

FY 2018 Annual Report

Supportive Services for Veteran Families (SSVF)

U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW | Washington, DC 20420

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About This Report

This report covers the seventh grant period for the U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program, including awards made in 2017 for the FY 2018 period (October 1, 2017, to September 30, 2018). The report summarizes the results obtained by the 308 SSVF grantees funded for FY 2018. It is intended to inform Congress and the public about the grantees' important work helping to prevent and end homelessness among our nation's Veterans. A full list of SSVF grantees operating during FY 2018 appears in Appendix 1.

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

The rapid growth and evolution of the SSVF program and its data collection methods over the last year have made it impractical or unfeasible to present comparison data across all seven 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 2018, based on aggregated data from all 308 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 seventh 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 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 6** discusses next steps for the SSVF program in improving outcomes, increasing community integration, and furthering collaboration with local coordinated entry systems, as well as tracking progress toward effectively ending Veteran homelessness according to federally defined criteria and benchmarks.

Executive Summary

Homelessness among Veterans is a problem of national importance. The United States' current set of Veterans experiencing homelessness have served in World War II, the Korean War, Cold War, Vietnam War, Grenada, Panama, Lebanon, Persian Gulf War, Afghanistan and Iraq (OEF/OIF), and anti-drug efforts in South America. Over the last decade, American Veteran homelessness rates were disproportionately higher than their civilian counterparts. In 2018, Veterans constituted eight (8) percent of the U.S. adult population, they made up nine (9) 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 50 percent between 2010 and 2019.⁵

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 2018, approximately \$333 million in SSVF grant funding was awarded to 308 grantees serving all 50 states, the District of Columbia, and three U.S. territories. Grantees funded in FY 2018 provided SSVF services in 384 of the 391 Continuums of Care (CoCs) nationwide. FY 2017 marked the end of VA's supplemental three-year funding awards for 67 high-priority ("Priority 1") communities with high concentrations of homeless Veterans. Most of these awards concluded in FY 2017 and the remainder ended in FY 2018. This effort

¹ Source: Veterans Health Administration Support Service Center (FY 2018); United States Census Bureau (2018).

² Source: Annual Homeless Assessment Report (AHAR) 2018, Part 1.

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.

represented an unprecedented “surge” in SSVF resources to end Veteran homelessness in those communities.⁶ The total amount available for Priority 1 communities for the three-year period was \$289 million.

VA focused its FY 2018 program implementation and support efforts on promoting consistency, quality, and the effectiveness of SSVF services, as well as on the development and implementation of the Rapid Resolution Initiative. “Rapid Resolution” is defined by VA as a housing intervention that seeks to assist households to maintain their current housing situation or identify an immediate and safe housing alternative to emergency shelter or the streets within their own network of family, friends, and social supports. Working alongside people facing a housing crisis in an empowering manner, Rapid Resolution assists them at the very beginning of that crisis or shortly after they have entered the homeless system. This new service helps Veteran households avoid the trauma and cost of literal homelessness and provides a new set of interventions that can help overcome the realities of the affordable housing crisis and general lack of housing units and opportunities, particularly in high rent markets. VA rolled out this initiative as a pilot program across 11 communities this year. Next year, VA plans to leverage the lessons learned from the initial pilot phase to inform planning for a national rollout of Rapid Resolution in FY 2019.

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 the development and refinement of community-specific plans designed to achieve the federal criteria and benchmarks for ending homelessness among Veterans.⁷ To further support these efforts, VA 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 502,191 Veterans and increased the annual number of Veterans served, from 19,854 in FY 2012 to 82,853 in FY 2018.⁹ Two-thirds (68 percent) of Veterans served received rapid re-housing assistance over the seven years, whereas 33 percent received homelessness prevention

⁶ In some 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.

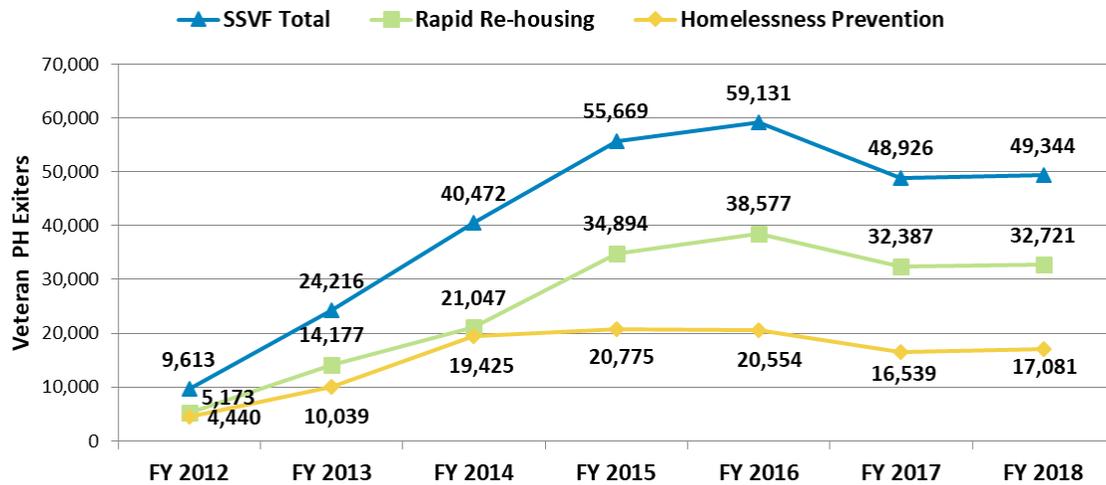
⁷ United State Interagency Council on Homelessness, *Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness*, retrieved November, 1 2019, <https://www.usich.gov/tools-for-action/criteria-for-ending-veteran-homelessness>. These Community Plans are publically available online at www.va.gov/homeless/ssvf/index.asp?page=/ssvf_university/community_coordination_and_plans.

⁸ VA, “SSVF University,” retrieved October 14, 2019, 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 seven years of SSVF operations. SSVF continues to prioritize the delivery of services to currently homeless Veteran households, with the percentage of Veterans receiving rapid re-housing assistance rising to 72 percent in FY 2018.

Exhibit ES.1: SSVF Veteran Exits to Permanent Housing (FYs 2012-2018)



SOURCE: SSVF-HMIS Repository data.

Over the first seven years of the SSVF program, 361,329 Veterans exited the program, with 80 percent (287,371) 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 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. In FY 2018, 49,344 Veterans secured permanent housing.

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

Since its inception, SSVF’s rapid re-housing assistance has become a substantial component of local crisis response systems for literally homeless Veterans. In FY 2018, the equivalent of 51 percent (60,062) 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 2018 Findings and Results

- SSVF served 82,853 Veterans in FY 2018 and 127,460 persons overall. Seventy-two (72) percent of SSVF Veterans (60,062) participated in rapid re-housing services, 29 percent of Veterans (23,802) participated in homelessness prevention services, and 1 percent of Veterans (1,011) participated in both service types.
- The average length of participation in SSVF among the 49,344 Veterans who exited the program in FY 2018 was less than four months (116 days). For Veterans exiting from SSVF rapid re-housing assistance in FY 2018, the average length of participation was also about 4 months (123 days), where it was about 3 months (98 days) for those who exited SSVF homelessness prevention.
- More than three-in-five (63 percent, or 52,081) of the 82,853 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 49,133 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 (55 percent), a substance use disorder (51 percent), major depressive disorder (41 percent), and post-traumatic stress disorder (19 percent).
- Of all VA homeless initiatives, SSVF served the highest proportions of women Veterans and Veterans who served in Afghanistan or Iraq in FY 2018.
 - Fourteen percent (11,351) of SSVF Veterans were women.
 - Seventeen percent (13,771) of SSVF Veterans participants served in Afghanistan or Iraq.
- More than half (55 percent) of the 82,853 Veterans served by SSVF were members of minority racial groups compared with 52 percent of Veterans in shelters nationwide.
- More than one in five (21 percent, or 26,562) of all SSVF participants served were dependent children. SSVF provided support to help keep Veteran families together.
- The majority of Veterans (71 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 (76 percent, or 62,918) of the 83,343 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 (17,188) and those earning \$1 to \$500 in monthly income at entry (5,995) still achieved a relatively high rate of success in obtaining or remaining in permanent housing at exit: 75 percent and 78 percent for each group, respectively.
- About one-third (5,138 or +30 percent of this group) of Veterans with zero income at entry exited SSVF with some amount of monthly income. For Veterans entering SSVF with monthly incomes of \$1 to \$500 per month, a net 1,185 exited the program with higher incomes (+20 percent of this group).
- Among the 10,024 participants completing satisfaction surveys, 72 percent rated the quality of services received from their SSVF provider as “Above Average” or “Excellent.”

SSVF Rapid Re-Housing

- SSVF assisted a total of 60,062 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 (32,721).
- The average length of participation in SSVF rapid re-housing among the 43,759 Veterans who exited during FY 2018 was 123 days.
- Since FY 2015, four in five (80 percent) literally homeless Veterans who were moved into permanent housing through SSVF assistance were able to do so in 90 days or less; nearly half (47 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 81 days.

SSVF Homelessness Prevention

- SSVF assisted a total of 23,802 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 19 percent were living with family or friends at entry.

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.

- Nine out of every ten Veterans (90 percent) exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing (17,103) and successfully avoided shelter or the streets.
- The average length of participation in SSVF homelessness prevention among the 19,006 Veterans who exited during FY 2018 was 98 days.

Improvements in outcomes rely on capacity building and coordination across multiple providers and systems. SSVF has placed great emphasis on integrating its services with those of other community providers. Through SSVF's participation in local Homeless Management Information Systems (HMIS) and a requirement that grantees actively engage in community planning through coordinated entry, VA seeks to ensure that 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. Applicants for SSVF funding are required to secure letters from each CoC that will be served by SSVF describing how the applicant participates in the CoC's community planning process.

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

1. Introduction

This is the seventh Annual Report of the Supportive Services for Veteran Families (SSVF) program. The report describes the SSVF program and provides an overview of FY 2018 grantees (funds awarded through the FY 2017 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), 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 2018, 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 2019, U.S. Department of Housing and Urban Development (HUD) counted 37,085 homeless Veterans in the United States, a decrease of 50 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

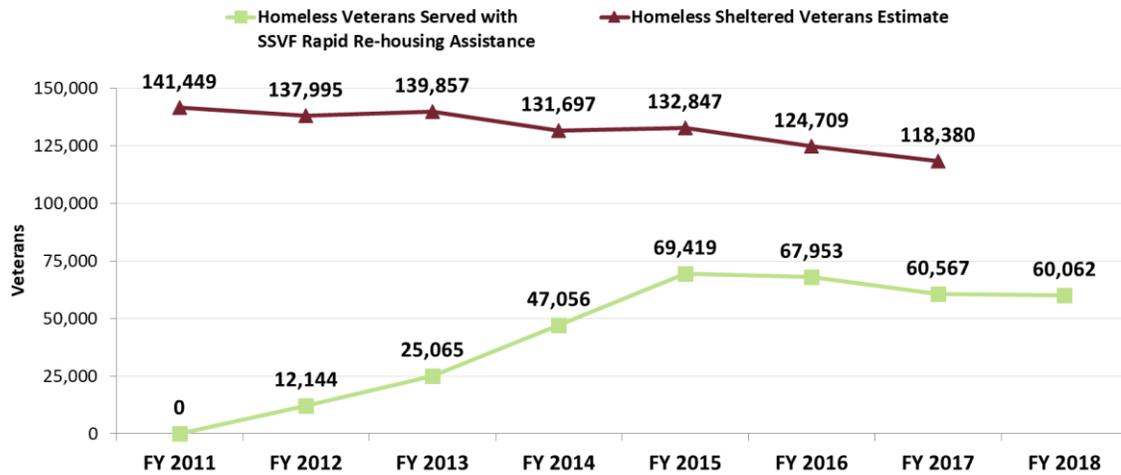
SSVF has been a critical resource for helping to re-tool local homelessness crisis response systems to better meet the needs of Veterans in crisis. Following evidence-based practices, SSVF assistance is focused on needs directly related to ending a Veteran family's homelessness, or preventing it when 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, *2019 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 2011-2018)

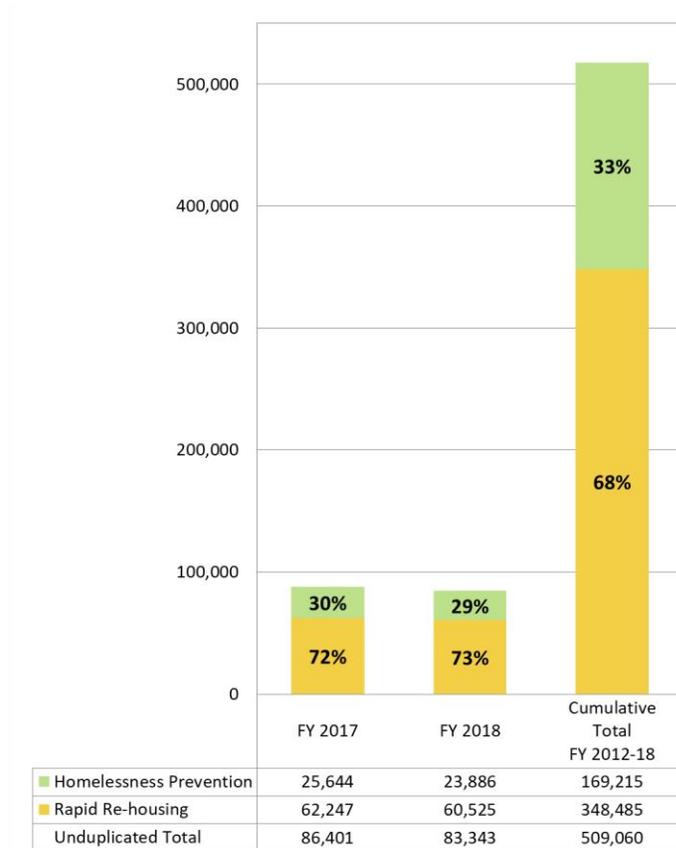
NOTE: AHAR Part 2 estimates include only sheltered homeless Veterans. Unsheltered Veterans who do not use shelter at any point during the year are not accounted for. However, this is believed to be a relatively small number of Veterans.

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 nine (9) percent of all sheltered homeless Veterans (12,144) received help from SSVF rapid re-housing to exit homelessness. This doubled in FY 2013 to 18 percent (25,065), and doubled again in FY 2014 to 36 percent (47,056).

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 peaked at 54 percent (67,953) in FY 2016. In FY 2017 and FY 2018, the percent dipped slightly to 51 percent, as the “surge” effort ended (Exhibit 1.1).

Exhibit 1.2: SSVF Households Served, by Housing Assistance Type (FYs 2012-2018)



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 83,343 Veteran households consisting of more than 127,460 people in this seventh year of program operations. In FY 2018, there were slight decreases in the numbers of households (-4 percent), total persons (-3 percent), and Veterans (-2 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 2018, grantees provided rapid re-housing services to 60,525 homeless Veteran households comprising 83,392 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 23,886 Veteran households consisting of 45,806 persons. A small number of households received both types of assistance.

Over the last seven years, SSVF grantees assisted 509,060 households, consisting of 799,802 people. Sixty-eight (68) percent of SSVF households received rapid re-housing assistance

over the seven years, whereas 33 percent received homelessness prevention assistance. One (1) 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 2018 saw 73 percent of households receive rapid re-housing assistance, the highest level since the program's inception, and a +8 percent change since the program's inception in FY 2012.

