

MENTAL HEALTH CARE

AND ADDITIONAL SERVICES

VETERANS HEALTH CARE SYSTEM of the OZARKS



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Veterans Health Care System of the Ozarks

DIRECTOR'S MESSAGE



Veterans Health Care System of the Ozarks is proud to offer you the best mental health care available. We believe our nation's service members deserve the highest quality care. Many Veterans experience mental health issues following their service. VA mental health services are designed specifically to meet the unique needs of Veterans. As a Veteran myself, I can understand the stigma of seeking assistance for mental health care. I struggled with asking for help, but found VA Mental Health services greatly improved my wellness.

If you are having problems sleeping, controlling your anger, or readjusting to civilian life—you are not alone and we can help. We have a wide array of services to meet your needs. Our goal is to help you take charge of your treatment and live a full and meaningful life. You served our country, now let us serve you.

– George Velez DHA, MBA, FACHE
Medical Center Director
Veterans Healthcare System of the Ozarks

CONTENTS

VHSO MENTAL HEALTH SERVICES

Primary Care Mental Health Integration (PCMHI)	5
General Mental Health (GMH) – Fayetteville	5
Northern Community Based Outpatient Clinics	6
Southern Community Based Outpatient Clinics	7
Trauma Recovery Program (TRP) and Post-Traumatic Stress Disorder Care	8
Substance Use Disorder (SUD) Program	8
Mental Health Intensive Case Management (MHICM)	8
Psychosocial Rehabilitation and Recovery Center (PRRC)	8
Peer Support Services	9
Suicide Prevention Services	9
Neuropsychological Services	9
Medication Evaluation and Management	10
Recovery Activities	10
Mental Health Inpatient Unit (1A)	10
Compensated Work Therapy (CWT)	10
Tobacco Cessation:	10
Military Sexual Trauma Services (MST)	11



ADDITIONAL VHISO PROGRAMS AND SERVICES

Women's Health	11
Veteran Justice Outreach (VJO)	12
VA Homeless Programs (HUD-VASH)	13
Whole Health	13
Food and Nutrition Services.....	14
Chaplain Services	16
Military2VA: Specialized Post-9/11 Care (OEF/OIF/OND)	16
Vision Impairment Services (VIS)	16
Audiology and Speech Services (Hearing, Speech, and Balance)	17

NON-VHISO SERVICES AND OFFERINGS

Vet Center Treatment Options - Fayetteville	18
---	----

INVEST IN YOUR RECOVERY. TALK TO YOUR MENTAL HEALTH PROVIDER TO LEARN MORE ABOUT THESE SERVICES

VHISO MENTAL HEALTH SERVICES

Primary Care Mental Health Integration (PCMHI)

PCMHI is a team-based approach to care that involves behavioral health consultants working together with your primary care team to address your concerns within the primary care setting when possible, and to connect you with more intensive specialty mental health or substance abuse services when needed. PCMHI focuses on providing short-term treatments for mild to moderate conditions such as depression, anxiety, insomnia and alcohol use. It also offers brief interventions to help you cope with life stressors, manage chronic medical conditions and change behaviors that may be affecting your physical health. If you are interested in PCMHI services, please talk with your primary care team.

General Mental Health (GMH)

(Fayetteville)

The General Mental Health Clinics provide a wide range of face-to face or telehealth services for eligible Veterans. Services include psychotherapy and medication management with licensed independent providers for a broad range of mental health issues including mood disorders, adjustment issues, and relationship concerns. Psychotherapy is available along a continuum of care ranging from supportive treatment to evidence based psychotherapy. Contact the nearest clinic in your area for more information about services.

The EBPs offered in GMH are:

- Cognitive Behavioral Therapies (CBT) for depression, anxiety, insomnia and chronic pain
- Acceptance and Commitment Therapy (ACT) for depression and anxiety
- Dialectical Behavior Therapy (DBT) groups to build skills to improve your relationships, crisis management and emotional stability
- Interpersonal psychotherapy for depression



Fayetteville, AR Campus

Northern Community Based Outpatient Clinics

General Mental Health GMH

The General Mental Health Clinics in the Northern Community-Based Outreach Clinics (CBOCs) provide a variety of mental health services. Services include psychotherapy and medication management with licensed independent providers for a broad range of mental health issues including mood disorders, adjustment issues, and relationship concerns. Our clinicians specialize in evidence-based therapy such as Acceptance and Commitment Therapy for Depression (ACT-D), Cognitive Behavioral Therapy (CBT), Cognitive Behavioral Therapy for Depression (CBT-D), Cognitive Behavioral Therapy for Insomnia (CBT-I), Cognitive Processing Therapy (CPT), Anger Management Groups, Effective Living Skills, and Lessons Learned PTSD Recovery. In addition, outpatient clinics have Substance Abuse and Peer Support services onsite. Contact the nearest clinic in your area for more information about services.



