Supportive Services for Veteran Families

The SSVF program is funded by the United States Department of Veteran Affairs and is administered through Heartland Human Care Services to provide supportive services for low or very low-income veteran families residing in or transitioning to permanent housing. These services are designed to increase the housing stability of veteran families that are at-risk of or experiencing homelessness.

Services Offered:

- Housing stability case management and housing location and inspection
- Emergency financial assistance to acquire or maintain permanent housing
- Tenant rights and responsibilities education and support
- Asset development and financial literacy
- Job readiness and employment placement services
- Referral for health care, daily living, wellness, transportation, legal, and child care services

Eligibility Criteria:

- Reside in the City of Chicago
- Have a household income less than 30% of the Area Median income (AMI)
- Member of a veteran family (single individual or multi-person household)

- AND meet one of the following criteria:
  - At risk of losing permanent housing within 14 days (i.e. possess an eviction notice or scheduled eviction court date)
  - Residing in a “doubled up” situation and be able to provide a notarized letter from lease holder that states need to vacate unit within 14 days
  - Residing in housing that is not meant for human habitation (i.e. park, street, condemned housing)
  - Fleeing or attempting to flee domestic violence

Fees:

Applying for Services:

- For more information or to complete a screening, contact 311 and ask for “short term help.”
Referral and Intake: • The following documentation is required to enroll in SSVF:

- Photo I.D.
- DD-214 Form that shows discharge status (SSVF cannot serve individuals with a dishonorable discharge status)
- Proof of any household income
- Housing payment receipts (if currently housed)
- Copies of lease or landlord agreement (if currently housed)
- Social security cards of family members
- Birth certificates of dependent children

Contact Information: Phone number: 773.728.5960 – dial the operator

Fax number: 773.728.4907

E-mail address: SSVF@heartlandalliance.org

Address: 4411 N. Ravenswood Ave
Chicago, IL 60640

Ravenswood neighborhood

Directions: One block east of the Montrose CTA brown line stop or take the #78 bus to Montrose/Ravenswood.

Hours: • Monday – Friday 8:30 a.m. – 5 p.m.
• Saturday and Sunday - closed

Languages: Spanish and English
Appointments:

Walk In Accepted: This program does not accept walk-ins.

Program Aliases: SSVF

Additional Information:

Map

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