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*Leading Health Care  
In The 21st Century*



*Mental Health  
Resources*  
Available for Veterans



**T**he wars in Afghanistan (Operation Enduring Freedom) and Iraq (Operation Iraqi Freedom) are the most sustained combat operations the United States has been involved in since the Vietnam War. Our experience in working with the men and women who have been exposed to combat has shown that they are more at risk of developing Posttraumatic Stress Disorder (PTSD) and other mental health problems. In some ways, PTSD might be viewed as a normal reaction to extremely stressful and/or disturbing experiences. These risks are further heightened for soldiers who sustain a traumatic brain injury (TBI).

**The Department of Veterans Affairs (VA), New York State Office of Mental Health (NYSOMH) and New York State Division of Veterans Affairs (NYSDVA) have collaborated to identify the broad range of mental health services that are available throughout New York State for veterans. This booklet is designed to raise awareness about mental health issues related to combat and to identify resources that are available to veterans, active duty soldiers, National Guard troops and reservists.**



Veterans returning from combat may have difficulty identifying or discussing the problems they are experiencing, such as having difficulty sleeping, restlessness, hyper-vigilance, social withdrawal, alcohol or substance abuse, domestic violence, and/or poor anger control. These concerns may be rooted in combat-related post traumatic stress disorder (PTSD) and/or traumatic brain injury (TBI). These problems can negatively impact a veteran's ability to function socially, occupationally or educationally.



While overseas, veterans would often return to duty after being involved in an explosion without the awareness that an injury occurred. They may not even be aware they may have a TBI. Veterans with PTSD may think they have no problems related to combat, as the symptoms often do not appear until the veteran returns home. That is why it is so important to ask about veteran status and to refer veterans for services. For a listing of resources available see pages 5-7 of this booklet.

### **Changes within the Family**

When a veteran returns home, it can be a stressful time for the entire family. Children may be confused or angry when their mom or dad come home and seem “different.” The separation during deployment(s) often makes it necessary for family members to assume different roles which may change once again when the soldier returns home. The effects on children may include new, challenging behaviors, poor school performance, and an increase in family tension. Recommend that they utilize resources such as 4H, Sesame Street, school-based services, and additional family support.



## General Military Service History\*

- Tell me about your military experience.
- When and where do you/ did you serve?
- What do you/did you do while in the service?
- How has it affected you?

*If the individual answers “yes” to any of the following questions, ask, “Can you tell me more about that?”*

- Were you a prisoner of war?
- Did you see combat, enemy fire, or casualties?
- Were you wounded or hospitalized?
- Did you ever become ill while you were in the service?

\* [www.va.gov/oa](http://www.va.gov/oa)

## Issues of Concern

It is recommended that all veterans be asked the following questions.

### Posttraumatic Stress Disorder (PTSD)

In your life, have you ever had an experience so frightening, horrible, or upsetting that, in the past month you...

- Have had nightmares about it or thought about it when you did not want to?
- Tried hard not to think about it or went out of your way to avoid situations that reminded you of it?
- Were constantly on guard, watchful, or easily startled?
- Felt numb or detached from others, activities, or your surroundings?



# ***Resources Available to Veterans***

## **VA Health Care Services**

VA provides every active-duty soldier, reservist or National Guard combat veteran five years of free health care beginning on the date of discharge for all illnesses and injuries, unless clearly unrelated to military service.

The Veterans Health Administration (VHA) provides a number of health care services including:

- Primary care, inpatient, nursing home, and community-based residential care
- Dental, pharmacy, mental health, and prosthetic services
- Medical evaluation for military service exposure to environmental hazards
- Readjustment and vocational rehabilitation counseling
- Alcohol and drug dependency treatment
- Posttraumatic stress and sexual trauma counseling
- Specialized health care for women veterans
- Health and rehabilitation programs for homeless veterans
- Domiciliary

### **VA health care benefits, facilities and services in upstate New York:**

Web site: [www.visn2.va.gov](http://www.visn2.va.gov)

Telephone: 1-888-823-9656

### **VA health care benefits, facilities and services in downstate New York:**

Web site: [www.va.gov/visns/visn03](http://www.va.gov/visns/visn03)



# *Resources Available to Veterans*

## **VA Health Care Services**

### **VA Posttraumatic Stress Disorder Resources**

Web site: [www.va.gov/visns/visn02/bh/ptsd.cfm](http://www.va.gov/visns/visn02/bh/ptsd.cfm)  
[www.ncptsd.va.gov/ncmain/index.isp](http://www.ncptsd.va.gov/ncmain/index.isp)

### **Vet Centers**

Vet Centers serve veterans and their families by providing professional readjustment counseling services to support post-war adjustment in the community. The Centers focus on counseling for military traumas, employment and family problems. Individual and group counseling is available for veterans and their families. Vet Centers also provide referral services for VA benefits and medical services, and act as a liaison with community agencies.

