



# The Phoenix Veteran Affairs Health Care System Mental Health Services

*National Crisis Hotline*  
*National Suicide Prevention Life*  
**1-800-273-TALK (8255)**

*For help connecting to resources, contact Be Connected: **1-866-4AZ VETS (429-8387)**. Be Connected is available to all service members, Veterans family members and support systems.*

Document Created by [Todd Dahl, LCSW](#)  
Community Mental Health Liaison  
Updated 05/15/2021

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Phoenix VA Health Care System

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## Enrollment to the Veteran Affairs (Health Benefit) and Veteran Affairs Regional Office (Monetary Benefit)

### Enrollment into the Veteran Affairs (VA)

If a Veteran is not enrolled at the Phoenix VA Medical Center, the Veteran should attend to the following:

He or she will need to present to the Eligibility Department at the Phoenix VA Medical Center located at [650 E. Indian School Rd. Phoenix, AZ 85012](#). The Eligibility Department should be able to assist in enrolling the Veteran into the Phoenix VA Health Care System.

Once enrolled, The Veteran can request a consult to be assigned to a Primary Care Provider in one of the VA's Outpatient Clinics to establish medical care. They will also be able to participate in other health care treatment options, such as the mental health and substance abuse clinics.

An additional location to get a Veteran enrolled in the Phoenix VA Health Care System is located at the VA Community Resource and Referral Center (CRRC) Current hours of operation are Monday – Friday 7:30am – 4:30pm. The CRRC is located at [1500 E. Thomas Rd. Ste. 106 Phoenix, AZ 85014](#). Phone number is 602.248.6040.

### VA Regional Office

The VA is split into three sections: The [Veterans Health Administration](#) (which includes the VA Medical Centers and the Community Based Outpatient Clinics (CBOC's), the [National Cemetery Administration](#) (which includes the National Cemeteries and burial services) and lastly, the [Veterans Benefit Administration](#) (which includes the VA Regional Office or VARO). At VARO, the Veteran can learn about specific benefit information, such as a Service Connection Disability, Non-Service-Connected Pension, GI Bills, VA Home Loans, etc. A Veteran can also be assisted at these locations to order a DD214 and find out options concerning their discharge status.

Phoenix VA Regional Office is located at [3333 N. Central Ave., Phoenix AZ](#)

National VA Benefits phone number: 1.800.827.1000.

## Emergency Department Social Work

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** 24 hours a day/365 day a year

**Program Number:** 602.277.5551 x 7279

Highly skilled clinical social worker support is available on site in the Phoenix Veteran Medical Center Emergency Department 24-hours daily. Social workers are imbedded in the ED as part of a multi-disciplinary team (Social Work, Mental Health RN's, Psychiatrist, ED RN, ED Attending Provider) to provide assessment and supportive services to patients that present to the emergency department in crisis and requiring mental health, substance use disorder and/or medical case management services. At times, Veterans are brought to the emergency department after a traumatic event or due to mental or behavioral health concerns. Social work staff assesses functioning, provides supportive counseling, determines level of care needed and coordinate referrals for mental health services and treatment

### Staff Contact Numbers

#### **Social Work**

**Supervisor:** [Heather Guess](#) LCSW, 602-277-5551 Ext. 7279

[Michael Williams](#) LCSW 602.277.5551 Ext. 7279

[Fredrick Moore](#), LMSW, 602.277.5551 Ext. 7279

[Pavel Popov](#), LMSW, 602.277.5551 Ext. 7279

[Crystal Sena](#), LCSW, 602.277.5551 Ext. 7279

[Melissa Nelson](#), LCSW, LAC 602 277 5551 x 7279

#### **Services Offered and How to Access Them**

Referral Sources: Veteran self-referral, consult or outreach from internal and/or external community stakeholders, VA outreach and DOD outreach.

Mental Health Assessment: Mental Health Assessments are completed on patients considered clinically appropriate that are being seen in the emergency department.

Comprehensive Suicide Risk Assessment and Safety Planning: Suicide Risk Assessments are an integral part of the services offered to Veterans that present for care to the ED. All patients presenting to the ED with a mental health and/or substance abuse issue are thoroughly evaluated for safety, safety planned prior to discharge and referred to desired/available treatment services.

Crisis Management: Crisis services offered by ED social workers aims to intervene as soon as possible after the onset of the crisis in order to enable the individual to overcome it, minimize the usage of maladaptive coping strategies and avoid complete psychological breakdown. It is a short-term intervention to assist the patient and

returning to equilibrium. Emergency Department social workers are available 24/7 to attend to the needs of patients that present to the ED in crisis.

Facilitation of Involuntary Mental Health Evaluations: The Phoenix VA Medical Center is a voluntary facility for mental health treatment. At times when patients that present for care and are deemed danger to self/danger to others an involuntary evaluation is initiated. ED social workers are adept at facilitating this process through the community for those patients being evaluated in the ED that are considered DTO/DTS and are involuntary for mental health evaluation and treatment.

Medical Case Management: ED social workers provide medical case management services in the ED. Medical case management via the ED is a collaborative process that facilitates recommended treatment plans to assure the appropriate medical care is provided to disabled, ill or injured individuals. ED social workers are available to staff cases 24/7.

## Women Veterans Program (WVP)

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Monday –Friday 6:00am – 2:30pm

**Program Number:** 602.277.5551 Ext. 2272

The Women Veterans Program (WVP) works to ensure the women Veterans experience timely, high quality comprehensive primary care and mental health care in a sensitive, respectful and safe environment. The WVP focuses on assisting and improving services for women Veterans throughout the Phoenix VA Health Care System.

### Staff Contact Numbers:

**Program Manager:** [Kristen Nordquist](#), LCSW (602) 277-5551 Ext. 2272

### **Services Offered and How to Access Them**

**Referral Sources:** Women Veterans, providers, and community stakeholders are invited to contact [Kristen Nordquist](#) to learn more about services for women Veterans.

**Women's Health Primary Care Providers (WH-PCPs):** Each clinic at the main facility and the CBOCs have at least one WH-PCP. These primary care providers demonstrate proficiency to address the unique comprehensive health care needs of women Veterans. All female Veterans should be assigned to a WH-PCP of their preferred gender, where available. If a woman is not currently assigned to a WH-PCP, and would like to transfer her care, she may complete a Provider Reassignment Request Form, available in the Primary Care Clinics.

### **Psychotherapy Classes: Not offered at this time**

**Women in Recovery:** This is a Women-only group to address the unique concerns for women with addiction.

**When:** Every Friday from 5:30pm-6:30pm.

**Where:** Virtual Only

**How to Refer:** Call (602) 277-5551 x 6471 to schedule a screening appt.

# Psychosocial Rehabilitation & Recovery Center (PRRC)

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Monday –Friday 7:00am – 4:30pm

**Program Number:** 602.222.6471

## Staff Contact Numbers:

**Program Manager:** VACANT 602.277.5551 Ext. 2545

**Supervisor:** VACANT 602-277.5551 Ext 2545

## **Mental Health RN:**

[Audra Johnson](#), RN 602.277.5551 Ext. 5865

## **Social Workers:**

[Elizabeth Means](#), LCSW, 602.277.5551 Ext. 6846

[Joel Thompson](#), LCSW, 602.277.5551 Ext. 4416

[Angela Griffin](#) LCSW, 602.831.6286

[Aleshia James-Cooper](#) LCSW 602.277.5551 Ext 2542

[Paloma Kwiedacz](#), LMSW 602.277.5551 Ext. 2587

## **Recreation Therapist:**

[Angela Di Venti](#) CTRS, 602-277-5551 EXT 5862

## **Peer Supports:**

[Regina Locke](#), 480-389-7837

[Lance Long](#), 602.277.5551 Ext. 5990 Cell: 480.540.9394

## **Goals of Recovery**

1. Originate and implement a personal recovery plan
2. Learn the skills needed to set and achieve your goals
3. Utilize materials and staff resources for living, working and living in the community
4. Enhance coping skills to function at one's best and highest potential
5. Grow and improve social, emotional and physical health
6. Access support and education to make gains in all needed life areas

## **Services Offered**

Intensive outpatient programming, including individual and group psychotherapy, recreational therapy, psycho-education, community integration

## **How to Access Them**

Any qualified mental health provider can submit a Consult. \*\*Vet must have had a MH Assessment within the last year. If one isn't available Vet can be referred to the Jade Opal Clinic for one or any qualified MH Provider may complete one\*\*

### **Phases of Evolution**

Phase 1: Game Plan (1-2 sessions/2-5 months)

Phase 2: Skill Building (2-3 sessions/5-8 months)

Phase 3: Learn New Things (2-4 sessions/5-10 months)

Phase 4: Community Integration and Graduation (2-3 sessions/5-8 months)



# Jade Opal Clinic Outpatient Mental Health Clinic

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Monday – Friday

**Walk-In hours** 8:00am – 3:30pm

**Scheduled appointments** 7:00am -5:00pm

**Program Number:** 602.222.2752 Fax: 602.222.2723

We provide outpatient General Mental Health services by appointments and by walk-ins for urgent needs. After hours, if a Veteran is experiencing a mental health emergency, he/she may talk with a mental health professional by going to the Emergency Department. Some of the services we provide include: Mental Health Assessments, Medication Management, Evidence-based Psychotherapies (both Groups and Individual), an Injection Clinic, and a Transcranial Magnetic Stimulation (rTMS) Clinic.

We can help you with concerns including depression, anxiety, trauma, safety concerns, drug and alcohol abuse, transgender issues, relationship problems, and many other mental health concerns.

## Staff Contact Numbers

**Nursing:** [Lana Peoples](#) 602-277-5551 ext. 3318

**Psychiatry:** [Dr. Jose Ventura](#) MD, FAPA 602.277.5551 Ext. 7545

**Psychology:** [Dr. Teresa Imholte](#), Psy.D. 602.277.5551 Ext. 5866

**Social Work:** [Stephanie Glitsos](#) LCSW, Cell 480.335.4402

## **Mental Health Team RN's:**

**Team A:** [Laura Roberts](#), 602.277.5551 Ext. 5986

**Team B:** [Monica Gerdes](#) 602-277-5551 Ext. 5867

**Team C:** [Jeane Cachola](#), 602.277.5551 Ext: 5778

**Team D:** [Paulette Compton](#), 602.277.5551 Ext. 6806

**Team E:** [Jo Marie Solema](#) 602-277-5551 Ext. 3102

## **Services Offered and How to Access Them**

**Walk-In Clinic** - for Urgent Psychiatric Needs Mon-Fri 800-330 pm

**Medication Management** - By calling 602.277.5551 Ext. 2752 for an appt

**Individual Psychotherapy** -Time-limited, research-based individual treatment based on therapy goals. An Individual Psychotherapy Consult is required to initiate care.

