

Battle Creek VA Healthcare Delivery System Mental Health Resource Guide



Mental Health Recovery is our Business!

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Battle Creek VA Medical Center

Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600
www.battlecreek.va.gov

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Recovery-Oriented Mental Health Care

Battle Creek VA Medical Center embraces the delivery of recovery-oriented mental health care. Recovery oriented care is patient-centered care and can help individuals living with mental health concerns move beyond managing symptoms of mental illness and towards improved life satisfaction and quality of life. In VA, recovery oriented care is Veteran-directed which means each Veteran is actively engaged throughout the treatment planning and recovery process. Each Veteran is encouraged to partner with his or her health care team, and through teamwork, identify a treatment plan that fits each individual’s personal values, preferences, and goals for care.

The Substance Abuse and Mental Health Services Administration (<http://www.samhsa.gov/recovery/>) has identified four major dimensions that are essential to a life in recovery:

Health: Overcoming or managing one’s disease(s) as well as living in a physically and emotionally healthy way.

Home: A stable and safe place to live.

Purpose: Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society.

Community: Relationships and social networks that provide support, friendship, love, and hope.

To learn more about mental health recovery, please contact the Local Recovery Coordinator at (269) 966-5600 ext. 31634.

Veteran and Family Council

The Veteran and Family Council (VFC) is a group of Veterans and family members. VFC meets regularly to discuss items and to work on projects that can assist the Medical Center. VFC members also assist by participating on Medical Center Councils and Boards including the Mental Health Care Committee.

If you would like to learn more about the Veterans and Family Council, please contact the Local Recovery Coordinator at (269) 966-5600 ext. 31634.

PLEASE NOTE: VFC members are volunteers and are not VA staff. They are consultants to Mental Health Leadership and are able to address systems issues and help make improvements that will benefit Veterans. If you have a concern that is specific to your personal care, please see a VA staff member who can assist you.

Accessing Mental Health Services

For Urgent Mental Health Needs:

1. Dial 911 or go to your nearest urgent care or emergency room. Battle Creek VA Medical Center's Urgent Care is open 24 hours per day, 7 days per week. Located in Building 2, at 5500 Armstrong Road, Battle Creek, MI 49037.
2. Contact the Veterans Crisis Hotline, 1-800-273-TALK (8255) Press 1 for Veterans, to talk with a trained professional who can assist you in accessing the mental health treatment or support your need. This number can be called by Veterans, family members, and concerned others.
3. For urgent admissions and transfers, please contact the Administrative Officer of the Day at (269) 966-5600 ext. 33858. If you are an outside agency wanting to transfer a Veteran, contact the Transfer Coordinator during regular business hours at ext. 31629.

VA Video Connect



Meet with your health care provider for a virtual appointment using the camera on your phone, computer, or tablet.

Technical assistance:

National Telehealth Technology Help Desk 866-651-3180 or 703-234-4483 (7 a.m. – 11 p.m. Eastern time, Mon – Sat)

Learn more:
mobile.va.gov/appstore



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Connect. It matters.
Engage. It matters.
Friendship. It matters.
Ask the question. It matters.

Support.

Compassion. It matters.
Family. It matters.
Be There. It matters.
Listen. It matters.

Confidential help for Veterans and their families



It Matters.

Because one small act can make the difference.

..... Confidential chat at VeteransCrisisLine.net or text to 838255

For Routine Care:

Step 1 – Determine Eligibility

(New to the Battle Creek VA Healthcare System,
OR it has been longer than two years since your last visit.)

A. When a Veteran is interested in receiving services, s/he must first meet eligibility requirements set forth by the Department of Veterans Affairs. Eligibility can be determined by contacting the Eligibility Enrollment Office at (269) 966-5600, ext. 33887 or ext. 33853.

B. Once the eligibility support staff determines a Veteran's eligibility, the Veteran will be assigned to a primary care team and scheduled for an initial primary care appointment. These primary care clinics are referred to as PACTs (Patient Aligned Care Teams).

Step 2 – Contact your PACT provider

A. **Have an assigned PACT provider?** Alert the PACT provider by telephone, secure messaging, or during a regularly scheduled appointment to express interest in mental health treatment.

B. **Transferring care from another VA Medical Center?** A member of the medical support staff can schedule an initial visit with a PACT provider; to schedule, please call (269) 966-5600.

