

Mental Health

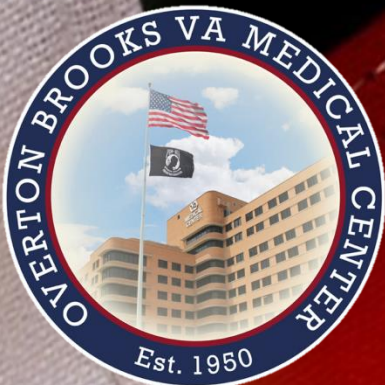
Directory of Services

Overton Brooks VA Medical Center



Table of Contents

Message from the Medical Center Director	3
Message from Chief, Mental Health Service	4
Outpatient Mental Health Clinics Behavioral Health Interdisciplinary Programs (BHIPS)	5
Community Based Outpatient Clinics	6
Community Residential Care	7
Health and Wellness Education	8
Healthcare for Homeless Veterans	9
Inpatient Psychiatry Unit	10
Mental Health Assessment Consult Service	11
Intensive Community Mental Health Recovery	12
Post Traumatic Stress Disorder Clinic	13
Primary Care Mental Health Integration	14
Substance Use Disorder Services	15
Suicide Prevention Program	16
Telemental Health Services	17
Veteran's Justice Outreach	18
Vocational Rehabilitation and Therapeutic Work	19



Facility Interactive Map:

<https://interactive.medmaps.com/site/overtonbrooksvamc>



Scan to view interactive
Veteran's Guide

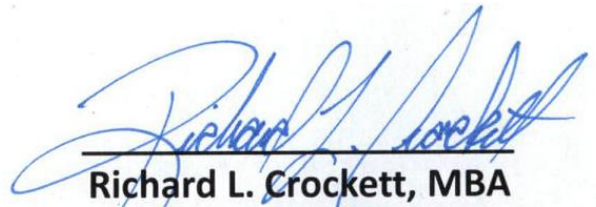
Message from the Director

First and foremost, I would like to thank you for your service to our nation! We are honored that you have chosen Overton Brooks VA Medical Center (OBVAMC) to meet your health care needs. Our Mental Health Service staff are committed to providing comprehensive recovery-oriented mental health services to you and your family.

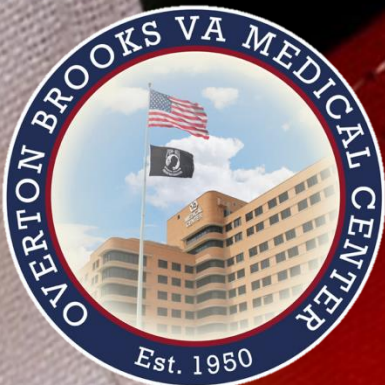
Our mental health providers are dedicated to a recovery-oriented, Veteran centered approach to health care. You, your family, and your practitioners create a partnership to ensure that the clinical decisions meet your healthcare expectations and preferences of care.

Whether you are a new to the VA system or presently enrolled for care at OBVAMC, we look forward to serving you and your family by building a relationship that meets your healthcare needs.

Thank you for allowing us the opportunity to serve you.



Richard L. Crockett, MBA
Medical Center Director



Message from Chief, Mental Health Services

This directory is meant to give you, our Veterans, information about the wide array of care options offered in the Mental Health Service (MHS) at Overton Brooks VA Medical Center (OBVAMC) and at the Community-Based Outpatient Clinics (CBOCs) located in Monroe LA, Texarkana AR, and Longview TX.

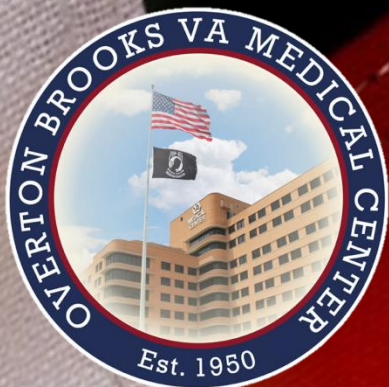
Our Mission is to honor Veterans by providing quality mental health services that work to optimize health and well-being by promoting recovery and building resilience. Our vision is to become the benchmark for excellence in health care by providing services that are Veteran-centered, recovery-focused and evidence-based.

