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Fact Sheet

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Veterans Health Administration (VHA) Homeless Programs Office (HPO) Fiscal Year 2021

The United States (U.S.) Department of Veterans Affairs (VA) remains committed to the goal of preventing and ending Veteran homelessness. We can and will get there.

The effort to prevent and end Veteran homelessness is a partnership of federal, state, local government, and most importantly, the local community. No one agency or group can end Veteran homelessness alone. VA works with communities to help them develop the solutions that work best for them and their Veterans.

VA and our federal, state, and local partners, as well as non-governmental partners, recognize that ending Veteran homelessness is not a single event in time; rather, it is a deliberate effort made to achieve the goal with continued follow-up efforts ensuring that progress toward achieving the goal is upheld.

Our goal is to develop a systemic end to Veteran homelessness, which means communities across the country:

- Have identified all Veterans experiencing homelessness.
- Are able to provide shelter immediately to any Veteran experiencing unsheltered homelessness who wants housing.
- Provide service-intensive transitional housing in limited instances.
- Have the capacity to help Veterans swiftly move into permanent housing.
- Have resources, plans, and systems in place should any Veteran become homeless or be at risk of homelessness in the future.

The overarching objective is to make sure every Veteran has permanent, sustainable housing with access to high-quality health care and other supportive services and that Veteran homelessness in the future is prevented whenever possible.

State of Homelessness

Significant progress has been made to prevent and end Veteran homelessness. The number of Veterans experiencing sheltered homelessness in the United States has declined by fifty-five percent since 2010.

The U.S. Department of Housing and Urban Development (HUD) Point-in-Time (PIT) Count estimates that on a single night on a single night in January 2021, there were 19,750 Veterans experiencing sheltered homelessness in the U.S. Between 2020 and 2021, the number of Veterans experiencing sheltered homelessness decreased by 10.4 percent (2,298 fewer people).

However, COVID-19 impacted the ability of communities to do their counts in January 2021. The report is only able to provide national estimates on sheltered homelessness. Therefore, while it is an important snapshot of sheltered homelessness, the report does not provide a complete picture of homelessness in America.

Since 2010, more than 938,000 Veterans and their family members have been permanently housed, rapidly rehoused, or prevented from falling into homelessness through HUD's targeted housing vouchers and VA's homelessness programs.

In addition to the national snapshot provided by the 2021 PIT Count, as of March 15, 2022, 86 communities — which includes three states¹ — have effectively ended Veteran homelessness, based on criteria established by VA, HUD, and the U.S. Interagency Council on Homelessness (USICH). To see a full and current list of communities that have achieved an effective end to Veteran homelessness based on these guidelines, go to www.va.gov/HOMELESS/endingVetshomelessness.asp.

This progress illustrates what can be achieved when Federal agencies are engaged in unprecedented coordination and shared responsibilities of ending Veteran homelessness.

Preventing and Ending Veteran Homelessness Is Possible

To achieve this goal, we need continued leadership, collaboration, commitment, and a sense of urgency from communities across the country. No one entity can prevent and end homelessness among Veterans.

There has been unprecedented support from every branch of government as well as from state and local leaders and agencies to provide both the funding and human resources needed to end Veteran homelessness. Communities continue to align those resources with the most effective practices, including Housing First, to ensure rapid, safe, and stable housing for Veterans who need it.

Progress comes when community leaders implement proven practices that are reducing homelessness among Veterans nationwide and ending it community by community. Practices developed and implemented locally that are common among communities that have achieved an effective end to Veteran homelessness include:

- Use Housing First practices and approaches across every aspect of services for homeless Veterans.
- Essential to success, Housing First is a proven model that increases the chance that a Veteran will be housed and decreases emergency room costs for Veterans. It is a humane, dignified way to help Veterans achieve the stable, permanent housing they deserve.
- Identify all homeless Veterans by name shared on a comprehensive list of Veterans who are experiencing homelessness country wide.
- Use and share data to find and serve every Veteran who needs homeless services.
- Create coordinated assessment and entry systems to make sure Veterans seeking help are matched with appropriate—people and services at every level to create integrated systems of care.

¹ Delaware, Connecticut, and Virginia.

