Homeless Assistance Team (HAT)

Age Requirements No Age Requirement Available 24/7 No **Documents Required** Call for details Other Eligibility Criteria Serves individuals experiencing homelessness. Family Yes Intake Contact Email homeless@roanokeva.gov Intake Process Call, email or walk-in for information. Intake Contact Telephone (540) 853-1715 **Provider Refer** Yes **Report Problems** Call the Agency **Residency Requirements** Serves people located in the city of Roanoke. Self Refer Yes Roanoke City Division of Human Services https://www.roanokeva.gov/292/HumanSocial-Services https://www.roanokeva.gov/348/Homeless-Assistance-Team Main (540) 853-1715 339 Salem Ave Southwest 24016 VA **United States**

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm Wednesday: 8:00 am-5:00 pm Thursday: 8:00 am-5:00 pm Saturday: Closed Sunday: Closed Additional Availability Comments The HAT Team has office hours of 8:00 AM - 12:00 PM, but services operate from 8:00 AM- 5:00 PM. Fee Structure No Fee Languages Spoken English

The City of Roanoke Division of Human Services provides street outreach services through the Homeless Assistance Team (HAT). HAT works to ensure emergency and transitional shelter plus support services are available for homeless persons staying outside in places not meant for human habitation, with the primary goal being permanent housing. HAT provides outreach services and case management to homeless individuals and families needing help locating permanent housing. The team directs clients to supportive services that will best assist them in attaining permanent housing. Case managers who are very familiar with community resources make appropriate referrals. An informational video is available on the website.

Funding is provided by the U. S. Department of Housing and Urban Development through the McKinney-Vento Homeless Assistance Grant. HAT staff provides outreach, case management and supportive services to those seeking assistance.

A secondary telephone number is (540) 853-1721.

HAT provides guidance to homeless persons as they work on a service plan to define the cause of homelessness and develop goals, objectives and steps to address those issues.

Service Area(s) Roanoke City Email homeless@roanokeva.gov