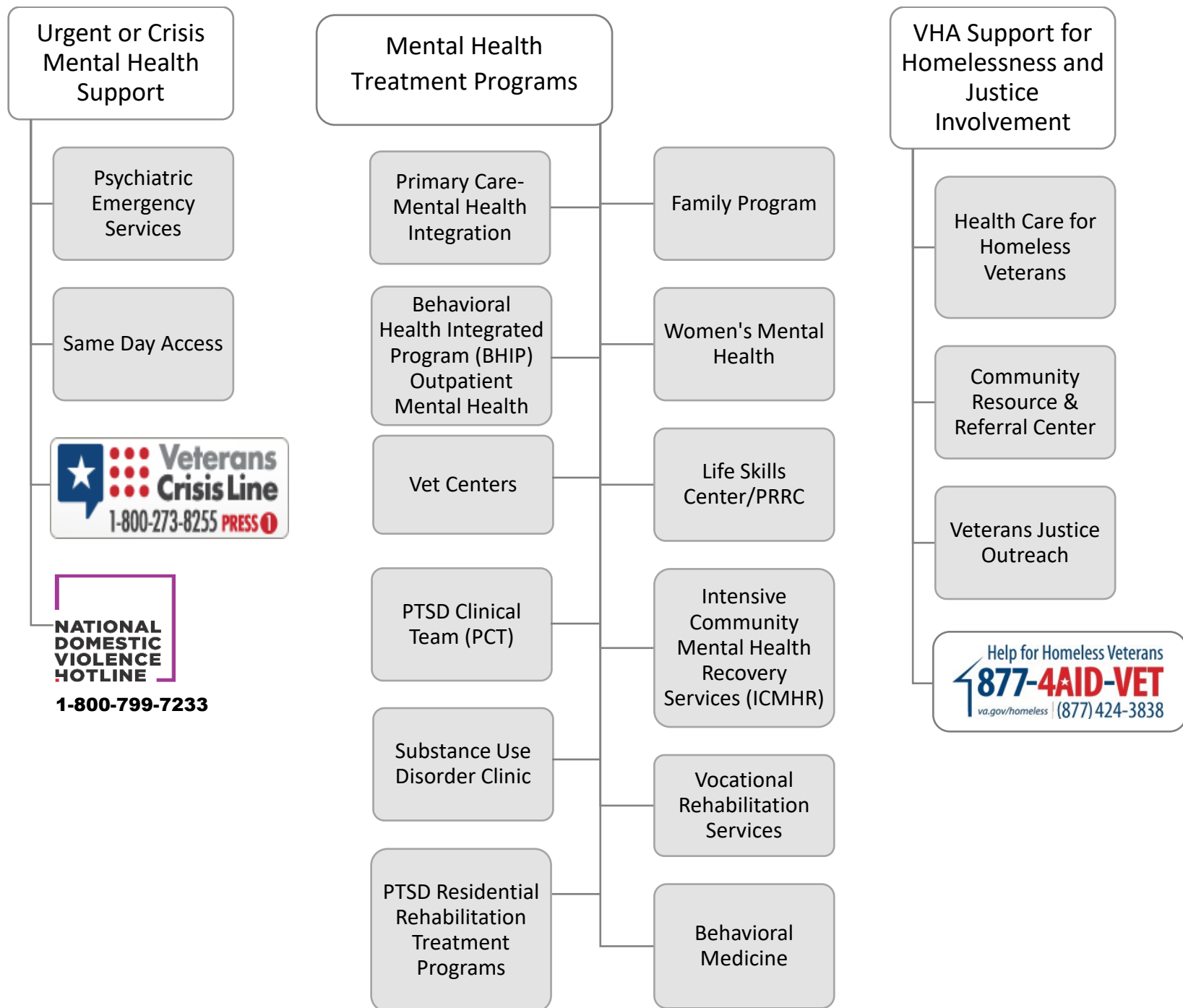


# Veterans' Guide to Mental Health Services at VA Eastern CO Health Care System



*This guide was developed by the Voices for Veterans Mental Health Council and the Mental Health Service of the VA Eastern Colorado Health Care System. We hope you find this guide useful! To learn more about the Voices for Veterans Council, please email Thomas Schultz, [imagemaxltd@hotmail.com](mailto:imagemaxltd@hotmail.com).*

