

VA



U.S. Department  
of Veterans Affairs

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FISCAL YEAR 2022

# ANNUAL REPORT

Veterans Health Administration Homeless Programs Office



# MESSAGE FROM THE EXECUTIVE DIRECTOR

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As Executive Director of the Homeless Programs Office (HPO), I am proud to present the Veterans Health Administration (VHA) Homeless Programs Office Fiscal Year (FY) 2022 Annual Report.

Since 2010, the U.S. Department of Veterans Affairs (VA) has helped nearly 986,000 Veterans and their families avoid or exit homelessness. Additionally, the more than 55% decline in Veteran homelessness over the past 12 years points to HPO's ability to effectively implement the Housing First approach; innovate service delivery; and collaborate with cross-agency, interagency, and community partners. Major accomplishments over the years include:

- **Dramatically reducing the number of Veterans experiencing homelessness since 2010.** The commitment of VA and the federal government to ending Veteran homelessness has led to a more than 55% reduction in the number of Veterans experiencing homelessness on any given night.
- **Accelerating permanent housing placements.** To revitalize our communities' homeless service systems, VA set an ambitious goal to place at least [38,000 homeless Veterans into permanent housing](#) by the end of calendar year 2022. This goal represented nearly the same number of Veterans counted in the [2020 Point-in-Time count](#). During FY 2022, from January through September 2022, VA housed 30,201 unique and individual Veterans, which represented more than 79% of the goal. By the end of the goal in December 2022, VA housed 40,401 Veterans, exceeding the goal by over 6%.
- **Maintaining a pool of 38 affiliated researchers.** Through these partnerships, the National Center on Homelessness among Veterans (NCHAV) helped facilitate important operational projects on evictions, homeless prevention, and racial/ethnic disparities. These collaborations produced more than 20 peer-reviewed publications this year.
- **Proving that ending Veteran homelessness is possible.** Since 2015, [83 communities and 3 states effectively ended Veteran homelessness](#). This proves that with a commitment

from leadership, dedication of resources, and active coordination of VA and community services, it is possible to end Veteran homelessness.

- **Increasing access to affordable housing.** In September 2022, [VA's Supportive Services for Veteran Families \(SSVF\)](#) program awarded \$137 million in supplemental grant funding to 150 grantees. These additional funds support [Veterans with housing choice vouchers](#) and will connect them with landlords from whom to rent, provide incentives to encourage landlords to rent to Veterans, and cover move-in expenses to improve Veterans' quality of life by giving them essential items and home furnishings to help turn their house into a home.
- **Innovating how VA provides low-barrier emergency shelter.** For many Veterans experiencing unsheltered homelessness, increasing their access to [low-barrier shelter](#) means creating safe, decent, welcoming, and appropriate shelter options that honor their dignity and autonomy. In July 2022, VA launched the Safe Haven Shelter Services (SHSS) pilot aimed at replicating the VA Greater Los Angeles Health Care System's [Care Treatment and Rehabilitative Services \(CTRS\) tiny shelter initiative](#) at up to 5 VAMCs nationwide.
- **Helping Veterans obtain employment.** To support housing stability, VA connects Veterans experiencing homelessness with a range of employment services and job opportunities. In FY 2022, this resulted in more than 11,800 Veterans being employed at exit from all VHA homeless programs and services.
- **Began implementing more than 90 capital improvement grants** through the Grant and Per Diem (GPD) program that were awarded in 2021 and 2022 to transform existing transitional housing spaces into safer, more individualized living environments for Veterans.
- **Enhancing access to care through telehealth.** To ensure that Veterans experiencing homelessness could stay in touch with their VA providers while minimizing their risk of COVID-19 infection, VA launched its Telehomeless Initiative. Since its inception, this initiative has provided more than 53,000 smartphones and other internet-connected devices to Veterans. In FY 2022, telehealth through VA Video Connect represented 6.2% homeless program clinical encounters.
- **Providing flexible assistance to homeless Veterans.** In December 2021, VA sent \$20 million in American Rescue Plan funds to VA medical centers (VAMCs) across the country to maximize the number of Veterans assisted under flexibilities authorized by the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (PL 116-315). Section 4201 of the Isakson-Roe Act temporarily authorizes VA

to use appropriated funds for life-saving food, shelter, goods, and services for homeless Veterans or those participating in U.S. Department of Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) program during the coronavirus pandemic and other public health emergencies. By the end of FY 2022, VAMCs across the country directly helped more than 43,500 Veterans using \$6.7 million in funding through the [expanded flexibilities](#). VAMCs have purchased groceries, meals, apartment start-up kits, furniture, and laundry vouchers for Veterans experiencing homelessness.

- **Reducing barriers to transportation.** Similar to rising rental costs, transportation has been a consistent barrier to Veterans accessing the care they have earned. These barriers were further exacerbated during the COVID-19 pandemic for Veterans who traditionally relied on public transportation, which, without vaccines, social distancing and appropriate masking, would increase their risk of infection. Fortunately, section 4201 of P.L. 116-315 also led to the creation of a nationwide rideshare program that provides support to Veterans in need of transportation to meet health, housing, legal, and employment needs. By the end of FY 2022, this service has provided more than 226,000 rides to over 31,000 Veterans at a value of \$8.1 million.
- **Conducting outreach to justice-involved Veterans.** Incarceration is a powerful predictor of homelessness. VA conducted outreach to Veterans in criminal justice settings nationwide. Specialists with VA's Veterans Justice Programs serve Veterans in more than 900 prisons, 1,800 local jails, and 620 Veterans Treatment Courts.
- **Ensuring access to health services for homeless Veterans through mobile medical care.** Mobile medical units (MMUs) were awarded to 25 Homeless Patient Aligned Care Teams (HPACTs) to provide health care and supportive services in the community to Veterans experiencing homelessness. These MMUs provide HPACT staff with the necessary infrastructure to deliver care in community-based settings in a safe and confidential space with medical supplies and equipment readily available.

