



November 30, 2021

MEMORANDUM NO:  
2022-LA-0801

## *Memorandum*

TO: Danielle Bastarache  
Deputy Assistant Secretary, Office of Public Housing and Voucher Programs, PE

FROM: //SIGNED//  
Kilah S. White  
Assistant Inspector General for Audit, GA

SUBJECT: Evaluating Public Housing Agency Challenges With the HUD Veterans Affairs Supportive Housing Program

### **INTRODUCTION**

We conducted this evaluation due to the growing homeless crisis and the U.S. Department of Housing and Urban Development's (HUD) establishing a goal of ending homelessness. Our objective was to evaluate the challenges that participating public housing agencies (PHA) face in meeting the goals and objectives of the HUD Veterans Affairs Supportive Housing (VASH) program.

The results from our limited review may help HUD in addressing PHAs' challenges in addressing homelessness among veterans. In addition, the results of our review will help HUD determine what is working and not working toward meeting its VASH goals and objectives.

We sent an electronic questionnaire to a universe of 662 PHAs with a HUD VASH program. The majority of responding PHA executives and designated points of contact found that they had excellent or good relationships with their designated Veterans Affairs Medical Centers (VAMCs) and local HUD field offices to help administer their HUD VASH programs. In addition, the respondents believed that the local HUD and U.S. Department of Veterans Affairs (VA) field offices had excellent or good working relationships. Also, respondents expressed that the HUD requirements, including waivers and alternative requirements, were helpful in meeting their program goals and objectives. However, respondents were not able to use all of their allocated program vouchers. One of the reasons was the high cost of housing.

## **SCOPE AND METHODOLOGY**

We conducted the review remotely from January 4 through March 9, 2021. Our review covered the period October 1, 2014, to December 31, 2020. To accomplish our review, we developed and sent a questionnaire to all PHAs that manage a HUD VASH program.

Our universe consisted of the 662 PHAs with a HUD VASH program. We used Microsoft Forms to create the questionnaire for PHA executive directors or designated points of contact to complete. We used HUD's Public Housing Information Center (PIC) to extract PHAs' contact information. HUD provided us additional contact information for those PHAs not in PIC. We sent an email with a hyperlink for the PHAs to access to our questionnaire online and complete. Based on the 2-week period, we received a total of 559 responses from the 662 PHAs contacted, or an 84 percent (559 divided by 662) response rate. We included the survey results on page 19 for additional reference.

PHA executives and designated points of contact answered questions in three categories: (1) overall HUD VASH program, (2) HUD VASH program challenges, and (3) COVID-19 and its impact on the HUD VASH program, which contained rated questions and optional feedback. We determined that a 100 percent sample selection method was appropriate, as the online survey questionnaire is an effective and efficient method of data collection. Specifically, we relied on the information obtained through Microsoft Forms to collect responses from the executives and designated points of contact. As a result, we determined that the information from the program was sufficient to meet the objective of our review.

We conducted the review in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the review to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our objective. We believe that the evidence obtained provides a reasonable basis for our conclusions based on our objective.

We determined that internal controls were not relevant to our objective. Our objective was not to evaluate or provide assurance of HUD's internal controls. Therefore, we did not assess HUD's internal controls or express an opinion on them.

## **BACKGROUND**

The HUD VASH program combines Housing Choice Voucher Program (HCV), formerly known as Section 8, rental assistance for homeless veterans with case management and clinical services provided by the VA. The VA provides these services for participating veterans at VAMCs and community-based outreach clinics.

Since 2008, HUD had awarded HUD VASH vouchers based on geographic need and PHA administrative performance. As of April 12, 2021, Congress appropriated more than \$800 million in funding for the program. HUD awarded the funding to PHAs, which issued 104,966 program vouchers as part of the goal to reduce homelessness among veterans.

The allocation process for HUD VASH vouchers is a collaborative approach that relies on three sets of data: HUD's point-in-time data submitted by its Continuums of Care, VAMC data on the

number of contacts with homeless veterans, and performance data from PHAs and VAMCs. After determining which areas of the country have the highest number of homeless veterans, the VA Central Office identifies VA facilities in the corresponding communities. HUD then selects PHAs near the identified VA facilities, taking into consideration the PHAs' administrative performance, and sends the PHAs invitations to apply for the vouchers. There is at least 1 site in each of the 50 States, including the District of Columbia, Puerto Rico, and Guam.

Generally, HUD administers the HUD VASH program in accordance with regular HCV requirements. However, the 2008 Consolidated Appropriation Act, Public Law 110-161, allows HUD to waive or specify alternative requirements for any provision of any statute or regulation affecting HCV to effectively deliver and administer HUD VASH voucher assistance. The Federal Register published on May 6, 2008, and updated on March 23, 2012, contained HUD VASH operating requirements, which included waivers and alternative requirements from HCV rules.

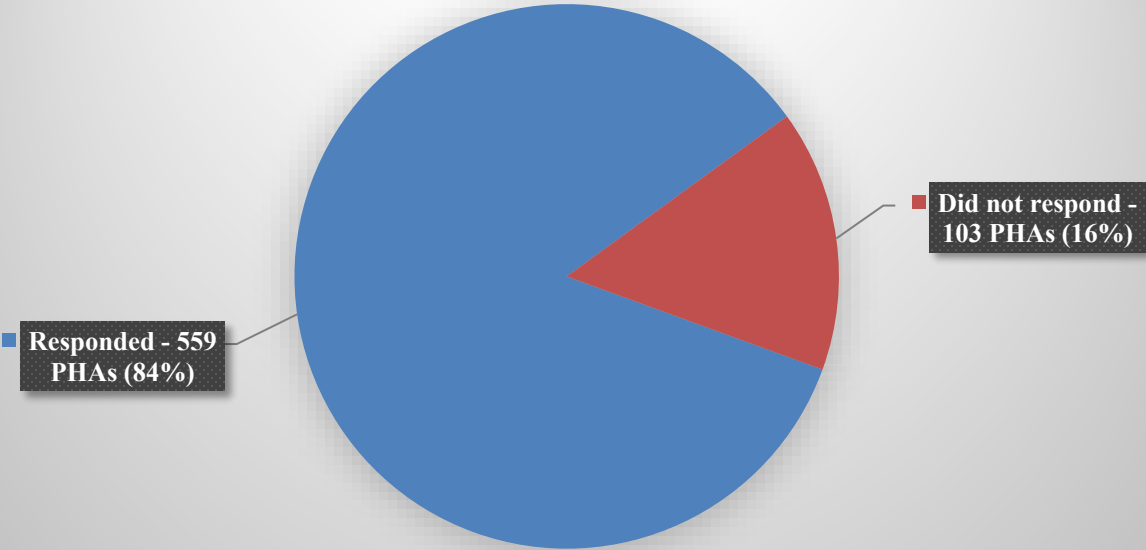
Overall, the HUD VASH program provides permanent supportive housing for eligible homeless veterans who are single or eligible homeless veterans with families. The PHAs determine whether the veteran participant meets HUD's regulations for the HUD VASH program. Therefore, HUD collaborates with the VA and VAMCs to provide supportive services for the eligible veterans.

In January 2020, an article from the Wall Street Journal noted that there were at least 11,000 HUD VASH vouchers for homeless veterans that went unused due to rent increases and hiring difficulties at the VA, which were among the issues that affected grantees' and HUD's ability to lease up. In 2014, we performed an internal review of HUD's implementation and monitoring of the VASH program (audit report number [2014-LA-0003](#), June 18, 2014). We found that HUD adequately implemented and monitored the program but recommended changes to improve lease-up rates. Specifically, we recommended that HUD work with the VA to increase referrals to the program, collaborate with the VA to reevaluate the target percentage of chronically homeless veterans so that a higher number of homeless veterans can be served, and continue efforts to find consistent additional resources for move-in costs. On December 1, 2015, HUD resolved all of these recommendations. As a result, these audit findings from the 2014 report were closed. Homelessness among U.S. veterans is a continuing problem in many cities. On March 18, 2021, HUD released its 2020 Annual Homeless Report Part I to Congress, which showed no decline in veteran homelessness in 2020. Between 2019 and 2020, the number of homeless veterans increased by less than 1 percent.

