

# **CHAPTER 4: DOMICILIARY (RESIDENTIAL) HOMELESS PROGRAMS: NON-VA**

**THE PHILADELPHIA VETERANS MULTI-SERVICE & EDUCATION CENTER, INC**

**Address:** 213-217 North 4<sup>th</sup> St.  
Philadelphia, PA 19106 1801

**Phone #:** 215-923-2600

**Website:** [www.pvmsec.org](http://www.pvmsec.org)

**Services provided:**

- Benefit counseling for Veterans
- Career goal-setting; Job interviewing skills; Job search; Job Placement; Resume writing
- Computer literacy training
- Developing career objectives

- Disability compensation assistance
- Employment and training programs
- Food assistance only for emergencies
- Homeless services
- Transitional Housing Program
- Hospitality industry training
- Mental health & Substance abuse counseling
- Professional floor maintenance training
- Shelter referrals

**Perimeter:** The center operates a day service center, "The Perimeter," to assist homeless veterans to obtain the services they need.

**LZ11:** LZ11 Transitional living residence at Coatesville VA Medical Center is operated by the Multi-service Center. It is primarily for Veterans who have completed the Medical Center's Domiciliary Program & are 90 days sober and employed.

[Grant Pr Diem Programs info/ Coordinator of Grant Pr Diem programs.07\_10\_08 on Grant Pr Diem Programs]

## **LZ 11 TRANSITIONAL RESIDENCES (Coatesville, PA)**

*A program of:* THE PHILADELPHIA VETERANS MULTI-SERVICE & EDUCATION CENTER, INC. 213 & 217 North 4<sup>th</sup> Street Philadelphia, PA 19106

### **Where are they located?**

LZ II is located on the grounds of the Coatesville, PA @ 1400 Black Horse Rd Building 6A

### **How do I reach them?**

Phone#: 610-384-7711 x6320

### **What services do they provide?**

- LZ II Transitional Residence is a ninety-five (95)-bed facility for homeless veterans, operated by The Philadelphia Veterans Multi-Service & Education Center; Inc. LZ II is located on the grounds of the Coatesville VA Medical Center through a shared leased agreement. LZ II was instituted with a grant awarded by the U.S. Department of Veterans Affairs Homeless Grant & Per Diem Program in Washington, D.C. It is known as "home" to veterans who have known homelessness. LZ II has been operating since June 16, 1997.
- The LZ II mission is to offer a safe, secure, and supportive environment in a structured program that fosters respect, recovery and responsibility while increasing independence as the veterans transition back into the community.
- Resident veterans are obligated to attend regularly scheduled AA/NA meetings, group and individual therapy sessions, and maintain a monitored savings account. Veteran benefits counselors and job developers are available for assistance. The Transitional Residence staff provides direct assistance in implementing the individual action plan of each veteran.
- The Philadelphia Veterans Multi-Service & Education Center provides the veterans of LZ II with residential stability, increased earning potential, and a supportive recovery environment. This allows for greater self-sufficiency, self-esteem, and the opportunity to achieve lasting success.

**How long is the program?** 2 year program

### **Who is eligible?**

- The prime referral source of veterans to LZ II is the VA Coatesville Domiciliary.
- Veterans must be 90 days clean of drugs or alcohol with a commitment to the structure of the program.
- Resident veterans are obliged to attend regularly scheduled AA/NA meetings, group therapy, and individual therapy and maintain a monitored savings account.

### **What is the cost?**

Cost is \$300 pr/month.

## **The Perimeter: Homeless Veteran Day Service Program**

213-217 North 4<sup>th</sup> Street

Philadelphia, Pennsylvania 19106

215-923-2600

FAX: 215-925-8460

The Philadelphia Veterans Multi-Service & Education Center provides a multi-faceted approach to veteran services at The Perimeter, our homeless veteran day center. Perimeter is a military term used to define a boundary of defense separating the safe from the unsafe; it is a line of watch set up to keep the enemy out. Our premise is veterans helping veterans. Our mission is to provide a full spectrum of services by evaluating needs and abilities. Practical, realistic goals are set to afford the veteran the greatest possible personal advancement, independence and self-determination.

