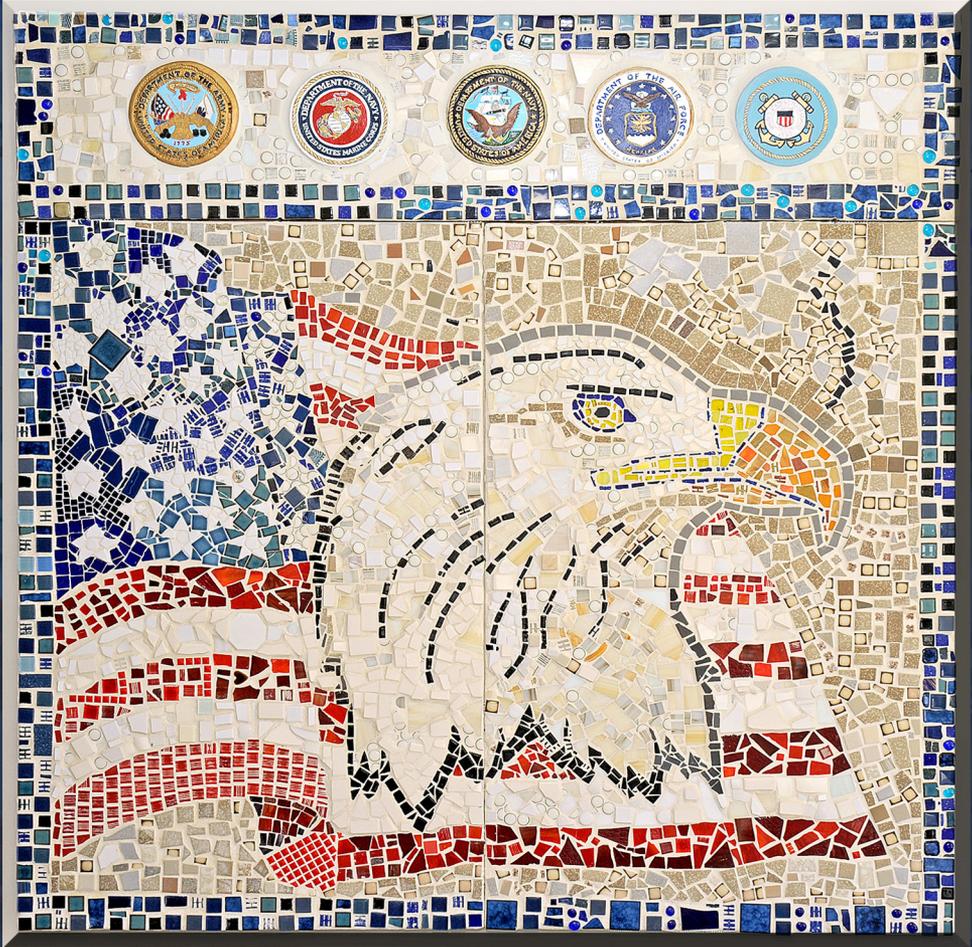


Mental Health and Wellness Guide



Clement J. Zablocki VA Medical Center
and
Outpatient Clinics



Clement J. Zablocki VA Medical Center

5000 West National Avenue
Milwaukee, WI 53295

John H. Bradley VA Community Based Outpatient Clinic

10 Tri-Park Way
Appleton, WI 54914

Union Grove VA Community Based Outpatient Clinic

21425 Spring Street
Union Grove, WI 53182

Cleveland VA Community Based Outpatient Clinic

1205 North Avenue
Cleveland, WI 53015

Milo C. Huempfner VA Health Care Center

2851 University Avenue
Green Bay, WI 54311

Welcome to the Clement J. Zablocki VA Medical Center and Clinics...

The roots of this Medical Center began in 1865 when President Abraham Lincoln signed the legislation that created a National Asylum for Disabled Volunteer Soldiers. Two years later, the Northwestern Branch of the Asylum opened its doors to 60 Wisconsin Civil War Veterans.

Today, on this same site, VA Medical Center staff provide compassionate care to over 60,000 Veterans each year. The ten-story hospital has been part of the landscape since 1966. In honor of the late Representative Clement J. Zablocki, a supporter and initiator of Veterans' legislation, the Medical Center was officially named Clement J. Zablocki VA Medical Center in 1985.

Mental Health Services

In keeping with recent advances in clinical care, the behavioral and mental health services at the Zablocki VAMC focus on a variety of person-centered programs that are individualized, recovery-oriented, and evidence-based. Behavioral and mental health recovery is about promoting independent and optimal functioning.

How can you help your treatment have a recovery focus?

- ◀ Be a partner with your provider and talk about your goals, your strengths, and the barriers to reaching your goals.
- ◀ Discuss what you are proud of and what is going well in your life.
- ◀ Let the seeds of possibility grow and do not lose hope.
- ◀ Learn how treatment tools such as medicine and therapy can support you in achieving your goals.
- ◀ Consider connecting with community-based resources.
- ◀ Whenever possible, include your family and other significant people in your care.

The purpose of this Mental Health and Wellness Guide is to provide you with an overview of the services provided by our mental health programs.

**If you are a Veteran in crisis or
having thoughts of harming yourself,
please call 911 or the
Veteran/Military Crisis Line at 1-800-273-8255,
(press "1" for Veteran/Active Duty)**



**Veterans
Crisis Line**
1-800-273-8255 PRESS 1

Table of Contents

Eligibility, Enrollment and Access to Mental Health Services	1
Behavioral Health Urgent Care (BHUCC)	3
Mental Health Outpatient Program (MHOP).....	4
Neuropsychology Clinic	6
Transition and Care Management (OIF/OEF/OND Program)	7
Mental Health Inpatient Unit.....	9
Community Outpatient Clinics – Northeast Wisconsin.....	11
Community Resource and Referral Center (CRRC).....	12
Grant and Per Diem Transitional Housing.....	14
Healthcare for Homeless Veterans.....	17
Milwaukee VA Grounds Map.....	18
Health Care for Re-entry Veterans	20
Housing and Urban Development/Veteran Affairs	
Supportive Housing (HUD/VASH)	21
Veterans Justice Outreach Program	23
Domestic Violence/Intimate Partner Violence Program (DV/IPV)	25
Milwaukee Vet Center	27
Mental Health Residential and Rehabilitation Treatment Program.....	29
Operation HOPE: Evidence Based psychosocial Rehabilitation and Education Program (EB-PREP)	31
Operation HOPE: Veterans Recovery Resource Center (VRRRC).....	33
Operation HOPE: Mental Health Intensive Case Management	35
Therapeutic and Supported Employment Services	37
Mental Health Consumer Advocacy Council	39

Eligibility, Enrollment and Access to Mental Health Services

If you served in the military, you may qualify to receive VA Health Care Benefits.