This annual report highlights each HPO program's accomplishments in providing case management and other services—housing, financial, physical and mental health, and employment—to prevent Veteran homelessness or ensure that it is rare, brief, and nonrecurring.

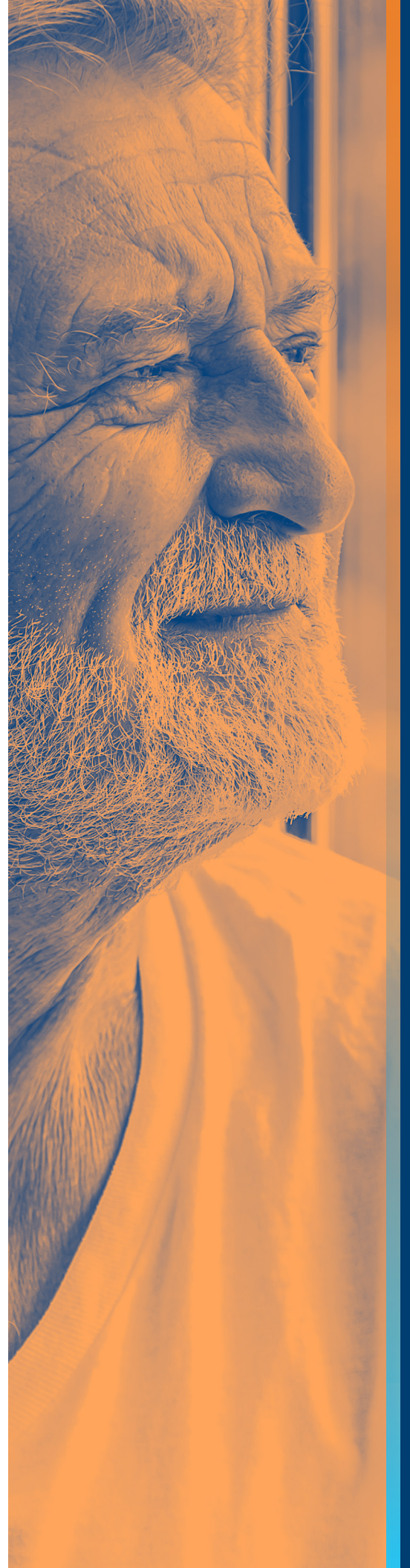
# REPORT OVERVIEW

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Thousands of Veterans and their families have successfully exited homelessness through HPO's collaboration with multiple VA administrations and offices, other federal agencies, and numerous community-based partners. In addition to delivering program services directly to Veterans, HPO provides grants to organizations to fill critical gaps in transitional housing, case management support, permanent housing, and other services. The breadth and impact of HPO's programs and services are illustrated in the following sections of this report:

- Housing Programs
- Employment Services
- Health Care Services
- Veterans Justice Programs
- Community Programs
- Interagency Programs and Services
- Research

Each section provides a brief description of specific programs and services along with data that shows the impact on and value to Veterans.





# HOUSING PROGRAMS

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VA's housing programs are guided by the Housing First approach, based on the premise that when Veterans have a place to call home, they are better able to benefit from supportive services. The key principles of Housing First as they are applied under VA's housing programs are respect, warmth, and compassion for all Veterans; Veteran choice and self-determination; recovery orientation focused on individual well-being; and use of harm reduction strategies. Housing First features rapid, streamlined entry into a housing program with no preconditions such as sobriety or completion of alcohol or drug treatment for obtaining tenancy. As Veterans achieve their goals, establish recovery, and gain independence, the services they receive are continually adjusted to meet their needs.

## HOUSING AND URBAN DEVELOPMENT- VETERANS AFFAIRS SUPPORTIVE HOUSING (HUD-VASH) PROGRAM

HUD-VASH is a collaborative program between the U.S. Department of Housing and Urban Development (HUD) and VA that combines HUD housing choice rental vouchers with VA case management services. Congress has appropriated funds for more than 107,500 housing choice vouchers for HUD-VASH. The program has housed nearly 170,000 Veterans and their families since FY 2012.

HUD-VASH is targeted at Veterans experiencing homelessness who have the greatest need for case management and supportive services to maintain permanent housing. This includes Veterans with serious mental illness, physical health diagnoses, and substance use disorders. Once a Veteran and their family members find permanent housing, they agree to participate in case management services designed to help them recover from the physical and mental health problems and other issues that contributed to or resulted from their homelessness. These services, delivered by VA, may include mental health and substance use disorder treatment, primary health care, support for integration into the community, and employment assistance.

HUD allows [Public Housing Agencies](#) (PHAs) administering a HUD-VASH program, in partnership with local VA facilities, to use their tenant-based HUD-VASH voucher funding to allocate project-based units. Project-based HUD-VASH vouchers provide PHAs the opportunity to secure affordable housing for Veterans in the community, and offer Veterans expanded options on where they live. The HUD-VASH program has partnered with local governments and property developers in 38 states to set aside 10,079 Veteran housing choice vouchers at 431 housing projects throughout the country. Of those units, 7,461 were available for Veterans as of the end of FY 2022, with another 2,618 in development.

Eligibility for HUD-VASH was expanded by Section 9103 of the William M. Thornberry National Defense Authorization Act for FY 2021 (P.L. 116-283), which became law on January 1, 2021. P.L. 116-283 extended eligibility for HUD-VASH vouchers and VA case management services to any individual meeting the definition of “Veteran” defined as “a person who served in the active military, naval, air, or space service, regardless of length of service, and who was discharged or released therefrom,” excluding anyone who received a dishonorable discharge from the Armed Forces or was discharged or dismissed from the Armed Forces by reason of the sentence of a general court-martial. 38 U.S.C. § 2002(b). Over 2,500 Veterans who qualified under this new authority were enrolled in HUD-VASH as of the end of FY 2022.

