

Mass Workforce Issuance

Workforce Issuance No. 10-25

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Managers

cc: WIA State Partners

From: Michael Taylor, Director
Department of Workforce Development

Date: March 24, 2010

Subject: **VA National Call Center Hot Line and Chat Service for Homeless Veterans**

Purpose: To announce the implementation of a National Call Center and Chat Service for Homeless Veterans as part of a Department of Veterans Affairs initiative to end homelessness among veterans.

Background: As part of a five-year plan, having as its goal the elimination of homelessness among the nation's military veterans, the Department of Veteran's Affairs (VA) has instituted two new services targeted specifically to homeless veterans and their families. The National Call Center for Homeless Veterans (NCCHV) hot line: **1-877-4AIDVET** (1-877-424-3838) provides 24 hour, seven days a week connectivity to trained VA staff for assistance in accessing agencies and services. The hot line can also be utilized by family members and non-VA providers calling on behalf of a homeless veteran in need of service or assistance.

The VA has also instituted an on-line Homeless Veterans Chat Service that can be accessed through the VA Homeless Veterans web page. The Chat Service is intended to reach out to all homeless veterans or veterans at risk of becoming homeless whether or not they are enrolled in the VA health care system. The Chat Service can be accessed through the following link:

<http://www1.va.gov/HOMELESS/NationalCallCenter.asp>

Required: Please assure that all staff are informed of the contents of this issuance. Additionally, local areas are strongly encouraged to assure that local organizations that serve the needs of military veterans and/or homeless individuals are informed of these valuable VA services.

Inquiries: Inquiries should be directed to:

U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420