#### VA Eastern Colorado Health Care System Locations and Main Clinic #s

|  |                              |
|--|------------------------------|
| • Rocky Mountain Regional VA Medical Center (RMR VAMC) | 303-399-8020 or 888-336-8262 |
| • Alamosa VA Outpatient Clinic                         | 719-587-6800                 |
| • Aurora VA Outpatient Clinic                          | 303-398-6340                 |
| • Burlington VA Outpatient Clinic                      | 719-346-5239 or 866-901-8194 |
| • PFC Floyd K. Lindstrom VA Clinic (Colorado Springs)  | 719-327-5660 or 800-278-3883 |
| • Golden VA Outpatient Clinic                          | 303-914-2680                 |
| • Jewell VA Clinic                                     | 303-283-5400                 |
| • La Junta VA Outpatient Clinic                        | 719-383-5195 or 877-329-2625 |
| • Lamar VA Outpatient Clinic                           | 719-336-0315 or 855-779-0833 |
| • PFC James Dunn VA Clinic (Pueblo)                    | 719-553-1000 or 800-369-6748 |
| • Salida VA Outpatient Clinic                          | 719-539-8666                 |

#### Experiencing a mental health crisis or have an urgent mental health need?

- **Psychiatric Emergency Services (PES)** is available 24/7 and in the Emergency Dept of the Rocky Mountain Regional VA Medical Center. PES provides emergency evaluations for Veterans in a behavioral health crisis. In an emergency, call 911 or present to the nearest Emergency Dept. If you receive emergency care at a non-VA facility, the VA will need to be notified within 72 hrs of the start of the episode of care. (If a provider needs to contact PES call: 720-723-4917/ 720-723-4722)
- **Same Day Access (SDA)**: If you are already an established patient in a clinic and needing urgent same day services, it is recommended that you contact the clinic/team where you are already receiving care. If PCMH has referred you to general MH but you have not been seen yet, you can be seen for same day services at Rocky Mountain Regional VA Medical Center, Bldg A 4<sup>th</sup> Floor, Mt. Wilson (720-723-7310) or the PFC Floyd K. Lindstrom VA Clinic in CO Springs (719-327-5660, opt. 3) for a triage appt. If having thoughts of suicide please call the VCL, 911, or go to PES or your nearest emergency room. Please note SDA does not provide MH medication services.
- The **Veterans Crisis Line (VCL)** is available 24/7 for crisis support for Veterans or someone concerned about a Veteran; call **1-800-273-8255 + Press 1**; text **838255**; or online chat via [www.veteranscrisisline.net](http://www.veteranscrisisline.net)
- **Domestic Violence Assistance** available via the Eastern CO VA Intimate Partner Violence Coordinator (720-723-6472) or the 24/7 National Domestic Violence Hotline (1-800-799-7233).

#### New to Mental Health at VA ECHCS? Need mental health support but not sure what you need?

- **Primary Care-Mental Health Integration (PCMH)** consists of mental health staff embedded within your primary care team who can provide short-term assistance with mild to moderate mental health symptoms (ex. anxiety, depression) as well as assist with health behavior goals and management of medical conditions. Contact your PACT team for a referral or you can be seen as a walk-in where you receive your primary care services during primary care clinic hours.
- **General Outpatient Mental Health Care/Behavioral Health Integrated Program (BHIP)** is available at the following VA ECHCS locations: Rocky Mountain Regional VA Medical Center, Bldg A 4<sup>th</sup> Floor, Mt. Wilson (720-723-7310), Aurora Outpatient Clinic (303-398-6340), Golden (720-723-5180), CO Springs (719-327-5660), Pueblo (719-553-1000), Alamosa (719-587-6800), Salida (719-539-8666), La Junta (719-383-5195), Lamar (719-336-0315), and Burlington (719-346-5239).
- **Vet Centers** offer free one on one and group counseling for eligible Veterans and their families. Eligible Veterans include those who served in a combat zone or area of hostility, as part of a mortuary affairs, and survivors of military sexual trauma. Locations available in Denver (303-326-0645), Boulder (303-440-7306), CO Springs (719-471-9992), and Pueblo (719-583-4058). Find out more by going to [www.vetcenter.va.gov](http://www.vetcenter.va.gov).