In Mental Health, we emphasize early intervention and recovery. Our staff works diligently to improve the well-being of the Veterans and their families by utilizing a whole person approach that combines education, research, and clinical care. Our services are delivered by engaged, collaborative teams, aligned with the recovery model in an integrated environment that supports learning, innovation and continuous improvement.

We utilize evidence-based treatment (EBT), an approach that integrates the best research evidence with clinical expertise and Veteran values. We are making EBT widely available to all Veterans and are pleased to announce that EBT is now being offered in most of our clinics.

On behalf of the Mental Health staff, we thank you for your service and look forward to serving you!

Robin Hogue, MD
Chief, Mental Health Service



Behavioral Health Interdisciplinary Program (BHIP) Treatment Teams

Overton Brooks VA Medical Center (OBVAMC) Mental Health is organized into two BHIP treatment teams in the outpatient clinic. The purpose of the BHIP team is to provide proactive, integrated, and comprehensive care to improve Veteran access. These teams increase coordination and continuity of care which work to improve overall quality of care for each Veteran. Treatments include psychiatrists, psychologists, nurse practitioners, physician assistants, social workers and other support staff.

BHIPs provide a variety of evidence-based care, and programming to include both group and individual psychotherapy; as well as medication management. BHIP teams offer a wide array of treatment options tailored to meet the needs of the individual Veteran and his/her family.

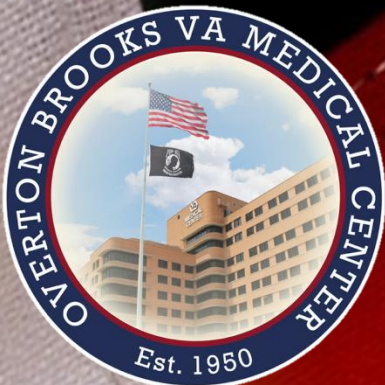
When a Veteran engages with Mental Health, a Treatment Coordinator is assigned. The Treatment Coordinator will work with you to set up a plan that meets your individual needs and that will best support your recovery. If you don't know who your Treatment Coordinator is, please ask. You should discuss your Recovery Plan with your Treatment Coordinator. It's important that you take an active role in your treatment, because the more we work together, the closer we come to our goal - a healthier you.

Contact:

- BHIP Team One: (318) 221-8411, extension 4961
- BHIP Team Two: (318) 221-8411, extension 6368

Program location:

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
Mental Health South Wing – 1S17



Community-Based Outpatient Clinics **(CBOC)**

Overton Brooks VAMC has three CBOCs located in Monroe, Louisiana; Texarkana, Arkansas; and Longview, Texas, all clinics provide Mental Health services. There are Mental Health professionals assigned to each of the CBOCs who are available to provide Mental Health consultation and treatment both in person and by way of tele-health (video conferencing).

Mental Health services available in the CBOC's include medication management, individual therapy, group therapy, and family therapy.

Veterans who live near CBOC's are often able to receive the same Mental Health Services available at the main facility but at a location more convenient to their home.

Program Location and Contact Information:

Longview, Texas:

1005 N. Eastman Rd.,
Longview, Texas 75601
(903) 247-8262



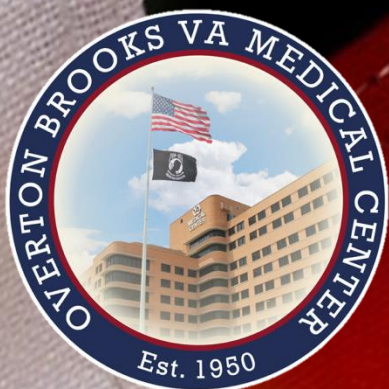
Texarkana, Arkansas:

910 Realtor Ave.,
Texarkana, Arkansas 71854
800 -571-8387



Monroe, Louisiana:

1691 Bienville Dr.,
Monroe, Louisiana 71203
(318) 998-7875



Telephone Care: 800-644-8370

Appointments: (318) 990-5000

Community Residential Care (CRC)

The CRC program provides a substitute home environment that provides for the medical and psychological needs of Veterans who have no family or support system.

