

VA



U.S. Department  
of Veterans Affairs



# Mental Health and Wellness Guide



# 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.

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.

## 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.



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## Facility Locations and Hours of Operation

### **Clement J. Zablocki VA Medical Center**

5000 West National Avenue  
Milwaukee, WI 53295  
414-384-2000

### **John H. Bradley VA Community Based Outpatient Clinic**

10 Tri-Park Way  
Appleton, WI 54914  
920-831-0070

### **Union Grove VA Community Based Outpatient Clinic**

21425 Spring Street  
Union Grove, WI 53182  
262-878-7000

### **Cleveland VA Community Based Outpatient Clinic**

1205 North Avenue  
Cleveland, WI 53015  
920-693-5600

### **Milo C. Huempfner VA Health Care Center**

2851 University Avenue  
Green Bay, WI 54311  
920-431-2500

Hours of operation for all facilities above  
Monday through Friday, 8:00 a.m. to 4:30 p.m.

**If you are a Veteran in crisis or have  
thoughts of harming yourself:**



**Call 911**

Or call the  
**Veteran/Military Crisis Line**  
**1-800-273-8255**  
(press "1" for Veteran/Active Duty)





# MAP KEY

- Patient Parking
- Handicap Parking
- Mental Health
- Valet
- Employee Parking
- Regional Office Parking
- Patient Parking Structure
- Employee Parking Structure
- Shuttle Stop
- Education Center
- Women's Resource Center

# 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, please 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 Outpatient Clinics Mental Health Programs

### STEP 1

### Apply for Enrollment in the VA Health Care System:

Veterans must complete **VA Form 1010EZ, Application for Health Benefits**.

- ◀ Apply online at:  
[www.1010ez.med.va.gov](http://www.1010ez.med.va.gov) or [www.va.gov/healthbenefits/enroll](http://www.va.gov/healthbenefits/enroll)
- ◀ You may also apply in person. Bring a copy of your **DD214** (military discharge paperwork) to the Clement J. Zablocki VA Enrollment Office located in the East entrance lobby.

### STEP 2

### Once Enrolled:

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

# Immediate Mental Health Access Clinic (IMHAC)

## Program Description

Immediate Mental Health Access 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 (triaged, otherwise 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 Avenue, Milwaukee, WI 53295  
Building 111 (main hospital), 1<sup>st</sup> floor, room 1252  
(adjacent to lab/near Pharmacy on 1<sup>st</sup> floor)

# Mental Health Outpatient Program (MHOP)

## Program Description

The MHOP provides a variety of treatment services on an outpatient basis.

## Services Offered

- ◀ Evaluation
- ◀ Medication management
- ◀ Substance use disorder treatment
- ◀ Primary care/mental health integration
- ◀ Psychological testing
- ◀ Individual and group psychotherapy, addressing issues such as:
  - grief
  - anger management
  - depression or anxiety; bipolar disorder
  - couples/family therapy
  - military sexual trauma
  - post-traumatic stress disorder
  - suicide prevention
  - LGBTQ (Lesbian, Gay, Bisexual, Transgender and Questioning)
  - Pain management



## 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 through Friday, 7 a.m. to 4:30 p.m.  
(Some evening and weekend appointments are available)



## Location:

- ◀ **Immediate Mental Health Access Clinic (IMHAC):** Building 111 (main hospital), 1st floor, room 1252
- ◀ **Psychiatry Clinic, Access Clinic:** Building 111 (main hospital), 3rd floor
- ◀ **Suicide Prevention Services:** Building 43
- ◀ **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



# 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 a.m. to 4:30 p.m.



### Location:

#### Milwaukee VA Medical Center

5000 W. National Avenue, Milwaukee, WI 53295

Building 111 (main hospital)

3<sup>rd</sup> 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.*

# Post 9/11 Military to VA (M2VA) Case Management Program

## Program Description

The M2VA team ensures that service members and Veterans who have been deployed, or served on active duty since 9/11/2001, have access to 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 can receive support from the team.

