

# Help for Homeless Veterans

# 877-4AID-VET

va.gov/homeless | (877) 424-3838



## ENDING VETERAN HOMELESSNESS

Nicola, formerly homeless Veteran  
Served 1980–1987

Jim, formerly homeless Veteran  
Served 2004–2011

Bobby, formerly homeless Veteran  
Served 1979–1984

### Transportation Programs

Transportation services are critical to housing stability for Veterans. Transportation links Veterans to steady work, regular health care, and support services vital to success in housing. Listed below are programs and resources that may assist in the development of a comprehensive plan to get Veterans where they need to go so they can remain in safe, stable housing.

#### U.S. Department of Veterans Affairs (VA)

**Veterans Transportation Program (VTP).** VA's VTP has three components that may assist Veterans who are homeless and those at risk of becoming homeless:

- **Veterans Transportation Service (VTS).** VTS is a national VA transportation program that provides VA medical centers (VAMCs) with startup funding for fuel and maintenance; salaries for two drivers, a mobility manager, and a transportation coordinator; and two Americans with Disabilities Act-compliant vehicles equipped with electronic mobile data devices that make sure vehicles go where they're needed most. Each VTS site has a board of directors that conducts oversight, strategic planning, and networking within the VAMC facility and with outside organizations that serve Veterans. The main limitations of the program are that it's not available in every community and that vehicles can transport Veterans only to and from VA health care services. VTS operates at about 45 VAMCs and will soon expand to 15 to 18 more sites. **Contact:** [marc.chevalier@va.gov](mailto:marc.chevalier@va.gov), national program coordinator, or email the VTS regional coordinator assigned to your Veterans Integrated Service Network (VISN): [yvonne.pozgar@va.gov](mailto:yvonne.pozgar@va.gov) (VISNs 1–8), [mindy.underwood@va.gov](mailto:mindy.underwood@va.gov) (9, 10, 12, 15, 16), [kevin.bergan@va.gov](mailto:kevin.bergan@va.gov) (11, 17, 18), and [alex.martinez4@va.gov](mailto:alex.martinez4@va.gov) (19–23).

### Transportation Planning and Other Resources

As you work to expand transportation options for Veterans who are homeless or at risk of becoming homeless, learn how your state and locality coordinates human services transportation, processes that exist in most communities. Community Transportation Association of America (CTAA), a nongovernmental transportation organization, posts state and regional human services transportation plans online at [web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=384&z=78](http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=384&z=78).

Even after tapping every available transportation service, gaps may remain. Documenting Veterans' unmet transportation needs can help you identify which services your community is missing and develop creative solutions to plug the holes. Access CTAA's free, publicly available documents to create individualized transportation plans and records of unmet transportation needs at [web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=813](http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=813). More transportation resources for Veterans are at [web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2693&z=5](http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2693&z=5).

Many states and communities provide discounted or free transit trips for Veterans or others. Veterans service organizations or other nonprofits such as Goodwill or Easter Seals may also offer discounted or free bus and train passes for Veterans in need. Ridesharing is another option to serve Veterans. Read more about this approach at [web1.ctaa.org/webmodules/webarticles/articlefiles/Veterans\\_Brief\\_Shared\\_Rides\\_final.pdf](http://web1.ctaa.org/webmodules/webarticles/articlefiles/Veterans_Brief_Shared_Rides_final.pdf).



U.S. Department  
of Veterans Affairs

- **Highly Rural Transportation Grants.** This program provides Veterans in highly rural areas with innovative transportation services to VAMCs and non-VA health care services. In fiscal 2013, Veterans service organizations and state Veterans service agencies in counties with fewer than seven people per square mile will apply for \$50,000 grants from a pool of \$3 million. **Contact:** [Darren Wallace \(HRTG@va.gov\)](mailto:Darren.Wallace@HRTG.va.gov), national program coordinator.
- **Beneficiary Travel.** This program provides mileage reimbursement or special-mode transportation (such as a wheelchair van) to VA health care services for Veterans who meet certain criteria (for example, those with service-connected disabilities).

More Information: [va.gov/healthbenefits/vts](http://va.gov/healthbenefits/vts)

**Volunteer Transportation Network (VTN).** This VA program helps arrange volunteer-provided transportation for Veterans seeking health services from a VA or other authorized facility. VTN includes vehicles from Disabled American Veterans (DAV) and other volunteer and contracted transportation options. DAV's volunteer-driven vans, which shuttle Veterans to and from VA hospitals and clinics, have logged more than 10 million trips since 1987. The main limitation is that very few of these vans are equipped with wheelchair lifts.

More Information: [volunteer.va.gov/VolTransNetwork.asp](http://volunteer.va.gov/VolTransNetwork.asp) or [dav.org](http://dav.org)

## Federal Coordinating Effort

**United We Ride.** *United We Ride* facilitates the work of the Coordinating Council on Access and Mobility (CCAM), a federal interagency council that is working to improve transportation services for Veterans and other transportation-disadvantaged populations. As part of its work with CCAM, in 2007 VA strongly recommended that each VAMC:

- Evaluate transportation services offered.
- Participate in community-based transportation planning.
- Consider offering excess capacity in VA transportation services to other federal agencies (or vice versa) using reimbursement agreements.
- Consider informing Veterans of transportation services available from other government agencies.

More Information: [unitedweride.gov](http://unitedweride.gov)

## Refer to VA for Help

If a Veteran you know is homeless, at imminent risk of becoming homeless, or in crisis, refer him or her to VA. Make the Call to **877-4AID-VET (877-424-3838)** or chat online at [va.gov/homeless](http://va.gov/homeless). Trained, supportive professionals are available 24 hours a day, seven days a week, to connect Veterans with the care they need to get back on their feet.

## U.S. Department of Transportation

### Veterans Transportation and Community Living Initiative.

This program has funded government agencies to establish "one-call/one-click centers" where Veterans, Service members, military families, and others can learn about and arrange transportation to work, school, health care, and other services. Grantees must work with the Veteran and military community to plan and develop the service centers and related efforts. There are 86 grantees in 38 states and two territories.

More Information: Use the [grantee map](#) or visit [fta.dot.gov/veterans](http://fta.dot.gov/veterans) for more information.

## U.S. Department of Health and Human Services' Administration for Community Living

### Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living.

CTAA administers this initiative to find ways to empower older adults and people with disabilities—including Veterans—to help plan, design, and implement coordinated transportation systems or processes. Those serving Veterans who are older, disabled, or homeless can work with one of the 17 communities awarded funding under this program.

More Information: For more information about the program, visit [web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3265](http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3265). Participating organizations are listed at [acl.gov/NewsRoom/NewsInfo/2013/2013\\_06\\_12a.aspx](http://acl.gov/NewsRoom/NewsInfo/2013/2013_06_12a.aspx).

## Together, We Can Help.

Here's what you can do to provide more Veterans with transit services:

- Find out if these programs are available in your community and get the Veterans you assist connected to them.
- Consider transportation in planning efforts related to ending and preventing homelessness among Veterans.
- Document gaps in transportation services and think creatively about ways to fill them.
- Educate the community about Veteran-specific transportation issues.

Learn more at [va.gov/homeless](http://va.gov/homeless).

VA



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