

# Directory of VA Behavioral Health and Homeless Outreach Services

**Bath VA Medical Center**  
76 Veterans Ave  
Bath, NY 14808



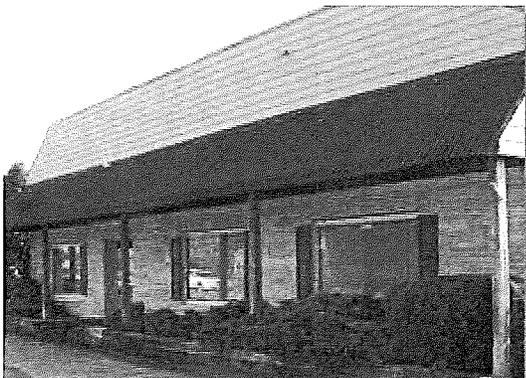
**Elmira Community Based Outpatient Clinic**  
1316 College Ave  
Elmira, NY 14901



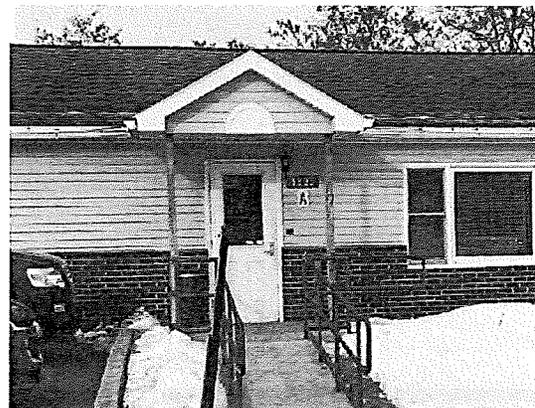
**Coudersport**  
24 Maple View Lane, Suite 2  
Coudersport, PA 16915



**Wellsville Community Based Outpatient Clinic**  
3458 Riverside Drive, Rte. 19  
Wellsville, NY 14895



**Wellsboro VA Clinic**  
1835 Shumway Hill Rd  
Wellsboro, PA 16901



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**DIRECTORY of MAIN CONTACTS:**

<b>Program</b>	<b>Staff Name &amp; Title</b>	<b>Phone Number</b>	<b>Page</b>
Behavioral Health Outpatient Services	Diana McComb, Bath VA Behavioral Health Clinic Manager	607-664-4301	6
Behavioral Health Inpatient Services	Buffalo VA	(716) 834-9200	7
	Syracuse VA	(315) 425-4400	
Caregiver Support Services	Jane Aniskevich, Caregiver Support Coordinator	607-664-4512	9
Chaplain Services	Keith Dangerfield, Supervisory Chaplain	607-664-4309	8
Community Care Team	Kimberly Benjamin,	607-664-4535	20
Contract Residential Programs	Ann Smith-Howles, Social Worker	607-664-4372	28
Health Care for Re-Entry Veterans (State/Federal prison)	Cindy Thayer, Social Worker. Western half of NY State	(585) 393-8081	23
	Jonathan Pollack, Social Worker. Eastern half of NY State	(518) 626-7349	
Homeless Call Center for Veterans	24-Hour Helpline	1-(877)-424-3838	26
Homeless Outreach Team HUD-VASH Housing Voucher Program	Darlene Prutsman, Social Worker	607-664-4319	26
	Don Benelli, Social Worker	607-664-4541	
Integrated Primary Care	Jim Tinker, Social Worker	607-664-4570	16
	Jim Inthanongsak, Social Worker	607-664-4370	
LGBT Care Coordinator	Wanda E Martinez-Johncox	585-393-8265	13
Mental Health Intensive Case Management	Ron Schlegel, Social Worker	607-664-3855	19
	Dave Hughes, Social Worker Mental Health Intensive Case Manager	607-664-44375	
Domiciliary Residential Rehabilitation Treatment Program	Dawn Brewer, Intake Coordinator	607-664-4355	17
	Sharlene Colton, Admissions Coordinator	607-664-4342	
Local Recovery Coordinator	Daphne Smith, Social Worker	607-664-4381	13
Military Sexual Trauma Treatment	Jim Tinker, Military Sexual Trauma (MST) Coordinator	607-664-4570	7
MOVE!	Pamela Schu, Registered Nurse	607-664-2646	18
Psychosocial Rehabilitation & Recovery Programs	Ron Schlegel , Program Coordinator	607-664-3855	18
Suicide Prevention Coordinator	Karen Aikman, Suicide Prevention Coordinator	607-664-4792	15

Tele-mental Health	Rose Whedbee, Telehealth Coordinator	607-664-4490	11
Transition & Care Management for Post 9/11 Veterans	Dawn Smith, Program Coordinator	607-664-4542	8
	Andrew Scardina, Social Worker	607-664-4545	
Women Veterans Health Care	Greta Ledgerwood, Nurse, Program Manager	607-664-4662	12
Vet Center	Binghamton 53 Chenango Street Binghamton, NY 13901	607-722-2393	14
	Williamsport 49 E. Fourth Street Suite 104 Williamsport, PA 17701	570-327-5281	
VA Health Care Eligibility & Enrollment	<a href="http://www.va.gov/healthbenefits/">http://www.va.gov/healthbenefits/</a>	1-(888)-823-9656	5
Veterans Crisis Line	24-Hour Call Center for assistance	1-(800)-273-8255 and Press 1	15
Veterans Justice Outreach	Ann Smith-Howles, VJO Specialist	607-664-4372	22
Vocational Rehabilitation Services	Derick Hasty, Vocational Rehabilitation Specialist Supervisor	607-664-3690	21
	Bryan Salmon, Vocational Rehabilitation Specialist Supportive Employment	607-664-4345	
	Stephen Baker, Vocational Rehabilitation Specialist Homeless Veterans Community Employment Program	607-664-5870	

Contact for this Directory is Daphne Smith, LCSW-R 607-664-4381

## Accessing VA Healthcare

The Veterans Health Administration is America's largest integrated health care system with over 1,700 sites of care, serving 8.76 million Veterans each year.

