This included adding a new “Community Coordination and Plans” section housing a Community Planning Toolkit to assist SSVF grantees and partners in achieving their goals.

In FY 2014, VA released an electronic survey to inform the planning and implementation of SSVF University, and it held one focus group with SSVF grantees seeking feedback on how this web-based learning platform could best meet their needs. That survey, along with discussions and feedback from VA and TA personnel, led to a full review in FY 2015 of the site’s resources, design, and functionality. Throughout FY 2015, VA and its TA partners developed a simpler organizational schema for the website, combining the general SSVF program landing page at VA.gov with the University to create a single destination for all SSVF regulations, announcements, resources, and tools. The site’s new design greatly simplified the navigational flow and allowed for clearer delineations among program requirements, policies, and practices. The new version of the website launched in September 2015 and was further refined throughout FY 2016.

During FY 2017, SSVF University continued to act as a repository and library of resources for SSVF Grantees and the public to utilize for training purposes, to communicate new

³¹ http://www.va.gov/homeless/ssvf/index.asp?page=/ssvf_university/

Section 6: SSVF Program Implementation and Technical Assistance

guidance and policies, to publicize local community plans related to Veteran homelessness, and to promote effective practices in rapid re-housing and homelessness prevention services. The University continues to be a critical resource for SSVF grantees and their community partners.

6.3 Supporting Program Implementation and Ongoing Quality Improvement

FY 2017 is the sixth year of operations for the SSVF program. Some grantees have been funded all six years, whereas others have operated for only three or four program years. VA recognizes the commonness of staff turnover, particularly among direct care practitioners. Consequently, TA efforts continued to account for a wide range of grantee needs.

6.3.1 Compliance and Quality Improvement

The SSVF program continued to provide program-level technical assistance to VA-identified grantees experiencing significant compliance or program practice deficiencies. VA SSVF Regional Coordinators in consultation with TA staff and monitoring staff also sought to identify critical training needs for one-on-one and regionally-based technical assistance, delivered both in person and virtually. FY 2017 was the fourth year that SSVF compliance monitoring was conducted by TA contractors; this shift in monitoring responsibilities gave VA SSVF Regional Coordinators more time to engage in direct TA support with their grantees. Furthermore, VA SSVF Regional Coordinators, TA general staff, and TA monitoring staff focused on internal coordination to ensure that trends were identified and addressed as part of the larger TA and training framework. Monitors, who conducted 348 visits during FY 2017, became a valuable resource to VA both in regards to compliance needs by identifying challenges related to program practices and to implementing core SSVF principles.

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

6.3.2 Tools, Products, and Trainings

The coordinated approach to TA delivery directly informed training efforts and activities related to creating tools and products, such as revisions to the *SSVF Program Guide* (reissued October 2016 and March 2017) and other documents on the SSVF University site. For example, VA reorganized and enhanced its *SSVF Grantee Orientation Guide*, a collection of basic resources and modules for new grantees (and new staff in grantee organizations) and created an SSVF SOAR Toolkit (to promote strategies for expediting Veteran benefit applications).

VA also offered TA opportunities to meet grantees' unique needs based on their program implementation progress, status in meeting contractual obligations to date, involvement in local planning efforts, and outcome data from the first four years of the program. SSVF Regional Coordinators supported grantees with monthly regional conference calls supported

Section 6: SSVF Program Implementation and Technical Assistance

by TA staff and with monthly national webinars covering relevant topics and program policy updates. At key points in the year, when important issues or topics needed to be addressed, the SSVF program hosted additional national webinars, which typically included between 400 and 700 attendees.

6.3.3 Data-Informed Planning

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

Similar to using monitoring to help focus technical assistance, VA was also able to use outcome data—both local and national—to inform training and technical assistance. SSVF now represents one of the most comprehensive and timely datasets related to rapid re-housing and homelessness prevention in the country. This puts VA and the SSVF program in a unique position to use SSVF data to better understand these interventions, the Veterans and families they serve, and cost-effective strategies for preventing and ending homelessness. This data-informed approach continues to guide TA and implementation support activities, and it will become more valuable as the program is sustained in the coming years.

6.3.4 Policy Response to Veteran Needs

VA has used the data and monitoring results noted above, as well as direct feedback from SSVF grantees and assisted Veteran families, to inform policy recommendations. For instance, the combination of emerging practices and research related to homelessness prevention services led VA to revise its homelessness prevention screening tool and provide a related companion guide relative to homelessness prevention, enhancing its homelessness prevention targeting to ensure that those Veterans being assisted were both at greatest imminent risk of literal homelessness and the most likely to suffer trauma should homelessness occur. The revision process incorporated feedback from SSVF grantees, national partners, TA experts, and SSVF staff. This collaborative, inclusive process led to one of the most comprehensive homelessness prevention tools known to be in use.³²

During FY 2016 and throughout FY 2017, SSVF developed and implemented waiver process to allow communities, under specific circumstances, to increase the portion of their grant

³² Marybeth Shinn et al. (2013 December). "Efficient Targeting of Homelessness Prevention Services for Families," *American Journal of Public Health*. Retrieved on September 26, 2017, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3969118/>.

Section 6: SSVF Program Implementation and Technical Assistance

used for homelessness prevention. Previously, all grantees had to use at least 60 percent of their temporary financial assistance on rapid re-housing services. Given the progress made by local communities toward achieving the federal criteria and benchmarks and driving down the number of homeless Veterans generally, VA recognized a need to allow certain communities to shift resources toward homelessness prevention services. These waivers, which are highly targeted and tend to be most appropriate for rural and tribal areas, were a direct response to the shifting needs in local communities and the best practices SSVF grantees have demonstrated. Nationally, SSVF still maintains a strong emphasis on prioritizing the needs of literally homeless Veterans, and 72 percent of all Veterans served in FY 2017 fall into the literally homeless category.

Moving forward, VA will be able to use outcome and targeting data to inform homelessness prevention services and planning. For instance in FY 2017, under SSVF's leadership and in partnership with HUD, changes to the Homeless Management Information System (HMIS) data standards were made to include prevention threshold scores (as well as other relevant items, such as "Residential Move-in Date"). By incorporating these data points as standard, required practice, SSVF will soon represent the largest dataset relevant to targeting and outcomes for homelessness prevention services for Veterans and will allow for an analysis of predictive risk factors associated with homelessness prevention needs.

6.4 Practice Standards and Accreditation

VA continued to emphasize the importance of using the SSVF practice standards to SSVF grantees, guiding 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. This complemented the FY 2013, 2014, 2015, 2016, and 2017 program Notices of Funding Availability (NOFAs), which allowed for multi-year funding awards for grantees accredited through CARF or COA.

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

Section 6: SSVF Program Implementation and Technical Assistance

By the end of FY 2017, 102 grantees received accreditation from CARF and/or COA. VA considers accreditation a clear demonstration that these grantees operate their organizations and programs with a distinct level of professionalism and with fidelity to SSVF's model.

6.5 Next Steps and Looking Forward to FY 2018

In the coming fiscal year, VA will continue to leverage its resources to provide program-based TA while supporting the program's unique role in leading and driving local efforts to end homelessness among Veterans. In particular, VA will continue to work closely with other VA homelessness programs and federal partners, namely HUD and USICH, to ensure a coherent, coordinated approach to supporting direct community-level efforts to end homelessness among Veterans. For instance, in FY 2016, and continuing in FY 2017, SSVF with HUD, USICH, and national TA partners, began participating in cross-agency coordination calls and planning sessions to ensure TA coordination and consistency. This includes ongoing cross-agency TA planning and implementation and the adoption of a common set of strategies and approaches to supporting local efforts. SSVF TA closely coordinated with Community Solutions, representatives from the Mayors Challenge to End Veteran Homelessness, and other national efforts. This coordination will continue to allow for a consistent approach to TA and other support relevant to ending homelessness among Veterans across federal programs and initiatives.