Basic Eligibility Requirements :

- ◀ Separated from active military, naval, or air service under any condition other than dishonorable
- ◀ In limited situations, Other Than Honorable discharges may be eligible
- ◀ Reserves or National Guard – if you were called to active duty (other than training only) by Federal order and completed the full period of service to which you were called or ordered to active duty
- ◀ Minimum duty requirement – enlisted after September 7, 1980 served 24 continuous months or the full period for which you were called to active duty
- ◀ Vietnam Veterans – who spent at least 1-day in-country (DD214 must support time in-country)
- ◀ **Recent Combat Veterans – have special eligibility for health care benefits if you apply within 5 years of discharge**

If you have any questions about eligibility, call:

Milwaukee VA Medical Center Health Benefits Advisor

414-384-2000 (or toll free 1-888-469-6614)

extension 42042 or 42038

How to Access the Milwaukee VA Medical Center/ Outpatient Clinics Mental Health Programs

STEP 1

Apply for Enrollment in the VA Health Care System:

If you believe you meet the basic eligibility requirements for VA health care, you must first apply for enrollment. Veterans must complete VA Form 1010EZ, Application for Health Benefits.

- ◀ You may apply in person by bringing a copy of your DD214 (military discharge paperwork) to the Clement J. Zablocki VA enrollment office located in the lobby of the East entrance
- ◀ You can also apply online at:
www.1010ez.med.va.gov/
or
www.va.gov/healthbenefits/enroll

STEP 2

Once you are enrolled, contact our Mental Health Access Clinic to inquire about the mental health program in which you are interested.

Mental Health Access Clinic

414-384-2000 (or toll free 1-888-469-6614)
extension 42098

Behavioral Health Urgent Care Clinic (BHUCC)

Program Description

Behavioral Health Urgent Care Clinic provides mental health services on an urgent care basis.

Services Offered

- ◀ Walk-in mental health services
- ◀ Screening for admission to residential treatment
- ◀ Assistance with inpatient admissions
- ◀ Emergency/crisis intervention

NOTE: The Urgent Care Clinic is NOT able to assist with starting or adjusting prescriptions for controlled substances.

Anticipated Length of Treatment

Varies according to type of treatment

How to Access Service

Walk-in (first-come, first-served basis)

Hours of Operation

Monday to Friday 8 a.m. to 4:00 p.m.

(evenings, weekends or holidays – go to the VA emergency room)

Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111 (main hospital), 1st floor, room 1252

(adjacent to lab/near Pharmacy on 1st floor)

Mental Health Outpatient Program (MHOP)

Program Description

The Mental Health Outpatient Program provides a variety of treatment services on an outpatient basis.

Services Offered

- ◀ Evaluation
- ◀ Medication management
- ◀ Substance use disorder treatment
- ◀ Pain management
- ◀ Primary care/mental health integration
- ◀ Psychological testing
- ◀ Individual and group psychotherapy, addressing issues such as:
 - grief
 - anger management
 - depression or anxiety
 - marital/relational conflict
 - Military Sexual Trauma
 - Post-Traumatic Stress Disorder
 - suicide prevention
 - LGBTQ (Lesbian, Gay, Bisexual, Transgender and Questioning)

Anticipated Length of Treatment

Varies according to type of treatment

How to Access Service

Call the Mental Health Access Clinic at 414-384-2000, extension 42098 or ask your VA provider for a referral.

Hours of Operation

Monday to Friday 7:00 a.m. to 4:30 p.m.

Some evening and weekend appointments are available.

Location

The Clinics are located in three different buildings at the

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

- ◀ **Mental Health Urgent Care Clinic**
Building 111 (main hospital), first floor, room 1252
- ◀ **Psychiatry clinic, Suicide Prevention, Access Clinic**
Building 111 (main hospital), 3rd floor
- ◀ **Substance Use Treatment**
Building 111 (main hospital), 10th floor, Unit 10 AN
- ◀ **PTSD and General Therapy services**
Building 43
- ◀ **The Women's Resource Center (WRC)**
Building 109
- ◀ **Primary Care/Mental Health Integration**
Building 111 (main hospital), located in each
Primary Care Clinic

**If you are a Veteran in crisis or
having thoughts of harming yourself,
please call 911 or the
Veteran/Military Crisis Line at 1-800-273-8255,
(press "1" for Veteran/Active Duty)**

Neuropsychology Clinic

Program Description

The Neuropsychology Clinic provides a comprehensive evaluation of cognitive abilities that have become impaired due to neurological and psychiatric conditions.

Services Offered

- ◀ Veteran is interviewed about thinking, memory, language, spatial and attention concerns
- ◀ Tests are used to measure cognitive abilities

The results of this evaluation are useful in diagnosing cognitive or learning disorders like dementia, Attention Deficit / Hyperactivity Disorder or learning disabilities. In addition, results can help care providers in developing treatment plans for these conditions.

Anticipated Length of Treatment

An average evaluation will take approximately three to four hours.

How to Access Service

Ask your VA Primary Care or Mental Health Provider for a consult to the Neuropsychology Clinic.

Hours of Operation

Monday to Friday 8:00 a.m. to 4:30 p.m.

Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111 (main hospital), 3rd floor, room 3304

Take the A bank elevators to the third floor and go through the glass door. The Neuropsychology Clinic is in the alcove.

Transition and Care Management (OEF/OIF/OND)

Program Description

The Transition and Care Management (TCM) Team ensures that Service Members and Veterans who have been deployed or served on active duty since 9/11/2001 have access to appropriate and timely VA care and benefits, Department of Defense (DOD) benefits and community services to promote their health and well-being. The priority is to optimize services to severely ill and injured recent Combat Veterans, however, all Post 9/11 transitioning Service Members and Veterans are able to receive support from the team.

The TCM Team of Case Managers and Transition Patient Advocates facilitate a healthy transition from DOD to VA Care and provide a safe and welcoming entry point into the VA System of care and benefits.

Services Offered

- ◀ Intensive wrap-around case management
- ◀ Individualized treatment and care planning
- ◀ Crisis intervention
- ◀ Advocacy
- ◀ Individual, family and group support
- ◀ Outreach to assist Service Member and Veterans in obtaining VA services

Anticipated Length of Treatment

The TCM Team follows Veterans until their case management goals are met. Case management can last from a minimum of 90 days to several years.