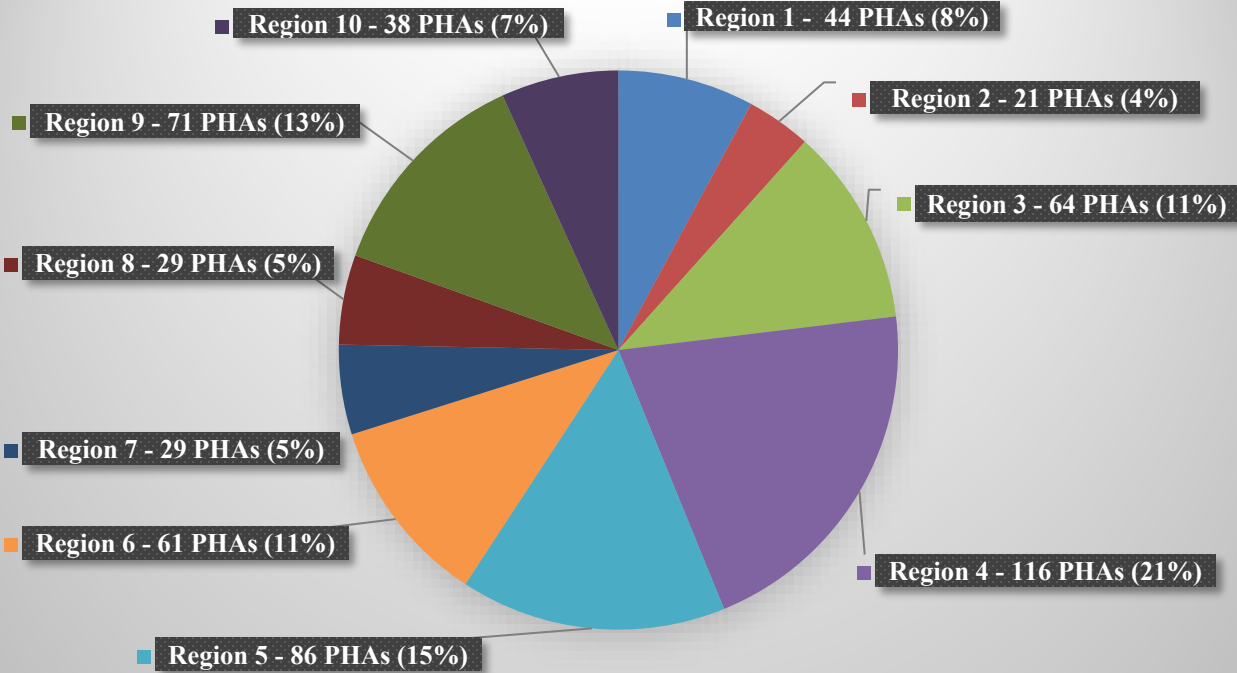
### **RESULTS OF REVIEW**

Of the 662 PHAs emailed, 559 PHA executives and designated points of contact responded, and 103 did not. As a result, we received an 84 percent response rate for use in our evaluation. The charts below provide an overall response rate and response rates by HUD region.

## Overall PHA response rates



## Response rates by HUD region

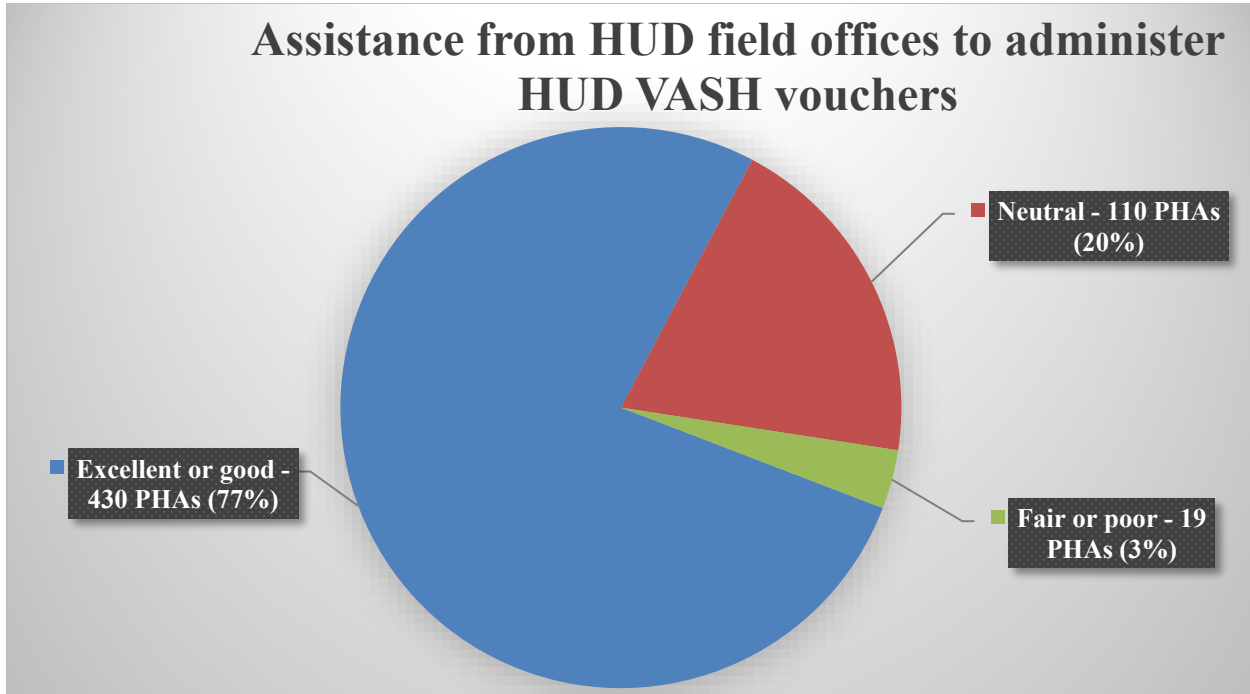


### Overall HUD VASH Program

Most of the PHA executives and designated points of contact had a positive response about the overall program. Respondents stated that local HUD field offices assisted them in administering the program. Also, VAMCs worked well with PHAs to house homeless veterans. In addition, the HUD requirements helped PHAs meet program goals and objectives.

Respondents Had Excellent or Good Relationships With Local HUD Field Offices

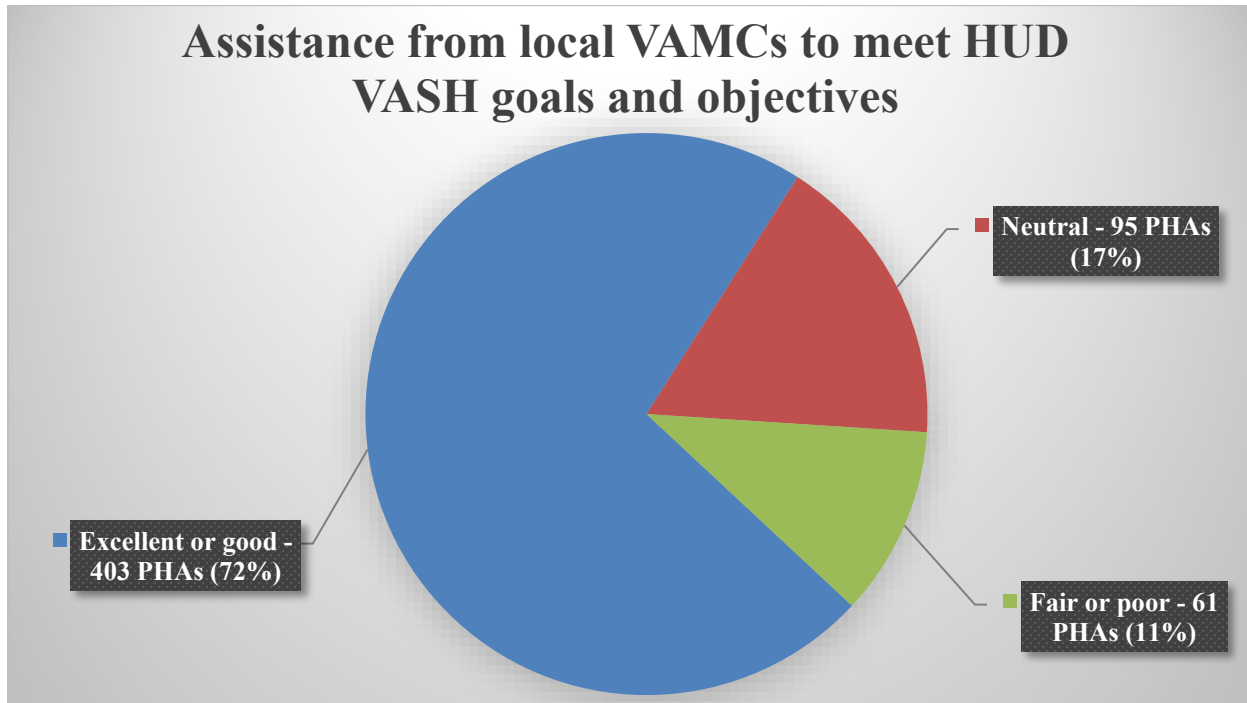
Overall, the PHA executives and designated points of contact had an excellent or good relationship with their local HUD field offices in administering HUD VASH vouchers.