Finally, SSVF will continue to issue guidance and offer trainings to meet the growing need for targeted, effective rapid re-housing and homelessness prevention services.

Section 6: SSVF Program Implementation and Technical Assistance

San Francisco, CA - Bilal Mustafa served in the Navy as a boatswain mate and air traffic controller from 1984 to 1988. Bilal comes from a family with a rich history of U.S. military service: his grandfather was a WWII veteran who served in the Army, his father and uncle both served more than 20 years in the Navy, another uncle served in the Army, and two brothers also served around the same time as Bilal in the Army and Navy.

CLIENT SUCCESS STORIES



After leaving the Navy, Bilal found work locally assisting with youth, families, and incarcerated men with life issues. However, Bilal's own living situation became problematic as he attempted to navigate his divorce while providing support to both households. Unable to sustain that financial situation, Bilal lost his housing.

During that difficult time Bilal ran into an older Veteran while attending the memorial service of a family friend. They got to talking after the service about Veteran benefits that Bilal was not claiming. With that encouragement, Bilal re-connected with the VA system. That VA assessment and referral process, led to Bilal's enrollment into Swords to Plowshares' SSVF program.

Working with Swords to Plowshares' SSVF staff, Bilal found a permanent apartment of his own and accessed temporary rental and security deposit assistance to ease his transition.

After moving into permanent housing, Bilal's re-connection with the Veterans community continued. He engaged with Swords to Plowshares in the Employment and Training department staff on an employment assessment and search. As a Veteran with previous experience in community organizing and working with underrepresented populations, Bilal was a natural fit for Swords to Plowshares' "Vets Helping Vets" model. That led Bilal to apply and receive a program monitor at Swords to Plowshares.

After spending some time as a program monitor, a full-time community organizer position opened at Swords to Plowshares. Bilal was encouraged to apply for the role by a fellow staff member who was leaving that position. Bilal interviewed for the job and was selected due to his experience and great rapport with Veteran residents. As the community organizer, Bilal organizes activities for our Veteran residents like bowling, fishing, karaoke, bingo, bay cruises, and sporting events. The programs and activities Bilal develops and manages for Swords to Plowshares' residents aims to get Veterans active and enmeshed in their communities.

7. Conclusion

7.1 Increasing Community Integration

With awards announced in the sixth program year (FY 2017), SSVF grantee coverage reached 98 percent of all CoC areas. With this level of coverage, SSVF grantees are able to participate in CoC efforts to create and refine coordinated entry systems that feature both a standardized access and assessment process and a coordinated referral process for prevention, emergency shelter, permanent housing placement and stabilization assistance, and other services.

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

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

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

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

7.2 Housing Market Challenges and Landlord Engagement

7.2.1 Housing Market Challenges and Landlord Engagement

The dwindling supply of affordable housing has been a burgeoning challenge for the SSVF grantee rapid re-housing and homelessness prevention efforts. In 2017, the national rental housing vacancy rate was 7.2 percent, which is just 0.3 percent higher than the lowest level over the last 30 years. Meanwhile, in the affordable housing market, there was only one affordable rental unit for every three extremely low-income renters (those with incomes at or below 30 percent of the area median).³³ Housing market conditions are even more extreme on the East and West Coasts and other communities where there are also higher counts of Veterans experiencing homelessness.

To mitigate this challenge, SSVF grantees are expanding their leadership roles by assisting their local partners with property owner engagement strategies and innovative housing models. SSVF grantees' extensive experience in rapidly re-housing Veterans often positions them as local experts in how to recruit and retain private owners and other local housing partners. For coordinated entry systems to operate effectively for Veterans and others, investment in greater system capacity to recruit and retain an array of property owner partners is needed, along with greater coordination of owner relationships across providers. In most communities, SSVF is demonstrating how to operationalize such practices, and SSVF providers are often leading the way in scaling up such practices across local homeless crisis response systems.

7.2.2 VA-HUD-USICH Community Planning Survey

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

7.2.3 SSVF's "Returning Home" Pilot

In FY 2017, SSVF launched the "Returning Home" pilot. This initiative allowed SSVF grantees to offer homeless Veteran households the option of returning to their community of origin or to a community where the Veteran has available supports to facilitate housing placement. An analysis conducted by the National Center on Homelessness Among Veterans found that 15.3 percent of all homeless Veterans migrated across Veterans Integrated Service

³³ Fernald, Marcia, et al, "The State of the Nation's Housing, 2017," *Joint Center for Housing Studies of Harvard University*, 2017, retrieved November 30, 2017, http://www.jchs.harvard.edu/sites/jchs.harvard.edu/files/harvard_jchs_state_of_the_nations_housing_2017.pdf.

Networks in the two-year period of 2011 to 2012. Among chronically homeless Veterans, migration occurs even more frequently and comprised 20 percent of that population. Although the number of homeless Veterans who migrated within a Veterans Integrated Service Network is not known, it would certainly significantly increase the percentage of homeless Veterans who have moved into new communities. For Veteran households that have migrated to metropolitan areas with low housing vacancy rates, the barriers they face to finding suitable housing may be particularly acute. With few supports, these Veterans do not have the family and friends that often offer not only social and emotional support, but are frequently the safety net that prevents these households from falling into homelessness. VA can offer these Veterans the option of returning to their community of origin with the assurance of permanent housing through SSVF, often in collaboration with HUD-VASH.

7.2.4 SSVF's Practice Responses

The FY 2018 SSVF NOFA (released in FY 2017) contained several elements designed to support effective grantee planning and coordination practices with local stakeholders.

- The NOFA incentivized SSVF applicants to regularly participate in CE and active planning and coordination with their CoCs. Applicants without letters of support from their CoCs demonstrating such involvement were limited to 90% of their maximum allowable grant award.
- A new provision that allowed SSVF grantees to hold vacant apartments identified as potential units to be rented using Housing Choice Vouchers (HCV). With this new SSVF provision, landlords do not have to hold units vacant while awaiting completion of the HQS or other administrative processes necessary for the PHA to approve the unit for a HCV. This removes a negative incentive, no rental income for landlords that can limit the availability of affordable housing units.

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

7.3 SSVF Integration with Other VA Homelessness Programs

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

housing lease-up phase, while also ensuring a direct, rapid line of access to permanent housing.

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

7.4 Tracking Progress and Next Steps

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

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

Though TA related to coordination is particularly important for grantees and their VA and CoC partners in high-priority communities, all SSVF grantees are provided community planning support to ensure that SSVF plays a pivotal role in ending homelessness among Veterans in every single community nationwide.