**Group Psychotherapy**- learn skills in a class format through weekly, time limited sessions.

**Supportive Counseling** - Provided by the Team RNs

**Nursing and pharmacy medication** - check appointments

**Injection Clinic**

**Resources and Referrals** - as needed from the clinic social workers

### **Jade Opal Group Psychotherapy**

Transgender Support Group: An education and support group for transgender and gender-diverse Veterans.

Mindfulness: Teaches skills to build present-focused awareness.

Coping Skills Group: Focuses on challenging thoughts and making behavioral changes

Anger Management Group: Learn effective skills to monitor and manage anger.

Pathfinders Group: Three five-weeks module, a skills group teaching mindfulness, emotion regulation, distress tolerance, interpersonal effectiveness skills, and Walking the Middle Path. This group is not appropriate for a person with a diagnosis of a Personality Disorder.

### **Specialized Programming**

Dialectical Behavior Therapy (DBT): Dialectical Behavior Therapy is an evidence-based psychotherapy for Borderline Personality Disorder.

To refer to DBT: Internal Providers, consults tab: new consults, outpatient mental health, mental health dialectical behavior therapy consult

## Post-9/11 Military 2VA(M2VA)

The Transition and Care Management Program addresses the transition and readjustment needs of Service Members and Veterans as they return from deployment and/or transition from DoD health care system to the VA health care system. This may include formal case management, combat related TBI evaluation, and mental health services comprised of medication management and therapy services.

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours Monday – Friday 7:00 am – 4:00 pm**

**Program Number:** 602.277.5551 Ext. 6750

TCM Social Worker at SEC, **Mon-Thurs\*Virtual at this time due to COVID precautions\***

TCM Social Worker at SW CBOC, **Mon, Tues, & Thurs \*Virtual at this time due to COVID precautions\***

### Staff Contact Numbers

**Program Manager** [Shilo Catlett](#), LCSW 602.277.5551 Ext. 6443

**Program Administrative Assistant** [Jose Hernandez](#), 602.277.5551 Ext. 6465

### **Psychology**

Polytrauma Neuropsychology [Dr. Mary Lou Bushnell](#), 602.277.5551 Ext. 5661

### **Psychiatry/PA**

Physician Assistant [Carrie Kunberger](#) 602.277.5551 Ext. 6438

[Janet West](#), PA (Medical Intake and TBI 2<sup>nd</sup> Level Eval) 602.277.5551 ext. 6731

### **RN Case Manager**

[Sheritha Evans](#) , RN 602.277.5551 Ext. 2016

[Cheryl Thompson-Maxson](#), RN 602.277.5551 Ext. 5429

### **LPN Case Manager Assistant**

[Vicki Vick](#), LPN 602.277.5551 Ext. 4197

### **Clinical Social Worker**

[Kelly Rieke](#) LCSW, 623.772.4090

[Andrea Hernandez](#) LCSW 602.277.5551 Ext. 4218

## **Social Work Case Manager**

[Judi Orosz](#) LCSW, Cell 480.243.4564  
[Beth Ann Elliott](#) , LCSW\_602.277.55511 ext. 6883

## **Outreach Social Worker**

Maggie Shewack, LSW 602.277-5551 ext. 1477

## **Veterans Benefit Administration Representative**

[Harry Miller](#)

## **Services Offered and How to Access Them**

**Referral Sources:** Veteran self-referral, consult or outreach from internal and/or external community stakeholders, VA outreach and DOD outreach.

### **Psychiatry/Medication:**

To initiate Psychiatry Services:

For Veterans requiring specialty mental health services, please use Mental Health Outpatient Consult in CPRS. Veteran will be scheduled with a BHIP provider in the Jade Opal Clinic or CBOC location.

For Veterans with mild to moderate anxiety, depression, PTSD, or substance misuse, consider a warm handoff to PCMHI provider (add DCM as an additional signer noting Veterans interest in meeting with psychiatry provider in PCMHI)

**For newly separated and unassigned Veterans:** Veterans can schedule with PA [Carrie Kunberger](#) by the Amethyst Clinic Clerks 602.277.5551 Ext. 6750

## **Mental Health History and Assessments**

Mental Health History and Assessments are comprehensive intakes used to assist in diagnosis, treatment planning, and generating appropriate referrals for Veterans. The Mental Health History and Assessment is completed for Veterans interested in psychotherapy. If a Veteran is interested in psychotherapy and psychotropic medications services, please use the Mental Health Outpatient Consult in CPRS. *If possible, indicate scheduling preference for the Veteran (e.g. day of the week/time of day that the Veteran is able to attend appointments and where they would like to be seen.)*

### **Individual Psychotherapy:**

Individual Readjustment Counseling: Focuses on Post Deployment/Transition issues. May be used to prepare Veterans for group Services or evidence-based psychotherapy protocols.

**To Refer:** Submit a Transition and Care Management Consult For individual and/or couples counseling

Marriage/Couples Workshop:

**To Refer:** Please submit a Transition and Care Management consult through CPRS and indicate Seven Principles for Making Marriage Work Workshop

The Seven Principles for Making Marriage Work, Couples Education Workshop: Based on Gottman's "Seven Principles for Making Marriage Work." This psychoeducational workshop provides couples with structure, motivation and accountability to work through materials found in the Seven Principles Book. The program is to help couples strengthen their relationships in a variety of ways including deepening their love maps, fostering fondness and admiration, facilitating turning towards each other, accepting influence, solving solvable problems, overcoming gridlock, creating shared meaning and maintaining gains. Please ensure Veteran understand this is a group, psychoeducation format, not a referral for individual couples counseling.

**Where:** Rm D540 **\*Virtual at this time due to COVID\***

**When:** Weds 3:00-4:30 eight-weeks group

**Referrals** Submit TCM consult in CPRS (indicate as couple's workshop). Consults will be reviewed by TCM Marriage and Family Therapist, [Andrea Hernandez](#), LCSW

**Group Psychotherapy Services:**

Brain Boosters Group: Veterans will learn techniques and strategies to help with memory, attention, sleep difficulties, irritability, and more. Education will be provided regarding the cognitive effects of TBI, blast exposure, aging, and PTSD.

**Where:** Topaz Clinic

**When:** Tuesday's 5:00pm or Wednesday's 1:00pm

**To Refer:** Please add [Mary Lu Bushnell](#), Ph.D. as an additional signer to Veterans note.

**Psychoeducational Classes & Workshops: \*Currently on hold due to COVID precautions- Veteran can contact the clinic directly with questions about connecting to VA services\***

TCM Orientation Group: (Currently on hold secondary to COVID) For TCM Veterans that are new to the Phoenix VAHCS. Provides information on common post deployment/transitional concerns, connecting to VA services and benefits, resources available within VA, staff is available to coordinate care.

**When:** 1<sup>st</sup> Thursday of each month 2:00-3:00pm (Amethyst Clinic)

1<sup>st</sup> Tuesday of each month 2:00-3:00pm (Audiology Clinic- SECBOC)

**For questions contact:** [Maggie Shewack](#)

**Benefits Information:** A representative from the VA Regional Office will be on site to assist Veterans with questions/needs regarding benefits, service-connected claims, assistance with completing claims paperwork etc.

**When:** Offered the 2nd and 4th Thursday of each month, and coinciding Monday

**Where:** Amethyst Clinic

**To Refer:** Please send the interested TCM Veteran for this walk-in service (No appointment required). Schedule may change, contact clinic 602.277.5551 Ext. 6750 to confirm.

**Care Giver Support:** Team can be contacted directly by calling 602-277-5551 ext. 7777  
**\*Team is virtual due to COVID precautions\*.**

**Army Recovery Care Coordination Directorate (ARCCD)** The Advocate Guides Soldiers, families and caregivers throughout the recovery and transition process and educates them on the benefits and resources available. Each severely wounded, ill or injured Soldier enrolled in ARCCD is paired with an ARCCD Advocate. Together they collaborate to set goals for the Soldier's families to meet the personal needs and abilities of the individual ARCCD Soldier.

**When:** **\*Currently virtual due to COVID precautions\***

**Contact:** [Timothy Dixon](#), MSW, 520-678-4889

### **Eligibility Requirements:**

To be considered eligible for entry into ARCCD, Soldiers must have sustained wounds, illness, or injuries incurred in the line of duty after September 10, 2001 and received, or are expected to receive at least a 30 percent Army Disability rating from the Integrated Disability Evaluation System (IDES) for one of the following conditions:

Blindness or severe loss of vision

Loss of limb

Hearing loss or deafness

Burns or permanent disfigurement

Paralysis/spinal cord injury

Traumatic Brain Injury (TBI)

Fatal and incurable disease with limited life expectancy of one year or less

-Or-

Receive a 30 percent IDES (Army) disability rating for any other combat related condition or caused by an instrumentality of war (Answering Yes to V/1 or V/3 on DA Form 199), including Post Traumatic Stress Disorder (PTSD) and other Behavioral Health (BH) conditions

-Or-

Receive a combined 50 percent IDES (Army) disability rating for any other combat related conditions or conditions caused by an instrumentality of war (Answering Yes to V/1 or V/3 on DA Form 199)

The AW2 Director has the authority to approve an exception to policy to allow a Soldier not meeting the above criteria into the AW2 Program on a case by case basis

## Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)

The Substance Abuse Residential Rehabilitation Treatment Program (SARRTP) is an intensive residential program for Veterans who have attempted treatment for substance use disorders but have been unsuccessful in maintaining recovery outside a structured setting. The SARRTP is a 24-bed unit, which houses both male and female Veterans. Length of stay is based on need but typically lasts from one to three months.

