

**CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

**CVAMC: ACUTE INPATIENT PSYCHIATRIC UNIT (58B)**

1400 Black Horse Hill Road

Coatesville, PA 19320

**For program Information, please call Mental Health Admissions RN  
(610) 384-7711 ext 2902**

**This program is for:** Veterans who require acute inpatient hospitalization for stabilization and treatment of mental illness.

**Available services:** Medication management, group workshops, recreation therapy/activities, and social work/discharge planning services.

**Who is eligible?** Veteran who was honorable discharged.

Referrals to our program come from: VA facilities, private hospitals psychiatric units/ER, self referrals.

\* Source: Acute Inpatient Psychiatry information verified via Unit Manager, Joseph Farquharson; 11/2012

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: BIOFEEDBACK CLINIC**

1400 Black Horse Hill Road  
Basement Bldg 7, Room B06  
Coatesville, PA 19320

**For program information, please call the Biofeedback Coordinator  
(610) 384-7711 ext x4944**

**Population served:** Inpatient and Outpatient Veterans

**Services:** The Biofeedback Clinic provides electromyographic (EMG), skin temperature (ST), skin conductance (SC), and heart rate variability (HRV) assessments and training; hypnotic assessments and self-hypnosis training; individual cognitive-behavioral therapy/counseling; and group relaxation/stress management/coping skill training for the variety of psychiatric and psychophysiological disorders including, but not limited to, anxiety, anger, panic, phobias, OCD, headaches, sleep disturbance, chronic pain syndromes, and other stress-related disorders.

**How to Refer:** Biofeedback Consult (Attention: Dr. Ron Pekala, PhD) needed from the treatment provider

\*Source: Biofeedback Clinic Information verified via Biofeedback coordinator, Dr. Pekala; 10/30/12

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: CASE MANAGEMENT/ MENTAL HEALTH INTENSIVE CASE MANAGEMENT (MHICM)**

1400 Black Horse Hill Road Building 57

Coatesville, PA 19320

**For program Information:** Please call Program Coordinator, Joseph Storz, at 610-384-7711 ext 4249

**Program Description:** The Coatesville VA Medical Center has a special program to help Veterans with mental illness live regular lives outside of big institutions. The goal is to increase community functioning and adaptation resulting in a better quality of life. The program uses intensive clinical case management with highly individualized treatment to meet special needs of Veterans.

The case management program provides care for Veterans with severe and persistent mental illness who no longer require Inpatient care services. Many of our Veterans have difficulty performing day to day tasks such as bathing, shopping, preparing meals, and managing their finances. They also have minimal support from friends and family.

Our goal is recovery, helping each Veteran develop the necessary skills to live as independently as possible. Care planning is individualized focusing on each Veteran's strengths and desires.

Each Veteran is assigned a case manager. The case manager helps the Veteran meet their daily challenges through teaching and counseling. The case manager may assist the Veteran with housing needs; teach the Veteran how to grocery shop and to use public transportation. The case manager also may teach basic planning and money management skills. In addition, the case manager coordinates care with the psychiatrist and primary care physicians assuring the Veteran's medical needs are met.

**Staff:** MHICM is a multidisciplinary team consisting of:

- Licensed Social Workers
- Registered Nurses and LPNs
- Administrative Assistants

**Services:**

- Helping to find housing
- Providing staff accessibility 24 -hours a day for emergencies
- Connecting Veterans to other services; example: medical clinics, providing Veterans with daytime activities
- Providing education about disease process, medications, health care issues, and community resources
- Supporting Veterans in times of stress
- Helping Veterans get along and communicate with families and friends
- Following Veterans as long as services are needed

**WE ARE LOOKING TO SERVE OUR HOSPITALIZED VETERANS WHO:**

- Have been identified to benefit from case management.
- Are, or have been hospitalized three or more times during the last 12 months.

MHICM accepts referrals through Coatesville VAMC Psychiatric managed care team.

\*Source: Case Management /MHICM Program information verified via Program Coordinator, J. Storz; 11/2012.

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: MENTAL HEALTH CLINIC (57A)**

1400 Black Horse Hill Road  
Coatesville, PA 19320

**This program is for:** Veterans needing psychiatric medication, counseling and psychotherapy for a wide variety of issues from serious mental illness to difficulty adjusting to a life stressor. Social work services are also available.

**Available services:** Individual and group psychotherapy, medication management, social work services.

**Who is eligible?** Enrolled and eligible outpatient veterans and military persons. Services are also available to eligible family members.

#### **Refer to this program by:**

1. Providers can place consults to outpatient psychiatry and/or outpatient psychology.
2. Veterans can be seen by a Social Worker through a consult; walk in clinic; or through a treatment team referral. Please call 610-384-7711 x6801 to verify walk-in hours.

**If you are a provider, please make sure that the Veteran is aware of the referral and is willing to attend within 14 days.**

All Veterans referred to the Mental Health Clinic must be seen within 30 days, per VA regulations. If Veteran cannot commit to this, provide them the telephone number for the front desk. They may call when ready or place the consultation at a later time when Veteran will follow-through. Please do not place the consultation without the Veteran's agreement.

### **CVAMC: PTSD CLINICAL TEAM**

The PTSD Clinical Team (PCT) is an outpatient program which specializes in assessing and treating veterans diagnosed with Post Traumatic Stress Disorder (PTSD). The PCT serves veterans from all eras and works with veterans who have both combat and non-combat PTSD. The PCT is composed of licensed Psychologists who have extensive training in specialized treatments for PTSD. The PCT is housed in the Mental Health Clinic, which is located on the first floor of Building 57 at the Coatesville VA Medical Center. The PCT also provides specialized services at Coatesville's two Community-Based Outpatient Clinics in Springfield and Spring City, PA. Daytime and evening appointments are available.

#### **Evidence-based Services offered by the PTSD Clinical Team include:**

- **Cognitive Processing Therapy** – Individual Cognitive Behavioral treatment for PTSD.
- **Seeking Safety Group Therapy**– Group therapy emphasizing coping skills for veterans diagnosed with PTSD and a substance use disorder.
- **Integrative Behavioral Couples Therapy** - Couples therapy that focuses on decreasing relationship distress in couples.
- **Prolonged Exposure Therapy** - Individual Cognitive Behavioral treatment for PTSD.
- **Eye Movement Desensitization and Reprocessing Therapy** – An intensive time-limited individual therapy that uses eye movements to help veterans process trauma associated with PTSD.

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

- **PTSD Coping Skills Groups** - Long-term groups providing support and coping skills to veterans diagnosed with PTSD.
- **Behavioral Sleep Improvement Workshop** – A time-limited workshop teaching veterans behavioral techniques to improve their sleep.
- **Anger Management Workshop** - A time-limited workshop teaching veterans behavioral techniques to better manage anger (available at the Springfield clinic only).

\*Source: Outpatient Mental Health Program & PTSD team Information verified via CVAMC Chief of Psychology, Dr. Cavicchia; Dr. Valentine & Dr. Inman and Molli Collacott, LCSW ; 11/2012

**CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

**CVAMC: NEUROPSYCHOLOGY AND PSYCHOLOGY ASSESSMENT SPECIALTY CLINIC**

1400 Black Horse Hill Road 57B  
Coatesville, PA 19320

**Population served:** Inpatient and outpatient Veterans referred for Neuropsychological assessment

**Services:** Neuropsychological assessment, psychological testing, individual neurocognitive rehabilitation, and weekly process oriented groups for persons with history of traumatic brain injury (TBI) or acquired brain injury (ABI).

