

Homeless Veterans Outreach Program

Benefits Assistance Service

You are here

We are here
to help you
find your way



Benefits Assistance Service (BAS)

Mission

The Mission of the Benefits Assistance Service is to serve as advocates for Veterans, Service members, eligible beneficiaries and other stakeholders, to ensure they are knowledgeable and informed about accessing and receiving VA benefits and services.

Vision

Our Vision for the Benefits Assistance Service is to be the premier organization for our clients; to proactively provide information and knowledge about VA benefits and services, in a positive 21st century experience that is consistent, concise and relevant.

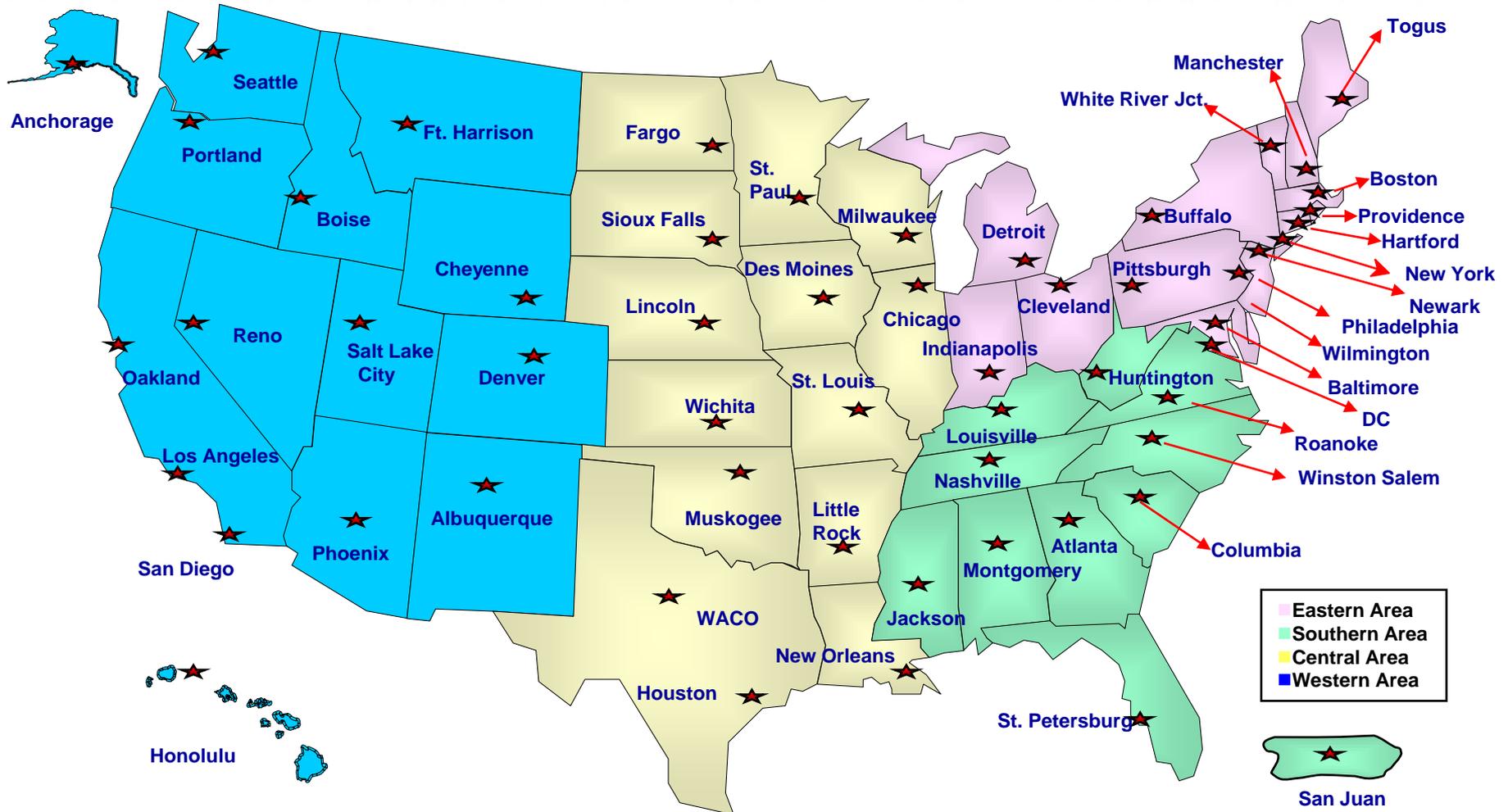
Homeless Veterans Outreach Program

- Full-time Homeless Veterans Outreach Coordinators (HVOC) located at 20 Regional Offices (RO) with the largest Veteran populations; remaining ROs have part-time HVOCs with ancillary duties
- Provide information and assistance on VA benefits and services including, but not limited to, eligibility information, filing a claim, and referrals to Veterans Health Administration homeless program staff and local homeless providers
- Conduct outreach to homeless Veterans and their families in various locations such as:
 - homeless shelters
 - VA Medical Centers, clinics and centers
 - through state, tribal and local community partners
 - Stand Downs
 - Jails and prisons
 - other areas where homeless Veterans may be located

