

Directory of VA Behavioral Health and Homeless Outreach Services

**Canandaigua VA Medical Center
400 Fort Hill Avenue
Canandaigua, NY 14424**



**Rochester Community Based Outpatient Clinic
465 Westfall Road
Rochester, NY 14620**



**Mt. Hope Offices
1867 Mt. Hope Avenue
Rochester, NY 14607**



Directory of Services:

Behavioral Health Services

Directory of Main Contacts _____	3-4
Accessing VA Healthcare_____	5
Behavioral Health Outpatient Services _____	6
Behavioral Health Inpatient Services _____	7
Military Sexual Trauma_____	7
Chaplain Services _____	8
Transition & Care Management (formerly OIF/OEF/OND Veterans Services) _____	8
Caregiver Support Services _____	9-10
Telemental Health – Telemedicine in Behavioral Health _____	11
Women Veterans Health Care _____	12
Women Veterans Call Center _____	12
LGBT Care Coordination _____	13
Recovery Coordination _____	13
Rochester Vet Center _____	14
Suicide Prevention _____	15
Veterans Crisis Line – 24-Hr Call Center _____	15
Integrated Primary Care _____	16
Health Fitness Center _____	17
MOVE! _____	17
Mental Health Residential Rehabilitation Program (MHR RTP) _____	18
Psychosocial Rehabilitation and Recovery Services (PRRC) _____	19
Mental Health Intensive Case Management (MHICM) _____	20
Community Care Team (CCT) _____	21
Vocational Rehabilitation Services _____	22
Veterans Integration To Academic Leadership (VITAL) _____	23
Veterans Justice Outreach (VJO) _____	24
Health Care for Re-Entry (Incarcerated) Veterans _____	25
Community Provider Toolkit for mental health services _____	26

Homeless & Housing Programs

Homeless Call Center for Veterans – 24-Hr _____	29
Homeless Outreach Team _____	29
Grant-Per-Diem Residential Programs _____	30-31
Contract Residential Programs _____	31-32
HUD-VASH Housing Voucher Program _____	33
Homeless Prevention Case Management _____	33
Supportive Services Veteran Family Grant Programs (SSVF) _____	34

DIRECTORY of MAIN CONTACTS:

Program	Staff Name & Title	Phone Number	Page
Behavioral Health Outpatient Services	Lynn Abaied, Canandaigua VA Behavioral Health Clinic Manager	(585)-393-7969	6
	Christopher Smith, ROPC Behavioral Health Clinic Manager	(585)-463-2600 X32853	
Behavioral Health Inpatient Services	Gloria Woody, Admissions Coordinator	O (585)-393-8142	7
	or contact Lynn Abaied or Chris Smith (see above for phone contacts)	C (585)-330-0691	
Caregiver Support Services	Colleen Cohen, Caregiver Support Coordinator	(585)-393-7525	9
Chaplain Services	Bob Searle, Supervisory Chaplain for CVAMC, Mt. Hope, ROPC	(585)-393-7886	8
Community Care Team	Kelly Noyes, Social Worker	(585)-393-7765	21
Contract Residential Programs	Katie Stevens, CR Liaison	(585)-463-2600 X32540	31
	Shawn Gianforte, Safe Haven Liaison	(585)-393-7302	
Grant & Per-Diem Residential Programs	Angel Wong, GPD Liaison	(585)-463-2626	30
Health Care for Re-Entry Veterans (State/Federal prison)	Cindy Thayer, Social Worker. Western half of NY State	(585)-393-8081	25
	Jonathan Pollack, Social Worker. Eastern half of NY State	(518)-626-7349	
Health Fitness Center	VA Physical Medicine and Rehabilitation	CVAMC (585)-393-8027	17
		Rochester (585)-463-2600 X32517	
Homeless Call Center for Veterans	24-Hour Helpline	1-(877)-424-3838	29
Homeless Outreach Team	Christine Allen, Social Worker, Point of Contact for Homeless Services & SSVF information	(585)-463-2600 X32308	29
	Jeanette Creighton, Social Worker, ROPC Homeless Outreach	(585)-463-2754	
	Erin Militello, Manager, Health Care for Homeless Veterans	(585)-393-7367	
Homeless Prevention Case Management	Paula Foos, Social Worker	(585)-463-2600 X32539	33
HUD-VASH Housing Voucher Program	Dawn Hessenthaler, Social Work Assistant	O (585)-393-7198 C (585)-406-5935	33
Integrated Primary Care	CVAMC: Tobi Keefe, Social Worker	(585)-393-7128	16
	ROPC: Julie Wilner, Social Worker	(585)-463-2639	
	Renee Goselin, Social Worker	(585)-463-2634	
LGBT Care Coordinator	Wanda Martinez-Johncox	(585)-393-8265	13
Mental Health Intensive Case Management	CVAMC: Shannon Cuthbertson, Social Worker	(585)-393-8090	20
	Emily Kelly, Mental Health Counselor	(585)-393-7700	
Josh Maldonado, Licensed Mental Health Counselor	(585)-393-7102		
Julia Parker, Social Worker	(585)-393-7455		
Kim Nappi, Registered Nurse	(585)-393-7411		
Mt. Hope: Pepper Lisieski, Social Worker	(585)-463-2743		
Julia Parker, Social Worker	(585)-463-2713		
Kim Nappi, Registered Nurse	(585)-269-4349		
Mental Health Residential Rehabilitation Program	Gloria Woody, Admissions Coordinator	(585)-393-8142 C (585)-330-0691	18

