

## What to Expect When You Call:

# Inside the National Call Center for Homeless Veterans

The U.S. Department of Veterans Affairs' (VA) National Call Center for Homeless Veterans (NCCHV) provides **free, confidential support 24 hours a day, seven days a week**, ensuring that Veterans who are homeless or at risk of homelessness can always reach a trained VA staff member ready to listen and help. Whether you are calling for yourself or for a Veteran you care about, compassionate responders are available to connect you with local resources and guide you through your next steps toward stability.

### Here's what you can expect when reaching out:



#### Step 1: Connect with a Trained VA Responder

Reach a VA staff member at the call center anytime by dialing **877-424-3838** or using NCCHV's online chat. A trained responder will listen and ask questions to understand your needs, enabling them to identify the right resources best suited to help you in that moment.

#### Step 2: Let Us Know What You Need

Provide information about your current situation. A VA staff member will ask a few basic questions to understand what assistance may be required, including your current housing situation, whether you have a safe place to stay, and the best way to locate or reach you. You can choose to remain anonymous, and your eligibility status is never a barrier to receiving support.



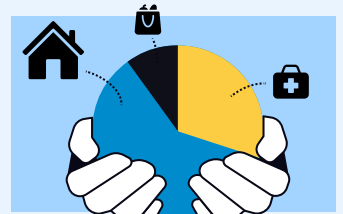
#### Step 3: Get Referred to Local VA Support

Accept a direct referral to your local VA medical center's homeless program team. If you choose to move forward, the responder will share your information and coordinate a warm handoff to local experts who can provide on-the-ground support and services.



#### Step 4: Access Immediate Resources

Receive information about food assistance, healthcare, and other essential supports right away. Even if you aren't ready to accept a full referral, VA staff can still share information about other nearby resources and non-VA services available to you.



#### Step 5: Expect a Follow-Up

Receive a call or in-person visit from a local VA social worker within one business day. The local VA homeless program team will make at least three attempts over two days to contact you and begin building your personalized housing and stability plan.



#### Step 6: Receive Ongoing VA Care

Stay connected to VA services even after your referral is complete. After confirming that you have been connected with the services you need, the local team will officially close your referral. However, your access to ongoing VA resources, programs, and healthcare services will continue to be available for as long as you need them.



**While asking for help can be difficult, it can be the first step toward a new beginning.**

If you are a Veteran who is homeless, at risk of homelessness or need to connect with a Veterans justice outreach specialist, call the National Call Center for Homeless Veterans at **877-424-3838**.