Step 3

Upon request, a PACT provider will arrange for a member of the Primary Care Mental Health Integration Team to see you during your PACT appointment. Or your provider may refer you to additional mental health services (see following pages for more information on these programs).

What is Primary Care Mental Health Integration (PCMHI)?

VA recognizes the connection between mental health and physical health by integrating mental health professionals into PACTs. These mental health providers will assess and provide brief interventions, as well as help direct Veterans to the most appropriate services across the Battle Creek VA Medical Center. Each Veteran will either continue brief mental health treatment with a PCMHI provider, or if ongoing intensive care will be required, through a referral to a specialty provider within one of the Mental Health programs described in this Resource Guide.

Psychiatry Service Overview

(269) 966-5600 ext. 31104

Programs within the Service:

- Inpatient Mental Health
- Outpatient Mental Health Clinics

Service Description:

Psychiatry Service is responsible for the administration of Inpatient Mental Health, as well as five Outpatient General Mental Health Clinics in Battle Creek, Benton Harbor, Lansing, Muskegon, and Wyoming that assist Veterans in improving quality of life through the use of evidence-based therapies, and the development of Recovery goals and positive coping skills. We provide medication management, as well as assessment and clinical intervention services designed to guide Veterans in developing recovery plans to best achieve the Veteran's self-identified goals. The Service oversees the provision of treatment for Veterans who are experiencing symptoms related to Military Sexual Trauma (MST). Psychiatry Service also oversees the clinical practice of all psychiatrists employed by the Medical Center.



Outpatient General Mental Health Clinics

The general outpatient Mental Health Clinics are designed to provide Veterans access to mental health treatment throughout western Michigan. Our outpatient mental health providers assist Veterans in learning to live successfully with a variety of mental health conditions. VA providers work with Veterans to cope more effectively with the emotional, social, occupational, physical, spiritual, and familial aspects of recovery. Recovery-oriented goals are identified by each Veteran and areas of personal growth are addressed within the context of achieving those goals.

We provide comprehensive treatments for a variety of mental health and life issues. Treatment options include pharmacotherapy and medication management, time-limited individual and group psychotherapy classes, and peer support.

In addition, we provide services to Veterans who have experienced Military Sexual Trauma (MST). For more information on MST, please call (269) 966-5600 ext. 31182.

Battle Creek Outpatient Mental Health Clinic

Program Hours: Monday - Friday 8:00 a.m. – 4:30 p.m.
Wednesday 8:00 a.m. – 6:00 p.m.
Saturday 8:30 a.m. – 12:00 p.m.
(Saturday clinic located in Building 2)

Program Location: Building 7, First floor

Contact Number for Appointments:
(269) 966-5600 ext. 33680, 33681, 33682

Benton Harbor Outpatient Mental Health Clinic

Program Hours: Monday - Friday 8:00 a.m. – 4:30 p.m.

Program Location: 115 West Main Street
Benton Harbor, MI 49022

Contact Number for Appointments: (269) 934-9123

Lansing Outpatient Mental Health Clinic

Program Hours: Monday - Friday 8:00 a.m. – 4:30 p.m.

Program Location: 2025 South Washington Avenue
Lansing, MI 48910

Contact Number for Appointments: (517) 267-3925

Muskegon Outpatient Mental Health Clinic

Program Hours: Monday - Friday 8:00 a.m. – 4:30 p.m.

Program Location: 5000 Hakes Dr.
Muskegon, MI 49441

Contact Number for Appointments: (231) 798-4445

Wyoming Outpatient Mental Health Clinic

Program Hours: Monday - Friday 8:00 a.m. – 4:30 p.m.
Wednesday 8:00 a.m. – 6:00 p.m.
Saturday 8:30 a.m. – 12:00 p.m.

Program Location: 5838 Metro Way SW
Wyoming, MI 49519

Contact Number for Appointments: (616) 249-5300

Inpatient Mental Health (IMH)

Program Hours: 24 hours a day, Seven days a week
Program Location: Building 39, First and Second floor
Program Contact: (269) 966-5600 ext. 33056

For urgent admissions and transfers, please contact the Administrative Officer of the Day at (269) 966-5600 ext. 33858. If you are an outside agency wanting to transfer a Veteran, contact the Transfer Coordinator during regular business hours at ext. 31629.