How to Access Service

Service Members and Veterans who were deployed or served on active duty after 9/11/2001 are screened for intensive case management services at their first VA Primary Care Visit. Service Members are referred directly by the Treatment Team at their Military Treatment Facility. A VA provider or other care team member, Vet Center Staff or their community provider can refer veterans for case management. Veterans can also self-refer by contacting the TCM Program Office.

For further information or to make a referral, call:
414-384-2000 or (toll-free 1-888-469-6614), extension 41826

Hours of Operation

Monday to Friday 8:00 a.m. to 4:30 p.m.

Locations

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111 (main hospital), 10th floor, room 10654

(also covers Union Grove Clinic patients)

Appleton VA Outpatient Clinic

10 Tri-Park Way

Appleton, WI 54914

Green Bay VA Health Care Center

2851 University Ave.

Green Bay, WI 54311

(also covers Cleveland Clinic patients)

Mental Health Inpatient Services – Unit 3C

Program Description

The Mental Health Inpatient Service consists of 34 acute beds on a locked, non-smoking unit which provides comprehensive evaluation of mental health disorders and medication management. Treatment is available for individuals struggling with a variety of diagnoses, including mood/personality disorders, schizophrenia or other psychotic disorders, suicidal or homicidal thoughts, and active substance intoxication/withdrawal.

A multidisciplinary team including psychiatry, social work, psychology, nursing, peer support, recreational therapy, nutritional services, pharmacy, medicine, occupational therapy, and chaplain services provides services. Extensive referral services and collaboration with other mental health programs are maintained throughout the hospitalization.

Services Offered

Individual services include:

- ◀ Psychotherapy
- ◀ Occupational therapy assessments
- ◀ Social work services

Group therapy is conducted on the Unit and includes:

- ◀ Education about mental illness and treatment
- ◀ Cognitive-behavioral therapy (CBT)
- ◀ Dialectical behavior therapy (DBT)
- ◀ Relaxation, therapeutic activities, gentle stretching, support from the Chaplain, Alcoholics Anonymous/12-Step, and art/music therapy

Anticipated Length of Treatment

The average length of stay is 5 days, but varies according to individual patient needs.

How to Access Service

Patients are referred from the Behavioral Health Urgent Care Clinic, Milwaukee VA Emergency Department, Psychiatry Consultation Liaison Service, and other community or VA inpatient psychiatric units or providers.

Hours of Operation

24 hours a day/7 days a week.

Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111 (main hospital), 3rd floor, Unit 3C

Northeast Wisconsin Ambulatory Clinics (NEWAC)

Program Description

The Northeast Wisconsin Ambulatory Clinic (NEWAC) group includes the Appleton and Cleveland Clinics and the Green Bay Health Care Center. These three clinics serve the medical and mental health needs of VA patients in Northeast Wisconsin.

Services Offered

- ◀ Comprehensive assessment and treatment planning
- ◀ Individual and group therapy
- ◀ Psychiatry (medication management)
- ◀ Behavioral health nursing
- ◀ Substance use treatment
- ◀ Peer support

Anticipated Length of Treatment

Because treatment is individualized, length of treatment will depend on patient's needs and goals.

How to Access Service

For further information or to schedule an appointment, contact your VA primary care provider or call the main number of the closest outpatient clinic.

Hours of Operation

Monday to Friday 8:00 a.m. - 4:30 p.m.

Locations

Green Bay VA Health Care Center

2851 University Ave., Green Bay, WI 54311

(920) 431-2500

Appleton VA Outpatient Clinic

10 Tri-Park Way, Appleton, WI 54914

(920) 831-0070

Cleveland VA Outpatient Clinic

1205 North Ave., Cleveland, WI 53015

(920) 693-5600

Homeless Programs: Community Resource and Referral Center (CRRC)

Program Description

The Community Resource and Referral Center (CRRC) helps Veterans and their families who are homeless or at-risk of becoming homeless to obtain supportive services from VA and non-VA community partners located at the CRRC site.

A Veteran must be eligible for VA Health Care to receive direct services from the CRRC multi-disciplinary team.

If not eligible for VA Health Care, the Veteran may still be eligible for the Grant and Per Diem (GPD) program or community services. The CRRC will help Veterans determine what services are available to them.

Services Offered

- ◀ Multidisciplinary Team Based Care that includes:
Program Support Assistant, Community Employment Coordinator, Vocational Rehabilitation Counselor, Social Worker/Substance Use Disorder Specialist, Social Worker Coordinator, Psychologist and Psychiatrist
- ◀ Showers, storage, laundry facility, lounge and kitchen
- ◀ Computer access for job searching/employment activities and researching housing/community resources
- ◀ VA Services such as: assistance with VA eligibility, walk-in clinic to assess mental health and housing needs, short-term care coordination, and substance abuse and mental health treatment
- ◀ Community Service Partners offering: legal assistance, employment services, obtaining food, medical and health care referrals, community housing programs, etc.

Anticipated Length of Treatment

CRRC will work with Veterans to determine treatment plan goals. The length of care coordination and treatment is short-term and dependent on the needs of each Veteran.

How to Access Service

Walk-ins are welcome.

If you would like more information or have additional questions, please contact Milwaukee VA CRRC at (414) 263-7673.

Hours of Operation

Monday to Friday 8:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 12:00 p.m.

Location

Community Resource and Referral Center

1818 N. Dr. Martin Luther King Jr. Drive
Milwaukee, WI 53212

During hours the CRRC is not in operation, call the National Call Center for Homeless Veterans Hotline. They provide 24 hour per day, 7 days a week access to VA services. To connect with a trained VA staff member call 1-877-4AID VET (877-424-3838).

Homeless Programs: Grant and Per Diem (GPD) Transitional Housing

Program Description

The Grant and Per Diem program provides community-based housing with supportive services that:

1. Is not shelter care, other emergency housing, or housing meant to be long term (more than 24 months)
and
2. Is designed to aid the movement of homeless Veterans to permanent housing within a period of three months to two years

Veterans must:

- ◀ Be homeless or at risk of homelessness and lack the resources to provide their own shelter (other requirements may apply)
- ◀ Be capable of managing their own medications
- ◀ Agree to remain alcohol and drug free during their stay in the GPD program
- ◀ Be motivated to seek employment, apply for disability or pension, or enroll in a training program
- ◀ Be willing to work with a case manager, VA Liaison and VA Clinical Staff to establish a treatment plan
- ◀ Be willing to follow the housing provider's rules and procedures

Transitional housing programs are operated by non-profit organizations or local government agencies.

