Veterans Health Administration’s
Readjustment Counseling Service Fact Sheet
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Vet Centers
Vet Centers are community-based counseling centers, within the Veterans Health Administration’s Readjustment Counseling Service (RCS), that provide a wide range of social and psychological services including professional readjustment counseling to Veterans and active duty Servicemembers, to include members of the National Guard and Reserve components, who:

- Have served on active military duty in any combat theater or area of hostility;
- Experienced a military sexual trauma;
- Provided direct emergent medical care or mortuary services, while serving on active military duty, to the casualties of war, or;
- Served as a member of an unmanned aerial vehicle crew that provided direct support to operations in a combat zone or area of hostility.
- Vietnam Era veterans who have accessed care at a Vet Center prior to January 1, 2004

Vet Center services are also provided to family members of Veterans and Servicemembers for military related issues when it is found aid in the readjustment of those that have served. This includes bereavement counseling for families who experience an active duty death.

A core value of the Vet Center program is to promote access to care by helping Veterans, Servicemembers, and their families overcome barriers that impede them from using those services. For example, all Vet Centers maintain regularly scheduled non-traditional hours, to include evening and weekends, to ensure Veterans and Servicemembers are able to access these services. Also, Vet Centers are able to create Veteran to Veteran connections as over 72% of Vet Center staff are Veterans and a majority of those individuals have served in combat zones.

There are 300 Vet Centers located in every state, the District of Columbia, American Samoa, Guam, and Puerto Rico.

Outreach
To ensure that Veteran, Servicemembers, and their families are provided access to care, RCS has implemented a robust outreach program that focuses on the creation of face to face connections with those that have served. Vet Center staff regularly participate in a myriad of Federal, State, and local sponsored Veteran related events in the communities that Veterans and Servicemembers live.

In addition, RCS maintains a fleet of 80 Mobile Vet Centers that are designed to extend the reach of Vet Center services through focused outreach, direct service provision, and referral to communities that do not meet the requirements for a “brick and mortar” Vet Center, but where there are Veterans, Servicemembers, and their families in need of services. In many instances these communities are distant from existing services and are considered rural or highly rural.

Vet Center Call Center
The Vet Center Call Center 1-877-WAR-VETS is an around the clock confidential call center where those that served and their families can call to talk about their military experience or any other issues they are facing in their readjustment. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans. The call center has warm handoff capabilities with all Vet Centers, the National Crisis Hotline, and the National Caregiver Hotline.

Additional Information
- All services are available without time limitation and at no cost
- To use Vet Center services eligible Veterans or Service members:
  - Do not need to be enrolled with the Department of Veteran Affairs (VA) Medical Centers;
  - Do not need a disability rating or service connection for injuries from either the VA or the Department of Defense, and;
  - Can access Vet Center services regardless of discharge character to include dishonorable discharges.
- No information will be released to any person or agency without the written consent from the Veteran or Servicemember, except in circumstances averting a crisis.