In October 2015, VA and USICH took the important step of publicly defining criteria and related performance benchmarks for achieving the goal of ending homelessness among Veterans.³⁴ This information is crucial in helping prioritize federal and local efforts to end

³⁴ United State Interagency Council on Homelessness, Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness, retrieved September 25, 2017, <https://www.usich.gov/tools-for-action/criteria-for-ending-veteran-homelessness>. These Community Plans are publically available online at www.va.gov/homeless/ssvf/index.asp?page=/ssvf_university/community_coordination_and_plans.

and prevent Veteran homelessness. Below are the five federal criteria. These describe components of the system needed to effectively end homelessness for Veterans and that the benchmarks measure the performance of the system for having ended Veteran homelessness are as follows:

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

The partnerships forged and homelessness resources provided over the last six years by VA, SSVF providers, and CoCs have yielded some noteworthy achievements. As of October 31, 2018, three states and 64 communities had successfully ended Veteran homelessness by meeting the federal criteria and related benchmarks. SSVF played a significant role in most of these communities' achievements.³⁵

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

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

³⁵ For a complete listing of the 59 communities and 3 states that have met the federal criteria on ending Veteran homelessness, see VA's "Ending Veteran Homelessness: A Community by Community Tally" webpage at <https://www.va.gov/homeless/endingvetshomelessness.asp>.

Appendix 1. FY 2017 SSVF Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Aletheia House, Inc.	14-AL-154	Alabama
Family Endeavors, Inc.	14-AL-155	Alabama
Housing First, Inc.	12-AL-002	Alabama
	3	Alabama Grantees
Catholic Social Services	12-AK-001	Alaska
Fairbanks Rescue Mission, Inc.	14-AK-152	Alaska
	2	Alaska Grantees
American National Red Cross Southern Arizona Chapter	13-AZ-087	Arizona
Catholic Charities Community Services, Inc.	14-AZ-160	Arizona
National Community Health Partners	14-AZ-157	Arizona
Primavera Foundation	12-AZ-004	Arizona
United Methodist Outreach Ministries	12-AZ-003	Arizona
United States Veterans Initiative	14-AZ-159	Arizona
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	14-AZ-158	Arizona
	7	Arizona Grantees
Seven Hills Homeless Center	14-AR-156	Arkansas
St. Francis House, Inc.	13-AR-086	Arkansas
	2	Arkansas Grantees
1736 Family Crisis Center	14-CA-324	California
Berkeley Food and Housing Project	14-CA-175	California
California Veterans Assistance Foundation, Inc.	C15-CA-604A	California
California Veterans Assistance Foundation, Inc.	13-CA-090	California
Carrillo Counseling Services, Inc. (DBA New Beginnings)	14-CA-163	California
Catholic Charities of the Diocese of Stockton	14-CA-177	California
Community Action Partnership of San Luis Obispo County, Inc.	C15-CA-614A	California
Community Catalysts of California	C2015-CA-601D	California
Community Catalysts of California	12-CA-019	California
East Bay Community Recovery Project	14-CA-164	California
East Oakland Community Project	14-CA-167	California
Families in Transition of Santa Cruz County, Inc.	14-CA-169	California

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Good Samaritan Shelter	C15-CA-614B	California
Goodwill Industries of Santa Clara County	12-CA-013	California
Hamilton Family Center	C15-CA-501B	California
HomeFirst Services of Santa Clara County	C15-CA-500A	California
Homefirst Services Of Santa Clara County	12-CA-010	California
Housing Resource Center of Monterey County	C15-CA-506A	California
Housing Resource Center of Monterey County	14-CA-161	California
InnVision Shelter Network (formerly Shelter Network of San Mateo)	12-CA-015	California
Interfaith Community Services, Inc.	C15-CA-601B	California
Knowledge, Education for Your Success, Inc.	14-CA-170	California
LightHouse Treatment Center	C15-CA-608B	California
Lighthouse Treatment Center	14-CA-171	California
Mental Health America of Los Angeles	C2015-CA-600E	California
Mental Health America of Los Angeles	16-CA-005	California
New Directions, Inc.	C2015-CA-600B	California
New Directions, Inc.	12-CA-007	California
PATH (People Assisting The Homeless)	C2015-CA-600C	California
PATH (People Assisting the Homeless)	12-CA-014	California
Shelter, Inc. of Contra Costa County	12-CA-016	California
Sunnyvale Community Services	C2015-CA-500B	California
Swords to Plowshares	C15-CA-501A	California
Swords to Plowshares	C15-CA-502A	California
Swords to Plowshares Veterans Rights Organization	15-CA-091	California
The Salvation Army, a California Corporation	12-CA-017	California
The Salvation Army, a California corporation (at its Bell Shelter)	C2015-CA-600H	California
United States Veterans Initiative	16-CA-008	California
United States Veterans Initiative	C15-CA-608A	California
United States Veterans Initiative	C15-CA-609A	California
United States Veterans Initiative (U.S.VETS - Long Beach)	C15-CA-606A	California
Veterans Resource Centers of America	C2015-CA-504A	California

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Veterans Resource Centers of America	C2015-CA-508A	California
Veterans Village of San Diego	C15-CA-601A	California
Victory Village, Inc.	15-CA-322	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	16-CA-009	California
Vietnam Veterans of San Diego	14-CA-173	California
Volunteers of America Los Angeles	C15-CA-602B	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Volunteers of America of Los Angeles	C2015-CA-600A	California
Volunteers of America of Los Angeles, Inc.	12-CA-006	California
Volunteers of America of Los Angeles, Inc.	14-CA-176	California
Volunteers of America Southwest	C2015-CA-601B	California
WestCare California, Inc.	12-CA-011	California
WestCare California, Inc.	C15-CA-514B	California
	55	California Grantees
Denver Options, Inc. (dba Rocky Mountain Human Services)	C15-CO-504A	Colorado
The Volunteers of America - Colorado Branch	C15-CO-503A	Colorado
	2	Colorado Grantees
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
Friendship Place	C2015-DC-500B	District of Columbia
	1	District of Columbia Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Advocate Program, Inc.	12-FL-024	Florida
Big Bend Homeless Coalition, Inc.	14-FL-179	Florida
Carrfour Supportive Housing	C15-FL-600A	Florida
Carrfour Supportive Housing, Inc.	12-FL-025	Florida
Changing Homelessness, Inc.	15-FL-324	Florida
Community Coalition on Homelessness Corporation	14-FL-182	Florida
Emergency Services & Homeless Coalition of Jacksonville, Inc.	C15-FL-510A	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Family Endeavors, Inc.	14-FL-185	Florida
Homeless Services Network of Central Florida, Inc.	C15-FL-507A	Florida
Homeless Services Network of Central Florida, Inc.	12-FL-023	Florida
Jewish Family & Children's Service of Sarasota-Manatee, Inc.	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Society of St. Vincent de Paul, South Pinellas	C2015-FL-519A	Florida
Society of St. Vincent de Paul, South Pinellas, Inc.	16-FL-099	Florida
Society of St. Vincent de Paul, South Pinellas, Inc.	C15-FL-502A	Florida
Tampa Crossroads- Veterans Assistance Center	C15-FL-501B	Florida
The Salvation Army, a Georgia Corporation	C15-FL-504A	Florida
The Salvation Army, a Georgia Corporation	13-FL-098	Florida
Treasure Coast Homeless Services Council, Inc.	14-FL-322	Florida
United Way of Broward County	14-FL-181	Florida
Volunteers of America of Florida, Inc.	14-FL-187	Florida
Volunteers of America of Florida, Inc.	C15-FL-513A	Florida
	23	Florida Grantees
Action Ministries, Inc.	13-GA-101	Georgia
Central Savannah River Area Economic Opportunity Authority, Inc. (CSRA EOA)	12-GA-029	Georgia
Decatur Cooperative Ministry, Inc.	13-GA-102	Georgia
Project Community Connections Inc.	C15-GA-500A	Georgia
Project Community Connections Inc.	C15-GA-508A	Georgia
Travelers Aid of Metropolitan Atlanta	C15-GA-500B	Georgia
Travelers Aid of Metropolitan Atlanta	C15-GA-508B	Georgia
Travelers Aid of Metropolitan Atlanta, Inc.	14-GA-188	Georgia
United Way of Metropolitan Atlanta	14-GA-189	Georgia