- Set concrete and aspirational monthly and quarterly goals while engaging the community and associated systems to meet them. This requires direct involvement of community leaders and focused political strategies. Also, benchmark progress against specific criteria is measured.
- Synchronize programs to coordinate outreach and target the right type of resource for Veterans at the right time.
- Make sure outreach and engagement efforts are coordinated across service providers, law enforcement personnel, prisons and jails, hospitals, libraries, and job centers to proactively seek out Veterans in need of assistance with housing.
- Focus on creating connections from homeless services, housing organizations, and VA medical centers (VAMCs) to workforce investment boards and employers so that Veterans are quickly connected to jobs.

VHA Homeless Programs

All data on this fact sheet are as of the end of Fiscal Year (FY) 2021 (September 30, 2021) unless otherwise stated. (Data for some programs are reported only by calendar year.)

Budget: The HPO FY 22 budget is composed of \$1.4B Specific Purpose (SP) budget and over \$600M in VERA Sustainment funds for a total funding of \$2B. This total amount supports over 6,000 SP positions in the field, nearly 100 HPO staff, over \$700M in contracts and grants.

Community Resource and Referral Centers (CRRCs): CRRCs are a collaborative effort of VA, communities, service providers, and agency partners. CRRCs are located in strategically selected areas to provide both a refuge from the streets and a central location to engage homeless Veterans in services. When Veterans enter these centers, they are referred to physical and mental health care resources, job development programs, housing options, and other VA and non-VA benefits.

Program highlights, FY 2021:

- There were over 61,400 served by 32 CRRCs.

For more information, please visit: www.va.gov/homeless/crrc-list.asp .

Domiciliary Care for Homeless Veterans (DCHV): The DCHV program provides time-limited residential treatment to homeless Veterans with mental health and substance use disorders, co-occurring medical concerns, and psychosocial needs such as homelessness and unemployment.

Program highlights, FY 2021:

- The DCHV program provided services to over 3,000 Veterans. (**Note:** DCHVs typically serve over 6,000 Veterans each year. However, in response to the pandemic, capacity remained significantly reduced as sites continued to implement mitigation strategies to ensure both Veteran and staff safety).
- The DCHV program offered more than 1,900 operational beds at 44 sites in support of homeless Veterans.

For more information, please visit www.va.gov/homeless/dchv.asp.

Health Care for Homeless Veterans (HCHV): The central goal of the HCHV program is to reduce homelessness among Veterans by connecting homeless Veterans with health care and other needed services. This program provides outreach, case management, and HCHV Contract Residential Services (CRS), ensuring that chronically homeless Veterans especially those with serious mental health diagnoses and/or substance use disorders can be placed in VA or community-based programs that provide quality housing and services that meet their specialized needs.

Program highlights, FY 2021:

- Over 3,700 Veterans exited HCHV CRS programs to permanent housing. The average length of stay in a HCHV CRS program is 77 days. 61 percent of Veterans exiting CRS programs engage in VA mental health services and 76 percent receive ongoing VA medical services.
- HCHV supported 153 Stand Downs providing outreach to over 30,700 Veterans.
- HCHV provided outreach services to over 116,200 total Veterans.
- HCHV provided case management services to over 11,000 Veterans.

For more information, please visit www.va.gov/homeless/hchv.asp.

Health Care for Reentry Veterans (HCRV): The HCRV program is designed to address the needs of incarcerated Veterans when it comes to re-entering their community. The goals of HCRV are to prevent homelessness; reduce the impact of medical, psychiatric, and substance use problems on community readjustment; and decrease the likelihood of re-incarceration for those leaving prison.

Program highlights, FY 2021:

- The HCRV program served over 5,800 Veterans.

For more information, please visit www.va.gov/homeless/reentry.asp.

Homeless Patient Aligned Care Teams (HPACTs): HPACTs provide a coordinated “medical home” designed around the unique needs and distinct challenges homeless Veterans face both accessing and engaging in health care. At selected VA facilities, Veterans are assigned to a HPACT that includes a primary care provider, nurse, social worker, homeless program staff, and others who offer medical care, case management, outreach, housing assistance, and social services. The HPACT provides and coordinates the health care that Veterans may need while helping them obtain and stay in permanent housing.