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Monday – Sunday

**Program Number:** 602.277.5551 Ext. 3952, 5399

### Staff Contact Numbers

#### **Program Manager**

[Jama Burkeen, LPMHC](#) 602.277.5551 Ext. 5954

#### **Medical Director**

[Dr. Carlos Carrera](#) 602.277.5551 Ext. 7574

#### **Admissions Coordinator**

[Tywan Anjani](#), LMSW 602.277.5551 Ext. 5399

#### **Physician Assistant**

VACANT

#### **Psychology**

[Jason Netland, Ph.D.](#) 602.277.5551 Ext. 7981

#### **Pharmacist**

[Taylor Nichols](#) 602.277.5551 Ext. 4320

#### **Nurse Manager**

[Katie Schoenwald-Oberbeck](#) 602.277.5551 Ext. 5134

#### **Social Work**

[Erica Leffler](#), LMSW Cell 480.487.7399

[Marie Byars](#), LCSW 602-277-5551 Ext. 7981

[Marion Lake](#), MSW LCSWA 602.277.5551 Ext. 3233

### **Addiction Therapist**

[Cornell Poitier](#) 602.277.5551 Ext. 2566

### **Recreation Therapist**

[Beth Dietrich](#) 602.277.5551 Ext. 5395

### **Peer Support**

[Carol Tucker](#), 602.277.5551 Ext. 3952 Cell: 480.510.8218

[Larry Triplett](#) 602-277-5551 Ext. 3952

### **Services Offered and How to Access Them**

Participants will be in therapeutic recovery groups daily for a minimum of six hours Monday – Friday and four hours Saturday and Sunday.

### **Eligibility**

The Veteran Must:

Have current difficulty with substance abuse, be medically and psychiatrically, stable. Not be in need of medically assisted withdrawal (Inpatient Detox). Have had previous unsuccessful attempts at treatment or sobriety, need the structure and support of residential treatment, not be in danger to self or others, lack a stable lifestyle or living arrangement, be capable of self-care. Have treatment and rehabilitation needs that can be met by the program.

### **How to Refer to SARRTP**

The Veteran must first be screened for eligibility for SARRTP. A Veteran may request a referral (consult) from their provider or call ext. 5399 and ask to schedule a screening. If found appropriate, for residential treatment after the screening the Veteran will be contacted by a SARRTP clinician with a target admission date. If admission dates are longer than two weeks the Veteran will be offered alternative treatment options.

### **How to participate in SARRTP Recreation Therapy Groups.**

All Veterans admitted to the SARRTP Program are expected to participate in all programming as scheduled. Consult to SARRTP for admission screening is required for participation in the program.



## Substance Use Disorder Treatment Program (SUDTP)

The Substance Use Disorder Treatment Program's (SUDTP) mission is to provide Veteran centered, evidence based, state of the art, high quality outpatient rehabilitation and treatment services for Veterans with substance use disorders. The SUDTP identifies and addresses goals of rehabilitation, recovery, health maintenance, improved quality of life, and community integration. All Veterans must be assessed by a SUD provider to determine if eligible for services and Veterans will require an intake in the SUD clinic prior to attending any of the below listed programs.

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Number:** 602.277.5551 Ext. 6471

**Phone Screening Hours:** Mon thru Fri 1:00pm – 3:00pm (these are not alcohol/drug screens required by MVD)

### Staff Contact Numbers

**Program Manager** [Becky Hyduke-Rundall](#) LCSW, 602.277.5551 Ext. 7741

#### **Psychology**

[Jason Netland, Ph.D.](#) 602.277.5551 Ext. 7981

#### **Social Work**

[Dr. Ed Mann](#) Ph.D. 602.277.5551 Ext. 6089

[Dino Haley](#) LMSW, 602.277.5551 Ext. 7609

[Jim Jones](#), LCSW 602-277- 5551 Ext. 5727

[Arzu Twitty](#), LMSW: 602-277-5551 Ext. 6471

[Charlynn Claridge](#), LMSW: 602-277-5551 Ext. 6471

[Rachael Yopez](#), LMSW 602-277-5551 Ext. 6471

[Lisa Benner](#) :Sr SW at SECBOC 480-397-2925

#### **Addiction Therapist**

[Kerry Taylor](#) , LAC, MA 602.277.5551 Ext. 5382

[EvaLee Jacobson](#), MA, LPC at SECBOC: 480-397-2835

#### **Peer Support**

[Robert Braxton](#) 602.277.5551 Ext. 5249

**Services Offered and How to Access Them \*At this time most programs are offered only via VVC\***

#### **SUD Primary Programs**

Intensive Outpatient Treatment Program – Nine hours per week for six weeks; mornings or afternoons

Justice Involved Intensive Outpatient Program – Nine hours per week mornings only  
**To Refer Co-sign** [Becky Hyduke-Rundall](#), LCSW for any referrals

**Outpatient Program** – Six hours per week for six weeks. Mornings or evenings

Seeking Safety – PTSD and substance abuse treatment Offered in AM and PM Clinics  
**To Refer** add [Jim Jones](#), LCSW or [Charlynn Claridge](#) LMSW as an additional signer to the Veterans note.

Peer Support Specialist Led groups All VVC by [Robert Braxton](#)  
Mondays at 10:00am Vet Talk (a post-aftercare group)  
Wednesdays at 14:00 Recovery 101; 4 week group using MI to assist Veterans at looking at their drug/alcohol use; can be enrolled prior to intake  
Fridays at 13:00 Change in Recovery 101: 4 week group for Veterans in pre-contemplation/contemplation

Traditional Practices in Recovery, including a monthly Healing Ceremony: contact [Dino Haley](#), LMSW for more information

**Treatment Modalities:** Cognitive Behavioral Therapy, Motivational Interviewing, Psychoeducation, Mindfulness. The Matrix Model

Women in Recovery: This is a Women's Only group to address the unique concerns for women with addiction.

**When:** Every Friday from 5:30pm – 6:30pm

**Where:** VVC

**How to Refer:** Place a Consult, notify [Arzu Twitty](#), LMSW

### **Aftercare Program**

**AM Aftercare** – Attendance in 1-4 continuing care groups weekly is encouraged for six weeks post discharge from any primary program to help insure Veterans treatment goal and recovery success.

Must be staffed by SUDTP Staff - [Becky Hyduke-Rundall](#), LCSW or the Veteran can walk in

**PM Aftercare** - Mondays 5:00pm to 6:00pm; Thursdays from 4:00pm to 5:00pm, Fridays from 4:00pm – 5:00pm

Relapse Prevention – Tues. at 9:30am

Other SUD Services – Buprenorphine  
**To Refer** Consult required

Medication Assisted Treatment for AUD and OUD (other than Bup and methadone) alert  
[Taylor Nichols](#), Pharm D on note

**Some SUD treatment services available at the SECBOC including an intensive outpatient program**

**Phoenix SUDTP SWS Post Hospital Orientation Phone contact Monday through Friday 1 to 3 for 30 min phone assessment.**

This group is an opportunity for Veterans that are hospitalized to receive an immediate orientation into the Specialty Mental Health Programs in Bldg. This is not meant for Veterans already engaged in SUD, PRRC, MHICM, or SARRTP services.

## Veterans Justice Outreach (VJO)

The Veterans Justice Program (VJP) is under the Phoenix VA Health Care System's comprehensive network of homeless services for Veterans. The aim of the VJP is to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible, justice-involved Veterans have timely access to the Veterans Health Administration (VHA) services, as clinically indicated.

**Location:** [1500 E. Thomas Rd. Ste. 106 Phoenix, AZ 85014](#)

**Program Hours:** Mon – Fri 7:30am – 4:00pm

**Program Number:** Cell phones listed below

### Staff Contact Numbers

#### **VETERAN COURTS AND CONTACT INFORMATION:**

##### **Veterans Justice Program Supervisor:**

[Chris Wallace](#), LCSW, BCD Cell: 602-463-2056

##### **Maricopa County Veterans Court (most felony cases):**

[Jennifer Morris](#), LCSW, Veterans Justice Program Specialist Phoenix VAMC  
Cell: (602) 402-1253,

##### **City of Phoenix Veterans Court:**

For referrals: Veterans should contact Melvin Morris the Phoenix Veterans Court Coordinator @ 480-521-1238

For other information on City of Phoenix Veterans Court, please contact:  
Veterans Justice Programs Specialist

[Anna Bourne](#), LCSW Cell: 480-450-0088,

[Monica King](#), LCSW Cell: 602-541-2009,

##### **East Valley Regional Veterans Court (EVRC) and Mesa Veterans Court:**

*This court includes Tempe, Scottsdale, Chandler, Gilbert, Paradise Valley, Fountain Hills and Cave Creek*

Veterans Justice Programs Specialist

[Ellyn Black](#), LCSW Cell: 602-513-6859,

[Brian D'Agnolo](#), LCSW Cell: 480-450-2571,

### **Federal Veterans Probation Court**

Veterans Justice Program Specialist  
[Jennifer Morris](#), LCSW Cell: (602) 402-1253,

### **Maricopa County Drug Court Veterans Track**

Veterans Justice Programs Specialist  
[Jennifer Morris](#), LCSW Cell: 602-402-1253,

### **Phoenix VA Police Diversion Program VA diversion program:**

Veteran Justice Programs Specialist/Medical Foster Home Program Coordinator  
[Chris Wallace](#), LCSW, BCD Cell: 602-463-2056

### **Healthcare for Re-Entry Veterans (HCRV):**

For veterans released from prison in the past 30 days, please refer to:  
Healthcare for Re-Entry Veterans Specialist  
[Marlene Rarick](#), LCSW Cell: 602-884-9147,

### **Veterans Justice Programs Peer Support Specialists:**

For additional resources and support for Justice Involved Veterans, contact:  
Peer Support Specialist  
[Sandra Ziegler](#) Cell: 480-259-9791,  
[Ray Perez](#) Cell: 480-253-8549

### **Jail Outreach:**

For any question regarding jail or jail outreach contact  
[Jennifer Morris](#), LCSW Veterans Justice Programs Specialist Phoenix VAMC  
Cell: 602-402-1253

### **Services offered and How to Access Them**

VJO specialists provide direct outreach, assessment and case management for justice-involved Veterans in local courts and jails and liaison with local justice system partners.

### **Mission of the VJO Program**

- To provide support, information, and resources to facilitate a successful transition from the justice system to the community
- To prevent homelessness
- To reduce the impact of medical, psychiatric, and substance abuse problems
- To decrease re-incarceration rates
- To build and develop a network of care that includes VA and non-VA resource

**How to Refer:** Veterans and families can contact VJO social workers for services Monday through Friday 7:30am – 4:30pm (excluding holidays).

**\*\*\*The VA cannot provide legal services.** For legal assistance, visit the “State Side Legal Help” Website or contact a local VJO specialist, who may know of community legal\*\*\*

## Compensated Work Therapy (CWT)

Compensated Work Therapy is a recovery orientated, vocational model in the continuum of the Veterans Health Administration (VHA) Work Restoration Services. The mission of the CWT Program is to provide vocational services and support to help facilitate re-entry into the employment sector. CWT supports through vocational case management and workplace supports that facilitate and encourage continued employment success. CWT endeavors to match and support work ready Veterans in competitive jobs and utilizes the Veteran's skills, abilities and job preferences to help them develop good job matches with local businesses and industries regarding their specific employment needs. (Per legislation in support of rehabilitative eservices, participation in CWT cannot be used to reduce, deny or discontinue VA Compensation or pension during participation in the Program.