Military Sexual Trauma Treatment	Debra Hoffman, Military Sexual Trauma (MST) Coordinator	(585)-393-7929	7
MOVE!	Tanisa Spenser, Dietician	CVAMC M/T (585)-393-8301 ROPC W/Th/F (585)-463-2630	17
Psychosocial Rehabilitation & Recovery Programs	Rochester Veterans Transition Center at Mt. Hope office Joy Koziol, Psychologist Yvette Bridle-Decancq, Licensed Mental Health Counselor Lewis Loquasto, Registered Nurse Stacy Muolo, Addiction Therapist Pam Moore, Peer Support	(585)-463-2662 (585)-463-2713 (585)-463-2712 (585)-463-2714 463-2600 X32551	19
	Canandaigua Veterans Recovery Center Roberta Brown, Registered Nurse Rebecca Gellman, Psychologist Tina Notebaert, Social Services Assistant Bob Iredale, Peer Support	(585)-393-7417 (585)-393-7719 (585)-393-7415 (585)-393-7120	
Rochester Vet Center	Readjustment Counseling Services, 2000 South Winton Road	(585)-232-5040	14
Recovery Coordinator	Julie Borgen, Social Worker	(585)-393-7942	13
Suicide Prevention Coordinator	Kelly Mohrman, Suicide Prevention Coordinator	CVAMC T/Th (585)-393-7480 ROPC M/W/F (585)-463-2600 X32570 C (585)-356-7231	15
Telemental Health	Jenny Lopez, Social Worker Wanda Martinez, Telehealth Clinical Technician	(585)-857-1932 (585)-205-3360	11
Transition & Care Management for Post 9/11 Veterans	Emily Sennett, TCM Program Manager (formerly OEF/OIF/OND Veteran Services) Melody Wollgren, TMC Case Manager @ROPC Laura Russell-Ricci, TCM Case Manager @CVAMC	(585)-393-7169 (585)-463-2678 (585)-393-7134	8
Women Veterans Health Care	Greta Ledgerwood, Nurse, Program Manager	(585)-393-7621	12
VA Health Care Eligibility & Enrollment	http://www.va.gov/healthbenefits/	1-(888)-823-9656	5
Veterans Crisis Line	24-Hour Call Center for assistance	1-(800)-273-8255 and Press 1	15
Veterans Integration to Academic Leadership	Libby Louer-Thompson, VITAL Coordinator Jenny Lopez, Social Worker David Andrews, Peer Support Specialist	(585)-393-7462 (585)-857-1932 (585)-944-3956	23
Veterans Justice Outreach	Vincent Schillaci, VJO Specialist	(585)-208-2108	24
Vocational Rehabilitation Services	CVAMC Outpatient: Joe Navarra CVAMC Outpatient: Sheila Park CVAMC Supported Employment: Sean Morris ROPC Outpatient: Erik Merriman ROPC Supported Employment: Natalya Collins-Howard HCHV Team Vocational Development Specialist: Rob Valenti	(585)-393-7137 (585)-393-8091 (585)-393-7229 (585)-463-2664 (585)-463-2709 (585)-463-2600 X32307	22