The M2VA team consists of a Program Manager, Clinical Case Managers, Transition Patient Advocates, and a program support assistant. They facilitate a healthy transition from DOD to VA health care, providing a safe and welcoming entry point into the VA System of care and benefits.

## Services Offered

- ◀ Case management and coordination of care
- ◀ Individualized treatment and care planning
- ◀ Crisis intervention
- ◀ Navigation of VA clinical and benefit needs
- ◀ Individual, family and group support
- ◀ Community outreach to assist service members and Veterans in obtaining VA services
- ◀ Referrals for readjustment and transition programs



### Anticipated Length of Treatment:

The M2VA team follows Veterans until their case management goals are met or their care is transitioned to another program.



### How to Access Service:

Service members and Veterans who were deployed or served active duty after 9/11/2001 are screened for case management services or other needs. They are then referred directly by the treatment team at their military treatment facility, post 9/11 screenings, VA providers/other care team members, Vet Center staff, or community providers. Veterans can also self-refer by contacting the M2VA Program Office.

For further information or to request a referral, call:  
414-384-2000, extension 41827.



### Hours of Operation:

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

**Location:****Milwaukee VA Medical Center**

(also covers Union Grove VA Clinic patients)

5000 W. National Avenue, Milwaukee, WI 53295

Building 111 (main hospital), 4th floor, room 4134

**Appleton VA Outpatient Clinic**

10 Tri-Park Way

Appleton, WI 54914

**Green Bay VA Health Care Center**

(also covers Cleveland VA Clinic patients)

2851 University Avenue

Green Bay, WI 54311



# Mental Health Inpatient Services – Unit 3C

## Program Description

The Mental Health Inpatient Service consists of 34 acute beds on a locked 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 Immediate Mental Health Access Clinic (IMHAC), 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 Avenue, Milwaukee, WI 53295

Building 111 (main hospital)

3<sup>rd</sup> 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 listed below.



## Hours of Operation:

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



## Location:

### Appleton VA Outpatient Clinic

10 Tri-Park Way  
Appleton, WI 54914  
(920) 831-0070

### Green Bay VA Health Care Center

2851 University Avenue  
Green Bay, WI 54311  
(920) 431-2500

### Cleveland VA Outpatient Clinic

1205 North Avenue  
Cleveland, WI 53015  
(920) 693-5600

# Homelessness Prevention Program 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 to includes: Program Support Assistant, Community Employment Coordinator, Vocational Rehabilitation Counselor, Social Worker/Substance Use Disorder Specialist, Social Worker Coordinator, and Psychologist
- ◀ Showers, storage, laundry facility, lounge, and kitchen
- ◀ Computer access for job searching/employment activities and researching housing/community resources
- ◀ VA Services: 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 each Veteran's needs.



## 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 a.m. to 6:00 p.m.



## Location:

### Community Resource and Referral Center

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



# Homelessness Prevention Program Grant and Per Diem (GPD) Transitional Housing

## Program Description

The Grant and Per Diem program provides community-based housing with supportive services. These support services are not shelter care, other emergency housing, or long term housing, but are designed to move homeless Veterans to permanent housing as quickly as possible.

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

## Eligible Veterans are

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

## Services Offered

- ◀ Safe housing in a group living setting with participation in housekeeping and chores
- ◀ Care coordination 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 and breathalyzers
- ◀ Assistance with finding permanent independent housing
- ◀ Life skills training
- ◀ Other supportive services based on your individual needs



## Anticipated Length of Treatment:

Depending on individual needs, but no more than 2 years.



## 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
- ◀ VA Community Resource and Referral Center at 414-263-7673
- ◀ National Call Center for Homeless Veterans at 1-877-424-3838

**Hours of Operation:**

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

Transitional Housing Sites have staff supervision 24 hours a day, 7 days a week.