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Mon – Fri 7:00am – 4:30pm

**Program Number:** 602.277.5551 Ext. 5987

### Staff Contact Numbers

#### **Program Manager**

[Billy Kyles](#), LCSW, 602.277.5551 Ext. 5987

#### **CWT/Transitional Work Program Coordinator**

[Elizabeth Hicks](#) LISW, 602-277-5551 ext. 1104

#### **Transitional Work**

[Jeff Riddle](#), MSW, 602.277.5551 Ext. 6239

[Jared Kinnaman](#), CRC, VRS

#### **Community Based Employment Services**

[Paul Velez-Salazar](#), VRS, 602.277.5551 Ext. 4098

[Veronica Volcan](#), LMSW 602-277-5551 ext. 4259

#### **Community Employment Coordinator**

[James Montgomery](#), VSR 602.277.5551 Ext. 7002

#### **Supportive Employment**

[Lindsay Guilfoil](#), MSW 602.277.5551 Ext. 3141

[Sergio Morning](#), VRS, 602.277.5551 Ext. 2552

[John Burt](#), LCSW 602-277-5551 ext. 7142

#### **Peer Supports**

[Robert Warren](#), 602.277.5551 Exit 5269

## **Services offered and How to Access Them**

**Transitional Work (TW):** Is a pre-employment vocational program where Veterans are matched to real life work assignments in the VA or community setting for a time limited basis. Veterans are supervised by personnel of the sponsoring site, under the same expectations experienced by non-CWT workers. Veterans are not considered employees and receive no traditional employee benefits. They earn the greater of federal or state minimum wage. Through Transitional Work placements, Veterans develop marketable skills, improve employability, and increase self-confidence.

**Community Based Employment Services (CBES):** Offers Community Based Employment Services and supports to help Veterans secure and maintain competitive employment in the community setting. Vocational supports are individualized, flexible and designed for each Veteran based on their strengths, interests and support needs.

**Supported Employment (SE):** Is an evidenced based vocational therapy that provides assistance in locating and maintaining competitive employment for Veterans with serious mental illness. Vocational services are integrated with mental health treatment and vocational supports are provided as long as clinically required. Supported Employment consist of full-time or part-time competitive employment. Veteran's vocational skills, abilities and job preferences are matched to specific needs of an employer in appropriate job settings.

**Compensated Work Therapy/Substance Abuse Residential Rehabilitation Treatment Program (CWT/SARRTP):** Employment services are available to Veterans enrolled in the SARRTP program. CWT staff provide individualized vocational services and supports during the Veteran's active participation in the recovery process. Employment services are provided on a one on one basis and services are tailored to meet the needs of the Veteran while in recovery.

**CWT Peer Support Services:** Peer Support Services are available to all Veterans enrolled in the CWT Program by a certified peer support specialist. Peer support services are an important component to the recovery model and offers a wide range of services to support the needs of Veterans. Services include but are not limited to: Individualized supports to help achieve recovery and vocational goals, vocational and career guidance, assistance to help identify personal strengths and overcome barriers, and bridges the gap between the Veteran and their CWT treatment team.

**CWT Employment Workshops:** Are designed to teach, educate and inform Veterans about the CWT Programs, the employment sector and services. The workshops offer tips on the things Veterans can do to improve their chances of getting and/or maintaining successful employment. Employment workshops are held in the BRITE building 31 and are open to all Veterans, no appointment required.

**Orientation to the CWT Programs:** Held every 2nd & 4th Mondays @2-3pm Building 31. There is no appointment required and all Veterans and staff are welcome.

**Referrals to CWT**

Referrals to the CWT program requires an electronic consult from the Veteran's treating provider (e.g., psychiatrist, primary care provider, nurse practitioner, physician assistant, or LCSW). In addition, the CWT program provides vocational assistance which does not require a consult.



## Housing and Urban Development VA Supportive Housing (HUDVASH)

HUD-VASH is a clinical social work program with a housing component. HUD-VASH stands for Housing and Urban Development – VA Supportive Housing. It is a collaborative effort between HUD and the U.S. Department of Veterans Affairs to provide clinical social work services to homeless Veterans with the goal of returning the Veteran to permanent housing. HUD will provide a Housing Choice voucher. Veterans with a HUD-VASH Housing Choice voucher must pay 30% of their income towards rent and HUD pays the remainder of the rent. Veterans must be actively engaged in HUD-VASH case management in order to obtain and maintain a VASH voucher.

Minimum qualifications per VA & HUD Rules:

- Homeless per the McKinney-Vento Definition of homelessness
  - ***Please note-staying with friends or family is not considered homeless***
- Fully eligible for VA Healthcare
- Need intensive clinical case management to obtain and maintain housing
- Desire for and agree to intensive case management
- Cannot be on the lifetime sex offender registry
- Cannot have income that exceeds the HUD income poverty levels

Homeless Veterans can present to the CRRC Mon-Fri 0730-1600 to be assessed for the most appropriate level of housing intervention.

**Location:** [1500 E. Thomas Road, Phoenix, AZ](#)

**Program Number:** 602-248-6040

### Staff Contact Numbers

**Supervisors** [Regina Cota](#) LCSW 480-201-1423 and [Tammy Wilson](#) LCSW Qualified Supervisor CSW 602-330-4329

### **Services Offered and How to Access Them**

Recovery Support for:

- Physical Health
- Mental Health
- Employment/Education
- Substance Abuse

New Skills:

- Social Skills
- Strengthened Natural Support System
- Financial Management Skills

Groups:

- VASH Substance Abuse Recovery Group
- Recreation Therapy: Drumming & Music Ensemble

Community Reintegration On hold secondary to COVID

Community Reintegration activities are group activities within the community that provide Veterans with the opportunity to participate with peers to enhance optimal recreation, leisure and functioning. The goal is that the individual will, go through Community Reintegration, re-gain their social skills and obtain continued leisure interests and choose to participate in community recreation and leisure activities independently, either in activities they once enjoyed or have gained new and healthy recreation and leisure interests and activities; and to provide individuals with recreation and leisure opportunities to optimize veteran's quality of life.

### **Recreation Therapy Services**

Participants learn to play hand drums and additional rhythm instruments in a drum circle format. Participants play along within the group and if comfortable doing so, play solos. Benefits include, but not limited to socialization; self-expression; confidence building; memory work, focus development, reduction of negative thinking, experience state of flow, enhancement of coping.

This fun filled, and energizing music program is for instrumentalists and vocalists that incorporate a wide range of musical styles and interests.

### **How to Participate in HUD-VASH Recreation Therapy Program**

Veterans must first be enrolled in the HUD-VASH program. Once enrolled in HUD-VASH, a provider can place a consult for HUD-VAH Recreation Therapy Services to participate in the program.

## Mental Health Intensive Case Management (MHICM)

The Phoenix VA MHICM program is a voluntary program for Veterans who wish to actively participate in their recovery. MHICM provides clinical, community-based case management services and psychosocial rehabilitation to Veterans with serious mental illness (SMI) (e.g. Psychotic Disorders, Schizophrenia, Schizoaffective Disorders, Bipolar Disorders). Programming is intended for Veterans with severe functional impairment, and high inpatient mental health unit utilization, in coordination with existing community and VA services. MHICM implements a recovery-oriented care-planning process that incorporates the Veteran's goals, preferences, and strengths. It includes interventions for building adaptive and social skills, increased self-care, independent living, employment, crisis resolution, and practical problem solving.

**Admin & Intakes:** 650 E. Indian School Rd., 1<sup>st</sup> floor of Bldg 31 (Brite Building)

**Program Hours:** Mon – Fri 7:00am – 4:30pm

**Program Number:** 602.277.5551 Ext.6471

**Program Manager:** [Rachel Wilkinson](#) LCSW, Desk: Ext.5762 or Work Cell: 602-802-5725

### Staff Contact Numbers

#### **Team Leads:**

[Joel Thompson](#), LCSW 602.883.5962

[Angela Griffin](#), LCSW 602.831.6286

#### **Casemanagers:**

[Antonio Rivera](#), LMSW 602.831.5399

[Brenda Nichols](#), LMSW 480.341.4624

[James Cox](#), LISW 480.392.2428

[Kali Mazzie](#), LMSW 602.831.7219

[Matthew Isaacson](#), LCSW 480.204.0045

[Sean Feller](#), MSW 480.202.7182

[Amy Jacoby](#), 480.259.0457

[Chris Harris](#), LCSW 480.287.1403

**Recreation Therapy:** [Suzanne Stratton](#), CTRS 602.277.5551 ext 7250

#### **Nursing:**

[Michelle Mills](#), RN 602.513.6460

[Mark Larson](#), RN 602.540.1763

[Rhonda Littlejohn](#), RN 602.884.4098

**Psychiatry:** Interim coverage –  
Contact MHICM Program Manager for more Info

#### **Peer Support**

[Regina Locke](#), PSS Cell: 480-389-7837 (part-time)

#### **Eligibility:**

- Diagnosed with serious mental illness (e.g. Bipolar Disorders, Psychotic Disorders, Schizophrenia, Schizoaffective Disorders)
- Eligible for VA services
- Clinically appropriate for outpatient care and community visits

- Willingness to participate in MHICM
- Resides within 40 miles of VA

**Veterans not Appropriate:**

- Personality Disorders of significant intensity
- Substance Use Disorders if primary diagnosis or a barrier to engaging in treatment
- Dementia or significant cognitive impairment
- Veterans with a behavior flag, who have a history of violent behavior that may hinder the safety of MHICM staff and Veterans
- Need for a higher level of care than can be provided in an outpatient setting

**Referrals:**

Each referral is considered on an individual basis, giving the greatest possible consideration for participation to Veterans who have needs that have NOT been met by traditional services. The screening process must consider special circumstances and determine whether the program can meet the individual Veteran's needs. Additionally, a scheduled intake appointment does not indicate the Veteran is enrolled in MHICM services. If a Veteran is not admitted to MHICM and the referring provider still believes the Veteran would be best served through Recovery Services, they are encouraged to contact MHICM to be re-assessed.