Contact for this Directory is Julie Borgen, LCSW-R, Recovery Coordinator @ (585)-393-7942

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.

There are multiple ways to apply for VA health benefits:

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

VA Medical Center Business Office - Eligibility (136A) 400 Fort Hill Avenue Canandaigua, NY 14424
--

- ✓ 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 Canandaigua VA Medical Center is located in the basement of Building 2. There is a large sign hanging from the ceiling of the corridor pointing to the office area.
 - The Veteran Service Center at Rochester Based Outpatient Clinic is located a few steps down the hallway from the waiting room. There is a large sign hanging from the ceiling of the corridor pointing to the office area.
 - 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 Canandaigua VA Medical Center (CVAMC) and Rochester Community Based Outpatient Clinic (ROPC) 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
- Peer Support assistance
- 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 of the Rochester Regional Health System 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 Canandaigua VAMC or Rochester Community Based Clinic, and other Specialty Programs as needed.

For assistance contact **Behavioral Health Inpatient Admissions Coordinator** or one of the **Behavioral Health Outpatient Clinic Managers** listed in Directory of Contacts.

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) when they 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.

Chaplain Services

Chaplains address the spiritual needs of Veterans at the Canandaigua VA Medical Center, Mt. Hope offices, and the Rochester Community Based Outpatient Clinic. These needs may include but are not limited to guilt, grief, anger or resentment, meaninglessness, hopelessness, feelings that God/life has treated the Veteran unfairly, and worries about or fears of death. These needs are explored both individually and in groups.

At the Canandaigua domiciliary, Chaplains provide the following groups: Guilt and Shame, Grief, Spiritual Injuries, Six Aspects of Spirituality, and Lectio Divina: Praying the Scriptures. Worship Services are performed or provided for all Veterans.

At Mt. Hope, Chaplains lead an informal Worship Service at 11:30 on Monday mornings.

At ROPC, Chaplains conduct a Grief Group at 1 pm on Mondays.

Regardless of the Veterans' needs, their religious preferences are respected to include non-participation.

Chaplain coverage is available 24 hours a day, seven days a week, particularly in urgent situations or emergencies.

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

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.

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
- ✓ 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

Telemental 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 ROPC or the Canandaigua VA Medical Center. Veteran 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 Telemental 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

Telemental Health Referral process:

- ✓ Veteran to discuss with behavioral health care provider to find out if their service can be offered via telemental health
 - ✓ Contact **Telemental Health** staff listed in Directory of Contacts
-

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

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



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.

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 **Recovery Coordinator** contact information.

Rochester Vet Center

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

We have day and evening appointment times available.

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

We are located at: **Rochester Vet Center**
Crossbridge Office Park, Building 5, Suite 201
2000 South Winton Road
Rochester, NY 14618

For further information please call (585)-232-5040.

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.

The **Suicide Prevention Coordinator** has scheduled days at both the Canandaigua Medical Center and Rochester Community Based Clinic, but is available to provide assistance from both locations. Please see Directory of Contacts for **Suicide Prevention Coordinator** contact information.

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 Canandaigua VA Medical Center and Rochester Based Outpatient 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.

Health Fitness Center

There is no better time than now to take charge of your health. The benefits of exercise are known and numerous. Regular exercise has been proven to prevent, treat, and/or reduce the severity of over two dozen physical and mental health conditions. The Health Fitness Center is connected to the Physical Medicine and Rehabilitation team. To qualify the Veteran must be enrolled in VA health care and be referred to the Health Fitness Center by their VA Primary Care Provider.