For more information, visit [va.gov/homeless/hud-vash.asp](https://va.gov/homeless/hud-vash.asp).

## HUD-VASH PROGRAM SUCCESS STORY

### Buffalo HUD-VASH partners with assisted living facility to help older Veteran

For more than two decades, Army Veteran Ida McDonald lived in her home without running water, electricity, or heat. In 2021, when the City of Buffalo finally deemed her home to be uninhabitable, she turned to VA for help. When she visited the VA Western New York Health Care System’s homeless program, McDonald was offered a hot shower and meal. Most importantly, she received a referral to HUD-VASH and a voucher—resources that enabled McDonald to find her new home at the Mary Agnes Manor Assisted Living Facility in a matter of weeks. To read her full story, visit [news.va.gov/101799/buffalo-hud-vash-partners-with-assisted-living-facility-to-help-older-veteran](https://news.va.gov/101799/buffalo-hud-vash-partners-with-assisted-living-facility-to-help-older-veteran).



**14,925** Veterans moved into HUD-VASH housing in FY 2022.



**80,501** Veterans who had experienced homelessness remained in stable housing through HUD-VASH at the end of the fiscal year.



## TRIBAL HUD-VASH

According to the 2010 Census, more than 150,000 Veterans identified as American Indian or Alaska Native (AI/AN). Because most tribal lands do not have homeless shelters, safe havens, or other homeless resources, tribal members (who often describe themselves as “houseless” rather than “homeless”) frequently shelter in the extremely overcrowded homes of family or friends. Tribal HUD-VASH seeks to house AI/AN Veterans who are experiencing or at risk of homelessness on or near their home reservations, supporting their choice to live near natural supports with access to culturally and spiritually meaningful practices and traditional healing. In Tribal HUD-VASH, rental assistance is provided through a hybrid Indian Housing Block Grant awarded by HUD rather than a standard HUD-VASH voucher. AI/AN Veterans enrolled in the program receive tailored VA case management and clinical services designed to help them exit homelessness and sustain permanent housing.

Tribal HUD-VASH was established in 2015 and expanded in 2021. A second expansion in August 2022 increased the estimated capacity of Tribal HUD-VASH to 620 Veteran households.

For more information, visit [hud.gov/program\\_offices/public\\_indian\\_housing/ih/tribalhudvash](https://hud.gov/program_offices/public_indian_housing/ih/tribalhudvash).



**103** Veterans moved into housing with a Tribal HUD-VASH rental subsidy in FY 2022.



**407** Veterans were housed with a Tribal HUD-VASH rental subsidy by the end of FY 2022.



## SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF) PROGRAM

SSVF is designed to rapidly rehouse and provide guidance and case management services to Veteran families (defined as a single Veteran or a family in which the head of household or the spouse of the head of household is a Veteran) who are homeless or at imminent risk of becoming homeless. VA grants funds to private nonprofit organizations and consumer cooperatives to help Veteran families access a full range of community benefits designed to prevent homelessness. Through SSVF, Veterans can obtain VA and other benefits that may include health care, daily living services, financial planning services, transportation, legal services, childcare, and housing counseling. Time-limited payments to landlords, utility companies, moving companies, and licensed childcare providers may also be provided to help Veterans stay in or acquire permanent housing.

In FY 2022, to help VA accelerate the placement of Veterans into permanent housing, SSVF awarded more than \$137 million in supplemental funding. These funds supported Veterans with housing choice vouchers by connecting them with landlords from whom to rent, providing incentives to encourage landlords to rent to Veterans, covering move-in expenses, and improving Veterans' quality of life by giving them essential items and home furnishings to help turn their house into a home.

For more information, visit [va.gov/homeless/ssvf.asp](https://va.gov/homeless/ssvf.asp).

SSVF's unique blend of services has kept families together, successfully meeting the needs of women and dependent children. Of the 105,170 Veterans and family members served by SSVF in FY 2022:



**10,109** women Veterans were served, accounting for 14% of the total 72,297 Veterans served. This service rate exceeds the 8-9% of women found in the homeless Veteran population.



More than **17,400** households with children were served in over **70,900** total households.



Of those Veterans discharged from the SSVF program, **72%** obtained permanent housing.



Approximately **\$418** million in grants were awarded to **261** nonprofit organizations.



Over **7,800** disposable smartphones have been allocated to SSVF grantees for distribution to homeless or at-risk Veterans receiving services through the SSVF program. This ensures that Veterans remain connected to healthcare opportunities, caregivers, and support teams, especially during the current COVID-19 pandemic.

## HOMELESS PROVIDERS GRANT AND PER DIEM (GPD) PROGRAM

GPD is VA's largest transitional housing program for Veterans experiencing homelessness. Since 1994, GPD has awarded grants to community-based organizations to provide transitional housing with wraparound supportive services to help vulnerable Veterans move into permanent housing. The grants are designed to meet Veterans at various stages as they move to stable housing. Community-based organizations receiving GPD grants offer focused transitional housing services through a variety of housing models targeted to different populations and needs of Veterans. GPD plays a vital role in the continuum of homeless services by providing supportive services to those Veterans who would otherwise be among the unsheltered homeless population. Because of GPD, Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination. GPD is authorized to award 5 separate types of grants.

### TRANSITIONAL HOUSING GRANTS INCLUDE:

- **Per Diem Only** (PDO) grants provide funding in the form of per diem payments to reimburse grantees for the cost of care provided to Veterans in transitional supportive housing.
- **Special Need** (SN) grants target housing and services to specific populations of Veterans (e.g., women, Veterans with chronic mental illness, frail elderly Veterans, Veterans caring for minor dependents, terminally ill Veterans).
- **Transition-In-Place** (TIP) grants offer Veteran residents housing in which supportive services transition out of the residence over time rather than the resident. Upon completion of the TIP services, the resident retains the unit as their permanent housing with no requirement to move.