The Perimeter provides the following:

- Outreach
- Immediate hygienic needs
- Laundry facilities
- Group discussions
- Job development
- On-site PA Job Center DVOP
- Assessment & needs analysis
- Residential placement
- Preparation of realistic plan for action
- Access to a mailing address
- Veteran benefit information
- Computer & Hospitality Training classes
- On-site Legal assistance
- Van Transportation
- Showers & haircuts
- Educational presentations
- Financial planning
- Job placement
- Medical and mental health assessment, care, & referral
- Setting of practical goals
- Case management
- Emergency clothing & food
- On-site VA Regional Office Representative
- Assist with VA discharge up-grades & claims
- Linkage to outside agencies

Veteran status is verified through our link to the VA Regional Office & Insurance Center, allowing immediate veteran VA eligibility. Perimeter staff includes the coordinator of program services, a veteran contact representative, assessment specialists, case managers, a veteran benefits/job developer, a veteran intake specialist, a veteran outreach van driver, and a life skills instructor.

Beginning with outreach, on the streets and in the shelter system of Philadelphia, the Perimeter provides van transportation to and from various designated locations on a daily basis. Immediate hygiene needs are met including showers, haircuts, laundry facilities, and lavatories. The physical setting accommodates both men and women.

The veterans of The Perimeter are able to access all the services and programs of The Center by a referral to our other programs.

A Veteran Outreach Specialist from the VA Regional Office is present at The Perimeter on a regular basis to offer information on veteran benefits and to assist the veteran with the filing of claims and discharge upgrades. Legal assistance is accessible on site through our linkage with the Homeless Advocacy Project.

Daily educational presentation/discussions are provided. Presentations are given related to daily living, relationships, personal care, substance abuse, PTSD, and financial planning. Job development and placement with the on-site presence of a PA Job Center DVOP is available. Medical and mental health assessment, care, treatment and referral are integral components of service. Case management provides an assessment and needs analysis; they collaborate with veterans on goal-setting and treatment planning. The veterans' residential needs are evaluated and assistance is provided in accessing an appropriate residential placement.

Linked to The Perimeter is our Transitional Residential Program, LZ II, on the site of the VAMC at Coatesville.

An entire floor of our Center City location is devoted to on-site VA care and treatment. Many veterans are assisted and treated, by the VA, for the first time.

- A mental health team is present daily at Coatesville VA Medical Center including a Psychiatrist, Psychologist, Registered Nurse, and Social Worker.
- Philadelphia VA Medical Center, on regularly scheduled days, is available in a clinic setting to deliver medical assessment, with appropriate treatment, medication prescription, and referral to primary care at the Medical Center.
- A VA Homeless Veteran Outreach Team, utilizing professions from both Philadelphia and Coatesville VA Medical Centers, works closely with The Perimeter. A team member is present at The Perimeter on a daily basis to coordinate care for the veteran.

If a veteran is not eligible for VA services, The Perimeter links the veteran to the appropriate local, state and federal agencies for services.

[Grant Pr Diem Programs info/ Coordinator of Grant Pr Diem programs.07\_10\_08 on Grant Pr Diem Programs]

**The Mary E. Walker House**  
**A Women Veterans' Transitional Residence**  
1400 Black Horse Hill Road  
Coatesville, PA 19320  
610-380-0704  
FAX: 610-380 1124

*A Program of the Philadelphia Veterans  
Multi-Service & Education Center, Inc.  
213-217 North 4<sup>th</sup> Street  
Philadelphia, PA 19106  
215-923-2600  
FAX: 215-925-8460*

**History:** Dr. Mary E. Walker served her country during the Civil War and was awarded the Congressional Medal of Honor. She remains the only woman to have received this great honor. Dedicated to the women of our Nation's Armed Forces on their journey to finding a way home

**Our Mission:** To offer a safe environment where women veterans can stay, living in harmony with others, while they endeavor to attain personal growth and enhance life skills, in order to re-establish themselves as members of a community and regain ownership of their lives.

***Dedicated to the women of our Nation's Armed Forces on their journey to finding a way home***

- The Mary E. Walker House is a program of The Philadelphia Veterans Multi-Service & Education Center, a 501(c)(3) non-profit agency that exclusively serves veterans in need.
- The Mary E. Walker House is a thirty (30) bed transitional residence for women veterans who have found themselves in difficult life situations and without a home.
- Walker House is located on the grounds of the Coatesville VA Medical Center in the beautiful rolling countryside of Chester County in Coatesville, PA.
- Walker House and its staff strive to provide a comfortable, safe, and secure life-setting, while fostering respect, responsibility, and recovery.
- We are here to provide assistance and support the woman veteran's efforts by creating an environment that will provide them:
  - Empowerment
  - Re-established connections to others
  - Attainment of effective and healthy coping skills
- With a full commitment from the woman veteran, this effort will take them down a path to a more secure and successful re-entry to the community.