**How?** Neuropsychology Consult (Attention: Donald Dow PhD) needed from VA treatment provider

\*Source: Neuropsychology and Psychology Assessment Specialty Clinic information verified via Supervisor, Dr. Dow; 11/2012

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: Occupational Therapy in Mental Health- Skills for job of living**

The ways in which we occupy our time is referred to as our occupations.

- Work
- School
- Instrumental activities of daily living
  - Housework
  - Taking medications as prescribed
  - Managing money
  - Shopping for groceries and clothing
  - Cooking and meal preparation
  - Transportation within the community
  - Community resources
- Social participation
- Leisure

### **Performance Components**

- Cognitive : Initiation of activity and sequencing
- Psychosocial and psychological components: Values, interests and self-concept
- Social: Social Conduct
- Self-Management: Coping skills and self control

**Mental Health Occupational Therapy Services:** Activities of daily living; Anger management  
Cognitive skills; Communication skills ; Community re-entry; Community resources; Cooking and  
nutrition; Coping skills; Discharge planning; Emotions; Exploration and performance of leisure time;  
Health and wellness; Home management; Independent skills; Instrumental activities of daily living;  
Interpersonal skills; Journaling; Life skills; Money management/budgeting; Pre-vocational skills; Reality  
orientation and reminiscence; Relapse prevention; Relationships; Role satisfaction; Safety awareness;  
Self-esteem/self-awareness/self-image; Sensory-motor awareness; Stress Management; Time  
Management.

### **Expansion of Occupational Therapy Mental Services at the VA**

Mental health occupational therapists are integral parts of inpatient and outpatient services.

- Acute inpatient psychiatric units
- Community resources/reintegration
- Compensated work therapy
- Home assessments
- Homeless Veterans programs
- Outpatient PTSD clinics
- Residential rehabilitation programs in substance use, general psychiatry and PTSD.
- Women's POWER program

**Modalities used to provide therapy include:** Community reintegration outings; Group therapy  
Individual sessions; Psycho-education; Skills training and retraining; Support and recovery groups;  
Therapeutic media; Therapeutic use of self

**Occupational Therapy Mental Health Staff:** Christine Woods, OTR/L @ 610 384-7711 x5261, Bldg  
69, Rm 124/Bldg 58, Rm B01

\*Source: Occupational Therapy in Mental Health information verified by Christine Woods, OTR/L; 12/2012

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: OPERATION ENDURING FREEDOM / OPERATION IRAQI FREEDOM/OPERATION NEW DAWN PROGRAM**

1400 Black Horse Hill Road 57A, Room 142

Coatesville, PA 19320

### **HEALTH CARE SERVICES FOR RETURNING COMBAT VETERANS**

The **U.S. Department of Veterans Affairs (VA)** provides needed health care, benefits, and support for returning service members.

**VA Healthcare – VISN4** is part of the U.S. Department of Veterans Affairs. We provide health care and social services to Veterans in Pennsylvania, Delaware, and several counties in West Virginia, Ohio, New Jersey and New York. There are 10 hospitals and nearly 50 community-based outpatient clinics in our network.

**This Program is for:** Veterans, including activated Reservist members of the National Guard, are eligible if they served on active duty or in a theater of combat operations during a period of War after the Gulf War and have been discharged under other than dishonorable conditions. (Service after 9/11/2001)

#### **Services Offered**

- Case Management
- Compensation and Pension
- Counseling Services
- Dental Services
- Domiciliary Programs
- Education
- Enrollment services
- Mental Health
- Primary Care
- Pharmacy
- Physical Therapy
- Prosthetics
- Social Work Services
- Women's Health
- Substance Abuse
- Sexual Trauma Services
- Stress Management
- Urgent Care

#### **Dental Care**

If a Veteran did not receive a pre-separation dental exam from the military, then the Veteran is eligible to receive a dental examination from VA within 180 days.

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#### **Establishing Combat Veteran Eligibility**

VA has promoted new eligibility rules that provide Active Component and Reserve Component personnel who served in designated combat zones (since 11/11/98). Note that free care refers to all service related to the Veteran's combat experience, even if there is insufficient medical evidence to conclude that such a condition is attributable to such service. Co-payments may be charged for treatment of non-combat related conditions.

The President has signed the National Defense Authorization Act into Law (1/29/08). Combat Veteran eligibility has been expanded from two years post discharge to five years post discharge. Contact your local VA for additional information.

#### **Combat Stress Can Remain Even After You Return Home**

Even after returning from a theater of combat, stress can significantly interfere with a Veteran's ability to relate to family, friends, and work. It can also affect other areas of daily functioning. The lingering effects of stress can be expressed as hostility, anger, trouble sleeping, and emotional numbing. Often times, work suffers due to absenteeism, fatigue, or impaired concentration.

If you feel you may be experiencing any symptoms related to combat stress or military sexual trauma, please contact your nearest VA health care facility.

#### **VA Centers in our Network**

There are twelve VA Vet Centers in our service area which may also be of assistance to returning service members. Vet Centers provide such services as neighborhood counseling for individuals and groups, and housing assistance. To find the closest VA Center, please contact the nearest VA medical center or check online at: [www.visn4.va.gov](http://www.visn4.va.gov).

**For program information contact:  
Stacey Castel MSW, LCSW, OEF/OIF/OND Program Manager  
(610) 384-7711 extension 6817**

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC: OPERATION ENDURING FREEDOM/ OPERATION IRAQI FREEDOM/OPERATION NEW DAWN PROGRAM

VA Medical Center Returning Service Members Coordinators

<u>Location</u>	<u>OEF/OIF/OND Program Managers /Telephone</u>	
Altoona	David Petrak	814-943-9164 EXT. 7215
Butler	Thomas Sousa	724-285-2493
Clarksburg	Matthew Dalrymple	1-800-733-0512
Coatesville	Stacey Castel	610-384-7711 EXT. 6817
Erie	James Miller	814-860-2965
Lebanon	Katie Reesor	1-800-409-8771 EXT.5954
Philadelphia	Emmanuel Estacio	215-823-5800 EXT. 6860
Pittsburgh	Misty Shields	412-822-2363
Wilkes-Barre	Sandra Dompkosky	570-824-3521 EXT. 4297
Wilmington	Sarmite Tyus	302-994-2511 EXT. 4810
VISN POC	William Cress	412-822-3425

#### **Transition Patient Advocates – East**

Maria Williams 215-796-2190

Steve L. Wilson 215-796-2285

#### **Transition Patient Advocates – West**

Richard “Buzz” Bryan 412-302-4817

Bill Smathers 412-551-9651

\*Source: Operation Enduring Freedom/ Operation Iraqi Freedom/Operation New Dawn Information verified via Program Coordinator, Stacey Castel, LCSW; 11/2012

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: POWER PROGRAM**

**This program is for:** Eligible female veterans with substance abuse disorders, mental health problems and homelessness. **The Power of Women Embracing Recovery** program (POWER) is primarily a dual diagnosis treatment program.

**Available services:** Admission assessments (history and physical, nursing admission assessment, behavioral assessment, psychosocial assessment, recreational assessment); detoxification; recreational activities; Individual and Group Therapy including CBT, DBT, anger management; Art Therapy; Music Therapy; Relaxation and Stress Reduction; Life Skills Training; Vocational Rehabilitation; Nutrition Counseling; and psycho-educational classes. The treatment philosophy is based on a 12-step approach and relapse prevention. The length of stay varies, depending on individual needs, but may run up to 90 days if necessary.