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	10	Georgia Grantees
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	1	Guam Grantee
Catholic Charities Hawaii	C15-HI-501B	Hawaii
U.S. Vets	C15-HI-501A	Hawaii
United States Veterans Initiative	14-HI-190	Hawaii
	3	Hawaii Grantees
El-Ada, Inc.	12-ID-032	Idaho
South Central Community Action Partnership, Inc.	14-ID-193	Idaho
	2	Idaho Grantees
Associates Of Chicago Urban Day School, Inc.	C2015-IL-510F	Illinois
Catholic Charities of the Archdiocese of Chicago	C15-IL-511A	Illinois
Catholic Charities of the Archdiocese of Chicago	14-IL-198	Illinois
Chestnut Health Systems, Inc.	14-IL-197	Illinois
Featherfist, Inc.	14-IL-194	Illinois
Heartland Human Care Services, Inc.	13-IL-105	Illinois
Midwest Shelter for Homeless Veterans, Inc.	14-IL-196	Illinois
Partners in Community Building, Inc.	14-IL-195	Illinois
The Salvation Army, an Illinois Corporation	13-IL-104	Illinois
Thresholds	12-IL-033	Illinois
Volunteers of America of Illinois	C2015-IL-510C	Illinois
Volunteers of America of Illinois	12-IL-034	Illinois
	12	Illinois Grantees
Community Action of Northeast Indiana	13-IN-106	Indiana
InteCare, Inc.	14-IN-200	Indiana
Lafayette Transitional Housing Center, Inc.	14-IN-199	Indiana
United Way of Central Indiana	C15-IN-503A	Indiana
United Way of Central Indiana, Inc.	12-IN-035	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	6	Indiana Grantees
Family Alliance for Veterans of America	14-IA-191	Iowa
Hawkeye Area Community Action Program, Inc.	15-IA-192	Iowa

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Primary Health Care, Inc.	13-IA-103	Iowa
	3	Iowa Grantees
Catholic Charities, Inc. (Diocese of Wichita)	14-KS-322	Kansas
reStart, Inc.	C15-KS-501A	Kansas
The Salvation Army, an Illinois Corporation	C15-KS-501B	Kansas
	3	Kansas Grantees
Kentucky River Foothills Development Council, Inc.	14-KY-204	Kentucky
Volunteers of America	C15-KY-501A	Kentucky
	2	Kentucky Grantees
Elle Foundation	14-LA-207	Louisiana
Hope Center, Inc.	14-LA-205	Louisiana
Start Corporation	14-LA-208	Louisiana
Volunteers of America of Greater New Orleans	12-LA-038	Louisiana
Wellspring Alliance for Families, Inc.	12-LA-039	Louisiana
	5	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
Lynn Housing Authority Development Group, Inc.	14-MA-210	Massachusetts
Soldier On, Inc	C15-MA-507A	Massachusetts
Veterans Inc	C15-MA-506A	Massachusetts
Veterans Northeast Outreach Center, Inc.	14-MA-209	Massachusetts
Vietnam Veterans Workshop, Inc.	C15-MA-500A	Massachusetts
Vietnam Veterans Workshop, Inc.	14-MA-211	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	7	Massachusetts Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Alger Marquette Community Action Board	15-MI-328	Michigan
Bluewater Center for Independent Living	14-MI-218	Michigan
Community Action Agency	14-MI-220	Michigan
Community Rebuilders	14-MI-223	Michigan
Housing Services for Eaton County	14-MI-224	Michigan
Mid Michigan Community Action Agency, Inc.	14-MI-222	Michigan
Northwest Michigan Community Action Agency, Inc.	13-MI-108	Michigan
Oakland Livingston Human Services Agency	14-MI-221	Michigan
Southwest Counseling Solutions	12-MI-045	Michigan
Training & Treatment Innovations, Inc.	14-MI-219	Michigan
Volunteers of America Michigan	C15-MI-501A	Michigan
Volunteers of America Michigan, Inc.	14-MI-226	Michigan
Wayne Metropolitan Community Action Agency	12-MI-044	Michigan
	13	Michigan Grantees
Minnesota Assistance Council for Veterans	C15-MN-500A	Minnesota
Minnesota Assistance Council for Veterans	12-MN-046	Minnesota
Tri-County Action Program, Inc.	14-MN-227	Minnesota
	3	Minnesota Grantees
Catholic Charities Inc	14-MS-234	Mississippi
Hancock Resource Center (HRC)	14-MS-232	Mississippi
Mississippi United to End Homelessness, Inc.	14-MS-231	Mississippi
Region XII Commission on Mental Health & Retardation (Pine Belt Mental Health)	13-MS-111	Mississippi
Soldier On of Delaware, Inc.	14-MS-233	Mississippi
	5	Mississippi Grantees
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Catholic Charities of Southern Missouri, Inc.	15-MO-330	Missouri
Phoenix Programs, Inc.	14-MO-229	Missouri
reStart, Inc.	C15-MO-604B	Missouri
St. Patrick Center	16-MO-048	Missouri
The Kitchen, Inc.	14-MO-228	Missouri
The Salvation Army, an Illinois Corporation	C15-MO-604A	Missouri
Welcome Home, Inc.	13-MO-047	Missouri
	8	Missouri Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Volunteers of America Northern Rockies	C2015-MT-500B	Montana
	1	Montana Grantee
Blue Valley Community Action, Inc.	14-NE-239	Nebraska
Central Nebraska Community Services	17-NE-052	Nebraska
Northeast Nebraska Community Action Partnership	14-NE-238	Nebraska
Together, Inc. of Metropolitan Omaha	14-ZZ-311	Nebraska
	4	Nebraska Grantees
HELP Social Service Corporation	C2015-NV-500D	Nevada
HELP Social Service Corporation	14-NV-248	Nevada
The Salvation Army, a California Corporation	13-NV-118	Nevada
United States Veterans Initiative	13-NV-056	Nevada
United States Veterans Initiative (U.S.VETS - Las Vegas)	C2015-NV-500E	Nevada
United States Veterans Initiative (U.S.VETS - Las Vegas)	C15-NV-500B	Nevada
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	13-NV-117	Nevada
	7	Nevada Grantees
Harbor Homes, Inc.	13-NH-115	New Hampshire
Southwestern Community Services, Inc.	14-NH-240	New Hampshire
	2	New Hampshire Grantees
Catholic Charities Dioceses of Camden, Inc.	12-NJ-053	New Jersey
Catholic Family and Community Service	14-NJ-242	New Jersey
Community Hope, Inc.	16-NJ-054	New Jersey
North Hudson Community Action Corporation	14-NJ-243	New Jersey
	4	New Jersey Grantees
Goodwill Industries of New Mexico	12-NM-055	New Mexico
Mesilla Valley Community of Hope	14-NM-247	New Mexico