### OTHER TYPES OF GRANTS INCLUDE:

- **Case Management** (CM) grants support Veterans who were previously experiencing homelessness or who are at risk for homelessness so that they may obtain or retain permanent housing.
- **Capital grants** support the costs of acquiring, renovating, or constructing facilities and are only offered intermittently to improve existing facilities or to develop new transitional housing depending on the needs of the department and funding availability.

GPD manages a portfolio of unique grant types across every state as well as Puerto Rico and Washington, D.C. to enhance flexibility and precision of homeless service delivery through community providers.

Starting in FY 2023, GPD will actively fund approximately 350 PDO grants, 15 SN grants, 40 TIP grants, 115 CM grants, and will implement more than 90 capital improvement grants awarded in 2021 and 2022. Each local community-based organization receiving grants from GPD offers focused services through multiple pathways based on the needs of the Veterans they serve. Through GPD grants, VA is able to meet the needs of many different Veteran populations experiencing homelessness, including but not limited to women Veterans, Veterans with chronic mental illness, frail elderly Veterans, and Veterans who have care of minor dependents.

The grants GPD awards to community organizations make a difference, and the impact is felt across the country. GPD grantees have permanently housed more than 112,000 unique Veterans since 2013, demonstrating that these grants are both an essential component of VA's continuum of resources for Veterans experiencing homelessness and an effective means to end homelessness.

For more information, visit [va.gov/homeless/gpd.asp](https://va.gov/homeless/gpd.asp).

## GPD PROGRAM SUCCESS STORY

### “I only dreamed of this,” VA program finds Veteran Lorenzo Campbell a home

When Army Veteran Lorenzo Campbell faced homelessness, the VA Northern California Health Care System stepped up to help. His VA caseworkers connected him with Nation's Finest, a California-based nonprofit dedicated to helping Veterans supported by VA's GPD program. When Campbell shared his goal to reunite with his children, his caseworkers agreed that a house would serve the needs of Campbell and his family better than any apartment could. To read his full story, visit [news.va.gov/103839/i-only-dreamed-of-this-va-program-finds-veteran-lorenzo-campbell-a-home](https://news.va.gov/103839/i-only-dreamed-of-this-va-program-finds-veteran-lorenzo-campbell-a-home).



More than **10,000** Veterans exited GPD to permanent housing.



Nearly **24,000** Veterans were served by GPD grants.

A close-up photograph of a hand holding a key. The hand is positioned in the upper half of the frame, with the thumb and index finger gripping the key's ring. The key is a standard metal key with a notched bit. The background is a soft, out-of-focus blue and white gradient. The overall mood is one of accomplishment and fulfillment.

**“  
I ONLY  
DREAMED  
OF THIS**

## DOMICILIARY CARE FOR HOMELESS VETERANS (DCHV) PROGRAM

The DCHV program provides intensive residential care for Veterans with complex, co-occurring mental health and substance use disorders, medical conditions, and psychosocial needs. Veterans receive medical, mental health, vocational, educational, and other services from interdisciplinary teams with a focus on addressing concerns that inhibit their ability to exit homelessness. The program emphasizes integration with the community with the goal of supporting the Veteran's transition to stability and housing independence following discharge. For more information, visit [va.gov/homeless/dchv.asp](https://va.gov/homeless/dchv.asp).



More than **3,600** unique Veterans were served.



Over **1,700** operational beds were located at 44 sites in support of Veterans experiencing homelessness.

Note: DCHVs typically serve over 6,000 Veterans each year. The reduction in the number of unique Veterans served in FY 2022 reflects COVID-related interruptions in care and staffing challenges. While the numbers are gradually increasing, the programs continued to operate with reduced capacity during FY 2022.

## COMPENSATED WORK THERAPY-TRANSITIONAL RESIDENCE (CWT-TR) PROGRAM

The CWT-TR program is a unique residential mental health program that provides transitional housing beds in a therapeutic community that focuses on active rehabilitation to aid Veterans in community integration with a focus on both employment and successful transition to housing independence. The work component of the program offers multiple vocational options, leading to job development and placement.

At the end of FY 2022, there were 40 CWT/TR programs with 539 operational beds. The number of unique Veterans served in CWT/TR during FY 2022 was just over 700, with a typical length of stay of around five months. Among Veterans discharged from the CWT/TR program during FY 2022, 50% of those eligible for employment had secured competitive employment at the time of discharge. A smaller subset of Veterans were discharged prior to finding permanent employment but were continuing to pursue vocational goals with the CWT program. During FY 2022, 57% of Veterans discharged from CWT/TR were discharged to permanent housing.

Note: CWT/TR typically serves more than 1,000 Veterans each year. The reduction in the number of unique Veterans served in FY 2022 reflects COVID-related interruptions in care. In response to the pandemic, admissions were curtailed, with programs closed or operating at significantly reduced capacity during the year.

# EMPLOYMENT SERVICES

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## HOMELESS VETERANS COMMUNITY EMPLOYMENT SERVICES (HVCES)

Employment can be a key element in helping Veterans avoid or exit homelessness. VA's employment services help Veterans experiencing or at risk of homelessness secure and maintain jobs in their communities.

HVCES staff, who are embedded in homeless programs at VA Medical Centers (VAMCs), complement medical center-based employment services and create a bridge to employment opportunities and resources in the local community. HVCES is staffed by Vocational Development Specialists, who function as Community Employment Coordinators (CECs) and Employment Specialists. CECs are funded at each VAMC. The HCHV and HUD-VASH programs have funded Employment Specialists at a limited number of VAMCs based on local needs. HVCES staff work with VA homeless program and employment services staff, including those working in the CWT and Veteran Readiness and Employment (VR&E) programs, to identify employment resources for Veterans who are experiencing or at risk of homelessness, including those who have experienced chronic homelessness. They also collaborate with external community, state, and federal partners, such as the Department of Labor (DOL) [Homeless Veterans Reintegration Program \(HVRP\)](#), to provide training and support services that are not available within VA and to help employers and Veterans address any issues with workplace adjustment. For more information on employment services for Veterans experiencing homelessness, visit [va.gov/homeless/employment\\_programs.asp](https://va.gov/homeless/employment_programs.asp).