#### **Who May Receive Services? Who is eligible?**

- Female veterans that require detoxification from alcohol, opiates or methadone.
- Female veterans that are seeking substance abuse treatment for alcohol abuse or other substances (opiates, benzodiazepines, cocaine, marijuana, etc.)
- Female veterans with mental health issues including such disorders as PTSD, bipolar disorder, schizophrenia, anxiety, depression.
- Female veterans who are homeless.
- Female veterans who have been unsuccessful in an Outpatient setting.

**For more information and admission,** please contact CVAMC call center: 610-384-7711, ext. 4239/3349 Mon-Fri 7am-6pm (normal business hours); leave voice mail after hours

\*Source: POWER program info verified via Director, Dr. Brown;12/2012

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### **CVAMC: POST-TRAUMATIC STRESS DISORDER RESIDENTIAL REHABILITATION AND TREATMENT PROGRAM**

#### **What is PTSD?**

Posttraumatic Stress Disorder (PTSD) is a reaction to intense traumatic events that threaten or cause death or injury to you or other people. It can be caused by natural disasters, fires and accidents, but the fear, horror and helplessness of war is tailor-made for the development of PTSD. Some of the symptoms are:

- Recurring painful thoughts and memories
- Nightmares and sleep problems
- Painful feelings when confronted with reminders
- Feeling alienated from and distrustful of others
- Difficulty with intimacy and feeling love
- Irritability or outbursts of anger
- Painful guilt and grief feelings

**How does Psychotherapy help?** "You can't change the past, so how can talking about it help?" True, what happened cannot be changed, but the painful feelings and symptoms of PTSD are happening now, and can be changed. Talking about and reexamining trauma with professionals experienced in the treatment of war stress can lead to resolution of war issues, relief from emotional pain and symptoms and resumption of a more satisfying lifestyle. Therapy for these issues is much different than just thinking or talking about them.

**The Program:** The Coatesville PTSD Program was established in 1982. It is one of the oldest PTSD programs in the country, and we continually seek to improve our effectiveness based on the latest research on PTSD treatment. The program is open to women and men Veterans of all American wars and combat operations who are dealing with combat-related PTSD.

The program provides a safe, supportive environment on an open ward setting with a length of stay based upon the needs of the individual veteran. We provide a wide range of therapeutic services including:

- Individual Psychotherapy
- Group Psychotherapy
- Family and Marital Therapy
- Classes on Anger Management and Assertiveness; Guilt; Grief; Isolation; Depression; Sleep Management; Mindfulness Meditation; and Relapse Prevention
- Alcohol and Drug groups
- AA, NA and 12 step Groups

**Does it work?** Research indicates that treatment can be highly effective for the individual willing to commit to working in the program with the goal of recovery.

**Eligibility:** The PTSD Program is open to honorably discharged men and women Veterans of all American wars and combat operations who are suffering from combat-related PTSD.

**Application to the program:** If you have an Outpatient therapist, then have them call us for referral information. If you do not have a therapist, please call the number at the end of this brochure. We will arrange an evaluation interview to determine if the program is the best treatment option for your

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: POST-TRAUMATIC STRESS DISORDER RESIDENTIAL REHABILITATION AND TREATMENT PROGRAM**

condition. The program is drug and alcohol free, and any issues with drug and alcohol abuse must be addressed prior to admission.

**Veterans' Benefits:** Admission to our program is not necessary or particularly helpful in claims for service-connected disability. Our goal is to treat PTSD and to help you live a more satisfying and effective life. We make no determinations of disability or employability. Filing a claim for disability is most readily done by contacting a Veterans Service Representative at your nearest VA facility.

**Our Goal:** Many veterans try to medicate themselves with alcohol and drugs without success, and believe they are stuck with these problems. Participating in therapy for PTSD is hard work, but treatment does help. We will do our best to help you improve the quality of your life, and to recover from the trauma of war.

**For more information, contact:  
Admissions Coordinator, PTSD Program  
Coatesville VA Medical Center  
1400 Black Horse Hill Rd.  
Coatesville, PA 19320  
610-384-7711, extension 4029**

Please call between the hours of 8am and 4pm  
Coatesville VA Medical Center

#### **Posttraumatic Stress Disorder Clinical Team**

The **PTSD Clinical Team at the Coatesville VA Medical Center** provides individual, group and family counseling on an Outpatient basis. Services are provided to both combat and non-combat Veterans including Veterans with Military Sexual Trauma (MST). Daytime and evening hours are available.

**For more information contact David Inman, PhD at  
610-384-7711 ext 6833.**

\*Source : PTSD RRTP information verified via Director of PTSD program, Dr. Whitney ; 11/2012

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC: RECOVERY AND PEER SUPPORT RESOURCES /SERVICES

#### GENERAL INFORMATION

##### Coatesville VA Medical Center

1400 Blackhorse Hill Road, Coatesville PA  
610-384-7711 or 1-800-290-6172  
www.coatesville.va.gov

##### CVAMC Community Based Outpatient Clinics:

**Springfield Outpatient Clinic**  
194 West Sproul Road, Suite 105  
Springfield, PA

**Spring City Outpatient Clinic**  
11 Independence Drive,  
Spring City, PA

- **Veterans Crisis Line**, call 1-800-273-8255 (TALK)
- **Eligibility information**, call 610-384-7711 ext. 5008 or 5034
- **For urgent care or admissions**, call 610-384-7711 ext. 5060
- **To schedule all appointments, contact call center** @ 610-384-7711 ext. 4239/3349 Mon-Fri 7am-6pm (normal business hours); leave voice mail after hours
- **National Caregiver Support Line** at 1-855-260-3274, Monday through Friday from 8am to 11pm ET, and Saturday from 10:30am to 6pm ET.
- **Homeless Veteran Hotline**, call toll-free 1-877-424-3838 \* <http://www.nationalresourcedirectory.gov>; on line "live chat": <http://www1.va.gov/homeless>

#### WHAT IS RECOVERY?

As defined by the Substance Abuse and Mental Health Services Administration or **SAMHSA**, **recovery from mental illness and substance use disorders** is a process of change through which individuals improve their **health and wellness**, live a **self-directed life**, and strive to reach their **full potential**. Through its Recovery Support Strategic Initiative, SAMHSA also identifies **four dimensions that support a life in recovery**:

- **Health:** Overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way.
- **Home:** A stable and safe place to live.
- **Purpose:** Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society.
- **Community:** Relationships and social networks that provide support, friendship, love, and hope.

#### CVAMC VETERANS RESOURCE GUIDE

- **Is there a CVAMC Veterans Resource Guide & is it available on the Coatesville website?**

Please visit <http://www.coatesville.va.gov> to access an online version of this document ; Scroll to bottom of page under RESOURCES & go to Veterans Resource Guide. The 2013 guide will be available in February, 2013.

- **Where can I obtain hard copies of the CVAMC Veterans Resource Guide?**

To place orders, please call 610-384-7711 ext. 5044.

#### OUTPATIENT GROUPS & WORKSHOPS

##### (MENTAL HEALTH, SUBSTANCE USE, MEDICAL & SPIRITUALITY)

Veteran's mental health treatment provider coordinates with Veteran, family members & treatment team to create an individualized integrated treatment plan . The plan addresses the mental health, substance use, medical & spiritual needs of the Veteran. This typically may include, but is not limited to:

- Evidence-based psychotherapies (individual, conjoint, marital, family &/ group treatment) ;
- Case management, which may include community reintegration outings;
- Medication evaluation/treatment.

