INTERVENTION
PREVENTION
ADVOCACY

FY20 ANNUAL REPORT
My experience from homeless to housing was a positive one. Finding housing and full-time employment was made as smooth as possible thanks to the support of U.S.VETS.

Matthew Eggleston
U.S. Marine Corps veteran
U.S.VETS — Phoenix

I appreciate you sent somebody out there to get me and now I have a decent place to live. I thank U.S.VETS for helping me get into where I’m at now, I really appreciate and I always show them a lot of respect because if it wasn’t for them I wouldn’t be where I’m at today.”

Kehau
U.S. Army veteran
U.S.VETS — Barber’s Point

A year like no other.

2020 was a challenging year for so many of us. A global pandemic disrupted our lives and many of us missed important traditions, life events, workplace camaraderie, and in some cases, loved ones were lost. At U.S.VETS, it tested our mettle and threatened our ability to reach the veterans and families we serve.

But as difficult as 2020 was, it was also a year of hope, perseverance, and gratitude. The commitment of our staff, partners, donors, and communities to our veterans and mission never wavered.

Thanks to an immediate shift to essential duties teams and COVID protocols, there were limited positivity rates across our veteran and staff populations. While we did everything we could to keep our veterans and staff safe, we were not able to provide the full scope of mental health and wellness programming, and connection that are core to the success of our therapeutic communities—and we saw the absence of these in the outcomes of our clients.

Stephen J. Peck, MSW
USMC ’68-’71
President & CEO, U.S.VETS

Since then, we have worked hard to develop new virtual and hybrid programs that allow us to deliver key supportive services in new ways. Fortunately, this expanded outreach has enabled us to provide even better services for the veterans at our sites, and reach more veterans in the community. We carry these lessons forward to increase access, reduce barriers, better meet our veterans where they are — and advance together!
Who We Serve

U.S.VETS is the largest nonprofit organization with boots on the ground to combat America’s homeless veteran crisis head-on. Our comprehensive approach provides therapeutic housing communities, mental health counseling, career, and supportive services to help our veterans rebuild and thrive.

With 32 sites across 11 regional locations in California, Nevada, Arizona, Hawaii, Texas, and Washington D.C., U.S.VETS is uniquely positioned to offer transitional and permanent housing solutions and comprehensive services to veterans and their families nationwide.

What We Do

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With 32 sites across 11 regional locations in California, Nevada, Arizona, Hawaii, Texas, and Washington D.C., U.S.VETS is uniquely positioned to offer transitional and permanent housing solutions and comprehensive services to veterans and their families nationwide.
We offer wraparound services so that veterans can forge pathways out of homelessness. We provide housing, mental health services, employment assistance, meals, and case management. Individualized plans help meet the unique needs of each veteran.

**The Need**

**1.4 MILLION**
An additional 1.4 million veterans are considered at-risk of homelessness due to poverty, a lack of affordable housing, and robust support networks.

**38,000 VETERANS**
Today, in the United States, nearly 38,000 veterans experience homelessness, accounting for approximately 9% of all homeless adults.

**24% OF THE VETERANS WE SERVE**
24% of the veterans we serve struggle with a dual diagnosis of mental illness and substance use making it difficult to maintain housing.
National Impact

Because no two veterans’ circumstances are the same, U.S.VETS staff will assess the specific needs of each veteran to provide a wide range of support just for them. Whether it be food and clothing assistance, peer-to-peer support, or therapeutic activities, we will do whatever it takes to provide the help our veterans need to get back on their feet.

IN 2020 WE PROVIDED:

- 425,738 Bed nights
- 578,302 Meals served
- 48,002 Counseling sessions
- 18,190 Outreach encounters
- 7,500 Moved into or retained permanent housing
- 2,086 Served by workforce
- 993 Job placements

Laura Griggs
U.S. Air Force veteran
U.S.VETS — Long Beach

U.S.VETS welcomed me into this community in a time of my life that other support systems had taken a turn and didn’t feel I deserved to be helped. I am so grateful to be here. Everyone has been so wonderful to me.
**REGIONAL IMPACT**

<table>
<thead>
<tr>
<th>Location</th>
<th>BED NIGHTS</th>
<th>RENTAL ASSISTANCE</th>
<th>JOB PLACEMENTS</th>
<th>MEALS SERVED</th>
<th>PERMANENT HOUSING</th>
<th>CLINICAL TREATMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>INGLEWOOD, CA (SITE OPENED: 1993)</td>
<td>61,881</td>
<td>693</td>
<td>90</td>
<td>66,706</td>
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<tr>
<td>BARBER’S POINT, HI (SITE OPENED: 2002)</td>
<td>45,500</td>
<td>701</td>
<td>177</td>
<td>118,416</td>
<td>162</td>
<td>38</td>
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<tr>
<td>PRESCOTT, AZ (SITE OPENED: 2003)</td>
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<td>53</td>
<td>90</td>
<td>56,521</td>
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<td>27</td>
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<tr>
<td>INLAND EMPIRE, CA (SITE OPENED: 2003)</td>
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<td>26,846</td>
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<tr>
<td>WAF‘ANAE, HI (SITE OPENED: 2007)</td>
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<td>336</td>
<td>78</td>
<td>23,199</td>
<td>106</td>
<td>N/A</td>
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<tr>
<td>PATRIOTIC HALL, CA (SITE OPENED: 2013)</td>
<td>59,452</td>
<td>326</td>
<td>20</td>
<td>38,245</td>
<td>181</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**WASHINGTON, D.C. (SITE OPENED: 2003)**
U.S.VETS — Washington D.C. served nearly 30,000 meals to homeless veterans last year and provides employment and housing support to over 85 veterans each day.

