

Readjustment Counseling Service...

Celebrating 30 Years in Service to our Nations Veterans

...Keeping the Promise

Readjustment Counseling Service

Dr. Alfonso R. Batres, Chief Officer





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Mission Statement

We are the people in VA who welcome home war Veterans with honor by providing readjustment counseling in a caring manner. Vet Centers understand and appreciate Veterans' war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community.

Vet Center Eligibility

WWII American Theater Campaign Medal



WWII Asian Pacific Campaign Medal



WWII European, African, Middle Eastern Campaign Medal



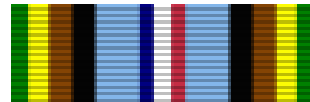
WWII Victory Medal



Korea Service Medal



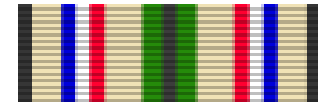
Armed Forces Expeditionary Medal



Vietnam Service Medal



SW Asia Service Medal



Kosovo Service Medal



GWOT Expeditionary Medal



Afghanistan Campaign Medal



Iraq Campaign Medal



USN/USMC Combat Action Ribbon



USMC Expeditionary Medal



Navy Expeditionary Medal



Air Force Combat Action Medal





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Readjustment Counseling Service Vet Center Services

Readjustment counseling is a wide range of services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life.

Services offered at Vet Centers nationwide include:

- **Counseling for Veterans and their families**
 - **Marital & family counseling for military related issues**
 - **Bereavement counseling**
 - **Military sexual trauma counseling and referral**
 - **Demobilization outreach and services**
 - **Substance abuse assessment and referral**
 - **Employment**
 - **VHA referral**
 - **VBA referral**
 - **Veterans community outreach and education**
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Vet Center Staff

- Over 72% of all Vet Center staff are Veterans of which a majority are Combat Veterans.
 - Over 31% of all Vet Center staff served in Iraq, Afghanistan, or both.
 - Over 60% of Vet Center direct counseling staff are VHA qualified mental health professionals (Licensed Psychologists, Licensed Social Workers, and Nurses).
 - 42% of all Vet Center staff are women.
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In FY2010

- **191,508** Veterans and families provided **1,273,035** visits
 - **74,666** (39%) of all Veterans receiving Vet Center services were not seen at any other VHA Facility
 - Within the total services listed above **16,134** Veteran families were provided 72,717 visits
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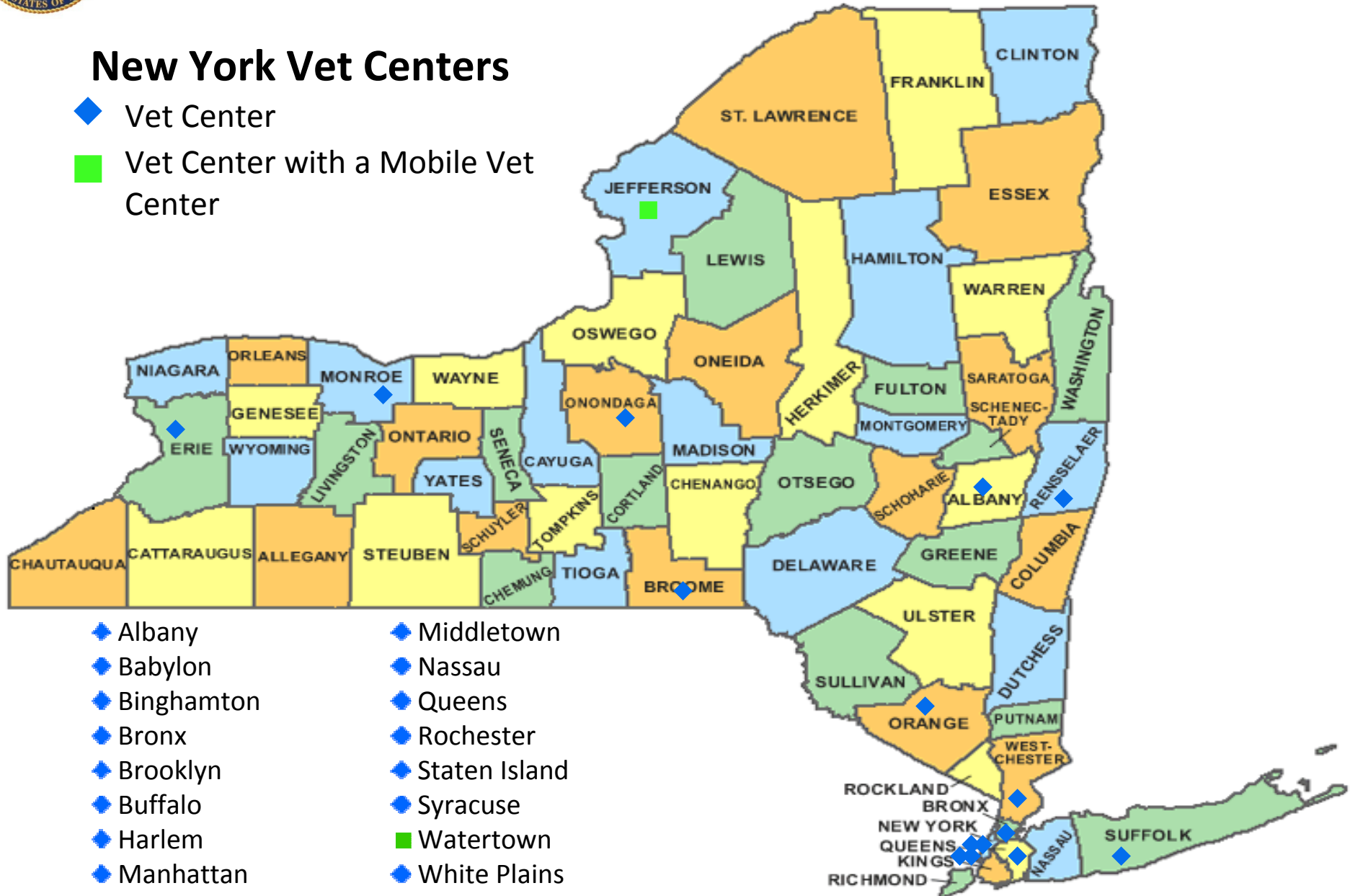
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New York Vet Centers