We offer a variety of outpatient groups, events and workshops. The intensity and frequency of services are individualized, dependent on the Veteran's needs. **Following groups, meetings, events and workshops are**

offered:

### CAREGIVER & FAMILY SUPPORT GROUPS/WORKSHOPS

- **Caregiver Telephone Support Group**-For Caregivers of all ERA Veterans with Chronic Medical Illnesses and Mental Health conditions. Twice a month on Wednesdays, 10:30 -11:50 am. For information and registration, contact Caregiver Support Coordinator, Maureen Miller, 610-384-7711 ext. 5600.
- **Caregiver Support Group (Dementia)** -For family caregivers of Veterans with dementia offered second Tuesday of the month at CVAMC, 138B Community Living Center @ 11am. For information and registration, contact group facilitator: Melanie Challstrom @610-384-7711 ext. 3105.
- **Caregiver Support Group (PTSD)** (90 minutes) –For family, partners and friends of veterans with PTSD. Offered at CVAMC, Building 57B, Room 221A, every first and third Monday @ 2:30pm to 4pm. For information and registration, contact group facilitator: Dr. Hertz @ 610-384-7711 ext. 6821.
- **Caregiver support group (Visual Impairment)**- For family & friends of veterans with visual impairment. For information and registration, contact group facilitator: Dr. Hertz @ 610-384-7711 ext. 6821.
- **Support And Family Education (SAFE)**- SAFE is a support and education program for family members living with a Veteran who has a mental health and/or substance use condition. First Wednesday of every month from 5:30-7:00 pm at CVAMC Outpatient Mental Health Clinic, Building 57A, Room 150. January program will be offered January 9 on Psycho-education about mental health and substance use disorders (co-occurring disorders). For information or registration, contact group facilitator: Audrey Hall, LCSW, at 610-384-7711 ext. 5669 or Audrey.hall2@va.gov.
- **Developing Empathy for the Lived Experience of Psychiatric Disability: A Simulation of Hearing Distressing Voices**-This 3-hour training is a unique learning opportunity with participants experiencing what is commonly referred to as auditory hallucinations. Offered on grounds of Coatesville VAMC, Building 38, Room 224. Dates: 4-16-13 , 8-20-13 & 12-10-13; all trainings from 9am-12:30. This workshop is for Veterans, family members, VA staff, veteran service organizations, community mental health providers/agencies, certified peer specialists, WRAP facilitators and advocacy groups. *Please Note: This training is designed for only “non-voice” hearers.* For information or registration, contact , Audrey Hall LCSW at 610-384-7711 ext. 5669 or Audrey.hall2@va.gov.

### DIVERSITY & SPIRITUALITY GROUPS

- **Lesbian, Gay, Bisexual & Transgender Support Group**- LGBTQ outpatients and inpatients every Monday @ 1:00 pm@ CVAMC Building 57B, Room 221A. For information and registration, contact group facilitator: Dr. Moon @ 610-384-7711 ext. 2825 & Dr. Rife-Freese@ 610-384-7711 x 6827.
- **Women's Spirituality Group** -Open to all women veterans (mandatory for Power Program) every Wednesday @ 4pm. For information or registration, contact group facilitator: Chaplain Joyce; 610-384-7711 ext. 3482.

### SUPPORT GROUPS FOR HEALTH/MEDICAL ISSUES

- **Behavioral Sleep Workshop**-Veterans with sleep disturbances. Offered at CVAMC Outpatient Mental Health Clinic, Building 57A, every Monday@ 2:30 pm. For information and registration, contact group facilitator: Dr. Inman @ 610-384-7711 ext. 6833.
- **Brain Injury Group** – For veterans with traumatic brain injury; the group focuses on emotional adjustment associated with changes in cognitive functioning. Offered at the CVAMC Neuropsychology Clinic, Building 57B, every Tuesday @ 11:00 am. For additional information, contact Laura Fahringer x 2835 or Dr. Dow @ 610-384-7711 ext. 2833.
- **Cognitive Behavioral Weight Management (MOVE)**- (12 modules) every Wednesday@ 1:00 pm. OR Thursday@ 9:00 am. For information and registration, contact group facilitator: Dr. Pekala or Biofeedback staff @ 610-384-7711 ext. 4944.
- **Smoking Cessation Support Group**- Quitting or cutting back on tobacco every Wednesday @1:00 pm. For information or registration, contact group facilitator: Dr. Pekala @ 610-384-7711 ext. 4944.

- **Visual Impairment support group** -Veterans with visual impairments meets quarterly on Wednesdays @ 1pm. For information or registration, contact group facilitator: Michelle Focht, LCSW @ 610-384-7711 ext. 6222.

**WELLNESS RECOVERY AND PEER SUPPORT GROUPS  
(FOR MENTAL HEALTH, CO-OCCURRING DISORDERS & SUBSTANCE USE)**

- **Cognitive Behavioral Therapy Group (CBT)**- Increase awareness of thoughts and the interaction between thoughts, feelings, and behaviors. Offered at CVAMC Outpatient Mental Health Clinic, Building 57A, Room 150 every Tuesday @ 1:00 -2:00 pm. For information and registration, contact group facilitator: Dr. Rife-Freese @ 610-384-7711 x 6827.
- **Coping Skills Group**- Build skills to manage emotions, stress, and mental health symptoms. Offered at CVAMC Outpatient Mental Health Clinic, Building 57A, Room 150, every Friday@ 1:00 -2:00 pm. For information and registration, contact group facilitator: Dr. Rife-Freese @ 610-384-7711 ext. 6827.
- **Group Psychotherapy for People with Anxiety(90m)**- anxiety management education and coping skills. Offered at CVAMC Outpatient Mental Health Clinic, Building 57B, every Monday@ 10:30 AM. For information and registration, group facilitators: Dr. Valentine @ 610-384-7711 x6831& Dr. Kerr @ 610-384-7711 ext. 6826.

➔ **HUD/VASH Groups:**

- **HUD/VASH and Peer Support group**- open discussion, support and education to benefit Veterans at various stages in their recovery from mental illness, substance use and homelessness. Offered every Tuesday @ 1:00-2:00 pm at CVAMC, Bldg 7 (basement), Rm B11. Veterans must be enrolled in HUD-VASH program. No registration required ; just show up. For information , contact group facilitators: Robin Handwerker, LCSW @ 610-384-7711 ext. 5632, Pat White, LCSW @ 610-384-7711 ext. 5624 and Certified Peer Specialist, Robert Todd @ 610-384-7711 ext. 2251.
- **HUD/VASH Substance Use Disorders Support group**- open discussion and facilitated to benefit Veterans at various stages in their recovery from substance use and homelessness. Offered every Tuesday @ 10:15-11:15 am at CVAMC, Bldg 57B, Rm 225. Veterans must be enrolled in HUD-VASH program. No registration required; just show up. For information , contact group facilitator: Shawn Rogan @ 610-384-7711 ext. 2804.
- **Substance Use Disorders Support Group** – For Veterans with substance use history which includes, but is not limited to: Veteran enrolled in HUD-VASH program;, Veterans recently discharged from inpatient substance use treatment unit; those with long periods of abstinence, and those who continue to manage with substance use difficulties. Offered @ Springfield VA Outpatient clinic, Crozer Keystone Healthplex @ 194 W. Sproul Rd, Suite 105, every Wednesday from 10am-11 am. No registration required; just show up. For information, contact group facilitator: Shawn Rogan @ 610-384-7711 ext. 2804.

