

## 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

Friday: 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](mailto:homeless@roanokeva.gov)