

Veterans Legal Assistance
Homeless Persons Representation
Project, Inc.

- Can assist with discharge upgrades, applying for service connected disability and non-service

Veterans Benefits Information

Veterans Benefits Administration

- 1-800-827-1000 (National Number) or visit va.my.site.com/VAVERA/s/ to schedule an appointment

Baltimore Regional Benefit Office

- Eric Brown, Homeless Veteran Coordinator
Phone: 410-230-4500 ext. 2121
31 Hopkins Plaza Baltimore, MD 21201; Business Hours Monday to Friday 8:30am-3:00pm

Maryland Department of Veteran Affairs

- Veteran Service Officers are available to assist with applying for benefit claims free of charge
- VSOs available Monday and Friday from 08:30 a.m.—2:30 p.m. at the Main Hospital, 6th Floor in the OEF/OIF office, room 6A-200.

Employment Resources

- Available within HCHV and HUD/VASH to assist with resume preparation, access to job listings and career fairs, interview skills training, assistance with completion and submission of job applications and ongoing support for job retention including job coaching. For more information, contact Kevin Newton, HCHV Employment Development Specialist at 410-637-1311 or Wendy Brown-Hasaj, HCHV Employment Coordinator at 410-637-3297

New Vision House of Hope & Easterseals
Homeless Veterans Reintegration Program

- Towanda Brown- NVHOH 667-677-1656 or in person at CRRC Wednesday 10am-1pm
- Gary Canteen -Easterseals 302-563-1523 or in person at CRRC Wednesday 10:30am-2:30pm

Other Information

Peer Support Services

Both the CRRC and HUD-VASH have Peer Support Specialists. These individuals reach out to Veterans in their respective services as individuals who have shared life experiences with the Veterans they serve.

Outreach Services

Outreach Social Workers make visits to community sites where people who are homeless or at risk individuals go for assistance. Outreach Social Workers are available to meet the Veteran where they are at to provide education and information regarding the array of services the VA offers. Call (410) 637-3246 for Outreach assistance.

 **Veterans
Crisis Line**
DIAL 988 then PRESS 1

 **Veterans
Crisis Line** | **NEW NUMBER,
SAME SUPPORT.**
Dial 988 then Press 1.
Share it with your networks.



VA | U.S. Department
of Veterans Affairs

VA Maryland Health Care System
Baltimore Annex
209 West Fayette Street
Baltimore, MD 21201

Community Integration Services (CIS) is an umbrella service made up of the following three programs: Health Care for Homeless Veterans (HCHV), Community Resource and Referral Center (CRRC) and U.S. Department of Housing and Urban Development-VA Supportive Housing Program (HUD-VASH).

All three programs work together to find stable housing for homeless Veterans and their families while addressing concerns such as, employment, mental health care, primary care, substance use counseling, Peer Support, legal assistance and other emergent needs.

Community Resource and Referral Center (CRRC)

**Located on the 2nd Floor of the Baltimore VA Annex
Front Desk: 410-637-3246**

The CRRC has three primary objectives: To improve access to VA and non-VA services for Veterans who are homeless or at risk of becoming homeless; provide basic necessities such as, showers, laundry, food and clothing. Additionally, connecting Veterans to an array of services they may need in an effort to move from homelessness, or at-risk of homelessness, to stable housing.

The CRRC is home to the **Homeless Walk-In Clinic (HWIC)** which has clinicians on duty who can refer you to any of the services available within CIS as clinically indicated.

- HWIC as well as food and clothing service hours are Monday—Friday (with the exclusion of Federal holidays) 8:30 a.m.—3:00 p.m.
- Laundry Room and Showers are available Monday—Friday 8:30 a.m. to 1:30 p.m.

Supportive Services for Veteran Families (SSVF)

SSVF grantees provide a range of supportive services to eligible Veterans and their families that are designed to promote housing stability for those that are homeless/at risk for homelessness.

- **Sheppard Pratt** (Serves Baltimore, Harford, Cecil, Carroll, Howard, and Anne Arundel County, and the Eastern Shore) Call 410-938-4357 for intake.
- **Project PLASE** (Serves Baltimore city/county only) 410-404-7402 or speak with Helen Daniels, Outreach Worker at the CRRC every Tuesday and Thursday (10am-1pm)
- **New Vision House of Hope** (Serves Baltimore City only) Call Kenneth Thomas at 443-324-7194 for intake.
- **St. Vincent de Paul** (Serves Baltimore city/county) Call for intake or referral 410-462-5770

Grant Per Diem (GPD) Programs

The GPD program partners with community-based agencies to provide housing for homeless Veterans. Rules for referrals and placement will be reviewed to determine if the Veteran is eligible for the referral. The sites for GPD are:

- Settlement House (Cecil County)
- Project PLASE (Baltimore City)
- CHEP (Cecil County—on the grounds of the Perry Point VA Medical Center)
- The Baltimore Station (Baltimore City)
- McVet (Baltimore City)

Contract Housing

Contract housing is emergent housing to meet the immediate needs of homeless Veterans. It is intended for those participating in other Veteran services who need a short stay while they wait on permanent housing or admittance to other VA and/or community programs. Contract housing is time limited and does not provide intensive case management services. The sites for Contract Housing are:

- Helping Up Mission (Baltimore City)
- Safe Haven (Baltimore City)

U.S. Department of Housing and Urban Development-VA Supportive Housing Program (HUD-VASH)

The HUD-VASH program is a joint effort between HUD and the VA to transition homeless Veterans and their families into permanent housing. HUD provides housing assistance through the Housing Choice Voucher Program that allows homeless Veterans to rent housing with the assistance of a housing subsidy. The VA provides ongoing supportive case management to homeless Veterans admitted into the program, to assist them with the admission and lease up process as well as sustaining permanent housing. All participants in the program must be VA Healthcare eligible, homeless or at risk of homelessness and must not be required to register on the Lifetime Sex Offender Registry.

Medical Care and Mental Health

Baltimore VA Medical Center

**10 North Greene Street
Baltimore, MD 21201**

Homeless Patient Aligned Care Team (H-PACT)

The H-PACT care teams provide homeless Veterans with medical care, case management, housing and social services assistance to help them obtain and stay in permanent housing, thereby reducing emergency department use and hospitalizations and improving chronic disease management. If you need H-PACT assistance, please call 410-605-7000 ext. 57777 or speak with a CIS Social Worker during HWIC hours.

CRRC Psychologist & Psychiatric Nurse Practitioner (NP)

Veterans experiencing homelessness can utilize the CRRC Psychologist for comprehensive mental health assessment and therapy as well as referrals to specialty programs. The CRRC Psychiatric NP is available to provide psychiatric assessment, medication management and referrals. Speak with a

Helpful Contacts

- To request a refill of your prescription, call the prescription refill line at **410-605-7395**
- To schedule, change, cancel or confirm a clinic appointment throughout the VA Maryland Health Care System, you can contact the Appointment Center at **410-605-7333**