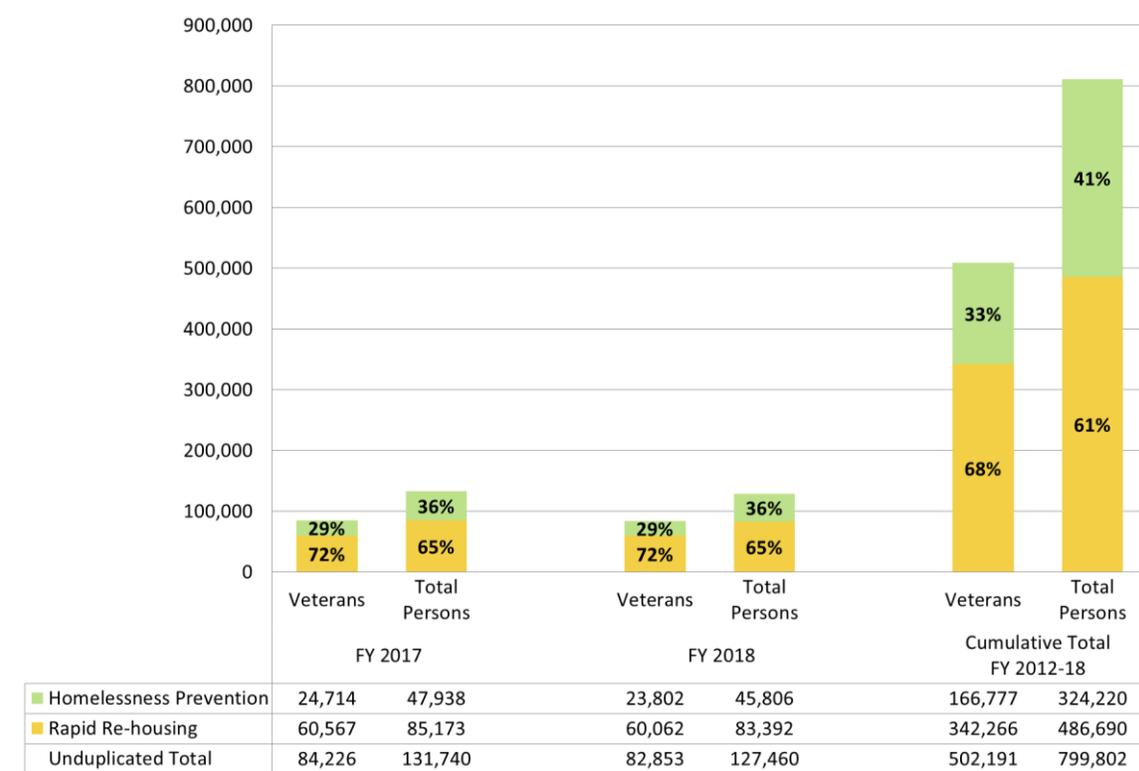
Three in ten (29 percent) FY 2018 SSVF households received homelessness prevention assistance, a decrease from 30 percent in FY 2017 and less than the cumulative SSVF total of 33 percent. One (1) percent of FY 2018 households received both rapid re-housing and homelessness prevention assistance, which was similar to previous SSVF program years.

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

The average Veteran household size has remained consistent across all seven 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.

Exhibit 1.3: SSVF Veterans and Total Persons Served, by Housing Assistance Type (FYs 2012-2018)



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

SOURCE: SSVF-HMIS Repository data.

SSVF has played a growing role in preventing and ending Veteran homelessness. As shown in Exhibit 1.3, nearly 800,000 (799,802) persons in Veteran households, including over 500,000 Veterans (502,191) were cumulatively served since SSVF began in FY 2012.

Of the Veterans served in FY 2018, 60,062 (72 percent) were literally homeless at entry into SSVF and received rapid re-housing assistance; the remaining 23,802 Veterans (29 percent) were imminently at risk of literal homelessness at program entry and received homelessness prevention assistance. A total of 1,011 Veterans (1 percent) received both rapid re-housing and homelessness prevention assistance during FY 2018.

At 72 percent, FY 2018 was the highest proportion of rapid re-housing assistance provided to Veterans compared with all prior years, as grantees and their community partners

increasingly sought to maximize the use of SSVF to assist every homeless Veteran in quickly exiting homelessness to permanent housing.¹⁸

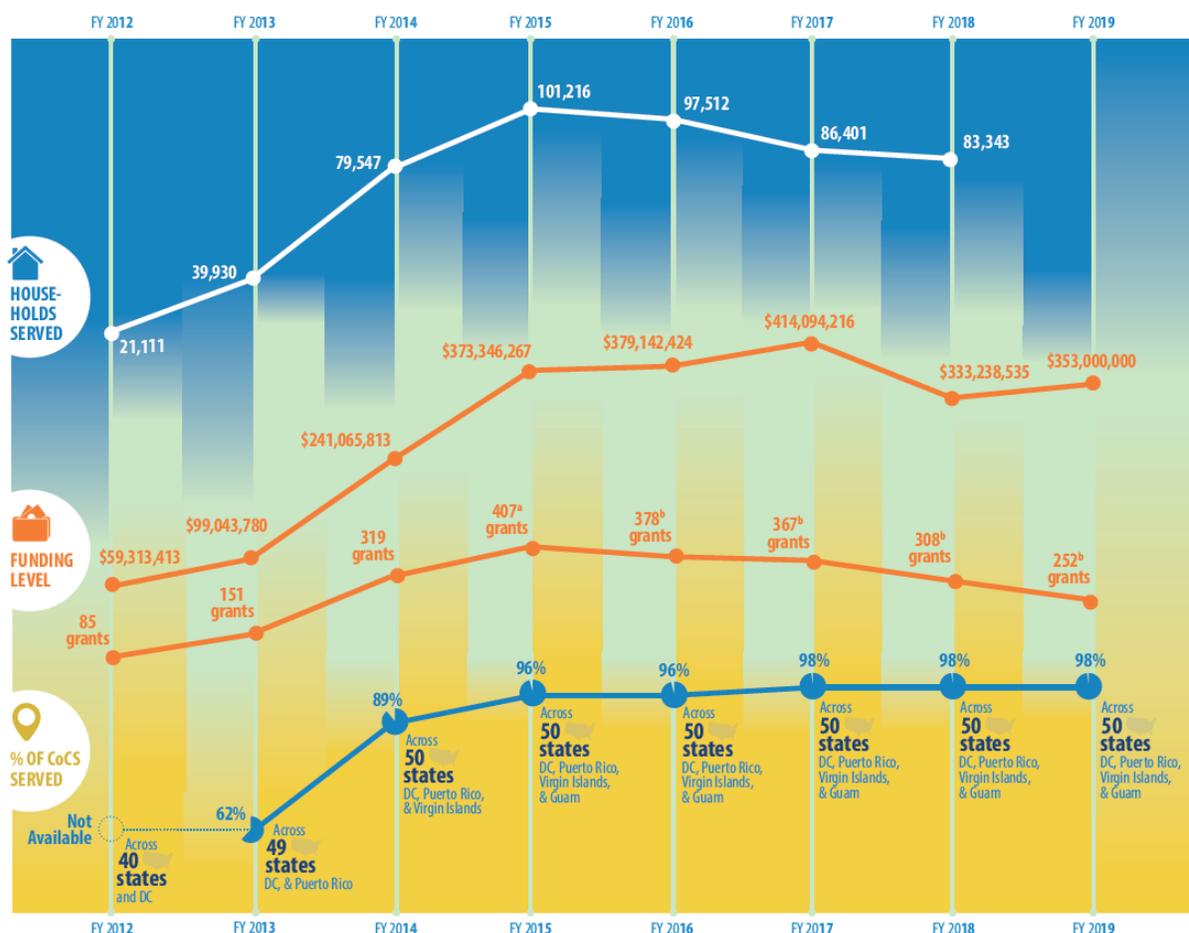
¹⁸ A slightly higher percentage of SSVF Veterans received rapid re-housing assistance in FY 2018 (72.49 percent) compared to FY 2017 (71.91 percent). Due to the use of rounding in Exhibit 1.3, both of those years' Veterans rapid re-housing assistance were displayed as 72 percent.

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 2018 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 2012-2019)¹⁹



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.

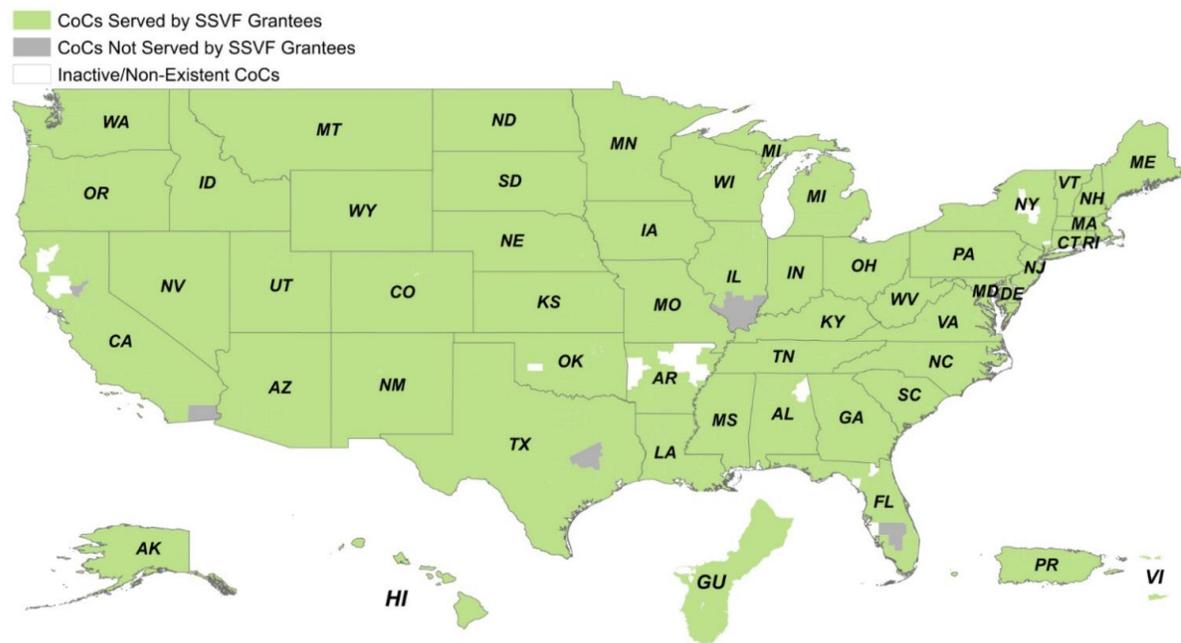
SOURCE: U.S. Department of Veterans Affairs.

Of SSVF’s 308 FY 2018 grantees, 288 were eligible for 30-day extensions to complete their grant agreements. Of those 288 grantees on a 12-month budget, 75 requested grant extensions, with over 99 percent of all awarded funds being expended by October 31, 2018. Annual funding levels for SSVF differ from annual appropriation levels. Funds carried from

¹⁹ Grantees received extensions for some of their grant awards.

previous fiscal years, as occurred during the multi-year surge awards beginning in 2015, can increase annual funding levels or actual spending above annual appropriations.

Exhibit 2.2: Geographic Coverage of SSVF Grantees (FY 2018)



SOURCE: U.S. Department of Veterans Affairs.

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

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

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

2.2 Financial Expenditures

Of 308 total grantees in FY 2018, 288 were eligible for 30-day extensions to complete their grant agreements. Of those 288 grantees on a 12-month budget, 75 requested grant extensions, with over 99 percent of all awarded funds being expended by the end of October 2018.

An important flexible feature of the SSVF program is its ability to quickly respond to needs, exemplified by its capacity to quickly shift funds to a federal disaster area. SSVF’s regulatory structure was designed to allow for the changing demands of Veteran households in need. That has allowed for SSVF to target resources based on the latest and best available

data. For example, 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 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, through FY 2018. This is an example of the regulatory flexibility SSVF has to dynamically respond to emerging needs by targeting resources based on the latest, and best available data, including in situations such as serving federal disaster areas.

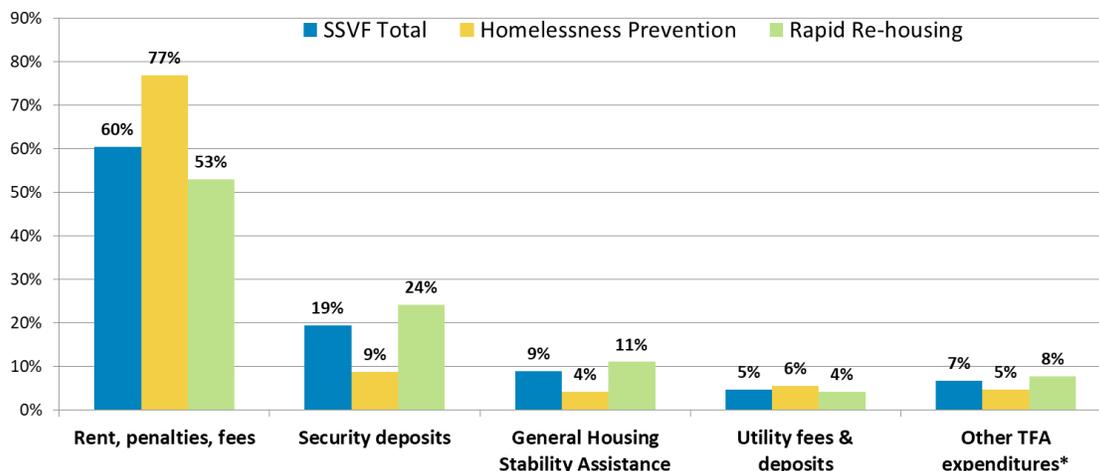
In FY 2018, SSVF grantees spent the largest share of award funds (58 percent) on staff and labor costs for case management, outreach, and program management; the second largest share was spent on TFA (33 percent).²⁰ Just nine (9) percent of grantee expenditures were used for administrative costs.

As established in the SSVF NOFA, grantees are not allowed to expend more than 50 percent of grant funds on TFA. VA established this limit to ensure that program services would consist of more than emergency financial aid, and that Veterans would receive assistance designed to sustain housing once their immediate homelessness or imminent risk of homelessness was resolved. Because SSVF interventions are generally brief (the average intervention was 116 days in FY 2018), 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.

²⁰ 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 2018 program year, which ended on September 30, 2018.

2.3 Temporary Financial Assistance

Exhibit 2.3: TFA Expenditures, by Type (FY 2018)



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

SOURCE: SSVF-financial reports.

In FY 2018, rent-related assistance was the largest TFA category for both assistance types, consisting of 77 percent of homelessness prevention TFA and 53 percent of rapid re-housing TFA. Security deposit assistance made up the second largest TFA expenditure, at nine (9) 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. TFA funding provides for expenses associated with moving into or securing permanent housing, items necessary for life or safety provided on a temporary basis to address an emergency, as well as expenses associated with gaining or keeping employment. Eleven (11) percent of rapid re-housing TFA funds went to general housing stability assistance, compared with only four (4) percent of homelessness prevention TFA.

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

CLIENT SUCCESS STORIES

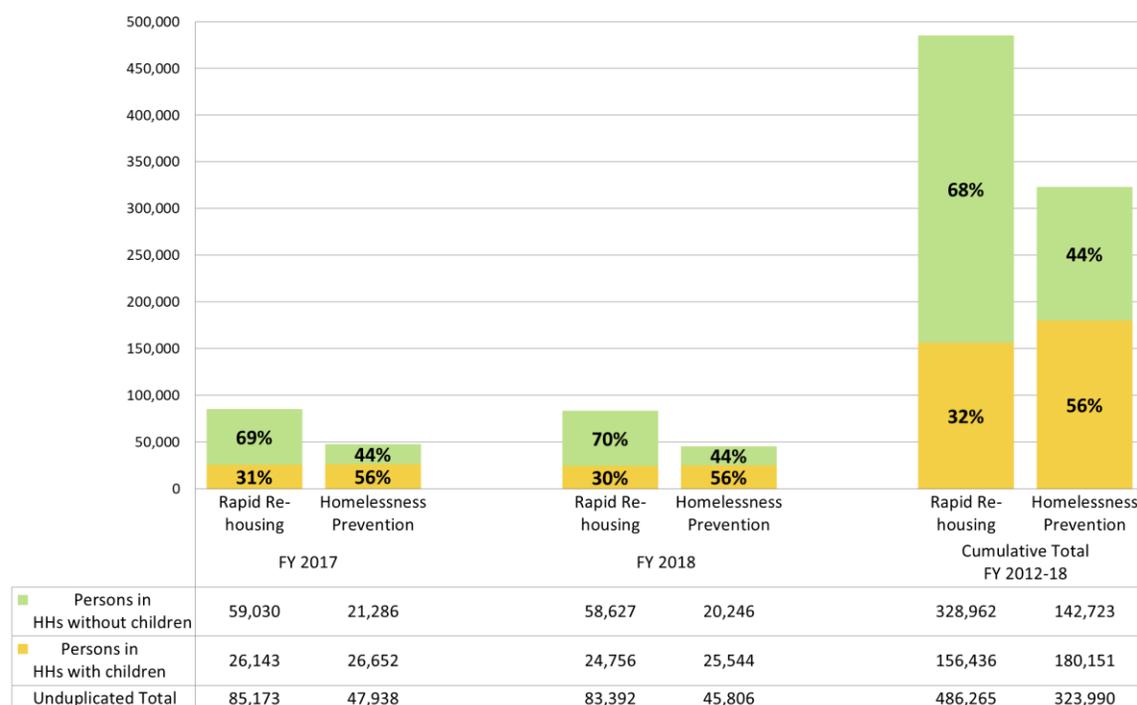
Charleston, SC - Mr. G is a Navy Veteran who was recently released from prison and found himself with no place to live. He was staying in an emergency shelter where he was quickly connected with an SSVF case manager for rapid re-housing services. His case manager helped find him an apartment that he has maintained for almost a year now. Mr. G sought employment and before long was working at a local restaurant at night; he also enrolled in classes at the local community college. He recently paid off fines and got his driver's license reinstated and is now gainfully employed at a shipyard. He will soon start employment with the local water company and is still working on his associate's degree. In his free time, Mr. G volunteers at a drop-in center for people experiencing homelessness.

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 2018 awarded grants are examined.

