



VETERAN ENGAGEMENT TOOL

Services included are for the Phoenix VA Health Care System

Phoenix VA Medical Center: 650 E. Indian School Rd. Phoenix, AZ 85012

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Enrollment into the VA

If a Veteran is not enrolled at the Phoenix VA Medical Center, the Veteran should attend to the following:

He or she will need to present to the Eligibility Department at the Phoenix VA medical Center located at 650 E. Indian School Rd., Phoenix 85012 (corner of 7th St. and Indian School Rd.). Eligibility should be able to assist in determining eligibility for VA medical services and if a Veteran is eligible for care they will assist in enrolling the Veteran into the Phoenix VA Health Care System.

Once enrolled, the Veteran can request a consult to be assigned with a Primary Care Clinic to establish their medical care. They will also be eligible to participate in other health care treatment options, such as the mental health and substance abuse clinics.

An additional location to get Veterans enrolled in the Phoenix VA Health Care System is located at the VA Community Resource and Referral Center (CRRRC). Current hours of operation are Monday through Friday 7:30am-4:30pm. The CRRRC is located at 1500 E. Thomas Rd., Suite 106. Phoenix, AZ. 85006. Phone: 602-248-6040

eBenefits: Obtain Military Personnel Records (such as DD214) to assist with enrollment OR apply for benefits

<https://www.ebenefits.va.gov/ebenefits/homepage>

VA Regional Office (VARO)

The VA is split into 3 sections: the Veterans Health Administration (which include the VA Medical Centers and Community Based Care Clinics), the National Cemetery Administration (which include the National cemeteries and burial services) and lastly, the Veteran Benefits Administration (which includes the VA Regional Offices or VARO). At VARO, a Veteran can learn about specific benefit information, such a service connected disability, non-service connected pension, GI Bills, VA Home Loans, VocRehab, etc. A Veteran can also be assisted at these locations to order a DD214 and to find out options concerning their discharge status.

Phoenix VARO: 3333 N. Central Ave., Phoenix (Central Ave. and Osborn Rd.)

Mental Health Services

If a Veteran is in need of mental health services, he or she can do the following:

- Go to the Jade Clinic (Mental Health Clinic) located at the main Phoenix VA Medical Center between 8:00am and 4:00pm, Monday through Friday to request a future appointment **OR** phone them directly 602-277-5551 ext. 2752 during business days/ hours.
- If there is need to see a psychiatrist immediately for current symptoms or medication referrals or adjustments, a Veteran can do a Walk-In appointment at Jade Opal during business days/hours.
- The VA Emergency Department (ED) can be utilized outside of normal Jade Opal Clinic Hours for mental health issues. The VA ED is located in the Southeast corner within the Phoenix VA Medical Center. It is open 24 hours a day, 7 days a week.

A Veteran does not have to be enrolled at the Phoenix VAMC prior to being seen for mental health issues if they are in crisis.

Veterans, Family Member or Significant Other in *Mental Health Crisis* who are unable to present in person for assessment are encouraged to call any of the following:

- **911**
- **National Veterans Crisis Line: 1-800-273-TALK (8255)**

Medical/ Primary Health Care- Including Referrals for Specific Health Care Needs

When enrolling at the Phoenix VA Medical Center, Veterans can request a primary health care appointment. Through the primary health clinic, Veterans can receive referrals for additional specialty care, such as eye and dietary care, if needed.

If a Veteran is not assigned to a primary care clinic, he or she can call the VA Helpline for assistance in getting assigned to a Primary Care Provider. The Helpline # is 602-222-6550.

If a Veterans needs to be seen prior to assignment in a primary care clinic the Veteran can go to the VA Emergency Department for services.

If a Veteran is already enrolled in a primary care clinic, he or she can do a Walk-In appointment through their clinic during business hours or call the VA Helpline at 602-222-6550 or 1-888-214-7264 for an appointment or to speak with a nurse.