Program Description:

Inpatient Mental Health (IMH) recognizes that mental health recovery is a unique journey. While some individuals become free of symptoms, others learn new ways of living and adjusting to their world. IMH is comprised of both Acute Rehabilitation units and a Geriatric unit. These are locked, tobacco-free units (Nicotine replacement therapy available). The modern design of the locked units promotes a therapeutic milieu for Veterans during a short term inpatient stay. Private and safe accommodations are available for Women Veterans.

An interdisciplinary team of Psychiatrists, Psychologists, Physician Assistants, Social Workers, Nursing and Peer staff partner with Veterans to meet their identified goals, navigate their personal recovery journeys, and to promote successful re-entry into the community. The program offers an intensive treatment approach in which Veterans attend therapeutic activities on a daily basis. Individualized evidence-based therapies are utilized to meet the unique needs of each Veteran.

Psychology Service Overview

(269) 966-5600 ext. 35150

Programs within the Service:

Outpatient Treatment Programs

- Neuropsychology Assessment Clinic
- PTSD Clinical Team (PCT)
- Substance Use Disorder Outpatient Clinic (SUD-C)

Residential Rehabilitation Treatment Programs (RRTPs)

- Psychosocial (PRRTP)
- PTSD (PRRTP)
- Substance Abuse (SARRTP)
- Transitional Residence (CWT-TR)

Service Description:

Psychology Service is responsible for the administration of three Mental Health Residential Rehabilitation Treatment Programs (RRTPs) that assist Veterans in improving their quality of life through the development of independent living skills and positive coping skills. The Service also oversees specialty mental health outpatient clinics for Veterans with Post Traumatic Stress Disorder and Substance Use Disorders. We provide psychological assessment services to help guide Veterans and their treatment providers in developing recovery plans to best achieve the Veteran's self-identified goals. Psychology Service oversees the clinical practice of all psychologists employed by the Medical Center, and we operate a training program for post-doctoral fellows, pre-doctoral psychology trainees and interns. Training programs for associated disciplines are provided in conjunction with local colleges and universities.

Neuropsychology Assessment Clinic (Outpatient)

Program Hours: Monday - Friday 8:00 a.m. - 4:00 p.m.
Program Location: Building 7, First floor
Program Contact: (269) 966-5600 ext. 31155 or 31171

Program Description:

The Neuropsychology Assessment Clinic provides specialized assessment of thinking, memory, mood, personality and other cognitive abilities (problem-solving, language etc.). A neuropsychological assessment can determine a Veteran's current cognitive, emotional, and psychological status. This will help the Veteran and his/her medical team make the best treatment decisions in order to (a) provide a baseline that can be compared to future evaluations to monitor changes; (b) help educate Veterans and their families and caregivers about how a brain disorder or injury might impact their thinking and functioning; and (c) identify potential ways to improve cognitive and day to day functioning.



PTSD Clinical Team (PCT) (Outpatient)

Program Hours: Monday/Thursday
8:00 a.m. - 7:00 p.m.
Tuesday/Wednesday/Friday
8:00 a.m. - 4:30 p.m.
Program Location: Building 14, Room 017
Program Contact: (269) 966-5600 ext. 31173

Program Description:

The PCT is an outpatient clinic that is designed to assist Veterans in learning to live successfully with Post Traumatic Stress Disorder (PTSD) developed as a result of military experiences. Veterans from any era who have PTSD symptoms may be referred. The PCT clinicians assist Veterans in coping more effectively with the emotional, social, occupational, physical, spiritual, and familial effects of post-traumatic stress. Recovery-oriented goals are identified by each Veteran and problematic areas such as guilt, intrusions, avoidance, anger, and substance use are addressed within the context of achieving those goals.

Veterans receiving PCT services are assigned to one or more of the available treatment options provided by PCT staff. These options include individual psychotherapy, pharmacotherapy, family therapy, and group therapy. Evidence-based therapies such as Cognitive Processing Therapy (CPT), Prolonged Exposure (PE), Seeking Safety, Cognitive Behavioral Therapy for Insomnia (CBT-I), Motivational Interviewing (MI) and Integrated Behavioral Couples Therapy (IBCT) are available. In addition, Veterans may be referred to one or more of the skill-building modules offered through the VA University.