- **Illness Management and Recovery (IMR)** –Increase mental illness awareness and develop coping strategies. Offered at CVAMC Outpatient Mental Health Clinic, Building 57A, Room 150 every Thursday@ 11:00 am. For information and registration, contact group facilitator: Dr. Rife-Freese @ 610-384-7711 ext. 6827.

• **Occupational Therapy (OT):**

- **Occupational Therapy (OT) Therapeutic Media Program** is a Mental Health group which incorporates various media/crafts to improve decision making, focus & concentration, socialization, stress management, self esteem, problem solving, and self expression. For information and registration, contact Chris Woods, OTR/L @ 610-384-7711 ext. 5261.
- **Occupational Therapy (OT) Life Skill Program** - provides therapy with a group focus on a variety of everyday issues determined by the group member's needs, such as: cognitive skills, money management, independent skills, self image, interpersonal skills, values, relapse prevention, and community intervention/reentry trips. For information and registration, contact Chris Woods, OTR/L @ 610-384-7711 ext. 5261 .

➔ **Peer Support Continuing Education** at the medical center and in the community. Anyone is welcome to attend.

No registration required; just show up! *Next trainings:*

- 1/16/13 @ 1-4 PM on ***Ethics, Boundaries & Relationships*** (3 CE hrs) @ Coatesville VAMC @ 1400 Black Horse Hill Road, Building 5, Room 3, Coatesville;
- 3/20/13 @ 1- 4 pm on ***Depression, Grief and Loss*** (3 CE hrs) @ Government Services Center, 601 Westtown Rd., room 171, West Chester;
- 5/15/13 @ 1-4 pm on ***May is Mental Health Awareness Month: Recovery Stories & Overcoming Stigma*** (3 CE hrs) @ Coatesville VAMC @ 1400 Black Horse Hill Road, Building 5, Room 3, Coatesville;
- 7/17/13 @ 1-4 PM on ***Spirituality & Recovery*** (3 CE hrs) @ Government Services Center, 601 Westtown Rd., room 170, West Chester;
- 9/18/13 @ 1-4 PM on ***Handing Challenging Situations*** (3 CE hrs) @ Coatesville VAMC @ 1400 Black Horse Hill Road, Building 5, Room 3, Coatesville ;
- 11/20/13 @ 1-4 PM on ***Relapse & Recovery*** (3 CE hrs) @ Government Services Center, 601 Westtown Rd., room 170, West Chester;

For more information or questions, please contact: Audrey Hall MSW, LCSW at Audrey.hall2@va.gov OR (610) 384-7711 ext. 5669 for services offered at Coatesville VAMC.

- **Post-Traumatic Stress Disorder Support groups:**

- **PTSD Basic Training**-(drop in ) veterans new to PTSD treatment - 8 modules (friends and family may also attend) every Monday @ 1:00 pm. For information, contact group facilitator: Dr. Inman @ 610-384-7711 ext. 6833.
- **Non-combat PTSD 12-step Support Group** every Thursday @ 4:00 pm. For information and registration, contact group facilitator: Chaplain Joyce @ 610-384-7711 ext. 3482.
- **Combat PTSD 12-step Support Group** every Tuesday@ 4:00 pm. For information and registration, contact group facilitator: Chaplain Ballantyne @ 610-384-7711 ext. 3475.
- **PTSD Support Group**-combat PTSD group with Post-Traumatic Stress Disorder (PTSD) @ at CVAMC Outpatient Mental Health Clinic, Building 57A, every Monday @ 10:00 am OR Tuesday @ 10:00 am OR Wednesday @ 11:00 am. For information or registration, contact group facilitator: Dr. Inman @ 610-384-7711 ext. 6833.
- **PTSD Support Group**-combat PTSD @ CVAMC Outpatient Mental Health Clinic, Building 57A, every Wednesday @ 9:00 am. For information or registration, contact group facilitator: Dr. Kerr @ 610-384-7711 ext. 6826.
- **PTSD Support Group**-combat support group for Veterans with Post-Traumatic Stress Disorder (PTSD) @ CVAMC Outpatient Mental Health Clinic, Building 57A, every Friday @10:00 am. For information or registration, contact group facilitator: Dr. Noce @ 610-384-7711 ext. 6823.

- **Seeking Safety Groups:**

- **Seeking Safety**- combat PTSD and addiction. For information or registration, contact group facilitators: Dr. Valentine @ 610-384-7711 ext. 6831 & Dr. Hertz @ 610-384-7711 ext. 6821.
- **Seeking Safety (men)**- non-combat PTSD and addiction (men with interpersonal trauma) @ CVAMC Outpatient Mental Health Clinic, Building 57A, every Tuesday @ 2:15 pm. For information or registration, contact group facilitator: Dr. Sudol @ 610-384-7711 ext. 6830/6328

- **Substance Use Disorders Outpatient (SUD OP) program:**

- The **SUD OP program** is designed for Veterans who are in recovery from substance use. Participating Veterans may be from the community or may reside in one of the Grant and Per Diem programs on the campus of Coatesville VAMC. Veterans who participate in the SUD OP program may have recently completed residential substance abuse treatment, and/or be either early or late in recovery. The SUD OP program offers both an Intensive Outpatient (IOP) program, with groups and workshops running from 8:15am through 2:00pm daily, as well as a more traditional outpatient program, with participation expected in between one to three process groups weekly. Individual outpatient sessions are also provided by the SUD OP clinical staff by Veteran request, or as clinically indicated. SUD Outpatient staff have the credentials needed to do Drug and Alcohol Evaluations required for legal issues, including DUI's.
- **Orientation Group:** This drop-in group meets every Wednesday at 1:00pm in Building 57B, Room 255. Every Veteran enrolling in the SUD OP program must attend the Orientation Group, although with SUD OP staff permission, it is possible to begin attending other groups and programs prior to attending Orientation. Although Veterans can show up without prior notice, it is preferable to register in advance. Veterans (or providers) can call Chuck Palmer at 610-384-7711, ext. 6839 to register.

- **Community Meeting:** This brief group experience assists participating Veterans with orienting to the day's program and prepares them to participate in the rest of the activities of the day. Community Meeting is held at 8:15am daily.
- **SUD OP Process Groups:** held Monday through Thursday at 9:00am. The **Phase I** process group meets in the 57B Center Day Hall. **Phase II** and **Phase III** process groups are assigned following graduation from the Phase I process group. Phase I process group members are eligible for graduation after they have attended 20 group sessions.
- **Men's Group:** held Fridays at 9:45am. This process group focuses on issues that are specific to men in our Society, as they navigate the challenges inherent in maintaining a recovery-oriented lifestyle.
- **SUD OP Psychoeducational Workshops** focus on a variety of topics related to recovery and facilitating successful adjustment without resorting to relapse. They are held daily Monday through Friday, at 10:15am and 1:00pm. Topics covered include relapse prevention; medical aspects of addiction and recovery; social work resources; financial management skills; social skills; and leisure education (such as creation of artistic productions and participation in recreational activities). *Participants in these psychoeducational workshops generally also attend one or more of the process groups held earlier in the day.*

- **Stress Management Groups:**

- **Stress Management Education** -Inpatients and outpatients by referral (8 modules) every Monday, Tuesday, Wednesday and Thursday @ 3:00 PM. For information or registration, contact group facilitator: Dr. Pekala @ 610-384-7711 ext. 4944.
- **Stress Management Support Group-** Learn and practice stress management skills (outpatients) every Tuesday@ 1:00 PM. For information or registration, contact group facilitator: Dr. Pekala @ 610-384-7711 ext. 4944.