Dental Care

The Dental Clinic at the Phoenix VA serves only 100% service connected disabled Veterans or those Veterans service-connected for dental related issues. For those Veterans ineligible for VA dental services, referrals can be made by social workers in many of the VA Medical Center Clinics to low cost dental resources in the community.

Substance Abuse Services

SUBSTANCE USE DISORDER CLINIC SERVICES

Phoenix VA Health Care System, Building 31

Phone: (602) 277-5551 x 7640

Fax 602-200-2395

SUD PRETREATMENT SERVICES (required for participation in SUD Primary Programs)

- **Screening/ Orientation** – Individual informational orientation
Walk-in screening clinic hours: brief assessment to determine if Veteran meets DSM V criteria for addictive disorder and to provide Veteran with information about programming
Monday – Friday from 1:00 pm – 3:00 pm
Also available by appointment by calling x7640
- **Intake Assessment** – **Individual assessment a one hour intake appointment is scheduled after completed screening (this is a scheduled appointment only)**

SUD PRIMARY PROGRAMS Morning and Evening options available for some programs (AM treatment groups are on Mondays, Wednesdays and Thursdays, PM groups are Mondays & Wednesdays)

- **Intensive Outpatient Treatment Program** – 9 hours per week for 6 weeks, mornings only
- **Justice Involved Intensive Outpatient Treatment Program** - 9 hours per week, mornings only
- **Outpatient Program** –determined on Veteran's need, offered in both AM and PM
- **Seeking Safety** – PTSD and substance use treatment, T 9:30-11AM and TH 12:30-2PM

AFTERCARE PROGRAM

- **AM Aftercare** – (M-TH 8AM) Attendance in 1-4 continuing care groups weekly is encouraged for 6 weeks post discharge from any primary program to help ensure Veteran's treatment goal & recovery success. Groups offered Monday through Thursday but must be staffed by SUDTP clinical staff for involvement.
- **PM Aftercare** – Tuesday 5PM-6PM, Thursdays 4pm-5pm
- **Relapse Prevention**

RESIDENTIAL TREATMENT PROGRAM

Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)

Contact SARRTP at 602-277-5551 ext. 5399 or 5954 for more information or a screening

OTHER SUD SERVICES

- Buprenorphine (consult required)
- **Some SUD treatment services available at SE and SW CBOCs**—please see providers for more information.

SECBOC

The Southeast Clinic offers a low intensity substance use disorder treatment program. Our groups focus on changing thinking and behaviors as well as relapse prevention. For more information please call 480-397-2835.

There are NO walk in hours for the SECBOC, appointments only

Homeless Services

The Health Care for Homeless Veterans Program (HCHV) is located at the VA Community Resource and Referral Center (CRRC). Current hours of operation are Monday through Friday 7:30am-4:30pm.

1500 E. Thomas Rd., Suite 106
Phoenix, AZ. 85006

602-248-6040

No homeless eligible Veteran is denied access to CRRC services.

The CRRC is a collaboration of community partners and outreach services to assess for:

- Homeless program eligibility
- Needs assessment and evaluation
- Clinical screenings (health care)
- Benefits eligibility (referral)
- Immediate shelter (CASS Shelter)
- Short term case management
- Limited in-kind benefits (to include clothing & hygiene kit)
- Limited transport (treatment/shelter)

HCHV Community Outreach: CRRC provides outreach services throughout the Phoenix VA Health Care System catchment area. To triage homeless Veterans, conduct assessments and provide short term case management for:

- Access to medical care
- Access to mental health care
- Referral to alcohol, drug or other addiction care, treatment and services.
- Assist in community shelter placement.
- Referrals to community-based Veteran homeless programs
- Referral for employment needs
- Hygiene, food, clothing or transportation needs
- Other services, benefits or referrals, as needed, (e.g., pension, Social Security Disability or income-related issues or concerns)

Community Resource & Referral Center (CRRC) offers FREE Shuttle Services

Shuttle Pick-up: ACC Information Desk on the 1st floor of the main hospital & a VA Volunteer will contact the Shuttle

Shuttle Drop-Off: Community Resource & Referral Center

Days: Monday-Tuesday-Wednesday-Thursday-Friday

Hours: 7:30a to 11a and Noon-2:30p

Questions: 602-463-2432

Medical Care: PACT For Homeless Veterans

What: A primary care team for homeless Veterans: Homeless Patient Aligned Care Team

Why: To provide an easily accessible comprehensive care for homeless veterans, addressing their physical, psychological, and social needs and to make their visit a “one-stop shop.”

