Homelessness and Housing Services
Resource Guide
FOR VETERANS EXPERIENCING HOMELESSNESS
AND THE PROVIDERS WHO SERVE THEM

Important Phone Numbers

U.S. Department of Veterans Affairs Resources

<table>
<thead>
<tr>
<th>National Call Center for Homeless Veterans</th>
<th>VA Community Resource and Referral Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-877-4AID-VET</td>
<td>Services for homeless veterans including:</td>
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<tr>
<td>1-877-424-3838</td>
<td>- Housing assistance</td>
</tr>
<tr>
<td>Access to trained counselors, 24/7</td>
<td>- Employment assistance</td>
</tr>
<tr>
<td>Assists:</td>
<td>- Health Care assistance</td>
</tr>
<tr>
<td>- Veterans</td>
<td>- Benefits assistance</td>
</tr>
<tr>
<td>- Family members</td>
<td>- Showers on site</td>
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<tr>
<td>- VA Medical Centers</td>
<td>- Laundry on site</td>
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<tr>
<td>- Government Partners</td>
<td>- Meals on site</td>
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<tr>
<td>- Community agencies</td>
<td>Locations</td>
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<tr>
<td>- Service Providers</td>
<td>- 1500 Franklin St., NE, Washington, DC, 20018</td>
</tr>
<tr>
<td>Veterans Crisis Line</td>
<td>Phone: 202-636-7660/Hours: 24/7</td>
</tr>
<tr>
<td>1-800-273-8255, Press 1</td>
<td>- Baltimore VA Annex, 209 W. Fayette St.,</td>
</tr>
<tr>
<td>Or Text to 838255</td>
<td>Baltimore, MD</td>
</tr>
<tr>
<td></td>
<td>Phone: 410-637-3246/Hours: 8-4:30, Mon-Fri</td>
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Maryland State Resources

<table>
<thead>
<tr>
<th>Maryland’s Commitment to Veterans</th>
<th>Maryland 2-1-1</th>
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<tbody>
<tr>
<td>1-877-770-4801</td>
<td>Dial 2-1-1 to be connected with health and human</td>
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<tr>
<td><a href="http://www.veterans.dhmh.maryland.gov">www.veterans.dhmh.maryland.gov</a></td>
<td>resources in your area</td>
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<tr>
<td>Behavioral health service coordination &amp; Information and referrals for:</td>
<td><a href="mailto:Info@211MD.org">Info@211MD.org</a></td>
</tr>
<tr>
<td>- Employment</td>
<td>MDHousingSearch.Org</td>
</tr>
<tr>
<td>- Health Care</td>
<td>Find &amp; list rental housing in Maryland</td>
</tr>
<tr>
<td>- Wellness Services</td>
<td>1-877-428-8844</td>
</tr>
<tr>
<td>- Housing</td>
<td></td>
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<tr>
<td>- Financial and Benefits</td>
<td></td>
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</tbody>
</table>

This guide is the result of the combined efforts of the Maryland Department of Veterans Affairs and the Interagency Council on Homelessness Veterans Work Group.

Maryland Department of Veterans Affairs
410-260-3838 - mdveteransinfo@maryland.gov
[veterans.maryland.gov](http://veterans.maryland.gov) - Facebook & Twitter: MDVeterans
National Coalition for Homeless Veterans (NCHV)
The National Coalition for Homeless Veterans (NCHV) is a resource and technical assistance center for a national network of community-based service providers and local, state and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid and case management support for homeless veterans.
Visit the NCHV website for homeless veteran resources in Maryland at www.nchv.org/index.php/help/help-maryland
To speak with someone at the NCHV call 1-800-VET-HELP (1-800-838-4357).

U.S. Department of Veterans Affairs Services for Homeless Veterans
The U.S. Department of Veterans Affairs offers a number of services to homeless veterans, including opportunities to return to employment, safe housing, health care and mental health services. In addition the U.S. VA National Homeless Call Center provides free, 24/7 access to trained counselors for local resources and assistance for homeless veterans and for individuals at risk of homelessness.
To speak with a counselor call 877-4AID-VET (877-424-3838).
For more information, visit the U.S. VA Services for Homeless Veterans website at www.va.gov/homeless/for_homeless_veterans.asp

VA Grant and Per Diem Program
The VA’s Homeless Providers Grant and Per Diem Program provides funds to community agencies providing supportive housing and/or supportive services to homeless veterans.
For more information, contact the Community Resource and Referral Center at either Washington D.C. (202-636-7660) or Baltimore (410-637-3246). Or, if you are a veteran in Western Maryland, contact 301-665-1462 ext. 2425 or 2426.

VA HUD-VA Supportive Housing Program (HUD-VASH)
The Department of Housing and Urban Development-VA Supportive Housing Program is a joint effort to move veterans and their families out of homelessness and into permanent housing through HUD’s Housing Choice Voucher Program and the VA’s clinical and supportive services.
The VA determines clinical eligibility for the program and the Public Housing Authority determines if the veteran meets HUD’s regulations for the program. Eligible veterans must be able to complete activities of daily living and live independently in the community with case management and supportive services.
For more information, contact the Community Resource and Referral Center at either Washington D.C. (202-636-7660) or Baltimore (410-637-3246). Or, if you are a veteran in Western Maryland, contact 301-665-1462 ext. 2425 or 2426.