- A mental health history and assessment completed within the last two years
- Mental Health Treatment Coordinator (MHTC) can place a MHICM consult in CPRS or Veterans can self-refer by contacting 602.277.5551 Ext.6471
- In CPRS: Outpatient Consult à Mental Health à MHICM Team Consult
  - The consult must be filled out, i.e. the screening section and exclusionary criteria. If there is not enough space at the end to type goals for Veteran's improvement in MHICM, please add additional justification as a comment, once the consult has been submitted

**Examples of Services Offered:**

- Medication management
- Co-op into PRRC groups
- Evidence-based treatment options
- Supportive therapy
- Peer support service
- Assistance with financial & housing stability
- Coping, social and leisure skill development
- Recreational Therapy services
- Healthcare advocacy
- Safety planning
- Budgeting; learning how to manage money
- Scheduling and appointment reminders
- Activities meaningful for the Veteran

**Services are Characterized by:**

- High staff-to-Veteran ratios
- Community-based service delivery
- Practical problem solving approach

- High continuity of care

**Staffing:**

The MHICM team provides a fixed point of clinical responsibility to enhance overall health care quality both by direct provision of mental health services and by coordinating social service needs. Providers consist of social workers, registered nurses (RNs) and certified peer support specialists (PSS). Please ask about recreation therapy and psychiatry services within the program. Each provider works within her/his prescribed discipline and position description/functional statement.

**Frequency & Hours of Service:**

Services are provided at a frequency based on the individual need identified for each Veteran actively enrolled. Veterans are seen face-to-face at a minimum of once weekly, or four times per month. Many Veterans will require more frequent visits. Video and telephone contact is also available, however face-to-face is primary. Program days/hours are Monday-Friday, 7:00AM-4:30PM.

**Transition/ Discharge Criteria:**

- Clinically stable and not relying on extensive inpatient or emergency services
- Has met treatment goals identified in collaboration with MHICM team
- Maintaining stable community living and has the means to sustain this stable housing
- Independently participating in necessary treatments
- Expressing a desire to receive less frequent visits or to utilize a different treatment modality
- MHICM services not appropriate to the needs and veteran requiring higher level of care (e.g. SNF, secure facility, residential treatment program)
- Veteran no longer desires MHICM services and/or has moved out of the catchment area
- Veteran is deceased

**Please reach out to the program manager if you have additional questions about the referral process or would like to learn more about the program. Thank you!**

## Primary Care - Mental Health Integration (PCMHI)

Primary Care - Mental Health Integration (PCMHI) locates mental health services conveniently in primary care to address Veterans' needs often on the same day as a primary care provider visit. When primary care provider recognize that a Veteran has a mental health concern, they collaborate with PCMHI providers who are co-located within those clinics. PCMHI providers first see the patient for a brief assessment and treatment planning. Many mental health and behavioral health concerns are addressed in primary care with brief, targeted therapies. Primary care and PCMHI providers work together to care for Veterans using a team-based approach, providing Veterans with continuity of care and a timely, collaborative care experience.

**Location:** [650 E. Indian School Rd. Phoenix, AZ 85012](#)

**Program Hours:** Mon– Fri 7:30am – 4:30pm

**Program Number:** 602.277.5551 Ext.2927

### Staff Contact Numbers

#### **Medical Director**

[Dr. Amanda Cattelino](#) 602.277.5551 Ext. 6357

#### **Program Manager**

[Dr. Jenna Gress-Smith](#) 480.397.2927

#### **Social Work Section Chief, PCMHI**

[Cara Garcia](#), LCSW 602.277.5551 Ext. 3950

#### **Administrative Nurse Manager**

[Lana Peoples](#) RN 602.277.5551 Ext. 3318

*Care Managers are Co-Located in Primary Care Clinics and can connect you with other members of the same PCMHI Team as needed including Psychologists, Psychiatrists, and Social Workers*

#### **Main Facility (skype group: VHAPHO MAIN PCMHI)**

[Nicholas Carroll](#), LCSW, 602.405.0067

[Jennifer Averyt](#), PhD 602.277.5551 x3293

[Ashley Breedlove](#), PhD 602.277.5551 x7318

[Amanda Cattelino, MD](#) 602.277.5551 Ext. 6357

[Brendt Parrish](#), Ph.D. 602.277.5551 Ext. 5383

#### **Thunderbird CBOC (skype group: VHAPHO TBIRD PCMHI)**

[Valissa Witmer](#), RN Care Manager 602.633.6925

**Northwest CBOC (skype group: VHAPHO NW PCMHI)**

[Ashley Fanara](#) RN, 623-322-8692  
[Shonna Shewmaker](#), PhD 623.251.3054  
[Christine Johnston-Klauschie](#), PsyD 623.251.3055  
[Edward Rivera](#), MD 623.322.8239  
[Nancy Martin-Concepcion](#) MD

**Northeast CBOC (Scottsdale; (skype group: VHAPHO NE PCMHI)**

[Cheryl Zarobell](#), RN CM 480.579.2254  
[Ruby Rideout](#), LCSW 602.277.5551 x3254

**Southwest CBOC (skype group: VHAPHO SW PCMHI)**

[Staci Fine](#) RN 623.772.4089  
[Vanessa Enlow](#) RN 623.772.4010  
[Mary Givens](#), LCSW 602.772.4042  
[Maria Hamilton](#), PhD 623.772.4049  
[Lena Jefferson Wilson](#) MD 602.277.5551 Ext. 2752  
[Andrew Lulla](#), MD 602.277.5551 Ext. 6438

**Southeast CBOC (skype group: VHAPHO SE PCMHI)**

[Kathleen Gallagher](#), RN CM 602.339.0169  
[Beckie Coleman](#), RN CM 480.825.7208  
[Milissa Ward](#), RN CM 480.406.7948  
[Jenna Gress-Smith](#), PhD 480.397.2927  
[Andrew Jones](#), PhD 480.397.2978  
[Christine Hughes](#), LCSW 602.410.6933  
[Thompsi Hoff](#), LCSW 602.320.9138  
[Suzanne Tariot](#), DO 602.277.5551 Ext. 2752  
[Claudine Ego](#) MD

**Midtown Clinic (skype group: VHAPHO MT PCMHI)**

[Brenda Dechant](#), MSN, RN CM 602.234.7121  
[Erin Truong, PhD](#) 602.234.7128  
[Kaitlyn Masai, PhD](#) 602-234-7164  
[Aida Lacevic](#), MD 602.234.7198  
[Carly Montoya](#), DO 602.234.7143  
[Darla Dunn](#) RN 602.234.7189

**SHOW LOW AND GLOBE CBOCs**

**Services Offered and How to Access Them**

**Behavioral Health Classes Offered**

Sleep Interventions: Learn about skills / habits that will help you maximize the quality of your sleep

CBT-I Class- Six week evidenced based insomnia treatment (for referrals cosign Dr. Ashley Breedlove @ MT/Main, ,)

Problem Solving Training: Four-weeks class. Learn effective problem-solving strategies and identify the barriers that stand in the way of living the life you love (for referrals cosign [Dr. Kaitlyn Masai](#) @ MT)

Chronic Pain Self-Care Class: Six-weeks class that covers a variety of behavioral and cognitive skills for managing pain. The groups' focus is on improving functioning and quality of life ([Dr. Andrew Jones](#) @ SE;

CPAP Adherence Group: Five-weeks class that provides education regarding the effects of untreated sleep apnea and the desensitization protocol to increase CPAP use.

Anger Management: (Eight-weeks class) Identify triggers/cue, learn skills for reducing anger and preventing aggression. (for referrals cosign [Dr. Erin Truong](#) @ MT)

Anxiety Management: Four-weeks CBT-based group providing skills for management of anxiety symptoms. (For referrals cosign [Dr. Ashley Breedlove](#) @ Main)

**To Refer:** VA Providers-Warm handoff to PCMHI staff onsite preferred. Or you can co-sign the provider listed next to the class above.

### **PCMHI Services**

Smoking Cessation: (Four-weeks class) Education and support to be tobacco free

- ❖ 1st four Wednesdays of the month, Veterans may drop in on any Wednesday
- ❖ No Appointment needed, 2:00pm – 3:30pm, prosthetics conference room, 2nd floor

### **For all group's patients should:**

- Have mild-to-moderate psychological distress or symptoms
- Be psychiatrically stable / not suicidal
- Not be considered for treatment with specialty mental health

**To Refer:** Community Providers-Veterans can ask their primary care provider or depression care manager about these classes

VA Providers-Please complete smoking cessation consult, or Veterans can self-schedule with any MSA.



# Health Care for the Homeless Community Resource and Referral Center (CRRC)

**Location:** [1500 E. Thomas Rd. Ste. 106 Phoenix, AZ 85014](#)

**Program Hours:** Mon – Fri 7:30am – 4:00pm

**Program Number:** 602. 248.6040

## **Staff Contact Numbers**

### **Main Points of Contact**

CRRC Coordinator [Penny Miller](#), LCSW, Phone 602.717.6785

HCHV Coordinator [Jeff Willgale](#), LCSW, Phone:602.320.1986

HCHV Section Chief [Melody Boyet](#) LCSW, Phone: 602.277.5551 ext. 3590

### **Outreach Social Workers**

[Michelle Sullivan](#), LCSW, 602.510.4699

[Nerissa Moser](#), LMSW, 602.802.5666

[Cecil Joseph](#), LCSW, 480-815-9433

[Rachel Reding](#), MSW, 602-831-8002

[Rob Mueller](#), LMSW 602-812-0537

### **Addiction Therapist**

[Rick Isles](#), LAC 602.228.0594

### **Peer Support Specialists**

[Bella Hudspeth](#) 480.369.1051

[Jesse Ruelas](#) 480.435.1144

### **HPACT**

Medical Support Assistant [Greg McGill](#) 602.248.6048

HPACT RN [Dennis Reinhart](#) 602.248.6045

HPACT NP [Debra Kurth](#) 602-234-7112

HPACT SW [Caryl Gobel](#), LCSW, 480.395.4918

### **Grant Per Diem**

#### **MANA House Bridge**

[Yvonne Edwards](#), LCSW, 602.319.4517

[Dan Morgan](#), LCSW, 480.450.9287

#### **MANA House Service Intensive**

[Dan Morgan](#), LCSW, 480.450.9287

### **US Vets Bridge**

[David Klein](#), LCSW, 602.568-6128

## **US Vets Clinical Treatment, and Hospital to Housing**

[Yvonne Edwards](#), LCSW 480.319.4517

## **US Vets Low Demand,**

[Esther Thomas](#), LCSW 602.803.2148

## **Service Intensive 24 beds at US Vets and Hospital to Housing**

### **Transition In Place 20 beds at US Vets**

[Mary Picardi](#), LCSW 480.353.8278

## **Contract Housing**

### **Ozanam Manor, Walton House**

[John McVade](#), LCSW, 602.510.7971

## **Services Offered and How to Access Them**

### **Daily:**

- Courtesy SHUTTLE (Round-trip to/from VA & CRRC)
- Eligibility Verification & Registration
- Clothing & Hygiene Program (Limited In-Kind Benefits)
- Outreach & Assessment for all Healthcare and Housing Needs
- Peer Support
- Employment Services
- Medical Care
- Substance Abuse Services