Services Offered

- ◀ Safe housing in a group living setting with possible participation in housekeeping and chores
- ◀ Case management services including referrals to other services such as mental health and substance abuse counseling, employment assistance, legal assistance
- ◀ Assistance with transportation
- ◀ Meals and/or meal preparation facilities where you will prepare your own meals
- ◀ Random drug screens
- ◀ Assistance with finding permanent independent housing
- ◀ Life skills training
- ◀ Other supportive services based on your individual needs

Anticipated Length of Treatment

3 months to 2 years, depending on individual needs

How to Access Service

Each community agency has its own application procedure. To start the application process, you may take any of the following actions:

- ◀ Contact the community agency directly
- ◀ Ask your VA Social Worker to make a referral
- ◀ Contact the VA Community Resource and Referral Center at 414-263-7673
- ◀ Contact the National Call Center for Homeless Veterans 1-877-424-3838

Hours of Operation

For referrals: Monday to Friday 8:00 a.m. to 4:30 p.m.

Transitional Housing Sites have staff supervision 24/7.

Locations

Center for Veterans Issues, Ltd.

Martin Luther King (MLK) House (Men only)

2669 Martin Luther King Drive

Milwaukee, WI 53212

414-562-6250, extension 101

Boudicca House (Women only)

3016 N. 45th Street

Milwaukee, WI 53210

414-442-4509

VETS Place Central (VPC) (Men only)

3330 W. Wells Street

Milwaukee, WI 53208

(414) 342-5000

State of Wisconsin Department of Veterans Affairs

Veterans Assistance Program (VAP) (Men and Women)

21425 Spring St., Cottage 16

Union Grove, WI 53182

(262) 878-9151

Guest House of Milwaukee

LEADS for VETS Program (Men only)

1216 North 13th Street

Milwaukee, WI 53208

(414) 345-3240

New Community Shelter (NCS), Inc. (Men and Women)

301 Mather St, Green Bay, WI 54303

(920) 437-3766, extension 105

Homeless Programs: Healthcare for Homeless Veterans (HCHV)

Program Description

The goal of the Healthcare for Homeless Veterans program is to provide outreach to those who are most vulnerable and not receiving VA services; then engaging them in treatment and rehabilitation, as well as VA and community programs that provide prevention and support services. Veteran must be eligible for VA health care and have a substance abuse disorder, mental illness or disability.

Services Offered

- ◀ Referral to VA medical facilities, other Federal agencies, and community-based agencies for services necessary to prevent or eradicate homelessness.
- ◀ Assistance may include, but is not limited to: housing placement; health care; financial planning and income support; transportation; legal services; vocational assistance; education and recreation.

Anticipated Length of Treatment

Length of treatment varies, depending on the needs of the Veteran.

How to Access Service

SE Wisconsin: 414-384-2000, extension 43583

NE Wisconsin: 920-431-2335

National Call Center for Homeless Veterans: 1-877-424-3838

Hours of Operation

Monday to Friday 8:00 a.m. to 4:30 p.m.