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	3	New Mexico Grantees
Albany Housing Coalition, Inc.	14-NY-256	New York
Black Veterans for Social Justice, Inc.	15-NY-252	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	C15-NY-600B	New York
HELP Social Service Corporation	12-NY-060	New York
Hudson River Housing, Inc.	13-NY-122	New York
PathStone Corporation	14-NY-253	New York
Samaritan Village, Inc.	12-NY-061	New York
Saratoga County Rural Preservation Company, Inc.	14-NY-251	New York
Services for the UnderServed	C15-NY-603A	New York
Services for the UnderServed, Inc.	C15-NY-600A	New York
Services for the UnderServed, Inc.	16-NY-062	New York
Soldier On of Delaware, Inc.	13-NY-121	New York
The Jericho Project	14-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Veterans Outreach Center, Inc.	16-NY-057	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
	19	New York Grantees
Asheville Buncombe Community Christian Ministry	13-NC-114	North Carolina
Community Link Programs of Travelers Aid Society of Central Carolinas, Inc.	14-NC-236	North Carolina
Family Endeavors	C15-NC-511B	North Carolina
Family Endeavors, Inc.	14-NC-235	North Carolina
Homeward Bound of Western North Carolina, Inc.	C15-NC-501A	North Carolina
Passage Home, Inc.	12-NC-050	North Carolina
United Way of Forsyth County, Inc.	12-NC-049	North Carolina
Volunteers of America Carolinas, Inc.	C15-NC-507A	North Carolina
Volunteers of America of the Carolinas, Inc.	16-NC-237	North Carolina
	9	North Carolina Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
North Dakota Coalition of Homeless People, Inc.	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
Family & Community Services, Inc.	14-OH-262	Ohio
FrontLine	12-OH-064	Ohio
Licking County Coalition for Housing	14-OH-261	Ohio
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Maumee Valley Guidance Center	13-OH-124	Ohio
Ohio Valley Goodwill Industries Rehabilitation Center, Inc.	C15-OH-500A	Ohio
Ohio Valley Goodwill Industries Rehabilitation Center, Inc.	13-OH-123	Ohio
St. Vincent de Paul Social Services, Inc.	14-OH-260	Ohio
Talbert House	C15-OH-500B	Ohio
Talbert House, Inc.	14-OH-263	Ohio
The Salvation Army, a New York Corporation	14-OH-268	Ohio
Volunteers of America of Greater Ohio	14-OH-269	Ohio
Volunteers Of America of Greater Ohio-Cleveland	C15-OH-502B	Ohio
Volunteers Of America of Greater Ohio-Dayton	C15-OH-505A	Ohio
	18	Ohio \ Grantees
Community Service Council of Greater Tulsa, Inc.	12-OK-065	Oklahoma
Goodwill Industries of Central Oklahoma, Inc.	14-OK-271	Oklahoma
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
	3	Oklahoma Grantees
ACCESS	C2015-OR-502B	Oregon
Access	13-OR-128	Oregon
Central Oregon Veteran's Outreach	13-OR-126	Oregon
Community Action Partnership of Oregon (CAPO)	C2015-OR-505A	Oregon
Community Action Team, Inc.	13-OR-125	Oregon

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Easter Seals Oregon	14-OR-272	Oregon
St. Vincent de Paul Society of Lane County Inc.	C15-OR-500A	Oregon
St. Vincent de Paul Society of Lane County, Inc.	12-OR-066	Oregon
Transition Projects	C15-OR-501A	Oregon
	9	Oregon Grantees
Catholic Charities of the Diocese of Allentown	14-PA-281	Pennsylvania
Commission on Economic Opportunity	15-PA-068	Pennsylvania
Community Action Agency of Delaware County, Inc.	14-PA-276	Pennsylvania
Community Hope, Inc.	14-PA-279	Pennsylvania
Impact Services Corporation	C15-PA-500A	Pennsylvania
Lawrence County Social Services, Inc.	14-PA-277	Pennsylvania
Lehigh Valley Center for Independent Living, Inc.	13-PA-131	Pennsylvania
Opportunity House	13-PA-130	Pennsylvania
Project H.O.M.E.	12-PA-067	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
	15	Pennsylvania Grantees
Casa Del Peregrino Aguadilla Inc.	C15-PR-503A	Puerto Rico
Casa del Peregrino Aguadilla, Inc.	13-PR-132	Puerto Rico
	2	Puerto Rico Grantees
Eastern Carolina Homelessness Organization, Inc.	C15-SC-503A	South Carolina
One80 Place	C2015-SC-502B	South Carolina
One-Eighty Place	12-SC-069	South Carolina
	3	South Carolina Grantees
Cornerstone Rescue Mission	13-SD-136	South Dakota
	1	South Dakota Grantee
Catholic Charities, Inc. (dba Catholic Charities of the Diocese of Memphis, Inc.)	14-TN-287	Tennessee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Centerstone of Tennessee	C15-TN-504A	Tennessee
Memphis Area Legal Services, Inc.	14-TN-283	Tennessee
Operation Stand Down Tennessee	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
West Tennessee Legal Services, Inc.	13-TN-139	Tennessee
	6	Tennessee Grantees
American GI Forum National Veterans Outreach Program, Inc.	14-TX-292	Texas
American GI Forum National Veterans Outreach Program, Inc.	C15-TX-603A	Texas
Career and Recovery Resources, Inc.	12-TX-076	Texas
Caritas of Austin	12-TX-072	Texas
Catholic Charities Diocese of Fort Worth, Inc.	12-TX-075	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	16-TX-074	Texas
Family Endeavors, Inc.	C15-TX-601A	Texas
Family Endeavors, Inc.	C2015-TX-607H	Texas
Front Steps	C15-TX-503A	Texas
Goodwill Industries of Houston, Inc.	13-TX-142	Texas
Neighborhood Centers, Inc.	14-TX-290	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
Starcare Specialty Health	C2015-TX-607G	Texas
The Salvation Army, a Georgia Corporation	13-TX-140	Texas
United States Veterans Initiative	14-TX-288	Texas
Volunteers of America Texas	C2015-TX-607B	Texas
West Central Texas Regional Foundation	15-TX-141	Texas
	18	Texas Grantees
The Road Home	15-UT-336	Utah
	1	Utah Grantee
The Methodist Training and Outreach Center, Inc.	14-VI-299	Virgin Islands
	1	Virgin Islands Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</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	13-VA-144	Virginia
	6	Virginia Grantees
Catholic Community Services of Western Washington	13-WA-146	Washington
Catholic Community Services Western Washington	C15-WA-503A	Washington
Community Psychiatric Clinic	C15-WA-500A	Washington
Community Psychiatric Clinic	12-WA-078	Washington
Goodwill Industries of the Inland Northwest	C15-WA-502A	Washington
Goodwill Industries of the Inland Northwest	14-ZZ-301	Washington
HopeSource	15-WA-338	Washington
Metropolitan Development Council	C2015-WA-501E	Washington
Metropolitan Development Council	14-WA-300	Washington
Metropolitan Development Council	C15-WA-503B	Washington
Opportunity Council	12-WA-079	Washington
YWCA of Seattle - King County - Snohomish County	13-WA-148	Washington
	12	Washington Grantees
Helping Heroes, Inc.	14-WV-304	West Virginia
Roark-Sullivan Lifeway Center, Inc.	12-WV-081	West Virginia
The Greater Wheeling Coalition for the Homeless, Inc.	14-WV-303	West Virginia
West Virginia Community Action Partnerships	14-WV-305	West Virginia
	4	West Virginia Grantees
Center For Veterans Issues Ltd	C15-WI-501A	Wisconsin
Center for Veterans Issues, Ltd.	12-WI-080	Wisconsin
Community Action Coalition for South Central Wisconsin, Inc.	13-WI-151	Wisconsin
Indianhead Community Action Agency	14-WI-302	Wisconsin
Veterans Assistance Foundation, Inc.	13-WI-150	Wisconsin
	5	Wisconsin Grantees
Blue Mountain Action Council	13-ZZ-147	Multiple States