## HVCES PROGRAM SUCCESS STORY

### Boston VA helps homeless Army Veteran

For Army Veteran Cynthia Perkins, moving from homelessness to housing was just the beginning. With stable housing, Perkins was able to begin therapy sessions through VA, learning about the effects of trauma, military sexual trauma (MST), and posttraumatic stress disorder (PTSD). As she worked on turning a new page in her own life, she resolved to help others do the same. It wasn't long before Perkins turned to VA's HVCES to help her fledgling startup, Lines on Paper, Inc. To read her full story, visit [news.va.gov/109234/boston-va-helps-homeless-army-veteran](https://news.va.gov/109234/boston-va-helps-homeless-army-veteran).



Approximately **5,600** Veterans exited residential homeless programs with competitive employment. Residential programs include GPD, Low-Demand Safe Haven, and HCHV Contract Residential Services.



The rate of employment for Veterans housed through HUD-VASH was over **52%**, exceeding the national target by 5%.



There were more than **13,000** newly documented, unique instances of employment for Veterans who engaged in or exited from VA homeless programs or services.



# HEALTH CARE SERVICES

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## HEALTH CARE FOR HOMELESS VETERANS (HCHV)

Quality health care services are immensely important in the effort to prevent and end homelessness among Veterans. Veterans whose health is successfully managed can direct their attention to other life needs and goals, including employment, education, caring for their children, and more.

HCHV's mission is to reduce homelessness among Veterans by connecting them with healthcare and other needed services. Through outreach, case management, and Contract Residential Services (CRS), HCHV helps place Veterans experiencing chronic homelessness—especially those with serious mental health diagnoses or substance use disorders—into VA or community-based programs that provide quality housing and services that meet their specific needs.

HCHV oversees the technical assistance and operational aspects of Section 4201(a) of the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (PL 116-315), which authorizes the Secretary of VA to use appropriated funds for food, shelter, goods, and services for homeless Veterans or those participating in U.S. Department of Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) program during the Coronavirus pandemic public health emergencies. For this time-time limited authority, VAMCs have been providing life-saving resources such as groceries, clothing, blankets, apartment start-up kits, rental deposits, rideshare vouchers, and smartphones to eligible Veterans. From May 2021 through September 2022, VAMCs across the United States have directly helped more than 43,500 Veterans using nearly \$6.7 million in funding through the expanded flexibilities authorized by the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act.

For more information about HCHV, visit [va.gov/homeless/hchv.asp](https://va.gov/homeless/hchv.asp).

## HCHV PROGRAM SUCCESS STORY

### Oklahoma Veteran OK thanks to VA food pantry

During one of his first visits to the VA Oklahoma City Health Care System, Army Veteran Rodney Bennett's medical provider recognized that he was food insecure and lacked reliable access to nutritionally adequate food. But thanks to an HCHV social worker and her innovative food insecurity improvement project, Bennett was immediately able to get help from their new daily walk-in food pantry. To read his full story, visit [news.va.gov/109120/oklahoma-veteran-ok-thanks-to-va-food-pantry/](https://news.va.gov/109120/oklahoma-veteran-ok-thanks-to-va-food-pantry/).



More than **4,000** Veterans exited HCHV CRS programs to permanent housing.



**78** days was the average length of stay in an HCHV CRS program.



**57%** of Veterans exiting CRS programs continued to receive outpatient VA mental health services, and **73%** received ongoing VA medical services.



Over **21,500** Veterans received HCHV outreach services.



Over **8,800** Veterans received HCHV case management.

## HOMELESS PATIENT ALIGNED CARE TEAMS (HPACTS)

HPACT is an innovative treatment model that VAMCs across the country are implementing to provide a coordinated “medical home” specifically tailored to the needs of Veterans experiencing homelessness. Select VA facilities assign Veterans to a HPACT that includes a primary care provider, a nurse, a social worker, homeless program staff, and others who provide medical and mental health care, case management, housing, and social services. This team provides and coordinates Veterans' health care along with the services they need to obtain and stay in permanent housing.

Five core elements distinguish HPACT from traditional primary care models, including: (1) reducing barriers to care, (2) providing one-stop, wraparound services that are integrated and coordinated, (3) engaging Veterans in intensive case management, (4) providing high-quality, evidence-based, and culturally sensitive care, and (5) being performance-based and accountable using real-time data.

Veterans enrolled in HPACT experience, on average, experience 19% fewer emergency room visits, have an average of 35% fewer hospitalizations<sup>1</sup>, receive care for \$9,379 less per year than a homeless Veteran enrolled in a standard PACT<sup>2</sup>, are able to obtain housing faster<sup>3</sup>, and report more positive patient care experiences<sup>4</sup>.

For more information about HPACTs, visit [va.gov/HOMELESS/HPACT.asp](https://va.gov/HOMELESS/HPACT.asp).



More than **86** active HPACTs were in operation at 56 VAMCs.



Over **22,100** Veterans were enrolled in HPACT, receiving primary care services.



**25** sites were awarded Mobile Medical Units in FY 2022 to provide healthcare and supportive services in the community to Veterans experiencing homelessness.

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<sup>1</sup>O'Toole TP, Johnson EE, Aiello R, Kane V, Pape L. Tailoring Care to Vulnerable Populations by Incorporating Social Determinants of Health: the Veterans Health Administration's "Homeless Patient Aligned Care Team" Program. *Prev Chronic Dis*. 2016 Mar 31;13:E44. doi: 10.5888/pcd13.150567. PMID: 27032987; PMCID: PMC4825747.