- ✓ Highly educated, trained, certified exercise professionals help you achieve your health & fitness goals
- ✓ Health fitness staff will tailor exercise guidance to you & your medical fitness needs
- ✓ Opportunities to work out in either a group or individually
- ✓ Full spectrum of exercise equipment to target cardio, strength, mobility improvements
- ✓ Camaraderie with other Veterans

2 Locations:

- ◆ Canandaigua VA Medical Center, Building 33, Basement
- ◆ Rochester – Mt. Hope Office location, 1867 Mt. Hope Avenue

Please see Directory of Contacts for **Health Fitness Center** contact information.

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
- ◆ 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 Residential Rehabilitation Treatment Program (MHR RTP)

Our mission is to help Veterans learn recovery skills so they can live, work and recover in their community of choice. Located at the Canandaigua VA Medical Center.

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 MHR RTP 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. The average length of stay for the program is targeted to between 30-45 days.

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 **Mental Health Residential Rehabilitation 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 MHR RTP 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 Services

The Canandaigua Veterans Recovery Center and the Rochester Veterans Transition Center are transitional learning centers for Veterans who are affected by a range of serious mental illnesses.

The focus of both programs 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, illness management and recovery, spirituality, 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 Program** staff contact information.

Canandaigua Veterans Recovery Center 400 Fort Hill Avenue, Building 36 Canandaigua New York 14424 Phone: (585)-393-7416	Rochester Veterans Transition Center 1867 Mount Hope Avenue Rochester, New York 14624 Phone: (585)-463-2712
--	--

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.

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.

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.

This can include:

Career Services
<ul style="list-style-type: none">✓ Resume consultation and development✓ Job search strategy development✓ Job interview skills✓ Vocational interest assessments✓ Assistance with job leads✓ Application assistance for government employment✓ Vocational development classes✓ Assistance with state and local vocational rehabilitation agencies
Education Services
<ul style="list-style-type: none">✓ Assistance with Chapter 31/33, FAFSA, and other applications✓ College advisement and application services✓ Review and selection of college and vocational curricula✓ Educational/military transcript services
Supported Employment
<ul style="list-style-type: none">✓ Specialized vocational services for veterans with SMI diagnosis✓ Focus toward competitive employment in the community✓ Tailored job development, assistance, and coaching when needed✓ Other services mentioned above
Compensated Work Therapy
<ul style="list-style-type: none">✓ Long term (3-6 months) paid program to broaden or learn new job skills✓ Work-site positions within VA facility

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



Veterans Integration To Academic Leadership (VITAL)

This program provides outreach and other services to Veterans enrolled in college. VITAL staff will ensure Veterans enrolled in college are made aware of VA services and programs, assist with enrollment for VA healthcare, and that Veterans are connected to needed services. VITAL staff provide education and training to college personnel on the unique strengths and challenges Veterans bring to the classroom.

VITAL:

- ✓ Aids student Veterans in adjusting to the academic setting
- ✓ Helps them overcome obstacles that might impede academic success
- ✓ Supports them in completing their educational goals
- ✓ Can provide individual counseling and supportive therapy
- ✓ Can provide education about benefits
- ✓ Acts as liaison between student Veterans and the VHA
- ✓ Can refer students to appropriate services within the VA / on campus / in the community
- ✓ Can act as an advocate for students Veterans if they are struggling on campus

VITAL team members, including a Social Worker and Peer Support Specialist, hold weekly office hours at several area colleges including Finger Lakes Community College, Monroe Community College, and Bryant and Stratton.

VITAL is able to help all student-Veterans, regardless of which college they attend.

Referrals can be made to the on-campus VITAL representative, or to the VITAL Staff listed in the Directory of Contacts under **Veterans Integration to Academic Leadership**.

Please see the Telemental Health described in this directory booklet to see how tele-health services can assist with a student Veteran's VA care options.