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Centerstone of Tennessee, Inc.	12-ZZ-070	Multiple States
Chautauqua Opportunities, Inc.	15-ZZ-340	Multiple States
Friendship Place	13-ZZ-094	Multiple States
Homeless Veterans Fellowship	14-ZZ-317	Multiple States
Housing Counseling Services	14-ZZ-313	Multiple States
Humility of Mary Shelter, Inc.	12-ZZ-031	Multiple States
Northwest Florida Comprehensive Services for Children, Inc.	12-ZZ-026	Multiple States
Operation Renewed Hope	14-ZZ-318	Multiple States
Operation Stand Down Rhode Island	13-ZZ-133	Multiple States
Rocky Mountain Human Services (dba Denver Options, Inc.)	12-ZZ-020	Multiple States
Soldier On, Inc.	16-ZZ-058	Multiple States
The Alston Wilkes Society (AWS, Alston Wilkes Veterans Home)	13-ZZ-134	Multiple States
The Salvation Army, an Illinois Corporation	16-ZZ-036	Multiple States
Transition Projects, Inc.	15-ZZ-127	Multiple States
Transitional Living Services, Inc.	14-ZZ-308	Multiple States
United States Veterans Initiative	14-ZZ-314	Multiple States
United Way of Central Alabama	14-ZZ-153	Multiple States
University of Vermont and State Agricultural College	13-ZZ-145	Multiple States
Veterans Multi-Service Center, Inc.	16-ZZ-278	Multiple States
Veterans, Inc.	12-ZZ-041	Multiple States
Volunteers of America Colorado Branch, Inc.	13-ZZ-092	Multiple States
Volunteers Of America Inc	16-ZZ-037	Multiple States
Volunteers of America Northern Rockies	17-ZZ-113	Multiple States
		Multiple 24 States Grantees
		367 Total U.S. Grantees

SOURCE: SSVF–Program Office.

Appendix 2. CARF-Accredited SSVF Grantees, September 2017

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Family Endeavors, Inc.	14-AL-155	Alabama
Housing First, Inc	12-AL-002	Alabama
	2	Alabama Grantees
Catholic Social Services	12-AK-001	Alaska
	1	Alaska Grantee
Catholic Charities Community Services	14-AZ-160	Arizona
National Community Health Partners	14-AZ-157	Arizona
Vietnam Veterans of California	14-AZ-158	Arizona
	3	Arizona Grantees
Community Catalysts of California	18-CA-019	California
Goodwill Of Silicon Valley	12-CA-013	California
Homefirst Services	18-CA-344	California
PATH People Assisting the Homeless	12-CA-014	California
Salvation Army a California Corp	12-CA-017	California
United States Veterans Initiative	18-CA-008	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	18-CA-009	California
Vietnam Veterans of San Diego	18-CA-173	California
Vietnam Veterans Resources of CA	18-CA-414	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
	10	California Grantees
Volunteers of America Colorado Branch, Inc.	18-CO-360	Colorado
	1	Colorado Grantee
Connections Community Support Programs, Inc.	13-DE-095	Delaware
	1	Delaware Grantee
Advocate Program, Inc.	12-FL-024	Florida
Family Endeavors, Inc.	14-FL-185	Florida
JFCS	12-FL-028	Florida
Meridian Behavioral Health	14-FL-184	Florida

Appendices

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Society of St. Vincent de Paul, South Pinellas, Inc.	18-FL-099	Florida
Tampa Crossroads Inc.	18-FL-362	Florida
	6 Florida Grantees	
Travelers Aid of Metropolitan Atlanta, Inc.	14-GA-188	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	2 Georgia Grantees	
Catholic Charities Hawaii	18-HI-190	Hawaii
	1 Hawaii Grantee	
Catholic Charities of the Archdiocese of Chicago	14-IL-198	Illinois
Featherfist, Inc.	14-IL-194	Illinois
Thresholds	12-IL-033	Illinois
Volunteers of America of Illinois	12-IL-034	Illinois
Volunteers of America of Illinois	18-IL-034	Illinois
	5 Illinois Grantees	
Intercare, Inc.	14-IN-200	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	2 Indiana Grantees	
Volunteers Of America Mid-States, Inc.	18-KY-379	Kentucky
	2 Kentucky Grantees	
Elle Foundation	14-LA-207	Louisiana
Start Corporation	14-LA-208	Louisiana
Volunteers of America of Greater New Orleans	12-LA-038	Louisiana
	3 Louisiana Grantees	
Alliance	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	

Appendices

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	1	Massachusetts Grantee
Southwest Counseling Solutions	12-MI-045	Michigan
Training & Treatment Innovations, Inc.	14-MI-219	Michigan
Volunteers of America Michigan, Inc.	14-MI-226	Michigan
Volunteers of America Michigan, Inc.	18-MI-383	Michigan
	4	Michigan Grantees
Catholic Charities Inc.	14-MS-234	Mississippi
Pine Belt	13-MS-111	Mississippi
	2	Mississippi Grantees
Catholic Charities of Kansas City - St Joseph, Inc.	13-MO-110	Missouri
Phoenix Programs, Inc.	14-MO-229	Missouri
St Patrick Center	16-MO-048	Missouri
	3	Missouri Grantees
Volunteers of America Northern Rockies	13-MT-113	Montana
	1	Montana Grantee
Vietnam Veterans	13-NV-117	Nevada
	1	Nevada Grantee
Harbor Homes, Inc.	13-NH-115	New Hampshire
	1	New Hampshire Grantee
Catholic Family and Community Service	14-NJ-242	New Jersey
Community Hope, Inc.	16-NJ-054	New Jersey
	2	New Jersey Grantees
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	1	New Mexico Grantee
Services for the UnderServed, Inc.	18-NY-062	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
	2	New York Grantees

Appendices

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Family Endeavors, Inc.	18-NC-235	North Carolina
	1	North Carolina Grantee
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio
Frontline	12-OH-064	Ohio
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Talbert House, Inc.	18-OH-263	Ohio
Volunteers of America of Greater Ohio	14-OH-269	Ohio
Volunteers of America of Greater Ohio	18-OH-397	Ohio
	7	Ohio Grantees
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
	1	Oklahoma Grantee
Catholic Charities of the Diocese of Allentown	14-PA-281	Pennsylvania
Commission on Economic Opportunity	15-PA-068	Pennsylvania
Community Hope, Inc.	14-PA-279	Pennsylvania
Project H.O.M.E.	12-PA-067	Pennsylvania
Veterans Multi-Service Center Inc.	15-PA-334	Pennsylvania
	5	Pennsylvania Grantees
One Eighty Place	12-SC-069	South Carolina
	1	South Carolina Grantee
Centerstone of Tennessee, Inc.	18-TN-403	Tennessee
Operation Stand Down	14-TN-285	Tennessee
Volunteer Behavioral Health Care System	14-TN-284	Tennessee
	3	Tennessee Grantees
American GI Forum National Veterans Outreach Program, Inc.	18-TX-292	Texas
Catholic Charities	12-TX-075	Texas
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	18-TX-074	Texas
United States Veterans Initiative	14-TX-288	Texas