When: Monday—Friday 7:30-11:00, 12:30-3:00 **NO APPOINTMENT NEEDED**

Where: Located inside the CRRC

1500 E. Thomas Rd., Suite 106

Phoenix, AZ. 85006

Phone: 602-248-6040

Directed Individualized Employment Services at the CRRC:

Resume Assistance, Job Search Strategies, Employment Leads, Upcoming Job Fairs
Community Resources

To make an appointment contact:

602-248-6040

Community Veteran Transitional Homeless Programs

HCHV Services has multiple community homeless Veteran programs. These organizations are not part of the VAMC but receive either grant and per diem, per diem only or contract funds through the VA administrations to provide transitional housing for our homeless Veterans. VA GPD Liaisons provides oversight to ensure those community homeless programs are in accordance with their grant per diem program proposal and/or their contract in providing care for our Veterans. Veterans can receive the referral to these programs through the CRRC. The following community homeless Veterans programs are:

CASS VETS

Per Diem Program located at the Central Arizona Shelter Services (CASS) on the Human Resource Campus of Phoenix at 230 South 12th Avenue, in the downtown Phoenix area. Phone: 602-256-6945. This 43 bed transitional homeless program offers:

- Case Management
- Substance Abuse Treatment
- Employment Services
- Array of social service agencies
- Transition into long term low income housing

US VETS

Grant Per Diem Program, USVETS Initiative's "Victory Place" is a 66 bed transitional homeless program that provides a drug and alcohol free living environment, located at 804 E. Jones St. in Phoenix. Phone : 602-305-8585. This program offers:

- Outreach and Assessment
- Case Management
- Residential and Non-Residential Employment Services
- Transition into long-term low-income housing

Additional Requirements: Those Veterans with 60 to 90 days substance free must be in substance abuse care and must be employable with no disability barriers.

Ozanam Manor

A Contract Service Program that has 25 beds for transitional housing for Veterans who are 50 and older or those Veterans younger than 50 with a permanent disability. Contact 602-850-6900 for screening. This program offers:

- Men's and women's dorms
- Three daily meals plus snack
- Individual Case Management
- Mentoring
- Group Activities and Outings
- Transition to permanent low-income housing

James Walton House (Contract)/ Project Veterans Pride

Emergency Transitional Housing setting for veterans seeking employment or filing for benefits. Short term housing with 18 Beds.

Location: 4106 N 22nd Street, Phoenix, AZ. Phone: 602-740-9534

UMOM

Grant Per Diem Program: Supportive Services for Veteran Families (SSVF) Program

Through the SSVF Program, VA aims to improve very low-income Veteran families' housing stability. This program will provide eligible Veteran families with outreach, case management, and assistance in obtaining VA and other benefits, which may include:

- Health care services
- Daily living services
- Personal financial planning services
- Transportation services
- Fiduciary and payee services
- Legal services
- Child care services
- Housing counseling services

This program has 8 family units. The populations we are targeting are Veterans with dependent children (families), female Veterans, and H3 vets.

If you, or someone you know, are interested in applying for SSVF services, please refer to the contact information below.

UMOM family and female vet screenings: 602-466-1655

Save the Family East Valley Families and female Veterans: 480-898-0228 x106

Marine Army Navy & Air Force (MANA) House (Grant & Per Diem Program)

MANA House is a 49 male bed transitional homeless program located at 755 E. Willetta Street in Phoenix. Phone: 602-621-3227. This peer driven Veterans homeless program is close to the main VAMC and provides:

- Case management
- Computer lab
- Employment assistance
- Other services to transition into safe and stable housing.

