

## *SSVF Fact Sheet*

---

### *Supportive Services for Veteran Families Homeless Program*

**Address:**

**Grantee Coverage Areas:** 1660 Duke St., Alexandria, VA 22314 (Serving Fairfax, Arlington, Loudoun, Prince William Counties and Alexandria City)

601 George St, Fredericksburg, VA 22401 (Serving Stafford, Spotsylvania, Fauquier, Culpeper, Essex, Caroline, King George, King William, King and Queen counties, City of Fredericksburg)

**Sub-Grantee Coverage Areas:** *Offices will be in* **Front Royal and Bristol, VA, but actual location not known at this time. Rockingham, Page, Shenandoah, Frederick, Warren, Clarke, Tazewell, Buchanan, Dickenson, Wise, Russell, Lee, Scott, Washington Counties, City of Harrisonburg, Winchester, Norton, and Bristol, VA.**

**Phone:**

(703) 341-5077 & (703) 341-7020  
1-844-461-2892 Toll Free Intake Line

**Fax:**

(866) 473-0605 (Northern Virginia, grantee)  
(877) 787-2412 (South and Northwest/sub-grantee)

**Hours of Operation:**

Monday-Thursday 9:00 AM-5:00 PM

**Program Description:**

The Supportive Services for Veterans Families Program (SSVFP) is a housing first, supportive services outreach program operated by VOA Chesapeake, Inc. and the VA SSVF Program Office. The SSVFP is a community-based program which provides a range of supportive services and case management to very low income Veteran families, defined as a Veteran and family members or single Veterans, in or transitioning to permanent housing to promote housing stability. The primary goals are to assist families transitioning from homelessness to permanent housing and prevent at-risk families from becoming homeless—consistent with the HUD HPRP's (Homeless Prevention and Rapid Re-Housing Programs).

**Eligibility criteria include:**

1. Veteran head of household or spouse with other than dishonorable discharge.
2. Household income combined must be at 50% or less of the Area Medium Income.
3. Housing status—must be in permanent housing; homeless and scheduled to obtain permanent housing within 90 days; or, homeless after exiting permanent housing within the last 90 days.
4. Clients will be screened with the use of a screening eligibility tool to determine their eligibility for homeless prevention services.

**Facility Description:**

The SSVF office buildings are located in Alexandria is located in the National VOA Headquarters building at 1660 Duke St, Alexandria, VA and Fredericksburg, VA at 601 George St. Fredericksburg, VA.

**Persons Served:**

The SSVFP is designed to provide supportive services to help each veteran family increase and develop self-sufficiency within their housing environment. Comprehensive case management is of primary importance and a case manager is assigned to each family unit and is responsible for providing a comprehensive assessment of needs, formulation of a Family Services Plan (FSP), and the implementation and management of the FSP. All family members have involvement in this process. Both short immediate and longer term goals are identified with objectives or measurable action steps and interventions toward goal achievement. The family is to work steadily towards their identified goals throughout their affiliation with the program. Regular meetings with the Case Manager to discuss progress are required. The case manager will assist the veteran family in obtaining access to needed resources, offered within the program or in the community. Resources to be provided within the program include:

- Case management
- Transportation assistance to interviews, appointments, etc.
- Referrals to community services and resources
- Crisis intervention
- Mental health services referrals
- Substance abuse and recovery services referrals
- Referrals to life skills training on issues such as parenting, budgeting, health care and home maintenance
- Income support services—employment services & benefits support/assistance
- Employment and/or education referral and assistance
- Assistance with securing donations such as furniture and clothing

During the last fiscal year (October 1, 2015- September 30, 2016), 252 unduplicated individuals received assistance through the VOAC SSVF program.

### **Services Provided:**

The SSVFP provides support and structure for families to progress towards housing stability and self-sufficiency. Families are expected to focus their efforts on constructive tasks that lead to the achievement of goals in their FSP. In support of this the following expectations of the clients apply:

- Clients are encouraged to refrain from substance abuse.
- All clients, adults and children, should be involved in constructive daytime activities—employment, school or other, as appropriate.
- Clients must focus on their needs and positive growth.
- Clients must be willing to participate fully in the Program and work on issues and needs obstructing achievement and maintenance of housing self-sufficiency. Group and individual assignments regarding budgeting and finance, household management, and empowerment/self-esteem may be required.
- Financial responsibilities such as income, rent payments, savings, assets and expenses verifications will be required for proper support.
- Clients must also be willing to and provide verifying documents of Identification, Veteran/discharge status and Housing status.
- Clients will be supported to maintain their home in a safe, organized manner.

As veteran clients progress and achieve their goals and less intensive interventions are needed, program requirements and services can be scaled back. Successful progress in the program will be based on an individual's ability to attain their goals and positive presence in the Program.

Veteran applicants and/or referral sources should contact the Program Staff to set up an initial screening appointment. Applicants should be prepared to provide the following documents at the screening meeting:

- Photo Identification of head of household.
- Veteran Status—DD Form 214.
- Income Status—Verifying documents of all current sources of household income, bank statements, & assets within the last 30 days.
- Housing Status—Verification of housing, homelessness, previous housing and planned housing, including leases, utilities invoices and payments.

The service area for the VOA Chesapeake SSVF Program is **Fairfax, Arlington, Loudoun, Prince William, Fauquier, Culpeper, Spotsylvania, Stafford, Essex, King William, King George, Caroline, King and Queen, Rockingham, Page, Shenandoah, Frederick, Warren, Clarke, Tazewell, Buchanan, Dickenson, Wise, Russell, Lee, Scott, Washington Counties, City of Harrisonburg, Winchester, Alexandria, Fredericksburg, Norton, and Bristol, VA.** **Referrals will be accepted** and screened to determine what other services may be provided

depending on the veteran client situation. Program and Intake staff can be contacted at **844.461.2892**.

**Staffing Pattern:**

The Program staff consists of one intake specialist, 7 Case managers, 2 Program Coordinators and one Program Director.

**History:**

In October 2012, Volunteers of America Chesapeake was awarded the VA Supportive Services for Veteran Families (SSVF) grant to serve at risk of becoming and homeless veterans throughout the Northern Virginia area. In October 2016, the VA awarded an additional 9 counties and 1 city. In addition, October 2016, VOA Mid States requested VOA Chesapeake to serve as a sub grantee to the north and south west areas of Virginia (Rockingham, Page, Shenandoah, Frederick, Warren, Clarke, Tazewell, Buchanan, Dickenson, Wise, Russell, Lee, Scott, Washington Counties, City of Harrisonburg, Winchester, Norton, and Bristol, VA).