The program is geared towards Veterans who do not require inpatient care, but who are not capable of living independently in the community. CRC allows Veterans to continue living at the highest level of independence possible, while providing the support needed.

Criteria:

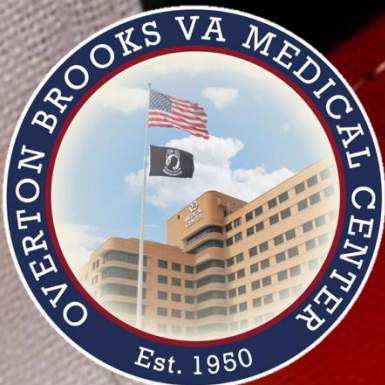
- Placement is based on need, availability of beds and Veteran's preference
- The Veteran can choose the home
- The Veteran, sponsor and Social Worker will discuss the Veteran's care needs and suitability for residence in the home and cost of care
- Care is paid for by the Veteran, but financial assistance may be available

Benefits:

- A safe and supportive living environment
- All meals are provided, including snacks
- House cleaning and laundry service are provided
- Case Management, Staff available 24-hours
- Allows Veterans to live in the community and participate in community activities
- Offers Veterans the ability to receive follow-up services with OBVAMC clinics and programs

Contact:

- CRC Coordinator: (318) 221-8411, extension 7072



Health Promotion and Disease Prevention

(HPDP)

The HPDP Program assists Veterans with wellness education and health behavioral management related to a variety of medical conditions.

Who can we help?

We help those who may benefit from health behavior management for diabetes/pre-diabetes, weight loss and adherence to other medical issues such as hypertension, hypercholesterolemia, congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD), to name a few. You must have a desire for behavior change, be mentally stable, and be able to actively participate in individual/group health behavior change sessions.

How can HPDP help?

- Offers Behavioral Management for overall healthy living and/or weight loss by working on motivations, increased awareness and barriers
- Increased education regarding controlling health and successful weight management
- Weight reduction plans

How can you get an appointment?

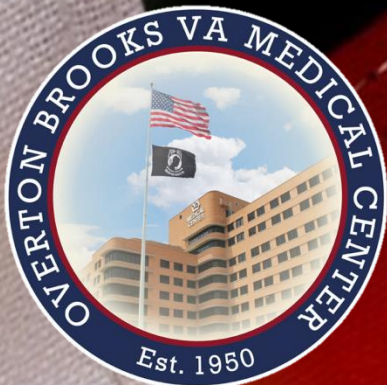
Simply tell your provider you are interested in a referral to a Health Change Group (face-to-face group or individually at Overton Brooks VAMC in Shreveport or Telehealth Group if closer to a CBOC – Longview, Monroe, Texarkana). Your provider will then enter a consult and you will be contacted.

Contact:

Health Behavior Coordinator
(318) 221-8411, extension 5152
Red Team: 2E48

Program Location:

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
Primary Care, Red Team Annex: 2E48



Health Care for Homeless Veterans (HCHV)

The HCHV division of MHS provides a full spectrum of housing services delivered by an integrated multidisciplinary team of caregivers.