3.1 Overview of Persons and Household Types Served

Exhibit 3.1: SSVF Persons Served, by Household Type (FYs 2012-2018)



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

SOURCE: SSVF-HMIS Repository data.

Since the program’s inception, most persons in households (HHs) without children (68 percent, or 328,962) assisted by SSVF have been literally homeless and received rapid re-housing assistance, whereas most persons in households with children (56 percent, or 180,151) assisted by SSVF have been at-risk and received homelessness prevention assistance. FY 2018 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 2018 grantees. These included:

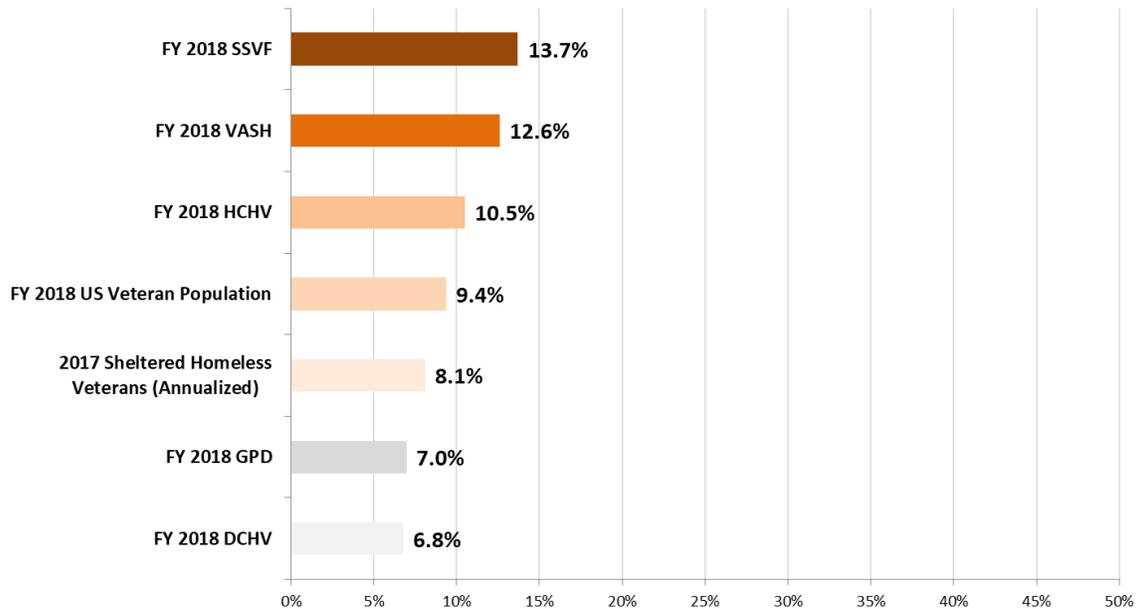
- Veteran households earning less than 30 percent of area median income
- Veterans with at least one dependent family member
- Households with one or more female Veterans
- Returning Veterans from Afghanistan or Iraq

Across all grantees, 76 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 (16 percent, or 13,674) Veteran households served by SSVF had at least one dependent child (under age 18) at program entry, including 27,454 children (22 percent of all participants). Additionally, 17 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.

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.2: Percentage of Women Veterans Among Veteran Programs and Populations (FY 2018)



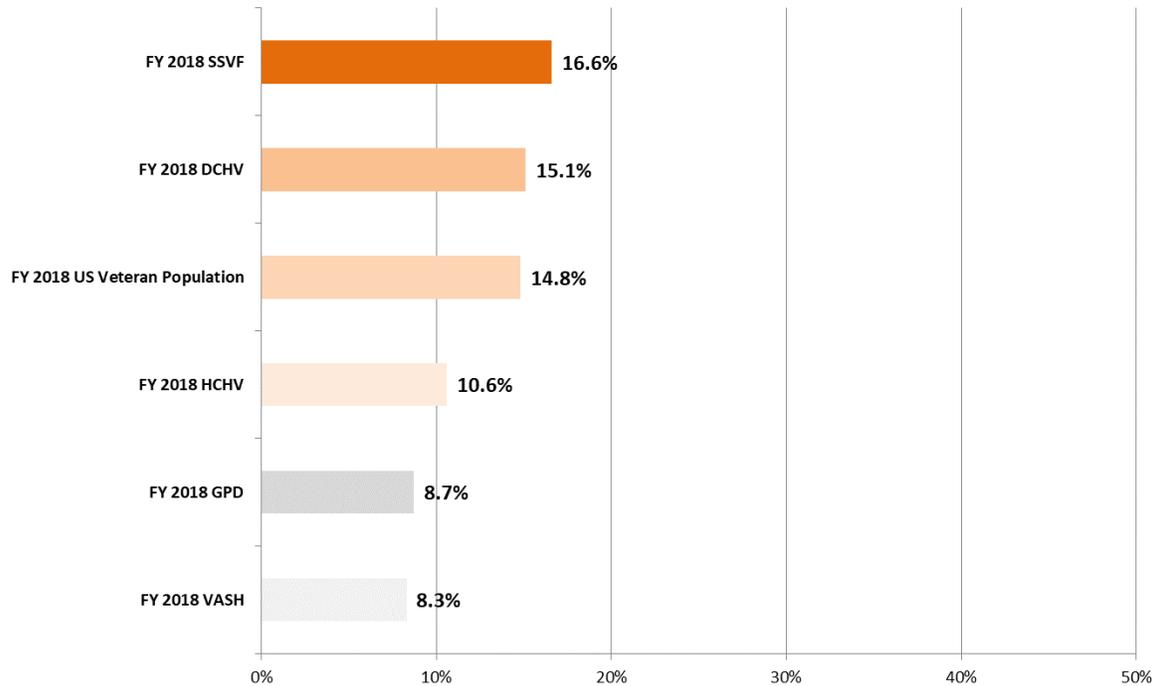
NOTE: In addition to SSVF, there are four other national VA homelessness programs included in this exhibit: HUD-Veterans Affairs Supportive Housing (HUD-VASH) program provides permanent supportive housing; Grant and Per Diem (GPD) is a transitional housing and safe haven residential assistance program;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

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

SSVF has served the highest proportion of women of any VA homeless initiative for each of the past four years. This may be due, in part, to the number of households with children served with SSVF homelessness prevention assistance. Overall, 13.7 percent of Veterans served by SSVF in FY 2018 were women (11,351)—significantly higher than the percentage of female Veterans served nationally in shelter programs (8.1 percent).

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.3: Percentage of Returning Veterans from Afghanistan or Iraq Among Veteran Programs and Populations (FY 2018)



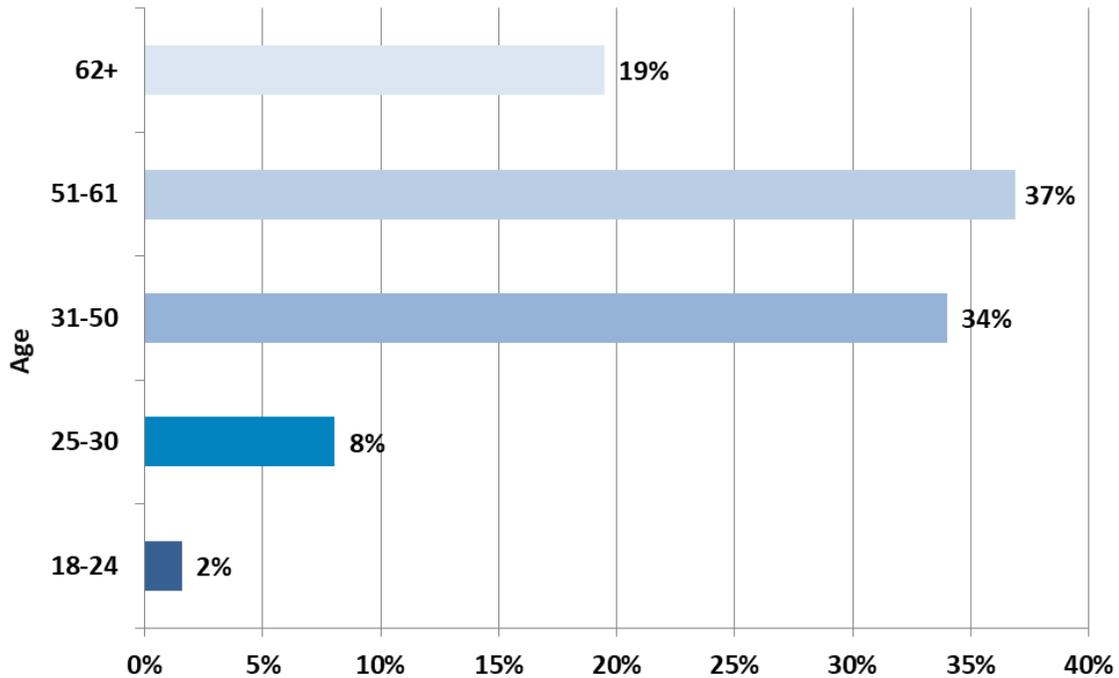
NOTE: Aside from SSVF, there are four other national VA homelessness programs included in this exhibit: (1) HUD-Veterans Affairs Supportive Housing (HUD-VASH) program provides permanent supportive housing; Grant and Per Diem (GPD) is a transitional housing and safe haven residential assistance program; 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 2018, the SSVF program served 82,853 Veterans. Among these Veterans, 16.6 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-seven (67) percent of those Veterans received rapid re-housing assistance, 34 percent used homelessness prevention assistance, and one (1) percent used both assistance types. The availability of low-barrier access to services, due to SSVF's emphasis on Housing First, 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 2018)



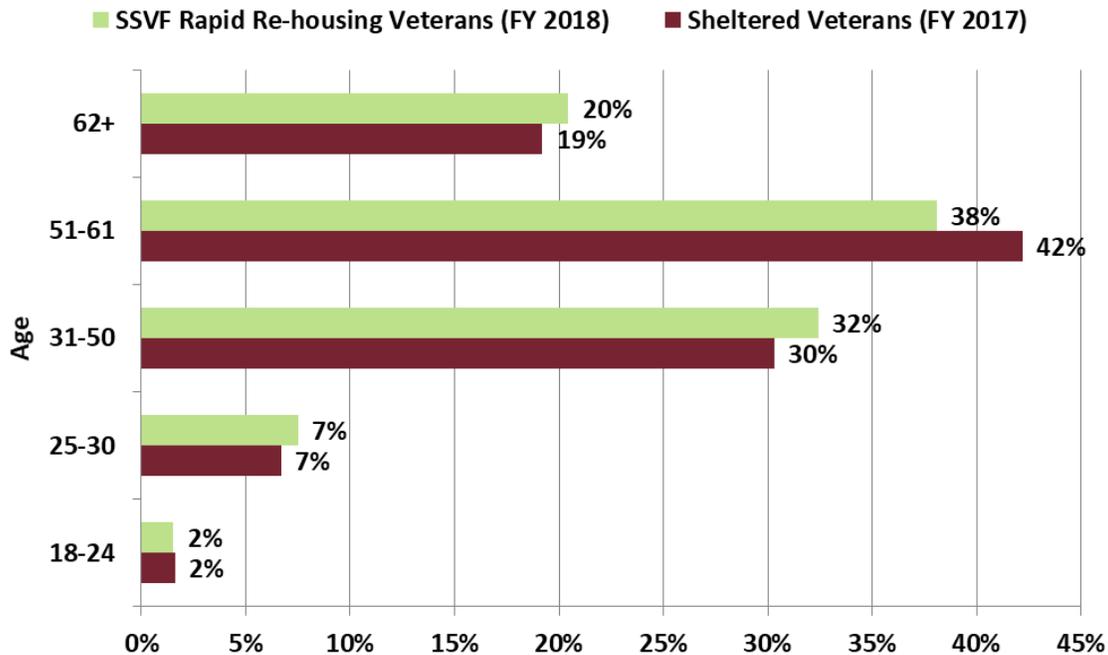
SSVF Veterans= 82,853

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-twelfth (8 percent) of Veterans served were ages 25 to 30 or younger at program entry and just 2 percent were ages 18 to 24. At the older end, nearly one-fifth (19 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



SSVF Rapid Re-housing Veterans= 60,062; Sheltered Veterans= 118,380

SOURCE: AHAR; SSVF-HMIS Repository data.

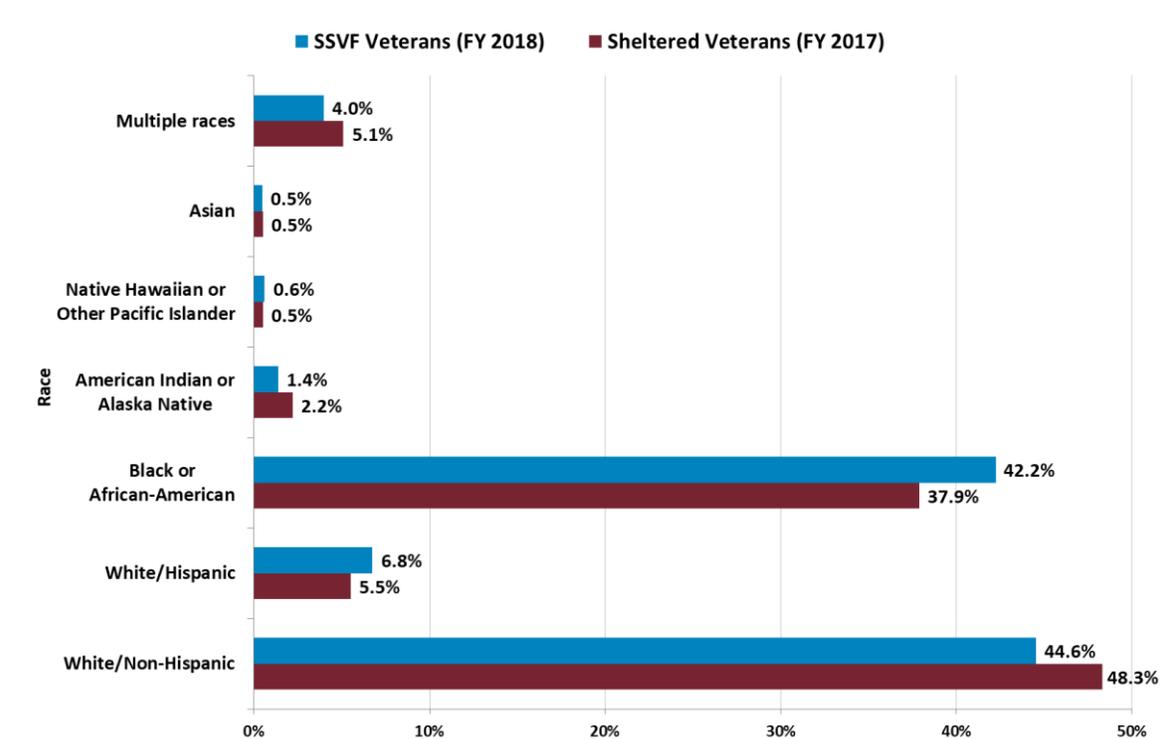
Exhibit 3.5 compares literally homeless Veterans who received SSVF rapid re-housing assistance with sheltered Veterans in FY 2018 by age group. In FY 2018, homeless Veterans served by SSVF grantees were in very similarly age ranges to sheltered Veterans nationwide. SSVF rapid re-housing Veterans in the 51 to 61 age group are four (4) percent less than in shelters, while the 31 to 50 age group is two (2) percent higher than in shelters. Two factors are key to this difference: First, 13 percent of SSVF Rapid Re-housing Veterans were in households with children compared to just three (3) percent of sheltered Veterans. These households tend to have younger Veterans.²¹ 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.²²

²¹ In FY 2018, SSVF Rapid Re-housing Veterans in households with children were an average of 40 years old, while SSVF Rapid Re-housing Veterans in households without children were 52 years old on average.

²² In FY 2018, SSVF female Veterans were an average of 43 years old, while male SSVF Veterans were an average of 52 years old.

Section 3: SSVF Participants and Their Characteristics

Exhibit 3.6: Veterans Served, by Race



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

SOURCES: SSVF-HMIS Repository data; AHAR data.

Most SSVF Veterans served were white, non-Hispanic (45 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 (4 percent), Native Hawaiian/Other Pacific Islanders (1.5 percent), and less than 1 percent each of American Asians (0.6 percent) and Indian or Alaskan Native (1.4 percent). Overall, 56 percent of SSVF Veterans served were members of a minority racial group.

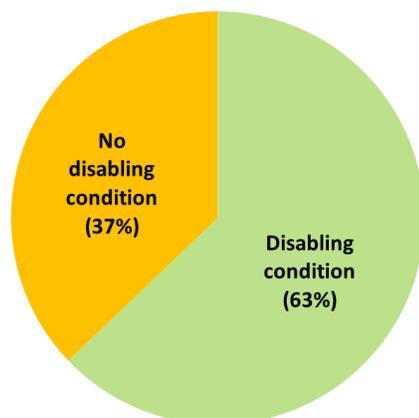
SSVF served a greater percentage of Veterans in minority racial groups than Veterans served in shelters nationwide (56 percent versus 52 percent). On the whole, this suggests that SSVF providers are doing well in their efforts to avoid disparities in service provision to different racial groups.²³

²³ AHAR 2017, Part 2.