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 Monroe, Ontario, Wayne, Seneca, Livingston 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 Canandaigua 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>

COMMUNITY PROVIDER TOOLKIT
SERVING VETERANS THROUGH PARTNERSHIP

Feedback | About Us | [f](#) [t](#) [in](#) [Email List](#)

Google™ Custom Search

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.

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 »](#)

HIGHLIGHT

PARENTING For Service Members and Veterans

This free online course features key tools to support your parenting.
[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 After 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

Canandaigua VA Medical Center
400 Fort Hill Avenue
Canandaigua, NY 14424



Rochester Community Based Outpatient Clinic
465 Westfall Road
Rochester, NY 14620



Mt. Hope Offices
1867 Mt. Hope Avenue
Rochester, NY 14607



Homeless & Housing Programs

Homeless Call Center for Veterans (24-Hr Helpline) _____ 28

Homeless Outreach Team _____ 28

Grant-Per-Diem Residential Programs _____ 29-30

Contract Residential Programs _____ 30-31

HUD-VASH Housing Voucher Program _____ 32

Homeless Prevention Case Management _____ 33

Supportive Services Veteran Family Grant Programs (SSVF) _____ 33

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/ if the Veteran does not have a phone but can access a computer at a public library.



Healthcare for Homeless Veterans (HCHV) Programs:

1. 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.

2. Grant and Per-Diem Residential Programs (GPD):

These programs are paid for by the VA to non-VA agencies for temporary housing while the Veterans are seeking employment, saving money, and securing permanent housing. Case management services are provided by the VA GPD Liaison and the non-VA agency. Each per-diem program has different admission criteria. These programs can be applied for while the Veteran is in treatment at the Residential Rehabilitation Program located at the Canandaigua Medical Center (see description under behavioral health services) as part of discharge plan. All programs have regulations and expectations that will be reviewed with the Veteran by the non-VA agency upon admission. There is a referral and screening process specific to each residential program.

Please see the Directory of Contacts for the **Grant Per Diem Programs** Liaison.

Grant-Per-Diem options include:		
Victory House	Richards House	
Booth Haven	Safe Haven	Zion House

A) GPD Program at Victory House in Canandaigua (6 bed, semi-private rooms):

- ◆ Male Veterans
- ◆ Clinical diagnosis of alcohol or substance dependency
- ◆ Pay 30% of income towards rent
- ◆ Expected to be employed, 20hrs/week volunteer work or enrolled in school
- ◆ Expected to actively participate in recovery (therapy and/or community meetings)
- ◆ Will consider sex offenders
- ◆ Maximum length of stay is 2 years

B) GPD Program at Richards House in Rochester (20 bed, semi-private rooms)

- ◆ Male Veterans
- ◆ Pay 30% of income towards rent or apply for DHS benefits
- ◆ Expected to participate in treatment for medical/behavioral health needs
- ◆ No sex offenders
- ◆ Maximum length of stay is 2 years

C) GPD Program at Salvation Army Booth Haven in Rochester (7 bed semi-private):

- ◆ Male Veterans
- ◆ No cost to the Veteran
- ◆ No sex offenders
- ◆ Target length of stay 60-90 days, maximum stay 2 years

D) GPD Program at Salvation Army Safe Haven in Rochester (4 bed semi-private):

- ◆ Male Veterans
- ◆ Must be currently homeless and chronically homeless (1 full year or 4 documented homeless episodes within the last 3 years)
- ◆ Must have documented disability, either VA service connection or substance use/mental health disorder
- ◆ Expected to participate in treatment for medical/behavioral health needs
- ◆ No cost to the Veteran
- ◆ No sex offenders
- ◆ Target length of stay 60-90 days, maximum stay 2 years
- ◆

E) GPD Program at Zion House in Avon (6 private bedrooms):

- ◆ Female Veterans
- ◆ Pay 30% of income towards rent
- ◆ No sex offenders
- ◆ Process of referral by GPD Liaison
- ◆ Maximum length of stay is 2 years

3. Contract Residential Programs (CR):

These are transitional and time-limited housing programs paid by the VA to non-VA facilities. These programs are prioritized for Veterans on the street as the first step to getting homeless Veterans temporarily housed to transition into transitional or permanent housing. Veterans residing at the Residential Rehabilitation Program located at the Canandaigua Medical Center (see description under behavioral health services) can be referred to these programs if they have zero income and all other options have been explored. Case management services are provided by the VA Liaison and the facility's case managers. There is a referral and screening process specific to each residential program.