Appendices

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
	5	Texas Grantees
Community Psychiatric Clinic Inc.	18-WA-078	Washington
Goodwill Industries Of The Inland Northwest	18-WA-408	Washington
Hope Source	15-WA-338	Washington
	3	Washington Grantees
Volunteers of America Northern Rockies	16-WY-342	Wyoming
	1	Wyoming Grantee
90 Works	12-ZZ-026	Multiple States
90 Works	18-ZZ-438	Multiple States
Centerstone of Tennessee, Inc.	12-ZZ-070	Multiple States
Friendship Place	18-ZZ-094	Multiple States
Goodwill Industries of the Inland Northwest	14-ZZ-301	Multiple States
Homeless Veterans Fellowship	14-ZZ-317	Multiple States
Ohio Valley Goodwill Industries Rehabilitation Center, Inc.	13-ZZ-123	Multiple States
The Alston Wilkes Society (AWS, Alston Wilkes Veterans Home)	13-ZZ-134	Multiple States
Transitional Living Services, Inc.	14-ZZ-308	Multiple States
United Way of Central Alabama	14-ZZ-153	Multiple States
Veterans Inc.	12-ZZ-041	Multiple States
Veterans Multi-Service Center Inc.	16-ZZ-278	Multiple States
Volunteers of America Colorado Branch, Inc.	13-ZZ-092	Multiple States
Volunteers Of America Inc.	16-ZZ-037	Multiple States
Volunteers of America Northern Rockies	18-ZZ-113	Multiple States
	15	Multiple States Grantees
	102	Total U.S. Grantees

SOURCE: SSVF–Program Office.

Appendix 3. Data Sources

SSVF Program Data Sources

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

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

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

Other Data Sources

1. Annual Homeless Assessment Report (AHAR)
 - a. 2018 AHAR: Part 1 – PIT Estimates of Homelessness:
<https://www.hudexchange.info/resource/5772/2018-pit-estimate-of-veteran-homelessness-in-the-us/>
 - b. 2017 AHAR: Part 2 – Estimates of Homelessness in the U.S.:
<https://www.hudexchange.info/resource/5769/2017-ahar-part-2-estimates-of-homelessness-in-the-us/>
2. VA Office of the Actuary
 - a. FY 2017 Datasets: Age/Gender (Living) and Period Served (Living):
http://www.va.gov/vetdata/Veteran_Population.asp
3. United States Census Bureau
 - a. Annual Estimates of the Resident Population for the United States, Regions, States, and Puerto Rico: April 1, 2010, to July 1, 2017 (NST-EST2016-01), 2017.

<https://www.census.gov/data/tables/2017/demo/popest/nation-total.html>

- b. American Community Survey, 2012, 2015, and 2016, 1-year estimates: Age by Veteran Status by Poverty Status in the Past 12 Months by Disability Status for the Civilian Population 18 Years and Over (B21007).

<https://factfinder.census.gov/>

Appendix 4. Priority 1 Communities

This appendix provides a listing of Priority 1 Community CoCs, as well as their Veteran Point In Time (PIT) Counts from January 2014 and January 2018. For more information on the Priority 1 Communities initiative, see section 5 of this report.

CoC Name	CoC Code	January 2014 Veteran PIT Count	January 2018 Veteran PIT Count	Veteran PIT # Change	Veteran PIT % Change
Bakersfield/Kern County CoC	CA-604	87	80	-7	-8%
Fresno City & County/Madera County CoC	CA-514	272	211	-61	-22%
Long Beach CoC	CA-606	439	305	-134	-31%
Los Angeles City & County CoC	CA-600	3,739	3,538	-201	-5%
Oakland, Berkeley/Alameda County CoC	CA-502	538	526	-12	-2%
Riverside City & County CoC	CA-608	296	136	-160	-54%
Salinas/Monterey, San Benito Counties CoC	CA-506	238	167	-71	-30%
San Bernardino City & County CoC	CA-609	167	170	3	2%
San Diego City and County CoC	CA-601	1,307	1,312	5	0%
San Francisco CoC	CA-501	720	656	-64	-9%
San Jose/Santa Clara City & County CoC	CA-500	813	658	-155	-19%
San Luis Obispo County CoC	CA-614	253	93	-160	-63%
Santa Ana, Anaheim/Orange County CoC	CA-602	398	419	21	5%
Santa Rosa, Petaluma/Sonoma County CoC	CA-504	421	207	-214	-51%
Watsonville/Santa Cruz City & County CoC	CA-508	393	245	-148	-38%
15 California Priority 1 Communities		10,081	8,723	-1,358	-13%
Colorado Springs/El Paso County CoC	CO-504	145	192	47	32%
Metropolitan Denver CoC	CO-503	429	566	137	32%
2 Colorado Priority 1 Communities		574	758	184	32%
District of Columbia CoC	DC-500	406	306	-100	-25%
1 District of Columbia Priority 1 Community		406	306	-100	-25%
Daytona Beach, Daytona/Volusia, Flagler Counties CoC	FL-504	135	44	-91	-67%
Jacksonville-Duval, Clay Counties CoC	FL-510	224	121	-103	-46%
Miami-Dade County CoC	FL-600	317	120	-197	-62%
Orlando/Orange, Osceola, Seminole Counties CoC	FL-507	299	181	-118	-39%
Palm Bay, Melbourne/Brevard County CoC	FL-513	333	169	-164	-49%
Pasco County CoC	FL-519	369	214	-155	-42%
St. Petersburg, Clearwater, Largo/Pinellas County CoC	FL-502	550	281	-269	-49%
Tampa/Hillsborough County CoC	FL-501	236	171	-65	-28%
8 Florida Priority 1 Communities		2,463	1,301	-1,162	-47%

Further Information

CoC Name	CoC Code	January 2014 Veteran PIT Count	January 2018 Veteran PIT Count	Veteran PIT # Change	Veteran PIT % Change
Atlanta CoC	GA-500	477	399	-78	-16%
DeKalb County CoC	GA-508	128	8	-120	-94%
2 Georgia Priority 1 Communities		605	407	-198	-33%
Honolulu City and County CoC	HI-501	385	407	22	6%
1 Hawaii Priority 1 Community		385	407	22	6%
Chicago CoC	IL-510	714	494	-220	-31%
Cook County CoC	IL-511	105	50	-55	-52%
2 Illinois Priority 1 Communities		819	544	-275	-34%
Indianapolis CoC	IN-503	366	261	-105	-29%
1 Indiana Priority 1 Community		366	261	-105	-29%
Louisville-Jefferson County CoC	KY-501	218	129	-89	-41%
1 Kentucky Priority 1 Community		218	129	-89	-41%
Boston CoC	MA-500	450	275	-175	-39%
Pittsfield/Berkshire, Franklin, Hampshire Counties CoC	MA-507	256	192	-64	-25%
Worcester City & County CoC	MA-506	143	215	72	50%
3 Massachusetts Priority 1 Communities		849	682	-167	-20%
Detroit CoC	MI-501	525	322	-203	-39%
1 Michigan Priority 1 Community		525	322	-203	-39%
Minneapolis/Hennepin County CoC	MN-500	119	138	19	16%
1 Minnesota Priority 1 Community		119	138	19	16%
Kansas City, Independence, Lee's Summit/Jackson, Wyandotte Counties, MO & KS	MO-604	200	143	-57	-29%
1 Missouri Priority 1 Community		200	143	-57	-29%
Montana Statewide CoC	MT-500	256	198	-58	-23%
1 Montana Priority 1 Community		256	198	-58	-23%
Las Vegas/Clark County CoC	NV-500	1,230	594	-636	-52%
1 Montana Priority 1 Community		1,230	594	-636	-52%
Nassau, Suffolk Counties CoC	NY-603	174	135	-39	-22%
New York City CoC	NY-600	1,645	605	-1040	-63%
2 New York Priority 1 Communities		1,819	740	-1,079	-59%
Asheville/Buncombe County CoC	NC-501	224	247	23	10%
Fayetteville/Cumberland County CoC	NC-511	66	38	-28	-42%
Raleigh/Wake County CoC	NC-507	110	80	-30	-27%
3 North Carolina Priority 1 Communities		400	365	-35	-9%