### **Every:**

Weds & Fri 9:00am-4:00pm VA Benefit/Claims Assistance

## **National 24/7 Call Center for Homeless Veterans**

**1.877.424.3838**

## **Additional Services Provided by Our Community Partners:**

- Transitional Housing Screenings
- Senior Housing Placement
- Children and Family Services
- Child Support Services via Community Legal
- Rally Point Navigation
- Apartment Finder Assistance
- Financial Counseling
- ID Vouchers via Homeless ID Project

**How to Refer:** The primary referral process for the Veteran to receive care at the CRRC is by walk in Mon – Fri 7:30am – 4:00p

## Southeast Community Based Outpatient Clinic (SE - CBOC)

The Southeast Community Based Outpatient Clinic (SE-CBOC) is based on a primary care model of health care that has physicians, physician's assistants, and nurse practitioners that provide care. The clinic has several medical and psychiatric specialties available on site: for example, there is psychology, psychiatry, dermatology, gastroenterology, and rheumatology. The clinic has its a laboratory, social workers, and dietician. The clinic does not have a pharmacy onsite, prescriptions will be filled and mailed through the Main Facility.

**Location:** [3285 S. Val Vista Dr. Gilbert, AZ 82597](#)

**Program Hours:** Mon – Fri 7:30am – 4:30 pm

**Extended Hours:** Thurs until 6:30pm and Sat 7:30am – 4:00pm by appt

**Program Number:** 480.397.2800

### Staff Contact Numbers

**Administrative Officer** [Paula Fisher](#) phone 480.397.2800 Ext. 2813

**MSA Lead** [Doris Warren](#), Gabriel Gonzalez and [Lincoln Crandall](#)

**Scheduling Operations Supervisors,** [Edward Camadini](#) and [Oderick Smith](#)

### **Psychology**

Lead Psychologist: Dr. [Joelle Oizumi](#) 480.397.2838

Dr. [Felicia Wilson](#) 480.397.2928

Dr. [Christopher Ogle](#) 480.397.2930

Dr. [Douglas Kraus](#) 480.397.2931

### **PCT**

Dr. [Danielle Hernandez](#) 480.397.2836

### **Psychiatry**

Lead Psychiatrist Dr. [Aly Hassan](#) 480.825.7225

Dr. [Jose Agosto](#) 602.277.5551 Ext 2487

### **PCMHI Psychologist**

Program Manager Dr. [Jenna Gress-Smith](#) 480.397.2927

[Andrew Jones](#), PhD 602.277.5551 x2449

### **Mental Health RN's**

[Vickey Markey](#), MH RN-BC 480.397.2841

[Kim Bassett](#) RN 602.277.5551 Ext. 2843

[Bill Weishaar](#), RN

[Anna Horrom](#), RN

[William Bubnis](#), RN

## **Depression Care Managers**

[Kathleen Gallagher](#), RN, 602.339.0169

[Beckie Coleman](#), RN, 480.825.7208

[Milissa Ward](#), RN, 480.406.7949

**Recreation Therapists** [Johanna Avilez](#) CRTS 480-397-2885

## **Social Work**

PCMHI [Christine Hughes](#), LCSW 602.694.1583

PCMHI [Thompsi Hoff](#), LCSW 602-320-9138

MH SW [Megan Sauter](#), LMSW 480.397.2914

MH SW [Jeff Troutman](#) LCSW 480.397.2993

PACT [Jaime Tovar](#) LCSW 480.397.2874

PACT [Deanna Scott](#) LCSW, 480.397.2872

PACT [Robert Heinz](#), LCSW, 480.825.7211

PACT [Caroline Toole](#) LCSW 480-825-7209

PACT [Vicki Knapper](#) LMSW 480-397-2800 x3147

PACT [Krista Drain](#) LCSW 480-287-2649

## **Substance Use Disorder Treatment Program (SUDTP)**

Lead Social Worker [Lisa Benner](#) LCSW, LISAC 480.397.2925

Addiction Therapist [Evalee Jacobson](#), MA, LPC Phone: 480-397-2835

## **Services Offered and How to Access Them**

Mindfulness: (4-12 weeks open/rolling admission) Group teaches skills to build present-focused awareness.

**When**: Fridays 10:00-11:30am

**To Refer**: Complete a Psychotherapy Group Outpatient Consult

Anger Management: (10 weeks) Psycho-educational group about anger.

**When**: Thurs 2:00-3:30pm.

**To Refer**: Complete a Psychotherapy Group Outpatient Consult

DBT:

**To Refer**:

(see info on the Jade page)

## **Individual Therapy:**

Evidenced Based Psychotherapy: (12-16 weekly sessions on average) CBT, ACT, IPT time limited, structured, goal-orientated individual treatment.

**To Refer**: Complete a Psychotherapy Individual Outpatient Consult

Evidence Based PTSD Therapy: (10-12 weekly sessions on average) Time limited, trauma focused treatment for PTSD. This includes referrals for Prolonged Exposure Therapy (PET) or CBT. A six-week coping skills class specifically for PTSD is also offered. Please discuss with the Veteran this form of therapy is trauma focused and will involve weekly attendance and daily assignments in addition working through traumatic experiences in a structured, therapeutic manner.

**To Refer:** Enter a consult under Southeast PTSD Consult and the Veteran will be contacted regarding PTSD treatment.

Supportive Counseling/Case Management (Open Ended) It is a present-orientated, supportive counseling/case management. \*\*Team nurses are added to the treatment teams. Discuss referral with your team's case managers. \*\*

## Southwest Community Based Outpatient Clinic (SW-COBC)

The Southwest Community Based Outpatient Clinic (SW-CBOC) is designed to provide ease of access to care for Veterans located in the Avondale, Buckeye, Goodyear, Laveen, Tolleson, West Phoenix, and other Southwest Valley Communities. The SW-CBOC provides primary and mental health care services, Social Work Services, Clinical Pharmacy Consultation and a Laboratory Draw Station. The clinic does not have its own pharmacy onsite; prescriptions will be filled and mailed through the Main Facility.

**Location:** [9250 W. Thomas Rd., Suite 400 Phoenix, AZ 85037](#)

**Program Hours:** Mon– Fri :30am – 4:00 pm

**Phone:** 623.772.4000

**Fax:** 623.772.6630

### Staff Contact Numbers

#### **Psychiatry**

[Lena Jefferson Wilson](#), MD ABPN, FAPA, 623.772.4092

[Andrew Lulla](#), MD 623-772-4099

#### **Psychology**

PCMHI Lead: [Maria Hamilton](#) 623.772.4049

[Spencer Beck](#) Ph.D. 623.772.4052

[Travis Nichols](#) Ph.D. 623.772.4051

PCT Dr. [Rebecca Moe](#), 623.772.4091

**PCMHI DCM** [Vanessa Enlow](#) RN,623.772.4010

**GMH RN** [Staci Fine](#) RN

#### **Social Work**

##### **TCM Social Worker**

[Rieke, Kelly](#) LCSW 623.772.4090

##### **PACT Social Workers**

[Kimberly Cloyd](#), LMSW Phone 623-772-4080 Teams 1,3,4,5

[Rebecca Hinchcliff](#), LMSW 623-772-6647 – Teams 2, 6, 7, 8

##### **GMH Social Worker**

[Andrea Sheldon](#), LCSW 623.772.4030

##### **PCMHI Social Worker**

[Mary Givens](#), LCSW 623.772.4042

##### **Recreation Therapist**

[Carolyn Ordonez](#), CTRS 623.251.2964

## Services Offered and How to Access Them

### Individual Therapy:

Evidenced Based Psychotherapy: (12-16 weekly sessions on average) CBT, IPT, CBTI, time limited, structured, goal-orientated individual treatment. Please discuss with the Veteran this form of therapy will involve weekly attendance and daily assignments in a structured, therapeutic manner.

**To Refer:** Consult: Outpatient Consults, Mental Health/Mental Health Providers only, General Mental Health Psychotherapy/Psychotherapy Individual Outpatient

Evidence Based PTSD Therapy: (10-12 weekly sessions on average) Time limited, trauma focused treatment for PTSD. This includes referrals for Prolonged Exposure Therapy (PET) or CBT. A six-week coping skills class specifically for PTSD is also offered. Please discuss with the Veteran this form of therapy is trauma focused and will involve weekly attendance and daily assignments in addition working through traumatic experiences in a structured, therapeutic manner.

**To Refer:** Enter a PCT consult specifying request for treatment at the SW CBOC and the Veteran will be contacted regarding PTSD treatment.

### Group Therapy:

CBT Coping Skills Group: (8 weeks) Group teaches CBT based coping skills for anxiety and depression.

**Where:** SW CBOC

**When:** Thursdays from 10:00-11:30am.

**How to Refer:** Consult: Outpatient Consults>Mental Health>Mental Health Providers Only>General Mental Health Psychotherapy>Psychotherapy Group Outpatient (New patients can enter every 4 weeks)

Pathfinder Group: (15 weeks)DBT skills only focusing on being more comfortable with emotions (rather than avoiding or resorting to anger), using more effective skills when feeling very stressed, improved communications with others and feeling more comfortable with yourself by learning to be present (rather than being stuck in your head)

**Where:** SW CBOC

**When:** Thursday 1000-1200

**To Refer:** Consult: Outpatient Consults>Mental Health>Mental Health Providers Only>General Mental Health Psychotherapy>Psychotherapy Group Outpatient

Anger Management:

**When:** Wednesday 1400-1530

**How Long:** Eight weeks, 90 minutes

**To Refer:** Consult: Outpatient Consults>Mental Health>Mental Health Providers Only>General Mental Health Psychotherapy>Psychotherapy Group Outpatient

\*\*Specify SWCBOC Anger Management Group

**TCM Social Worker Services:** Provides assessments, resource connections, therapy (individual, couples, and family) and group skills, using evidenced based practices.

Treatment focuses on clear achievable goals related to transition, post-deployment, and readjustment needs.