Program highlights, FY 2021:

- Nationally over 17,200 homeless and at-risk Veterans are actively enrolled in the HPACT model of care; about 22,000 were served annually. There are over 85 HPACT teams and providers operating at 57 VAMCs, Community Based Outpatient Clinics (CBOC), and CRRCs across the country.
- Program evaluations:

- HPACT program demonstrates substantial reductions in emergency department visits and hospitalizations.
- The HPACT team model of care facilitates accelerated placement into permanent housing. Veterans in HPACTs were housed in permanent housing 81 days faster than those not enrolled in a HPACT.
- HPACT care more effectively engages Veterans in ambulatory care.
- The average HPACT patient cost approximately \$9,379/year less to care for compared to a homeless Veteran enrolled in a PACT, driven largely by fewer hospitalization in VA and the community.
- After six months of care within a HPACT, Veterans show a 19 percent reduction in Emergency Department use and a 35 percent reduction in inpatient hospitalizations.
- Enrollment in a HPACT results in significantly higher patient satisfaction, reversing previously negative interactions with VA primary care.
- HPACT patients are more likely than PACT patients to report positive experiences with access, communication, office staff, and their providers.

For more information, please visit www.va.gov/homeless/h_pact.asp.

Homeless Providers Grant and Per Diem (GPD): The GPD program allows VA to award grants to community-based agencies to create transitional housing programs and offer per diem payments. The purpose of the program is to promote the development and provision of supportive housing and/or related services — with the goal of helping homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination. GPD-funded projects offer communities a way to help homeless Veterans by providing housing and other services and at the same time assist VAMCs by augmenting or supplementing care.

Program highlights, FY 2021:

- VA's largest transitional housing program with over 12,700 beds nationwide.
- Over 17,000 Veterans entered GPD transitional housing.
- Over 22,660 Veterans were served by GPD grants.
- Over 8,250 homeless Veterans exited GPD to permanent housing.
- In FY 2021, VA awarded approximately \$116.4 million in grants to approximately 200 community organizations through the GPD program. VA distributed three different types of grants:
 - **Capital Grants:** These can be used to build or renovate facilities. The improvements must result in less congregate and more individual unit-style housing. VA awarded 60 capital grants totaling \$64.2 million to improve approximately 1,400 existing beds over the next 18 to 24 months.
 - **Case Management Grants:** These can be used to support case managers. VA awarded 121 case management grants totaling \$28.4 million to support almost 155 case managers over two years.
 - **Special Need Grants:** These provide funding for community organizations that help veterans experiencing homelessness with special needs, such as women veterans, those with chronic mental illnesses, and elderly Veterans. VA awarded 26 special need grants totaling \$23.75 million for 217 beds over three years.

For more information, please visit <http://www.va.gov/homeless/gpd.asp>.

Homeless Veterans Dental Program (HVDP): The provision of dental care has been shown to significantly improve outcomes related to stable housing, employment and financial stability for Veterans experiencing homelessness. The HVDP helps increase the accessibility of quality dental care for homeless and certain other Veteran patients enrolled in VA-sponsored and VA partnership homeless rehabilitation programs.

Program highlights, FY 2021:

- Over 10,000 Veterans were provided dental care through the HVDP.

For more information, please visit www.va.gov/homeless/dental.asp.

Homeless Veterans Community Employment Services (HVCES): HVCES is authorized by 38 U.S. Code § 2031 and 2033. To help improve employment outcomes for homeless Veterans, in 2019 VA continued to support the Vocational Development Specialists who are embedded in homeless program teams and serve as Employment Specialists and Community Employment Coordinators (CEC). HVCES staff ensure that a range of employment services are accessible to Veterans who have experienced homelessness, including chronically homeless Veterans, complement existing medical center-based employment services, and are a bridge to employment opportunities and resources in the local community.

Program highlights, FY 2021:

- Approximately 5,100 Veterans exited homeless residential programs with competitive employment (i.e., GPD, Low-Demand Supportive Housing (LDSH), and HCHV– Contract Residential Services (HCHV-CERS)).
- More than 10,300 Veterans were employed at exit from all VHA homeless programs and services.
- Employment rates for Veterans housed through HUD-VA Supportive Housing (HUD-VASH) exceeded the national target despite the continued impact of COVID-19 on employment nationally.
- There were nearly 13,800 newly documented, unique instances of employment for Veterans engaged in or who exited from VA Homeless Programs or Services.
- HVCES staff continue to utilize telehealth and telephone visits as well as developing strategies for providing employment services and supports through virtual platforms, including virtual job and drive through job fairs.

