

## SUPPORTIVE SERVICES FOR VETERAN FAMILIES- *Knoxville*

**PROGRAM OVERVIEW** The Supportive Services for Veteran Families Program (SSVF) provides case management to connect Veterans in housing crisis with needed services to bring stability to them and their families.

Through the SSVF program, the U.S. Department of Veterans Affairs aims to improve the housing stability of very low-income veteran families by providing intensive case management and assisting participants to obtain VA benefits and other public benefits including:

- Housing stability planning
- Individualized budget planning
- Employment and training services
- Income support services
- Transportation services
- Legal services
- Other supportive services, including third party payments to landlords, utility companies, moving companies and eligible child care providers

Eligible Veterans may receive temporary financial assistance including security deposits, rent payments, rental arrear payment, utility deposits, and/or utility arrear payments dependent upon their unique situation. SSVF links Veterans with other appropriate service providers, including local VA Medical Center and Community-Based Outreach Clinics, local housing authorities, veterans' representatives at the Department for Employment Services, community-based services and other service providers. Referrals and linkages are also made with partner agencies, and can include services for food, clothing, legal, substance use treatment, health care, mental health counseling/treatment and job skills training.

To become an SSVF participant, one must be; 1) A member of a Veteran Family; meaning a veteran must be present in the household. *SSVF defines a Veteran as a person who has served in the active military, naval, or air service, and who was discharged with other than a dishonorable discharge;* 2) Very low-Income household; meaning income does not exceed 50% of area median income where you live; and 3) Occupying permanent housing; as defined by HUD. Exclusions may apply. Please contact us for more information.

**PROGRAM OUTCOMES**

- 100% of veteran families served were stably housed at program exit
- 95.69% of veteran families in the program demonstrated an improvement in self-sufficiency at program exit

**CLIENT SATISFACTION**

- 97% of respondents surveyed indicated they were satisfied with the services they received
- 94.17% of respondents surveyed indicated they benefited from the services

**YEAR ESTABLISHED** 2012

**COUNTIES SERVED** Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, McMinn, Monroe, Morgan, Roane, Scott, Sevier and Union

**PEOPLE SERVED** 189 Veteran Households in FY19



### **Supportive Services for Veteran Families**

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