Joplin, MO Campus

Branson VA CBOC
5571 N Gretna Rd
Branson, MO 65616
(417) 243-2300 ext. 52270

Joplin VA CBOC
3015 South Connecticut Ave
Joplin, MO 64804-3035
(417) 621-6600 ext. 56569

Gene Taylor VA CBOC
1850 West Republic Rd
Springfield, MO 65807-5730
(417) 891-4800 ext. 54515

Southern Community Based Outpatient Clinics

General Mental Health GMH

The General Mental Health Clinics in the Southern Community-Based Outreach Clinics (CBOCs) provide a wide range of face-to face or telehealth services for eligible Veterans. Services include psychotherapy and medication management with licensed independent providers for a broad range of mental health issues including mood disorders, adjustment issues, and relationship concerns. Additionally, the Fort Smith clinic has Substance Abuse and peer-support services onsite. For more information or to request services, contact the nearest clinic in your area or speak to your primary care team regarding referrals to General Mental Health.



Fort Smith, AR Campus

Fort Smith VA CBOC
5700 Phoenix Place
Ft. Smith, AR 72903
(479) 441-2600 ext 42610

Jay VA CBOC
1569 N. Main Street
Jay, OK 74346
(918) 253-1900 ext 51823

Ozark VA CBOC
2713 W. Commercial Street
Ozark, AR 72949
(479) 508-1000 ext 40965

Trauma Recovery Program (TRP) and Post-Traumatic Stress Disorder Care

The Trauma Recovery Program provides outpatient telehealth and in-person services to Veterans that have PTSD. The TRP also offers an accelerated PTSD treatment program.

Short Term Evidence Based Trauma Focused Treatments:

- Written Exposure Therapy (WET)
- Cognitive Behavioral Therapy for Insomnia (CBT-I)
- Prolonged Exposure (PE)
- Cognitive Processing Therapy (CPT)

Substance Use Disorder (SUD) Program

Substance Use Disorder Services at VHSO are available to support any Veteran interested in addressing any problematic use of alcohol or substances. Services at many levels are available:

- Outpatient individual care
- Group or family sessions
- Intensive outpatient programming with supervised residential support as needed
- Residential rehab treatment (RRTP)

Mental Health Intensive Case Management (MHICM)

(479) 582-7110

- Work with Veterans who are experiencing difficulty in his/her ability to function successfully in the community due to serious mental illness
- Multidisciplinary team focuses on the recovery goals set by the Veteran
- Provides a range of intensive case management services in the community to help ensure that the Veteran's needs are met, as well as helping them cope, navigate and thrive in their life roles

Psychosocial Rehabilitation and Recovery Center (PRRC)

(479) 582-7110

The goal of PRRC is to provide support to Veterans with severe and persistent mental health issues to help them achieve their own personal recovery goals at their own pace and level of support as they progress. Services include:

- Multidisciplinary team with peer support specialists, social workers, chaplains and an occupational therapist
- Daily opportunities for social interaction and group activities
- Recovery focused on personal choice, hope, strengths, community support

Peer Support Services

A certified Peer Support Specialist is a fellow Veteran with lived experience in recovery who is a member of the mental health team. Peer Support Specialists can work one on one with your recovery and wellness goals. Peer Support Specialists also facilitate groups in Whole Health, wellness and recovery, art and mindfulness.

Suicide Prevention Services

If you or someone you know is having thoughts of suicide, contact the Veterans Crisis Line to receive free, confidential support and crisis intervention available 24 hours a day, 7 days a week, 365 days a year. **Dial 988 then Press 1**, text 838255 or call 1-800-273-8255.

Neuropsychological Services

Assessment of cognitive and emotional functioning for individuals with a history of Traumatic Brain Injury, suspected dementia or memory impairment, neurological disorders, or suspected cognitive decline related to other medical issues.



Recovery Activities

National Veterans Golden Age Games

- For Veterans 55 and older: senior adaptive rehabilitation program to support wellness
- Weekly clinic year-round at Springdale Recreation Center to train for annual event

Mental Health Inpatient Unit (1A)

The Mental Health Inpatient Care unit (1A) is a recovery-based inpatient unit, specializing in the stabilization of Veterans in psychiatric crisis or in need of acute detox. Our inpatient team works with each Veteran to engage them in their own recovery, identify personal barriers, connect them to services, and help the Veteran discover and develop coping mechanisms to facilitate sustainable recovery.

