

Frequently Asked Questions about the Supportive Services for Veteran Families (SSVF) program:

Q1. How long is the process?

A1. The process time varies depending on the unique circumstances of your family. The SSVF staff can't provide services without proper documentation and services can be on hold until proper documentation is received the SSVF staff. It typically takes approximately 1 week to 1 ½ weeks to be screened for services and notified of eligibility.

Q2. What are my chances of receiving assistance?

A2. Eligibility for SSVF services is based upon numerous factors (i.e. characterization of discharge, annual income, homelessness status/risk, household characteristics, and funding availability to name a few). Due to the number of veterans requesting services, AWS is not able to assist every family that is in need. Despite this fact, AWS strives to provide all eligible veterans with services to increase their housing stability.

Q3. How much does the SSVF program assist with?

A3. The VA has placed restrictions on the number of months of services for utilities and rent that can be provided to any veteran family within specific time frames. With this being said, funds provided are based upon the VA SSVF guidelines and funding availability at AWS.

Q4. How do I find affordable housing in my area?

A4. You can visit the following websites and input your zip codes to find affordable housing www.schousingsearch.com and www.gosection8.com.

Q5. I am homeless, what do I do?

A5. SSVF doesn't offer any emergency shelter or transitional housing services. If you need an immediate place to stay, contact your local VA medical center and ask to speak to a representative of the Healthcare for Homeless Veterans Program. You can also visit the Emergency Room of your local VA medical center and speak to a social worker regarding your homelessness. If you have temporary housing and are seeking permanent housing, you can call the toll free SSVF line at 1-855-AWS-SSVF or 1-855-297-7783. If no one answers, please leave a detailed message including your name and contact phone number and an SSVF case manager will give you a call back shortly.

Q6: I have received a Magistrate's eviction notice, what do I do?

A6. If you are a participant in the HUD/VASH program, notify your case manager immediately and have the case manager complete an SSVF Referral Form. If you are not a participant in the HUD/VASH program, you can call the toll free SSVF line at 1-855-AWS-SSVF or 1-855-297-7783. If no one answers, please leave a detailed message including your name and contact phone number and an SSVF case manager will give you a call back shortly.

Q7. I do not have a DD214, what can I do?

A7. SSVF does require proof of your veteran status. SSVF requires either a DD214 or VA medical card and Statement of Service in order to determine eligibility.

Q8. My deceased spouse was a veteran, am I eligible?

A8. Unfortunately, a veteran has to be in the household in order for the family to receive any services.

Q9. My estranged spouse is a veteran, am I eligible?

A9. Unfortunately, a veteran has to be in the household in order for the family to receive any services.

Q10. My home is at risk of foreclosure, am I eligible for services?

A10. Unfortunately, the SSVF program can't provide any services to a veteran family that owns their home. For more information on mortgage assistance, visit www.scmortgagehelp.com or call 1-855-HELP 4 SC.