

National Homeless Veteran Call Center
877-4AID VET (877-424-3838)

The National Homeless Veteran Call Center (NHVCC) provides improved access for homeless veterans to VA services and programs and other community resources.

How does the process work?

Initial call

- 877-4AID VET (or 877-424-3838) will connect callers with a trained VA staff member 24 hours a day, seven days a week.
- The staff member will conduct a brief screen of each homeless Veteran to determine the severity of the need. With each caller, the NHVCC responder will obtain information about the caller's current living situation, family, employment, source of income, legal issues, previous/current use of VA and community services, primary reason for the call and how they can be reached for follow-up.
- If a caller is experiencing a life-threatening emergency, the NHVCC staff will follow an emergency protocol to ensure the caller receives the appropriate assistance immediately.
- The caller will be connected with a homelessness specialist at the nearest VA facility.

Follow-up

- Within 24 hours of the call, NHVCC staff will follow up to determine if the veteran is being assisted by the VA facility.
- Within 5 days of the call, NHVCC staff will ensure that a plan is in place for the veteran and actions are being taken.
- Within 14 days of the call, NHVCC staff will determine whether the veteran's needs have been met.

Can non-veterans call the center?

- Yes. Non-veteran callers will be directed by the NCCHV staff to non-VA community resources. Callers seeking information about VA Homeless programs or services will be referred to the VA Homeless website and facility Homeless Point of Contact.