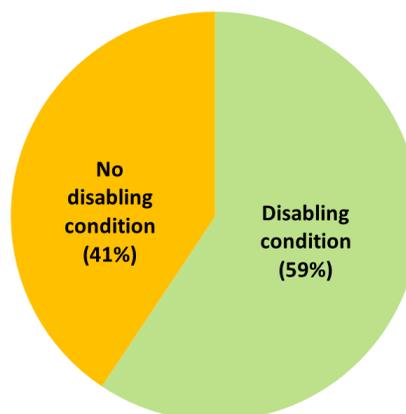
Section 3: SSVF Participants and Their Characteristics

Exhibit 3.7: Disability Status for SSVF Veterans

SSVF Veterans, FY 2018



Sheltered Veterans, FY 2017



SSVF Veterans= 82,853; Sheltered Veterans= 118,380

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

In FY 2018, more than three in five (63 percent, or 52,081) Veterans assisted through SSVF had a disabling condition.²⁴ The disability rate for Veterans receiving rapid re-housing and homelessness prevention assistance was nearly identical at 63 percent and 64 percent, respectfully.

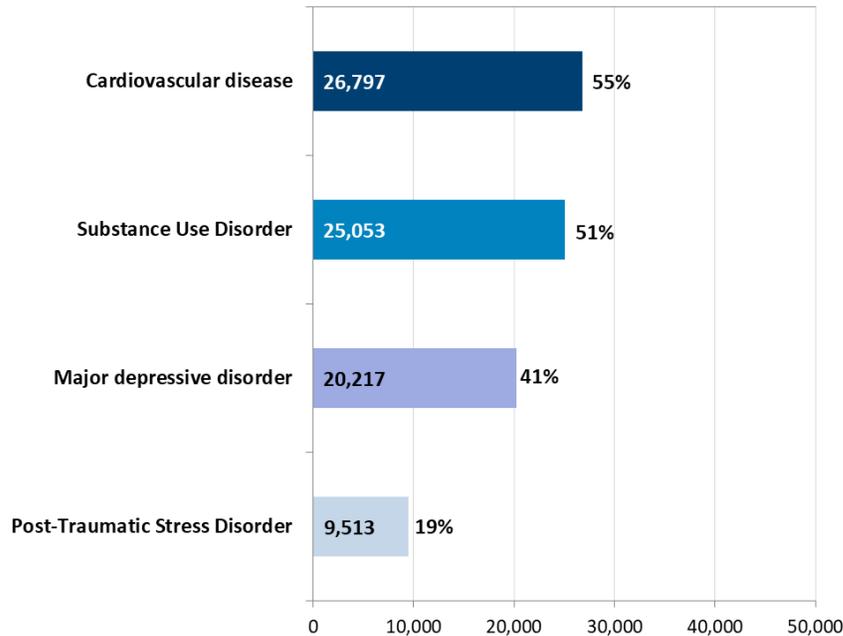
The disability rate for SSVF was four (4) percentage points higher than that of all sheltered homeless Veterans (63 percent versus 59 percent). Overall, SSVF Veterans have disability rates twice that of the total U.S. Veteran population (29 percent) in FY 2017 and 3.9 times higher than the disability rate among the U.S. adult homeless population (16 percent).²⁵

²⁴ “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.

²⁵ 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 2018)



n=49,133

SOURCE: Veterans Health Administration Support Service Center.

Exhibit 3.8 shows the major health problems found among Veterans who both exited SSVF during FY 2018 and received health care services from the Veterans Health Administration (VHA). In FY 2018, of the 62,154 Veterans who exited SSVF, 49,133 (or 79 percent) were documented to have received VHA services. Five in nine (55 percent) of these 49,133 Veterans had a history of cardiovascular disease, 51 percent had a substance use disorder, 41 percent had a major depressive disorder, and 19 percent had post-traumatic stress disorder.

3.4 Prior Living Situations and System Coordination

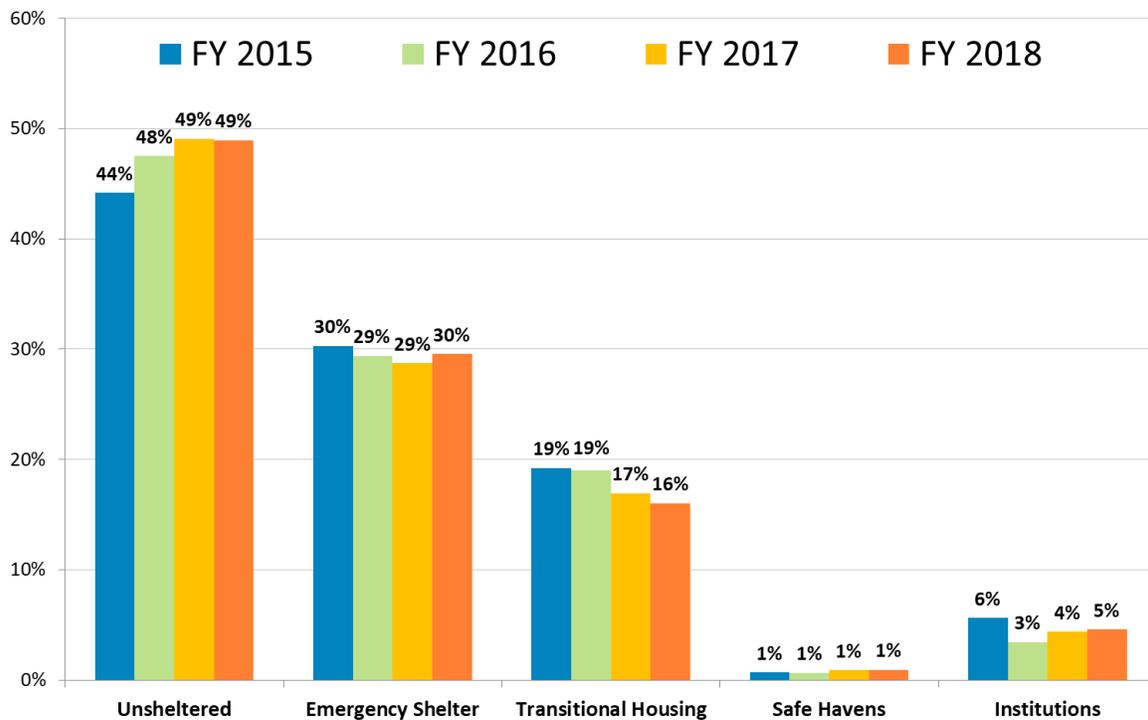
The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act amendment to the McKinney-Vento Homeless Assistance Act mandates that Continuums of Care (CoCs) establish coordinated entry systems that feature a standardized access and assessment process for all participants, and a coordinated 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 2015-2018)



NOTES: This exhibit includes only Veterans who entered SSVF and received rapid re-housing from homeless situations. The datasets from FYs 2015, 2016, 2017 and 2018 exclude 14,548, 6,266, 5,360, and 4,755 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.

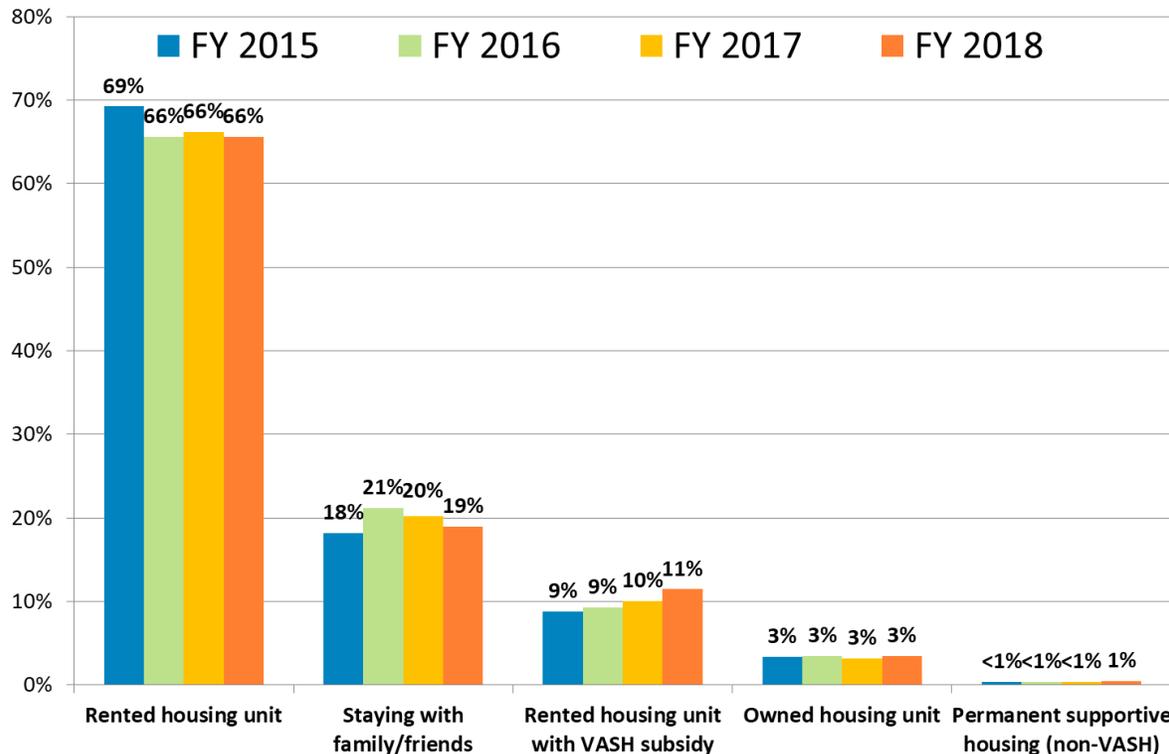
SOURCE: SSVF-HMIS Repository data.

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 44 percent in FY 2015 to 49 percent in FY 2018.

At the same time, the proportion of Veterans receiving rapid re-housing assistance from transitional housing decreased by three (3) percent, while entries from emergency shelters remained steady. Entries of Veterans from institutional setting decreased by just one (1) 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 2015-2018)



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 2018, 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 19 percent of these Veterans were staying in housing units owned or rented by family or friends.

Section 3: SSVF Participants and Their Characteristics

Eleven (11) percent of Veterans entered the program while staying in a rental unit subsidized with a HUD-VASH voucher, which is a form of permanent supportive housing; whereas just one (1) percent were in a non-VASH permanent supportive housing unit at entry to SSVF homelessness prevention. The remaining three (3) percent came from a housing unit that the household owned.

Over the last four years, Veteran homelessness prevention entries from rental housing units decreased slightly (-3 percent) while entries from rental units subsidized with a HUD-VASH voucher increased slightly (+2 percent).

Related Research

SOURCE: Byrne, T., Cusack, M., Montgomery, A., & True, F. (2018). Challenges and Strategies for Serving Unstably Housed Veterans in Rural Areas: Evidence from the Supportive Services for Veteran Families (SSVF) Program. Retrieved from

https://www.va.gov/HOMELESS/nchav/docs/Byrne_ChallengesStrategiesServingUnstablyHousedRuralVeterans_Oct2018.pdf.

This brief reviews three categories of challenges for serving rural Veterans in unstable housing situations: 1) Identifying unstably housed Veterans in rural areas; 2) Providing services given the resource context in rural areas; 3) Leveraging effective collaboration to serve Veterans in rural areas. The brief uses data from telephone interviews with 24 SSVF grantees across 17 states to detail out the challenges and strategies for serving those rural Veterans.

SSVF grantees in rural areas identified the need for more emergency shelter and/or more short-term housing options. Lack of emergency shelter inhibited grantees' ability to serve homeless Veterans with continuity. Additionally, gaps were identified in mental health services and case management for Veterans with more intensive mental health needs, transportation resources, flexible financial resources (e.g. for cell phones, travel, etc.), vocational training/support, and application support for other Veteran programs.

CLIENT SUCCESS STORIES

Taney County, MO: Mr. L is a married Veteran with four children, including a set of twins with autism. He had been working as an independent contractor in the construction industry for more than 15 years with no health insurance.

In 2018, the Veteran fell from a scaffold, severely injuring his back and legs. That left his wife as the family's sole financial provider. Then, she too got injured in a pedestrian vehicle accident, leaving her unable to work. The family fell behind on rent, utilities, and other necessities.

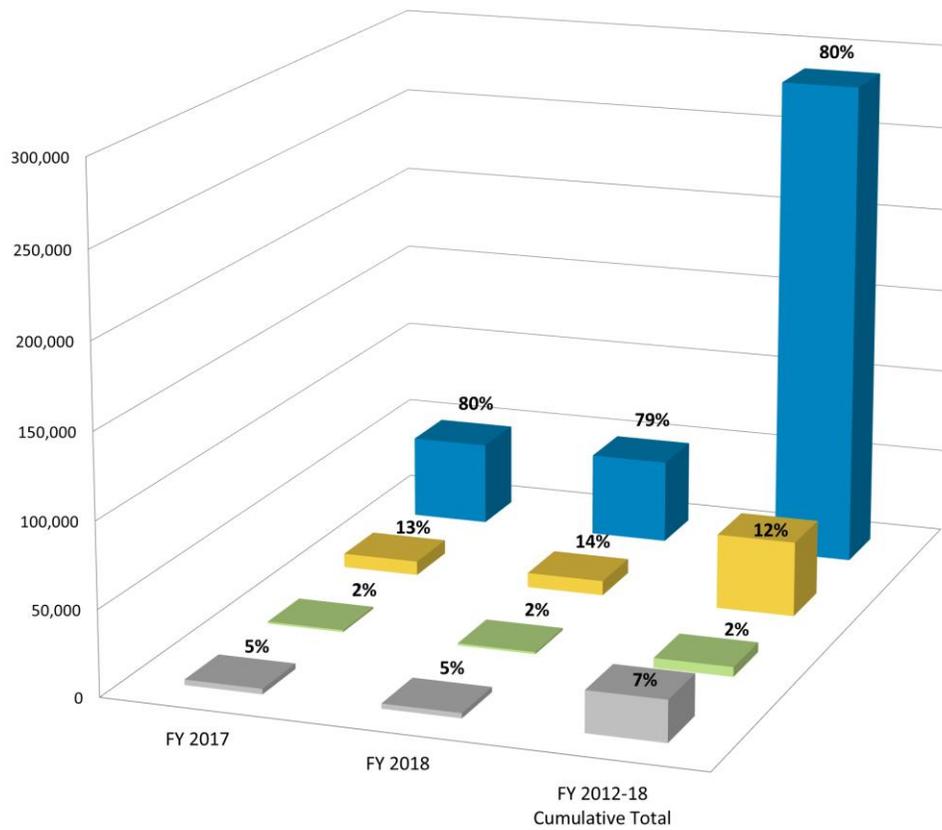
Mr. L was referred to SSVF to help his family avoid homelessness. His local SSVF provider, Catholic Charities of Southern Missouri, assisted the family by paying their rental and utility arrears. That allowed them to remain in their home and, crucially, kept the family's children in their same school district. Additionally, SSVF assisted Mr. L in obtaining VA health benefits and SSDI benefits. As a result, the family was able to maintain their housing and Mr. L's wife was able to get a part time job and enroll as a part time student in community college. Those changes are helping increase the family's housing stability.

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 2012-2018)



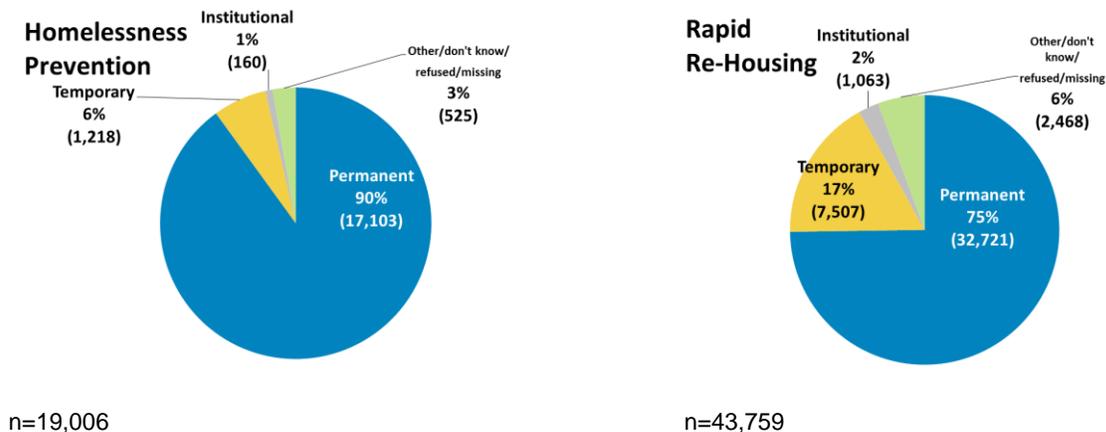
	FY 2017	FY 2018	FY 2012-18 Cumulative Total
Permanent	48,926	49,346	287,372
Temporary	8,239	8,627	44,087
Institutional	1,166	1,215	5,723
Other/ Don't Know/Refused/Missing	3,181	2,966	24,148
TOTAL	61,512	62,154	361,330

SOURCE: SSVF-HMIS Repository data.

