

Bay Pines VA Healthcare System

Deflection Resources for First Responders and Community Partners

The resources below can be used by community partners to connect Veterans with VA care and services. Deflection is a nationwide initiative that aims to bolster awareness of the various pathways to wellness VA provides, while simultaneously strengthening collaboration within the community.

The Bay Pines VA Healthcare System is one of the nation's largest 1a tertiary healthcare facilities, caring for Veterans residing across ten counties in the Southwest region of Florida.

Our healthcare system includes nine facilities: C.W. Bill Young VA Medical Center located in Bay Pines, Lee County Healthcare Center located in Cape Coral, and seven outpatient clinics located in Bradenton, Naples, North Pinellas, Port Charlotte, Sarasota, St. Petersburg, and Sebring.

Our team of more than 4,700 medical professionals and support staff remain dedicated to providing high quality care to the approximately 110,000 Veterans we serve annually.

The C.W.Y. VA Medical Center is located at

**10000 Bay Pines Blvd.,
Bay Pines FL 33744**

Main telephone number: **727-398-6661**

Toll-free number: **888-820-0230**

**Direct extension for Deflection needs
and for homeless Veteran needs**

727-398-6661 ext 17005

This guide contains the following resources. Click to jump to the appropriate section.

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Emergency Services

Bay Pines VA Emergency Room

Staffed 24/7. All traumas should be diverted to a trauma facility.

Phone: 727-398-6661, ext. 14925

Bay Pines VA Police, 24 Hour Dispatch Center

Please alert VA Police as appropriate when transporting a Veteran to the VA Medical Center.

Phone: 727-319-1395. If you're on the C.W.Y. campus while experiencing an emergency, dial 711 for VA police dispatch

Pathways to Mental Health Care (non-emergent)

Bay Pines VA Outpatient Mental Health Care

Veterans may call or present in person to the closest site of care. Sites of care and phone numbers can be found here:

<https://www.va.gov/bay-pines-health-care/locations/>

- Veteran should identify the name of their assigned mental health provider (if they have one).
- If not currently assigned to a mental health provider, Veteran should identify the name of their Primary Care provider (if they have one).
- Veterans may still receive services even if not assigned to care.

Veterans Crisis Line

Free, confidential support for Veterans in crisis and their families and friends. Available to anyone, even if not registered with VA or enrolled in VA health care.



Bay Pines VA Substance Abuse Program

The Substance Abuse and Treatment Programs (SATP) offers both outpatient and residential treatment to Veterans with substance use disorders.

Phone: 727-398-6661, ext. 15898

Bay Pines VA Suicide Prevention Team

For non-emergency related matters, call 727-398-6661, ext. 14226.

Download safety plan app here:

<https://mobile.va.gov/app/safety-plan>

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Eligibility and Enrollment

Located at the C.W.Y. VA Medical Center, bldg. 100, first floor, room 1E-102. Services are available Monday through Friday from 8 a.m. - 4 p.m.

Phone: 727-398-6661, ext. 15684

Homeless Services

Bay Pines Homeless Program

Phone: 727.398.6661 Ext 17005

National VA Homeless Veterans Hotline (24/7)

Connect Veterans who are homeless or at imminent risk of homelessness with a trained VA staff member, 24 hours a day, seven days a week.

Phone: 877-424-3838

Unassigned Primary Care Walk-in Clinic

Located at the C.W.Y. VA Medical Center, bldg. 100, first floor, Mod A. Services are available Monday through Friday from 8 a.m. - 4:30 p.m.

Phone: 727-398-6661, ext. 17283

Intimate Partner Violence Assistance Program

Phone: 727-398-6661, ext. 15135

Additional, non-VA resources can be found below

*The National Domestic Violence Hotline:
1-800-799-SAFE (7233) or thehotline.org

*Florida's Domestic Violence Hotline: 1-800-500-1119

LGBTQ+ Veteran Care Coordinator

The LGBTQ+ Veteran Care Coordinator can advise on how to assist Veterans to access gender affirming care within the VA and provide education to staff and stakeholders on providing respectful and affirming care to our LGBTQ+ Veteran population.

Veterans can also register through the Health Eligibility Center (HEC), which is open Monday through Friday from 8 a.m. to 5 p.m. Call 877-222-8387 for assistance.

Homeless Primary Care Social Worker

Services are available Monday through Friday from 8 a.m. - 4:30 p.m.

Located at the C.W.Y. VAMC's campus
Lakeside Clinic (bldg. 102)

Phone: 727-398-6661, ext. 10798

Bay Pines Community Outreach

Provides resources for emergency, transitional and long-term housing assistance. Medical care for non-emergent health issues is available on site.