Compensated Work Therapy (CWT)

(479) 443-4301 ext 67530

CWT is a vocational rehabilitation employment program for Veterans. CWT partners with government agencies and local businesses to provide employment opportunities to Veterans. CWT is a vital employment and therapeutic work program assisting Veterans with employment challenges faced from mental health and physical disabilities.

Tobacco Cessation:

- The tobacco cessation program serves Veterans who would like to quit or reduce use of nicotine or tobacco products including cigarettes, chew/dip, vapes, etc.
- Every Veteran has an individual consultation to review their goals and what the VA can provide for evidence-based treatment which includes: nicotine replacements/medications, group treatment, individual cessation counseling, apps/texting services, and workbooks.

Military Sexual Trauma Services (MST)

(479) 443-4301 ext. 67117 (voicemail is confidential)

The VA provides a wide range of medical and mental health services specific to service members with a history of MST. All service members are screened for a history of MST and may be eligible for care related to MST even in cases where they may not meet other criteria for full VA care.



ADDITIONAL VHSO PROGRAMS AND SERVICES

Women's Health

(479) 443-4301 Ext. 63480

Women Veterans Call Center: 1-855-VA-WOMEN

Rose Program for pregnant and postpartum Veterans

- "Finding Courage" MST Class for female Veterans
- Women's Health Psychologist and mental health support available at all VHSO locations
- Specific Whole Health activities and groups for Women Veterans
- Reproductive Health Services
- Opportunities to participate in quarterly women's forum and public forums



Veteran Justice Outreach (VJO)

(479) 444-4004

The Veteran Justice Outreach Program is designed to assist Veterans who are having legal trouble. While the VA and their staff are unable to provide legal representation, we are able to advocate for a Veteran's potential treatment needs, assist in navigating the VA system, offer education on many new emerging services being offered by the VA medical center and assist with connecting Veterans to resources specific to their individual needs. VJO works with police and sheriff's departments, local jail administrators, judges, prosecuting attorneys, public defenders, probation/parole officers, community mental health providers, prison administrators, and re-entry specialists.

VA Homeless Programs (HUD-VASH)

(479) 444-4004

HUD-VASH is a collaborative program which pairs HUD's Housing Choice Voucher (HCV) rental

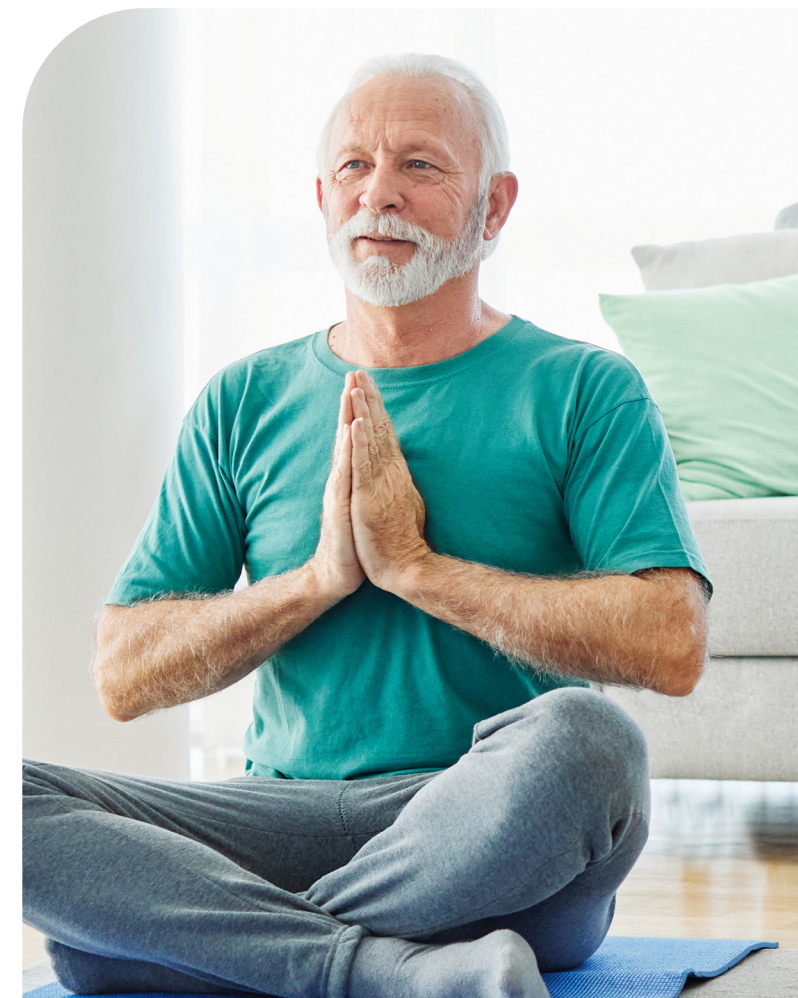
assistance with VA case management and supportive services for homeless Veterans. These services are designed to help homeless Veterans and their families find and sustain permanent housing. Veterans also receive assistance accessing health care, mental health treatment, substance use counseling and other supportive services to help them in their recovery.