Of the 559 responses, 430 of the respondents, or 77 percent, had an excellent or good experience with their local HUD field offices in helping administer their programs. However, 110 respondents, or 20 percent, were neutral about their experience, and the remaining 19 respondents had a fair or poor experience with their local field offices.

The 430 respondents that had an excellent or good experience felt their local field offices were helpful and responsive in administering their programs. For example, one respondent explained that the local field office was available and quick to respond to questions and problems in a timely manner and offered guidance on an as needed basis. There were 110 respondents who expressed a neutral view about their local field offices' being helpful and responsive in administering their programs. For example, a few respondents stated that they did not seek assistance from their local field office to help them in administering program vouchers. However, the remaining 19 respondents had a fair or poor experience with their local field offices' being helpful and responsive to their program needs. For example, one respondent stated that no assistance was provided by the local field office to help administer program vouchers.

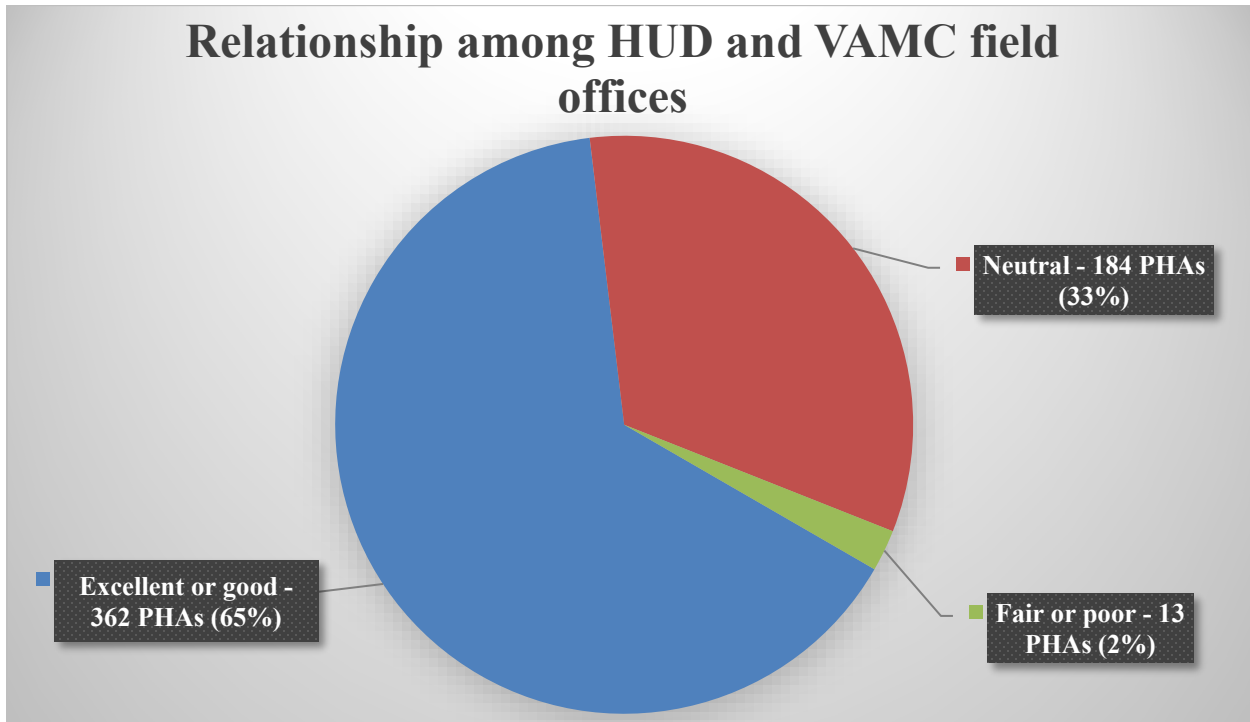
Respondents Had Excellent or Good Relationships With Veterans Affairs Medical Centers  
The majority of the PHA executives and designated points of contact had an excellent or good relationship with their designated VAMCs.



Of the 559 responses, 403 of the respondents, or 72 percent, had an excellent or good relationship with their designated VAMCs in helping to meet program goals and objectives. However, 95 of the respondents, or 17 percent, were neutral about their experience with the VAMCs. The remaining 61 respondents, or 11 percent, had a fair or poor experience with their designated VAMCs in helping meet program goals and objectives.

The 403 respondents expressed that they had an excellent or good experience because of a great working relationship with their VAMC counterparts with a sense of working together. For example, one respondent stated that they collaborated and invested in continued partnership and growth opportunities as well as improving the service coordination and program delivery for the veterans served by the VAMC. The respondent stated that it improved the PHA's timeline in striving to meet the goal of housing the program participants within 30 days of voucher issuance. There were 95 respondents who had a neutral view about whether there was an excellent or good or fair or poor relationship with the VAMCs. Among the views expressed, respondents cited a lack of VA caseworkers to assist eligible veterans in the HUD VASH programs. However, the remaining 61 respondents had a fair or poor experience due to a lack of communication between them and their local VAMCs.

*Respondents Believed Local HUD and VA Field Offices Had Excellent or Good Relationships*  
The majority of the PHA executives and designated points of contact believed their local HUD field office had an excellent or good relationship with their local VA field office.

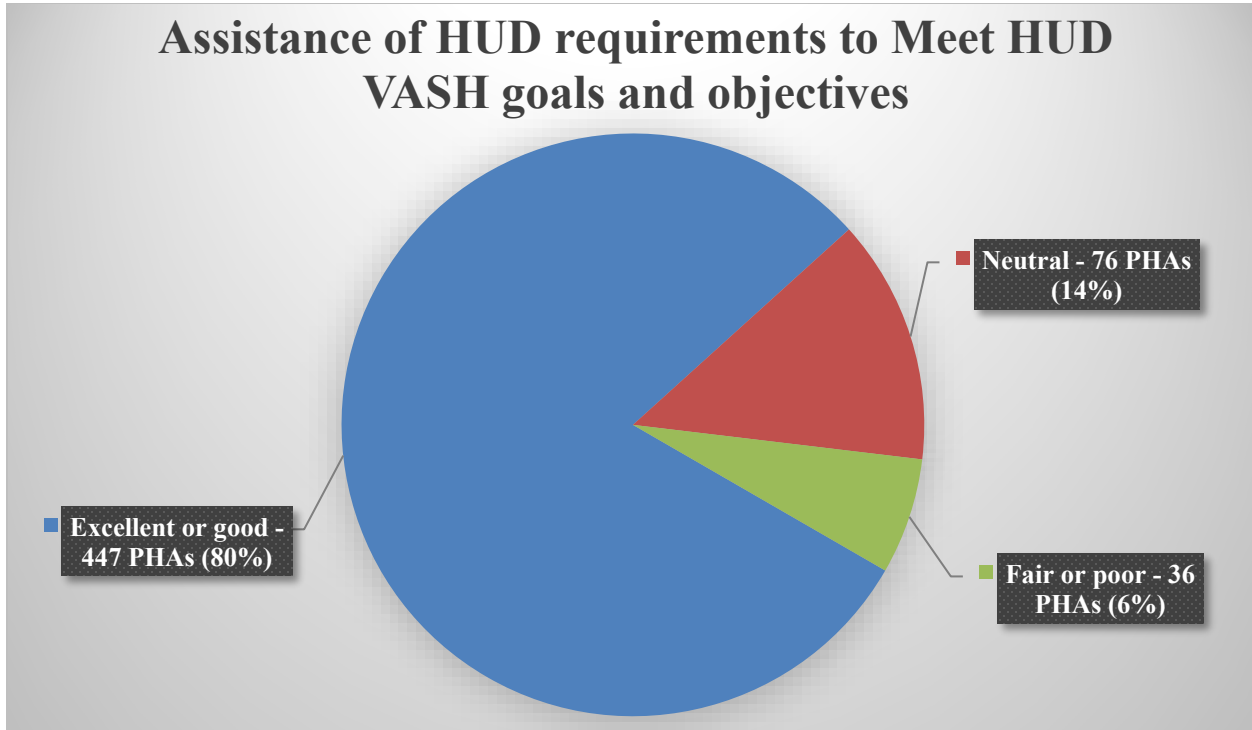


Of the 559 responses, 362 of the respondents, or 65 percent, believed there was an excellent or good relationship between local HUD and VA field offices. However, 184 of the respondents, or 33 percent, were neutral about the relationship between the local HUD and VA field offices. The remaining 13 respondents believed there was a fair or poor relationship between the local HUD and VA field offices.