### **To find a local Vet Center:**

Web site: [www.va.gov/directory](http://www.va.gov/directory)

Telephone: 1-800-827-1000

### **Veterans Service Contact Center**

**1-888-823-9656**

For information on eligibility, VA health care benefits,  
enrollment, or questions on your billing statement

### **Telcare**

**1-888-838-7890**

24-hour, toll-free medical advice for enrolled veterans

### **VA Health Care on the Web**

[www.visn2.va.gov](http://www.visn2.va.gov)

### **For reliable health information on the Web**

[www.myhealth.va.gov](http://www.myhealth.va.gov)

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# ***Resources Available to Veterans***

## **New York State Resources**

New York State has an extensive public mental health system that serves more than 500,000 individuals each year. The Office of Mental Health (OMH) operates psychiatric centers across the State, and also regulates, certifies and oversees more than 2,500 programs that are operated by local governments and nonprofit agencies. These programs include various inpatient and outpatient programs, emergency, community support, residential and family care programs. Veterans and their family members may access these programs through their local mental health system. The OMH Web site includes a tool that will help you determine the mental health programs available in your county. To access mental health services in your area contact your local County Department of Mental Health.

### **New York State Office of Mental Health**

Web site: [www.omh.state.ny.us/](http://www.omh.state.ny.us/)

### **Licensed OMH Programs in your County**

Web site: [www.omh.state.ny.us/omhweb/licensing/](http://www.omh.state.ny.us/omhweb/licensing/)

### **Directory of County Mental Health Departments:**

Web site: [www.clmhd.org/about/countydirectory.aspx](http://www.clmhd.org/about/countydirectory.aspx)

### **New York State Division of Veterans Affairs**

The New York State Division of Veterans' Affairs was created to assist veterans, members of the armed forces, their families, and their dependents in securing benefits earned through military service. For more than half a century, the Division has been a strong advocate for veterans and veteran issues at the local, state, and national level.

Web site: [www.veterans.state.ny.us/](http://www.veterans.state.ny.us/)



# Reaching Us Is Easy

## VA Medical Centers:

**Albany**  
113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

**Batavia**  
222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

**Bath**  
76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

**Buffalo**  
3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

**Canandaigua**  
400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
1-(800) 204-9917

**Syracuse**  
800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

## Community-Based Outpatient Clinics:

**Auburn**  
Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

**Bainbridge**  
109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

**Binghamton**  
425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

**Carthage**  
3 Bridge Street  
Carthage, NY 13619  
(315) 493-4180

**Catskill**  
Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

**Clifton Park**  
1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

**Cortland**  
1129 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

**Dunkirk**  
Valor Health Center  
166 East 4th Street  
Dunkirk, NY 14048  
1-(800) 310-5001

**Elizabethtown**  
P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

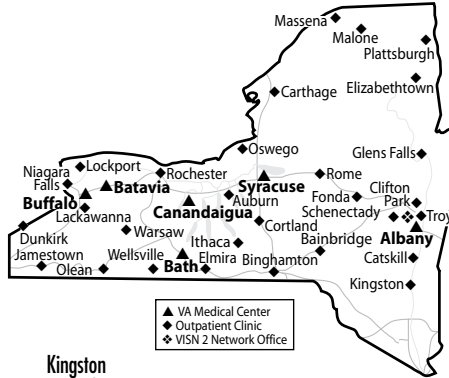
**Elmira**  
Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
(877) 845-3247

**Fonda**  
Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

**Glens Falls**  
84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

**Ithaca**  
10 Arrowwood Drive  
Ithaca, NY 14850  
(607) 274-4680

**Jamestown**  
The Resource Center  
890 East Second Street  
Jamestown, NY 14701  
(716) 661-1447



**Kingston**  
63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

**Lackawanna**  
Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

**Lockport**  
Ambulatory Care Center  
5875 S. Transit Road  
Lockport, NY 14094  
(716) 433-2025

**Malone**  
3372 St. Rt. 11, Main St.  
Malone, NY 12953  
(518) 483-1529

**Massena**  
1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

**Niagara Falls**  
2201 Pine Avenue  
Niagara Falls, NY 14301  
1-(800) 223-4810

**Olean**  
465 North Union Street  
Olean, NY 14760  
(716) 373-7709

**Oswego**  
Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

**Plattsburgh**  
80 Sharon Avenue  
Plattsburgh, NY 12901  
(518) 561-6247

**Rochester**  
465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

**Rome**  
125 Brookley Road,  
Bldg. 510  
Rome, NY 13441  
(315) 334-7100

**Schenectady**  
1322 Gerling St.  
Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

**Troy**  
295 River Street  
Troy, NY 12180  
(518) 274-7707

**Warsaw**  
Wyoming County  
Community Hospital  
400 N. Main Street  
Warsaw, NY 14569  
(585) 344-3355

**Wellsville**  
3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
(877) 845-3247