- **Wellness Recovery Action Plan Groups & Workshops:**

- **Wellness Recovery Action Plan (WRAP)-** Increase awareness and management of mental health symptoms. Offered at CVAMC Outpatient Mental Health Clinic, Building 57A, Room 150 every Monday @ 11 am. For information or registration, contact group facilitator: Dr. Rife-Freese @ 610-384-7711 ext. 6827.



- **Wellness Recovery Action Plan (WRAP) & Peer Support-** Support from your peers; increase awareness and management of mental health and substance use symptoms every Monday from 1pm to 2 pm at Coatesville VA Medical Center, Bldg 7, Room B11 will be expanded to any woman Veteran receiving VA services through the HUD/VASH program, POWER program, Outpatient Mental Health Clinic or the Mary E. Walker House. For information or registration, contact group facilitator, Audrey Hall LCSW at 610-384-7711 x ext. 5669.



- **3 Day Wellness Recovery Action Plan (WRAP) Training** at the medical center and in community. Anyone is welcome to attend: Consumers, friends, Veterans, family members, community mental health providers, advocacy groups & Veteran service organizations. *Next trainings:*
  - ✓ 2/25/12, 2/26/13 & 2/27/13 from 8-4 daily @ Coatesville VAMC, 1400 Blackhorse Hill Road, Building 5, Room 3, Coatesville. Registration required with Recovery/Peer Support Coordinator, Audrey Hall LCSW at 610-384-7711 ext. 5669 or [Audrey.hall2@va.gov](mailto:Audrey.hall2@va.gov).
  - ✓ 6/25/13, 6/26/13 & 6/27/13 from 8:30-5 daily @ Community Crossroads Peer Support Center @ 825 Paoli Pike, Room, 3<sup>rd</sup> floor, West Chester, PA. Registration required with Dorinda Westmoreland @ [dwestmoreland@chesco.org](mailto:dwestmoreland@chesco.org) OR 610-344-6265 for services offered at Community Crossroads Peer Support Center.
  - ✓ 10/29/13, 10/30/13 & 10/31/13 from 8-4 daily @ Coatesville VAMC, 1400 Blackhorse Hill Road, Building 5, Room 3, Coatesville, PA. Registration required with Recovery/Peer Support Coordinator, Audrey Hall LCSW at 610-384-7711 ext. 5669 or [Audrey.hall2@va.gov](mailto:Audrey.hall2@va.gov).

**\*\*Special thanks to Dr. Katari Brown** for her assistance in compiling above list of outpatient groups.



**PEER SUPPORT SERVICES**

- **This program is for:** All Veterans pursuing recovery from mental illness or substance use disorders will have access to Peer Support Services. All Veterans enrolled in VA health care are eligible to see a Certified Peer Specialist.
- **Available services:** Individual, group and community reintegration meetings are available by trained Certified Peer Support Specialists.
- **Peer Support Resource Groups** - Veteran education on recovery and peer support resources available at Coatesville VAMC and in the community. These groups currently are offered at Coatesville VAMC Inpatient programs and at residential homeless programs operated by community organizations on the grounds of Coatesville VAMC:
  - **Acute inpatient mental health program (58B)** offered every Thursday @ 2-3 pm effective 1/3/13.
  - **Homeless Domiciliary Residential Rehabilitation Treatment programs (7A & 8A)** offered first Thursdays of every month on 8A Dayroom @ 9-9:45 am effective 1/3/13.
  - **Substance Abuse Treatment Unit (SATU: 39A/B)** offered every three weeks during resource group on Friday @ 8:30-9 am, Bldg 39B, Center day room effective 1/4/13.
  - **Women's POWER program (8A)** offered 1<sup>st</sup> Thursday of every month @ 8:30 am during WRAP group at Bldg 8A, 2<sup>nd</sup> floor, POWER day room, effective 1/3/13 for Veterans residing in program. For information, contact group facilitator, Audrey Hall, LCSW @ 610-384-7711 ext. 5669.
  - **Fresh Start** - offered first Tuesdays of every month @ 8am, Bldg 10, effective 1/8/13 for Veterans residing in program. No registration required; just show up For information, contact group facilitator, Robert Todd, CPS @ 610-384-7711 ext. 2258.
  - **Independence Hall** - offered last Wednesdays of every month @ 2-3pm @ Bldg 4A effective 1/30/13 for Veterans residing in program. No registration required; just show up. For information, contact group facilitator, Francis Green, CPS @ 610-384-7711 ext. 2258.
  - **LZ11**- offered last Wednesday of every month @ Noon @ Bldg 6A, 6B day room effective 1/30/13 for Veterans residing in program. No registration required; just show up For information, contact group facilitator, Robert Todd, CPS @ 610-384-7711 ext. 2258.
  - **Mary Walker House**- offered 1<sup>st</sup> Friday of every month @ 3 pm at Bldg 9, 2<sup>nd</sup> floor, effective 1/4/13 for Veterans residing in program. No registration required; just show up For information, contact group facilitator, Audrey Hall, LCSW @ 610-384-7711 ext. 5669.
- **For an appointment** (individual coaching, community reintegration meetings), you may contact Social Work Services at 610-384-7711 ext. 5155. Coatesville VAMC's Certified Peer Specialists/WRAP facilitators also may be contacted directly: Francis Green at 610-384-7711 ext. 2258 ; Robert Todd at 610-384-7711 ext. 2251.
- **For program information**, contact Recovery/Peer Support Coordinator, Audrey Hall LCSW at 610-384-7711 ext. 5669

### **MORE PEER SUPPORT SERVICES: SCRATCH TEAM**

Under the oversight of Dr. Steven Chambers, the Scratch Team was founded several years ago by a group of Veterans who had been through the domiciliary and transitional housing programs.

- **The goal of the Scratch Team** is to provide support to current Veterans in our domiciliary and transitional housing programs through the sharing of real life experiences. The Scratch Team members volunteer their time to meet on a twice weekly basis to provide peer counseling to Veterans in Homeless Domiciliary one night and Fresh Start on the other night.

- Through these **meetings and quarterly "Keeping It Real Forums"**, Scratch Team members have shared how they and other Veterans started from scratch and are highly productive citizens in the local community.
- **New residents** are provided with an opportunity to meet the domiciliary alumni and interact with them about real life experiences – what to do and not do in their quest for recovery and healthy living in the community.
- **Scratch Team members:** Derrick Davis, Robert Rogers, Crystal Allen, Charles Wilcox, Stardetta Hatton, and Sterling Davis.
- **Dates/Times/Locations:** Every Thursday 6-7pm, Homeless Domiciliary – Bldg 7A Dayroom; Every Tuesday 6-7 pm, Fresh Start - Bldg 10 Dayroom; Scratch Team conducts quarterly "Keeping It Real Forums" / "Chat & Chews" and an Annual Unity Cook-Out all in the Great Hall typically on the 5<sup>th</sup> Tuesdays of the month.
- **For more Information,** Contact Dr. Steven Chambers @ 610-384-7711 ext. 5656.