The 362 respondents who had an excellent or good experience stated that the HUD field offices had a great relationship with their local VA offices because of regular communication. For example, one respondent stated that both offices conducted conference calls to discuss program issues to ensure that they provide excellent customer service to homeless veterans. The 184 neutral respondents expressed that they had no knowledge of the relationship between the HUD and VA field offices. Specifically, a few respondents stated that they were not aware of any interactions between the field offices regarding the HUD VASH program. However, the remaining 13 respondents believed there was a fair or poor relationship between the HUD and VA field offices. For example, one respondent expressed being unaware of any communications between the field offices.

*Respondents Believed HUD Requirements, Waivers, and Alternatives Were Helpful*

The majority of the PHA executives and designated points of contact believed that HUD requirements, including waivers and alternative requirements, were useful and helpful in meeting program goals and objectives.



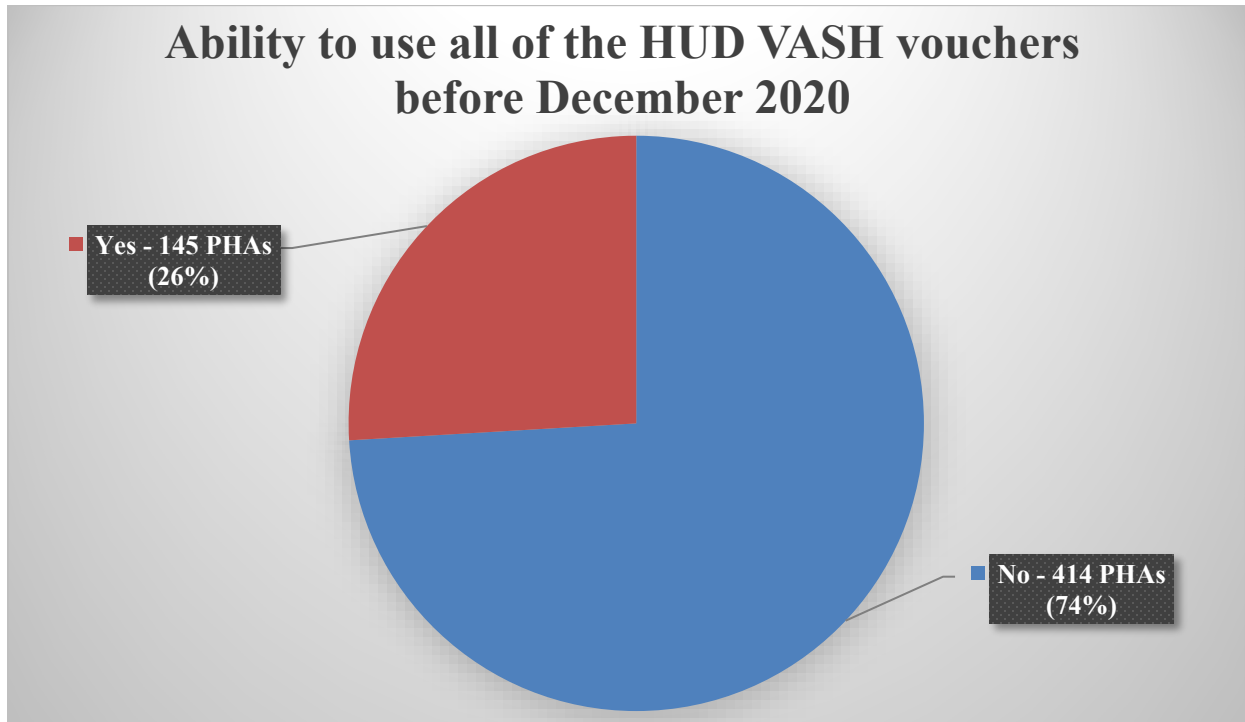
Of the 559 responses, 447 of the respondents, or 80 percent, had an excellent or good belief that program requirements, waivers, and alternative requirements helped meet program goals and objectives. However, 76 of the respondents, or 14 percent, were neutral as to whether the requirements, waivers, and alternative requirements helped their PHA meet program goals and objectives. The remaining 36 respondents had a fair or poor belief that the requirements, waivers, and alternative requirements helped their PHA meet program goals and objectives.

The 447 respondents had an excellent or good experience because they stated that HUD requirements, waivers, and alternative waivers were useful in allowing them to assist more veterans with housing by streamlining the housing process. For example, one respondent stated that the HUD requirements allowed the PHA the flexibility to conduct briefings by telephone and use electronic signatures to facilitate the onboarding process and lease up housing units. There were 76 respondents who had a neutral view as to whether the requirements, waivers, and alternatives were helpful. For example, a few respondents stated that they did not find the waivers helpful because they were meeting their program goals and objectives without them. However, the remaining 36 respondents expressed a fair or poor view that the requirements, waivers, and alternative waivers were helpful. For example, one respondent expressed being unaware of any other HUD requirements except for participant eligibility requirements.



Respondents Did Not Use All of Their Allocated HUD VASH Vouchers

The majority of the respondents were not able to use all of their PHAs' allocated HUD VASH vouchers before December 2020.



Of the 559 responses, 414 PHAs, or 74 percent, were not able to use all of their allocated vouchers before December 2020. However, 145 of the respondents, or 26 percent, were able to use all of their allocated vouchers.

The 414 respondents that were not able to use all of their allocated vouchers stated that it was due to the lack of available affordable housing. For example, one respondent stated that the high cost of housing and low vacancy rates limited the PHA's ability to use vouchers. However, 145 respondents used all of their allocated vouchers because they were efficient about their lease-ups. For example, one respondent found that providing office space for the caseworker made the lease-up process quicker and more efficient.