Homeless Veterans Outreach Program

- HVOCs:
 - Assist women Veterans and their families from becoming homeless through coordination with VA's Women Veteran Coordinators
 - Make referrals to homeless coordinators at VA Medical Centers and Community-Based Outpatient Clinics
 - Coordinate delivery of VA benefits access with local community homeless providers
 - Provide VA benefits assistance to justice-involved Veterans participating in Veterans Treatment Courts or who will soon be released from incarceration
 - Ensure claims are identified as homeless for expedited processing
- During fiscal year (FY) 2012, 11,965 hours of outreach was conducted by VBA field staff to over 50,028 homeless Veterans.

VA Regional Office Locations



Compensation Benefits

- Monetary benefit paid to Veterans who are disabled by an injury or illness that was incurred or aggravated during active military service
- Disability may be rated from 0% to 100%
- Payments made for 10% to 100%.

Rating	Vet Only	Vet+S	Vet+S+1C	Vet+S+2C	Vet+S+3C
10%	\$127	N/A	N/A	N/A	N/A
20%	251	N/A	N/A	N/A	N/A
30%	389	435	469	492	515
40%	560	622	667	697	727
50%	797	874	931	969	1,007
60%	1,009	1,102	1,169	1,215	1,261
70%	1,272	1,380	1,459	1,512	1,565
80%	1,478	1,602	1,692	1,753	1,814
90%	1,661	1,800	1,902	1,971	2,040
100%	2,769	2,924	3,037	3,114	3,191

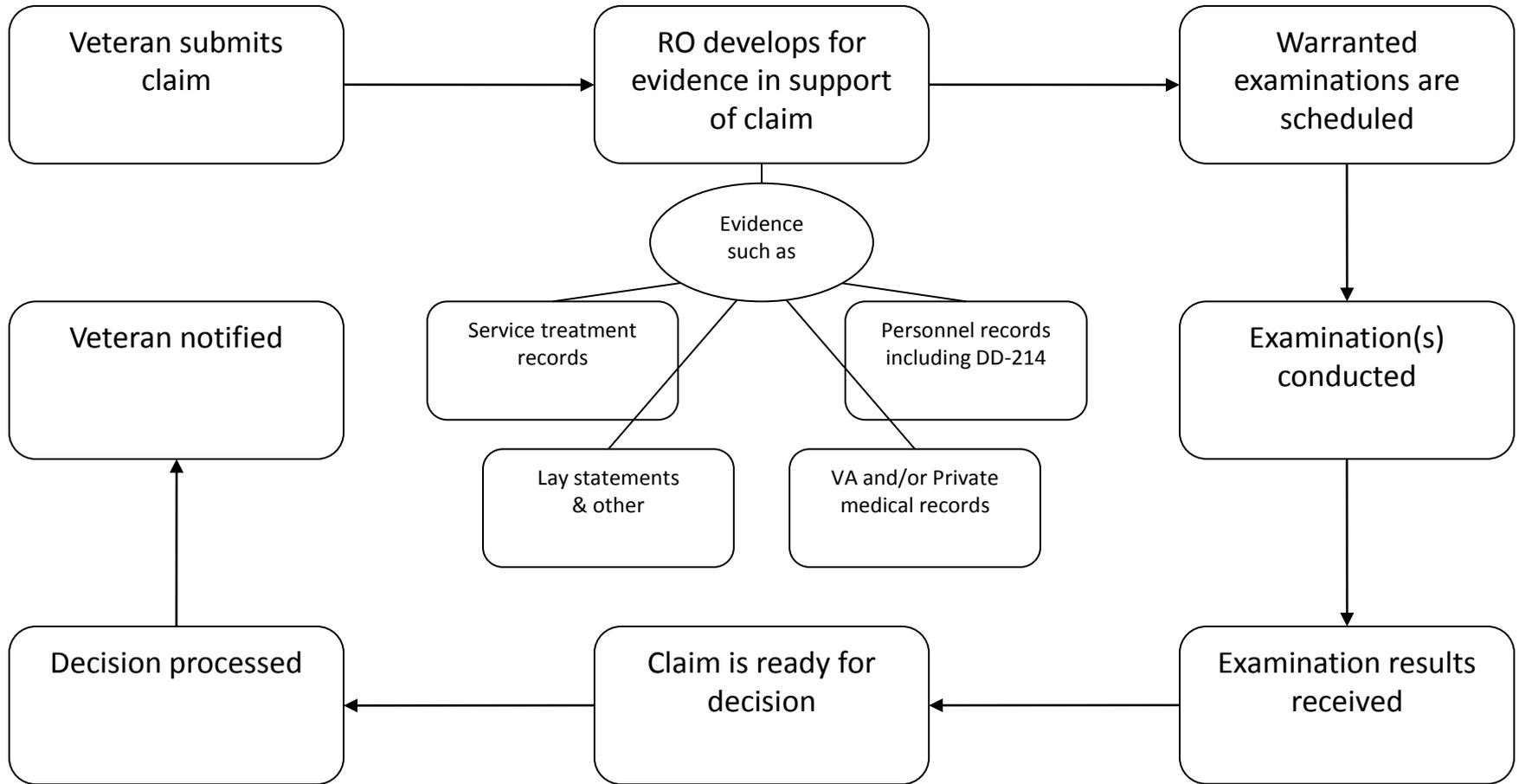
S = Spouse C = Child(ren)