Section 4: SSVF Program Results

Since SSVF's inception, 361,330 Veterans have exited SSVF, with 287,372 (80 percent) of them having successfully exited to permanent housing destinations.²⁶ Of the 44,087 Veterans (12 percent) who exited to temporary destinations, 19,217 (5 percent of total) went to sheltered homelessness programs, 12,799 (4 percent of total) went to stay with friends or family temporarily, and 10,506 (3 percent of total) were reported to have exited to unsheltered locations. Just two (2) percent (5,723) went to institutional destinations, including general hospitals, psychiatric hospitals, substance abuse treatment facilities, jail, or prison. The remaining 24,148 Veteran exiters (7 percent) went to unknown or other destinations.

Exhibit 4.2: Veteran Exits, by Housing Outcome and Assistance Type (FY 2018)



n=19,006

n=43,759

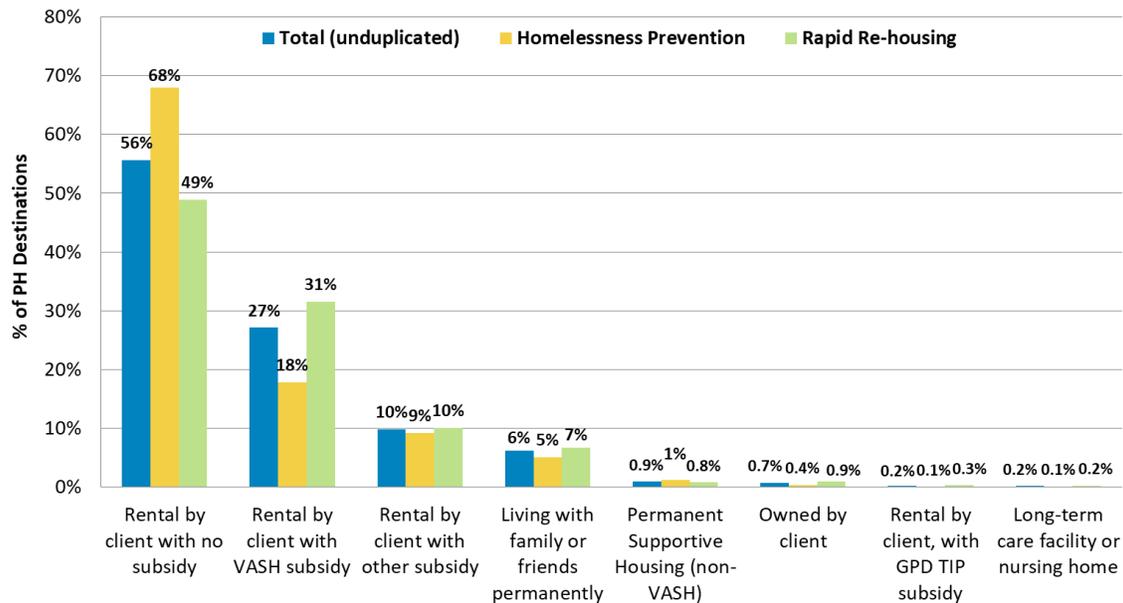
SOURCE: SSVF-HMIS Repository data.

As shown in Exhibit 4.2, in FY 2018 nine in ten Veterans exiting SSVF homelessness prevention assistance maintained their housing unit or found other permanent housing (17,103 or 90 percent). Meanwhile, nearly three-quarters of Veterans exiting SSVF rapid re-housing programs successfully ended their homelessness and moved into permanent housing (32,721 or 75 percent).

Of the 17 percent of rapid re-housing Veterans who exited to temporary destinations, six (6) percent (2,440) are known to have exited into unsheltered homelessness situations. Likewise, of the six (6) percent of homelessness prevention Veterans who exited to temporary destinations, less than one (1) percent (86) exited to unsheltered homelessness situations. Three (3) percent of homelessness prevention and rapid re-housing Veterans went to temporary housing with family or friends. Though seven (7) percent of rapid re-housing Veterans exited to sheltered locations, only one (1) percent of homelessness prevention Veterans exited to shelters.

²⁶ Across SSVF program years, it is not currently possible to un-duplicate service data. The "cumulative total" represents the sum of the Veterans served each program year.

Exhibit 4.3: Permanent Housing Destinations of Veteran Permanent Housing Exiters (FY 2018)



n= 49,344

SOURCE: SSVF-HMIS Repository data.

SSVF placements that included use of HUD-VASH vouchers remained high in FY 2018 at 27 percent of all permanent housing exits. Possible factors that have contributed to this increase include:

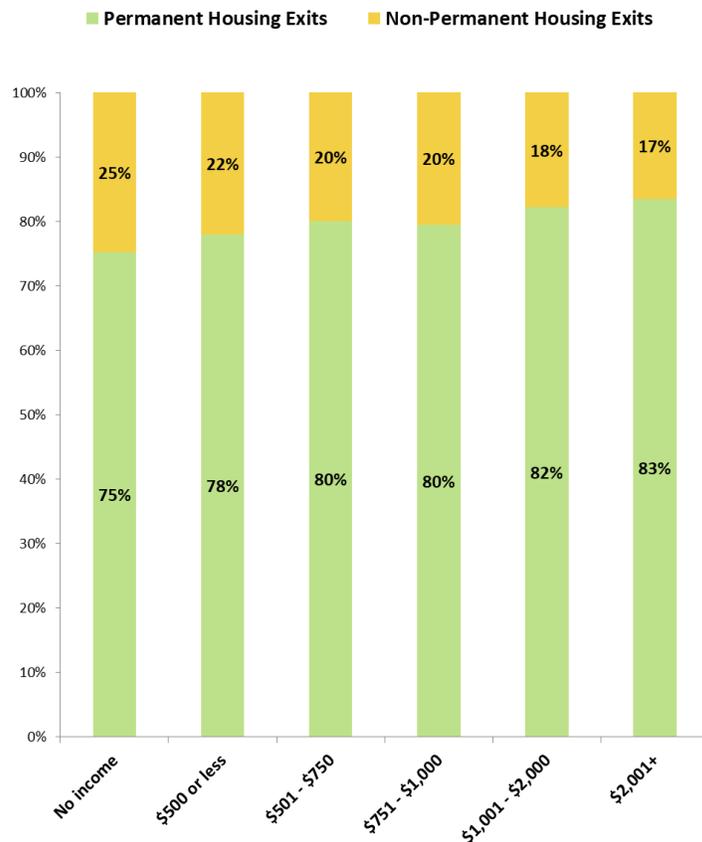
- As the number of homeless Veterans decline, those remaining tend to have higher needs. This may be reflected by the increasing rates in disability, rising from 51 percent in FY 2015 to 63 percent in FY 2018.
- The sharp reduction in homelessness among Veterans has meant that more resources could be 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 2018, more than half (56 percent) were in unsubsidized rental housing at program exit. About a quarter (27 percent) successfully moved into or remained in HUD-VASH subsidized rental unit. Housing units with other housing subsidy programs accounted for 10 percent of permanent housing exits. Just 6 percent exited SSVF to live permanently with family or friends, while all four other non-VA subsidized permanent housing destinations accounted for two (2) percent of these exits, including non-VASH permanent supportive housing (0.9 percent), owned by client (0.7 percent), rental by client with VA Grant and Per Diem Transition in Place subsidy (0.2 percent), and long-term care facility or nursing home (0.2 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, 68 percent of Veterans who received homelessness prevention assistance successfully moved to or retained unsubsidized rental housing, compared with 49 percent of Veterans exiting rapid re-housing to permanent housing. On the other hand, 31 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 2018)



n= 62,154

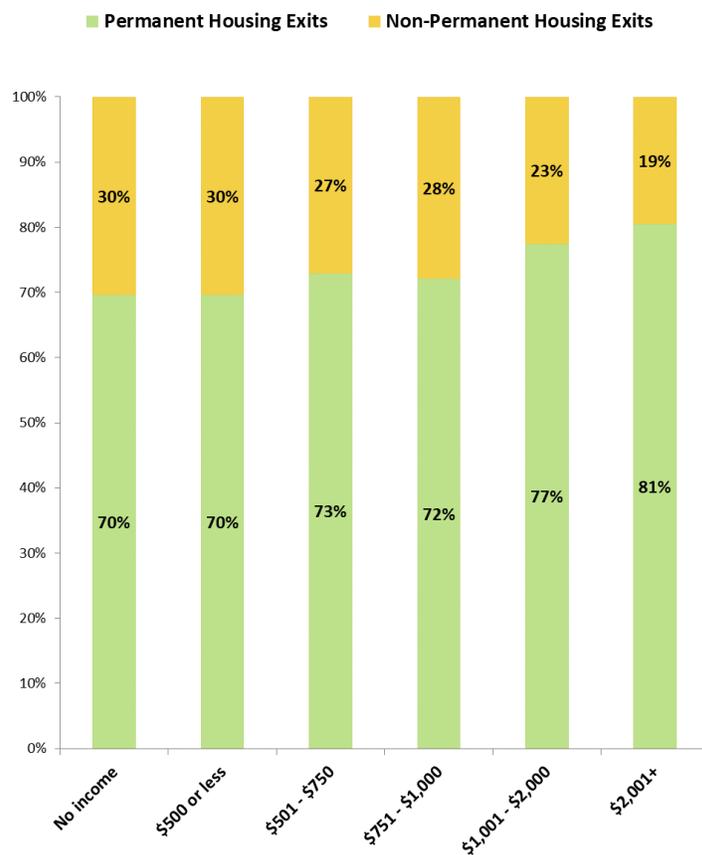
NOTE: Data are for Veterans who exited SSVF programs and do not include income changes experienced by other non-Veteran household members.

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

homelessness without SSVF assistance.²⁷ 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 75 percent and 78 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 five (5) percent.

Exhibit 4.5: Permanent Housing Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding HUD-VASH Exits (FY 2018)



n= 48,894

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

²⁷ 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/.

SOURCE: SSVF-HMIS Repository data.

Exhibit 4.5 differs from the previous exhibit in that it shows permanent housing success rates for Veterans excluding those exiting with a HUD-VASH voucher. Comparing the results from these two exhibits, permanent housing success rates are most reduced for income groups with \$1,000 or less in monthly income (–6 percent) compared with the \$1,001 or more group (–4 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 2013-2018)

	<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
FY 2018	98 days	123 days	116 days

SOURCE: SSVF-HMIS Repository data.

In FY 2018, the average length of participation for Veterans who received SSVF rapid re-housing services was 25 days longer at 123 days (about 4 months) compared to Veterans who received SSVF homelessness prevention services at 98 days (about 3 months). Rapid re-housing Veterans were literally homeless at the time of their enrollment, which usually led to the need for additional time for housing search and move-in activities.

Overall, the average length of participation for SSVF in FY 2018 was 116 days. This was an increase of 15 days since FY 2013, but was fairly stable over the past 3 years (ranging from 116 to 118 days). 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 (+1 day from FY 2013). Such increases are likely attributable to a combination of factors, including better targeting to higher-barrier households, the ongoing challenge of helping Veterans find and sustain suitable permanent housing in high-cost, low-vacancy housing markets, and the increased proportion of unsheltered Veterans served with SSVF rapid re-housing services (+9 percent since FY 2014).

The shrinking availability of affordable housing has been a growing challenge for SSVF grantees' working to quickly re-house Veterans experiencing homelessness. Additionally, the increasingly complex needs of SSVF participants (as reflected in the rise in disability rates from 55 percent in FY 2013 to 63 percent in FY 2018 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.²⁸

²⁸ 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.

Exhibit 4.7: Comparison of Veteran Exiters, by Assistance Type (FY 2018)

<i>Assistance Type</i>	<i>Length of Participation</i>	<i>Length of Participation by Assistance Type</i>
Homelessness Prevention	90 days or less	60%
	91 to 180 days	28%
	181 days or more	12%
Rapid Re-housing	90 days or less	48%
	91 to 180 days	31%
	181 days or more	21%

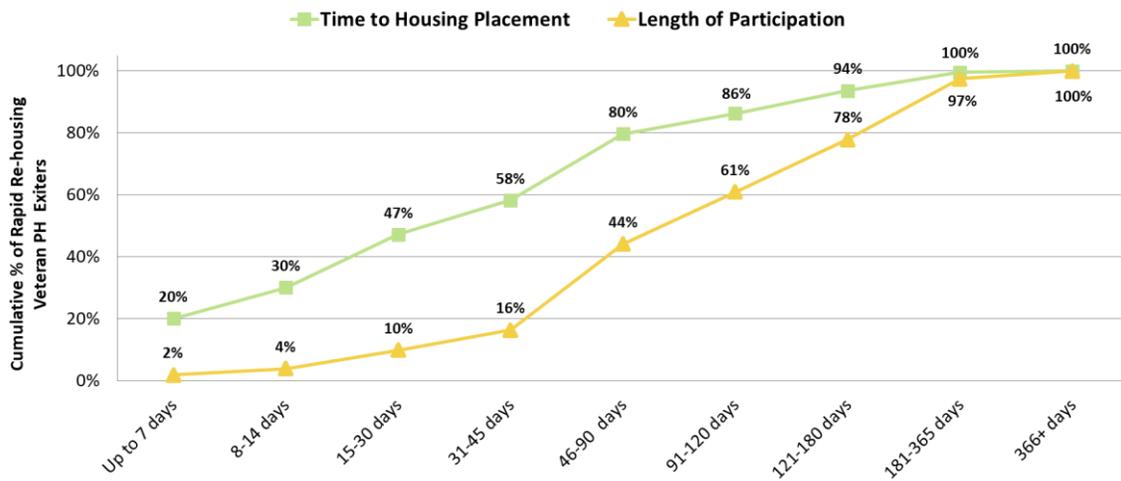
n=62,154

SOURCE: SSVF-HMIS Repository data.

Of the 18,601 Veterans who received SSVF homelessness prevention assistance and exited the program in FY 2018, three in five were enrolled in the program for 90 days or less (60 percent), and two in five exited after 90 days (40 percent). Just one in eight (12 percent) exiting Veterans who received homelessness prevention assistance participated for 181 days or more.

The length of participation distribution is similar for the 43,043 Veterans who exited after receiving rapid re-housing assistance. Somewhat more Veterans left in 90 days or less (48 percent) than left in 91 to 180 days (31 percent), whereas the lowest percentage exited after 181 days or more (21 percent).

Exhibit 4.8: Time to Housing Placement and Length of Participation Among Rapid Re-housing Veteran Exiters (FYs 2015-2018)



n= 138,972

NOTES: Time to housing data were not reported for 33,701 (24 percent) of the 138,972 cumulative Veterans who exited to permanent housing destinations who received rapid re-housing assistance from FY 2015 through FY 2018. Since this data element’s establishment in FY 2015, the not reported percentage of time to housing data has decreased each year. This data element has seen greater integration into grantees’ staff data collection protocols and into HMIS software vendors’ data quality flags and reporting features.

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

SOURCE: SSVF-HMIS Repository data.

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

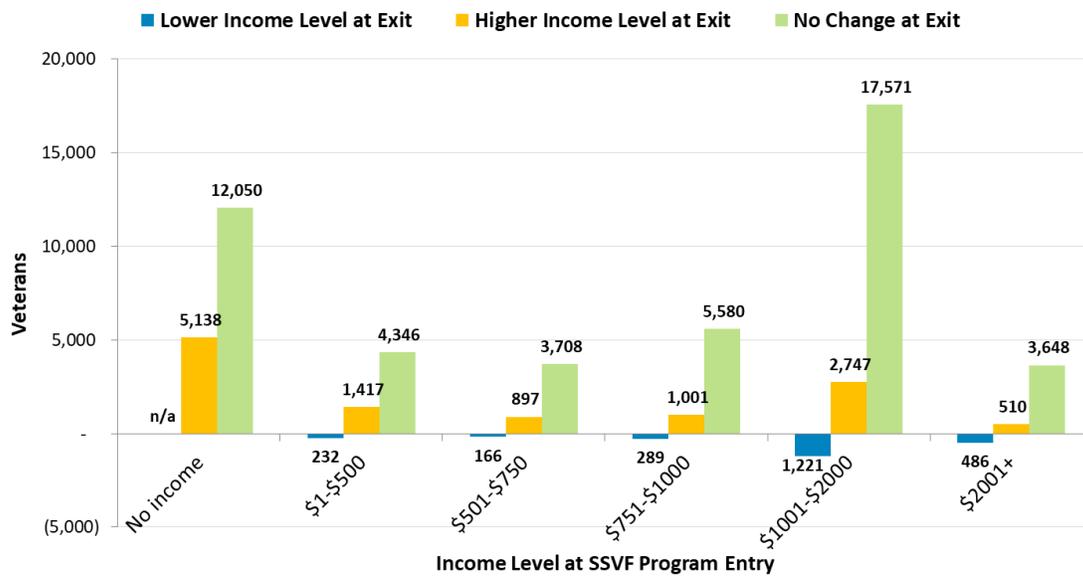
As shown in Exhibit 4.8, the permanent housing placement date for Veterans usually occurs months ahead of exit from SSVF. For those Veterans who successfully exited SSVF rapid re-housing to permanent housing between FY 2015 and FY 2018, it took an average of 81 days to exit homelessness to permanent housing and, on average, another 45 days to exit the program. Put another way, the average Veterans successfully assisted with SSVF rapid re-housing spent 126 days enrolled in SSVF, with two-thirds of their program time spent working with SSVF to find and secure permanent housing, and the other third of their program time spent receiving case management, rental assistance, and other tenancy supports from SSVF while stabilizing in permanent housing.