CROSSROADS Midtown and Arcadia and Crossroads for Women

A Contract Service Program. This is a transitional halfway housing program that has 17 beds for Veterans seeking sobriety.

Crossroads for Men Midtown
3702 North 13th Avenue
Phoenix, AZ 85013
602-266-8400

Crossroads for Men Arcadia
5116 E Thomas Rd
Phoenix, AZ 85018
Phone:(602) 281-6574

Crossroads for Women
1632 E Flower St
Phoenix, AZ 85016
Phone:(602) 274-0730

Transition in Place Program

The Transition in Place (TIP) Program was created to service homeless Veterans with histories of mental illness and substance abuse, Veterans with disabilities, and returning OEF/OIF Veterans with PTSD. TIP eligibility will meet at least 5 of the following 8 criteria. Program Duration is 6-12 months and up to 24 months for veterans with severe mental illness or mitigating factors which would warrant a longer duration of stay such as issues with child support, wage garnishment, or extended physical or psychiatric treatment.

TIP Client Criterion

- 1.) Veteran must be eligible for VA GPD services, and not have received a dishonorable discharge, humanitarian cases will be presented by U.S.VETS for approval by the GPD Liaison.
- 2.) No arsonist or sex offenders are permitted into the TIP program.
- 3.) Veteran has had a history of substance abuse.
- 4.) Veteran has had a history of mental illness.
- 5.) Veteran is OEF/ OIF/ OND.
- 6.) Veteran must be willing to participate in a treatment plan with U.S. VETS clinical team, to include creating and adhering to a budget.
- 7.) Veteran is not currently suicidal, and has not had any suicide attempts in 1 year from date of assessment.
- 8.) Veteran must be willing to assume the financial responsibility for the lease of their unit upon increasing income (Non-negotiable).

VA Supportive Housing (HUD-VASH) Case Management Program

This program is the HCHV's case management program with a section 8 housing voucher component. VASH case managers are VAMC providers and ensure access to health care and other rehabilitative components to assist Veterans and their families in maintaining independent long term housing. The HUD-VASH program is the core of HCHV services for those Veterans that have been identified as **chronically homeless and in need of case management to live in independent housing** as defined in eligibility criteria. Along with the case management component, HUD-VASH incorporates the following additional program elements:

- Substance Use Disorder – VA Supported Housing (SUD-VASH) case management: The SUD-VASH program works in collaboration with the Substance Abuse Clinic (SAC). SUD-VASH case management is integrated within the SAC program in providing housing and substance abuse program support throughout the HUD-VASH program.
- HUD-VASH Peer Support: Provides peer services for homeless Veterans in support of their long term housing needs.
- Works in Collaboration with community navigators.
- Provides housing first placement with follow up access to health care services.

Veterans are referred for this program through CRRC at 1500 E. Thomas Rd., Suite 106, Phoenix, AZ. 85006. VASH intakes are scheduled by appointment only.

CWT/Supported Employment ♦ CWT/Transitional Work Experience

The Compensated Work Therapy program (CWT) is a prescribed clinical program that provides work restoration and vocational services integrated into treatment, as part of VHA's comprehensive efforts to improve the economic well-being and community reintegration of its participants. The PVAHCS CWT program is comprised of two vocational programs – Supported Employment and Transitional Work – all of which require a referral from a VA provider with prescribing privileges (e.g., MD, NP, PA, DO or PhD).

Women Veterans Health Care Program

The Women Veterans Health Strategic Health Care Group promotes the health, welfare and dignity of women Veterans and their families by ensuring access to timely, sensitive, quality health care. At each VA Medical Center, a Women Veterans Program Manager is assigned to assist women Veterans. They help coordinate all the services women Veterans may need, including medical services and mental health counseling.