If an individual served in the active military, naval or air service and are separated under any condition other than dishonorable, that person may qualify for VA health care benefits. Eligibility is dependent on many factors set by Congressional law which can be complex for certain military service and financial circumstances. The only way to know if a person qualifies for VA health benefits is for them to apply and wait for a decision about their eligibility or to speak with a VA eligibility representative.

The form to apply for VA health care benefits is titled 1010EZ and can be found at [www.va.gov/vaforms/medical/pdf/vha-1010EZ-fill.pdf](http://www.va.gov/vaforms/medical/pdf/vha-1010EZ-fill.pdf).

There are multiple ways to apply for VA health benefits:

- ✓ Apply for health benefits via on-line application at [www.va.gov/HEALTHBENEFITS/apply/](http://www.va.gov/HEALTHBENEFITS/apply/)
- ✓ Submit the 1010EZ form & DD214 by mail to

VA Medical Center Eligibility Office 76 Veterans Ave Bath NY 14810
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- ✓ Call the VA Health Care Upstate New York Veterans Service Contact Center for eligibility information and assistance at 1-(888)-823-9656.

Hours: Monday-Friday, 8:00 a.m. to 5:00 p.m.

Website <http://www.visn2.va.gov/vet/vsc/callcenter.asp>

- ✓ Walk in to one of the two local Veteran Service Centers (VSC) and submit the paperwork. An appointment is not necessary.
  - The Veteran Service Center at the Bath VA Medical Center is located on the First Floor of the Hospital.
  - The Veteran will need to bring with them:
    - Completed 1010EZ or fill out the form at the VSC
    - a copy of both sides of their current insurance card (including Medicare or Medicaid)
    - a copy of their DD214, "Armed Forces Report of Transfer or Discharge"
    - (Purple Heart recipients only) a copy of their award letter if "Purple Heart" is not noted on their DD214

To read more about VA healthcare benefits please visit <http://www.va.gov/healthbenefits/>

## **Behavioral Health Outpatient Services**

The Bath VA Medical Center and its outlying Community Based Outpatient facilities provide Veterans a comprehensive, integrated program that creates opportunities for Veterans who have mental health issues and/or chemical dependency issues to work toward symptom resolution and maintain a productive life-style. The focus is on recovery-oriented treatment with the Veteran being actively engaged in their treatment planning.

The Behavioral Health Outpatient Clinic Services include:

- Individual counseling and referral for specialized treatment
- Group therapy for depression, anxiety, PTSD, management of memory loss, anger management, and substance use recovery skills
- Psychiatry and psychopharmacology
- Mental health crisis intervention on site
- Neuropsychological assessment
- Psychiatric consultation for geriatric inpatient units
- Evidenced Based Psychotherapy including Cognitive Behavioral Therapy for Depression, Cognitive Processing Therapy, Prolonged Exposure Therapy, Cognitive-Behavioral Therapy for Insomnia, Cognitive Behavioral Therapy for Pain, Motivational Enhancement Therapy
- Treatment for combat and non-combat PTSD
- Individual therapy for sexual abuse trauma
- Individual therapy for military sexual trauma
- Smoking cessation treatment
- Groups for health maintenance and education groups
- Groups for Veteran and family psychoeducation
- Couple's and Family Therapy
- Substance Abuse evaluation and treatment including Buprenorphine clinic
- Telemedicine for some behavioral health services
- Referrals needed for programs such as Mental Health Residential Rehabilitation Program, Psychosocial Rehabilitation and Recovery Services, Mental Health Intensive Case Management, Community Care Team, PTSD treatment, Sleep Disorders, Substance Abuse Evaluation and Treatment, and Nursing Home placement.

### **Referrals:**

- ✓ Veteran can request a behavioral health care referral from their Primary Care Provider
- ✓ Veteran can meet with the Integrated Primary Care Social Worker on their PACT Team who will assess Veteran's needs and concerns, then refer on to appropriate behavioral health service.
- ✓ Veteran can be seen by a nurse in Behavioral Health who will assess, triage, and refer to the appropriate level of care and service. This includes referrals for substance detoxification.
- ✓ Programs such as substance abuse, PTSD, MST, Evidenced-based Practices, etc., require a referral from another behavioral health provider

### **Behavioral Health Inpatient Services**

Inpatient services are available at the Syracuse VA Medical Center, Buffalo VA Medical Center, Albany VA Medical Center and community hospitals in the Bath area for eligible Veterans who require more intervention than can be provided in the community. Acute inpatient psychiatry patients are admitted to one of the facilities to be treated by an interdisciplinary team of psychiatrists, social workers, nurses and other therapists. VA facilities also have primary and specialty care for other health needs. Acute inpatient stays typically last three to ten days and are followed up by further treatment after the Veteran is discharged from the facility. Discharge planning includes linkage to outpatient services at Bath VAMC or a Community Based Outpatient Clinic, and other Specialty Programs as needed.

For assistance see the **Behavioral Health Outpatient Clinic Managers** listed in Directory of Contacts.

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### **Military Sexual Trauma**

Military Sexual Trauma (MST) is the term that the Department of Veterans Affairs uses to refer to sexual assault or repeated, threatening sexual harassment that occurred while the Veteran was in the military. It includes any sexual activity where someone is involved against his or her will – he or she may have been pressured into sexual activities (for example, with threats of negative consequences for refusing to be sexually cooperative or with implied faster promotions or better treatment in exchange for sex), may have been unable to consent to sexual activities (for example, when intoxicated), or may have been physically forced into sexual activities. Other experiences that fall into the category of MST include unwanted sexual touching or grabbing; threatening, offensive remarks about a person's body or sexual activities; and/or threatening or unwelcome sexual advances.