Substance Use Disorder Clinic (SUD-C) (Outpatient)

Program Hours: Monday - Friday 7:00 a.m. - 4:30 p.m.
Program Location: Building 14, Ground Floor
Program Contact: (269) 966-5600 ext. 31173

Program Description:

Substance Use Disorder Treatment (SUD-C) Services at the Battle Creek VA are patient-centered and recovery-oriented— designed to allow individuals to participate in an individualized program while continuing to live independently in their own communities. Veterans who are working, going to school, or fulfilling other obligations are able to participate in outpatient substance use disorder services while managing their own schedules.

Individual therapy is also available for Veterans who are participating in SUD-C programming. Intensive Outpatient Treatment (IOP) is available for Veterans wanting a focused and comprehensive treatment regimen, while other options are available for Veterans requesting less intensive treatment. Relapse Prevention groups are available for Veterans who wish to continue building their early recovery skills and to address issues that can arise in early recovery, as well as formulate and implement a relapse prevention plan.



Residential Care (RRTPs)

The philosophy of the Battle Creek VA Medical Center Mental Health RRTPs is rooted in Recovery principles, and Veterans identify and pursue their personal Recovery goals in order to facilitate successful community living. Each RRTP has core programming in the morning based on their specific area of focus (for example, PTSD). Afternoon programming for Veterans from different RRTPs at the same facility is combined. The afternoon curricula - VA University - empowers each Veteran to create a program tailored to her or his personal recovery goals by choosing from a variety of interdisciplinary classes and groups. Veterans have a catalogue of course offerings and afternoon programming is shared across the three programs allowing for greater choice and utilization of resources. Veterans review these options with their primary psychotherapists and select ones which they believe can best help them achieve their personal recovery goals.

VA University classes involve participation not only from MHRRTTP staff members, but also VA staff from other Services including dietitians, chaplains, recreational therapists, vocational rehabilitation specialists, neuropsychologists, as well as volunteers from the community.

Transitional Residence (CWT/TR)

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 7, Ground Floor, Room 005
Program Contact: (269) 966-5600 ext. 31818

Program Description: A housing opportunity for Veterans participating in CWT to assist Veterans to into independent housing and employment. Participants have the support of a housing manager, weekly house meetings, and case management.

Psychosocial Residential Rehabilitation Treatment Program (PRRTP)

Program Hours: 24 hours a day, Seven days a week

Program Location: Building 22, First Floor

Program Contact: (269) 966-5600 ext. 30085

Program Description:

The Psychosocial Rehabilitation and Recovery Treatment Program (PRRTP) is a 40 bed-unit which serves Veterans with a variety of mental health, substance use and psychosocial stressors (e.g. homelessness, unemployment, etc.). Private and safe accommodations are also available for Women Veterans. Recovery-oriented goals are identified by each Veteran and problematic areas are addressed within the context of achieving those goals. Veterans identify and pursue their personal goals in order to facilitate successful community living.

Veterans can select from a variety of evidence-based interventions, tailored to meet their individual goals. Interventions include Seeking Safety, APPR, Relapse Prevention, Anger Management, Cognitive Processing Therapy (for non-military trauma), Money Management, Employment Search, Self-Awareness and others. Veterans may also receive individual counseling. During the initial weeks of the program, Veterans engage in group treatment; over time, Veterans increasingly focus on seeking employment, working (including CWT), and obtaining housing. Typical length of stay is approximately 90-120 days.

Post Traumatic Stress Disorder Residential Rehabilitation Treatment Program (PTSD RRTP)

Program Hours: 24 hours a day, Seven days a week

Program Location: Building 14, Second Floor (14-2)

Program Contact: (269) 966-5600 ext. 35355 or 33595

Program Description:

The PTSD RRTP is a 26-bed program designed to assist Veterans in learning to live successfully with Post Traumatic Stress Disorder (PTSD). Private and safe accommodations are available for Women Veterans. PTSD affects many areas of a Veteran's life and each area is addressed within the context of the program. Recovery-oriented goals are identified by each Veteran and problematic areas such as guilt, intrusions, avoidance, anger, and substance abuse are addressed within the context of achieving those goals. The program offers an intensive treatment approach in which Veterans attend therapeutic activities on a daily basis. Treatment modules aim to improve areas of daily life through group therapy and skill-training modules.