VA Supportive Services for Veteran Families Program (SSVF)
The VA awards grants to non profit organizations to assist low income veteran families with rapid re-housing and eviction prevention. For grant year 2016, the following organizations in Maryland are assisting veteran families:

ALLIANCE, INC.
Serving: Allegany, Anne Arundel, Baltimore City, Baltimore County, Caroline, Carroll, Cecil, Dorchester, Frederick, Garrett, Harford, Howard, Kent, Queen Anne’s, Somerset, Talbot, Washington, Wicomico, and Worcester 410-282-5900, ext.3333; vets@allianceinc.org

DIAKONIA, INC.
Serving: Somerset, Wicomico, and Worcester 410-213-0923; andrea@diakoniaoc.org

FRIENDSHIP PLACE
Serving: Frederick, Montgomery, and Prince George’s 202-658-9599; dhegelson@friendshipplace.org

HOUSING COUNSELING SERVICES
Serving: Montgomery and Prince George’s 202-667-7006; ssvfprogram@housingetc.org

NEW VISION HOUSE OF HOPE, INC.
Serving: Baltimore City 410-466-8558; cculver@newvisionhouseofhope.com

OPERATION RENEWED HOPE
Serving: Montgomery and Prince George’s 703-887-8117; operationrenewedhopefoundation.org

PROJECT PLASE, INC.
Serving: Baltimore City and Baltimore County 410-837-1400, ext. 148

ST. JAMES A.M.E. ZION CHURCH-ZION HOUSE
Serving: Caroline, Dorchester, Kent, Queen Anne’s Somerset, Talbot, Wicomico, and Worcester 443-736-3638; zionhouse@netscape.com

THREE OAKS HOMELESS CENTER
Serving: Calvert, Charles, and St. Mary’s County 301-863-9535; awkward@threeoaksshelter.org

UNITED STATES VETERANS INITIATIVE (USVETS)
Serving: Montgomery and Prince George’s 202-573-2790; lckark-holland@usvetsinc.org
Are you looking to purchase a home?

**VA Home Loans**
The VA provides the home loan guaranty benefit and other housing related programs to help buy, build, repair, retain or adapt a home for personal occupancy.

*For information on the home loan program, eligibility and how to apply visit:*
[www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans)

**Certificate of Eligibility for Home Loan**
After establishing that you are eligible for the VA home loan benefit, a Certificate of Eligibility (COE) is needed to verify to a lender that you are eligible for a VA backed loan.

*For information on required evidence and how to obtain the Certificate of Eligibility, visit:*

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Are you looking for health care or other resources?

**U.S. Department of Veterans Affairs**

**Healthcare for Homeless Veterans Program (HCHV)**
Many HCHV programs serve as the hub for a myriad of housing and other services which provide the USVA a way to outreach and assist homeless veterans by offering them entry to VA care.

**Locations:**

**Baltimore Annex**
Health Care for Homeless Veterans
209 W. Fayette Street
Baltimore MD 21201
410-637-1342

**Perry Point**
Health Care for Homeless Veterans
VAMC Domiciliary Care Program
Circle Drive- Building 1H
Perry Point MD 21902
410-637-1342

**Martinsburg, W.V.AMC**
Health Care for Homeless Veterans
Grant Per Diem Program
Charles Town Road (Route 9)
Martinsburg WV 25401-98
304-263-0811, ext.3840

**Washington, D.C. VAMC**
Health Care for Homeless Veterans
Psychiatry Service/116A
VA Medical Center
50 Irving Street, NW
Washington DC 20422
202-745-8000

**National Resource Directory: Homeless Veteran Support**
The National Resource Directory contains a comprehensive listing of resources to connect wounded warriors, service members, veterans, their families and caregivers who support them. Visit The National Resource Directory to find homeless resources in Maryland at [www.ebenefits.va.gov/ebenefits/nrd](http://www.ebenefits.va.gov/ebenefits/nrd)

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**Maryland Homefront: The Veterans and Military Family Mortgage Program**
Maryland Homefront, the Veterans and Military Family Mortgage Program offers a special interest rate that is 0.25% lower than the regular Maryland Mortgage Program rates for 30 year fixed rate mortgages.