Eligibility: Veterans must be VA health care eligible, homeless and participate in case management services in order to obtain and sustain permanent independent community housing. Qualified Veterans receive services to resolve current homelessness and prevent future homelessness, including intensive case management and access to a HUD/VASH voucher to substantially reduce housing costs.

Whole Health

Whole Health is an approach to care that emphasizes what matters to you rather than focusing on illnesses or "what's the matter with you."

- Whole Health coaching - A trusted partner and mentor who empowers individuals to both identify and achieve their goals related to health, wellness, and mindset and encourages and supports their client by using science-backed, behavior-driven lifestyle modifications. Whole Health coaches optimize well-being by assisting Veterans to achieve their health goals based on what they feel is important to them. Coaches work with people to change their behaviors to get from where they are now to where they want to be.
- Ompractice - Free live online classes with more than 100 weekly exercise, meditation and breathing groups per week
<https://app.ompractice.com/veteransaffairs>
- Virtual Yoga
- Drumming Circle classes - in-person and live virtual group (drum is provided for class)
- Chiropractic care
- Acupuncture
- Massage
- Mindfulness
- Pain management services
- Cooking classes
- Health summits



**VETERANS
CRISIS LINE**

DIAL **988** then
PRESS **1**

Food and Nutrition Services

(479) 443-4301 ext. 65043

- MOVE Program
- Individual appointments (in-person, virtual or phone)
- Telephone lifestyle coaching
- In-person group classes
- Healthy teaching kitchen cooking classes
- Be Active and MOVE! (BAM) -Virtual group classes
- MOVE! Coach with Care app -19 weeks
- Diabetes Class: Teleconference group class

The VHSO Micro-Food Pantry is located on the Fayetteville campus in the circle drive outside building 21. The food pantry is available to any Veteran in need and is accessible 24/7.



Caregiver Support Program (CSP)

(479) 444-4065 <http://www.caregiver.va.gov/>

CSP offers clinical services to caregivers of eligible and covered Veterans enrolled in the VA health care system. The program's mission is to promote the health and well-being of family caregivers who care for Veterans through education, resources, support and services. Please contact the CSP or the VHSO website for more information on eligibility criteria.

- Caregiver Support Line: (855) 260-3274 a monthly education support group that meets by phone
- Building Better Caregivers online workshop
- Caregiver burnout & Caregiving for someone diagnosed with PTSD, Dementia, and other illness

LGBTQ+ Services

VHSO has two LGBTQ+ Veteran Care Coordinators available to help LGBTQ+ Veterans navigate the Veteran health care system, offer community resources and facilitate LGBTQ+ Veteran programs. The Veteran Care Coordinators also serve as a point of contact, source of information, advocate and general problem-solver for LGBTQ+ Veteran related health care issues. Some examples of clinically appropriate care include:

- Gender affirming hormone therapy
- Speech therapy: voice training
- Prosthetics
- Women's health pharmacare
- Assessment of sexual health
- Identification of self-identified gender identity and preferred name in the medical record

Intimate Partner Violence

(479) 443-4301 ext. 36028

If you are in danger and need help right now, contact the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or TTY 1-800-787-3224. The VA Intimate Partner Violence Assistance Program offers guidance for you and your partner to help you have healthier relationships. For more information or assistance, please contact your provider to be connected with the Intimate Partner Violence Coordinator.