National Call Center for Homeless Veterans is available 24/7

Location

Milwaukee VA Medical Center

5000 West National Ave.

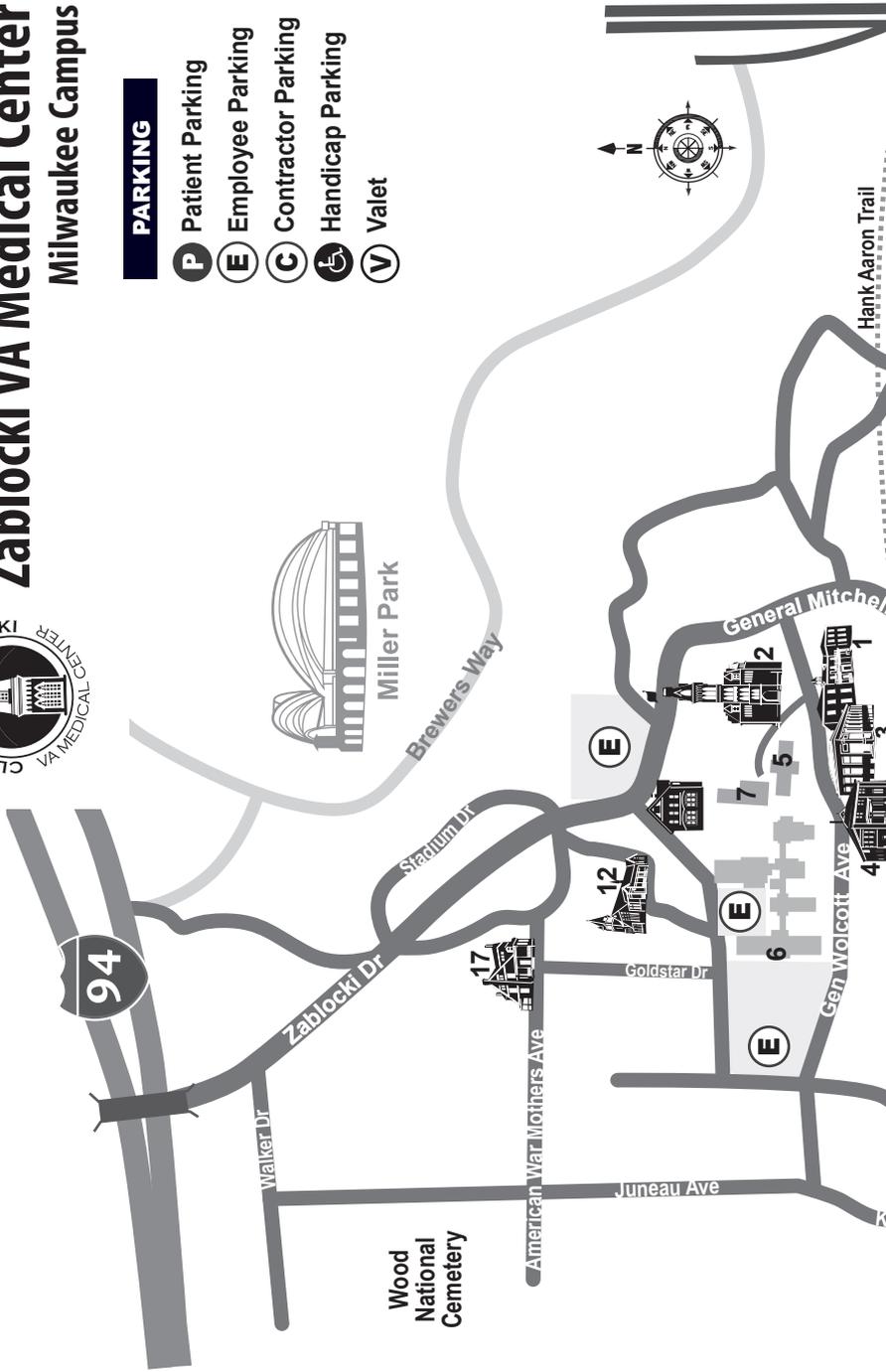
Milwaukee, WI 53295

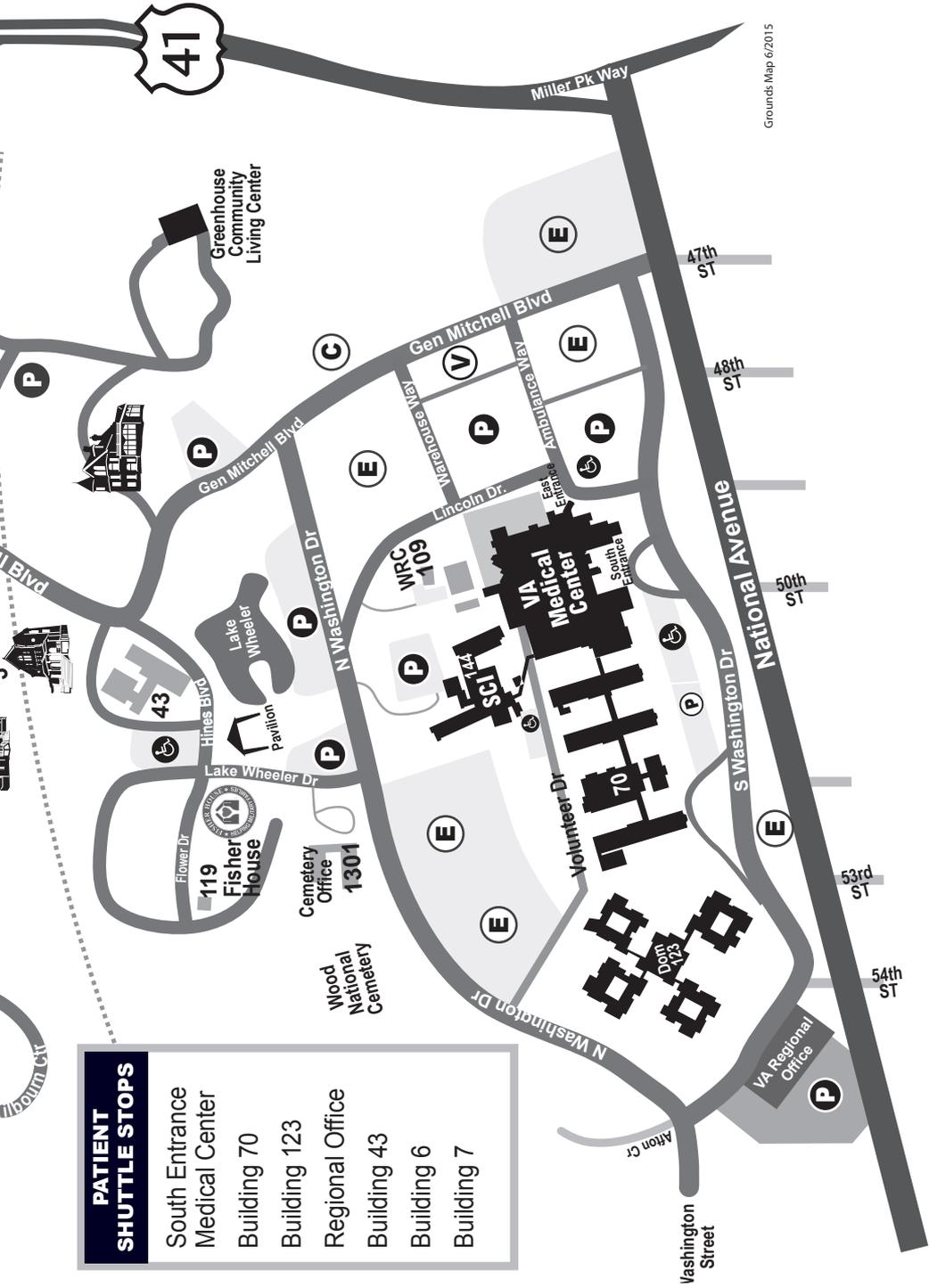


Zablocki VA Medical Center Milwaukee Campus

PARKING

- P** Patient Parking
- E** Employee Parking
- C** Contractor Parking
- ♿** Handicap Parking
- V** Valet





PATIENT SHUTTLE STOPS	
South Entrance	Medical Center
Building 70	Building 123
Regional Office	Building 43
Building 6	Building 7

Homeless Programs: Health Care for Re-entry Veterans (HCRV)

Program Description

HCRV works with incarcerated Veterans before they are released from prison in order to:

- ◀ Prevent homelessness
- ◀ Increase access to medical, mental health and substance abuse supports and services in the community
- ◀ Decrease the likelihood of returning to prison

Services Offered

- ◀ Outreach, assessment, referrals to services for Veterans in state and federal prisons
- ◀ Assistance with verifying eligibility and in acquiring a copy of military discharge papers (DD-214)
- ◀ If eligible, enrollment in VA Health Care services
- ◀ Face-to-face assessment 1-12 months prior to release
- ◀ Incarcerated Veterans Guidebook that includes information about VA and community referral information for medical, mental health, addiction, housing and employment services
- ◀ Short-term case management assistance after release

Anticipated Length of Treatment

Just prior to release and up to 6 months after release.

How to Access this Service

The HCRV team visits institutions on a regular basis. If you are within a month of your release date and have not yet had a visit with the HCRV Specialist, contact the Veteran coordinator at your institution to schedule a visit.

Homeless Programs: Housing and Urban Development and Veteran Affairs Supportive Housing (HUD-VASH)

Program Description

The HUD-VASH Program is a partnership between the Department of Housing and Urban Development (HUD) and the Department of Veterans Affairs (VA) designed to provide care coordination and supportive services along with subsidized Section 8 “Housing Choice” vouchers for eligible homeless Veteran families. The vouchers are administered through a local Public Housing Authority (PHA).