Both women and men can experience MST during their service. All Veterans seen at Veterans Health Administration facilities are asked about experiences of sexual trauma because we know that any type of trauma can affect a person's physical and mental health, even many years later. We also know that people can recover from trauma.

The VA provides free care related to the trauma issues to Veterans who experienced sexual assault or sexual harassment while in the military. A Veteran does not need to have a service connected disability. This service may also be available to individuals who served in military service who are not eligible for VA health care benefits. An individual did not need to have reported the incident(s) at the time it happened or have other documentation that it occurred.

Individuals interested in more information about this service can contact the **Military Sexual Trauma Treatment Coordinator** listed in the Directory of Contacts.

For more information available on-line visit [www.mentalhealth.va.gov/msthome.asp](http://www.mentalhealth.va.gov/msthome.asp).

## Chaplain Services

VA Chaplains support patients and families by providing spiritual guidance and pastoral care to those who wish to receive it. Their services can help through difficult times such as an acute or chronic illness, or at the end of life. They also provide regular public worship services for hospitalized Veterans.

VA Chaplains are pastoral and health care specialists. They are aware of the spiritual needs which often arise from the anxieties, and fears that accompany illness and disabilities. Chaplains provide for the spiritual and emotional needs of the whole person in seeking health and peace of mind. Chaplains are sensitive to all the religious and cultural backgrounds of patients to whom ministry is provided.

Please contact the Supervisory Chaplain listed under **Chaplain Services** in Directory of Contacts for more information.

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## Transition & Care Management

(formerly Operation Iraqi Freedom/Operation Enduring Freedom/Operation New Dawn Veterans Services)

The Transition & Care Management Program (TCM) serves the newly returning Veteran population, including all Post 9/11 Veterans. The program enables the new Veteran to make a seamless transition from the Department of Defense to the VA. A Veteran may enroll as a self-referral, be contacted by a TCM or other VA staff member, or be referred through their military treatment facility (MFT) case manager.

- ✓ Enrollment and a comprehensive assessment of needs are completed
- ✓ Referrals to VA services including behavioral health, primary care, housing services, vocational service
- ✓ Case management services for assistance in navigating the VA systems
- ✓ Collaboration with Transition Patient Advocate who may assist with questions about VA benefits and military service

An outreach component of the program is conducted by partnering with the DOD for pre-deployment and post deployment briefings, reintegration events and family readiness group briefings.

For assistance please contact the staff listed under  
**Transition & Care Management.**

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### Caregiver Support Programs:

Family members as Caregivers provide crucial support in caring for our Nation's Veterans by allowing them to stay in the homes and communities they defended, surrounded by the loved ones they fought for. Caregivers in a home environment can enhance the health and well-being of Veterans under VA care. Below are opportunities to support the family member who is taking care of a Veteran.

For assistance and more information on the following programs see Directory of Contacts for **Caregiver Support Services**.

#### ♥ **Comprehensive Assistance for Family Caregivers:**

Under the "Caregivers and Veterans Omnibus Health Services Act of 2010," specific supports and services are available to seriously injured post-9/11 Veterans and their Family Caregivers through this program. Listed below are the eligibility criteria and benefits. Many Veterans and caregivers, members of Congress, Veteran Service Organizations and community partners helped make this legislation possible.

##### Eligibility Criteria:

- ✓ Veterans eligible for this program are those who sustained a serious injury including traumatic brain injury, psychological trauma or other mental disorder incurred or aggravated in the line of duty, on or after September 11, 2001.
- ✓ Veterans eligible for this program must also be in need of personal care services because of an inability to perform one or more activities of daily living and/or need supervision or protection based on symptoms or residuals of neurological impairment or injury.
- ✓ To be eligible for the Program of Comprehensive Assistance for Family Caregivers, Veterans must first be enrolled for VA health services.
- ✓ Information about the program and link to the Caregiver program application (VA CG 10-10) can be found at [www.caregiver.va.gov/support/support\\_benefits.asp](http://www.caregiver.va.gov/support/support_benefits.asp)
- ✓ Obtain additional application assistance from the local Caregiver Support Coordinator or by calling 1-(877)-222 VETS (8387).
- ✓ If the Veteran is not currently enrolled, both the VA Form 10-10 EZ for VA health services and the application for the Caregiver Program (VA Form 10-10 CG) will need to be completed.

Assistance to primary Family Caregivers of eligible post-9/11 Veterans may include:

- Monthly stipend
- Travel expenses
- Access to health care insurance (if Caregiver does not have a health care plan)
- Mental health services and counseling
- Comprehensive VA Caregiver training provided by Easter Seals
- Respite care (not less than 30 days per year)

### ♥ General Caregiver Support Services:

Support is available to caregivers of all era Veteran's. The Caregiver Support Coordinator (CSC) accepts referrals from VA staff or community partners who are working with a caregiver who they feel may need additional oversight. Referrals are also received from the National Caregiver Support Line. The CSC will contact the caregiver to discuss services available through the VA that may meet their needs, for example; Home Based Primary Care, Home Health Aides, Adult Day Health Care, respite, home physical therapy evaluations and equipment. The CSC, with permission of caregiver, will add the Veteran and caregiver demographics to the Caregiver Application Tracker. This data base allows the CSC to stay connected with caregivers and to disseminate educational and supportive opportunities both available in the VA and the community.

### ♥ Building Better Caregivers Program:

A collaboration with the National Council on Aging, this program offers on-line workshops for Caregivers who are caring for someone with dementia, memory problems, post-traumatic stress disorder, a serious brain injury, or any other illness. Contact the Caregiver Support Coordinator for enrollment.