Chaplain Services

Building 1 Room 301-01 (479) 443-4301 ext. 65122

VHSO Chaplains serve people of all faiths and denominations as well as Veterans and their families looking for non-denominational support. They are here to listen and offer spiritual and emotional support as you deal with difficult questions and ethical dilemmas. Our interfaith chapel offers a sacred space for reflection and scheduled services. Chaplains also help to facilitate services such as:

- Holistic care—body, mind and soul
- Comfort and counseling
- Sacraments
- Relationship enhancement workshops
- Spiritual awareness groups
- Spiritual assessments
- Secure messaging
- Counseling individually and in groups

Military2VA: Specialized Post-9/11 Care (OEF/OIF/OND)

Your Post-9/11 M2VA team is trained in addressing the unique needs of reintegrating service members and Post-9/11 era Veterans. Team members are ready to assist with what matters most to you from accessing care and resources to developing personalized goals for your care and navigating benefits. Also, they can:

- Collaborate with DoD and community partners to facilitate your transition to the VA health care system
- Educate you on VA eligibility, benefits and services
- Provide transition and reintegration assistance
- Apply a holistic approach to care planning including integration of Whole Health
- Facilitate a transition of care in the event of relocation to another VA facility
- Educate and outreach to DoD and community partners on the VA system and challenges unique to Post-9/11 era Veterans

Vision Impairment Services (VIS)

(479) 443-4301 Ext. 63489

The Visual Impairment Services (VIS) Program provides services to Veterans and active-duty service members experiencing significant vision loss. The VIS Coordinator provides assessment, case management and referrals to services within the VA and in the community. The VIS Coordinator seeks to identify and inform eligible Veterans (those who have a diagnosis of legal blindness or a diagnosis of low vision) about services and benefits to ensure that health care and rehabilitation services to these Veterans are made available and to help them cope with vision loss.

Audiology and Speech Services (Hearing, Speech, and Balance)

(479) 443-4301

We provide both testing and rehab services for:

- Tinnitus (noise/ringing in the ears) management
- Hearing and dizziness/balance evaluations
- Selection, management and repair of hearing aids and assistive listening device assessments
- Employee hearing screening (no referral needed)

Speech Services

We can assess and treat:

- Swallowing difficulty
- Memory/recall
- Stuttering, unclear speech voice weakness and quality
- TBI related communication difficulties, daily organizational skills, attention and focus
- Language expression and understanding (spoken and written)
- Diagnosis such as Parkinson's Disease, ALS and aphasia



Non-VHSO SERVICES AND OFFERINGS

Vet Center Treatment Options - Fayetteville

(479) 582-7152

We offer confidential help for Veterans, service members and their families at no cost in a non-medical setting. Our services include counseling for depression, PTSD and the psychological effects of MST. We can also connect you with more support in VA and in your community. Contact the Vet Center to learn more about eligibility requirements for care.

Services Provided:

- Couples and family counseling
- Grief and bereavement counseling
- Mental health care
- MST care
- PTSD care
- Returning service member care

Soldiers, Songs, and Voices: Veteran music group plays on VHSO main campus and at local events. SSV offers music lessons to Veterans.

Pedal It Forward: Bicycles available to Veterans in NWA needing assistance with transportation or wanting to incorporate bicycling for exercise.

Additional Tools and Resources:

- Talk Listen Connect Videos: When Parents are Deployed www.sesamestreet.com/tlc
- VA benefits hotline: (800) 827-1000
- VA health benefits hotline: (877) 222-8287
- My HealtheVet help desk: (877) 327-0022



VA APP STORE

<https://mobile.va.gov/appstore>



VA Health Chat

Chat with VA staff members through easy online access (available at limited sites).



VA Online Scheduling

Request, schedule, and track your appointments at VA and Community Care facilities online.



Annie for Veterans

Receive automated text messages for self-care including medication reminders, tips to reduce stress, and more.



Mindfulness Coach

Learn how to practice mindfulness to reduce stress and improve emotional balance.



Beyond MST

Find coping tools and free resources to work through challenges associated with Military Sexual Trauma (MST).



Insomnia Coach

Access a guided weekly training plan, an interactive sleep diary, and other tools to help track and improve sleep.



Live Whole Health

Support your health and well-being with care centered around what matters most to you.



PFA Mobile

Access resources for responders who provide psychological first aid (PFA) as part of a response effort.



VA Video Connect

Meet with VA health care providers through live video on any computer, tablet, or mobile device with an internet connection.



VA: Health and Benefits

Manage existing VA claims and appointments, securely message your VA health care providers, and more.



VA Online Scheduling

Request, schedule, and track your appointments at VA and Community Care facilities online.



Ask a Pharmacist

Access trusted information about VA pharmacies, prescription labels, medications, and more.



**WE ARE HERE TO
SUPPORT YOU.
RECOVERY IS
POSSIBLE!**

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Veterans Health Care System of the Ozarks