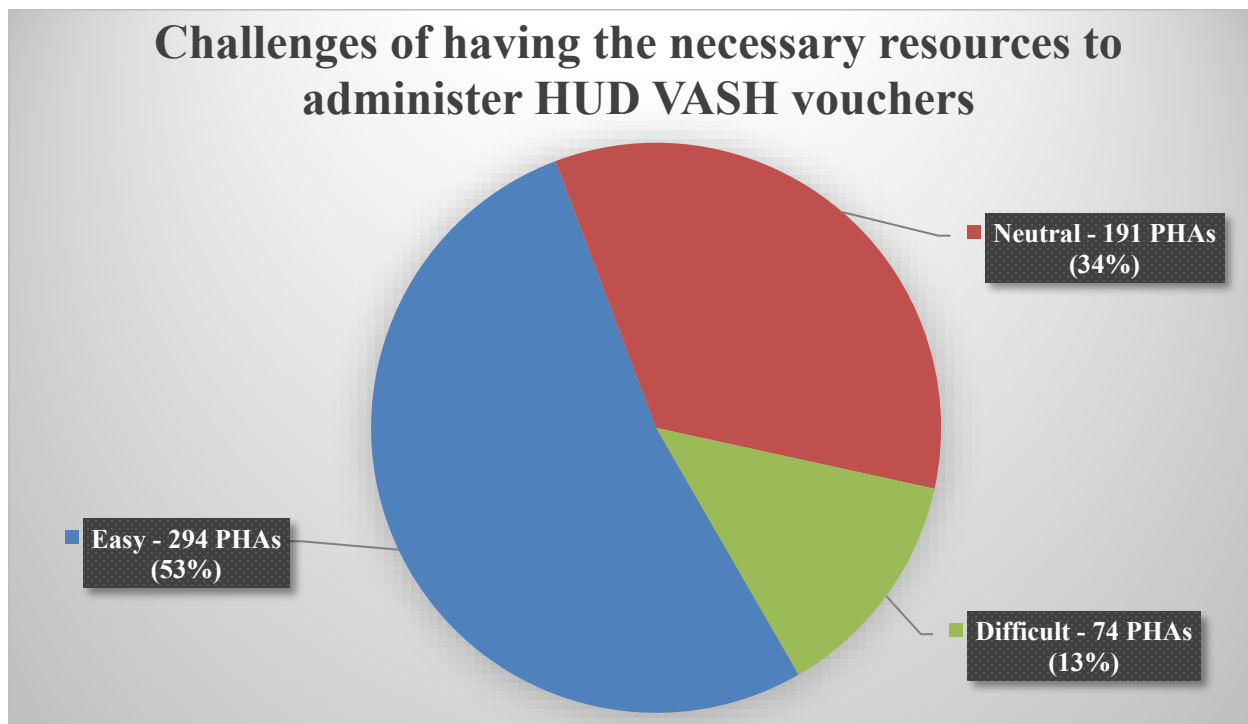
HUD VASH Program Challenges

Most PHA executives and designated points of contact experienced minimal challenges when administering their programs. Respondents did not find it challenging to obtain the necessary resources to administer their programs. Respondents also believed that it did not take longer to house program participants than their PHAs' HCV participants. In addition, respondents did not experience significant challenges related to their PHAs' ability to obtain sufficient funding to meet program goals and objectives. Also, respondents did not experience significant challenges

in helping veterans obtain housing and keeping them housed. However, respondents cited challenges in finding available housing within their jurisdictions.

Respondents Did Not Find It Challenging To Obtain Necessary Resources

Many respondents did not find it challenging to obtain the necessary resources, such as staffing and funding, to administer their program.

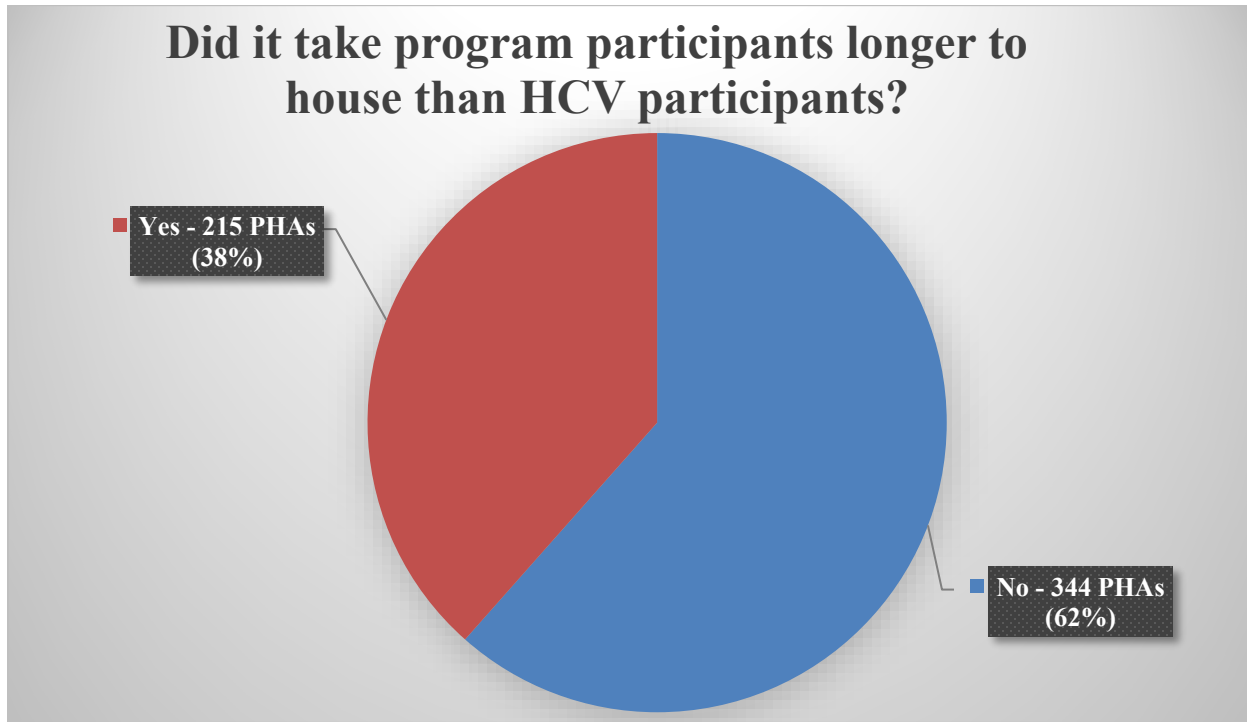


Of the 559 responses, 294 of the respondents, or 53 percent, believed it was easy for their PHAs to obtain the necessary resources to administer their programs. However, 191 of the respondents, or 34 percent, were neutral about obtaining the necessary resources to administer their programs. The remaining 74 respondents, or 13 percent, found it difficult to obtain the necessary resources to administer their programs.

The 294 respondents that had an easy experience emphasized that they had sufficient staff and funding to administer their programs. For example, one respondent stated that the PHA used its awarded funds to hire temporary staff to help the program caseworker expedite veteran referrals and provide better customer service to its veterans. There were 191 respondents who were neutral about the challenges to administering their programs. Specifically, respondents cited staffing and funding as challenges to administering their program vouchers. For example, one respondent stated that staffing has been difficult during the pandemic due to the use of alternative work schedules to administer the program. However, the remaining 74 respondents found it difficult due to the lack of program staff to administer the program. For example, one respondent stated that the PHA was understaffed, which limited its ability to administer program vouchers.

*Respondents Did Not Believe It Took Longer To House HUD VASH Participants*

The majority of respondents did not believe that it took longer to house HUD VASH program participants than their HCV participants.

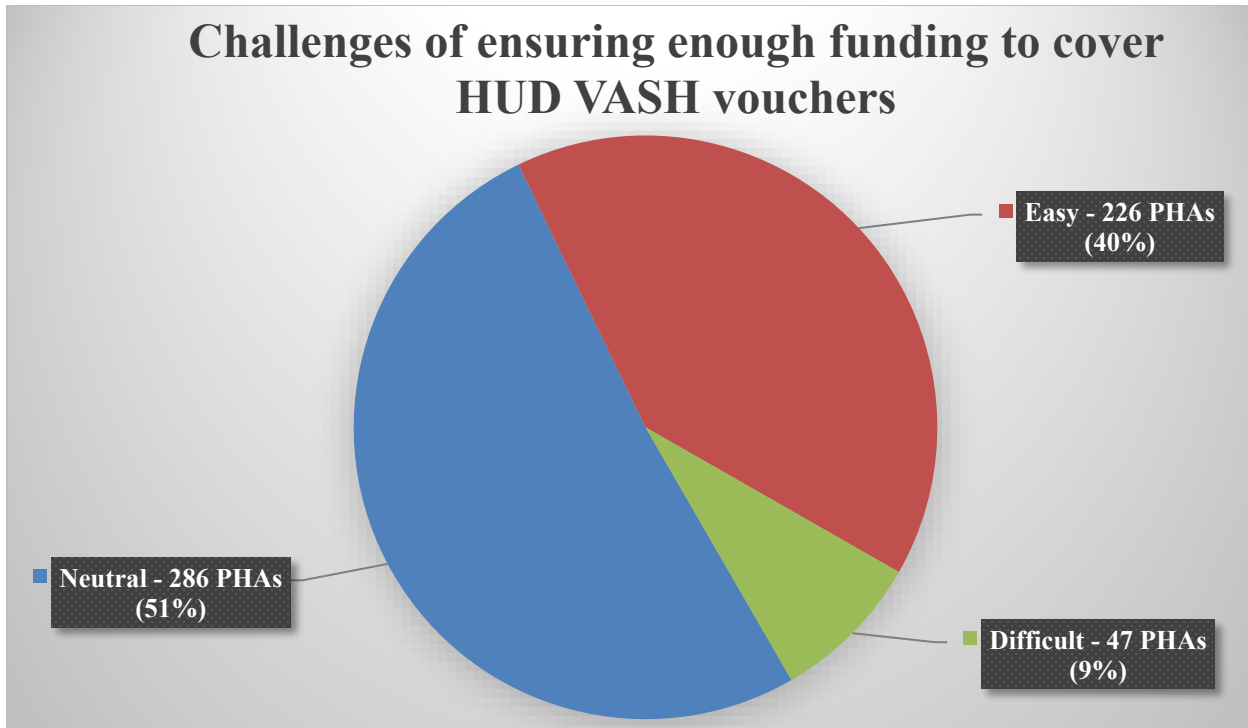


Of the 559 responses, 344 of the respondents, or 62 percent, believed that it did not take longer to house VASH participants than HCV participants. However, 215 respondents, or 38 percent, believed that it took longer to house VASH participants.