### ♥ Caregiver Support Line:

With VA's Caregiver Support Line – 1-(855)-260-3274 – assistance is a phone call away for family members caring for a Veteran.

The caring professionals who answer the support line can:

- ✓ Inform about assistance available from the VA
- ✓ Help facilitate access to services
- ✓ Connect Caregiver with the Caregiver Support Coordinator at the local VA Medical Center
- ✓ Just listen, if that's what is needed at the time of the call
- ✓ Hours: Monday-Friday; 8:00am – 8:00pm EST.

### ♥ Monthly Caregiver Telephone Education Group:

The VA Caregiver Support Line offers a monthly telephone educational group 2 times per month. Contact the Caregiver Support Coordinator for a referral. Caregivers receive a monthly informational flyer about the topic being offered.

For assistance please contact the **Caregiver Support Coordinator** listed in the Directory of Contacts.

Find more information about family caregiver support services and helpful resources at [www.caregiver.va.gov](http://www.caregiver.va.gov)

## Tele-Mental Health - Telemedicine in Behavioral Health Services

Clinical Video Tele-health (CVT) opens the door to the Veteran receiving Behavioral Health Care services in their home or preferred place of care. CVT uses real-time secure interactive video to go beyond the walls of the clinic and directly into the Veterans home. Veterans work with their VA providers while avoiding the impact of travel from a very rural area to Community Based Outpatient Clinics or the Bath VA Medical Center. Veterans may be able to obtain certain behavioral health care services, nutrition services, weight loss programming, and other specialty care services.

### Considerations:

- The connection is via virtual appointment using secure technology
- Veteran must meet selection criteria established by provider
- Veteran must have a personal computer with microphone and speakers
- Veteran must be able to use the computer equipment, software and hear the provider
- The computer must be placed in an area with confidentiality and privacy acceptable to the Veteran and the provider
- Tele-health software is provided to the Veteran at no cost
- Not all behavioral health care services are able to be offered

### Benefits of Tele-Mental Health:

- Decreases travel time for rural Veterans
- Decreases transportation expenses for Veteran
- Increases access to care for rural Veterans
- May provide access to behavioral health services for Veteran enrolled in college to decrease time away from campus, or interruption to class schedule

### Tele-Mental Health Referral process:

- ✓ Veteran to discuss with behavioral health care provider to find out if their service can be offered via Tele-Mental health
  - ✓ Contact **Tele-Mental Health** staff listed in Directory of Contacts
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## Women Veterans Health Care

Calling ALL women who served in the U.S. Military!

Women Veterans Health Care works to make certain that all eligible women Veterans requesting VA care are assured of:

- ✓ Comprehensive primary care from a proficient and interested primary care provider
- ✓ High-quality preventive and gender-specific clinical care, equal to that provided to male Veterans
- ✓ Reproductive health care
- ✓ Privacy, safety, dignity, and sensitivity to gender-specific needs
- ✓ The Women Veterans Program Manager can help coordinate services you may need, from primary care to specialized care for chronic conditions or reproductive health

### **Mental Health Services for Women Veterans**

- ◆ Mental Health services that are sensitive to gender-specific needs
- ◆ Outpatient and specialty services for Veterans who have Military Sexual Trauma
- ◆ Same-gender providers upon request
- ◆ Women only Domiciliary with extra security and privacy

### **Maternity Care Services for female Veterans:**

- Maternity care is provided by quality non-VA providers in the community
- Women are seen by their VA Primary Care Provider for pregnancy non-related issues
- Every pregnant female Veteran is tracked by the Women Veteran Program Manager and contacted every two months until finished lactating

For assistance please contact the **Women Veterans Health Care Program Manager** listed in the Directory of Contacts.

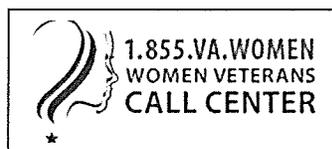
Find more information about women Veterans health care services and helpful resources at [www.womenshealth.va.gov](http://www.womenshealth.va.gov)

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## Women Veterans Call Center

The **Women Veterans Call Center** answers questions and responds to concerns from women Veterans, their families, and caregivers across the nation about VA services and resources.

- ~ Call toll-free. Hours: M-F 8:00 a.m. to 10:00 p.m.; Sat 8:00 a.m. to 6:30 p.m. ET
- ~ Provides information about VA benefits, eligibility and services specifically for women Veterans
- ~ All Call Center employees are women & many are Veterans



## **Lesbian, Gay, Bisexual and Transgender (LGBT) Care Coordination**

The Veterans Health Administration is committed to a patient-centered approach that organizes services around the needs and values of LGBT Veterans. The LGBT Care Coordination program was created to help meet the unique needs of the LGBT Veterans.

Each VA Medical Center has a designated LGBT Care Coordinator for assistance with:

- ✓ Linkage to care
- ✓ Questions and concerns about health care services
- ✓ Information and education about resources and medical care for Transgendered Veterans
- ✓ Outreach pertaining to LGBT Veteran community
- ✓ Collaboration with community resources
- ✓ Training & consultation to VA staff about health needs of LGBT Veterans

More information can be found at

[http://www.patientcare.va.gov/Lesbian Gay Bisexual and Transgender LGBT Veteran Care.asp](http://www.patientcare.va.gov/Lesbian_Gay_Bisexual_and_Transgender_LGBT_Veteran_Care.asp)

For assistance please contact the **LGBT Care Coordinator** listed in the Directory of Contacts.

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## **Recovery Coordination**

Every VA Medical Center has a Local Recovery Coordinator who functions as a champion and advocate for the recovery model. The recovery model embraces recovery-oriented behavioral health services which hold as a core value that individuals with mental illness are not defined by their illness and can live rich satisfying lives. While each person defines what recovery means to them, it is a hopeful journey of healing and transformation enabling a person to live a meaningful life in the community of their choice. The LRC provides support and planning for the facility to implement and sustain recovery-oriented behavioral health care services which includes recovery education for providers, Veterans, their families and the utilization of Veteran-centered treatment planning. The LRC provides direct care via individual and group therapy to Veterans and serves as the liaison to the Veterans Mental Health Council.