**Location:**

**Center for Veterans Issues, Ltd.**

**Boudicca House (Women only)**

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 Housing and Recovery  
Program (VHRP) (Men only)**

Union Grove, WI – (262) 878-9151

Green Bay, WI – (920) 391-4370

**Guest House of Milwaukee**

**LEADS for VETS Program (Men only)**

(414) 345-3240

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

Green Bay, WI

(920) 437-3766, extension 105

# Homelessness Prevention Program

## 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 if 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
- ◀ National Homeless Hotline at 1-877-424-3838



### **Hours of Operation:**

Monday through Friday, 8 a.m. to 4:30 p.m.  
Individual staff hours may vary.



### **Location:**

#### **Milwaukee VA Medical Center**

(also covers Union Grove VA Clinic patients)  
5000 W. National Avenue, Milwaukee, WI 53295  
Building 111 (main hospital), 4th floor, room 4142

#### **Appleton VA Outpatient Clinic**

10 Tri-Park Way  
Appleton, WI 54914

#### **Green Bay VA Health Care Center**

(also covers Cleveland VA Clinic patients)  
2851 University Avenue  
Green Bay, WI 54311

# Homelessness Prevention Program 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.

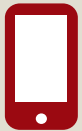
## Services Offered

- ◀ Referral to VA medical facilities, other Federal agencies, and community-based agencies for services necessary to prevent or end homelessness.
- ◀ Contract Emergency Residential Services
- ◀ Transitional Housing.



### Anticipated Length of Treatment:

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



### How to Access Service:

NE Wisconsin: 920-431-2335

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



### Hours of Operation:

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

National Call Center for Homeless Veterans is available 24 hours a day, 7 days a week



### Location:

#### Milwaukee VA Medical Center

5000 W. National Avenue

Milwaukee, WI 53295

## Veterans Justice 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 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.

# Veterans Justice Programs

## Veterans Justice Outreach (VJO)

### Program Description

The VJO Program assists Veterans in the criminal justice system gain access to VA medical, mental health, and substance abuse treatment services. VJO 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 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 Programs specialist:  
Milwaukee and surrounding areas (including Green Bay and Appleton)  
414-384-2000, extension 41268 or 45996



### Hours of Operation:

Monday through Friday, 8 a.m. to 4:30 p.m.



### Location:

#### Milwaukee VA Medical Center

5000 W. National Avenue, Milwaukee, WI 53295

#### Appleton VA Outpatient Clinic

10 Tri-Park Way, Appleton, WI 54914

#### Green Bay VA Health Care Center

2851 University Avenue, Green Bay, WI 54311



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

## Program Description

The Domestic Violence/Intimate Violence Program (DV/IPV) is an evidenced based cognitive behavioral program facilitated by VA providers trained in Moral Reconciliation Therapy-Domestic Violence (MRT-DV). The MRT-DV program model is designed to increase and engage in self-awareness and self-regulation; change belief systems of DV/IPV users; increase levels of moral reasoning and participant accountability. If DV/IPV is a result of justice involvement and court ordered condition, participants are encouraged to consult with their local courts for approval to complete this specific treatment.

Moral Reconciliation Therapy-Domestic Violence (MRT-DV) uses a workbook throughout the program; requires participants attend weekly

sessions; complete homework assignments prior to weekly group attendance and present testimonials in group. DV/IPV is offered to Veterans who may:

- ◀ have been ordered by the Court to complete Domestic Violence/Intimate Partner Violence treatment.
- ◀ have pending justice involvement issues, 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.
- ◀ the MRT-DV program is not an Anger Management program.

## Services Offered

Access to Domestic Violence/Intimate Violence treatment.



### Anticipated Length of Treatment:

Participants must attend a minimum of 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:

Milwaukee ..... 414-384-2000 ..... extension 44933

Appleton ..... 414-384-2000 ..... extension 47522



### Hours of Operation:

Monday through Friday, 8 a.m. to 4:30 p.m.