There were 344 respondents who believed it did not take longer to house program participants than HCV participants. This result was due to the process for housing veterans in the HUD VASH program being faster than housing HCV participants. For example, a respondent stated that HUD VASH vouchers generally leased units faster than those of HCV participants because of the marketing of this specific program to landlords, along with VA case managers' assisting in the search for housing. However, 215 respondents believed that it took longer to house program participants than HCV participants because of the lack of available housing options for single individual households. For example, one respondent stated that it took longer for program participants to find one-bedroom housing units due to the lack of these types of housing units within the PHA's jurisdiction.

Respondents Were Neutral on Their PHAs' Ability To Have Enough Funding for Program Vouchers

Many respondents were neutral as to whether their PHAs had the ability to provide increased funding to cover their allocated portion of vouchers.

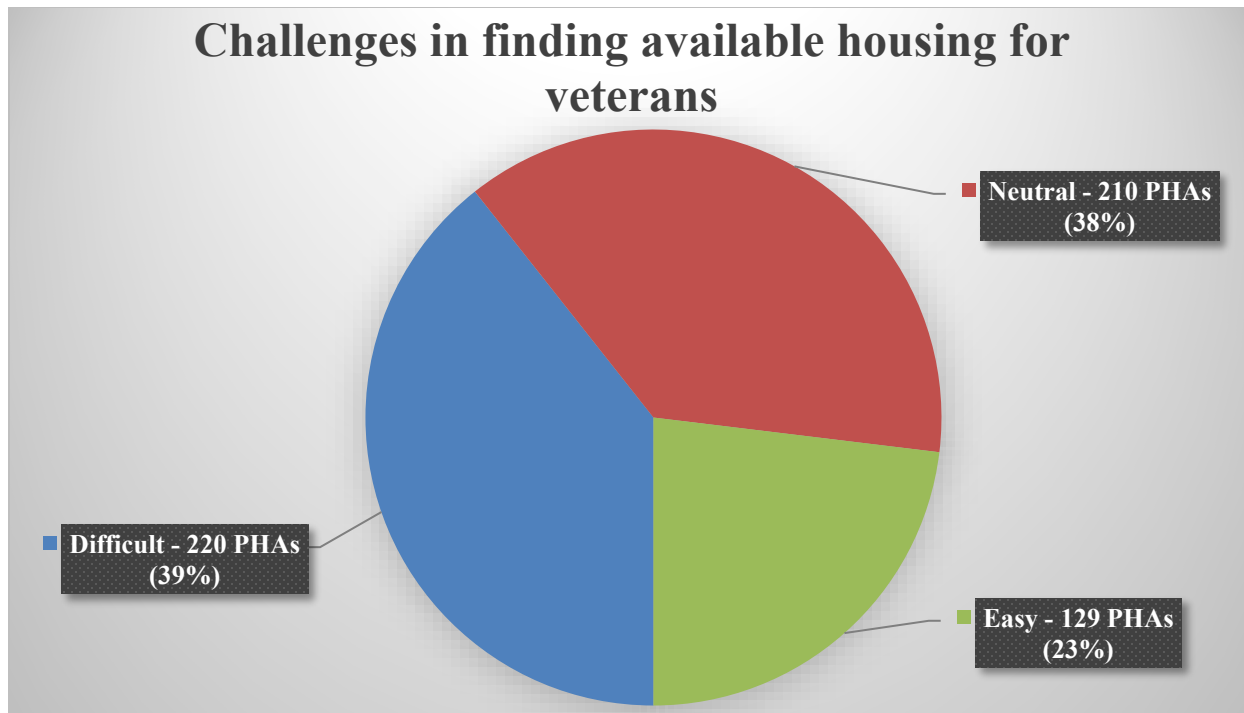


Of the 559 responses, 286 respondents, or 51 percent, were neutral as to whether their PHAs had enough funding to cover their allocated portion of program vouchers. However, 226 of the respondents, or 40 percent, believed it was easy for their PHA to obtain enough funding to cover its allocated portion of vouchers. The remaining 47 respondents believed it was difficult to obtain enough funding to cover their allocated portion of vouchers.

There were 286 respondents who were neutral about their PHAs' ability to obtain sufficient funding to meet program goals and objectives. For example, two respondents stated that they monitored their program monthly and used HUD's Two-Year Tool for planning purposes to ensure that their PHAs had available funding to cover their allocated portion of vouchers. In addition, 226 respondents found it easy to have enough funding to cover their allocated portion of vouchers because they did not have any funding issues. For example, a few respondents stated that they did not experience any funding issues because they were not able to use all of the allocated program vouchers. However, the remaining 47 respondents found it difficult to have enough funding to cover their allocated portion of vouchers due to issues with the cost of housing. For example, several respondents stated that it was difficult for them to have enough funding to cover their allocated portion of vouchers because of expensive rents within their jurisdiction.

Respondents Expressed Challenges in Finding Available Housing

PHA executives and designated points of contact found it challenging to find available housing for veterans who use VASH vouchers. However, some of the respondents were neutral on helping veterans in finding available housing.



Of the 559 responses, 220 of the respondents, or 39 percent, believed it was difficult for their PHAs to find available housing for veterans. However, 210 respondents, or 38 percent, were neutral about their PHAs' ability to help veterans find available housing. The remaining 129 respondents, or 23 percent, found it easy for their PHAs to find available housing for veterans.

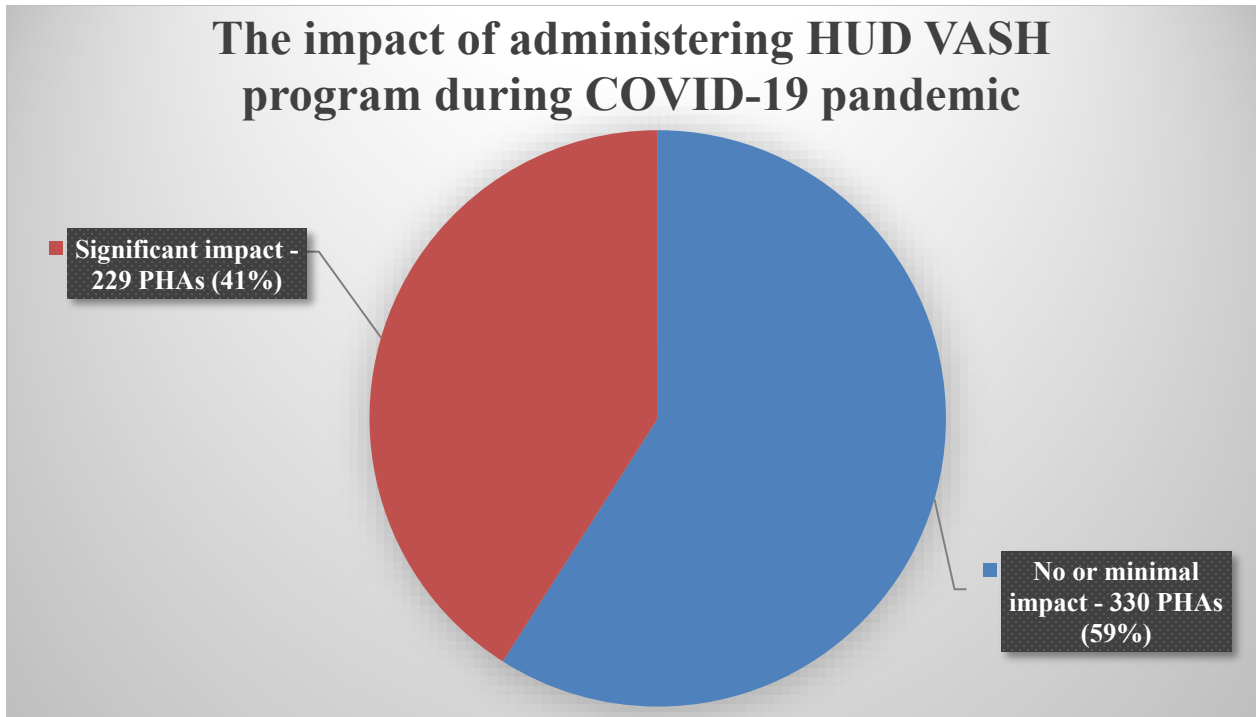
There were 220 respondents who expressed difficulty in finding available housing for their veterans. The respondents cited the lack of available housing options for single individual households as the reason for the difficulty. For example, one respondent stated that it was difficult to find one-bedroom housing units for veterans because of the high demand for those type of housing units. However, 210 respondents were neutral about the challenges in finding available housing for their veterans. For example, one respondent stated that it was difficult at times to find housing units that were compliant with the American Disability Act to help participants with physical disabilities. The remaining 129 respondents expressed that it was easy to find available housing for their veterans. For example, a few respondents stated that they worked with landlords who expressed interest in renting to veterans.