See Directory of Contacts for **Local Recovery Coordinator** contact information.

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## Binghamton and Williamsport Vet Centers

### **Readjustment Counseling Services for Veterans and their families.**

We are the people in the US Department of Veteran Affairs who welcome home war Veterans with honor by providing quality readjustment services in a caring manner, assisting Veterans and their family members toward a successful postwar adjustment in or near their communities. Our services are free and confidential.

Vet Centers were established in 1979 by an act of Congress to provide readjustment services to Veterans who served in Vietnam. Vet Center services were expanded to include all Veterans who served in a combat zone. Veterans who served in the following war zones are eligible for our services: WWII, Korea, Vietnam, Lebanon, Grenada, Panama, Persian Gulf, Operation Joint Endeavor, Operation Joint Guard, Operation Joint Forge, Somalia, Global War on Terrorism, Afghanistan and Iraq. In addition, we provide bereavement counseling to the family members of service men and women who die on active duty and to any Veteran (war zone service or not) who experienced Military Sexual Trauma.

Veterans receive treatment for issues such as Post Traumatic Stress Disorder, depression, anxiety, anger management, marital problems, parent-child conflict, low self-esteem and drug and alcohol problems.

Our services include:

- Individual therapy
- Readjustment counseling
- Group therapy (both support groups & groups focused on specific issues such as anger management)
- Marital and family therapy
- Bereavement counseling
- Military Sexual Trauma counseling
- Drug/alcohol assessment and referral and/or counseling
- Community education
- Outreach
- Liaison with VA facilities
- Connection to resources for employment and benefits

Veterans can call to schedule an appointment or simply walk in during the day.

We are located at:

**Binghamton Vet Center**  
53 Chenango Street  
Binghamton, NY 13901

**Williamsport Vet Center**  
49 E Fourth Street Suite 104  
Williamsport, PA 17701

**See contact information in the Directory**

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## Suicide Prevention

The possibility of a Veteran considering suicide is taken seriously at the Veterans Administration. There are multiple VA resources developed to help support a Veteran when he/she is thinking about suicide. There are also resources developed to help support family members, to educate VA staff and community partners about suicide warning signs, to insure there are treatment options for assistance, and to make resource and training information available to the greater community.

Each VA Medical Center has a **Suicide Prevention Coordinator** to make sure Veterans receive needed counseling and services. The Suicide Prevention Coordinator functions as a 'coordinator of care' for Veterans considered to be at high risk for self-injury or suicide. This staff person tracks high-risk patients and monitors treatment to insure that needed services are being received. The Suicide Prevention Coordinator receives referrals from the Veterans Crisis Line and reaches out to the Veteran in crisis to assist with linking to services and offering support.

The Suicide Prevention Coordinator provides training to all VA staff about risk factors, warning signs, treatment options and resources related to suicide prevention. They communicate with community partners and attend outreach events to educate the greater community about warning signs of suicide and about the resources available to help prevent Veteran suicide including the Veterans Crisis Line.

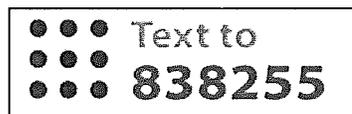
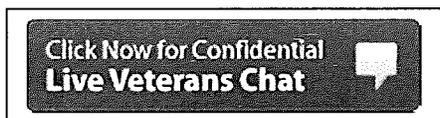
Please see Directory of Contacts for **Suicide Prevention Coordinator** contact information.

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## Veterans Crisis Line

The **Veterans Crisis Line** connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones (support for deaf and hard of hearing individuals is available) can receive confidential support 24 hours a day, 7 days a week, 365 days a year:

- ✓ Call 1-(800)-273-8255 and Press 1
- ✓ Chat online @<http://veteranscrisisline.net>
- ✓ Send a text message to 838255



## Integrated Primary Care

The quality of patient care improves when Veterans are cared for by an interdisciplinary health care team of primary care staff including behavioral health care providers. Thus, behavioral health providers have been integrated into the Bath VA Medical Centers primary care clinics. The integrated behavioral health provider's office is located in the primary care clinic allowing close collaboration with the primary care medical team.

The goals of integrated primary care include:

- ✓ early identification of problems
- ✓ quick resolution of problems
- ✓ long-term problem prevention
- ✓ health and wellness promotion

Integrated behavioral health providers work with Veterans and medical teams to help with multiple health concerns, including but not limited to:

- Weight management
- Stress management
- Brief interventions for anxiety and depression
- Brief tobacco and substance use interventions
- Chronic pain
- Insomnia
- Advancing healthcare by lifestyle changes and coping with chronic illness

Typically, integrated behavioral health providers in primary care have advanced access appointments, allowing Veterans to have same-day access to care with short wait times. Integrated behavioral health providers are likely to provide Veterans with educational handouts and use brief interventions within brief sessions. The focus is on improving functioning and helping the medical provider help the Veteran.

While not a substitute for intensive specialty care, integrated primary care enables many Veterans to benefit from brief treatments and opens up access to specialty services for those who require more intensive treatment.

Encourage the Veteran to speak with their Primary Care Provider if interested in this type of support and assistance.

Please see Directory of Contacts for **Integrated Primary Care** contact information.

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## Domiciliary Residential Rehabilitation Treatment Program (DRRTP)

Our mission is to help Veterans learn recovery skills so they can live, work and recover in their community of choice.