### Facing or experiencing homelessness?

- **Healthcare for Homeless Veterans:** @ Rocky Mountain Regional VA Medical Center, Bldg A 1<sup>st</sup> Floor, Mt. Bross (720-857-5037), walk-in Mon/Tues/Thurs/Fri 0800-1300; CO Springs (719-227-4431), walk-in Mon, Wed, & Thurs 0830-1330; Pueblo (719-307-6373).
- **Community Resource & Referral Center:** 3836 N. York St, Denver, 303-294-5600, walk-in Mon-Thurs 0715-1100. Offers daily showers and small personal storage, connection to community partners including VBA, employment, and rental assistance.
- Call the **National Call Center for Homeless Veterans** 1-877-424-3838; or go to <https://www.va.gov/homeless/>

### Looking for support for a specific concern? You may contact these programs directly to see if you are eligible to enroll or may request a referral from your current provider:

- **Military Sexual Trauma Coordinator:** Services available for assisting with enrollment, connection to care, and consultation about mental health services: Call Rosemarie Stauffer at 720-723-7390.
- **Outpatient Substance Use Services:** No referral required for these locations: Rocky Mountain Regional VA Medical Center, Bldg A 1st Floor, Mt. Sherman, 720-857-6952. Walk-in enrollment clinic on Mon-Fri 0800-1200 and Mon & Weds 1200-1400; CO Springs 719-327-5660 opt. 3. Walk-in enrollment clinic Wed-Fri 0930-1130 and 1300-1400; Pueblo (Mon and Fri only) 719-327-5660 opt. 3.
- **Veterans Justice Outreach:** VA outreach and liaison services to assist veterans facing legal challenges connect to and/or navigate VA services: Denver metro (Nathan Viton, 720-484-1027) or CO Springs (Jeremy Chisum, 719-304-1891).
- **LGBT Veteran Care Coordinators:** Provide consultation, resources, and help navigating services for LGBT Veterans; Denver metro (Art Akkerman, 720-723-3011); or Southern CO (Dr. Chavez, 719-327-5660, opt.3)
- **Tobacco Cessation:** ALL tobacco services are free of charge. Veterans can schedule in the medication tobacco clinic by calling 303-399-8020, opt 2. For information about tobacco cessation education, call 720-723-3167.
- **Valor Point Residential Rehabilitation and Treatment Program (R RTP):** Residential treatment program for Veterans experiencing or facing homelessness as well as substance use and/or mental health symptoms. Veterans stay 4-6 months while focusing on goals related to one of three tracks: SAVE, Vocational, or VASH, call 303-349-2907 for more information

### These programs require a referral. Please request a referral from your provider if you are interested

- **PTSD Clinical Team (PCT):** outpatient, trauma focused evidence-based therapy for military-related PTSD. Services available at RMR VAMC, CO Springs, and Golden.
- **Family Program:** Couple and Family therapy and support for relationship challenges, family issues, and education about mental health issues; must have individual assessment/intake through PCMHI or MH to receive this specialty service. RMR VAMC, Bldg A 4<sup>th</sup> Floor (720-723-6873).
- **Women's Mental Health:** Gender-specific mental health treatment for women. Referral needed from your mental health or primary care provider. RMR VAMC, Bldg A 4<sup>th</sup> Floor (720-723-6877).
- **Schizophrenia, Schizoaffective Disorder, Bipolar Disorder:**
  - **Life Skills Center, Psychosocial Rehabilitation and Recovery Center (PRRC):** Skills-focused educational classes and help for community connection; RMR VAMC, Bldg A 1<sup>st</sup> Floor, Mt. Lincoln (720-857-5280).
  - **Intensive Community Mental Health Recovery (ICMHR) Services:** community-based mental health services; RMR VAMC: Bldg A 1<sup>st</sup> Floor, Mt. Democrat, 720-723-6864; CO Springs or Pueblo: 719-227-4703.
- **Vocational Rehabilitation Services/Compensated Work Therapy (VRS/CWT)** is for Veterans with mental health, substance use, traumatic brain and/or spinal cord injury/disorder needing employment support: RMR VAMC Bldg A 1<sup>st</sup> Floor, Mt. Lincoln (720-857-5280), CO Springs/Pueblo (719-227-4044).