### Locations:

#### Milwaukee VA Medical Center

5000 W. National Avenue  
Milwaukee, WI 53295  
Building 43

#### Appleton VA Outpatient Clinic

10 Tri-Park Way  
Appleton, WI 54914

# Suicide Prevention Program

## Program Description

The Suicide Prevention Program is a team of mental health providers dedicated to preventing suicide. We provide enhanced care to Veterans who may be at high risk for suicide.

## Services Offered

- ◀ Frequent supportive contact
- ◀ Case Management
- ◀ Group Counseling
- ◀ Veterans Crisis Line follow-up
- ◀ Community education & outreach

The Suicide Prevention Team will work with each Veteran's treatment team to develop a care plan that includes frequent mental health contact to decrease suicidal crises and improve coping behaviors.

## Group Offerings

### Milwaukee VAMC

*The Coping, Understanding, Support & Prevention (CUSP) Group: A support group for those struggling with suicidal thoughts and feelings.*

Mondays & Wednesdays, 1:00-2:00 p.m.  
Building 43, check-in: Room 150

### Appleton CBOC

*Coping Skills Group: An educational series for Veterans to learn coping skills.*

Mondays, 2:00-3:00 p.m., Building 2

### Green Bay CBOC

*Coping Skills Group: An educational series for Veterans to learn coping skills.*

Tuesdays, 11:00 a.m.-Noon  
Behavioral Health Clinic



## Anticipated Length of Treatment:

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



## How to Access Service:

Contact a Suicide Prevention Coordinator:

Milwaukee/Union Grove .....414-384-2000..... extension 44939

Green Bay/Cleveland .....920-431-2500..... extension 72313

Appleton .....920-831-0070..... extension 47550

or Call the Veterans Crisis Line **Dial 911**, Press 1



## Hours of Operation:

Monday through Friday, 8 a.m. to 4:30 p.m.

24 hours day, 7 days a week



## Location:

### Milwaukee VA Medical Center

5000 W. National Avenue, Milwaukee, WI 53295 – Building 43

### Appleton VA Outpatient Clinic

10 Tri-Park Way, Appleton, WI 54914

### Green Bay VA Health Care Center

2851 University Avenue, Green Bay, WI 54311



# 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. **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.
- ◀ can live in a group environment and capable of basic self-care.
- ◀ would benefit from the structure and support of a residential treatment environment.
- ◀ have tried less restrictive treatment options (outpatient treatment).
- ◀ **Services Offered**
  - ◀ Comprehensive assessment
  - ◀ Individualized treatment planning
  - ◀ Group and individual therapy
  - ◀ Recreation groups and outings
  - ◀ Occupational therapy
  - ◀ Health & wellness promotion
  - ◀ Peer support



### 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 MHR RTP screening staff to arrange a screening interview to determine if admission is appropriate, 414-384-2000, extension 41851.

**Hours of Operation:**

24 hours day, 7 days a week

**Locations:****Milwaukee VA Medical Center**

5000 W. National Avenue

Milwaukee, WI 53295

Building 123

# 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 over learning 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.

**Locations:****Milwaukee VA Medical Center**

5000 W. National Ave.  
Milwaukee, WI 53295  
Building 43, 3<sup>rd</sup> floor

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## Psychosocial Rehabilitation and Recovery Center (PRRC)

**Program Description**

The PRRC combats 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 PRRC 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 PRRC 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:**

Length of treatment is individualized based on Veterans' unique goals and progress. Typical length of time in the program is 6-18 months.