We help Veterans by:

- Supporting the Veteran's entry into independent living in the community
- Increasing residential stability, income and skills
- Increasing independence, self-determination and self-esteem
- Providing access to resources for homeless Veterans outside of the VA through community partnerships
- Assisting homeless Veterans with psychiatric and/or substance abuse problems in obtaining sobriety, maintaining health, legal compliance and independent living skills
- Collaborating with the US Department of Housing and Urban Development (HUD) to provide rental support in the form of a Housing Choice or Project Based Section 8 voucher, paired with VA provided case management and supportive services
- Providing supportive housing to hard-to-reach homeless Veterans with severe mental illness who have been unable or unwilling to participate in supportive services
- Promoting housing stability among very low-income Veterans and their families who reside in or are transitioning to permanent housing
- Getting Veterans to engage in recovery and to become productive members of society

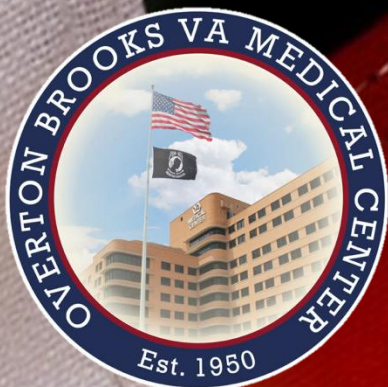
Contact/Locations:

HCHV OFFICE

3000 Knight Street
Building 5, Suite 110
Shreveport, LA
Phone: (318) 990-4401

HOPE Connections

2350 Levy Street
Shreveport, LA
Phone: (318) 670-4591



The inpatient psychiatric unit is utilized to care for Veterans with acute serious psychiatric conditions, serious mental illness that require stabilization, as well as Veterans who require psychiatric care due to danger of risk to self or others.

Admission to the inpatient unit is typically ordered by consult from a treating provider within the hospital, from the Emergency Department or, as a transfer from another facility.

(318) 221-8411, extension 5566

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
9th floor at 9E31B - Inpatient Psychiatric Unit



Mental Health Assessment Consult Service **(MHACS)**

MHACS is an interdisciplinary team that responds to Fast Track and Emergency consults, answers inpatient consults, and assesses walk-ins to the Mental Health clinics as needed.

MHACS serves as the point of entry for all Veterans entering the Mental Health.

If you are a Veteran needing Mental Health care and already have a provider, please contact your established provider before presenting to MHACS.

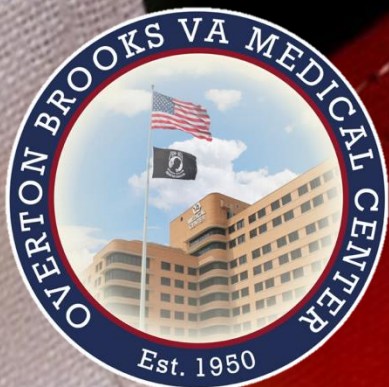
If you still need help, present to MHACS. Remember that you may be able to see a Mental Health provider through your Primary Care clinic via the Primary Care Mental Health Integration (PCMHI) program (see page 14).

Contact:

- MSA Contact: (318) 221-8411, extension 5792
- Team Lead Contact: (318) 221-8411, extension 5997

Program Location:

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
Mental Health South Wing – 1S17



Intensive Community Mental Health Recovery (ICMHR) formerly known as MHICM

The ICMHR program has an integrated interdisciplinary team that provides comprehensive mental health and case management services and support to Veterans in the community. The main goal is to reduce the need to stay in the hospital, improve community adjustment, quality of life and satisfaction with services.

Services Provided:

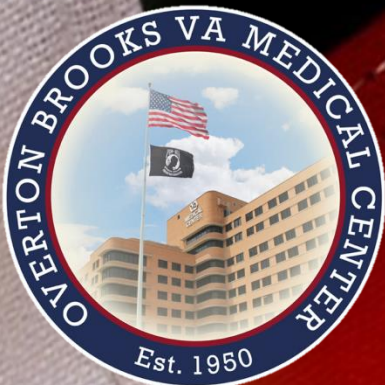
- Frequent home visits by providers
- Supportive therapy and emotional support
- Medication management and monitoring
- Assistance with payee, court or other legal matters
- Community placements
- Client advocacy
- Transportation
- Assistance obtaining social services related to community resources
- Assessment and support through frequent face-to-face visit and telephone calls
- Caregiver support
- Opportunities for socialization
- Assistance with shopping, laundry and routine home management
- Education
- Crisis intervention
- Assistance in obtaining employment
- Evidence-based treatment by certified providers