### **PROGRAM GOALS**

- Help Veterans meet their personalized goals and objectives for the program
- Improve social and interpersonal functioning
- Support Veterans in their efforts to manage their mental health symptoms and/or abstain from mind-altering substances
- Provide a safe milieu in which to practice new skills

### **SERVICES AVAILABLE**

The DRRTP provides services to Veterans with homelessness, mental health, and/or substance use concerns that have led to the Veteran being unable to safely maintain living in the community. The Veteran may be experiencing an increase in symptoms, use of substances, or personal challenges that are interfering in their recovery process.

The length of stay of each Veteran is individualized, and will be determined with the Veteran, their case manager, and their treatment team.

Veterans in residential care have access to:

- Medical Care
- Behavioral Health Services
- Substance Abuse Services
- Peer Support assistance
- Vocational Rehabilitation Services
- Case Management Services
- Recreation Therapy Services
- Occupational Therapy Services

### **APPLICATION PROCESS**

Please contact the **Domiciliary Residential Rehabilitation Treatment Program** Admission Coordinator listed in the **Directory of Contacts**. A completed application is required, and applicants are screened prior to approval to ensure program eligibility criteria are met. Minimally; VA-eligible Veterans that safely ambulate distances or independently use alternative methods of transportation, are independent in activities of daily living, are free of active substance use withdrawal, are psychiatrically and medically stable, and have a completed PPD screen; may benefit from the services offered from the residential rehabilitation program.

Admission to the DRRTP is to assist in recovery from a mental health disorder, a substance use disorder, and/or address homelessness. These issues will be the primary focus throughout a stay with us and Veteran's treatment team will assist in every way it can.

## **Psychosocial Rehabilitation and Recovery Center**

The Bath VA PRRC is a transitional learning centers for Veterans who are affected by a range of serious mental illnesses.

The focus of the program is to assist the Veteran to move beyond just managing symptoms, and to start working on ways to participate more fully in their community. Team members are available to assist the Veteran in identifying their recovery goal, plan, strategies and resources (VA and community). Individual Veterans choose from a variety of group classes to help build needed skills.

Classes include wellness, social skills, peer support, psycho-education, dual diagnosis, family psycho-education, relapse prevention and recreational therapy. Another focus is to assist the Veteran in becoming more involved in the community of their choice via exploration of community resources including vocational, volunteering, recreational/social events, or faith communities. Individual therapy is available. \*Referral must come from a VA behavioral health provider, VA medical provider, or the VA geriatric team.

See Directory of Contacts for **Psychosocial Rehabilitation & Recovery Center** staff contact information.

The Centers are open weekdays from 8:00 a.m. until 4:30 p.m. Days of attendance are based on the classes the Veteran chooses to attend and individual counseling appointments.

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## **MOVE!**

Strive for a healthy weight. MOVE! Is a weight management program for Veterans. A team of health care providers is ready to help you lose weight and keep it off. You will learn how to lose weight safely and be healthy. Did you know research studies show losing as little as 5–10% of your current body weight lowers your risk of heart disease, hypertension, type 2 diabetes, and certain types of cancer.

- ✓ Focus on health & wellness through healthy eating, physical activity, & behavior change.
- ✓ Support provided to help you reach your initial goals with ongoing maintenance
- ✓ Lifetime & lifestyle focus

### Ready to Get Started?

- ◆ Ask you Primary Care team to refer you to MOVE!
- ◆ Complete the MOVE!23 questionnaire at [www.move.va.gov/Move23.asp](http://www.move.va.gov/Move23.asp)
- ◆ You will be scheduled for an appointment to discuss treatment options
- ◆ Follow-up will be made to help you track progress, monitor goals, & solve problems

Join the many Veterans who have succeeded with MOVE! and be your own MOVE! success story.

Please see Directory of Contacts for **MOVE!** Program contact information.

## Mental Health Intensive Case Management

The mission of the Mental Health Intensive Case Management team is to assist Veterans with a serious mental illness to obtain needed mental health, medical, social, psychological, educational, financial, vocational and other services to maintain a maximum level of independence and community functioning. This is accomplished by providing individualized, community-based services characterized by the need for intensive interventions and continuity of care.

### **Support Solutions for Individualized Care**

- Appointment management including setting-up appointments
- Transportation to appointments if needed
- Case Manager will attend appointments with the Veteran as needed or requested
- Medication Management
- Home Visits
- Financial assistance including budgeting education, linkage to financial resources
- Linkage to community resources with emphasis on educating the Veteran how to use & navigate the local systems
- Recovery treatment planning
- On-call support for providing crisis intervention

The length of service is individualized. The program is designed to transition the Veteran to another level of care or services based on individual needs or until the services are no longer needed.

Eligibility for this program includes:

- ✓ The Veteran, treatment team, or provider requests intensive case management services
- ✓ The Veteran must carry a mental health diagnosis including a serious mental illness (SMI)
- ✓ The Veteran has had 3 or more inpatient psychiatric admissions, or stay of greater than 30 days
- ✓ The Veteran is willing to accept the services of MHICM

\*Referral must come from a VA behavioral health provider, VA medical provider, or VA geriatric team.

See Directory of Contacts for **Mental Health Intensive Case Management** staff contact information.

## Community Care Team

The mission of the Community Care Team is to assist persons with a mental illness to obtain needed mental health, medical, social, psychological, educational, financial, vocational, and other services to maintain maximum level of independence and community functioning for those Veterans who do not meet criteria for mental health intensive case management but whose needs require care by more than one mental health discipline.

### **Support Solutions for Individualized Care**

- In-home and/or community care interventions and visitations
- Assistance and education with medication management
- Assistance and education with finances, shopping, ADL's
- Assistance with transportation
- Assistance with appointments including scheduling & attendance
- Housing support
- Counseling for illness management
- Recovery treatment planning
- Linkage to recreational, social, and recovery activities
- Referral & advocacy to other programs and services as needed
- Crisis intervention
- Education provided to Veteran and loved ones regarding mental health issues

The length of time is individualized. The program is designed to transition the Veteran to another level of care or services based on the Veteran's level of needs.