<sup>2</sup>O'Toole TP, Johnson EE, Borgia M, Noack A, Yoon J, Gehlert E, et al. Population-Tailored Care for Homeless Veterans and Acute Care Use, Cost, and Satisfaction: A Prospective Quasi-Experimental Trial. *Prev Chronic Dis* 2018;15:170311. DOI: <http://dx.doi.org/10.5888/pcd15.170311>

<sup>3</sup>Johnson, E. E., Borgia, M., Rose, J., & O'Toole, T. P. (2017). No wrong door: Can clinical care facilitate veteran engagement in housing services? *Psychological Services*, 14(2), 167-173. <https://doi.org/10.1037/ser0000124>

<sup>4</sup>Jones et al. (2019). Providing positive primary care experiences for homeless Veterans through tailored medical homes: The Veterans Health Administration's Homeless Patient Aligned Care Teams. *Medical Care*, 57(4). DOI: DOI: 10.1097/MLR.0000000000001070

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## COMMUNITY RESOURCE AND REFERRAL CENTERS (CRRC)

VA's CRRCs operate in collaboration with community-based homeless providers and federal and state partners that provide services to Veterans experiencing homelessness. CRRCs provide one-stop access to housing, physical and mental health care, job development programs, and other VA and non-VA services in a central, community-based location with the lowest possible barriers to access.

For more information, visit [va.gov/HOMELESS/CRRC.asp](https://va.gov/HOMELESS/CRRC.asp).



Over **68,000** Veteran visits were recorded to **32** CRRCs in strategically selected areas across the country.

## HOMELESS VETERANS DENTAL PROGRAM (HVDP)

The HVDP promotes oral health for all Veterans who have experienced or are at risk for homelessness. Research shows that the provision of dental care has a substantial positive impact on outcomes among Veterans participating in residential housing intervention programs. Dental care promotes program completion, transition to permanent housing, and employment or financial stability upon program discharge. In FY 2022, VA dental clinics provided more than 80,000 dental procedures to nearly 10,000 Veterans participating in the HVDP.

Veterans who are enrolled in the following residential rehabilitation programs may be eligible for VA dental care:

- Grant and Per Diem Program
- Health Care for Homeless Veterans Contracted Residential Services
- Domiciliary Mental Health Residential Rehabilitation Treatment
- Compensated Work Therapy-Transitional Residences
- Community Residential Care and Medical Foster Homes



For more information about dental care for Veterans, [read our informational pamphlet](#).



Nearly **10,000** Veterans were served.

## NATIONAL CALL CENTER FOR HOMELESS VETERANS (NCCHV)

Veterans who are experiencing homelessness, are at risk of homelessness, or are facing a housing crisis can reach VA 24 hours a day, 7 days a week by contacting the National Call Center for Homeless Veterans at 1-877-424-3838. The call center also takes calls from VAMC staff; federal, state, and local partners; community agencies; service providers; and others in the community who want to make referrals or get more information.

For more information, visit [va.gov/HOMELESS/NationalCallCenter.asp](https://va.gov/HOMELESS/NationalCallCenter.asp).



More than **177,000** calls were received.



VAMC homeless program staff have responded to over **95,900** referrals from the call center.

# VETERANS JUSTICE PROGRAMS (VJP)

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Incarceration is one of the most powerful predictors of homelessness. VA's Veterans Justice Programs (VJP) serve Veterans at any point in their involvement in the criminal justice system, including their reentry into the community following incarceration. The goal of VJP is to provide these Veterans with resources, services, and mental health and other clinical treatment to prevent homelessness and ensure a lasting rehabilitation. VJP staff conduct outreach in prisons, jails, and court settings. They work with local law enforcement to identify and contact justice-involved Veterans and facilitate their access to VHA mental health, substance use, and homeless services, and to other VA services and benefits as appropriate.

VJP specialists are highly effective at facilitating access to needed care for justice-involved Veterans. Veterans who receive VJP outreach go on to access VA care at very high rates. Within one year, 91 percent of Veterans with a mental health disorder entered VA mental health treatment, averaging 12.8 outpatient visits. Sixty-six percent of Veterans with a substance use disorder entered VA substance use disorder treatment, averaging 11.7 outpatient visits.

For more information, visit [va.gov/homeless/vjo.asp](https://va.gov/homeless/vjo.asp) and [va.gov/homeless/reentry.asp](https://va.gov/homeless/reentry.asp).





## VJP SUCCESS STORY

### Army Veteran Barry Jordan gets a second chance with VA's justice programs

Jordan saw the benefits of enlisting firsthand from family members who served. He expected the Army to provide a challenging job that could support his young family, a chance to travel, and most importantly, the honor of serving his country. What he did not expect was that he would become involved with the justice system shortly after separating from the Army. Jordan had never heard of VA's Veterans Justice Outreach (VJO) Program, but when a representative reached out to him, he thought it sounded like a good choice. To read his full story, visit [news.va.gov/104324/army-veteran-barry-jordan-gets-a-second-chance-with-vas-justice-programs/](https://news.va.gov/104324/army-veteran-barry-jordan-gets-a-second-chance-with-vas-justice-programs/).



More than **46,000** justice-involved Veterans received services.



**623** Veterans Treatment Courts and other Veteran-focused court programs were supported.



**172** pro-bono on-site legal clinics were hosted by VAMCs through partnerships with legal providers.

# COMMUNITY PROGRAMS AND SERVICES

## OFFICE OF COMMUNITY ENGAGEMENT

The Office of Community Engagement serves as a trusted resource and as a catalyst for the growth of effective partnerships at the national, state, and community levels. It also serves as a facilitator and access point for public and private entities interested in partnering with HPO to enhance supportive services and resources for Veterans who are homeless or at risk of homelessness. Community Engagement works with VA's Office of Strategic Partnerships, Office of Public and Intergovernmental Affairs, and a contractor to develop communication tools, partnership referrals, and strategic messaging to make Veterans who are homeless aware of services available to them. This approach also targets VA employees; national, state, and local organizations; and other interested stakeholders.