Contact:

(318) 221-8411, extension 4431

Program Location:

3000 Knight Street, Building #5, Suite 110
Shreveport, LA 71105



Post-Traumatic Stress Disorders Clinical Team (PCT)

The purpose of the PCT is to provide quality clinical care and education to Veterans who have experienced military and civilian traumas.

The PCT provides treatment services to Veterans with Post-Traumatic Stress Disorder (PTSD). The PCT provides a diverse outpatient treatment program that includes psychiatric care, case management, individual psychotherapy, supportive educational groups and evidence-based treatment.

Evidence-Based Treatment – VA is committed to making evidence-based treatments widely available. Evidence-based treatments are treatments that research has proven effective for problems specifically related to trauma survivors. Mental health providers receive the latest training on a variety of proven treatments.

Interpersonal trauma work including Military Sexual Trauma (MST) – The scope of the PTSD program also extends to interpersonal trauma including MST.

Population served: Veterans who have been exposed to traumatic experiences and related mental health problems. The PCT also provides education and specialized training to students and practitioners about the assessment and treatment of trauma-related problems.

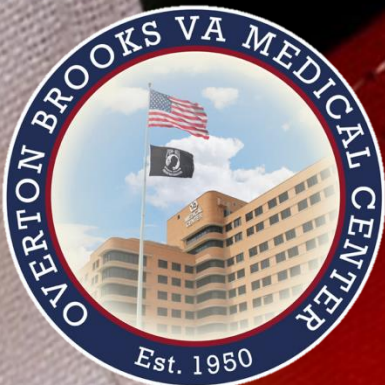
Eligibility Criteria: PTSD diagnosed by Service Connection and/or PTSD Clinical Team, a willingness and ability to participate in recovery focused treatment. The PCT coordinates with BHIP teams for referral and discharge planning after completion of trauma treatment.

Contact:

(318) 221-8411, extension 5380

Program Location:

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
Mental Health South Wing – 2S17



Primary Care Mental Health Integration **(PCMHI)**

The Primary Care Mental Health Integration (PCMHI) program provides general mental health services for issues that are best treated within the primary care clinic setting, allowing the Veteran to maintain a high level of functioning without the use of specialty services.

The Primary Care Provider (PCP) can and does manage the treatment of some mental health concerns but consults with embedded Mental Health Service (MHS) providers as needed. These include providers that offer both talk therapy as well as medication management.

Services provided:

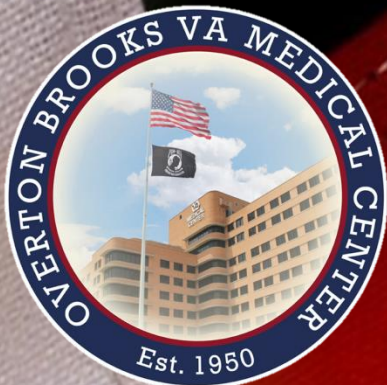
- Brief Cognitive Behavioral Therapy for mild to moderate symptoms of depression and anxiety
- Interventions for sleep disturbance, weight management and other health-related issues
- Brief pain management
- Brief stress management
- Brief interventions for substance abuse, including motivational interviewing

Contact:

Primary Care Mental Health Integration Program
(318) 221-8411, extension 6889 Primary Care Red Team

Program location:

PCMHI providers are imbedded in all Primary Care Clinics and in CBOCS.



Substance Use Disorder Services (SUDS)

Substance Use Disorder Services (SUDS) provides evaluation and treatment to Veterans experiencing life challenges related to alcohol or mood-altering substance use.