For more information, please visit www.va.gov/homeless/employment_programs.asp.

Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH): Through this collaborative program between the U.S. Department of Housing and Urban Development and VA, HUD provides eligible homeless Veterans with a Housing Choice rental voucher, and VA provides case management and supportive services so that Veterans can gain housing stability and recover from physical and mental health problems, substance use disorders, and other issues contributing to or resulting from homelessness. HUD-VASH subscribes to the principles of the Housing First model of care. Housing First is an evidence-based practice model demonstrating that rapidly

moving individuals into housing, and then wrapping supportive services around them as needed, helps homeless individuals exit homelessness and achieve housing stability, improving their ability and motivation to engage in treatment. The program goals are to help Veterans and their families gain stable housing while promoting full recovery and independence in their community.

Program highlights, FY 2021:

- Vouchers active: 97,266
- Vouchers in use: 87,747
 - Veterans housed: 81,132
 - Vouchers issued to Veterans seeking housing: 5,343
 - Vouchers reserved for Veterans undergoing Public Housing Agency (PHA) Validation: 1,272
 - Active vouchers available: 9,519

For more information, please visit www.va.gov/homeless/hud-vash.asp .

National Call Center for Homeless Veterans (NCCHV): The NCCHV — which can be reached at 1-877-424-3838 — was founded to ensure that homeless Veterans and Veterans at risk of becoming homeless have free, 24/7 access to VA staff. The hotline is intended to assist homeless and at-risk Veterans and their families; VAMCs; Federal, state, and local partners; community agencies; service providers; and others in the community.

Program highlights, FY 2021:

- The NCCHV received over 145,000 total calls, in addition to 14,664 web-based chats.
- VAMC homeless program staff have responded to over 72,000 referrals from the call center.

For more information, please visit:

<https://www.va.gov/HOMELESS/NationalCallCenter.asp>

Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups): This project brings together consumers, providers, advocates, local officials, and other concerned citizens to identify the needs of homeless Veterans and work to meet those needs through planning and cooperative action. Local CHALENG meetings represent important opportunities for VA and public and private agency representatives to meet and develop meaningful partnerships to better serve homeless Veterans.

Program highlights, calendar year 2020:

(CHALENG data for calendar year 2021 will be available in May 2022).

- In 2020, 2,690 individuals completed a CHALENG Participant survey. This included 947 homeless Veterans and 1,743 providers and other stakeholders (VA staff, state and public officials, community leaders, volunteers).

- Nine percent of the homeless Veteran survey participants were women. Thirty-seven percent of the homeless Veteran participants were between the ages of 45-60 with another 44 percent 61 or older.
- There were 1,743 provider and other stakeholder participants. Of these, 52 percent were VA staff, two percent were other Federal employees, 36 percent were state/local official or community providers, and 10 percent were interested members of the community.
- Nine of the top ten unmet needs were the same for male and female Veterans: childcare, family reconciliation assistance, housing for registered sex offenders and legal assistance in six areas: family law, court fees/court fines, credit issues/debt collection, expungement of a criminal record, child support issues, and tax issues.
- Eight of the top ten met needs were also the same for male and female Veterans: medical services, mental health services, case management, food, clothing, and testing and treatment for TB, HIV/AIDS, and Hepatitis C.
- Consistent with 2019 data and with the previous 20 years of CHALENG data, in 2019 met needs primarily reflect services that Veterans Health Administration (VHA) can provide directly, and unmet needs are primarily services that require community partnership to meet. This consistency underscores the importance of collaboration between federal, state, local, and community partners to meet the needs of homeless Veterans to successfully end homelessness.

For more information about the project and to see the full details of the top ten unmet needs for Veterans, and the demographics of the participants, please visit www.va.gov/homeless/challeng.asp.

Stand Downs: Stand Downs are typically one- to three-day events providing services to homeless Veterans such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other necessary services, including housing, employment, and substance use treatment. Stand Downs are collaborative events, coordinated among local VA sites, other government agencies, and community groups that serve people who are homeless.

To see Stand Down program highlights, please refer to the HCHV program section on pages 3-4.

For more information, please visit www.va.gov/homeless/events.asp.