The HUD-VASH Program allows participating Veteran families to obtain safe, affordable, accessible, permanent housing in the areas served by a VA Medical Center.

In order to participate in HUD-VASH, Veterans must be homeless, eligible for VA healthcare, and have a need for care coordination. Veterans in transitional housing or residential treatment may also be considered for admission.

HUD-VASH is designed to help Veterans living with a disability, mental illness, addiction, chronic homelessness or other issues who can be helped by the required care coordination. Veterans with spouses and dependent children are also eligible to participate. In order to participate, the Veteran family’s total household income must fall within HUD income guidelines.

Services Offered

Your Care Coordinator will:

- ◀ provide regular assessment of your strengths, needs, abilities, preferences, and barriers to care.
- ◀ work with you to develop a plan, carry out the plan, make changes to the plan as needed, and record the progress you have made.
- ◀ provide referrals for other services as needed.

Anticipated Length of Treatment

Graduation from Care Coordination is a goal of the program. HUD-VASH wants to help you live independently and enjoy a full life in the community. You and your HUD-VASH Care Coordinator will work together to decide when you have reached this milestone. After graduation, your HUD-VASH Care Coordinator will follow-up from time to time to see how you are doing. Veterans who graduate and no longer need case management may still be eligible for rent assistance as long as they remain below the income limits.

How to Access Service

There are two ways Veterans can enter the HUD-VASH Program:

- ◀ Ask a VA clinician to complete a consult for HUD-VASH
- ◀ Call the National Homeless Hotline at 1-877-424-3838.

Hours of Operation

Monday to Friday 8:00 a.m.to 4:30 p.m.

Individual staff hours may vary

Locations

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 43

Appleton VA Outpatient Clinic

14 Tri Park Way Building 2, Appleton, WI 54914

Green Bay VA Health Care Center

2851 University Ave, Green Bay, WI 53311

Homeless Programs: Veterans Justice Outreach (VJO)

Program Description

The Veterans Justice Outreach Program assists Veterans in the criminal justice system gain access to VA medical, mental health, and substance abuse treatment services. Veteran Justice Outreach specialists meet with Veterans in custody to discuss VA treatment services that may be available to them. If necessary, Veterans will receive information on how to apply for VA health care.

If the District Attorney's office agrees, circuit court charges may be moved into a Veteran Treatment Court. Upon successful completion of Veteran Treatment Court, criminal charges are often reduced or dismissed.

Services Offered

Veterans who are eligible for VA healthcare and have been accepted into a Veteran Treatment Court will receive the following:

- ◀ Assessment of your strengths, needs, abilities, preferences, and barriers to care
- ◀ Individualized Treatment Planning
- ◀ Referrals for services coordinated by the VA staff
- ◀ Care coordination with the Veteran Treatment Court Team

Anticipated Length of Treatment

Typical court contracts last from 6-24 months, depending on the severity of the charge and individual agreement with District Attorney's office.

How to Access Service

Contact a Veteran Justice Outreach specialist:

Milwaukee

414-384-2000, extension 44497

Milwaukee/Waukesha

414-384-2000, extension 43557

Sheboygan/Racine/Kenosha/Walworth

414-384-2000, extension 46324

Green Bay

920-831-0010, extension 47541

Appleton

920-431-2500, extension 72331

Hours of Operation

Monday to Friday 8:00 a.m. to 4:30 p.m.

Locations

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 43

Appleton VA Outpatient Clinic

14 Tri Park Way Building 2

Appleton, WI 54914

Green Bay VA Health Care Center

2851 University Ave.

Green Bay, WI 53311

Domestic Violence/Intimate Partner Violence Program (DV/IPV)

Program Description

The Domestic Violence/Intimate Violence Program (DV/IPV) is a court approved program with a state accredited DV/IPV Provider.

Using the Moral Reconciliation Therapy for Domestic Violence Workbook (MRT/DV), participants attend weekly sessions, complete homework assignments and present testimonials.

Services Offered

1. Coordination with the Veteran Treatment Courts and Circuit Courts.
2. Access to the Domestic Violence/Intimate Violence Program for Veterans who:
 - ◀ have been ordered by the Court to complete Domestic Violence/Intimate Partner Violence treatment.
 - ◀ are pending Criminal Justice System involvement, due to Intimate Partner Violence.
 - ◀ have engaged in Intimate Partner Violence, are not involved in the justice system, but desire services to address their behavior.

Anticipated Length of Treatment

Participants must attend twenty-four 90-minute weekly sessions to complete the program.

How to Access Service

Call to schedule a screening appointment for the Domestic Violence/Intimate Partner Violence Treatment Program.
414-384-2000 (toll-free 1-888-469-6614), extension 44496

Hours of Operation

Monday to Friday 8:00 a.m. to 4:30 p.m.

Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 43

Milwaukee Vet Center

Program Description

The Vet Center provides services to:

- ◀ Combat Veterans transitioning back to civilian life
- ◀ Family members of Veterans needing support with family issues related to readjustment
- ◀ Veterans and families looking for healthy social interaction with other Veterans
- ◀ Veterans who have experienced Military Sexual Trauma
- ◀ Family members who need bereavement counseling following the loss of a family member

You do NOT need to be enrolled in VA Healthcare to receive services at the Vet Center.

Vet Center can also assist community organizations that need educational programs related to understanding PTSD and readjustment issues

Services Offered

- ◀ Individual counseling for adults focused on transition and readjustment
- ◀ Group counseling
- ◀ Post-traumatic stress counseling
- ◀ Job counseling and referral
- ◀ Crisis counseling
- ◀ Benefits assistance
- ◀ Sexual trauma counseling
- ◀ Bereavement counseling
- ◀ Drug and alcohol counseling
- ◀ Social and recreational opportunities
- ◀ Community education, training and outreach
- ◀ Networking and referral

Anticipated Length of Treatment

Because treatment is individualized, length of treatment will depend on the Veteran's needs and goals.

How to Access this Service

1. Walk-in – No appointment necessary
2. Call to schedule an appointment, 414-434-1311

Hours of Operation

Monday to Thursday	8 a.m. to 7 p.m.
Friday	8 a.m. to 4:30 p.m.
Saturday	8 a.m. to 4:30 p.m.

Location

Milwaukee Vet Center

7910 N. 76th Street
Milwaukee, WI 53223
414-434-1311

Additional Vet Center locations in Fond du Lac, Racine, Waukesha, and West Bend. Call 414-434-1311 for more information.