An initial course of treatment emphasizes evaluation, education, and many coping skills. Veterans may then transition directly into the trauma processing phase of treatment. Evidence Based Treatments such as Cognitive Processing Therapy (CPT), Prolonged Exposure (PE), and Cognitive Behavioral Therapy for Insomnia (CPT-I) are utilized.

Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)

Program Hours: 24 hours a day, Seven days a week
Program Location: Building 14, First floor
Program Contact: (269) 966-5600 ext. 33831

Program Description:

The SARRTP is a 20-bed unit that serves Veterans who present with a variety of substance use-related issues. Private and safe accommodations are available for Women Veterans. Phase I of SARRTP includes a one week orientation period which offers the opportunity for all Veterans to receive a variety of assessment services, patient education, group therapy and individual interventions to prepare them for the remainder of their stay. Phase II of SARRTP focuses on helping each Veteran develop his or her own personalized recovery program that is collaborative, comprehensive and integrated.

Recovery-oriented goals are identified by each Veteran and problematic areas are addressed within the context of achieving those goals. The Veteran's plan of care includes: Group and individual interventions, patient education, leisure education workshops, physical education activities and aftercare planning. Typical length of stay is approximately 28 days.

Social Work Service Overview

(269) 966-5600 ext. 31625

Programs within the Service:

- Homeless Continuum of Care
- Medical Social Work/Non-VA Care
- Psychosocial Rehabilitation Programs
 - Mental Health Intensive Case Management (MHICM)
 - Wellness & Recovery Center (WRC)
- Therapeutic Recreation
- Transition and Care Management (TCM)
- Vocational Rehabilitation

Service Description:

Social Work Service represents a diverse array of services to provide resources and supports contributing to the psychosocial well-being and independence of Veterans. The Service oversees a variety of programs including; the Homeless Continuum of Care, Medical Social Work and Non-VA Care, Psychosocial Rehabilitation Programs for Veterans with Serious Mental Illness (SMI), Therapeutic Recreation, Transition and Care Management (TCM), and Vocational Rehabilitation.

Social Work Service oversees the clinical practice of all social workers employed by the Medical Center. Training programs for associated disciplines are provided in conjunction with local colleges and universities.

Homeless Continuum of Care

- Program Hours:** Monday - Friday 8:00 a.m. - 4:30 p.m.
- Program Location:** Battle Creek Campus: Building 14
Grand Rapids: HCHV Service Center
Lansing: HCHV Service Center
- Program Contact:** (269) 966-5600 ext. 37877

Program Description:

The central goal of the Homeless Continuum of Care (CoC) is to end homelessness among Veterans through outreach efforts and community partnerships by providing recovery-oriented and Veteran-centered care. The Homeless CoC supports Veterans through engagement in treatment and rehabilitation programs, and community integration. We are committed to providing homeless services that address a broad array of Veterans' needs, including those specific to Women Veterans and Women Veterans with children. In addition to housing assistance, several other resources are available including job coaching, job development, job retention, employment search assistance, and interviewing skills.

Housing options that may be available include:

- **Homeless Emergency Housing and Grant and Per Diem Program:** Provides transitional housing for 6-24 months to homeless Veterans with clinical and case management services with the goal of returning Veterans to self-sufficiency and independence, with permanent housing at time of discharge.
- **Housing and Urban Development-Veterans Affairs Supported Housing (HUD-VASH):** This is a collaborative project between VA Medical Center and Department of Housing and Urban Development. The HUD-VASH voucher is similar to the Section 8 Program, but is unique in that it requires a Veteran recipient to participate in VA case management for mental health, substance use, and/or other primary care health.

- **Jesse House Program:** This is a transitional housing collaborative between the Battle Creek Housing Commission (BCHC), the City of Battle Creek, and the Battle Creek VA Medical Center, designed to build upon the foundation of Recovery skills participants have developed, and help them be successful in an independent living environment.

Healthcare for Homeless Veterans (HCHV) Walk-In Clinic: There are three HCHV walk-in clinics - located in Battle Creek, Grand Rapids, and Lansing. The Service Centers provide the following: prevention services, housing support services, treatment services, employment/job training, benefits/other services, and other resources.