**Services:** Access to

- Medical and mental health services as a VA outpatient
- Recovery setting
- Seeking Safety program
- Case management
- Job development
- Educational opportunities
- Personal Budget development
- Assistance with VA benefits
- Linkages to community resources & involvement
- Discharge planning

**Eligibility**

- Homeless woman veteran
- Medically and psychologically stable
- Ability to commit to recovery & treatment program model
- Have capacity to perform activities of independent daily living
- Have the ability to commit to program policy compliance
- Be referred by a VA clinician

**Application Process**

- An application is required for review before admission will be considered or granted. A VA Referring clinician may obtain an application by contacting The Mary E. Walker House.
- To learn more about the formal process, please contact The Mary E. Walker House Program Coordinator.
- Applicants must give serious consideration to the commitment they will make by an admission to The Mary E. Walker House program. Motivation is vital.
- It is here that women veterans are able to stay while they move in a new direction through a direct focus on addressing problems that may seem insurmountable.
- So many women veterans have felt lost in the system or have chosen to hide in it. It is our deepest hope that Walker House can truly be the door to their way home.

\*Above source directly from: <http://pvmsec.info/site/modules/enterprise/services.php?item=5>

[Grant Pr Diem Programs info/ Coordinator of Grant Pr Diem programs.07\_10\_08 on Grant Pr Diem Programs]

**FRESH START FOUNDATION**  
**VETERANS PROGRAM**  
(Coatesville, Pennsylvania)

**Mission:**

To assist the chronic disadvantaged homeless veteran in gaining the treatment and support necessary for leading a healthy, productive life. Fresh Start will provide a safe a structured living environment and seeks to access health care, social services, and opportunities that can lead to a return to individual dignity and self-sufficiency free from the depravity of homelessness, addiction & alcoholism, and active mental health disorders.

**About the Program**

Fresh Start has partnered with the Philadelphia VA Medical Center (PVAMC) and the Coatesville VA Medical Center since 1999 to offer supportive housing and services to homeless and/or chemically dependent Veterans. It is our experience that many of the veterans who present for treatment at Fresh Start suffer from a myriad of problems relating to their homelessness or addictions. The Fresh Start program in Coatesville PA is a 60-bed supportive housing unit located on the grounds of the Coatesville VA medical Center in building #10. The housing model is based in a behavioral modification & recovery philosophy that has proven to be very effective with the homeless veteran population. Each veteran will not only receive the benefit of being in a very safe, clean, and structured environment. They will also be monitored and case managed 24/7 by 15 staff members whose credentials range from the master level clinician to the "peer-to-peer" associate level care manager.

Since this program is funded by the VA's "Grant & Per Diem" we have partnered with the Coatesville VA medical center. Many of our veterans' medical, mental health, VOC rehab, and various other clinical needs will be met by the CVAMC staff. However, Fresh Start staff will be in constant contact with the medical center staff to ensure the continuity of each veteran's treatment and care.

**Fresh Start** uses an integrated model in which case managers:

- Provide initial triage and assessment Coordinate medical and mental health care with the local VAMC
- Access drug and alcohol counseling
- Track progress, motivation, and participation
- Access both VA and community-based resources
- Provide necessary vocational, educational, and financial training and support
- Access housing opportunities and linkage to housing assistance agencies

As a result of their homelessness and/or addictions many veterans often have many medical, legal, vocational, social, and financial repercussions. They often find themselves back in the community before they are able to holistically address their situations. Fresh Start has succeeded in helping their veterans return to self-sufficiency, return to the community, and succeed. In FY 2006, 73.6% of the total number of veterans admitted to the Fresh Start program in Philadelphia remained abstinent from drugs and alcohol during their stay; and 71% of the veterans admitted were discharged to safe and more permanent housing. The current successful completion rate for our veterans entering our program is 68%. 100% of the veterans who have successfully completed the Fresh Start program have moved on to safe and more permanent living situations.

**Contact Information:**

1400 Blackhorse Hill Road  
Building #10 ó CVAMC  
Coatesville PA 19320

Phone: 610-380-1285  
In-house extension: 5699

**Contact Persons:**

Jeffrey J. Pittner MHS, CCDP (Clinical Director)

Brian Mockewich (Program Supervisor)

## **Admission Criteria**

Fresh Start accepts new veterans only after they have completed a personal interview and intake process. This is done to assess motivation. We believe that our personal interview process is the foundation for forming healthy treatment communities.