Who can SUDS help?

If you think you may be experiencing problems related to substance use, SUDS can provide a comprehensive assessment and make recommendations to assist you in addressing your concerns. If you do need professional help, the SUDS clinic has an array of treatment resources of varying intensity available to assist you.

What can SUDS help you with?

Substance Use Disorder Assessment and Referral
Ambulatory Detoxification
SUD Intensive Outpatient Treatment/Rehabilitation
Outpatient SUD Treatment
Opiate Agonist Treatment Services
Tobacco Cessation Services

How can you get an appointment?

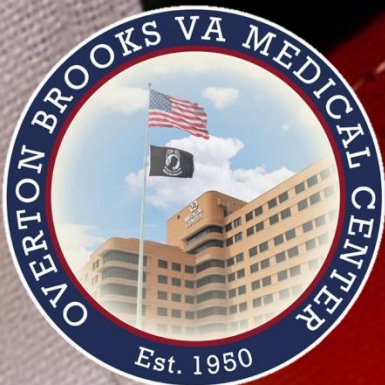
Simply tell your VA provider you are interested in a SUDS evaluation, contact the SUDS clinic at (318) 990-5066/7949, and request an appointment or, you can present directly to the SUDS clinic in Basement South (BS-66) 8AM - 3PM weekdays and request an evaluation.

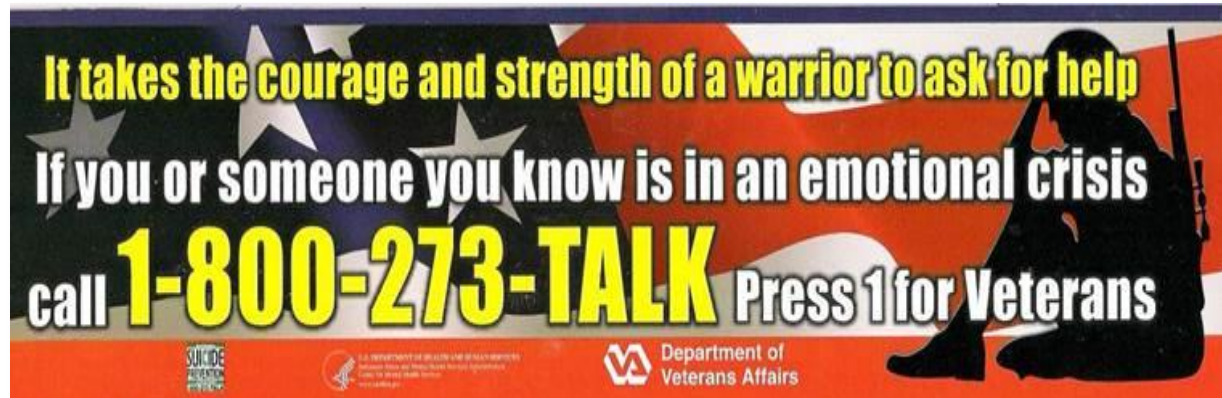
Contact:

- Program Support: (318) 221-8411, extension 5066
- Intake Specialist : (318) 221-8411, extension 7949

Program Location:

Overton Brooks VA Medical Center
510 E. Stoner Ave.
Shreveport, LA 71101
Basement South (BS-66)





Suicide Prevention Program (SPP)

The Suicide Prevention Program is responsible for the monitoring of all Veterans who are assessed to be at high risk of suicide.

Veterans deemed high risk are more closely monitored and are provided the opportunity for more frequent mental health follow-up visits.

All Veterans who are assessed as high risk for suicide will be asked by their Mental Health providers to complete safety plan. This plan will be reviewed with the Veteran for use in times of crisis.

The Suicide Prevention Team serves as consultants to the entire OBVAMC system to include the CBOCs. SPP assists with questions, provides guidance, and conducts education on issues related to suicide prevention and treatment.