Women Veteran Informational Meeting

Informational Meeting will be held in the Amethyst Clinic conference room from 1:00pm to 2:30pm on the 4th Tuesday of each month.

The purpose of this meeting is to provide information specific to Women Veterans.

Topics covered include:

*VA Benefits

*Vocational Rehabilitation

*Disability Claims and Filing

*Specific Medical & Specialty Care

*VA Regional Office will be present at this meeting

For more information, please contact the Women Veterans Program 602-277-5551 ext. 6764

Military Sexual Trauma Services

Military sexual trauma (MST) is the term that the Department of Veterans Affairs uses to refer to sexual assault or sexual harassment that occurred while the veteran was in the military. It includes any sexual activity where someone is involved against his or her will – he or she may have been pressured into sexual activities (for example, with threats of negative consequences for refusing to be sexually cooperative or with implied faster promotions or better treatment in exchange for sex), may have been unable to consent to sexual activities (for example, when intoxicated), or may have been physically forced into sexual activities. Other experiences that fall into the category of MST include unwanted sexual touching or grabbing; threatening, offensive remarks about a person's body or sexual activities; and/or threatening and unwelcome sexual advances.

The VA provides free, confidential counseling and treatment to male and female veterans for mental and physical health conditions related to experiences of MST. Veteran does not need to be service connected and may be able to receive this benefit even if they are not eligible for other VA care. The Veteran does not need to have reported the incident when it happened or have other documentation that it occurred. Veterans can contact any provider for a referral for services.

Transition and Care Management Program (OEF/OIF/OND)

The Transition and Care Team was created in an effort to provide quality services and treatment that is specific to the needs of OEF/OIF/OND Veterans. The goal of the program is to make transition from military to civilian life as efficient and seamless as possible.

There are informational meetings held on:

the **second and fourth Thursday** of every month **at the main Phoenix VAMC**
650 E. Indian School Rd. Phoenix, AZ

Amethyst Clinic
2:00pm to 3:00pm

the **first** and **third Tuesday** of every month **at the Southeast Community Based Outpatient Clinic**
3285 S. Val Vista Dr. Gilbert, AZ 85297

Juniper Clinic—Conference Room
2:00pm-3:00pm

Topics covered include:

- Common Post Deployment Concerns
- Meet and greet Post Deployment Staff
- Learn about resources available to meet your needs
 - Ability to get your care coordinated quickly
 - Opportunities to ask questions about your needs

Veterans Service Officers to assist with answering benefit questions and filing paperwork

Please call with any questions.

602-277-5551 ext. 6750

Vet Centers

Eligibility: If the Veteran, or a family member, served in any combat zone and received a military campaign ribbon (Vietnam, Southwest Asia, OEF, OIF, etc.) then your family is eligible for Vet Center services. Readjustment counseling is a wide range of psycho social services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life. This includes:

- Individual and group counseling for Veterans and their families
- Family counseling for military related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling and referral
- Outreach and education including PDHRA, community events, etc.
- Substance abuse assessment and referral
- Employment assessment & referral
- VBA benefits explanation and referral
- Screening & referral for medical issues including TBI, depression, etc.

Phoenix Vet Center

4020 N. 20th St. #110
Phoenix, AZ 85016
Phone: 602-640-2981 Or 877-927-8387

West Valley Vet Center

14050 N. 83rd Avenue Suite 170
Peoria, AZ 85381
Phone: 623-398-8854 Or 877-927-8387

Mesa Vet Center

1303 South Longmore, Suite 5
Mesa, AZ 85202
Phone: 480-610-6727 Or 877-927-8387

Lake Havasu Vet Center

1720 Mesquite, Suite 101
Lake Havasu, AZ 86403
Phone: 928-505-0394 Or 877-927-8387

Court Ordered Domestic Violence Treatment

The Phoenix VA Medical Center does provide a Domestic Violence treatment class.