COVID-19 and Its Impact on the HUD VASH Program

Most PHA executives and designated points of contact did not find that the COVID-19 pandemic had a significant impact on their PHA's ability to manage its program. Respondents expressed that the pandemic had little to no impact on the program because the VAMCs and local HUD field offices helped their PHAs lease program vouchers when assistance was needed.

Respondents Believed That the Pandemic Did Not Impact Program Administration

Most respondents stated that the pandemic did not have a significant impact on their PHAs' ability to administer their VASH program.

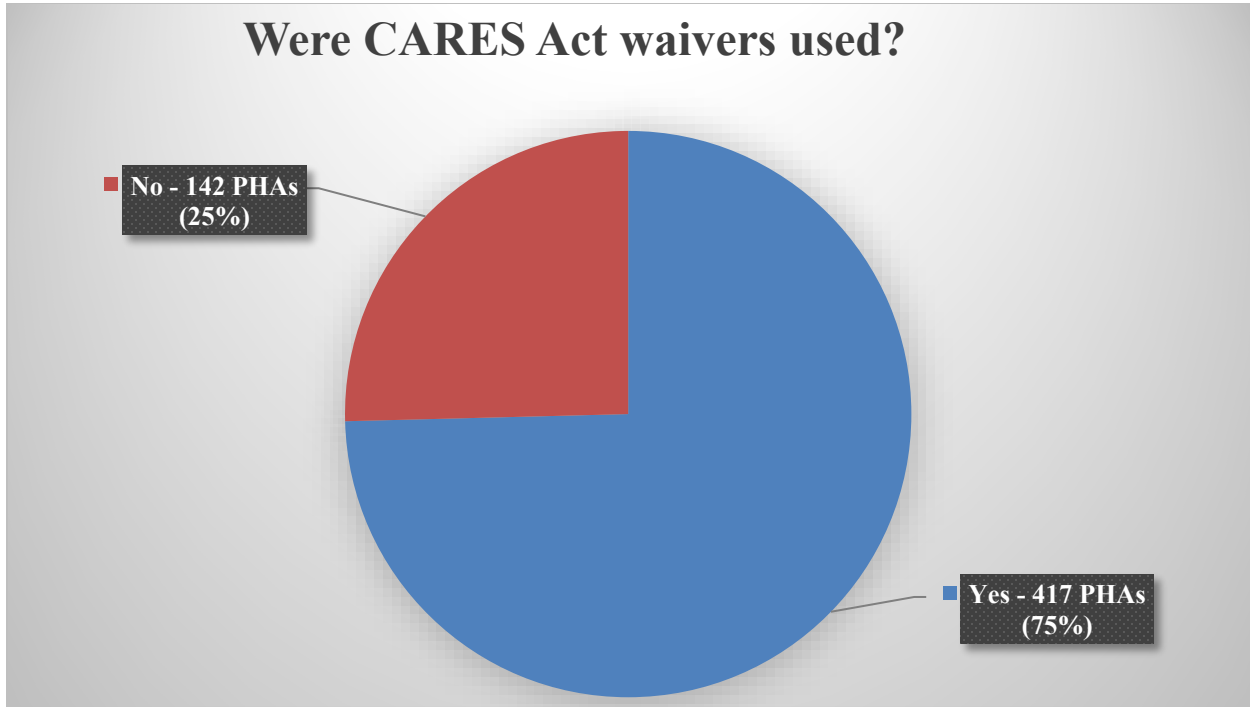


Of the 559 responses, 330 respondents, or 59 percent, believed the pandemic had no or minimal impact on their PHAs' ability to administer their programs. However, 229 respondents, or 41 percent, believed that the pandemic had a significant impact on their PHAs' ability to administer their programs.

The 330 respondents stated that it was not difficult to use program vouchers because they continued operations of leasing vouchers during the pandemic. For example, one respondent stated that the PHA was proactive from the beginning of the pandemic and adjusted its internal procedures to prevent any administrative disruptions, which allowed the PHA to continue leasing vouchers. However, 229 respondents stated that the pandemic significantly impacted their ability to administer program vouchers during the pandemic. For example, one respondent stated that landlords were hesitant to show apartments, which made it difficult to use program vouchers during the pandemic.

Respondents Used the Waivers To Administer Their VASH Programs

The majority of respondents used the Coronavirus Aid, Relief, and Economic Security (CARES) Act waivers to administer their VASH programs. These same respondents found it effective and useful to assist them in administering their programs during the pandemic.

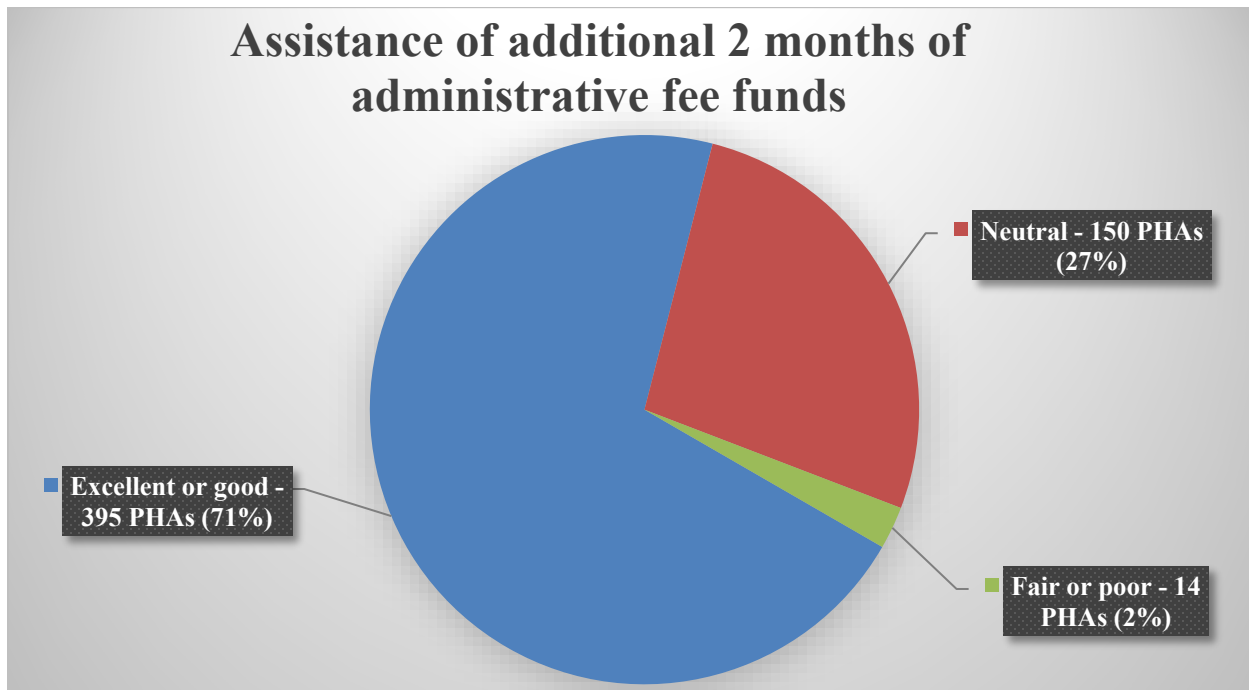


Of the 559 responses, 417 respondents, or 75 percent, used the CARES Act waivers for their programs during the pandemic. However, 142 respondents, or 25 percent, did not use the waivers.