Suicide Prevention Team:

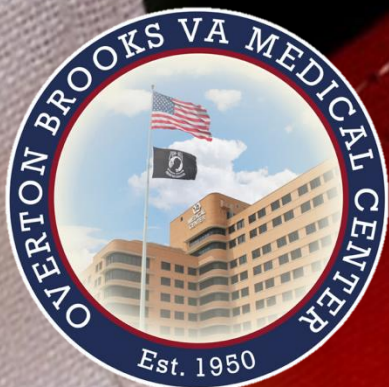
Program Coordinator: (318) 221-8411, extension 5334

Case Manager: 318-221-8411, extension 5781

REACH VET Coordinator: 318-221-8411, extension 5075

Any Veteran can access assistance in times of crisis by using a method listed below:

1. **Veterans Crisis Line: 1-800-273-8255**
2. **Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net)**
3. **Send text to 838255**



TeleMental Health Services (TMH)

The goal of TMH is to create a Veteran-centered / provider-empowered program aimed at serving the mental health needs of Veterans whose access to care is restricted by geography, limited resources or, who are not able to travel distances due to psychiatric and/or medical conditions.

Services Provided:

TMH provides most of the services that you can get in our Mental Health Outpatient Clinic. This includes medication management, psychotherapy, substance abuse, psychosocial rehab/recovery and others.

TMH care is delivered through a secure network server to the Veteran at his or her local CBOC. Our TMH service uses state-of-the-art equipment to expand the array of treatment options that are more convenient for Veterans.

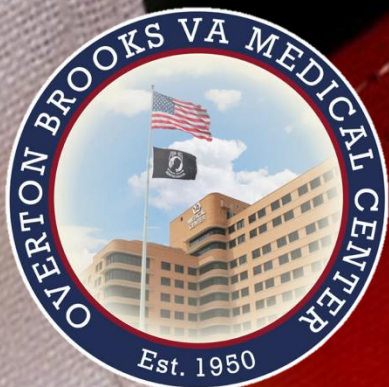
TMH care is provided to the Veteran in their home using a VA-issued device or, personal device using the Veterans Video Connect App.

Contact:

TeleMental Health Program Support Asst. Holly Cooper(holly.cooper@va.gov)
(318) 221-8411

Program Location:

TeleMental Health services are located at Overton Brooks VA Medical Center, Shreveport, Louisiana, Mental Health South Wing – 1S17, and in the Longview, Texas, Monroe, Louisiana, and Texarkana, Arkansas, CBOCs.



Veterans Justice Outreach (VJO)

The goal of the VJO program is to decrease criminalization of mental illness by providing Veterans involved in the criminal justice system access to Veterans Health Administration (VHA), Mental Health, and Substance Use Disorder services.

Criteria for referrals:

- Must have Honorable or General Discharge
- Must be eligible for VHA services
- Involved with the legal system

Services provided within VJO:

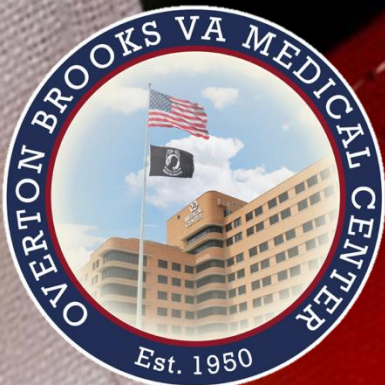
- Refer and link justice-involved Veterans with appropriate services within the VA or community to address needs which may include substance use, mental health, medical, homelessness, employment, benefits, etc.
- Provide outreach to the community, law enforcement agencies, the court, and attorneys regarding information and education about Veteran issues including PTSD and TBI and available services
- Develop and implement Veterans Treatment Court
- Function as a court team member within the Veterans Treatment Court and serve as a liaison to the court on the Veteran's behalf
- Case management

Contact:

Veterans Justice Outreach Specialists
(318) 221-8411, extension 4401

Program Location:

3000 Knight Street,
Building 5, Suite 110



Vocational Rehabilitation and Therapeutic Work Programs (VR&TW)

VR & TW programs offer many vocational services for Veterans who want to return to work or, to improve vocational skills. The primary services are work evaluation, transitional work, job placement, job coaching, job support and case management.