Over the last four (4) years, nearly three in five (58 percent) of all permanent housing placements occur within 45 days, with nearly half (47 percent) of rapid re-housing Veterans who exited to permanent housing were placed into a permanent housing situation in 30 days or less. This demonstrates that for a majority of participants, the rapid re-housing model does produce quick resolutions to homelessness. About one in five (21 percent) of these Veterans were placed into permanent housing between 46 to 90 days, with an additional 14 percent entering permanent housing within 180 days. Just six (6) percent of these Veterans entered permanent housing in 181 days or more.

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

4.3 Income and Financial Stability Outcomes

Exhibit 4.9: Changes in Veteran Monthly Income from Entry to Exit, by Assistance Type (FY 2018)



n=82,853

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

SOURCE: SSVF- HMIS Repository data.

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

Section 4: SSVF Program Results

Program Office does not expect that most SSVF participants will experience significant changes in their financial situation during program participation. However, SSVF case management efforts begun during program participation may result in income gains after program exit which are not included in this analysis. Grantees are required to assess participant income, identify VA and non-VA benefits participants may be eligible for, assist them in obtaining those benefits, and help Veterans and other adult family members identify opportunities to obtain or increase income from employment.

Most of the improvement in Veteran income at exit occurred with entrants at the lowest income levels. Three in ten (30 percent) of Veterans with no income at entry exited SSVF with some amount of monthly income (5,138). Among Veterans entering SSVF with monthly incomes of \$1 to \$500, a net of 1,185 exited the program with higher incomes (+20 percent). For Veterans entering the program with monthly incomes between \$501 and \$750, a net 731 exited SSVF with higher incomes (+15 percent). Among those with monthly incomes at entry of \$751 to \$2,000, a net 2,969 exited SSVF with higher incomes (+9 percent).

4.3.1 Satisfaction of Veterans Targeted by the Program

SSVF grantees must provide each adult participant with a VA-designated satisfaction survey within 45 to 60 days of the participant's entry into the grantee's program, and again within 30 days of the participant's pending exit from the grantee's program. In FY 2018, 10,024 participants completed satisfaction surveys.

Exhibit 4.10: Participant Self-Identified Service Needs (FY 2018)

More than 75%...		Between 50-75%...	
Reported needing this service:		Reported needing this service:	
Rental assistance	86%	Security and utility deposits	70%
Case management	85%	Housing counseling	64%
		Income support	63%
		Assistance in obtaining VA Benefits	61%
		Utility fee payment assistance	59%
		Daily living	53%
Between 25-49%...		Fewer than 25%...	
Reported needing this service:		Reported needing this service:	
Personal financial planning	49%	Child care	6%
Transportation	46%		
Health care	44%		
Purchase of emergency supplies	43%		
Moving costs	36%		
Legal	30%		

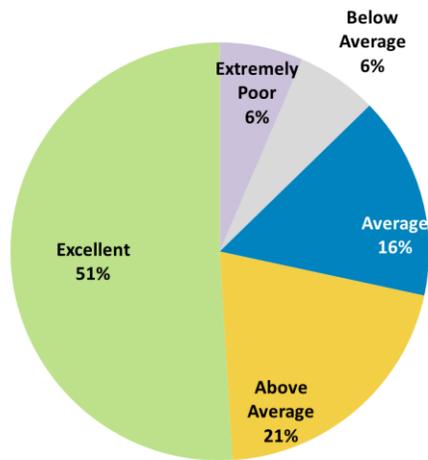
n= 10,024

SOURCE: SSVF-Participant satisfaction surveys.

In FY 2018, SSVF participants' top reported needs were case management at 86 percent and rental assistance services at 85 percent. As only 16 percent of SSVF households had children, the lowest reported need among all SSVF participants was child care at six (6) percent.

Since entry into SSVF, more than half of respondents (51 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 2018)



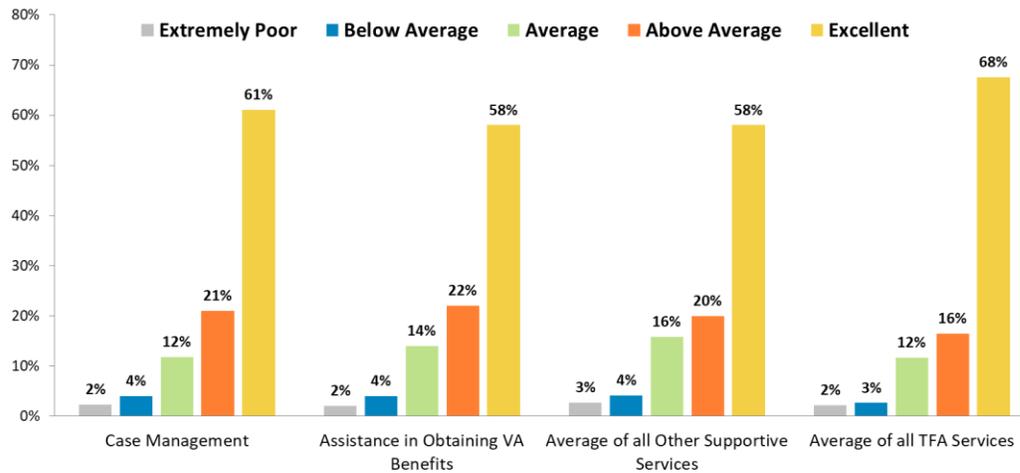
n= 10,024

SOURCE: SSVF-Participant satisfaction surveys.

Seventy-two (72) percent of adult respondents rated the overall quality of services as “Excellent” or “Above Average” in FY 2018; 16 percent rated them as “Average”; another 12 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 74 percent who reported that their SSVF provider involved them in creating an individualized housing stabilization plan, 92 percent reported the housing plan fit their needs.

Exhibit 4.12: Participant Rating of Service Quality (FY 2018)



n= 10,024

SOURCE: SSVF- Participant satisfaction surveys.

Overall, respondents' ratings of specific services were higher than their overall quality rating of their SSVF provider (as shown in Exhibit 4.12). TFA assistance received the highest rating, with 84 percent of respondents rating the service as "Excellent" or "Above Average." Case management services (82 percent), assistance in obtaining VA benefits (80 percent), and the average of all other supportive services (78 percent) each had more than 75 percent of respondents rating the service as "Excellent" or "Above Average."

4.3.2 SSVF and the SOAR Initiative

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

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

percent for homeless persons in 2018 who did receive SOAR assistance and had their disability determination approved on initial application.²⁹

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.

Related Research

SOURCE: Piña, G., & Pirog, M. (2019). The Impact of Homeless Prevention on Residential Instability: Evidence From the Homelessness Prevention and Rapid Re-Housing Program. *Housing Policy Debate*, 29(4), 501-521. Retrieved from <https://doi.org/10.1080/10511482.2018.1532448>.

This study examined the impact of the Homelessness Prevention and Rapid Rehousing Program (HPRP) program on residential instability, using a national sample of families at risk of being homeless. To do so, the study analyzed the proportion of kindergartener thru 12th grade students experiencing homelessness in school districts in 25 states and 6,679 school districts. The study compared differences between the location of HPRP providers, and the availability of funds.

The study found a significant reduction in student homelessness probabilities for school districts closer to HPRP providers. Additionally, HPRP reduced the probability of moving for families and individuals living in places where funding lasted longer. Overall, the study estimated that HPRP prevented 210,000 to 300,000 people from becoming literally homeless or doubling up their housing situation. That yielded a \$3.8 to \$5.3 billion cost savings in public assistance expenditures.

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

²⁹ Substance Abuse and Mental Health Services Administration, “SOAR Outcomes and Impact,” retrieved November, 1, 2019, <https://soarworks.prainc.com/article/soar-outcomes-and-impact>.

have fared well in avoiding returning to VA homeless programs up to one year post-exit when compared with a cohort of other Veterans living in poverty.

At a national level, accurately and consistently tracking both entries and returns to homelessness is a challenging task. Researchers, funders, and government are working on developing standardized methodologies to track returns to homelessness. In the interim, and for Section 4.4 of this report, a “homeless episode” was counted only if one of the following circumstances was met: (1) a record of completion of a HOMES assessment form; (2) a record of entry into a VA specialized homelessness program; (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 four 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 period³⁰
- 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
- September 2017 and August 2018: 30,428 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).

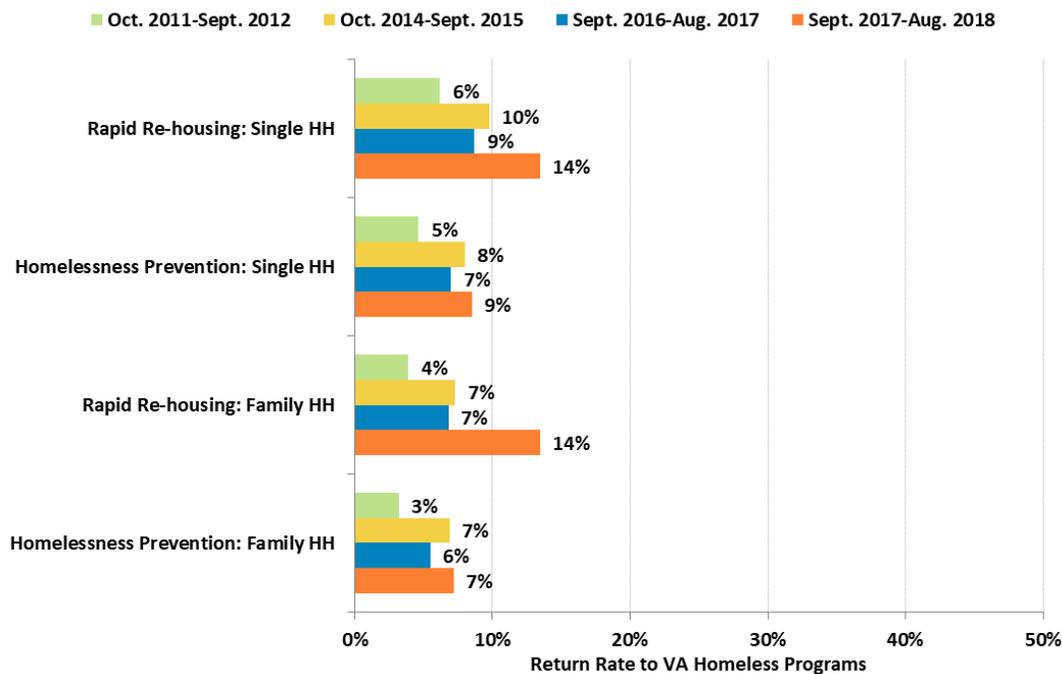
³⁰ This first cohort did not consolidate SSVF reenrollments within a 30 day period to account for Veteran transfers between SSVF programs and geographical areas. All subsequent cohorts are consolidated in that manner. At the time of this report’s publication, it was not possible to consolidate this cohort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

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

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



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

SOURCES: SSVF-HMIS Repository data; HOMES.

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

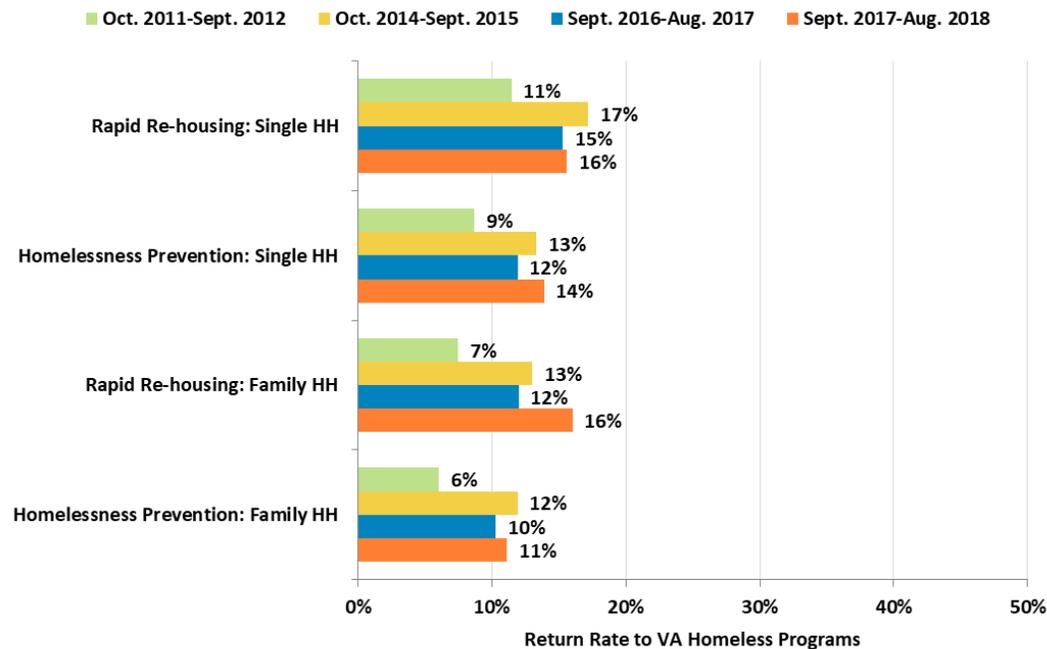
As a point of comparison, these return rates were generally lower or equal to the seven (7) to 10 percent of Veterans in poverty who are estimated to experience homelessness on an annual basis according to the best available data from 2012 through 2017.³¹ This is a particularly important finding as it is well established that those who have previously been homeless are at higher risk of future homelessness. Based, on these findings, SSVF appears to reduce this elevated risk.

Return rates for Veterans in households with children were generally one (1) to three (3) percent lower than their Veteran counterparts in households without children in the six (6) month timeframe. Six months after exit from SSVF, three (3) to seven (7) percent of Veterans in households with children who received homelessness prevention assistance entered a VA-funded homelessness program, whereas those Veterans in households with children receiving rapid re-housing assistance returned homeless at a four (4) to 14 percent rate. For Veterans in households without children, five (5) to nine (9) percent returned from homelessness prevention, whereas six (6) to 14 percent returned after receiving rapid re-housing assistance.

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

³¹ "American Community Survey, 2012-2017, 1-year estimates: Age by Veteran Status by Poverty Status in the Past 12 Months by Disability Status for the Civilian Population 18 Years and Over (B21007)," *U.S. Census Bureau*. Retrieved on November 27, 2019 at <https://factfinder.census.gov/>

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; September 2017-August 2018: 30,428

SOURCES: SSVF-HMIS Repository data; HOMES.

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

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

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

CLIENT SUCCESS STORIES

Montgomery County, MD – Ms. M is an Army Veteran who was staying at a women's emergency shelter for two months. She had a long history of unstable housing situations and homelessness prior entering that shelter program. Additionally, she had several medical and mental health conditions that impact her ability to work.

While homeless in shelter, Ms. M was referred to SSVF's rapid re-housing program. At program entry her only income was about \$200 a month from the county's Temporary Disability Assistance Program, with a negative credit history. The SSVF case manager worked with their landlord contacts to locate an affordable rental unit that matched Ms. M's preferences. Ms. M moved into her new unit at the end of April 2019 and now has a more positive outlook on life. Her case manager is currently working with her on securing employment that will provide her sufficient income (when combined with her expected approval for SSDI) to support her future housing costs once SSVF assistance ends.

5. SSVF Program Implementation and Technical Assistance

In FY 2018, the SSVF program continued its operation with a total of 308 grantees, covering nearly every community in the country. In the seventh year of SSVF program implementation, technical assistance (TA) continued to increase focus on supporting local and national efforts to end homelessness among Veterans and on 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 (CoC).