Eligibility for this program includes:

- ✓ The Veteran, treatment team, or provider desires case management.
- ✓ The Veteran must carry a mental health diagnosis including a serious mental illness (SMI).
- ✓ A Veteran enrolled and engaged in MHICM/PRRC programs or Home Based Primary Care is not eligible for CCT.

\*Referral must come from a VA behavioral health provider, VA medical provider, or VA geriatric team.

See Directory of Contacts for **Community Care Team** staff contact information.

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## Vocational Rehabilitation Services

Your vocational rehabilitation team works with Veterans to help identify and solve issues related to quality of life and future career planning.

Career Services
<ul style="list-style-type: none"><li>✓ Resume consultation and development</li><li>✓ Job search strategy development</li><li>✓ Job interview skills</li><li>✓ Vocational interest assessments</li><li>✓ Assistance with job leads</li><li>✓ Application assistance for government employment</li><li>✓ Vocational development classes</li><li>✓ Assistance with state and local vocational rehabilitation agencies</li></ul>
Education Services
<ul style="list-style-type: none"><li>✓ Assistance with Chapter 31/33, FAFSA, and other applications</li><li>✓ College advisement and application services</li><li>✓ Review and selection of college and vocational curricula</li><li>✓ Educational/military transcript services</li><li>✓ Aids student Veterans in adjusting to the academic setting</li><li>✓ Helps them overcome obstacles that might impede academic success</li><li>✓ Supports them in completing their educational goals</li><li>✓ Can provide individual counseling and supportive therapy</li><li>✓ Can provide education about benefits</li><li>✓ Acts as liaison between student Veterans and the VHA</li><li>✓ Can refer students to appropriate services within the VA / on campus / in the community</li><li>✓ Can act as an advocate for students Veterans if they are struggling on campus</li></ul>
Supported Employment
<ul style="list-style-type: none"><li>✓ Specialized vocational services for veterans with SMI diagnosis</li><li>✓ Focus toward competitive employment in the community</li><li>✓ Tailored job development, assistance, and coaching when needed</li><li>✓ Other services mentioned above</li></ul>
Compensated Work Therapy
<ul style="list-style-type: none"><li>✓ Long term (3-6 months) paid program to broaden or learn new job skills</li><li>✓ Work-site positions within VA facility</li></ul>

Please see **Vocational Rehabilitation Services** contacts listed in Directory of Contacts to discuss a referral and/or vocational services.

## Veterans Justice Outreach

Veterans Affairs is committed to the principle that when Veterans' non-violent offenses are products of mental illness, Veterans and their communities are often better served by mental health treatment than incarceration.

Our services include assistance to Veterans of all eras including:

- ✓ Referrals to health care services
- ✓ Referrals to mental health services
- ✓ Reporting progress to the courts (with the Veteran's permission)
- ✓ Educating Veterans on community resources
- ✓ Service area includes the following counties Steuben, Chemung, Schuyler, Allegany, Tioga, Potter and Yates

What we cannot do:

- × Provide legal advice or representation
- × Accept custody of a Veteran
- × Pay bail or bond
- × Address issues of mental capacity or competency
- × Provide services to those not eligible for VA Services  
(call the VJO Specialist to find out)

### Courts

To provide education about Veterans' issues such as Post Traumatic Stress Disorder and re-entry challenges. We also function as part of community treatment court teams while providing service to Veterans charged with a crime.

### Police

To provide training on how to recognize when a Veteran needs help and who can help them.

### Jails

To identify and arrange services for incarcerated Veterans upon release and/or in conjunction with the courts to provide training on how to recognize when a Veteran needs help and who can help them.

### Referrals & Information:

Contact the **Veterans Justice Outreach** Coordinator listed in the Directory of Contacts to refer a Veteran who is currently involved in the criminal justice system, or to schedule a presentation and/or find out more about local efforts across the Greater Rochester Area.

## Health Care for Re-Entry Veterans

In addition to working with the Department of Corrections and Community Supervision (DOCCS), the Department of Veterans Affairs provides outreach and re-entry planning to eligible Veterans who are within 6 months of release from incarceration from State or Federal prison through the Health Care for Re-Entry Veterans (HCRV) Program.

The goals of the program are:

- ✓ to educate incarcerated Veterans about VA services and benefits
- ✓ to optimize Veteran's chances for success in the community through comprehensive transition planning
- ✓ to provide post-release supportive brief case management.

The HCRV Program Specialist works with DOCCS to identify Veterans in the Corrections system and makes site visits to facilities to meet individually with Veterans preparing for release. The Specialist also works closely with DOCCS staff to develop transition plans for Veterans based on Veteran's needs and available services from the Department of Veterans Affairs.

Transition plans typically include:

- assistance with referrals to housing and employment or other income supports
- linkage to treatment services for medical, mental health and substance abuse problems

For Veterans connected with the Bath VA Medical Center, there are two Program Specialists assigned to work with State or Federal prisons based on the geographic location of the facility in New York State. The Program Specialist stationed at Canandaigua VAMC provides services to correctional facilities in the Western half of New York State. The Program Specialist stationed at Albany VAMC provides services to correctional facilities in the Eastern half of New York State.

For assistance please see Directory of Contacts for **Health Care for Re-Entry Veterans** staff contact information.