**PATRIOTIC HALL, CA (SITE OPENED: 2013)**
U.S.VETS — Patriotic Hall is home to U.S.VETS’ national homeless prevention programs that focus on employment, mental health and housing. Its programs include Woman Vets on Point, Career Development Initiative, Outside the Wire and U.S.VETS Career Network.

**MENTAL HEALTH GROUP PARTICIPANTS**
- 1,300 N/A 490 7,808 563
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**BED NIGHTS**
- 45,500
- 26,535
- 26,777
- 38,092
- 59,452

**RENTAL ASSISTANCE**
- 701
- 53
- N/A
- 326
- 490

**JOB PLACEMENTS**
- 177
- 90
- N/A
- 20
- 20

**MEALS SERVED**
- 118,416
- 56,521
- 23,199
- 38,245
- 7,808

**PERMANENT HOUSING**
- 162
- 110
- 106
- 181
- N/A

**CLINICAL TREATMENT**
- 38
We strive to prevent veteran homelessness. Our innovative mental health and employment services programs such as Women Vets on Point, Outside the Wire, and the Career Development Initiative, reach veterans nationwide through online and in-person services.

The Judge Harry Pregerson Veteran Stabilization Program

The Judge Harry Pregerson Veteran Stabilization Program is an “aftercare” program, launched with funding from the Rodan Family Foundation, that provides support and guidance to veterans after they graduate from our transitional programs, preventing hundreds from falling back into homelessness.

Wraparound services include assistance with tenant rights, VA benefits and medical claims, access to public transportation, budgeting, medication management, and career development.

This fiscal year, 221 households received “aftercare” services and 95% maintained permanent housing.
Mental Health & Wellness

Veterans transitioning into civilian life often experience great difficulty and stress during their adjustment. U.S.VETS offers free counseling and treatment services designed to address the unique needs of each client in a safe and confidential environment.

Women Vets on Point

We were so honored that The Bob and Dolores Hope Foundation committed $1 million over three years to support the development and expansion of this critical new program. Thanks to their support, and a partnership between U.S.VETS and the Education Development Center, WVoP has expanded its digital tools, virtual programming, online chat, and virtual and in-person therapy visits to ensure that we are still reaching vulnerable female veterans despite the challenges of COVID-19.

Outside The Wire

Outside the Wire continues to provide comprehensive therapies and access to qualified mental health professionals who help student veterans and their families. This program has been important to our mission, and our long-term goal is to expand it nationwide.

In FY20, Outside The Wire provided:

- 10,186 outreach contacts
- 211 individual and group mental health counseling sessions
- 500+ veterans engaged in mental health and suicide prevention efforts in state-wide webinars
- 563 veterans received counseling
- 1,300 veterans enrolled in mental health and suicide prevention efforts
- 7,808 women reached through WVoP website
- 211 individual and group mental health counseling for female veterans enrolled in WVoP
- 100% of women received follow-up support
- 7,808 individual and group mental health counseling sessions for female veterans enrolled in WVoP
Workforce Development

Gainful employment can be a crucial first step to transforming a veteran’s life. U.S.VETS career services support veterans at all career levels and help them translate their military experience into civilian employment opportunities. We’re bringing these services to new markets nationwide through our Career Network job board and Career Development Initiative. U.S.VETS is proud to invest in the development of new programs to increase career mobility for underserved veterans through certifications, mentorship, training programs, equipment, networking and other opportunities.

**FY20 Workforce Impact:**

- **2,086** veterans served by Workforce
- **490** job placements through CDI
- **993** job placements across all programs
- **250+** employer partners, creating a pipeline for veteran employment

COVID-19 Testing and Vaccination Program

At U.S.VETS, the safety and well-being of our veterans and staff has always been a priority, and that commitment deepened when COVID-19 struck our communities and quarantines were imposed. An immediate shift to essential duties teams and regimented COVID protocols kept our veterans and staff safer. We also offered them the opportunity to get tested for the virus and later get vaccinated in a safe environment, sometimes right on site.