Criteria for acceptance:

Must be enrolled and eligible for health care in the Phoenix VA Health Care System.

Must be court ordered for Domestic Violence treatment sessions **and the charge must involve intimate partner violence.**

Must be willing to participate in group process and homework assignments.

****This is not a substitution for anger management or substance abuse treatment**

Program process:

Have the Veteran contact Todd Dahl or Penny Miller for information and intake process.

Todd Dahl

602-277-5551 ext. 7887

Penny Miller

602-277-5551 ext. 6965

Anger Management Classes

The Phoenix VA Medical Center does provide anger management classes.

A Veteran will need to obtain a referral for these services either through a Mental Health Provider or their assigned Veterans Justice Outreach Social Worker.

Helpful #'s:

Mental Health Clinic at Phoenix VAMC/ Jade Opal Clinic

Phone: 602-277-5557 ext. 2752

Mental Health Clinic at Southeast Community Clinic/ Willow Clinic

Phone: 480-397-2830

The Phoenix VA Health Care System Service Locations

Phoenix VA Medical Center

650 E. Indian School Road
Phoenix, AZ 85012

Phone: 602-277-5551

Phoenix VA Community-Based Outpatient Clinics

1) Globe - Miami Veterans Affairs Health Care Clinic - Globe, Arizona

5860 S. Hospital Drive, Suite 111
Globe, AZ 85501-9449

Phone: 928-425-0027

2) Northeast Veterans Affairs Health Care Clinic - Scottsdale, Arizona

11390 E. Via Linda Rd. Ste.105
Scottsdale, AZ 85259

Phone: 480-579-2200

3) Northwest Veterans Affairs Health Care Clinic - Surprise, Arizona

13985 W. Grand Avenue, Suite 101
Surprise, AZ 85374

Phone: 623-251-2884

4) Payson Veterans Affairs Health Care Clinic - Payson, Arizona

903 E Highway 260
Payson, AZ 85541

Phone: 928-468-2100

5) Show Low Veterans Affairs Health Care Clinic - Show Low, Arizona

5171 Cub Lake Road, Suite C380
Show Low, AZ 85901

Phone: 928-532-1069

6) Southeast Veterans Affairs Health Care Clinic - Gilbert, Arizona

3285 S. Val Vista Dr.
Gilbert, AZ 85297

Phone: 480-397-2800

7) Thunderbird VA Health Care Clinic - Phoenix, Arizona

9424 N. 25th Ave.
Phoenix, AZ 85021

Phone: 602-633-6900

Important Phone #'s:

Phoenix VA Helpline

602-222-6550 or 1-888-214-7264

This line can assist in scheduling, cancelling or rescheduling an appointment, get a message to your clinic provider, get answers about your medications, or speak to a nurse about your health care

National Call Center for Homeless Veterans

877-4AID VET (877-424-3838)

U.S. Dept of Veterans Affairs – Phoenix Regional Office

3333 N. Central Avenue

Phoenix, AZ 85012

1-800-827-1000 or www.vba.va.gov

Veteran Service Organizations are also at the VA Regional Office who provide free benefits counseling and claims filing, including assistance with discharge upgrades. Just insert organization name and use the same address if you write to more than one:

3333 North Central Avenue

Phoenix, AZ 85012

- Arizona Department of Veterans Services (AZDVS) 602-627-3261
- American Ex-Prisoners of War 602-627-3296
- American Legion 602-627-3284
- AMVETS 602-627-3276
- Disabled American Veterans 602-627-3286
- Marine Corps League 602-627-3301/3302
- Military Order of the Purple Heart 602-627-3307
- Paralyzed Veterans of Foreign Wars 602-627-3313
- Vietnam Veterans of America 602-627-3299

Crisis Hotlines:

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Local Crisis Hotline: 602-222-9444 or 1-800-631-1314

Emergency Response: 911

Additional Helpful Phoenix VA Health Care System Contacts

Jeremy Pottle, LCSW
Substance Abuse Counseling for Justice-Involved Veterans
Phone: 602-277-5551 X 7208
Jeremy.Pottle@va.gov