Further Information

CoC Name	CoC Code	January 2014 Veteran PIT Count	January 2018 Veteran PIT Count	Veteran PIT # Change	Veteran PIT % Change
Cincinnati/Hamilton County CoC	OH-500	192	161	-31	-16%
Cleveland/Cuyahoga County CoC	OH-502	329	159	-170	-52%
Dayton, Kettering/Montgomery County CoC	OH-505	128	52	-76	-59%
3 Ohio Priority 1 Communities		649	372	-277	-43%
Eugene, Springfield/Lane County CoC	OR-500	230	173	-57	-25%
Medford, Ashland/Jackson County CoC	OR-502	241	116	-125	-52%
Oregon Balance of State CoC	OR-505	260	474	214	82%
Portland, Gresham/Multnomah County CoC	OR-501	412	448	36	9%
4 Oregon Priority 1 Communities		1,143	1,211	68	6%
Philadelphia CoC	PA-500	357	239	-118	-33%
1 Pennsylvania Priority 1 Community		357	239	-118	-33%
South-Southeast Puerto Rico CoC	PR-503	59	35	-24	-41%
1 Puerto Rico Priority 1 Community		59	35	-24	-41%
Columbia/Midlands CoC	SC-502	234	146	-88	-38%
Myrtle Beach, Sumter City & County CoC	SC-503	233	71	-162	-70%
2 South Carolina Priority 1 Communities		467	217	-250	-54%
Nashville-Davidson County CoC	TN-504	285	259	-26	-9%
1 Tennessee Priority 1 Community		285	259	-26	-9%
Austin/Travis County CoC	TX-503	176	170	-6	-3%
El Paso City & County CoC	TX-603	123	81	-42	-34%
Fort Worth, Arlington/Tarrant County CoC	TX-601	252	159	-93	-37%
Texas Balance of State CoC	TX-607	775	451	-324	-42%
4 Texas Priority 1 Communities		1,326	861	-465	-35%
Seattle/King County CoC	WA-500	685	921	236	34%
Spokane City & County CoC	WA-502	85	96	11	13%
Tacoma, Lakewood/Pierce County CoC	WA-503	162	140	-22	-14%
Washington Balance of State CoC	WA-501	347	390	43	12%
4 Washington Priority 1 Communities		1,279	1,547	268	21%
Milwaukee City & County CoC	WI-501	164	85	-79	-48%
1 Wisconsin Priority 1 Community		164	85	-79	-48%
67 Priority 1 Communities		27,044	20,844	-6,200	-23%

Appendix 5. List of Exhibits

Exhibit ES.1: SSVF Veteran Exits to Permanent Housing (FYs 2012-2017) viii

Exhibit 1.1: SSVF Rapid Re-housing and Annual Homeless Sheltered Veterans (FYs 2011-2017).....4

Exhibit 1.2: SSVF Veterans and Total Persons Served, by Housing Assistance Type (FYs 2012-2017)5

Exhibit 1.3: SSVF Households Served, by Housing Assistance Type (FYs 2012-2017).....6

Exhibit 2.1: Growth in SSVF Geographic Coverage by Continuum of Care (FYs 2012-2018).....8

Exhibit 2.2: Geographic Coverage of SSVF Grantees (FY 2017).....9

Exhibit 2.3: TFA Expenditures, by Type (FY 2017).....11

Exhibit 3.1: SSVF Persons Served, by Household Type (FYs 2012-2017)13

Exhibit 3.2: Percentage of Women Veterans Among Veteran Populations (FY 2017).....14

Exhibit 3.3: Percentage of Returning Veterans from Afghanistan or Iraq Among Veteran Populations (FY 2017)15

Exhibit 3.4: SSVF Veterans Served, by Age Group (FY 2017)16

Exhibit 3.5: SSVF Rapid Re-housing and Sheltered Veterans Served, by Age Group (FY 2017)17

Exhibit 3.6: Veterans Served, by Race (FY 2017)18

Exhibit 3.7: Disability Status for SSVF Veterans (FY 2017)19

Exhibit 3.8: Major Health Problems Among Veterans Exiting SSVF and Engaged with Veterans Health Administration (FY 2017)20

Exhibit 3.9: Prior Living Situations of Veterans Receiving SSVF Rapid Re-housing Assistance (FYs 2014-2017)21

Exhibit 3.10: Prior Living Situations of Veterans Receiving SSVF Homelessness Prevention Assistance (FYs 2014-2017)22

Exhibit 4.1: Veteran Program Exits, by Housing Outcome (FYs 2012-2017)25

Exhibit 4.2: Veteran Exits, by Housing Outcome and Assistance Type (FY 2017)26

Exhibit 4.3: Permanent Housing Destinations of Veteran Permanent Housing Exiters (FY 2017)27

Exhibit 4.4: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Including VASH Exits (FY 2017)28

Exhibit 4.5: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding HUD-VASH Exits (FY 2017)29

Further Information

Exhibit 4.6: Average Length of Participation of Veteran Exiters, by Assistance Type (FYs 2013-2017)	30
Exhibit 4.7: Comparison of Veteran Exiters, by Assistance Type (FY 2017)	31
Exhibit 4.8: Time to Housing Placement and Length of Participation Among Rapid Re-housing Veteran Exiters (FYs 2015-2017)	32
Exhibit 4.9: Changes in Veteran Monthly Income from Entry to Exit, by Assistance Type (FY 2017)	34
Exhibit 4.10: Participant Self-Identified Service Needs (FY 2017).....	35
Exhibit 4.11: Participant Overall Quality Ratings for Their SSVF Provider (FY 2017).....	36
Exhibit 4.12: Participant Rating of Service Quality (FY 2017)	36
Exhibit 4.13: SSVF Veteran Participant with Permanent Housing Destination Return Rates to VA Homeless Programs, 6-month view	40
Exhibit 4.14: SSVF Veteran Participant with Permanent Housing Destination Return Rates to VA Homeless Programs, 12-month view	41
Exhibit 5.1: SSVF Priority 1 Communities Map with January 2014 Point In Time Veteran Counts	44
Exhibit 5.2: Veteran Characteristics at Entry for Priority 1 Communities and SSVF Total, FY 2017.....	45
Exhibit 5.3: Rapid Re-housing Program Results for Veteran Exiters in Priority 1 Communities and SSVF Total, FY 2017	46
Exhibit 5.4: SSVF Priority 1 Communities Point In Time Count Changes, January 2014 to January 2018.....	47

Further Information

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

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

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

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