1. All potential veteran residents must meet the VA's definition of homeless or at risk for homeless.
2. All potential veteran residents must be both medically & mentally cleared by a qualified VA medical and mental health professional before they can be admitted.
3. All veterans must exhibit a high level of motivation toward their own recovery.
4. All veterans must be willing to participate in our regimented daily schedule. All must be willing to accept a 3 day phone blackout and a 30-day total blackout period before becoming eligible for weekend passes.
5. All veterans must be enrolled in intensive out-patient therapy (5 X weekly) upon acceptance to Fresh Start.
6. All veterans must sign a copy of the rules and regulations that govern the clients in our program. By signing this document, the client acknowledges that we have created a contract for their success which spells out their responsibilities and contains appropriate consequences for non-compliance.
7. Fresh Start will not accept any potential veterans with a history of violent crimes or sex offenders. We are essentially a neighborhood-based organization; we exclude such potential veterans in accordance with our neighbors' requests, and the requests of local advocacy groups.
8. All potential veterans being released to Fresh Start from a hospital or institution with a dual-diagnosis (co-occurring disorder) need to be accompanied by their prescriptions and /or a supply of their medications. In the event that the potential veteran does not have health insurance, the attending psychiatrist must give the client enough medication for two weeks, so that we have enough time to initiate health coverage to pay for the ongoing prescriptions.

### **Financial Responsibility**

Under VA grant & Per Diem guidelines Fresh Start may charge each veteran up to 30% of their adjusted net income. Fresh Start will meet with each veteran individually to establish his adjusted net income, and will charge approximately 20% of the established amount. Each veteran must agree to establish a savings of up to 70% of the adjusted net income after their financial responsibility to Fresh Start has been fulfilled. Veterans who fail to adhere to this savings agreement will be in non-compliance of program rules and may be discharged.

[Grant Pr Diem Programs info/ Coordinator of Grant Pr Diem programs.07\_10\_08 on Grant Pr Diem Programs]

## **IMPACT VETERAN PROGRAMS**

**The Impact Veterans program has two residential programs:**

### **PHASE #1: EARLY TRANSITIONAL DUAL DIAGNOSIS PROGRAM**

#### **WHERE ARE THEY LOCATED?**

124 East Indiana Ave

### **PHASE #2: LATE TRANSITIONAL HOUSING (HOME BASE)**

#### **WHERE ARE THEY LOCATED?**

174 West Allegheny Ave.

Philadelphia, PA 19134

### **HOW DO I REACH THEM?**

Phone#: 215-739-0243

### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget & financial management
- Clothing & sundries
- Emergency food
- Individual counseling
- Family reunification counseling & community events
- Group therapy (outpatient)
- Mandatory savings
- Partial hospital day program
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals

### **HOW LONG IS THE PROGRAM?**

- 3-8 months

### **WHO IS ELIGIBLE?**

- Veteran must have both a substance abuse and mental health problem.
- Veteran must have an honorable discharge.
- Veteran must have one year of active duty.
- Veteran must go to the program directly from the VA medical center or from a shelter.

Philadelphia, PA 19133

### **HOW DO I REACH THEM?**

Phone#: 215-739-0243

### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget & financial management
- Clothing & sundries
- Community recovery & mental health
- Emergency food
- Family reunification counseling & community events
- Group therapy (outpatient)
- Individual counseling
- Job development/placement assistance
- Mandatory savings
- Paralegal counseling
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals

### **HOW LONG IS THE PROGRAM?**

- 12 months

### **WHO IS ELIGIBLE?**

- Veteran must be "clean" for 30 days documented; must be referred by substance abuse program or VAMC.
- Veteran must have an honorable discharge
- Veteran must have one year of active duty.
- Veteran must go to the program directly from the VA medical center or from a shelter

## **LISTENING POST LOWER DELAWARE**

Listening Post Lower Delaware, a Delaware Commission of Veterans Affairs contracted service of People's Place established in 1989, offers a wide range of services for veterans of all wars and eras who live in Southern New Castle County to the Delaware-Maryland line. Services range from employment counseling, introducing and explaining veterans' benefits, drug and alcohol counseling, family and individual counseling, and transportation to medical facilities in the region. The outreach program coordinator helps connect veterans with a support group operated by People's Place Counseling Center in Milford.

## **Program Referrals**

Referrals to this program are generally self-referrals or referrals from other social service agencies.

