



VETERANS FIELD GUIDE TO GOVERNMENT SHUTDOWN



The Department of Veterans Affairs (VA) estimates 97 percent of VA employees continue to work during a shutdown, according to the VA Human Capital Contingency Plan. VA is committed to provide quality, consistent care and services to Veterans, families, Caregivers, and Survivors. VA's mission allows no exception to this standard even when operations are limited by the absence of appropriations (commonly known as a "Government shutdown").



SERVICES TO VETERANS NOT IMPACTED:



VA Medical Centers, Outpatient Clinics, and Vet Centers will be open as usual and providing all services.



VA benefits will continue to be processed and delivered, including compensation, pension, education, and housing benefits.



Burials will continue at VA national cemeteries. Applications for headstones, markers, and burial benefits processing will continue.



The Board of Veterans' Appeals will continue decisions on Veterans' cases.



Call Centers: VA's primary call center (1-800-MyVA411) and the Veterans Crisis Line (Dial 988, Press 1) will remain open 24/7. The VA Benefit Hotline (1-800-827-1000) will be available Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.



Suicide prevention programs, homelessness services, and caregiver support will continue.



HAVE A QUESTION? CALL US!

The one number all Veterans, their families, caregivers, and survivors can use to access VA resources 24 hours-a-day, 365 days-a-year.

1-800-MYVA411 (1-800-698-2411)



SERVICES TO VETERANS IMPACTED:



VA will cease providing transition program assistance and career counseling.



Call Centers: VA's GI Bill (1-888-GIBILL-1) and National Cemetery Applicant Assistance (1-800-697-6947) hotlines will be closed.



VA benefits regional offices will be closed.



Public Affairs and outreach to Veterans will cease, including social media, VetResources emails, and responses to press inquiries.



No grounds maintenance or placement of permanent headstones at VA cemeteries.

Applications for pre-need burial at VA cemeteries will not be processed.

No printing of new Presidential Memorial Certificates.



No outreach to state, county, tribal, municipal, faith-based, and community-based partners by VA Central Office.

In the event of a prolonged shutdown, VA will continue to review and update its plan in conjunction with the applicable legal requirements and circumstances. Please visit www.whitehouse.gov/omb/ or www.VA.gov for updated information.



U.S. Department
of Veterans Affairs

Download the **VA Welcome Kit** www.va.gov/welcome-kit/

Subscribe to **#VetResources** www.va.gov/vetresources/

Veterans Crisis Line: Dial 988, then Press 1

Call 1-800-MyVA411 (1-800-698-2411) or visit <https://www.va.gov/contact-us/>