Mental Health Residential Rehabilitation Treatment Program (MH RRTP)

Program Description

There are several treatment programs available in MH RRTP. They treat both men and women, although certain groups are limited to women only.

- 1. Domiciliary Care for Homeless Veterans (DCHV):** The DCHV program provides employment assistance and vocational rehabilitation services to homeless Veterans who are ready to enter the workforce.
- 2. General Program (GEN):** The GEN program offers treatment for a variety of mental health problems, such as depression, anxiety and anger.
- 3. Substance Abuse Program (SAR):** The SAR program provides intensive treatment for Veterans with alcohol and/or drug use disorders. It also provides services to Veterans suffering from mental health disorders secondary to addiction.
- 4. Individualized Addiction Program (I-ACT):** I-ACT offers individualized substance use treatment to Veterans who are also struggling with mental health or cognitive problems.
- 5. OEF/OIF/OND Post Deployment Transition Program (O3PTP):** This program offers services to Veterans from recent conflicts who are struggling with readjustment to civilian life.
- 6. PTSD Program (PTSD):** This program offers intensive, trauma-focused treatment for Veterans of all eras who have a primary diagnosis of PTSD.

The Residential Rehabilitation Treatment Program serves Veterans who:

- ◀ do not pose a significant risk of harm to self or others.
- ◀ have treatment or rehabilitation needs that can be met by the program.

- ◀ are medically and psychiatrically able to benefit from the program.
- ◀ are able to live in a group environment and capable of basic self-care.
- ◀ would benefit from the structure and support of a residential treatment environment.
- ◀ do not already have living arrangements that would support recovery.

Services Offered

- ◀ Comprehensive assessment
- ◀ Individualized treatment planning
- ◀ Group and individual therapy
- ◀ Recreation groups and outings
- ◀ Occupational therapy
- ◀ Health & wellness promotion
- ◀ Peer support
- ◀ Aftercare services

Anticipated Length of Treatment

The length of most treatment programs is 6 weeks. The Domiciliary Care for Homeless Veterans program has a longer length of stay, typically between 3-6 months.

How to Access Service

- ◀ Ask your mental health provider for a referral
- ◀ Call the Mental Health Urgent Care Clinic to arrange a screening, 414-384-2000 (toll free 1-888-469-6614), ext. 45760

Hours of Operation

24 hours a day/7 days a week

Location

Milwaukee VA Medical Center

5000 W. National Ave.
Milwaukee, WI 53295
Building 123

Operation HOPE: Evidenced Based Psychosocial Rehabilitation and Education Program (EB-PREP)

Program Description

Operation Hope was established to combat the stigma associated with severe mental illness by helping Veterans reclaim their lives and secure meaningful, self-determined roles in their community of choice.

The EB-PREP program is designed to improve the quality of life and functional level of Veterans with:

- ◀ Serious mental illness such as Schizophrenia, Schizoaffective Disorder, and Delusional Disorder
- ◀ Illnesses within the psychotic spectrum such as Bipolar Disorder and Major Depressive Disorder

Veterans with untreated substance abuse issues or serious impairment due to dementia or head injury may not be able to benefit from this program.

EB-PREP embraces the recovery model, with participants being vitally important in establishing goals and deciding on the areas of change that are meaningful in improving their quality of life. In EB-PREP, an emphasis is placed on self-determination and empowerment.

Services Offered

- ◀ Social Skills Training is an evidenced based practice designed to help people better communicate their feelings, thoughts, and needs to others
- ◀ Social and independent living skills are taught in an enjoyable and supportive format through small groups using multiple learning modalities, such as workbook exercises, role playing activities, and structured problem solving

- ◀ While the primary mode of treatment is group-based, individual and family therapy is available to participants as requested.
- ◀ Family participation is encouraged when consented to by the Veteran being treated

Anticipated Length of Treatment

Each group typically lasts about 3 to 4 months and Veterans are invited to join any of the variety of groups offered. As overlearning of skills is a central component of the training model, Veterans are encouraged to participate in groups more than once. Graduation from EB-PREP is a mutual decision between Veteran and Team.

How to Access Service:

- ◀ Referrals from staff in the Mental Health Division are made through the Mental Health Outpatient Intradepartmental Consult Note.
- ◀ Referrals from providers outside the Mental Health Division go through the general mental health consult process.
- ◀ If self-referred, staff will work with the individual and their primary care provider to make a formal referral.
Call (414) 384-2000, extension 41251.

Hours of Operation

Monday to Thursday 7:30 a.m. to 4:30 p.m.

Friday 7:30 a.m. to 3:30 pm.

Program Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 43, 3rd floor

Operation HOPE: Veterans Recovery Resource Center (VRRC)

Program Description

Operation Hope was established to combat the stigma associated with severe mental illness by helping Veterans reclaim their lives and secure meaningful, self-determined roles in their community of choice.

The mission of the Veterans Recovery Resource Center (VRRC) is to provide Veterans with a transitional educational center that will inspire and help them reclaim their lives, instill hope, validate strengths, teach life skills, and facilitate community integration in meaningful self-determined roles.

The VRRC program is designed to improve the quality of life and functional level of Veterans with:

- ◀ Serious mental illness such as Schizophrenia, Schizoaffective Disorder, and Delusional Disorder
- ◀ Illnesses within the psychotic spectrum such as Bipolar Disorder and Major Depressive Disorder

Veterans with untreated substance abuse issues or serious impairment due to dementia or head injury may not be able to benefit from this program.

Services Offered

- ◀ Person-centered recovery planning
- ◀ Peers specialist services, educational groups and wellness classes
- ◀ Brief therapy
- ◀ A menu of activities with sufficient variety to support meaningful choice and personal goals
- ◀ Family support and education

Anticipated length of Treatment

The program offers four phases to help Veterans successfully progress:

- ◀ **Phase I:** Discovery Orientation (6 months)
- ◀ **Phase II:** Skill Building (up to 18 months)
- ◀ **Phase III:** Bridge to the Community (up to 12 months - participation on campus lessens over time as Veterans develop meaningful roles in the community.)
- ◀ **Phase IV:** After Graduation Support (up to 12 months)
If setbacks occur and need additional help is needed, the VRRRC will provide guidance, referrals, or explore re-entry to the program.