Please see the Directory of Contacts for the **Contract Residential Programs** Liaisons.

Contract Residential options include:		
Wayne CAP	Richards House	Eagle Star Housing
Otte Hall	Maxwell Hall	Cadence Square Safe Haven

A) Wayne County Action Program (Wayne CAP), Transition House Success Center in Sodus

- ◆ 10 Males & 10 Females (semi-private rooms in separate wings of residential home)
- ◆ Houses Veterans and non-Veterans
- ◆ No cost to Veteran
- ◆ Must have 60 days sobriety or enrolled in outpatient program
- ◆ Applicant cannot have any violent/aggressive criminal history within the past 5 years
- ◆ All individuals with criminal background history considered on a case-by-case basis
- ◆ No sex offenders
- ◆ Length of stay: 1 to 90 days

B) Richards House in Rochester: (20 bed, semi-private rooms)

- ◆ Male Veterans
- ◆ No cost to Veteran
- ◆ Expected to be active in treatment
- ◆ No sex offenders
- ◆ Length of stay: 1 to 90 days

C) Eagle Star Housing in Spencerport: (up to 14 Veterans)

- ◆ Male Veterans
- ◆ No cost to Veteran
- ◆ Expected to be active in treatment, employment, seeking employment or benefits
- ◆ Individuals with criminal background history are considered on a case-by-case basis
- ◆ No sex offenders
- ◆ Length of stay: 1 to 90 days

D) Otte Hall & Maxwell Hall in Clifton Springs (FLACRA):

- ◆ Male & female Veterans
- ◆ Availability dependent on census
- ◆ Halfway house structure
- ◆ Must have 30 days abstinence/sobriety
- ◆ No cost to Veteran
- ◆ No sex offenders

E) Cadence Square Safe Haven in Canandaigua (FLACRA): (15 beds, semi-private)

- ◆ Located on the CVAMC Campus, Building 14
- ◆ Male and Female Veterans
- ◆ Homeless at time of referral
- ◆ Must be chronically homeless (1 full year or 4 documented homeless episodes within the last 3 years)
- ◆ Must have substance use disorder and/or mental health disorder

4. 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: Geneva (Ontario County) and Rochester (Monroe, Livingston, Ontario, Orleans, Wayne Counties).

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.

Criteria 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.

5. 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 Manager 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.

Supportive Services for Veteran Families (SSVF) Grant:

This program was established by the VA to provide grant money through approved community organizations to eligible Veterans. The grant money is to be used for security deposit, first month's rent, rent arrears, mortgage arrears, and/or utility arrears. There are income criteria and an application process. The grant is managed by community organizations who process the application, determine eligibility, and dispense the grant money. The community organization where to instruct the Veteran to contact is dependent on the county where Veteran is located.

For further details please contact the Point of Contact for the **Homeless Outreach Team**.

1. Monroe, Livingston and Orleans Counties:

Veterans Outreach Center (VOC) is organization administering the grant in these counties.

Veterans Outreach Center, 447 South Avenue, Rochester, 14620.

Phone: (585)-546-1081

Information at <http://www.veteransoutreachcenter.org/>

2. Wayne and Ontario Counties:

PathStone at Housing Council is the organization administering the grant in these counties.

PathStone, 75 College Avenue, 4th Floor, Rochester.

Message phone (585)-546-3700 ext. 3020.

3. Seneca County:

Soldier On is the organization administering the grant in this county.

Contact through the Soldier On Call Center at 1-(866)-406-8449.

Information at <http://www.wesoldieron.org/admissions/>

-Responder documents information and passes it on to a Case Manager stationed in Massachusetts who then calls the Veteran.

-They have outreach workers under contract in the local communities to meet in person with the Veteran if necessary.