Supportive Services for Veteran Families (SSVF): This program, authorized by Public Law 110-387, provides supportive services to very low-income Veteran families living in or transitioning to permanent housing. SSVF is designed to rapidly rehouse homeless Veteran families and prevent homelessness for those at imminent risk of becoming homeless due to a housing crisis. Funds are granted to private nonprofit organizations and consumer cooperatives, which then provide very low-income Veteran families with a range of supportive services designed to promote housing stability.

Program highlights, FY 2021:

- SSVF has played a leading role in VA's response to mitigating COVID-19 risks to vulnerable homeless Veterans. Between March 2020 and September 2021, SSVF placed nearly 32,000 Veterans in hotels/motels and 20,000 of these Veterans have

since left these hotels/motels for permanent housing. This initiative was funded through the CARES Act.

- On August 5, 2021, VA announced a national expansion of SSVF's Shallow Subsidy initiative. This national expansion will now allow grantees serving homeless and at-risk Veteran families in all 50 states, the District of Columbia, Puerto Rico, Guam, and the Virgin Islands to offer 2-year rental subsidies to eligible Veteran families. The expansion is being funded through the American Rescue Plan.
- In FY 2021, VA awarded approximately \$418 million in grants to more than 260 non-profit organizations, through the SSVF Program, allowing low-income Veteran families around the nation to access services under the Supportive Services for Veteran Families program.
- In FY 2021, SSVF continues its national Rapid Resolution initiative which offers homeless diversion through reunification with family and friends.
- SSVF assisted over 114,100 individuals; with over 80,000 Veterans assisted.
- Over 19,200 children assisted in over 10,500 households with children.
- 77 percent of those discharged from the SSVF program obtained permanent housing.

For more information and a list of SSVF grantee locations, please visit: www.va.gov/homeless/ssvf.

Veterans Justice Outreach (VJO): The purpose of the VJO program is to prevent homelessness and avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans. This is accomplished by ensuring that eligible justice-involved Veterans encountered by police, and in jails or courts, have timely access to VHA mental health, substance use, and homeless services when clinically indicated, and other VA services and benefits as appropriate.

Program highlights, FY 2021:

- The VJO program provided services to over 38,900 justice-involved Veterans.
- VA provided support to 601 Veterans Treatment Courts and other Veteran-focused court programs.
- VA partnered with legal providers to offer 170 pro-bono legal clinics to Veterans on site at VAMCs.

For more information, please visit www.va.gov/homeless/vjo.asp.

Clinical Operations Business Intelligence (BI) Section: BI's mission is to provide visibility and insights into homeless program operations, with the goal of improving program performance, strategic management, and operational efficiency. BI leads and provides consultative support around the development of strategies, data collection platforms, tools, and initiatives that support data-driven, enterprise-wide decisions and actions. The team also provides intensive guidance, consultation, and support to internal stakeholders at all levels of the organization (Veterans Integrated Services Network (VISN), VAMC, Program Offices, and leadership) and external stakeholders, including community and federal partners. Additionally, this team is responsible for national evaluation efforts, homeless program performance measurement, technical assistance, and operational analysis focused on improving homeless program service delivery,

targeting, expedited access to services, and homeless program sustainment.

Program highlights, FY 2021:

Homeless Program Operations, Initiatives & Technical Assistance

- The Homeless Operations, Management, and Evaluation System (HOMES) Support Team provided technical assistance and support to homeless program staff to address over 9,100 inquiries submitted to the HOMES Help Desk.
- Received and/or issued over 7,000 digital communications related to COVID-19 policies, technical assistance, data reports, and requests for assistance.
- Partnered with the National Archives and Records Administration to improve DD-214 process times for Veterans experiencing homelessness.
- Lead hiring initiative and reporting efforts ensure VA homeless programs are sufficiently resourced efforts in partnership with Workforce Management and Consulting (WMC), VISN, partner offices, VAMCs, and VA leadership.
- Collaborated with the Advisory Committee on Homeless Veterans (ACHV) and the Office of Health Equity around understanding and minimizing disparities in access to services and outcomes, to include development of HPO's Racial Equity Dashboard.
- Successfully implemented and increased access to Telehealth within homeless programs by procuring and disseminating equipment for staff and Veterans, to include procurement and dissemination of nearly 60,000 disposable smartphones for Veterans and over 1200 iPads to staff and community partners.
- Developed a Productivity Tool to capture workload for all homeless programs with current calendar year (CY) 2021 work relative value units (wRVUs) values and providing accompanying technical assistance resources to assist program managers and field staff with accurate procedure coding, clinic set up, and Veterans Equitable Resource Allocation (VERA) reimbursement for homeless programs.
- In collaboration with the Behavioral Health Council, lead and subject matter expert for the transition to the new Electronic Health Record (EHR), Cerner, including development of over 25 standardized forms for clinical documentation content in the EHR and accompanying reports for use by Homeless Program staff, creating technical assistance in collaboration with each program office to address Homeless Program documentation standards, and providing ongoing technical support regarding Cerner implementation to field staff through pre and post go-live training events. These impactful changes have improved the EHR for Homeless Program staff to expedite quality care for Veterans, increase efficiency, and decrease variability.
- Produced over 250 ad-hoc data requests solicited by Homeless Program leadership, field staff, and other internal and external stakeholders, providing specialized and personalized insights into homeless program operations and outcomes.
- Developed and maintained platforms and reporting services to meet specific program office requirements, such as the HUD-VASH Project Based Voucher Registry and GPD's Case Management Tracking Tool, to include development of congressionally mandated reporting.

- Disseminated de-duplicated permanent housing placement reports, which provide insights into how many Veterans are placed in housing. In FY 2021, over 36,000 Veterans obtained permanent housing in VHA homeless programs.
- Developed congressionally mandated Women Veteran Gap Analysis in response to Megabus Section 4203.

For more information, please email: [HPO's Clinical Operations Business Intelligence Team](#).

National Center on Homelessness among Veterans (NCHAV): NCHAV works to promote recovery-oriented care for Veterans who are homeless or at-risk for homelessness by conducting and supporting research; assessing the effectiveness of programs; identifying and disseminating best practices and integrating these practices into policies, programs, and services for homeless or at-risk Veterans; and serving as a resource center for all research and training activities carried out by the Department and by other Federal and non-Federal entities with respect to Veteran homelessness. NCHAV is active in research, model development, education and policy analysis.

Program highlights, FY 2021:

RESEARCH:

- Expanded our pool of affiliated researchers from 36 to 40. Through these partnerships, NCHAV provides a forum for researchers focused on the causes of homelessness to network and discuss opportunities to partner on research projects.
- Generated 25 peer-reviewed research publications on homelessness among Veterans and 7 research briefs.
- Administered 5 intramural grants.
- Presented 15 research-focused educational events.
- Maintained a Veteran research engagement panel of 12 Veterans with lived experiences of homelessness to advise and provide input on ongoing research projects.
- Oversaw 19 studies covering a range of topics from epidemiology of eviction, predictive analytics of program exits, dementia and long-term care, money management, and suicide.

EDUCATION & MODEL DEVELOPMENT:

- Provided 11 national educational events that were attended by over 3,100 participants.
- Recorded and produced, in collaboration with VHA's Employee Education System (EES), two podcast series entitled "Battling Two Frontiers: Substance Use Epidemic During a Pandemic" and "VHA Homeless Programs – Conversations about Racial Equity."
- Launched a new quarterly webinar series, "Exploration-Innovation-Technology (E.I.T.)", in partnership with the VHA Innovation Ecosystem, to provide a platform to showcase and foster innovative approaches to health care for Veterans.
- Initiated a pilot in partnership with the HUD-VASH Program and the Office of Rehabilitation and Prosthetic Services to create a best-practice model for HUD-VASH occupational therapy services.

- Developed recommendations for promotion of a trauma-informed approach to care in VHA Homeless Programs and has plans to pilot the replication of two linked promising practice models that are operating in the VA Boston HCHV Program.

For more information, please visit: www.va.gov/homeless/nchav/index.asp.

Contact Us and Additional Information

To find the VA facility nearest you, please visit
<http://www1.va.gov/directory/guide/home.asp>.

More details on all of VA's programs for homeless Veterans are available at
www.va.gov/homeless.

For information on HPO's Strategic Plan please visit:
<https://www.va.gov/HOMELESS/strategic-plan.asp>

If you are at risk of becoming homeless — or know a Veteran who is — contact VA's National Call Center for Homeless Veterans at 1-877-424-3838 to speak to a trained VA responder.