### **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 through Friday, 8 a.m. to 4:30 p.m.



### **Locations:**

#### **Milwaukee VA Medical Center**

5000 W. National Ave.  
Milwaukee, WI 53295  
Building 43, 3<sup>rd</sup> floor

# 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, 3<sup>rd</sup> floor

# Vocational Rehabilitation Service (VRS)

## Program Description

The Vocational Rehabilitation Service (VRS) 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 VRS Programs:**

- ◀ **Compensated Work Therapy / Supported Employment (CWT/SE):** The CWT/SE Program is an evidence based program that helps Veterans with serious mental illness engage in competitive employment in the community. All vocational services are individualized according to what the Veteran needs which may include job development, employment applications, and job coaching.
- ◀ **Compensated Work Therapy / Transitional Work (CWT/TW):** The CWT/TW Program places Veterans either at community worksites or 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.
- ◀ **Compensated Work Therapy / Community Based Employment Services (CBES):** This program helps Veterans develop a resume, partners with job-searching efforts, assists with job applications, provides interviewing skill development. It also provides limited ongoing support once the Veteran obtains competitive employment. All vocational services are individualized according to what the Veteran needs.
- ◀ **Compensated Work Therapy / Transitional Residence (CWT/TR):** This is a nine-bed residential treatment program designed to combine vocational rehabilitation services with residential rehabilitation programming to help Veterans better transition into to community. Veterans need to be working in one of the above CWT Programs to be eligible.

## Services Offered

Veterans are assigned to work with a Vocational Rehabilitation Counselor.

Typical services include:

- ◀ Vocational Assessment to identify employment strengths and barriers
- ◀ Supported Education; Self-Employment; Computer Lab; Job Club
- ◀ Individual and group counseling to obtain and maintain employment
- ◀ Help with vocational goal-setting and career counseling
- ◀ Placement to provide an opportunity for work hardening and soft skill development
- ◀ Routine evaluation of progress
- ◀ Collaboration with Veteran's treatment team to effectively coordinate services to ensure the Veteran has the support necessary to achieve vocational goals





### Anticipated Length of Treatment:

Length of treatment is based on therapeutic needs and goals determined at assessment. This may change during treatment. Transition criteria assists those Veterans to next levels of care/services, and within the Vocational Rehabilitation Services programs. ***Expected results in any Vocational Rehabilitation Services program is obtaining competitive employment.***

## Chaplain Services

### Program Description

VA Chaplains offer spiritual, pastoral, emotional and/or social support to staff, patients and families. They use the insights and principles of psychology, faith, spirituality, and theology to support those of all and no faith. Chaplains are versed in many faiths across different cultures with each person's worldview, age, and background in mind.

### VA Chaplin Roles

VA Chaplains work with individuals, couple and families to provide support with:

- ◀ Crisis intervention/Suicide prevention
- ◀ Grief and bereavement
- ◀ Mental/Behavioral Health
- ◀ Family support
- ◀ Whole Health
- ◀ Moral injury recovery
- ◀ Pre-surgical and post-surgical
- ◀ Outpatient and long-term residential rehabilitation program services

### Worship Services:

- ◀ Protestant Service: Sunday at 10:00 a.m.
- ◀ Catholic Mass: Wednesday-Saturday at 4:00 p.m., and Sundays at 8:30 a.m.



### How to Access Service:

414-384-2000, extension 42160. After hours, contact the AOD.  
For more information, visit: [www.va.gov/milwaukee-health-care/chaplain-services/](http://www.va.gov/milwaukee-health-care/chaplain-services/)



### Hours of Operation:

Monday to Friday, 7:30 a.m. to 10:30 p.m. On call off-hours.  
Outpatient appointments available for patients and their families



### Location:

#### Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111 – Room D1010. Next to the Matousek Auditorium on the first floor.  
Enter through the chapel D1010 or Room 1570C.

# 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 Service:

414-434-1311

No appointment is necessary. Participants can walk-in, or they can call to schedule an appointment at 414-434-1311.



### Hours of Operation:

Monday through 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. (1st Saturday of the month)



### Location:

#### Milwaukee Vet Center

7910 N. 76<sup>th</sup> Street  
Milwaukee, WI 53223

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

# Mental Health Veteran 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.



### How to Access Service:

Contact the Milwaukee VA Local Recovery Coordinator at 414-384-2000, extension 46846



### Hours of Operation:

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



### Location:

#### Milwaukee VA Medical Center

5000 W. National Ave.

Milwaukee, WI 53295

Building 111

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.