All qualified borrowers under this initiative are also eligible to receive $5,000 for down payment and closing cost assistance through the Maryland Mortgage Program’s Down Payment Assistance Program plus any applicable Partner Match funds. Borrowers using the Maryland Homefront Program can also get a Maryland HomeCredit, a mortgage credit certificate which enables the homebuyer to claim 25% of their annual mortgage interest as a credit on their federal taxes every year for the life of their loan. The Department will waive its $450 fee (the lender can still charge up to $350). Note that this program is not applicable to refinances. To get started, talk to a lender, check your eligibility, complete a homebuyer education class and learn about down payment assistance. **Learn more here:**
[http://mmp.maryland.gov/Pages/Homefront.aspx](http://mmp.maryland.gov/Pages/Homefront.aspx)
Maryland American Job Centers

American Job Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals. Disabled Veterans Outreach Program staff provide specialized intensive employment assistance to eligible veterans who have special employment and training needs. To learn more about services for veterans, transitioning service members and spouses, visit: http://www.dllr.state.md.us/employment/veteranservices.shtml

ANNE ARUNDELE COUNTY
Glen Burnie American Job Center—410-424-3240
Arnold American Job Center
410-793-5635
Fort Meade Outreach Center
(For Military and Spouses)
410-674-5240

ALLEGANY COUNTY
 Allegany County American Job Center—301-777-1221

BALTIMORE COUNTY
Eastside American Job Center—301-396-9030
Northwest American Job Center (Re-entry Center)
410-396-7873

Baltimore County Workforce Development Center at Eastpoint—410-288-9050
Liberty—Baltimore County Workforce Development Center—410-887-8912
Baltimore County Workforce Development Center—410-887-9129

CALVERT COUNTY
Southern MD JobSource
443-550-6750

CAROLINE COUNTY
Caroline County American Job Center—410-819-4549

CARROLL COUNTY
Business & Employment Resource Center
410-386-2820

CECIL COUNTY
Susquehanna Workforce Center—Elkton
410-996-0550

CHARLES COUNTY
Southern MD JobSource
301-645-8712

DORCHESTER COUNTY
Dorchester County American Job Center—410-901-4250

FREDERICK COUNTY
Frederick County Workforce Services—301-600-2255

GARRETT COUNTY
Western Maryland Consortium—301-334-8136

HARFORD COUNTY
Susquehanna Workforce Center—Bel Air
410-836-4603
Susquehanna Workforce Center—University Center
410-272-5400

HOWARD COUNTY
Columbia Workforce Center
410-290-2600

KENT COUNTY
Kent County American Job Center—410-778-3525

MONTGOMERY COUNTY
WorkSource Montgomery American Job Center
301-929-4350
WorkSource Germantown American Job Center
240-777-2050

PRINCE GEORGE’S COUNTY

Prince George’s American Job Center—301-618-8425

QUEEN ANNE’S COUNTY
Queen Anne’s County American Job Center
410-758-8044

SOMERSET, WICOMOCO, WORCESTER COUNTIES
One Stop Job Market
410-341-8533
ST. MARY’S COUNTY
Southern MD JobSource
301-844-6404

TALBOT COUNTY
Talbot County American Job Center—410-822-3030

WASHINGTON COUNTY
Washington County American Job Center
301-393-8200

Charlotte Hall Veterans Home (charhall.org)

Meets the needs of those veterans who are looking for assisted living, skilled or long term care, memory care or a rehabilitation program. Maryland’s Veterans Home provides continuum of care including an assisted living unit, nursing care unit, and a women’s nursing care unit.

29449 Charlotte Hall Rd., Charlotte Hall, MD 20622/Phone: 301-884-8171

Maryland Center for Veterans Education & Training (mcvet.org)

Serves veterans through five programs: a Day Drop-In Program, an Emergency Program (13 weeks), a Transitional Housing Program (up to two years), a Follow-Up Program, and Single Room Occupancy apartments (SRO). Intakes 24 hours a day, 7 days a week.

301 North High St., Baltimore, MD 21202/Phone: 410-576-9626 Ext. 216 (Intake)

Local Homeless Provider Contact List

The Continuum of Care Program promotes community wide commitment to the goal of ending homelessness. Each County in Maryland and Baltimore City has a point of contact for homeless persons within the local Continuum of Care. If you are experiencing homelessness, contact a local provider who can assist you.

<table>
<thead>
<tr>
<th>Allegany/Cumberland County</th>
<th>Calvert, Charles, St. Mary’s County</th>
<th>Garrett County</th>
<th>Mid Shore</th>
</tr>
</thead>
<tbody>
<tr>
<td>301-783-1825</td>
<td>410-535-5400 ext. 316</td>
<td>301-334-9431 ext. 121</td>
<td>410-770-4801</td>
</tr>
<tr>
<td>Annapolis/Anne Arundel County</td>
<td>Carroll County</td>
<td>Hagerstown/Washington County</td>
<td>Montgomery County</td>
</tr>
<tr>
<td>410-269-4749</td>
<td>410-386-6621</td>
<td>301-797-4161</td>
<td>240-777-4125</td>
</tr>
<tr>
<td>Baltimore City</td>
<td>Cecil County</td>
<td>Harford County</td>
<td>Prince George’s County</td>
</tr>
<tr>
<td>410-396-7543</td>
<td>410-996-5112</td>
<td>410-638-3389</td>
<td>888-731-0999</td>
</tr>
<tr>
<td>Baltimore County</td>
<td>Frederick City and County</td>
<td>Howard County</td>
<td>Somerset, Wicomico, and Worcester County</td>
</tr>
<tr>
<td>410-887-2886</td>
<td>301-600-3958</td>
<td>410-531-6006</td>
<td>443-523-1815</td>
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