SSVF grantees, VA personnel, and TA partners continued to enhance SSVF's programmatic role in implementing innovative practices and in convening local stakeholders around a shared vision and community plan for ending homelessness among Veterans. Robust efforts to focus attention on direct, onsite, and virtual community TA yielded considerable positive results and movement toward a standardized set of coordinated practices as the foundation for effective community planning, implementation, and evaluation. SSVF also published a series of tools and resources to support grantee and local efforts. This included the planning and implementation of a Rapid Resolution Pilot initiative, allowing SSVF grantees in eleven select cities to offer a new and innovative set of services to Veterans within the context of their SSVF programs.

5.1 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 FY 2018, VA placed heavy emphasis on SSVF integration into local Coordinated Entry (CE) systems, the processes necessary to meet HUD and VA's expectations for CE as it related to Veterans experiencing homelessness, and the integration of Rapid Resolution into SSVF's suite of available services

VA recognizes that there have been a number of initiatives throughout the country aiming to end Veteran and chronic homelessness in the past few years, including the Mayors Challenge, HUD's Vets@Home TA, Zero16/Built for Zero campaign, and other HUD directed TA efforts. As SSVF is one of the primary federally-funded interventions for Veterans experiencing a housing crisis, and an intervention with unprecedented flexibility, VA sees SSVF 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.

5.1.1 SSVF Community Plan Summaries

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

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

5.1.2 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 through each year including FY 2018, VA released or revised a series of tools and products to support SSVF grantees in their local community planning efforts. In FY 2018 these included:

- Rapid Resolution Launch and Training materials, including those related to compliance, community planning and direct service delivery

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- Revised Master List Template and Benchmark Report Generation Tool (revisions for FY 2018);
- Revised SSVF- SOAR Integration Toolkit and Income/Benefit Calculator
- 10 Part Webinar Series: Rapid Rehousing Practice 101
- Revised/Updated SSVF Community Planning Survey
- VA Coordinated Entry Fact Sheet and other materials to support CE coordination
- Webinar broadcasts discussing community coordination, coordinated entry, VA privacy and data sharing, and other key topics focused on the direct provision of housing and supportive services for Veterans
- Written and virtual training materials delivered at onsite SSVF Program Launch Events, Regional Meetings, a new Program Manager Academy, and Community Meetings.

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

Throughout FY 2018, 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 FY 2018. 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. Representatives from the U.S. Dept. of Housing and Urban Development's office of Special Needs Assistance Programs and the U.S. Interagency Council on Homelessness also attended and contributed to the events. The Launch events, newly titled the Rapid Rehousing Institutes, used an intensive training model of learning whereby TA and VA staff presented two tracks of content related to effective Rapid Rehousing: a "Practice" track focused on direct service delivery and a "System" track focus on community planning and cross-program design. The events also included a series of panel discussions and federal partner presentations. Similar to FY 2017, in FY 2018 HUD, in coordination with VA, invited CoC partners and staff to attend the events. This further promoted training and dialogue to support broader,

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community-wide efforts to end homelessness among Veterans with a particular focus on effective rapid rehousing program design, service delivery, and integration into coordinated entry system.

During fall 2017, VA held a series of Regional Meetings for SSVF grantees. These meetings focused on critical direct service supports including income maximization strategies for Veterans, integrating SOAR Benefit strategies into program design, identifying and overcoming tenant screening barriers, and strategies related to recruiting and supporting landlords in rapid rehousing.

In March 2018, the SSVF Program Office supported the first annual SSVF Program Manager Academy, an intensive two-day training for new SSVF Program Managers. This training covered a wide range of topics including grant management, fiscal control, fraud prevention, SSVF reporting requirements, SSVF's role in community planning efforts, and Veteran-centric program design. SSVF grantees indicated that the training was very valuable and, as such, the Program Office plans to continue the event on an annual basis.

Throughout FY 2018, VA also provided direct TA to over 20 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 generally 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.

Further, community meetings were held in each of the eleven Rapid Resolution pilot sites, as described below.

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.

5.2 SSVF Rapid Resolution Initiative

In FY 2018 the SSVF Program Office, with TA support, began implementing a pilot Rapid Resolution initiative across 11 select communities. The VA selected communities based on their relative need and capacity to engage in the planning necessary to introduce this new service quickly and efficiently. SSVF defines Rapid Resolution as a housing intervention that

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seeks to assist households to maintain their current housing situation or identify an immediate and safe housing alternative to emergency shelter or the streets within their own network of family, friends and social supports. Working alongside people facing a housing crisis in an empowering manner, Rapid Resolution assists them at the very beginning of that crisis or shortly after they have entered the homeless system. This new service helps Veteran households avoid the trauma and cost of literal homelessness and provides a new set of interventions that can help overcome the realities of the affordable housing crisis and general lack of housing units and opportunities, particularly in high rent markets.

Each of the 11 pilot sites received direct one-on-one TA. Rapid Resolution TA efforts focused on initial planning, direct training, and implementation support for this new service. In addition, VA and its technical assistance partners brought together SSVF and CoC representatives for a Rapid Resolution Launch event in June 2018. This event allowed VA to clarify the purpose, goals, and program considerations for successful Rapid Resolution services and promoted group and cross-community learning. Intensive direct (onsite and remote) technical support followed the Launch event, along with a range of tools, products, and training materials to support Rapid Resolution efforts. Tools and products covered a range of topics from program compliance and grant management to effective supervision and direct practice, all within the context of this new Rapid Resolution service.

VA plans to leverage the lessons learned from the initial pilot phase to inform planning for a national rollout of Rapid Resolution in FY 2019.

5.3 Supporting Program Implementation and Ongoing Quality Improvement

FY 2018 was the seventh year of operations for the SSVF program. VA recognizes the reality of staff turnover, particularly among direct care practitioners. Consequently, TA efforts continued to account for a wide range of grantee needs.

5.3.1 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 2018 was the fifth 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 274 visits during FY 2018, 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.

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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.

5.3.2 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 2017) and other documents on the SSVF University site. For example, VA again revised and enhanced its *SSVF Grantee Orientation Guide*, a collection of basic resources and modules for new grantees (and new staff in grantee organizations) and released a second version of an SSVF SOAR Toolkit (to promote strategies for expediting Veteran benefit applications). Further information about SSVF training resources can be found at:

https://www.va.gov/homeless/ssvf/?page=/ssvf_university/new_staff_development

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

5.3.3 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 being integrated with the CoC's coordinated entry system supports better targeting of interventions and improves access to care. SSVF's Notice of Funding Availability (NOFA) specifically asks for letters of support from the CoC that describe the grantee's involvement in coordinated entry and the SSVF application considers the applicant's involvement in community planning as a part of the applicant's score.

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 continues to represent 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. Further,

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data collection related to SSVF's Rapid Resolution pilot and forthcoming national rollout will help inform how and under what conditions this intervention can be successful and contribute to broader development of the model within VA and across other federal partners such as HUD and USICH.

5.3.4 Policy Response to Veteran Needs

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

In response to the nation's ongoing affordable housing crisis and emerging practices related to homelessness diversion and rapid exit strategies, VA launched the SSVF Rapid Resolution pilot initiative. VA, in partnership with its technical assistance providers, identified areas of regulatory flexibility to give SSVF grantees new opportunities to serve Veterans earlier in their housing crisis. This new service, and the policy decisions made to support it, are directly related to emerging needs and recognition of non-traditional housing options that Veteran may be able to utilize to avoid or quickly exit literal homelessness.

From FY 2016 through FY 2018, SSVF developed and implemented a waiver process to allow communities, under specific circumstances, to increase the portion of their grant used for homelessness prevention. Previously, all grantees had to expend at least 60 percent of their temporary financial assistance on rapid re-housing services. Given the progress made by local communities toward achieving the federal criteria and benchmarks and driving down the number of homeless Veterans generally, 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 2018 fall into the literally homeless category.

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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.

5.4 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, 2017 and 2018 program Notices of Funding Availability (NOFAs), which allowed for multi-year funding awards for grantees accredited through CARF or COA.

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

By the end of FY 2018, 105 grantees received accreditation from CARF and/or COA. VA considers accreditation a clear demonstration that these grantees operate their organizations and programs with a distinct level of professionalism and with fidelity to SSVF's model. See Appendix 3 for a complete list of accredited SSVF grantees.

5.5 Next Steps and Looking Forward to FY 2019

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, Department of Labor (DOL) 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

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continuing in FY 2018, 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. This includes preparing for and delivering intensive training and direct support for a national rollout of SSVF Rapid Resolution services. Further, SSVF will focus its fall 2019 Post-Award Launch Events on issues and topics that help SSVF Grantees and their community partners overcome challenges related to the affordable housing crisis.

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

CLIENT SUCCESS STORIES

Santa Clara, CA - William Holmes, a Vietnam Era Veteran, had served his country honorably for 6 years but nevertheless found himself staying in and out of shelters and struggling to make ends meet after returning home. Mr. Holmes had been homeless for 17 years when HomeFirst enrolled him into their SSVF rapid re-housing program and offered him a milieu of supportive services including case management, housing, and income supports.

When William shared that he had recently reconnected with his sister on the east coast after 20 years without contact, his SSVF team jumped into action to support a permanent reunification of his family. They called his sister immediately, who shared her hope that William would come and live with her. After reaching out to another SSVF provider in his sister's area to ensure a safe transition, they then purchased a plane ticket across the country for him to make his journey home. His team even ensured that a staff at the airport would be waiting to escort him to his gate—He hadn't been on a plane in 30 years and he marveled at the size of the airport. Now, William Holmes is reunited with his long-lost family and permanently housed."

6. Conclusion

6.1 Increasing Community Integration

With awards announced in the seventh program year (FY 2018), 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 ways for SSVF to more flexibly meet Veterans needs through diversion and rapid exit strategies;
- creating sustained partnerships with property owners and community employment networks;
- making strategic, data-informed decisions on resource allocation; 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 including those who cannot, because of eligibility, be served by VA. Such collaboration is critical if VA is to reach its goal of ending homelessness among Veterans.

6.2 Housing Market Challenge Responses

6.2.1 Housing Market Challenges and Landlord Engagement

The dwindling supply of affordable housing has been a burgeoning challenge for the SSVF grantee rapid re-housing and homelessness prevention efforts. By the first quarter of 2019, the national rental housing vacancy rate was 6.9 percent, which is just 0.3 percent higher than the lowest level over the last 30 years. Meanwhile, in the affordable housing market, there was only one affordable rental unit for every three extremely low-income renters (those with incomes at or below 30 percent of the area median).³² Housing market conditions are even more extreme on the East and West Coasts and other communities where there are also higher counts of Veterans experiencing homelessness.

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

6.2.2 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, was designed to assess communities' progress towards implementing promising and evidence-based practices. The survey helped the federal partners develop TA interventions and policies responsive to the needs identified by community stakeholders relevant to their local needs. This survey, and future iterations of it, will continue to inform TA targeting moving forward.

6.2.3 SSVF's "Returning Home" Pilot

In FY 2017, SSVF launched the "Returning Home" pilot which continued through FY 2018 and was incorporated into the Rapid Resolution Pilot described above. Returning Home allows SSVF grantees to offer homeless Veteran households the option of returning to their community of origin or to a community where the Veteran has available supports to facilitate

³² Fernald, Marcia, et al, "The State of the Nation's Housing, 2019," *Joint Center for Housing Studies of Harvard University*, 2019, retrieved November 1, 2019, https://www.jchs.harvard.edu/sites/default/files/Harvard_JCHS_State_of_the_Nations_Housing_2019.pdf.

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 Networks in the two-year period of 2011 to 2012. Among chronically homeless Veterans, migration occurs even more frequently and comprised 20 percent of that population. Although the number of homeless Veterans who migrated within a Veterans Integrated Service Network (VISN) is not known, it would certainly significantly increase the percentage of homeless Veterans who have moved into new communities. For Veteran households that have migrated to metropolitan areas with 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 or another community where they have supports to facilitate permanent housing with the assurance of permanent housing through SSVF, often in collaboration with HUD-VASH.

6.2.4 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 in 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 allows SSVF grantees to make limited payments to landlords when a unit is being approved for a Housing Choice Vouchers (HCV). With this new SSVF provision, landlords can receive up to 45 days of payment under the Emergency Housing Assistance category of assistance while awaiting completion of the HQS or other administrative processes necessary for the PHA to approve the unit for a HCV.

SSVF will continue to evaluate data from communities 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.

6.3 SSVF Integration with Other VA Homelessness Programs

SSVF program staff work closely with all other VA homelessness assistance programs to integrate efforts and facilitate streamlined access to assistance for Veterans experiencing homelessness and more rapid placement and stabilization in permanent housing, including integration into local Coordinated Entry systems. The increasing use of Grant and Per Diem (GPD) beds as bridge housing for Veterans receiving SSVF's rapid re-housing services is

one key example of this collaborative effort. Bridge housing can help address a Veteran's immediate need for safety and shelter, and reduce the need for time-consuming street outreach to keep in contact with the Veteran during the housing lease-up phase, while also ensuring 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.

6.4 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.³³ This information is crucial in helping prioritize federal and local efforts to end

³³ United State Interagency Council on Homelessness, Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness, retrieved November 1, 2019, <https://www.usich.gov/tools-for->

and prevent Veteran homelessness. The five criteria listed below, which were most recently revised in June 2019, describe components of the system needed to effectively end homelessness for Veterans:

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

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

The partnerships forged and homelessness resources provided over the last seven years by VA, SSVF providers, and CoCs have yielded some noteworthy achievements. As of October 1, 2019, three states and 78 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.³⁴

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 one time experience.

[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.

³⁴ For a complete listing of the 78 communities and 3 states that have met the federal criteria on ending Veteran homelessness, see VA's "Ending Veteran Homelessness: A Community by Community Tally" webpage at <https://www.va.gov/homeless/endingvetshomelessness.asp>.

Appendix 1. FY 2018 SSVF Grantees

<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
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
Community Bridges, Inc.	18-AZ-436	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
	8	Arizona Grantees
St. Francis House, Inc.	18-AR-086	Arkansas
	1	Arkansas Grantees
Berkeley Food and Housing Project	18-CA-437	California
California Veterans Assistance Foundation, Inc.	13-CA-090	California
California Veterans Assistance Foundation, Inc.	C15-CA-604A	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.	18-CA-358	California
Community Catalysts of California	18-CA-019	California
East Oakland Community Project	14-CA-167	California
Good Samaritan Shelter	18-CA-359	California
Goodwill Industries of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Homefirst Services Of Santa Clara County	12-CA-010	California
Homefirst Services Of Santa Clara County	18-CA-344	California
Homeless Services Center	14-CA-169	California
Interfaith Community Services, Inc.	C15-CA-601B	California
Knowledge, Education for Your Success, Inc.	14-CA-170	California
Lifemoves	12-CA-015	California
Lighthouse Treatment Center	18-CA-171	California
Mental Health America of Los Angeles	16-CA-005	California
Mental Health America of Los Angeles	C2015-CA-600E	California
New Directions, Inc.	12-CA-007	California
PATH (People Assisting the Homeless)	C2015-CA-600C	California
People Assisting the Homeless	12-CA-014	California
Shelter, Inc. of Contra Costa County	12-CA-016	California
Sunnyvale Community Services	18-CA-412	California
Swords To Plowshares Veterans Rights Organization	18-CA-091	California
The Salvation Army, a California Corporation	12-CA-017	California
The Salvation Army, a California Corporation	18-CA-419	California
United States Veterans Initiative	18-CA-008	California
United States Veterans Initiative	18-CA-354	California
United States Veterans Initiative	C15-CA-608A	California
United States Veterans Initiative	C15-CA-609A	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	18-CA-009	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	18-CA-414	California
Vietnam Veterans of San Diego	18-CA-173	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Volunteers of America of Los Angeles, Inc.	18-CA-006	California
Volunteers of America of Los Angeles, Inc.	18-CA-176	California
Volunteers of America Southwest California, Inc.	18-CA-420	California
WestCare California, Inc.	18-CA-011	California
	39	California Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Volunteers of America Colorado Branch, Inc.	18-CO-360	Colorado
Volunteers of America Colorado Branch, Inc.	18-CO-439	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 Grantees
Advocate Program, Inc.	12-FL-024	Florida
Big Bend Homeless Coalition, Inc.	14-FL-179	Florida
Community Coalition on Homelessness Corporation	14-FL-182	Florida
Faith, Hope, Love, Charity, Inc.	13-FL-096	Florida
Homeless Services Network of Central Florida, Inc.	18-FL-023	Florida
Jewish Family & Childrens Service Of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	12-FL-025	Florida
Purpose Built Families Foundation	18-FL-368	Florida
Society of St. Vincent de Paul, South Pinellas, Inc.	18-FL-099	Florida
Tampa Crossroads, Inc.	18-FL-362	Florida
The Salvation Army, a Georgia Corporation	18-FL-364	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.	18-FL-187	Florida
	15	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
Northwest Florida Comprehensive Services For Children, Inc.	18-GA-438	Georgia
Project Community Connections, Inc.	18-GA-369	Georgia