How to Access Service

- ◀ Referrals from staff in the Mental Health Division are made through the Mental Health Outpatient Intradepartmental Consult Note.
- ◀ Referrals from providers outside the Mental Health Division go through the general mental health consult process.
- ◀ If self-referred, staff will work with the individual and their primary care provider to make a formal referral.
Call 414-384-2000 (1-888-469-6614), extension 41251.

Hours of Operation

Monday to Thursday 7:30 a.m. to 4:30 p.m.

Friday 7:30 a.m. to 3:30 pm.

Program Location

Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 43, 3rd floor

Operation HOPE : Mental Health Intensive Case Management (MHICM)

Program Description

Operation Hope was established to combat the stigma associated with severe mental illness by helping Veterans reclaim their lives and secure meaningful, self-determined roles in their community of choice.

The Mental Health Intensive Case Management (MHICM) community based program is designed to help people who experience frequent mental health crises better manage the challenges of their illness. Case managers provide specialized assistance to help Veterans improve independence in various aspects of life.

The MHICM program is designed to improve the quality of life and functional level of Veterans with:

- ◀ Serious mental illness such as Schizophrenia, Schizoaffective Disorder, and Delusional Disorder
- ◀ Illnesses within the psychotic spectrum such as Bipolar Disorder and Major Depressive Disorder
- ◀ Severe Post-Traumatic Stress Disorder

Additional admission criteria: a history of 30 days or 3 stays in an acute inpatient psychiatric hospital within the past 12 months.

Veterans with untreated substance abuse issues or serious impairment due to dementia or head injury may not be able to benefit from this program.

Services Offered

Treatment planning and interventions involve a mutual partnership with both Veteran and staff. The focus is on strengthening community integration and independence in various aspects of life and includes:

- ◀ Case management
- ◀ Social work and counseling
- ◀ Education, skills training
- ◀ Support and socialization groups
- ◀ Individual and family therapy

Anticipated Length of Treatment

This is a voluntary program with length of involvement based on the unique needs of the individual. A Veteran may also move to standard treatment, lower intensity care or other services. Graduation from MHICM is a mutual decision between the Veteran and team members.

How to Access Service

- ◀ Referrals from staff in the Mental Health Division are made through the Mental Health Outpatient Intradepartmental Consult Note.
- ◀ Referrals from providers outside the Mental Health Division go through the general mental health consult process.
- ◀ If self-referred, staff will work with the individual and their primary care provider to make a formal referral. Call 414-384-2000, extension 41251.

Hours of Operation

Monday to Thursday 7:30 a.m. to 4:30 p.m.
Friday 7:30 a.m. to 3:30 pm.

Location

Milwaukee VA Medical Center

5000 W. National Ave.
Milwaukee, WI 53295
Building 43, 3rd floor

Therapeutic and Supported Employment Services (TSES)

Program Description

The Therapeutic and Supported Employment Services (TSES) programs are based on a recovery-oriented model and designed to help Veterans with occupational barriers resulting from mental health conditions return to the workforce.

Competitive employment is the expected goal for Veterans participating in any of the TSES Programs:

- ◀ **Compensated Work Therapy / Supported Employment (CWT/SE)** – The CWT/SE Program helps Veterans with serious mental illness engage in competitive employment in the community.
- ◀ **Compensated Work Therapy / Transitional Work (CWT/TW)** – The CWT/TW Program places Veterans either at the VA Medical Center or in community worksites. The program enables Veterans to gain work experience and skills while in a therapeutic program that prepares them for community employment.
- ◀ **Compensated Work Therapy / Sheltered Workshops (CWT/WS)** – The CWT/WS Program places Veterans in the Building 7 workshop. The workshop subcontracts piecework, such as assembly and packaging, from businesses in the community. The program enables Veterans to gain work experience and skills in a structured environment that prepares them for community employment.
- ◀ **Incentive Therapy Program (ITP)** – The ITP is a pre-vocational program. Veterans perform work in various locations at the VA Medical Center. The program enables Veterans to gain work experience and skills while in a therapeutic program that prepares them for community employment.

- ◀ **Environmental Management Training Program (EMT)**
 - The EMT Program is a 12-week training program that consists of classroom and on-the-job curriculum. The program teaches necessary technical skills and provides work experience while in a therapeutic program. After completing EMT, the Veteran may be eligible for community employment through the CWT/TW Program.
- ◀ **Vocational Assistance Program (VAP)** – This program helps Veterans develop a resume, learn job-searching strategies, and improve interviewing skills. It provides limited ongoing support once the Veteran obtains competitive employment.

Services Offered

Veterans are assigned to work with a Vocational Rehabilitation Counselor. Typical services include:

- ◀ Vocational Assessment to identify strengths and barriers
- ◀ Individual and group counseling to obtain and maintain employment
- ◀ Help with vocational goal-setting, building on strengths
- ◀ Placement to provide an opportunity for work hardening and skill development
- ◀ Evaluation of progress
- ◀ Collaboration with Veteran's primary treatment team to assure each Veteran has the support necessary to achieve vocational goals

Anticipated Length of Treatment

Length of treatment is determined by the Veteran's needs, interests, and goals, which may change during the rehabilitation process. Transition criteria have been established to assist those Veterans to other levels of care / services as well as transitions within the TSES programs. **The expected result of participation in the TSES program is obtaining competitive employment.**

Mental Health Consumer Advocacy Council

Program Description

A committee for Veterans who are interested in improving mental health care at the Clement J. Zablocki VA Medical Center. The committee meets for one hour each month.

Services Offered

Provides the opportunity for Veterans enrolled in VA health care to let staff know how mental health care could be changed and improved for all Veterans.

Hours of Operation

Meetings take place the second Monday of each month at 1 p.m. (except Federal or national holidays)

For more information, call:

Milwaukee VA Local Recovery Coordinator
414-384-2000 (toll-free 1-888-469-6614)
extension 46846

Location

Milwaukee VA Medical Center

5000 W. National Ave.
Milwaukee, WI 53295
3rd floor, Conference room 3128
(located in the Outpatient Mental Health Clinic)

The Patriotic Mosaic on the front cover was created by Veterans participating in Mental Health Rehabilitation Programs at the Milwaukee VA Medical Center from August to September 2014.

The project was made possible through a generous donation to Artists Working with Milwaukee's Homeless, an organization dedicated to art enrichment throughout the Milwaukee community.

Ann M. Wydeven was the artist involved with the project.



Milwaukee VA Medical Center
5000 W. National Avenue
Milwaukee, WI 53295

For copies or revisions,
contact Patient Education Library
PE9100 • 6/2015 KC