# COMMUNITY PROVIDER TOOLKIT

Serving Veterans Through Partnership

Search on-line for "VA Community Provider Toolkit" or go to link

<http://www.mentalhealth.va.gov/communityproviders/index.asp#sthash.INwxV3ku.dpbs>

The screenshot shows the top navigation bar with the logo, title, and social media links. Below is a horizontal menu with categories: Home, Screening for Military Experience, Understanding the Military Experience, Mental Health & Wellness (Mini-Clinics), and Connecting with VA. A large banner image features a soldier with a dog and other service members, with the text "OUR HEROES". Below the banner are several content blocks: a thank-you message for interest in serving veterans, a "MINI-CLINICS" section for mental health services, a "MILITARY CULTURE" section, a "HIGHLIGHT" section on parenting for service members, and a "Has Your Client Served in the Military?" section. At the bottom, there are sections for "Useful Resources" (online tools and downloadable handouts) and "Connection" (various support services). The footer includes the VA Mental Health logo and the U.S. Department of Veterans Affairs address.

**COMMUNITY PROVIDER TOOLKIT**  
SERVING VETERANS THROUGH PARTNERSHIP

Feedback | About Us | Email List

Home | Screening for Military Experience | Understanding the Military Experience | Mental Health & Wellness (Mini-Clinics) | Connecting with VA

**OUR HEROES**

**Thank you for your interest and commitment to serving Veterans.**

This site features key tools to support the mental health services you provide to Veterans. You can find information on connecting with VA, understanding military culture and experience, as well as tools for working with a variety of mental health conditions (found under Mental Health and Wellness)

**MINI-CLINICS** ▶  
Essential mental health and wellness information.

**MILITARY CULTURE** ▶  
Understanding Veterans through military culture & experiences.

**HIGHLIGHT**

**PARENTING** For Service Members and Veterans

**Has Your Client Served in the Military?**

You may be surprised to hear that military background is not always assessed by clinicians or spontaneously shared by Veteran clients.

Assessing Veteran status is not something that is commonly included in traditional behavioral health screenings. Asking if the individual in your office has served (or is currently serving) in the military is simple, quick and can have important implications for available benefits and care.

**Learn More** ▶

**Useful Resources**

Online Tools	Downloadable Handouts
Military Culture Training with CEUs	Guide to VA Mental Health
PTSD Coach Smartphone App	Returning from the War Zone
Assessments on Alter Deployment	SAMHSA Supporting Service Members and Family

**Connection**

- Veterans Crisis Line and Online Chat
- VA Facility Locator
- Vet Center Program Locator
- My HealtheVet
- Make the Connection
- VHA Health Services Contacts

VA Mental Health | VA Homepage

**U.S. Department of Veterans Affairs**  
810 Vermont Avenue  
NW Washington DC 20420

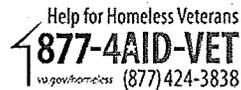
# Directory of VA Homeless and Housing Services for Veterans

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## Homeless Call Center for Veterans

Seeking assistance for a homeless Veteran or a Veteran dealing with significant housing issues? There is a 24-hour National Homeless Call Center at 1-(877)-4AID-VET [1-877-424-3838]. The responder will speak with the Veteran or concerned individual, gather pertinent information, and complete a referral to the local Point of Contact for the VA Homeless Outreach Team where the Veteran is located. The Point of Contact will then contact the Veteran for assistance.



There is also a live chat option on the following website [www.va.gov/homeless/](http://www.va.gov/homeless/) if the Veteran does not have a phone but can access a computer at a public library.



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## Healthcare for Homeless Veterans (HCHV) Programs:

### Homeless Outreach Team

At every VA Medical Center there is a Point of Contact for the HCHV Homeless Outreach Team. This individual speaks with the Veteran, assesses the situation and assists the Veteran in linking with the correct resources to assist with the housing needs. The linkage could be for emergency housing, transitional housing, enrollment at the VA for health care benefits, to community partners who have grants available for housing expenses, and other community resources.

The Veteran will need to enroll and register for VA health care to be able to receive housing assistance from the VA.

Please see the Directory of Contacts for the **Homeless Outreach Team** Point of Contact and other staff.

### **HUD-VASH Housing Voucher Program:**

HUD-VASH is a program of agreement between HUD (Housing and Urban Development) and the VA. Provides subsidized vouchers to homeless Veterans and their families/significant other for rental assistance. The HUD-VASH team works with two Public Housing Authorities: Arbor Housing Development

The program's goal is to move chronically homeless Veterans and their families out of homelessness and into permanent housing. The Rochester Housing Authority will base the Veteran's monthly rent off of their gross income. The Veteran participates in case management services provided by the VA to assist them in achieving goals and to maintain stable housing.

Criterial elements for HUD VASH eligibility:

- ✓ Must be chronically homeless (defined as 4 episodes in last 3 years or 1 year continuous)
- ✓ Veteran must agree to Case Management by HUD-VASH staff
- ✓ Must meet income eligibility
- ✓ Registered Sex Offenders are ineligible for HUD-VASH

Important Points:

- ✓ Veteran's will pay 30% of their income towards rent
- ✓ Specific income guidelines – must provide proof of income for all household members
- ✓ Veteran must be homeless. If paying rent anywhere they do not qualify.
- ✓ Application process involves submission of required documentation including birth certificates, social security cards, photo ID for household members 18+.
- ✓ Once approved for the program, the Veteran finds a HUD-approved apartment that meets their needs.
- ✓ There is an inspection process by HUD before final approval .
- ✓ They are required to see a Case Manager at least once a month, and follow the rules of their lease.
- ✓ Monroe, Ontario, Wayne, Livingston, and Orleans Counties

Referrals and information: Please contact **HUD-VASH Housing Voucher Program** staff contact listed in Directory of Contacts.

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### **Homeless Prevention Case Management Services**

There is VA staff available on the Health Care for Homeless Veterans Team to work with Veterans considered at risk-of homelessness. The Case Manger assists them in linking with supports and services to maintain housing or locate more affordable housing.

Please see the Directory of Contacts for the **Homeless Prevention Case Management** staff contact.

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