**To Refer:** Co-sign [Kelly Rieke](#), LCSW

**Mental Health Nurse:** Provides RN Case management. Medication checks, supportive counseling, communication between the Veteran and provider.



## Midtown VA Clinic (MT-COBC)

The Midtown Clinic is an outpatient clinic designed to provide ease of access to care for Veterans located in the heart of Phoenix. This clinic provides Integrated Primary Care Mental Health Services, Social Work, Nutrition, Clinical Pharmacy Consultation and a Laboratory Draw Station. The entire Post Traumatic Stress Disorder (PTSD) Clinic is located at the Midtown location. The clinic does not have a pharmacy onsite, prescriptions will be filled and mailed through the Main Facility.

**Location:** [5040 N. 15th Ave Phoenix, AZ 85015](#)

**Program Hours:** Mon– Fri 7:30am – 4:30pm

**Program Number:** 602.234.7080

### Staff Contact Numbers

#### **PCMHI**

[Dr. Aida Lacevic](#), MD 602.234.7198

[Dr. Carly Montoya](#), DO 602.234.7143

[Dr. Erin Truong](#), Psychologist, 602.234.7128

[Dr. Kaitlyn Masai](#), Ph.D, 602.234.7164

#### **Depression Care Managers**

[Brenda Dechant](#) MSN, RN, 602.234.7121

[Darla Dunn](#), MSN, RN, CM TBD 602.234.7189

#### **PCT Clinic**

PCT Program Director, [Dr. Brandi Luedtke](#), Psychologist, 602.234.7158

[Dr. Courtney Baker](#), Psychologist, 602.234.7155

[Dr. Tim Ayers](#), Psychologist, 602.234.7161

[Dr. Kyle Lowrey](#) Psychologist, 602.234.7205

[Dr. Jon Rugg](#), Psychologist, 602.234.7162

[Dr. Bradley Belsher](#) Psychologist

[Dr. Jessica Wertz](#), Psychologist 602-234-7153

[Jennifer Cataleta](#), LCSW, Social Work, 602.234.7151

#### **MST Clinic**

MST Coordinator, [Dr. Audrey Sessions](#), 602.234.7157

MST Social Worker, [Amanda Van Hofwegen](#), LCSW, Social Work, 602.234.7152

[Jennifer Egan, \(PHO\)](#), LCSW, Social Work 602.234.7148

#### **Posttraumatic Stress Disorder Clinical Team (PCT) and Military Sexual Trauma Clinical Team (MST)**

We are dedicated to working with Veterans who have experienced traumatic events in their lives. The clinic purpose is to help Veterans deal with immediate and long-term effects of these events. We are committed to respectfully help you reach your goals using resources and programs within the clinic.

### **Treatment Options:**

The clinic is a treatment team of trauma specialists. Providing evidenced-based treatments for trauma-related symptoms for both men and women in individual and couples formats. Due to COVID19 precautions, treatment is being offered primarily via telehealth or phone sessions at this time, with option for face to face sessions if willing to abide by required safety precautions. We do not provide PTSD evaluations for service Connection claims and we do not provide supportive therapy options. The clinic treatment options include:

#### Cognitive Processing Therapy (CPT)

Goals:

- Reduce trauma-related symptoms (intrusive thoughts, nightmares, avoidance, emotional numbing, loss of interest, sleep disturbance, hypervigilance, excessive startle response)
- Improve overall functioning
- Learn skills to help yourself after therapy is over

#### Prolonged Exposure (PE) Therapy

Goals:

- Reduce trauma related symptoms included intrusive thoughts, nightmares and flashbacks, avoidance, emotional numbing and loss of interest, sleep disturbance, irritability, hypervigilance, and excessive startle response
- Improved daily functioning, including substantial reduction in depression, general anxiety, and anger have been observed in clients treated with PE
- The standard treatment program consists of nine to twelve 90-minute sessions

#### Eye Movement Dispensation & Reprocessing Therapy (EMDR) – ***Only offered as available in clinic. This treatment is not a guarantee.***

Goals:

- Gaining a new understanding of the (“reprocessing”) of the events, the bodily and emotional feelings and the thoughts and self-images associated with these events
- Addresses the past experiences that have set the groundwork for problems
- Addresses the current situations that trigger difficult emotions, beliefs and sensations
- Develop positive experiences needed to enhance future positive and adaptive behaviors and mental health

#### Cognitive-Behavioral Conjoint Therapy (CBCT) for PTSD

Goals:

- Reduce trauma related symptoms (for example avoidance, intrusive thoughts, emotional numbing, anger and loss of interest)
- Enhance communication, intimacy, cohesion and relationship satisfaction

Learn skills to help each other after therapy is over

## Northeast Community Based Outpatient Clinic (NE- CBOC)

The Northeast Community Based Outpatient Clinic (NE-CBOC) is based on a primary care model of health care that has physicians, psychologists, psychiatrists, dietitian, registered nurses, clinical pharmacist and social worker that provide care. The clinic has its a laboratory draw station. The clinic does not have a pharmacy onsite, prescriptions will be filled and mailed through the Main Facility.

**Location:** [11390 E. Via Linda Rd. Ste. 105, Scottsdale, AZ 85259](#)

**Program Hours:** Mon – Fri 7:30am – 4:00 pm

**Program Number:** 602.222.6550

### Staff Contact Numbers

**Administrative Officer** [Joseph Neale](#), Ext 602.633.6900 Ext. 7735

#### **Psychology**

[Jessie Garcia](#), Ph.D. Ext. 480.579.2234

#### **Psychiatry**

##### **Depression Care Manager/GMH**

[Cheryl Zarobell](#), RN 480.579.2234

##### **Recreation Therapist**

[Erin Sweeney](#), CTRS 602.277.5551 Ext. 2585

##### **Social Work**

[Ciara Targonski](#), LCSW Phone: 480.579.2233

### **Services Offered and How to Access Them**

#### **Individual Therapy**

Evidenced Based Psychotherapy: 12-16 weekly sessions on average. This is a time limited, structured, goal-orientated treatment.

**To Refer:** Complete Psychotherapy Individual Outpatient Consult

Evidenced Based PTSD Therapy: 12-16 weekly sessions on average. Time limited, trauma focused treatment for PTSD. This includes referrals for Prolonged Exposure Therapy (PET) or CBT. A six-week coping skills class specifically for PTSD is also offered. Please discuss with the Veteran this form of therapy is trauma focused and will involve weekly attendance and daily assignments in addition working through traumatic experiences in a structured, therapeutic manner.

**To Refer:**

## Complete Psychotherapy Individual Outpatient Consult

Supportive Counseling / Case Management: This is an open-ended, present-oriented, supportive counseling/case management service.

**To Refer:** Add Depression Care Manager or Social Worker as an additional signer to Veterans note.

# Northwest Community Base Outpatient Clinic (NW-CBOC)

The Northwest Community Base Outpatient Clinic (NW-CBOC) is based on a primary care model of health care that has physicians, physician assistants, pharmacists, dermatologist, dietitian and nurse practitioners. The NW-CBOC provides podiatry, tele dermatology, and tele-retinal services. The clinic also has a laboratory, social workers, psychiatrists, psychologist, and recreation therapists on staff. The clinic does not have a pharmacy onsite. Prescriptions will be filled by mail through the Main Facility.

**Location:** [13985 W. Grand Ave. Ste. 101, Surprise, AZ 85374](#)

**Program Hours:** Mon – Fri 7:30am – 4:00 pm

**Program Number:** 623.251.2884

## Staff Contact Numbers

### **Psychiatrist**

[Roberto Coira-Gonzalez](#) 602.277.5551 Ext. 6438

[Superna Kundra](#), MD 623.251.2965

[Edward Rivera](#), MD 602.277.5551 Ext. 6438

[Barclay Jones](#), MD,JD 623.251.2965

[Natalya Bronson](#) MD 623.322.8692

### **PCMHI DCM**

[Ashley Fanary](#) RN 623-322-8692

### **PCMHI Psychologist**

[Shona Shewmaker](#), Ph.D. 623.251.3054

[Christine Johnston-Klauschie](#), Psy. D. 623.251.3055

### **Psychologist (General Mental Health)**

[Ernesto Reza](#), PsyD. 623.251.6047

Kimberly Snyder, Psy.D.

### **PTSD Psychologist**

[Sherrie Somershoe](#), Ph.D. 623.266.8419

### **Mental Health RN's**

[Karen Whitt](#) RN

[Robert Neal](#), RN 623.251.3059

[Ashley Fanara](#), RN

### **Recreation Therapist**

[Ann Mann](#), CTRS 623.251.2964

[Carolyn Ordonez](#), CTRS 623.251.2964

### **Social Workers**

[Stephanie Nix](#), LCSW 623.266.8421

[Sherry Whitener](#), LCSW 623.322.6241

[Seth Babcock](#), LCSW 623.594.5096

### **Services Offered and How to Access Them**

Orientation Group: Education on services offered at the NW-CBOC. Meets the 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays from 11:00am to Noon.

#### Behavioral Health Classes Offered (PCMHI)

Chronic Pain Self-Care Class: Six weeks class that covers a variety of behavioral and cognitive skills for managing pain. The groups' focus is on improving functioning and quality of life

#### **To Refer:**

[Edward Rivera](#) as an additional signer to the Veterans note

[Shona Shewmaker](#) as an additional signer to the Veterans note

Anger Management Group using SAMSHA protocol: Identify triggers/cue, learn skills for reducing anger and preventing aggression. Mindfulness and medication exercise are also taught in each session. 8-week Thursdays 10-11:30. To refer: Co-sign

[Dr. Johnston-Klauschie](#).

Race-Based Stress and Resiliency Group: A group, tailored to Veterans of Color experiencing race-based stress, to teach skills to create healing, enhance self-care, coping, & resilience, and build positive racial identity.

## Thunderbird Community Based Outpatient Clinic (Thunderbird - COBC)

The Thunderbird Clinic is based on the primary care mental health integration model of health care that has physician, nurse practitioner, psychiatrists, psychologists, social worker, dietitian, registered nurses and clinical pharmacist. The clinic does not have a pharmacy on site, prescriptions will be filled by mail through the Main Facility. The clinic has a laboratory draw station and part-time Veterans Service Officer.