Becky Hyduke-Rundall, LCSW
Substance Abuse Coordinator for Outpatient Services
Phone: 602-277-5551 X 7411
Mary.Hyduke-Rundall@va.gov

Veronica Volcan, LMSW
SARRTP
Phone: 602-277-5551 X 5399
Veronica.Volcan@va.gov

Dyan Langlely, BSW
Substance Abuse Clinic Addiction Therapist and VA Contract Liaison for Crossroads West
Phone: 602-277-5551 X 7143
Lynda.Langlely@va.gov

Lisa Benner, LCSW, LISAC
SE Clinic Lead Social Worker in Substance Abuse Clinic (SAC)
Phone: 480-397-2876
3285 S. Val Vista Dr., Gilbert 85295
Lisa.Benner@va.gov

Rafal Wojcik, LCSW
Suicide Prevention Coordinator
Phone: 602-277-5551 x 5582
Rafal.Wojcik@va.gov

Ciara Targonski, LCSW
PACT SW Supervisor
Phone: 480-579-2233
Ciara.Targonski@va.gov

Cara Garcia, LCSW
Transition in Care (formally OEF/OIF/OND) Program Manager
Phone: 602-277-5551 X 7415
Cara.Garcia@va.gov

Bill Kyles, LCSW
CWT Program Manager (Compensated Work Therapy/ Transitional Work Experience)
Phoenix, AZ 85012
Phone: 602-277-5551 X 7644
Billy.Kyles@va.gov

Kristen Nordquist, LCSW
Women Veteran's Program Manager
Phone: 602-277-5551 X 6764
kristen.nordquist@va.gov

MST Coordinator
Phone: 602-277-5551 X 4900

Community Resource and Referral Center
Phone: 602-248-6040

Jeff Willgale, LCSW
Health Care for Homeless Veterans Coordinator
Cell: 602-339-2695
Jeff.Willgale@va.gov

Beth Ann Elliot, LCSW
HUD VASH Supervisor
Cell: 480-352-2146
BethAnn.Elliott@va.gov

Esther Thomas, LCSW
Grant Per Diem Liaison- CASS Vets
Cell: 602-803-2148
Esther.Thomas@va.gov

Holly Dahlseid, LCSW
Grant Per Diem Liaison- MANA House and UMOM and "TIP"
Cell: 602-708-7213
Holly.Dahlseid1@va.gov

John McVade
Contract Housing Liaison for John Walton House-Project Veterans Pride/ Ozanam Manor and
Crossroads Midtown, Arcadia, & for Women
Cell: 602-510-7971
John.McVade@va.gov

Veronica Bishop, LCSW
Grant Per Diem Liaison- US Vets
Cell: 602-803-8869
Sandra.Bishop1@va.gov

Todd Dahl, LCSW
Community Mental Health Liaison
Cell: 602-680-9816
Todd.Dahl@va.gov

Ellyn Black, LCSW
Veterans Justice Outreach Specialist
Phone: 602-513-6859
Ellyn.Black@va.gov

Joan McCarthy, LCSW, LCAC
Veterans Justice Outreach Specialist
Cell: 602-339-2786
Joan.McCarthy@va.gov

Anna Bourne, LCSW
Veterans Justice Outreach Specialist
Cell: 480-450-0088
Anna.Bourne@va.gov

Penny Miller, LCSW
Veterans Justice Outreach Supervisor
Cell: 602-717-6785
Penny.Miller2@va.gov

BENEFITS ASSISTANCE SERVICE (BAS) INCARCERATED VETERANS

CAN A VETERAN RECEIVE VA BENEFITS WHILE IN PRISON?