### **Bombas donated 146,000 socks to homeless Veterans**

- Bombas donates and distributes socks to VA homeless programs every year to provide comfort and more positive health outcomes to Veterans as they work to achieve housing stability and independence. In FY 2022, Bombas donated 146,000 pairs of socks to VAMCs and community partners. The partnership has grown in scope and membership over the years. In 2021, Veterans United Home Loans joined the team to help donate even more socks to Veterans experiencing homelessness. By growing the list of donation locations that cater specifically to Veterans, VA is one step closer to reaching its goal of donating socks to every homeless Veteran in the United States. For more information, read the blog: [news.va.gov/111315/bombas-veterans-united-socks-donated-homeless/](https://news.va.gov/111315/bombas-veterans-united-socks-donated-homeless/).

### **Community Solutions helped house 6,827 Veterans through Built for Zero**

- Built for Zero is a movement of 105 communities working to measurably and equitably end homelessness—and prove it is possible. In FY 2022, Built for Zero helped house 6,827 homeless Veterans. Additionally, since 2015, 14 communities have reached Functional Zero and 92,119 Veterans have been housed.



### Veterans Matter helped 850 Veterans

- Veterans Matter provides deposit or down payment assistance to HUD-VASH Veterans. They operate in 32 states, including Colorado, Florida, Idaho, Illinois, Indiana, Michigan, Missouri, Ohio, Pennsylvania, South Carolina, and Texas, and have helped more than 6,295 Veterans to date. In FY 2022, they helped 850 Veterans.

## STATUS QUERY AND RESPONSE EXCHANGE SYSTEM (SQUARES)

VA remains committed to ending Veteran homelessness and making it rare, brief, and non-reoccurring. Finding and securing affordable housing can be an uphill battle for Veterans experiencing or at risk of homelessness. Achieving the goal of ending homelessness requires a collective effort by VA, Grant and Per Diem (GPD), Supportive Services for Veteran Families (SSVF), Housing and Urban Development-VA Supportive Housing (HUD-VASH), homeless service community partners, criminal justice agencies (police, sheriff departments, courts, and jails), and local, state, and federal agencies. Many of our partners may be the first to encounter a Veteran experiencing homelessness or at risk of homelessness.

In the past, confirming a Veteran's eligibility for VA homeless program services was a lengthy process, but Veterans experiencing or at risk of homelessness often need immediate assistance. To streamline this process, VA developed SQUARES, a secure VA web application that provides VA and external homeless service organizations with reliable, detailed information about Veteran eligibility. Users submit identity attributes for homeless individuals (i.e., name, date of birth, Social Security number, and gender) and SQUARES returns information regarding their Veteran status and eligibility for homeless programs. The tool facilitates quick and simple access to care for homeless and at-risk Veterans.

For more information, visit [va.gov/homeless/squares/](https://va.gov/homeless/squares/) and watch our [SQUARES overview video](#) and [SQUARES demonstration video](#).



More than **3,000** active users as of December 2022.



Over **230,000** queries processed as of December 2022.

## STAND DOWNS

Stand Downs are one- to three-day events held by community agencies in partnership with VA to provide Veterans experiencing homelessness with essential services and support, including health screenings, VA and Social Security benefits counseling, and referrals to a variety of other services, such as housing, employment, and substance use disorder treatment. For more information, visit [va.gov/homeless/events.asp](https://va.gov/homeless/events.asp).



**190** Stand Downs served more than **38,300** Veterans.

## PROJECT CHALENG (COMMUNITY HOMELESSNESS ASSESSMENT, LOCAL EDUCATION AND NETWORKING GROUPS)

Project CHALENG brings together VA, community agencies, and other federal, state, and local government offices that provide homeless services to assess and develop plans to meet the needs of Veterans experiencing or at risk of homelessness. CHALENG includes 2 components: CHALENG meetings and the CHALENG survey, which includes the perspectives of Veterans and those of VA and community service providers.

In calendar year 2021, 4,149 individuals completed a CHALENG participant survey. This included 1,773 homeless Veterans and 2,376 providers and other stakeholders, including VA staff, state and public officials, community leaders, and volunteers. The 2021 survey results revealed that Veteran needs that have been met primarily involve services that VHA can provide directly, whereas most unmet needs require community partnership support to fulfill.

To find more information about the project, to see full details of the top 10 unmet needs for Veterans, and to learn the demographics of survey participants, visit [va.gov/homeless/chaleng.asp](https://va.gov/homeless/chaleng.asp).

# INTERAGENCY COLLABORATION AND SERVICES

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## VETERANS BENEFITS ADMINISTRATION (VBA) OUTREACH PROGRAM

VBA funds Homeless Veterans Outreach Coordinators (HVOCs), who work full time at all 56 regional offices to provide access to VA benefits and information for Veterans who are homeless or at risk of becoming homeless. VBA also has Homeless Veterans Claims Coordinators (HVCCs) in all 56 regional offices. HVCCs label, control, and expedite the processing of claims by Veterans who are homeless or at imminent risk of homelessness, including those involved with the criminal justice system. HVCCs also report on the prioritization of homeless claims activities. In FY 2022, VBA personnel participated in over 1,754 events to assist Veterans experiencing or at risk of homelessness.

Additionally, VBA contributed to the development of a memorandum of understanding between VA and the Federal Bureau of Prisons (BOP). The memorandum provides a framework by which VA can provide information and access to services for BOP inmates who are Veterans as defined in 38 U.S.C. § 101(2), or who have submitted a claim to VA for a benefit for which status as a Veteran is required.



Expedited **29,672** compensation claims for Veterans experiencing homelessness, with an average completion time of **112.6** days.



Expedited **1,448** pension claims for Veterans experiencing homelessness, with an average completion time of **53.7** days.