Open Monday through Friday, from 8 a.m. to 4:30 p.m.

Located at the C.W.Y. VAMC's campus
Lakeside Clinic (bldg. 102)

Phone: 727-398-6661, ext. 17005

*National Human Trafficking Hotline:
1-888-373-7888 or humantraffickinghotline.org

*National Sexual Assault Hotline:
1-800-656-HOPE (4673) or rainn.org

LGBTQ+ Veteran Care Coordinator

Lisa Shoemaker, LCSW

Phone: 727-398-6661, ext. 17170

Links with an asterisk () are non-VA resource information. VA is not responsible for the content of the linked sites. The links do not constitute endorsement of the non-VA website or its sponsor.

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Military Sexual Trauma (MST)

Phone: 727-398-6661, ext. 15135

The Military Sexual Trauma Coordinator can advise on how to assist Veterans and former services members access MST-related care within VA.

MST Coordinator

Lisa Shoemaker, LCSW

Phone: 727-398-6661, ext. 17170

Women Veteran Program

To schedule an annual appointment with a women's health primary care provider visit: <https://www.va.gov/bay-pines-health-care/make-an-appointment> or call 727-395-3023.

For fast access, call 727-398-6661, ext. 12521 and ask for the Virtual Access Clinic registered nurse.

Facility Women Veteran Program Manager

Ms. Donna Sherman, LCSW

Phone: 727-398-6661, ext. 12287

Women Veterans Call Center

Phone: 855-VA-WOMEN (855-829-6636)

Veterans Justice Outreach

The Veterans Justice Outreach Program (VJO) can advise Veterans in crisis and help facilitate access to care within the VA health care system.

Veterans Justice Outreach Program

The mission of the Veterans Justice Programs is to identify justice involved Veterans and contact them through outreach, to facilitate access to VA services at the earliest possible point. Veterans Justice Programs accomplish this by building and maintaining partnerships between VA and key elements of the criminal justice system.

The VA cannot provide legal services, however; you may contact the nearest VJO specialist, who may know of community legal assistance resources.

Direct extension for Deflection needs and for homeless Veteran needs 727-398-6661 ext 17005

H. Kim Treanor, LCSW, VJO Supervisor

Hilary.treanor@va.gov 727.310.7640

Eric Gary, VJO Peer Support Specialist

Eric.gary@va.gov 941.704.9470

Lee, Charlotte, Collier and Highland Counties

Heather Davis

239-338-8082 heather.davis5@va.gov

Pinellas County

James Garnett III

239-940-4786 james.garnett@va.gov

Melissa R. Hall

727-203-2663 melissa.hall6@va.gov

Manatee, Sarasota, Hardee and DeSoto Counties

Selena Seib

727-710-6905 selena.seib@va.gov

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Veterans Medical Legal Partnership Clinics

Bay Area Legal Service offering legal assistance at no cost to Veterans who qualify.

Medical-Legal Partnership with Bay Pines VA | Bay Area Legal Services (bals.org) Legal Services for Veterans Program - VA Homeless Programs

Phone: 727-398-9592

The following list contains some of the areas of law the MLP may be able to assist Veterans with:

Veterans Benefits	Housing
Family Law	Advanced Directives
Consumer Financial Protection	Seal/Expunge
Driver's License	

Currently, the Bay Pines Medical Legal Partnership (MLP) offers the following walk-in legal clinics to meet with an MLP attorney:

- **C.W.Y. VAMC MLP**
Every Monday from 10 a.m. to 2 p.m. at bldg. 100, first floor, room 1E-241 (across the hall from Starbucks).
- **Sarasota VA Clinic**
First and third Tuesdays of each month from 9 a.m. to 12 p.m.
- **Bradenton VA Clinic**
Second and fourth Tuesdays of each month from 9 a.m. to 12 p.m.

We have also expanded to provide additional, free legal services at the following locations to Veterans who are unhoused or at-risk of becoming unhoused:

- **Lakeside Clinic (Bay Pines VA Campus)**
First and third Wednesdays of each month from 10 a.m. to 2 p.m.
- **Daystar Walk-In Clinic**
Second and fourth Tuesdays of each month from 9 a.m. to 12 p.m.

Other VA Resources

Vet Center Combat Call Center

Phone: 877-WAR-VETS (877-927-8387)

This is a 24/7, confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life.

Vets4Warriors (24/7)

Phone: 855-838-8255

This is a 24/7, confidential peer support network for Veterans.

VBA Veteran Benefits

This resource can help Veterans answer questions regarding filing for financial benefits, status of claims, and service connection upgrades.

Phone: 800-827-1000

To immediately schedule an appointment, visit: [VERA - Appointment Scheduler](#)

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