### **Description of the Services Offered:**

- Group and Individual Psychotherapy
- P.T.S.D Group Psychotherapy
- Referral to Substance Abuse Treatment Programs
- Referral to VA Hospital for Medical Treatment
- Provide Free Transportation to VA Medical Centers
- Referral for Financial Help such as VA Disability Pension or Compensation
- Vocational Counseling
- Delaware Department of Labor Job Placement Assistance
- Assist Homeless Veterans with Placement in Emergency Shelters
- Assistance with Obtaining Military Discharge (DD-214)

**Eligibility and Other Important Information Specific to the Program:** Veterans who were discharged under Honorable conditions

**Location of Services:** Southern New Castle County south to the Delaware/Maryland line.

**Contact Us:** For More Information Call: 302-424-1682

### **Mailing Address:**

LPLoDel  
6632 Sharps Road  
Milford, DE

\* Source is from <http://www.peoplesplace2.com/listeningPost.html>

## **OXFORD HOUSES**

### **What is the philosophy OF OXFORD house?**

- The house is a drug and alcohol free place to live during early recovery.
- Recovering individuals become members of a family that care deeply about each others recovery.
- Everyone is responsible for both themselves and each other.
- Each house is based on the principle of self help.
- All decisions are made democratically.
- Residents share house responsibilities.
- Residents can stay as long as they desire.
- If you pick up drugs or alcohol, then you have to leave.
- Residents must pay their rent.
- Resident must follow rules established by individual houses including no disruptive behaviors.

### **What is it like?**

- Large single family home in a residential neighborhood.
- Each home usually has 5-6 bedrooms.
- There are generally two persons to a room.
- There are a minimum two bathrooms per home.
- There is adequate kitchen space.
- There is an on-site washer and dryer.
- There are pleasant common living areas.
- Most homes usually are near public transportation.

### **How do I reach them?**

Phone : 877-OXFORDH (877-693-6734); 301-587-2916

Email: [www.oxfordhouse.org](http://www.oxfordhouse.org)

### **Where are they located?**

#### **Oxford House “Italian Market”**

1038 South 5<sup>th</sup> Street  
Philadelphia, PA 19147  
Phone: 215-520-6205

#### **Cliveden Oxford House**

104 E. Cliveden  
Philadelphia, PA 19119  
Phone: 215-849-0471

#### **Oxford House Society Hill**

1012 South 2<sup>nd</sup> Street  
Philadelphia, PA 19147  
Phone: 215-271-7115

#### **Oxford House University City**

225 South 49<sup>th</sup> 8<sup>th</sup>

Philadelphia, PA 19139  
Phone: 215-471-7962

**Oxford House Pomona**  
47 West Pomona Street  
Philadelphia, PA 19144  
Phone: 215-842-3444

**Oxford House Meehan**  
158 E. Meehan Street  
Philadelphia, PA 19119  
Phone: 215-848-7013

**What services do they provide?**

They provide a sober living environment.

**How long is the program?**

Residents can stay as long as they desire.

**Who is eligible?**

Any one recovering from a drug/alcohol addiction.

**What is the cost?**

No government funding provided.

It varies by house. It usually is \$200 to \$300 per month for rent and utilities, yet cost varies greatly.

## **VETERANS HAVEN**

### **What is Veterans Haven?**

- Veterans Haven is a New Jersey State operated facility for homeless veterans.
- After being medically evaluated at a V.A. hospital, eligible veterans must agree to a long term, up to a two-year program that focuses on psychological, social and vocational rehabilitation.
- They then are admitted to Veterans Haven, a 52 beds, drug and alcohol-free program with 24-hour staff that is sensitive to the multiple needs the residents present.
- The building is handicap accessible, including an elevator.

### **Where is Veterans Haven?**

It is located in South Jersey (Winslow, New Jersey). It occupies one large three story building on the grounds on Ancora State Hospital in Winslow Township, Camden County. It is 30 miles from Philadelphia and 33 miles from Atlantic City. The building that houses the program has 50 two room suites. Each room is fully furnished with a bed, dresser, closets, and living room furniture and in some cases, televisions.

### **What is the cost?**

Veterans Haven is funded by the state of New Jersey and supported by the V. A, a wide variety of service organizations, community agencies, veterans organizations and private citizens.

### **How is the program structured?**

The program is divided into three phases.

Phase one: Treatment

Phase two: Self Reclamation

Phase three: Community Reintegration

Each phase lasts from 3 to 6 months and is tailored to individual treatment needs and vocational interests. Veterans completing the program do not return to jobs, but careers that will support them in years to come, and will again make them useful, tax paying members of society. The staff is comprised of diverse professionals in mental health, addictions, vocational rehabilitation, and nursing. There is a 24 hour staff with varied duties ranging from mentorship to transporting residents to vocation and medical appointments. The concept of veterans helping veterans is woven throughout the fabric of this program.

While veterans are permitted to go to school (colleges/vocational schools) in the community, a veteran must obtain his own funding and admission to school. Vocational counselors can advise you, but Veterans Haven does not control funding or placement.

### **Contact Information**

Mailing Address:

P.O Box 80

301 Spring Garden Road

Winslow, New Jersey 08095-0080

Phone#: 609-561-4990

Toll Free Phone #: 888-849-7188

Fax#: 609-561-7604