#### COATESVILLE VAMC'S COMMITMENT TO PRINCIPLES OF RECOVERY

1. **RECOVERY EMERGES FROM HOPE:** The belief that **recovery is real** provides the essential and motivating message of a better future – that people can and do **overcome** the internal and external **challenges, barriers, and obstacles** that confront them.
2. **RECOVERY IS PERSON-DRIVEN:** **Self-determination** and **self-direction** are the foundations for recovery as individuals define **their own life goals** and design **their unique path(s)**.
3. **RECOVERY OCCURS VIA MANY PATHWAYS:** Individuals are **unique with distinct needs, strengths, preferences, goals, culture, and backgrounds** : including trauma experiences that affect and determine their pathway(s) to recovery. Abstinence is the safest approach for those with substance use disorders.
4. **RECOVERY IS HOLISTIC:** Recovery encompasses an individual's **whole life**, including **mind, body, spirit, and community**. The array of services and supports available should be **integrated** and **coordinated**.
5. **RECOVERY IS SUPPORTED BY PEERS AND ALLIES:** **Mutual support** and **mutual aid groups**, including the sharing of experiential knowledge and skills, as well as social learning, play an invaluable role in recovery .
6. **RECOVERY IS SUPPORTED THROUGH RELATIONSHIP AND SOCIAL NETWORKS:** An important factor in the recovery process is the presence and involvement of **people who believe in the person's ability to recover; who offer hope, support, and encouragement;** and who also suggest **strategies and resources for change**.
7. **RECOVERY IS CULTURALLY-BASED AND INFLUENCED :** **Culture** and **cultural background** in all of its **diverse** representations, including **values, traditions, and beliefs**, are keys in determining a person's journey and unique pathway to recovery.
8. **RECOVERY IS SUPPORTED BY ADDRESSING TRAUMA :** Services and supports should be trauma-informed to foster safety (physical and emotional) and trust, as well as promote **choice, empowerment, and collaboration**.
9. **RECOVERY INVOLVES INDIVIDUAL, FAMILY, AND COMMUNITY STRENGTHS AND RESPONSIBILITY:** Individuals, families, and communities have **strengths** and **resources** that serve as a foundation for recovery.
10. **RECOVERY IS BASED ON RESPECT :** **Community, systems, and societal acceptance and appreciation** for people affected by mental health and substance use problems – including **protecting** their **rights** and **eliminating discrimination** – are crucial in achieving recovery --- ([www.samhsa.gov/](http://www.samhsa.gov/))

**CVAMC: MENTAL HEALTH INFORMATION SHEET (HOTLINE NUMBERS)**

EMERGENCIES DIAL	911
NATIONAL VETERANS CRISIS HOTLINE	1-800-273-TALK (8255)

**LOCAL AND COUNTY MENTAL HEALTH CRISIS NUMBERS**

BERKS COUNTY	610-236-0530
BUCKS COUNTY	<b>Upper:</b> 215-257-6551 <b>Central:</b> 215-345-2273 <b>Lower:</b> 215-785-9765
CHESTER COUNTY	610-918-2100
CHESTER COUNTY TOLL FREE	877-918-2100
DELAWARE COUNTY	(North) 610-237-4210
DELAWARE COUNTY	(South) 610-447-7600
LANCASTER COUNTY	717-394-2631
LEBANON COUNTY	717-274-3363
MONTGOMERY COUNTY	610-279-6100
PHILADELPHIA COUNTY	215-685-6440
NORTHERN DELAWARE	(800) 652- 2929
NORTHERN DELAWARE	(800) 354-6785
SOUTHERN NEW JERSEY	856-428-HELP (4357)

\*Sources: Recovery & Peer Programs information verified via Recovery/Peer Support Coordinator, Audrey Hall, 12/2012;  
Mental Health Information Sheet information verified via MSW intern, Emily Seitz; 12/2012

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC: Substance Use Disorder (SUD) Case Management

#### What is SUD Case Management?

- SUD = Substance Use Disorder
- SUD Case Management is an Outpatient program that offers you support in your home and community setting.

The primary goals of SUD Case Management are to help you...

- ❖ feel better and improve your life
- ❖ learn positive ways to cope with life stressors
- ❖ increase social and community supports
- ❖ provide education on addiction/alcoholism
- ❖ decrease the need for hospitalization
- ❖ live in abstinence from chemical dependency

SUD Case Management Services include...

- ❖ A case manager will be assigned to you and work with you to develop your plan of care.
- ❖ Provide education on health and wellness and the effects of alcohol and drugs.
- ❖ Provide education on developing coping skills to deal with the triggers of addiction/alcoholism.
- ❖ Assist you to appointments/groups/NA/AA.
- ❖ Talking with and providing education to your family/other supports you may have regarding the impact of substance abuse.
- ❖ Assisting you with using resources in your community such as:
  - Housing
  - Employment
  - Public Transportation
  - Medical Assistance Programs
  - SSI, SSDI
  - Legal Services

#### **Important contact information**

SUD Case Management Team:

- Linda Knight, RN, SUD CM Coordinator: extension 4955
- Mathew Winger, LSW, SW extension 5753, 484-639-8169
- Seth Crossan, RN extension 5312, 484-832-0025

Office Location: Building 57 Basement Office B33

\*\*If you need to speak with the SUD Case Management staff:

- Call 610-384-7711 and the extensions above.
- Leave a message.
- Or, Call the cell phone listed above.

We look forward to working with you, please let us know if you have further questions about the SUD Case Management Program.

\*Source: Information SUD case management verified by SUD Social worker, Matthew Winger; 10/2012

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

### **CVAMC: SUBSTANCE ABUSE RESIDENTIAL REHABILITATION TREATMENT PROGRAM (SARRTP)**

**Our Mission:** We provide specialized substance abuse treatment services to eligible Veterans based on their individual needs, in the most appropriate environment.

**Our caring, dedicated and experienced staff includes:**

- Doctors, physician assistants, nurse practitioners, registered nurses, licensed practical nurses, health technicians
- Recreation therapists
- Readjustment counseling therapists
- Social workers
- Pharmacists
- Psychologists
- Counselors
- Chaplain services
- Support staff
- Other healthcare specialist

**Drug and Alcohol Programs and Services:**

- Dual Diagnosis
- Domiciliary Care
- Day Treatment
- Detoxification
- Relapse Prevention
- Community Outreach
- Maintenance Programs

**Who May Receive Services?** All Veterans with an honorable military discharge may be considered. One of our Health Benefits Advisors can quickly determine your eligibility. The following criteria are used to determine an individual's appropriateness for admission:

- Assessed as not meeting criteria for acute psychiatric or medical admission.
- A less restrictive treatment alternative has been tried or is unavailable and the veteran has been assessed as requiring the structure and support of a residential treatment environment.
- Assessed as not a significant risk of harm to self or others.
- Lacks a stable lifestyle or living arrangement that is conducive to recovery.
- Capable of self preservation and basic self care.
- Has identified treatment and/or rehabilitation needs which can be met by the program.

**Appointments:** To schedule an appointment, please call the Mental Health Office weekdays from 8:00am to 4:00pm or leave a message after hours and we will return your call.