Rates effective Dec. 1, 2011

Pension Benefits

- Needs-based benefit paid to Veterans with low incomes who
 - are permanently and totally disabled or are age 65 or older, or a patient in a nursing home, or receiving social security disability benefits AND
 - have 90 days or more of active military service, at least one day of which was during a period of war AND
 - discharged from service under conditions other than dishonorable
- Yearly income must be less than (effective Dec. 1, 2011):
 - \$12,256 (without spouse or child)
 - \$16,051 (with one dependent)
- Veterans cannot receive both a VA non-service connected pension and service-connected compensation payments at the same time; however, if the Veteran is eligible to be awarded both, VA will pay whichever benefit is the greater amount

Claims Process

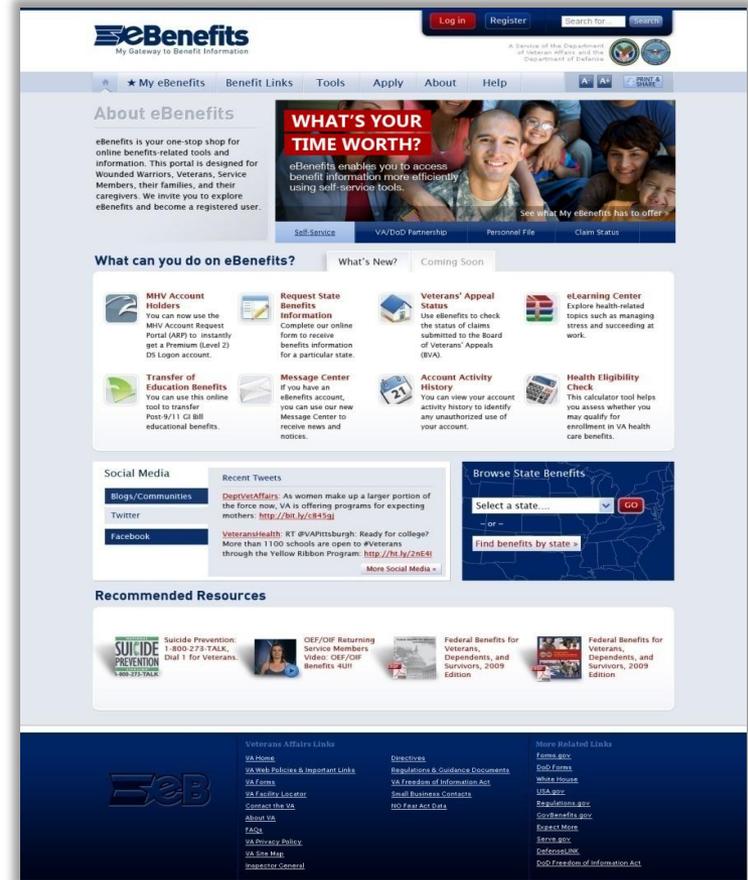


Claims Processing for Homeless Veterans

- Expedited claims processing for homeless Veterans at each RO
- VA Central Office oversight for homeless claims
- Electronic “homeless” flash to properly identify homeless Veterans
- The number of homeless claims completed continues to increase
 - FY 2009: 5,451
 - FY 2010: 7,754 (42% increase over FY 2009)
 - FY 2011: 11,197 (44% increase over FY 2010)
 - FY 2012 (August): 10,214

eBenefits

The eBenefits portal (www.ebenefits.va.gov) is a “one-stop shop” for access to military documents and benefits information (e.g., DD-214, checking the status of disability claims, payment history, & obtaining a home loan Certificate of Eligibility, etc.).



Questions and Contact Information

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VA's National Call Center for Homeless Veterans

Toll-free, 24/7 assistance

1-877-424-3838

www.va.gov/homeless