**Location:** [9424 N. 25<sup>th</sup> Ave., Phoenix, AZ 85021](#)  
**Program Hours:** Monday – Friday 7:30am – 4:30 pm  
**Program Number:** 623.633.6900

### Staff Contact Numbers

**MH MSA:** [Sonia \(Patricia\)Vasquez](#) 602.633.6928  
Cassandra Candelario

**MH Nursing Assist.:** [Suzette Tomlinson](#) 602.633.6908  
MH/RN Deanita Henderson 602-633-ext 4356

**PTSD Psychologist:** [Kerri Salamanca](#) Ph.D. 623.633.6912

**PCMHI Psychologist:** Vacant

**General Mental Health Psychologist** Dino Alihodzic, Psy.D.

**Psychiatrist Lead Psychiatrist** [Zoe Forester](#) 602.277.5551 Ext. 7545  
[James Woloshin](#) 602.633.6927

**Depression Care Manager:** [Valissa Witmer](#), RN 602.633.6925

**Recreation Therapist:** [Julie McLean](#), CTRS 602.277.5551 Ext. 2584

**Social Work:** [Pat Tuli](#), LCSW 602.633.6977

### **Offered and How to Access Them**

**Claims 101 Class:** The class is designed to teach a Vet how to file and how to support his claim and appeals

**When:** 3<sup>rd</sup> Thursday from 11:30 to 1:00pm.

**Contact** [Pat Tuli](#), LCSW 602.633.6977 for further information

**VSO is available on sight periodically** Please contact [Pat Tuli](#), LCSW 602.633.6977 for further information.



Anti-Inflammatory Diet and Physical Activity (with a registered dietitian)

**When:** 2<sup>nd</sup> Tuesday of the month 11:00-12:00

**How to Refer:** Appointment preferred, but drop-in is allowed.

## Phoenix Outpatient Clinic

**Location:** 400 N. 32<sup>nd</sup> Street Phoenix, AZ 85008  
Construction Scheduled to be completed by December 2021 Operational Spring 2022



## Show Low Outpatient Clinic (Show Low CBOC)

The Show Low CBOC provides primary care services and some urgent care. The Show Low Clinic has one doctor, two nurse practitioners, Home Based Primary Care with one primary care nurse practitioner a podiatrist, and one social worker are also available. The clinic does not have a pharmacy on site. Prescriptions will be filled by mail through the Main Facility. Veterans will be seen by appointment only.

**Location:** [5171 Cub Lake Rd. Ste. C380 Show Low AZ 85901](#)

**Program Hours:** 7:30am – 4:00pm

**Program Number:** 928.532.1069

### Staff Contact Numbers

**Primary Care Nurse Practitioner**

**Podiatrist** Dr. [Jared Hall](#)

**Psychiatrist:** Dr. [Gregory Davis](#) via Telehealth

**Mental Health RN's:**

[Susan Hartford](#), 928.532.2571

[Penny Biggins](#), 928.532.2571

**Social Work:** [Brent H. Petersen, LCSW](#) 928.532.2561

### **Offered and How to Access Them**

For a mental health appointment only, please call 928.532.2542

**Lab Services:** Daily from 8:00am-11:00am

Vietnam Combat PTSD Group: This is an all-male group.

**When:** 1<sup>st</sup> and 3<sup>rd</sup> Thursdays at 1300

**To Refer:** Must meet with [Brent Petersen](#), LCSW prior to entering the group.

OEF/OIF/OND Group:

**When:** 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays at 1300

**To Refer:** Must meet with [Brent Petersen](#), LCSW prior to entering the group.

Women's Group: This is an all-female group.

**When:** 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays at 1300

**To Refer:** Must meet with [Brent Petersen](#), LCSW prior to entering the group.

Telehealth via Dr. Gregory Davis

**How to Refer:** Mental Health consult placed by Primary Provider

### **Consults**

**How to Refer:** For a Psychologist

**Show Low** on-site referrals, complete outpatient consult under Mental Health: Show

Low Clinic MH Consult

**Payson** and **Show Low** Tele Mental Health referrals, complete outpatient consults under Tele Health: Tele MH General MH Psychotherapy (Payson/Show Low)

Veteran needs high-speed internet, email address, device (desktop/laptop with webcam, smart phone, iPhone/iPad, etc.)

No co-pay for visit! No travel – Veteran stays in his/her home!

## Globe Community Based Outpatient Clinic (Globe-CBOC)

The Globe Veterans Affairs Health Care Clinic offers care by a psychiatrist and support staff. The clinic does not have a pharmacy on-site. Prescriptions will be filled by mail through the Main Facility. Patients are seen in the clinic by appointment only.

**Location:** [5860 S. Hospital Dr. Ste. 111 Globe AZ, 85501](#)

**Program Hours:** Monday – Friday 8:00am – 4:00pm

**Program Number:** 928.425.0027

### **Staff Contact Numbers**

**via telehealth Psychiatrist:** [Dr. Gregory Davis](#)

**Mental Health RN (via telehealth)**

[Susan Hartford](#) 928.532.2571

[Penny Biggins](#) 929.532.2571

**Social Work:** [Brent Petersen](#) 928.532.2561

### **Offered and How to Access Them**

Vietnam Combat PTSD Group: Meets every other Tuesday

**To Refer:** Must meet with [Brent Petersen](#) prior to entering the group

**Telehealth-** General Social Work Services

**Psychotherapy How to Refer:** Call the clinic and schedule an appointment to see [Brent Petersen](#).

**How to Refer Telehealth:** via [Dr. Gregory Davis](#): Mental Health consult placed by primary provider.

## Payson Community Based Outpatient Clinic (Payson- CBOC)

The Payson Veterans Affairs Health Care Clinic offers care by a physician and support staff. The clinic does not have a pharmacy on-site. Prescriptions will be filled by mail through the Main Facility. Patients are seen in the clinic by appointment only after their eligibility and enrollment have been confirmed.

**Location:** [903 E. State Highway 260, Payson, AZ 85541](#)

**Program Hours:** Monday – Friday 8:00am – 4:30pm

**Program Number:** 928.468.2100

**Main Point of Contact:** [Dr. Michael Lowe](#)  
[Joshua Lyon, PA](#)

**Psychiatry** via Telehealth [Dr. Gregory Davis:](#)

### **Mental Health RN (via telehealth)**

[Susan Hartford](#) 928.532.2571

[Penny Biggins](#) 929.532.2571

**Tele Social Work:** General Social Work services available.

**Contact:** [Brent H. Petersen](#) LCSW, @ 928.532.2562

### **Payson and Show Low Tele Mental Health referrals**

**How to Refer:** Tele Mental Health referrals, complete outpatient consults under Tele Health: Tele MH General MH Psychotherapy (Payson/Show Low)  
Telehealth Services offered are Psychiatry and Pain Management.

\*Veteran needs high-speed internet, email address, device \*(desktop/laptop with webcam, smart phone, iPhone/iPad, etc.)

No co-pay for visit! No travel – Veteran stays in his/her home!

## Intimate Partner Violence Assistance Program

**Location:** 650 E. Indian School Rd. Phoenix, AZ 85012

**Program Hours:** Monday –Friday 8:00am – 4:00pm

**Program Number:** 602.277.5551 Ext. 2680

The VA's Intimate Partner Violence (IPV) Assistance Program is committed to helping Veterans, their partners and also VA staff who are impacted by IPV. If you or someone you know could be experiencing and/or using IPV behaviors – Help is available. (def)

**Program Manager:** Kathryn Doyle, Ph.D. (602) 277-5551 Ext. 2680

### **Services Offered and How to Access Them**

**Referral Sources:** Veterans, providers, and community stakeholders are invited to contact Kathryn Doyle to learn more about services for Veterans or employees experiencing or using intimate partner violence (IPV) behaviors.

Primary Care Mental Health Integration (PCMHI) clinicians and Patient Aligned Clinical Team (PACT) Social Workers (SWs): Each clinic at the main facility and the community based outlying clinics have at least one PACT SW and/or have access to PCMHI clinicians. These providers can immediately assess and offer resources to Veterans who are experiencing or using IPV behaviors.

### **Treatment Options:**



This is a twelve week group specifically to help Veterans who are using intimate partner violence behaviors. The class is an evidence-based, trauma-

informed treatment. It focuses on:

- Understanding IPV behaviors and taking responsibility for them
- Understanding and exploring core themes that underlie trauma and IPV behaviors , such as power and control issues and difficulties trusting others
- Learning ways to deescalate situations that may lead to conflict and aggression
- Learning how to view situations in a less hostile or threatening manner
- Managing stress more effectively
- Communicating in more assertive ways
- Emotional expression

**When:** We have multiple groups for male Veterans offered at different times between 8 am and 5 pm. Women Veterans can currently get the treatment individually, unless there are enough referrals to start a Women Veterans group.

**Where:** Groups are currently offered via telehealth. Once the rates COVID are significantly reduced – we will offer in person groups at the Main Hospital, Midtown Clinic and the SE Clinic.

**How to Refer:** Call Dr. Kathryn Doyle at (602) 277-5551 Ext. 2680



RISE is a trauma-informed therapy program for VA patients who have experienced IPV, such as verbal threats, controlling behaviors, coercive or unwanted sexual behavior, and physical aggression. RISE consists of up to 6 sessions that are chosen by the Veteran in

collaboration with the therapist.

**Where:** Across the entire VA catchment area

**How to Refer:** Veterans can contact Dr. Kathryn Doyle at the number below or talk to their provider about accessing this care.

**POC:** Kathryn Doyle (602) 277-5551 ext. 2680

Also, evidence-based psychotherapy is available to directly address PTSD related to the experience of intimate partner violence, as well as other groups to improve mood, treat anxiety and address emotional and health related issues linked to the experience of IPV.

### **Employee Services**

Employees can access care through the Employee Assistance Program (EAP) or can call Dr. Kathryn Doyle, Ph.D. to get information about community resources related to IPV.

**How to Access the EAP :** You may contact ESPYR at (800) 869-0276 or Request services securely at our website: [www.espyr.com](http://www.espyr.com); Log in using your company password: cthaydenvamc



## Suicide Prevention Program

VA is committed to prevent Veteran suicide. VA is working diligently to provide Veterans, caregivers and families, communities, and VA employees with a comprehensive network of services and resources for suicide prevention. The Phoenix VA Suicide Prevention Team is the point of contact for matters relating suicide including prevention, intervention, postvention efforts, suicide death and behavior reporting, education and outreach. The SPT responds to Veteran Crisis Line calls, coordinates care with interdisciplinary team members who have a High Risk Flag. The SPT is responsible for training at the Phoenix VA and within the community.

For more information on training opportunities please contact Supervisor [Jeanette Devevo](#), LCSW at 602-277-5551 x5412