- **Peer Support Services:** Peer Support Staff are Veterans with lived experiences in Mental Health and/or Substance Use Recovery, trained to help other Veterans. Peers are embedded in most MH teams and work with you and your current MH providers towards your unique recovery goals.
- **"Ascend" PTSD Rehabilitation Residential Treatment Program (RRTP):** A residential treatment program for Veterans with PTSD from military service, *currently under construction and opening in 2023.*
- **Neuropsychology Clinic:** In person evaluations for Veterans with concerns about memory and thinking skills.
- **Dementia Care:** A team that assesses dementia, provides caregiver education both group and individual, and information about VA resources for dementia. Referral from your Primary Care Provider needed.
- **Palliative Care Psychology:** Psychotherapy for Veterans with a serious illness and end of life concern.
- **Insomnia Clinic:** Behavioral treatment of insomnia to support better and healthy sleep.
- **Pain Psychology Services:** Behavioral management of chronic pain to support goals of improved quality of life, increased activity, and reduced pain. Place consult to the Chronic Pain and Wellness Program.
- **Disordered Eating:** Concerned about unhealthy eating patterns? Ask your provider to place a consult to the MOVE program.
- **Living Well with Diabetes:** Educational and support group for Veterans living with diabetes to improve quality of life and reduce health risks from diabetes.
- **Telephone Lifestyle Coaching:** personal health coaching over the phone, with evening and weekend hrs.

#### Additional resources and useful information!

- To **apply/determine your eligibility** for VA care, call 1-888-336-8262 ext. 4 or visit a VA Clinic.
- To get answers to **VA benefits questions**, call 1-800-827-1000.
- Download your **VA Welcome Kit** and other service guides to find out about your VA benefits @ <https://www.va.gov/welcome-kit/>
- **MyHealtheVet:** Interact with your health care providers online, see upcoming appointments, request medication refills, and more at [myhealth.va.gov](https://myhealth.va.gov). Call 720-723-6279 for assistance.
- **Medication Refills:** Call the pharmacy at 303-399-8080, Option #1; or via **MyHealtheVet**.
- **VA Video Connect (VVC)** is our secure video-conference platform for medical/mental health visits and can be operated on any internet-connected device with a camera. For more info: <https://mobile.va.gov/app/va-video-connect>. For help with VVC call 866-651-3180.
- **VA Mobile Apps:** Learn about our free mobile apps to support mental health at <https://mobile.va.gov/appstore>.
- **Patient Experience Liaisons:** VA is an organization that values feedback from Veterans, their families, caregivers, and survivors. RMR VAMC: 720-723-6766; CO Springs: 719-227-4074; Pueblo: 719-584-5078.
- For **MISSION Act** inquiries related to receiving non-VA care call 888-336-8262 Ext. 6
- **Chaplain Service:** To speak with a VA Chaplain, call 303-399-8080, Ext. 0 and ask for a Chaplain.
- **Recreation Therapy:** to improve and enrich holistic functioning through meaningful therapeutic activities to maintain or improve functional independence and quality of life.
- **Care Management & Social Work Service Line** (1-888-336-8262 ext. 2) helps Veterans and those who care about them with comprehensive Veteran care and support services.
- **Travel Dept:** Call 720-857-5419 to find out about available VA and DAV travel assistance.
- **Traveling Veteran Coordinator** can help coordinate VA care during travel/relocation (720-857-5383).
- **Coaching into Care:** help/support for encouraging a Veteran to engage in MH or substance use services: 1-888-823-7458, Mon-Fri 0600-1800 MST
- **Make the Connection:** Watch, read, and listen to Veterans and their family members share real stories of strength and recovery, find useful information and local mental health resources, and explore ways to show your support. Visit [www.MaketheConnection.net](http://www.MaketheConnection.net)