It is important justice-involved Veterans are familiar with VA benefits including what VA benefits they may still be eligible to receive, what happens to the benefits they are already receiving if they become incarcerated, and what programs are available to assist them with reintegrating back into the community once released from incarceration. VA can pay certain benefits to Veterans who are incarcerated in a Federal, State, or local penal institution; however, the amount we can pay depends on the type of benefit and reason for incarceration. This fact sheet provides information about the benefits most commonly affected by imprisonment.

HOW WILL IMPRISONMENT AFFECT VA BENEFITS?

Despite the circumstances, some justice-involved Veterans may be eligible for VA benefits (i.e.), disability compensation, disability pension, education and training, health care, home loans, insurance, vocational rehabilitation and employment, and burial.

VA DISABILITY COMPENSATION

VA disability compensation payments are reduced if a Veteran is convicted of a felony and imprisoned for more than 60 days. Veterans rated 20 percent or more are limited to the 10 percent disability rate. For a Veteran whose disability rating is 10 percent, the payment is reduced by one-half. Once a Veteran is released from prison, compensation payments may be reinstated based upon the severity of the service connected disability(ies) at that time. Payments are not reduced for recipients participating in work release programs, residing in halfway houses (also known as "residential re-entry centers"), or under community control. The amount of any increased compensation awarded to an incarcerated Veteran that results from other than a statutory rate increase may be subject to reduction due to incarceration. Compensation benefits are not reduced if imprisoned for a misdemeanor.

VA DISABILITY PENSION

If you are imprisoned in a Federal, State, or local penal institution as the result of conviction of a felony or misdemeanor, your pension payment will be discontinued effective on the 61st day of imprisonment following conviction. Failure to notify VA of a Veteran's incarceration could result in the loss of all financial benefits until the overpayment is recovered. .

APPORTIONMENT TO SPOUSE OR CHILDREN

All or part of the compensation not paid to an incarcerated Veteran may be apportioned to the Veteran's spouse, child or children, and dependent parents on the basis of individual need. In determining individual need, consideration shall be given to such factors as the claimant's income and living expenses, the amount of compensation available to be apportioned, the needs and living expenses of other claimants as well as any special needs, if any, of all claimants.

ADDITIONAL INFORMATION ABOUT APPORTIONMENT:

- VA will inform a Veteran whose benefits are subject to reduction of the right of the Veteran's dependents to an apportionment while the Veteran is incarcerated, and the conditions under which payments to the Veteran may be resumed upon release from incarceration.
- VA will also notify the dependents of their right to an apportionment if the VA is aware of their existence and can obtain their addresses.
- No apportionment may be made to or on behalf of any person who is incarcerated in a Federal, State, or local penal institution for conviction of a felony.
- An apportionment of an incarcerated Veteran's VA benefits is not granted automatically to the Veteran's dependents. The dependent(s) must file a claim for an apportionment.

ARE YOU ELIGIBLE FOR VA MEDICAL CARE WHILE IMPRISONED?

Incarcerated Veterans do not forfeit their eligibility for medical care; however, current regulations restrict VA from providing hospital and outpatient care to an incarcerated Veteran who is an inmate in an institution of another government agency when that agency has a duty to give the care or services.

VA may provide care once the Veteran has been unconditionally released from the penal institution. Veterans interested in applying for enrollment into the VA healthcare system should contact the nearest VA healthcare facility upon their release.

WHEN WILL VA BENEFITS BE RESUMED?

Veterans may inform VA to have their benefits resumed within 30 days or less of their anticipated release date based on evidence from a parole board or other official prison source showing the Veteran's scheduled release date.

Your award for compensation or pension benefits shall be resumed the date of release from incarceration if the VA receives notice of release within one year following release. Depending on the type of disability, VA may schedule you for a medical examination to see if your disability has improved. You will need to visit or call your local VA regional office for assistance.

Note: *You are considered to have been released from incarceration if you are paroled or participating in a work release or half-way housing program.*

Benefits Assistance Service – May 2015

Full fact sheet can be located with the following link:

<http://benefits.va.gov/BENEFITS/factsheets/misc/incarcerated.pdf>