As a result of these efforts, among the 5,000 veterans we serve on a nightly basis, only 1.3% were exposed to COVID-19, and only 3% of nearly 500 staff tested positive for the virus.
Since U.S.VETS launched our Housing Department, we have been busy building and expanding our facilities in California, Arizona, Texas, and Hawai‘i. These new developments will enable U.S.VETS to house more veterans than ever, and help to ensure that no veteran spends the night on the street.

**West LA VA**
Number of units: 1,600+ studio, 1 and 2-bedroom apartments
1,800+ homeless and at-risk veterans, including seniors, disabled, female veterans and families
Groundbreaking: 2021

**Fort Whipple**
Historic rehabilitation of 6 former Officer’s Quarters
Site Size: 3 acres
Number of units: 79 new units plus 24 in the Officer’s Quarters
Groundbreaking: 2022

**Phoenix**
Site Size: 3 acres
Number of units: 175
Grand Opening: February 2022

**Midtown–Houston**
Site Size: 1.65 acres
Number of units: 96
Pre-development

**Kama‘a’kū Kauhale**
Site size: 1.5 acres
Number of units: 36 (10 for veterans, 26 for civilians)
Grand Opening: 2021

**17th Street — San Bernardino, CA**
Site Size: 22,720 sq. ft complex on .83 acres
Number of units: 29
Groundbreaking: 2023
Grand Opening: 2024

**Ventura Springs**
Site size: 9.68 acres
Number of units: 122
Groundbreaking: 2022
Grand Opening: 2023

**Riverside, VA — March Veterans Village**
Site Size: 1.43 acres
Number of units: 60 (Building 1)
Phase I: Opened January 2018
Phase II: Grand Opening October 2021

**E Street — San Bernardino, CA**
Site Size: 26,500 sq. ft complex on .79 acres
Number of units: 37
Groundbreaking: 2022
Grand Opening: 2023
West Los Angeles VA North Campus Development

Two years after being selected as the Principal Developer of the West LA VA North Campus, the West LA Veterans Collective (Century Housing, Thomas Safran & Associates, and U.S.VETS) is leading the way to restore the campus to its intended purpose and fulfill its promise to the men and women who proudly served our country.

Accomplishments to date include:

- **U.S.VETS IS DEVELOPING BUILDINGS 300, 13, 210 AND 256**
  - Number of Units: 151

- **Community Amenities and Services:**
  - Teen Center, Green Center, Community Kitchen, Arts and Athletic Spaces, Transit Plaza, Mental Health and Substance Use Treatment Services, Case Management and Supportive Service Coordination, and Therapeutic Gardens and Open Space

- **88%** of total funds expected to come through public sources

- **400** units of housing under construction or in pre-development

- **404** of planned 1200 supportive housing apartments are currently funded with VASH and Section 8 housing vouchers

- **$6.3 million** raised to fund housing, community and infrastructure development through philanthropic investments by community, corporate, and foundation supporters

Wadsworth Chapel

U.S.VETS and The Veterans Collective have joined the 1887 Fund, led by Christine Barrie and the Barrie family, to begin pre-development work on the heart of the West LA VA campus: the notable Wadsworth Chapel. This historic landmark will be home to a cutting-edge moral injury program, to address the invisible wounds of war. The Chapel will also be reestablished as a non-denominational space for veterans to gather, meditate, and heal. Planning for this sacred space is actively underway to return the Chapel to its former glory as a place of wellness, spirituality, and community.
We advocate on behalf of veterans at the local, state, and national levels. Using our expertise as the largest nonprofit veteran service provider in the country, we collaborate with lawmakers and officials to grow awareness of the struggles our communities are facing. Together, we create solutions that honor the sacrifices these brave men and women have made.

LA Supervisor Hilda Solis and U.S.VETS drove innovative housing proposal at Patriotic Hall.

In an effort to alleviate both parking demand at Patriotic Hall and homelessness in the First District, the Board of Supervisors approved a motion authored by Los Angeles County Supervisor Hilda L. Solis that launched a feasibility study to build affordable housing for veterans and their families and expand parking options on Patriotic Hall’s existing parking lot.

Steve Peck advocates for veterans at the U.S. Senate.

This year, U.S.VETS CEO Steve Peck testified in a Senate roundtable about veteran homelessness and our dedication to creating impactful strategies and concrete solutions to end the problem. Much of his speech focused on our progress with the development of the West LA VA. Here’s an excerpt:

“We are creating a full continuum of care which will provide permanent supportive housing for men and women veterans, seniors, the disabled and veteran families. It will include a veterans’ service center, a hub to provide needed support services for the veterans living on campus, but also a center where veterans from the wider community can come to access homeless prevention services such as employment assistance and mental health counseling.”

–Stephen J. Peck
“I am confident now that we will be able to keep our home from the things we learned here. We are so appreciative of the staff at U.S.VETS for their support and for teaching me not to be afraid.”

Astrilita & Fermin Carlino
U.S.VETS — Wai‘anae
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Financials

AGENCY REVENUE BY SOURCE (FY2020)

AGENCY EXPENSES BY TYPE (FY2020)