Veterans Justice Outreach: The Veterans Justice Outreach (VJO) Program works with Justice-Involved Veterans. A Justice-Involved Veteran is any Veteran who has contact with the judicial system, law enforcement, or jail system. VJO is a VA outreach program designed to collaborate with local justice system partners to identify Veterans that enter the criminal justice system and are in need of treatment services rather than incarceration.

Homeless Veterans Dental Initiative: Homeless Veterans who have been in designated programs for 60 or more consecutive days may be eligible for specified dental services. A Dental Consult from the Primary Care Provider is required.



Medical Social Work/ Non-VA Care

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 12, First floor
Program Contact: (269) 966-5600 ext. 31644

Program Description:

Medical Social Work/Non-VA Care assists Veterans and their caregivers in many ways, with the primary aim of providing support to Veterans aging in place at home. This service meets the needs of Veterans who prefer to live in their own home but on occasion require assistance from others to ensure physical and mental wellbeing and safety.

Programs available include:

- **Home Health Aid (HHA)** for Veterans requiring assistance with personal care to include bathing, grooming and dressing.
- **Respite for Veterans** that cannot be left home alone and have caregivers who need a temporary reprieve from their care
- **Skilled Nursing Care for Veterans** that may need short-term assistance in the home.
- **In-Home Hospice Care for Veterans** who have reached the end of life and prefer comfort measures only.
- **Adult Day Health Care (ADHC)** for those Veterans that are able to leave the home and spend time with others in a structured and safe environment.
- **Caregiver Support Program** that provides support to caregivers of Veterans or to Veterans that are caregivers, by helping to connect and access to VA services and benefits as well as local community resources.

Psychosocial Rehabilitation Programs (MHICM and WRC)

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 7, First floor
Program Contact: (269) 966-5600 ext. 30054 or 30051

Program Description:

Psychosocial Rehabilitation Programs assist Veterans living with serious mental illness by instilling hope, validating strengths, teaching skills, and facilitating community integration so that each can develop meaningful self-determined roles in the community.

Mental Health Intensive Case Management (MHICM): The MHICM team meets with Veterans at their homes and in the community, provides medication monitoring, crisis intervention and resolution, as well as assisting Veterans in developing linkages to community resources. MHICM staff assist Veterans with employment, housing, financial matters, socialization and any other problems encountered in daily living.

Wellness & Recovery Center (WRC): The WRC is an outpatient psychosocial rehabilitation and recovery program that assists Veterans living with serious mental illness (SMI) with learning, working, and social goals. Program staff partner with Veterans to develop tools to identify life goals that are individually meaningful and facilitate successful integration and meaningful roles in the community. Veterans create individualized Recovery Plans with the support and encouragement of a Recovery coach. Courses offered include: Social Skills Training, Healthy Relationships, Relapse Prevention, Mindfulness, Illness Management and Recovery, Addressing Stigma, Wellness, Peer Support, Art, Recreation, Exercise, Sleep, and Music.

Therapeutic Recreation

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 6, Room 301
Program Contact: (269) 966-5600 ext. 33941 or 33902

Program Description:

Therapeutic Recreation provides individualized services, as needed, to Veterans served by the Battle Creek VA Medical Center. Our mission is to improve and enrich all aspects of a Veteran's functioning through active therapy and/or meaningful therapeutic activities to maintain or improve independence and quality of life. We facilitate a range of meaningful activities, including: wellness lifestyles education, leisure education, leisure skill development, craft programs, fitness and hobby education, music therapy, volunteer-sponsored special events, participation in national competitions specifically for Veterans, and community re-integration assistance.



Transition and Care Management

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 12, Room 121
Program Contact: (269) 966-5600 ext. 36162

Program Description:

As the number of OEF and OIF service members and Veterans seeking VHA health care increased, VA health care facilities have created Transition and Care Management (TCM) Teams to ensure Veterans receive necessary medical and mental health services. Many of these service members and Veterans suffer from multiple, complex health and mental health problems, including traumatic brain injury (TBI), amputations, burns, combat stress and post-traumatic stress disorder (PTSD). Each VA health care facility provides well-coordinated care for these Veterans, many of whom receive care management services from a nurse or social worker case manager.