**For more information, please contact Mental Health Admissions Coordinator: 610-384-7711, extension 6801**

\*Source: SARRTP info via 39B Unit Manager, Matt Kubasta RN, BSN; 12/2012

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC : Substance Use Disorders Outpatient (SUD OP) program:

1400 Black Horse Hill Road  
Coatesville, PA 19320

- The ***SUD OP program*** is designed for Veterans who are in recovery from substance use. Participating Veterans may be from the community or may reside in one of the Grant and Per Diem programs on the campus of Coatesville VAMC. Veterans who participate in the SUD OP program may have recently completed residential substance abuse treatment, and/or be either early or late in recovery. The SUD OP program offers both an Intensive Outpatient (IOP) program, with groups and workshops running from 8:15am through 2:00pm daily, as well as a more traditional outpatient program, with participation expected in between one to three process groups weekly. Individual outpatient sessions are also provided by the SUD OP clinical staff by Veteran request, or as clinically indicated. SUD Outpatient staff have the credentials needed to do Drug and Alcohol Evaluations required for legal issues, including DUI's.
- **Orientation Group:** This drop-in group meets every Wednesday at 1:00pm in Building 57B, Room 255. Every Veteran enrolling in the SUD OP program must attend the Orientation Group, although with SUD OP staff permission, it is possible to begin attending other groups and programs prior to attending Orientation. Although Veterans can show up without prior notice, it is preferable to register in advance. Veterans (or providers) can call Chuck Palmer at 610-384-7711, ext. 6839 to register.
- **Community Meeting:** This brief group experience assists participating Veterans with orienting to the day's program and prepares them to participate in the rest of the activities of the day. Community Meeting is held at 8:15am daily.
- **SUD OP Process Groups:** held Monday through Thursday at 9:00am. The **Phase I** process group meets in the 57B Center Day Hall. **Phase II** and **Phase III** process groups are assigned following graduation from the Phase I process group. Phase I process group members are eligible for graduation after they have attended 20 group sessions.
- **Men's Group:** held Fridays at 9:45am. This process group focuses on issues that are specific to men in our Society, as they navigate the challenges inherent in maintaining a recovery-oriented lifestyle.
- **SUD OP Psychoeducational Workshops** focus on a variety of topics related to recovery and facilitating successful adjustment without resorting to relapse. They are held daily Monday through Friday, at 10:15am and 1:00pm. Topics covered include relapse prevention; medical aspects of addiction and recovery; social work resources; financial management skills; social skills; and leisure education (such as creation of artistic productions and participation in recreational activities). *Participants in these psychoeducational workshops generally also attend one or more of the process groups held earlier in the day.*

\*Source: SUD OP program information verified via Dr. Kedson and Dr. Moon; 12/2012

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC: SUICIDE PREVENTION PROGRAM

1400 Black Horse Hill Road  
Coatesville, PA 19320

#### OPERATION S.A.V.E.

Operation S.A.V.E. is a way to help save lives through suicide prevention by knowing

- Signs of suicidal thinking
- Ask Questions
- Validate the Veteran's experience
- Encourage treatment and Expedite a referral

*"There are plenty of resources available to the Veteran who is suicidal, but we need you to partner with us in identifying the suicidal Veteran and getting them into treatment."*

Our Veterans face a higher risk of suicide just from the very nature of their service. It is important to know what those risks are. Here are a few of those risks, unique to military service:

- Frequent deployments
- Deployments to hostile environments
- Exposure to extreme stress
- Physical assault while in the service
- Length of deployments

General Risks include the following:

- Currently thinking about harming self, with a plan and method
- Previous attempt
- Alcohol or substance abuse
- History of mental illness
- Poor self-control
- Hopelessness
- Recent loss (personal, physical, emotional, financial)
- Family history of suicide
- History of abuse
- Serious health problems
- Age, gender, race

When confronted with a Veteran you suspect might be suicidal, ask questions in a conversational, non-threatening way. Remember the basic steps for asking questions:

- Remain calm
- Listen more than you speak
- Maintain eye contact
- Act with confidence
- Don't argue
- Use body language that is open
- When asking questions, limit them to gathering information casually
- Use supportive and encouraging comments
- Stay non-judgmental

## **CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES**

- Be as honest as possible – don't make promises you don't intend to keep.

**Know how to ask the big question, “Have you thought about killing yourself?”** Asking the question should be done after you have enough information to reasonably believe the Veteran is suicidal. It should be asked at an appropriate time in the conversation. You can do it as part of a review of the information the Veteran gave you. “So, if I understand your situation, you're really down about your constant pain and lack of successful treatment. You have lost your job because of the pain, and you don't see any future for yourself. A lot of Veterans in your situation think about killing themselves. Are you having similar thoughts?”

### **How not to ask the question:**

- Don't talk with the Veteran for two minutes and just blurt out, “So are you going to kill yourself or what?”
- Don't ask the question as though you are looking for the answer you want, “You aren't thinking of killing yourself are you?”
- Don't ask the question as a statement, “My God, you are going to kill yourself!”

### **Signs of suicidal thinking include:**

- Threatening to hurt or kill self
- Looking for ways to kill self.
- Seeking access to pills, weapons or other means
- Talking or writing about death, dying or suicide
- Hopelessness
- Rage, anger or seeking revenge
- Acting reckless or engaging in risky activities, seemingly without thinking
- Feeling trapped, as if there is no way out
- Increasing drug or alcohol abuse
- Withdrawing from friends, family and society
- Anxiety, agitation, unable to sleep, or sleeping all the time
- Dramatic changes in mood
- No reason for living, no sense of purpose in life

### **For program information, please contact CVAMC Suicide Prevention Coordinators,**

Rick Hohner at 610-384-7711 x 5074 or

Lily Thomas at 610-384-7711 x 6809

## CVAMC: MENTAL HEALTH, SUBSTANCE USE AND ADDICTION SERVICES

### CVAMC : Support And Family Education (SAFE)

#### **Do you have a family member who struggles with mental health and substance use issues?**

You are not alone. According to Substance Abuse & Mental Health Services Administration or SAMHSA, mental health and substance use conditions often co-occur. Over 8.9 million persons have co-occurring disorders; that is they have both a mental and substance use disorder. Only 7.4 percent of individuals receive treatment for both conditions with 55.8 percent receiving no treatment at all.

**What is SAFE?** SAFE is a support and education program for family members living with a Veteran who has a mental health and/or substance use condition. The program provides opportunities to talk to other family members in similar situations; learn more about causes of, and treatments and medications for mental health and substance use conditions; receive emotional support and encouragement; ask any questions you have about mental illness and substance use conditions; learn about treatment options for your loved one at Coatesville VA Medical Center and in the community; and improve your ability to take care of yourself as a caregiver.

**Who can attend? What is the cost?** Family members of any Veteran receiving outpatient VA health care are welcome and encouraged to attend. Children must be at least 13 years old, and accompanied by a parent. There is no cost.

#### **Where and when are groups?**

First Wednesday of every month @ 5:30pm to 7pm  
Coatesville Veterans Affairs Medical Center, Building 57, Room 150  
1400 Blackhorse Hill Road  
Coatesville, PA 19320

**How do I get started? For information and registration,** please contact Recovery and Peer Support Coordinator Audrey Hall at 610-384-7711 extension 5669. **Registration is required for each family member.**

**2013 Schedule for SAFE Program** Family members may attend any sessions that are of interest.

- **1/9/13** Psycho-education about mental health and substance use disorders (co-occurring disorders)
- **2/6/13** Understanding stress and co-occurring disorders
- **3/6/13** The role of the family
- **4/3/13** Effective communication
- **5/1/13** Understanding and coping with symptoms (depression, mania, hypomania, anxiety, sleep problems and hallucinations)
- **6/5/13** Getting the most out of medications
- **7/3/13** Managing stress, solving problems and achieving goals
- **8/7/13** Coping with cravings
- **9/4/13** Post traumatic stress disorder and its impact on the family
- **10/2/13** Developing leisure and recreational activities
- **11/6/13** Preventing relapse
- **12/4/13** Dealing with holidays