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Travelers Aid of Metropolitan Atlanta, Inc.	14-GA-188	Georgia
Travelers Aid of Metropolitan Atlanta, Inc.	18-GA-370	Georgia
United Way of Greater Atlanta, Inc.	14-GA-189	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	9	Georgia Grantees
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	1	Guam Grantees
Catholic Charities Hawaii	18-HI-374	Hawaii
United States Veterans Initiative	18-HI-190	Hawaii
	2	Hawaii Grantees
El-Ada, Inc.	12-ID-032	Idaho
South Central Community Action Partnership, Inc.	14-ID-193	Idaho
	2	Idaho Grantees
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
Transitional Living Services, Inc.	14-IL-308	Illinois
	9	Illinois Grantees
Community Action of Northeast Indiana, Inc.	13-IN-106	Indiana
InteCare, Inc.	14-IN-200	Indiana
Lafayette Transitional Housing Center, Inc.	14-IN-199	Indiana
United Way of Central Indiana, Inc.	12-IN-035	Indiana
Volunteers of America of Indiana, Inc.	15-IN-201	Indiana
	5	Indiana Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Family Alliance For Veterans of America, Inc.	14-IA-191	Iowa
Hawkeye Area Community Action Program, Inc.	15-IA-192	Iowa
Primary Health Care, Inc.	13-IA-103	Iowa
	3	Iowa Grantees
Catholic Charities, Inc. (Diocese of Wichita)	14-KS-322	Kansas
	1	Kansas Grantees
Kentucky River Foothills Development Council, Inc.	14-KY-204	Kentucky
Volunteers of America Mid-States, Inc.	18-KY-379	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 Grantees
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
Soldier On, Inc.	C15-MA-507A	Massachusetts
Veterans Northeast Outreach Center, Inc.	14-MA-209	Massachusetts
Vietnam Veterans Workshop, Inc.	14-MA-211	Massachusetts
Vietnam Veterans Workshop, Inc.	C15-MA-500A	Massachusetts
Volunteers of America of Massachusetts, Inc.	12-MA-040	Massachusetts
	5	Massachusetts Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Alger Marquette Community Action Board	15-MI-328	Michigan
Blue Water Center For Independent Living, Inc.	14-MI-218	Michigan
Community Action Agency	14-MI-220	Michigan
Community Rebuilders	14-MI-223	Michigan
Mid Michigan Community Action Agency, Inc.	14-MI-222	Michigan
Northwest Michigan Community Action Agency, Inc.	13-MI-108	Michigan
Oakland Livingston Human Services Agency	14-MI-221	Michigan
Southwest Counseling Solutions	12-MI-045	Michigan
Training & Treatment Innovations, Inc.	14-MI-219	Michigan
Volunteers of America Michigan, Inc.	14-MI-226	Michigan
Volunteers of America Michigan, Inc.	18-MI-383	Michigan
Wayne Metropolitan Community Action Agency	12-MI-044	Michigan
	12	Michigan Grantees
Minnesota Assistance Council for Veterans	18-MN-046	Minnesota
Tri-County Action Program, Inc.	14-MN-227	Minnesota
	2	Minnesota Grantees
Catholic Charities, Inc. (Diocese of Jackson)	14-MS-234	Mississippi
Hancock Resource Center (HRC)	14-MS-232	Mississippi
Mississippi United to End Homelessness, Inc.	14-MS-231	Mississippi
Region 12 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
St. Patrick Center	16-MO-048	Missouri
The Kitchen, Inc.	14-MO-228	Missouri
Welcome Home, Inc.	13-MO-047	Missouri
	6	Missouri Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Blue Valley Community Action, Inc.	18-NE-239	Nebraska
Central Nebraska Community Services, Inc.	17-NE-052	Nebraska
Northeast Nebraska Community Action Partnership	14-NE-238	Nebraska
	3	Nebraska Grantees
HELP Social Service Corporation	C2015-NV-500D	Nevada
The Salvation Army, a California Corporation	13-NV-118	Nevada
United States Veterans Initiative	13-NV-056	Nevada
United States Veterans Initiative	C15-NV-500B	Nevada
United States Veterans Initiative (dba U.S. VETS - Las Vegas)	C2015-NV-500E	Nevada
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	13-NV-117	Nevada
	6	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
	3	New Jersey Grantees
Goodwill Industries of New Mexico	12-NM-055	New Mexico
Mesilla Valley Community of Hope	14-NM-247	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
	3	New Mexico Grantees
Albany Housing Coalition, Inc.	14-NY-256	New York
Catholic Charities of the Roman Catholic Diocese of Syracuse NY	13-NY-119	New York
Economic Opportunity Council of Suffolk, Inc.	14-NY-254	New York
HELP Social Service Corporation	12-NY-060	New York

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
HELP Social Service Corporation	C15-NY-600B	New York
Pathstone Corporation	14-NY-253	New York
Samaritan Daytop Village, Inc.	12-NY-061	New York
Saratoga County Rural Preservation Company, Inc.	14-NY-251	New York
Services for the UnderServed, Inc.	18-NY-062	New York
Soldier On of Delaware, Inc.	13-NY-121	New York
The Jericho Project	14-NY-250	New York
Utica Center for Development, Inc.	14-NY-249	New York
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
Westchester Community Opportunity Program, Inc. (WestCOP)	12-NY-063	New York
	14	New York Grantees
Asheville-Buncombe Community Christian Ministry, Inc.	13-NC-114	North Carolina
Community Link Programs of Travelers Aid Society of Central Carolinas, Inc.	14-NC-236	North Carolina
Family Endeavors, Inc.	18-NC-235	North Carolina
Family Endeavors, Inc.	C15-NC-511B	North Carolina
Homeward Bound of Western North Carolina, Inc.	18-NC-387	North Carolina
Passage Home, Inc.	12-NC-050	North Carolina
United Way of Forsyth County, Inc.	12-NC-049	North Carolina
Volunteers of America of the Carolinas, Inc.	18-NC-237	North Carolina
Volunteers of America of the Carolinas, Inc.	C15-NC-507A	North Carolina
	9	North Carolina Grantees
Community Action Partnership of North Dakota	12-ND-051	North Dakota
	1	North Dakota Grantees
Community Action Agency of Columbiana County, Inc.	14-OH-264	Ohio
Community Action Program Corporation of Washington-Morgan Counties, Ohio	14-OH-265	Ohio
Community Support Services, Inc.	14-OH-267	Ohio
Faith Mission, Inc.	14-OH-266	Ohio
Family & Community Services, Inc.	14-OH-262	Ohio
Licking County Coalition for Housing	14-OH-261	Ohio

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Maumee Valley Guidance Center, Inc.	13-OH-124	Ohio
Mental Health Services for Homeless Persons, Inc. (dba FrontLine Service)	12-OH-064	Ohio
Ohio Valley Goodwill Industries Rehabilitation Center, Inc.	C15-OH-500A	Ohio
Talbert House, Inc.	18-OH-263	Ohio
Talbert House, Inc.	C15-OH-500B	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	18-OH-396	Ohio
Volunteers of America of Greater Ohio	18-OH-397	Ohio
	16	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	13-OR-128	Oregon
Access	C2015-OR-502B	Oregon
Central Oregon Veteran's Outreach	13-OR-126	Oregon
Community Action Partnership of Oregon	18-OR-430	Oregon
Community Action Team, Inc.	13-OR-125	Oregon
Easter Seals Oregon	14-OR-272	Oregon
St. Vincent de Paul Society of Lane County, Inc.	18-OR-066	Oregon
Transition Projects, Inc.	18-OR-399	Oregon
	8	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
Opportunity House	13-PA-130	Pennsylvania
Project H.O.M.E.	12-PA-067	Pennsylvania

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
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
	14	Pennsylvania Grantees
Casa del Peregrino Aguadilla, Inc.	18-PR-132	Puerto Rico
	1	Puerto Rico Grantees
Eastern Carolina Homelessness Organization, Inc.	18-SC-402	South Carolina
One-Eighty Place	18-SC-069	South Carolina
	2	South Carolina Grantees
Cornerstone Rescue Mission	13-SD-136	South Dakota
	1	South Dakota Grantees
Catholic Charities, Inc. (dba Catholic Charities of the Diocese of Memphis, Inc.)	14-TN-287	Tennessee
Centerstone of Tennessee, Inc.	18-TN-403	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.	18-TX-292	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.	18-TX-074	Texas
Front Steps, Inc.	18-TX-404	Texas
Lubbock Mental Health and Retardation Center (dba Starcare)	18-TX-433	Texas

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Neighborhood Centers, Inc.	14-TX-290	Texas
Sabine Valley Regional Mental Health Mental Retardation Center	14-TX-293	Texas
The Salvation Army	13-TX-140	Texas
United States Veterans Initiative	14-TX-288	Texas
Volunteers of America Texas, Inc.	C2015-TX-607B	Texas
West Central Texas Regional Foundation	15-TX-141	Texas
	14	Texas Grantees
The Methodist Training and Outreach Center, Inc.	14-VI-299	U.S. Virgin Islands
	1	U.S. Virgin Islands Grantees
The Road Home	15-UT-336	Utah
	1	Utah Grantees
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	18-WA-146	Washington
Community Psychiatric Clinic, Inc.	18-WA-078	Washington
Goodwill Industries of The Inland Northwest	18-WA-408	Washington
HopeSource	15-WA-338	Washington
Metropolitan Development Council	18-WA-300	Washington
Metropolitan Development Council	C2015-WA-501E	Washington
Opportunity Council	12-WA-079	Washington
YWCA of Seattle - King County - Snohomish County	13WA-148	Washington
	8	Washington Grantees

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Helping Heroes, Inc.	14-WV-304	West Virginia
The Greater Wheeling Coalition for the Homeless, Inc.	14-WV-303	West Virginia
West Virginia Community Action Partnerships Inc	14-WV-305	West Virginia
	3	West Virginia Grantees
Center For Veterans Issues Limited	18-WI-080	Wisconsin
Center For Veterans Issues Limited	18-WI-411	Wisconsin
Community Action Coalition for South Central Wisconsin, Inc.	13-WI-151	Wisconsin
Indianhead Community Action Agency	14-WI-302	Wisconsin
	4	Wisconsin Grantees
Blue Mountain Action Council	13-ZZ-147	Multiple States
Centerstone of Tennessee, Inc.	12-ZZ-070	Multiple States
Changing Homelessness, Inc.	18-ZZ-324	Multiple States
Chautauqua Opportunities, Inc.	15-ZZ-340	Multiple States
Denver Options, Inc. (dba Rocky Mountain Human Services)	18-ZZ-020	Multiple States
Family Endeavors, Inc.	14-FL-185	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
Housing Counseling Services, Inc.	14-ZZ-313	Multiple States
Humility of Mary Shelter, Inc.	12-ZZ-031	Multiple States
Northwest Florida Comprehensive Services For Children, Inc.	12-ZZ-026	Multiple States
Ohio Valley Goodwill Industries Rehabilitation Center, Inc.	13-ZZ-123	Multiple States
Operation Renewed Hope	14-ZZ-318	Multiple States
Operation Stand Down Rhode Island	13-ZZ-133	Multiple States
ReStart, Inc.	18-ZZ-386	Multiple States
Soldier On, Inc.	16-ZZ-058	Multiple States
St. Vincent de Paul Social Services, Inc.	14-ZZ-260	Multiple States
The Alston Wilkes Society (AWS, Alston Wilkes Veterans Home)	13-ZZ-134	Multiple States
The Salvation Army, an Illinois Corporation	18-ZZ-036	Multiple States

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Transition Projects, Inc.	15-ZZ-127	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 Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America Northern Rockies	18-ZZ-113	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
	30	Multiple States Grantees
	308	Total U.S. Grantees

SOURCE: SSVF–Program Office.

Appendix 2. CARF or COA Accredited SSVF Grantees, September 2018

<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, Inc.	14-AZ-160	Arizona
National Community Health Partners	14-AZ-157	Arizona
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	14-AZ-158	Arizona
	3	Arizona Grantees
Community Catalysts of California	18-CA-019	California
Goodwill Industries of Silicon Valley (dba Goodwill Industries of Santa Clara County)	12-CA-013	California
Homefirst Services Of Santa Clara County	18-CA-344	California
People Assisting the Homeless	12-CA-014	California
The Salvation Army, a California Corporation	12-CA-017	California
United States Veterans Initiative	18-CA-008	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	18-CA-414	California
Vietnam Veterans of San Diego	18-CA-173	California
Volunteers of America of Greater Sacramento and Northern Nevada, Inc.	12-CA-018	California
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	18-CA-009	California
	10	California Grantees
Volunteers of America Colorado Branch, Inc.	18-CO-360	Colorado
Volunteers of America Colorado Branch, Inc.	18-CO-439	Colorado
	2	Colorado Grantees
Connections Community Support Programs, Inc.	13-DE-095	Delaware
	1	Delaware Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
Advocate Program, Inc.	12-FL-024	Florida
Jewish Family & Childrens Service Of The Suncoast Inc	12-FL-028	Florida
Meridian Behavioral Healthcare, Inc.	14-FL-184	Florida
Purpose Built Families Foundation	12-FL-025	Florida
Purpose Built Families Foundation	18-FL-368	Florida
Society of St. Vincent de Paul, South Pinellas, Inc.	18-FL-099	Florida
Tampa Crossroads, Inc.	18-FL-362	Florida
	7	Florida Grantees
Northwest Florida Comprehensive Services For Children, Inc.	18-GA-438	Georgia
Travelers Aid of Metropolitan Atlanta, Inc.	14-GA-188	Georgia
Travelers Aid of Metropolitan Atlanta, Inc.	18-GA-370	Georgia
Volunteers of America Southeast, Inc.	15-GA-325	Georgia
	4	Georgia Grantees
WestCare Pacific Islands, Inc.	15-GU-326	Guam
	1	Guam Grantee
Catholic Charities Hawaii	18-HI-374	Hawaii
	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
Transitional Living Services, Inc.	14-IL-308	Illinois
	4	Illinois Grantees
InteCare, 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
	1	Kentucky Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
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, Inc	12-MD-042	Maryland
New Vision House of Hope, Inc.	14-MD-215	Maryland
Project PLASE, Inc.	14-MD-214	Maryland
St. James A.M.E. Zion Church-Zion House	14-MD-217	Maryland
	4	Maryland Grantees
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. (Diocese of Jackson)	14-MS-234	Mississippi
Region 12 Commission On Mental Health & Retardation (Pine Belt Mental Health)	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
Vietnam Veterans of California, Inc. (Sacramento Veterans Resource)	13-NV-117	Nevada
	1	Nevada Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
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
Goodwill Industries of New Mexico	12-NM-055	New Mexico
New Mexico Veterans Integration Centers	14-NM-246	New Mexico
		2 New Mexico Grantees
Volunteers of America-Greater New York, Inc.	14-NY-259	New York
Services for the UnderServed, Inc.	18-NY-062	New York
		2 New York Grantees
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
Lutheran Social Services of Central Ohio	15-OH-333	Ohio
Mental Health Services for Homeless Persons, Inc. (dba FrontLine Service)	12-OH-064	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-396	Ohio
Volunteers of America of Greater Ohio	18-OH-397	Ohio
		8 Ohio Grantees
KI BOIS Community Action Foundation, Inc.	14-OK-270	Oklahoma
		1 Oklahoma Grantee

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
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	18-SC-069	South Carolina
	1	South Carolina Grantee
Centerstone of Tennessee, Inc.	18-TN-403	Tennessee
Operation Stand Down Tennessee	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
Families in Crisis, Inc.	12-TX-071	Texas
Family Endeavors, Inc.	18-TX-074	Texas
United States Veterans Initiative	14-TX-288	Texas
	4	Texas Grantees
Community Psychiatric Clinic, Inc.	18-WA-078	Washington
Goodwill Industries of The Inland Northwest	18-WA-408	Washington
HopeSource	15-WA-338	Washington
	3	Washington Grantees
Centerstone of Tennessee, Inc.	12-ZZ-070	Multiple States
Family Endeavors, Inc.	14-FL-185	Multiple States
Goodwill Industries of The Inland Northwest	14-ZZ-301	Multiple States
Homeless Veterans Fellowship	14-ZZ-317	Multiple States
Northwest Florida Comprehensive Services For Children, Inc.	12-ZZ-026	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
United Way of Central Alabama	14-ZZ-153	Multiple States

<i>Grantee</i>	<i>Grant Number</i>	<i>State</i>
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 Mid-States, Inc.	16-ZZ-037	Multiple States
Volunteers of America of Illinois	18-ZZ-034	Multiple States
Friendship Place	18-ZZ-094	Multiple States
Volunteers of America, Northern Rockies	18-ZZ-113	Multiple States
		Multiple 15 States Grantees
		Total U.S. 105 Accredited 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 2018 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/pepest/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/>

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Further Information

For general information about the SSVF program, such as federal program rules, NOFA materials, grantee lists, and reports, see the SSVF landing page at: <http://www.va.gov/homeless/ssvf.asp>.

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

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