Transition and Care Management (TCM) is charged with:

- Facilitating the transition from military to civilian life for Post 9/11 Veterans
- Case management and coordination of VA Healthcare
- Support and guidance to access VA and community resources
- Coordination of services for seriously injured Veterans

Vocational Rehabilitation

Program Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.
Program Location: Building 7, Ground floor, Room 005
Program Contact: (269) 966-5600 ext. 31818

Program Description:

Vocational Rehabilitation provides a wide array of services to assist Veterans including:

- Individual assessment of strengths, talents and abilities
- Opportunities to advance occupational skills to a higher level
- Assistance with writing a resume and practicing job interviews
- Locating employment (part-time and full-time) that meets the individualized needs of the Veteran

Compensated Work Therapy (CWT): Teaches and enforces positive employment related behaviors. Teaches budgeting and other skills to assist Veterans to become increasingly independent. Justice-Involved Veterans seeking to re-establish themselves have engaged these services as well.

Incentive Therapy Program (ITP): Provides work activity to Veterans who may or may not return to competitive employment. Utilizes the positive benefits of work to improve self-esteem, and encourage positive community integration.

Supported Employment (SE): Provides Veterans living with serious mental illness (SMI) with employment assistance and support. Staff work with Veterans on job searches and assist in placement. Provide continued engagement with Veterans that facilitate successful employment performance and an increased sense of accomplishment and empowerment.

Mental Health Resources

Connecting with VA: Resources for Veterans, their Families, and their Providers



A VA service to help family members and friends help a Veteran seek VA care. Callers get information on VA services and coaching on talking about treatment needs with the Veteran in their lives.
1-888-823-7458
www.va.gov/coachingintocare



Connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders. Veterans and their loved ones can call 1-800-273-8255 and Press 1.
www.veteranscrisisline.net



Provides support for caregivers of Veterans and information about services that may be available to them.
1-855-260-3274
www.caregiver.va.gov



A national, public awareness campaign by the Department of Veterans Affairs that features candid, personal testimonials from Veterans and their loved ones and provides access to local resources.
www.maketheconnection.net



VA's center of excellence for research and education on the prevention, understanding and treatment of PTSD.
1-802-296-6300
www.ptsd.va.gov



Each VA medical center has a homeless coordinator and programs that help Veterans establish or maintain safe, stable housing. Call VA's National Call Center for Homeless Veterans (1-877-424-3838), a toll-free hotline available 24 hours, 7 days a week.
www.va.gov/homeless

Community Provider Toolkit



Information on VA services and resources, understanding military culture and experience, and tools for working with a variety of mental health conditions.
www.mentalhealth.va.gov/communityproviders/



Veterans Employment Toolkit
A toolkit that supports Veterans seeking work and also helps employers support their employees who are Veterans and members of the Reserve and National Guard.
www.va.gov/vetsinworkplace/

My HealthVet Mental Health Resources: www.veteranshealthlibrary.org/MentalHealth/
Substance Abuse and Mental Health Services: www.samhsa.gov/

Emergencies Call 911

Telephone Triage
24 hours a day, 7 days a week
(888) 838-6446

Pharmacy Refills
(888) 214-1247
Press 1 for Pharmacy

Patient Advocate
(269) 966-5600
ext. 31980

Eligibility
(269) 966-5600
ext. 33887

VA Benefits
(800) 827-1000

VA311: (844) 698-2311



My HealthVet is VA's award-winning online Personal Health Record. It offers Veterans anywhere, anytime Internet access to VA health care. Register today at **www.myhealth.va.gov**



www.Facebook.com/VABattleCreek
and click the 'Like' button.

Check us out on the Internet at
www.BattleCreek.va.gov

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Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600

Benton Harbor VA Community
Based Outpatient Clinic
115 West Main Street
Benton Harbor, MI 49022
(269) 934-9123

Health Care for Homeless
Veterans Service Center
620 Century Avenue SW, Suite 120
Grand Rapids, MI 49503
(616) 356-1746

Lansing VA Community
Based Outpatient Clinic
5656 South Cedar Street
Lansing, MI 48911
(517) 267-3925

Muskegon VA Community
Based Outpatient Clinic
5000 Hakes Drive
Muskegon, MI 49441
(231) 798-4445

Wyoming VA Community
Based Outpatient Clinic
5838 Metro Way SW
Wyoming, MI 49519
(616) 249-5300

Grand Rapids Vet Center
2050 Breton
Grand Rapids, MI 49546
(616) 285-5795