## EXCESS PROPERTY FOR HOMELESS VETERANS INITIATIVE

This program allows for the distribution of the federal government's excess personal property, including sleeping bags, hats, coats, and footwear, to Veterans experiencing homelessness. The Defense Logistics Agency (DLA) distributes the majority of this surplus property, requisitioned by HPO, at Stand Downs conducted by community partners.



VA approved **3,554** total clothing requisitions.

## MORTGAGE FORECLOSURE ASSISTANCE

VA works with loan servicers to help borrowers with VA guaranteed loans from the Loan Guaranty Service avoid foreclosure.



Saved approximately **205,700** borrowers from foreclosure, avoiding more than **\$3.99 billion** in potential claim payments.



Program staff made nearly over **535,000** calls to Veterans and their servicers.



# RESEARCH

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## NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS (NCHAV)

NCHAV, established in 2009 and codified by section 713 of the Jeff Miller and Richard Blumenthal Health Care and Benefits Improvement Act of 2016, conducts research, model development, education, and policy analysis to promote recovery-oriented care for Veterans who are homeless or at risk of homelessness. Activities include assessing the effectiveness of programs; identifying and disseminating best practices to integrate into policies, programs, and services for Veterans experiencing or at risk of homelessness; and serving as a resource for all research and training carried out by VA and other federal and nonfederal entities with respect to Veteran homelessness.

### RESEARCH:

- Maintained a pool of 38 affiliated researchers for which NCHAV serves as a national resource for more than 20 peer-reviewed studies. Through these partnerships, NCHAV communicates operational priorities, sets strategic initiatives, and helps foster collaboration and synergy among researchers focused on the causes of homelessness.
- Created the next generation of investigators with research expertise in Veteran homelessness through offering a postdoctoral fellowship program in collaboration with the VA Office of Academic Affiliations (OAA). This postdoctoral fellowship program provides focused training experiences for health professionals interested in addressing homelessness and criminal justice involvement. Two fellows completed the NCHAV fellowship in FY2022. Fellows who graduated move to federal and nonfederal positions to further the VA's mission to address homelessness and improve Veteran health.



- Generated over 14 peer-reviewed research publications on homelessness among Veterans and 7 research briefs that enhance evidence-based knowledge of effective programs and services to address Veteran homelessness. Major projects undertaken this year included the evaluation of VA's National Call Center for Homeless Veterans as a homeless prevention approach; surveillance of evictions and home foreclosures, which are pathways to homelessness among Veterans; and the potential to use telehealth to reach Veterans in the HUD-VASH program. Findings from these studies have been used to inform ongoing program development in VA program offices and policies to support Veteran health.
- Administered 4 intramural grants to research affiliates in diverse geographies to examine racial disparities, spiritual well-being, chronic medical needs, and social determinants of health among Veterans experiencing homelessness and at risk of experiencing homelessness.
- Maintained a Veteran research engagement panel of 12 Veterans with lived experiences of homelessness to advise and provide input on 5 research projects.
- Started a \$2 million pilot Money Management Intervention (MMI) program with 13 Supportive Services for Veteran Families (SSVF) grantees to help support financial literacy and money management services for Veterans experiencing homeless and at risk of experiencing homelessness.
- Presented 18 research-focused educational events, whose goals included translating research findings into practice for national audiences of VA, federal partners, and community providers.

## EDUCATION & MODEL DEVELOPMENT:

- **Provided 14 national educational events on critical mission topics**, such as women Veterans' health care, staff burnout, diversity, medical legal partnerships for older adults in patient care, and Veteran suicide risk. These events were attended by more than 3,900 participants in an effort to enhance knowledge, skills, and competencies of VA staff working with Veterans experiencing and at risk of experiencing homelessness.
- **Optimizing use of occupational therapy (OT) in HUD-VASH:** NCHAV partnered with the HUD-VASH Program and the Office of Rehabilitation and Prosthetic Services to develop strategies to optimize the use of OT in HUD-VASH with the goal of improving services and outcomes for HUD-VASH's prematurely aging population. A stepwise model was developed to standardize the OT workflow within HUD-VASH. The initial phase of the model involved intake screening for early recognition of factors compromising housing success and timely referrals to OT for evaluation and treatment. This intake screen was piloted at 2 sites. A report was written that describes how the pilot was conceived and implemented, lessons learned, and considerations for next steps.
- **Integrating models of trauma-informed care into homeless program services:** NCHAV and the Health Care for Homeless Veterans (HCHV) National Program are collaborating to replicate 2 linked promising practices currently operating at the VA Boston HCHV program—the Care Coordination, Advocacy, Treatment, and Connections to Housing (CATCH) program and the Trauma-Informed Care (TIC) Integration Initiative. Using a trauma-informed approach, CATCH serves Veterans experiencing homelessness who have high needs and treatment costs and face complex challenges in obtaining and retaining housing often due to chronic serious mental illness and/or substance use. The TIC Integration Initiative is a training and technical assistance model for incorporating trauma-informed care principles into homeless programs at the VAMC level. Both models are anticipated to be replicated in FY 2023 at 2 VA medical centers through the end of 2025.
- **Developing and piloting standard best practices for outreach and engagement:** NCHAV is working with the HCHV National Program to pilot a 12-module workshop series to train outreach workers more effectively to reach and engage Veterans experiencing chronic homelessness or Veterans experiencing homelessness who are not seeking assistance and are “hidden” under bridges, in encampments, or in remote rural locations. The workshop series was developed through a voluntary assessment of VA homeless outreach capacity and practices at the network and VAMC level, along with input from focus groups consisting of HCHV outreach workers.

View the full NCHAV Fiscal Year 2022 Annual report [here](#).



# CONCLUSION

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Despite the many challenges faced during FY 2022, HPO continued to work tirelessly to ensure that all Veterans and their families have a safe, stable place to call home and access to essential services to promote healthy lives. The more than 55% decline in Veteran homelessness since 2010 inspires confidence that preventing and ending homelessness for all Veterans is achievable.





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