The 417 respondents found the waivers to be helpful as they kept staff and participants safe, while minimizing physical contact and continuing their program administration. For example, there were respondents who found that the recertification waiver provided veterans additional time to complete their recertification for using the vouchers. There were respondents who stated that the inspection and extension waivers allowed them to conduct virtual inspections, defer certifications, extend the time to locate housing, verify income, and conduct oral briefings during the pandemic. However, 142 respondents did not use or apply the waivers to their HUD VASH programs for various reasons. For example, one respondent stated that the low number of vouchers administered was a factor in not using any waivers.

*Respondents Believed the Additional 2 Months of Administrative Fees Were Helpful*

The majority of respondents believed the additional 2 months of administrative fee funds from HCV to assist with administering their HUD VASH programs during the pandemic was helpful.



Of the 559 responses, 395 respondents, or 71 percent, believed their PHAs' ability to use the additional 2 months of administrative fee funds for their PHAs' programs were excellent or good. However, 150 respondents, or 27 percent, were neutral about the use of the additional administrative fee funds. The remaining 14 respondents had a fair or poor opinion about the use of the administrative fee funds.

The 395 respondents stated that additional administrative fee funds helped them to administer their programs. For example, one respondent used the funds to provide PHA staff with the technology and equipment needed to work remotely on a scheduled basis to relieve office congestion and provide social distancing in the office. However, 150 respondents were neutral about the administrative fee funds' being helpful. For example, several respondents found that the administrative fees were not applicable for their HUD VASH programs during the pandemic. The remaining 14 respondents did not find the administrative fees helpful for their programs. For example, one respondent stated that the administrative fees had no impact on helping the PHA administer its program during the pandemic.



## CONCLUSION

The majority of responding PHA executives and designated points of contact found that they had excellent or good relationships with their designated VAMCs and local HUD field offices to help administer their HUD VASH programs. In addition, the respondents believed that the local HUD and VA field offices had excellent or good working relationships. Also, respondents expressed that the HUD requirements, including waivers and alternative requirements, were helpful in meeting their program goals and objectives. However, respondents were not able to use all of their allocated program vouchers. One of the reasons was the high cost of housing.

The majority of the respondents did not find it challenging to obtain the necessary resources to administer program vouchers. Respondents believed that it did not take longer to house VASH program participants than HCV participants. Most respondents did not express a positive or negative response about their ability to obtain sufficient funding in meeting program goals and objectives. The respondents found it challenging to find available housing for veterans to use their program vouchers. Among the challenges included the lack of available housing options such as one-bedroom housing units.

Respondents did not believe that the pandemic had a significant impact on their PHAs' ability to administer their programs. During the pandemic, the respondents found it helpful to use the CARES Act waivers, which included the additional 2 months of administrative fee funds for their programs.

The results from our evaluation can help HUD better serve and connect with PHAs and VASH participants as part of the goal to end homelessness among veterans. At the same time, factors such as housing availability and housing costs impacted the effectiveness of the program and the PHAs' ability to meet program goals and objectives. Given the nature of the program, HUD should consider extending the CARES Act waivers and any other appropriate steps to ensure that veterans are housed with minimal regulatory barriers, while safeguarding VASH program funds. For example, HUD could consider using technology to conduct oral briefings and inspections when a family is admitted into the program. Doing so will help HUD, PHAs, and VAMCs work toward ending homelessness among veterans.

## **Auditee Comments**

The Office of Public Housing and Voucher Programs chose to not provide comments to include in the final report.

## Survey Questionnaire Results

### Overall HUD VASH program

Survey question	Rating				
	Excellent	Good	Neutral	Fair	Poor
<b><u>Relationships with local HUD field offices</u></b>					
How would you rate the local HUD field office's assistance to your PHA in administering HUD VASH vouchers?	<b>38%</b>	<b>38%</b>	20%	2%	1%
<b><u>Relationships with Veterans Affairs Medical Centers</u></b>					
How would you rate your PHA's relationship with the designated Veterans Affairs Medical Center (VAMC) in meeting HUD VASH program goals and objectives?	32%	<b>40%</b>	17%	8%	3%
<b><u>Relationships between local HUD and VA field offices</u></b>					
How would you rate your local HUD field office's relationship with the local Veterans Affairs (VA) field office regarding the HUD VASH program?	25%	<b>40%</b>	33%	2%	0%
<b><u>Help from HUD requirements, waivers, and alternatives</u></b>					
How would you rate the HUD requirements (including waivers and alternative requirements) in place to help your PHA meet HUD VASH goals and objectives?	24%	<b>56%</b>	14%	5%	1%

<b><u>Use of allocated HUD VASH program vouchers</u></b>		
Survey question	Response	
	Yes	No
Has your PHA been able to use all of its allocated HUD VASH vouchers before December 2020?	26%	<b>74%</b>
Are you getting more veterans referred to your PHA by the VA than available HUD VASH vouchers needed to meet program objectives and goals?	9%	<b>91%</b>
If you are unable to use all of your PHA's allocated HUD VASH vouchers, is it due to the funding shortage?	3%	<b>97%</b>

If you are unable to use all of your PHA's allocated HUD VASH vouchers, is it due to the lack of available housing that accepts HUD VASH vouchers or other issues (e.g., lack of VA referrals, lack of current needs among eligible veterans)?	<b>52%</b>	48%
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### HUD VASH program challenges

<b><u>Challenges to obtaining necessary resources</u></b>			
Survey question	Rating		
	Easy	Neutral	Difficult
How would you rate your PHA's ability to have the necessary resources (e.g. staffing, funding, etc.) to administer HUD VASH vouchers?	<b>53%</b>	34%	13%

<b><u>Housing HUD VASH program participants</u></b>		
Survey question	Response	
	Yes	No
Does it take HUD VASH participants longer than typical Section 8 Housing Choice Voucher participants to obtain housing to meet lease up requirements?	38%	<b>62%</b>

<b><u>PHAs' ability to provide increased funding for housing</u></b>			
Survey question	Rating		
	Easy	Neutral	Difficult
How would you rate the challenge of ensuring there is enough funding to cover your PHA's allocated portion of HUD VASH vouchers?	40%	<b>51%</b>	8%
How would you rate your PHA's ability to provide increased funding for housing units to HUD VASH participants?	26%	<b>60%</b>	15%
How would you rate your PHA's ability to apply for and receive set-aside funding to address shortages within your HUD VASH program?	32%	<b>62%</b>	6%

<b><u>Challenges in finding available housing</u></b>			
Survey question	Rating		
	Easy	Neutral	Difficult
How would you rate the challenge of helping veterans obtain housing?	11%	<b>50%</b>	39%
How would you rate the challenge of getting veterans to stay in housing?	16%	<b>52%</b>	32%

How would you rate the availability of housing for veterans using HUD VASH vouchers (e.g. specific for veterans, location, and bedroom size)?	23%	38%	<b>39%</b>
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### COVID-19 and its impact on the HUD VASH program

<b><u>Pandemic's impact on program administration</u></b>					
Survey question	Response				
	Significant impact	Minimal impact	No impact		
How would you rate the current pandemic's impact on your PHA's ability to lease HUD VASH vouchers?	41%	<b>46%</b>	13%		
Survey question	Rating				
	Excellent	Good	Neutral	Fair	Poor
How would you rate your relationship with VAMC's response to helping your PHA lease HUD VASH vouchers during the current pandemic?	26%	<b>37%</b>	22%	9%	6%
How would you rate HUD's response to helping your PHA lease HUD VASH vouchers during the current pandemic?	21%	35%	<b>39%</b>	3%	2%

<b><u>Use of waivers to administer HUD VASH programs</u></b>					
Survey question	Response				
	Yes		No		
Has your PHA used the Coronavirus Aid, Relief, and Economic Security (CARES) Act waivers published during the pandemic and applied those waivers to the HUD VASH program?	<b>75%</b>		25%		
Survey question	Rating				
	Excellent	Good	Neutral	Fair	Poor
How would you rate the effectiveness of the published CARES Act waivers in helping your PHA administer its HUD VASH program during the pandemic?	27%	<b>44%</b>	27%	1%	0%

**Impact of additional 2 months of administrative fees**

Survey question	Rating				
	Excellent	Good	Neutral	Fair	Poor
How would you rate the helpfulness in using the additional two months of admin fee funds from your PHA's Housing Choice Voucher program to assist with administering the HUD VASH program during the pandemic?	34%	<b>37%</b>	27%	1%	1%