Criteria for referral:

- All Veterans referred must be eligible for VAMC healthcare
- Referrals must be from VA providers in Mental Health or a medical rehabilitation program

Services Provided:

Incentive Therapy is a pre-employment program that provides a diversified work experience in the VAMC for Veterans who have severe mental illness and/or physical impairments. IT services continue until they are no longer clinically appropriate and may consist of full or part-time work at nominal remuneration.

Compensated Work Therapy Programs:

Transitional Work is a pre-employment vocational assessment program in the VAMC and local community businesses. TW work assignments are supervised by work site staff and impose the same job expectations experienced in the private sector.

Supported Employment provides assessment, job coaching, and job development to Veterans with chronic mental health problems who want to resume gainful employment either full-time or part-time.

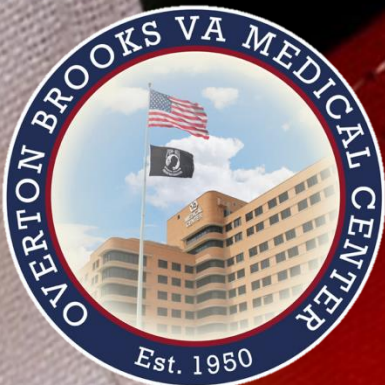
Vocational Assistance includes Job Readiness Training and Job Placement referrals to assist Veterans in achieving a smooth transition to the community work force.

Contact:

- Program Services Assistant: (318) 221-8411, extension 4442
- Program Coordinator: (318) 221-8411, extension 4447

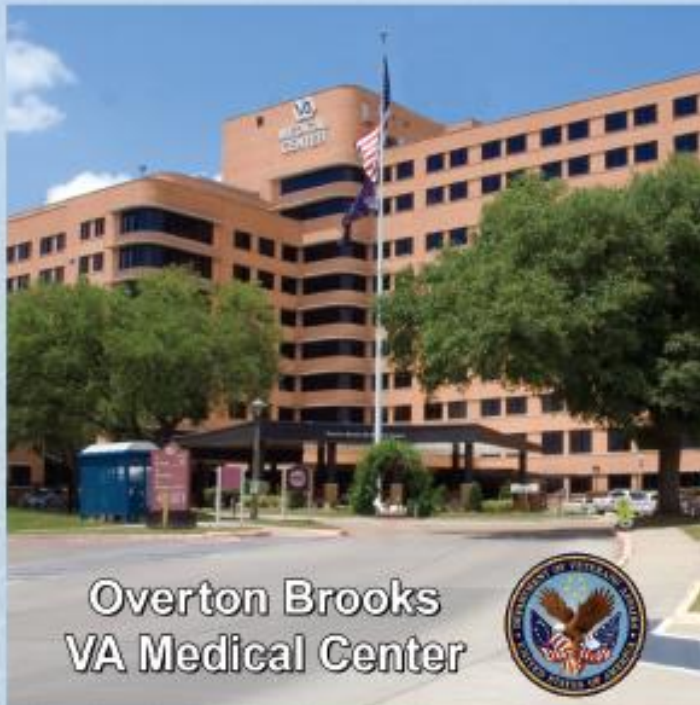
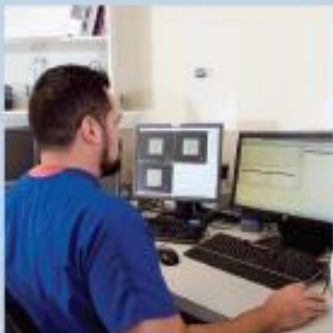
Program Location:

3000 Knight Street, Building #5, Suite 110
Shreveport, LA 71105



Notes:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Integrity: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