- ◆ Vet Center
- Vet Center with a Mobile Vet Center





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In February 2004 the Under Secretary for Health authorized the Vet Center program to hire fifty (50) OEF/OIF Veterans to conduct outreach to their fellow Global War on Terrorism Veterans. Due to the success of the initial 50 Outreach Specialists, an additional 50 positions were authorized by the Under Secretary for Health in April 2005. These positions are located in all fifty states, the District of Columbia, Guam and Puerto Rico.



Global War on Terrorism Expeditionary Medal



Afghanistan Campaign Medal



Iraq Campaign Medal





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**Hector L. Delgado, Queens Vet Center OIF/OEF Outreach Specialist
Iraq 2003 – Convoy Security – 2nd TSB / 8th ESB, 2nd FSSG**



April 2003 / Camp Viper, Iraq



October 17, 2009 / USMC Reserve Unit, Brooklyn, NY



Global War on Terrorism Expeditionary Medal



Afghanistan Campaign Medal



Iraq Campaign Medal



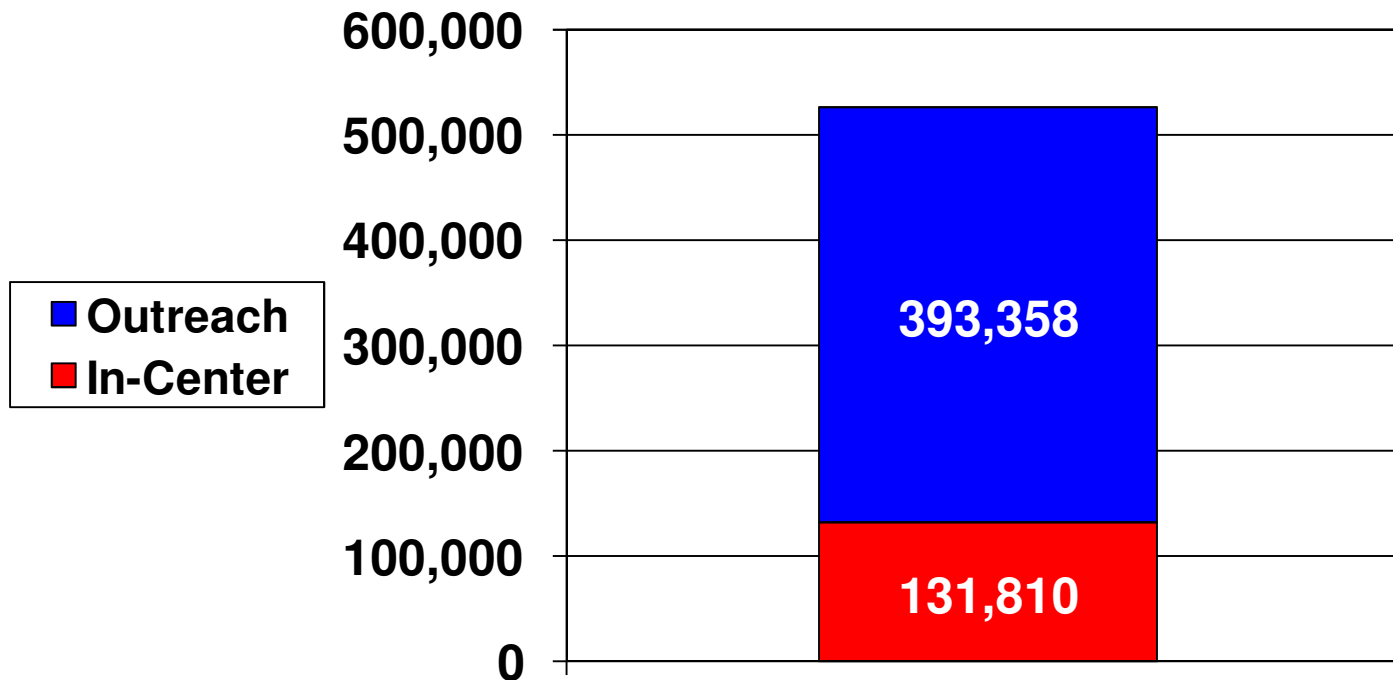
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525,168 OEF/OIF Veterans Cumulative through 03/31/11



The Vet Centers have touched over 39% of all separated OEF/OIF Veterans.

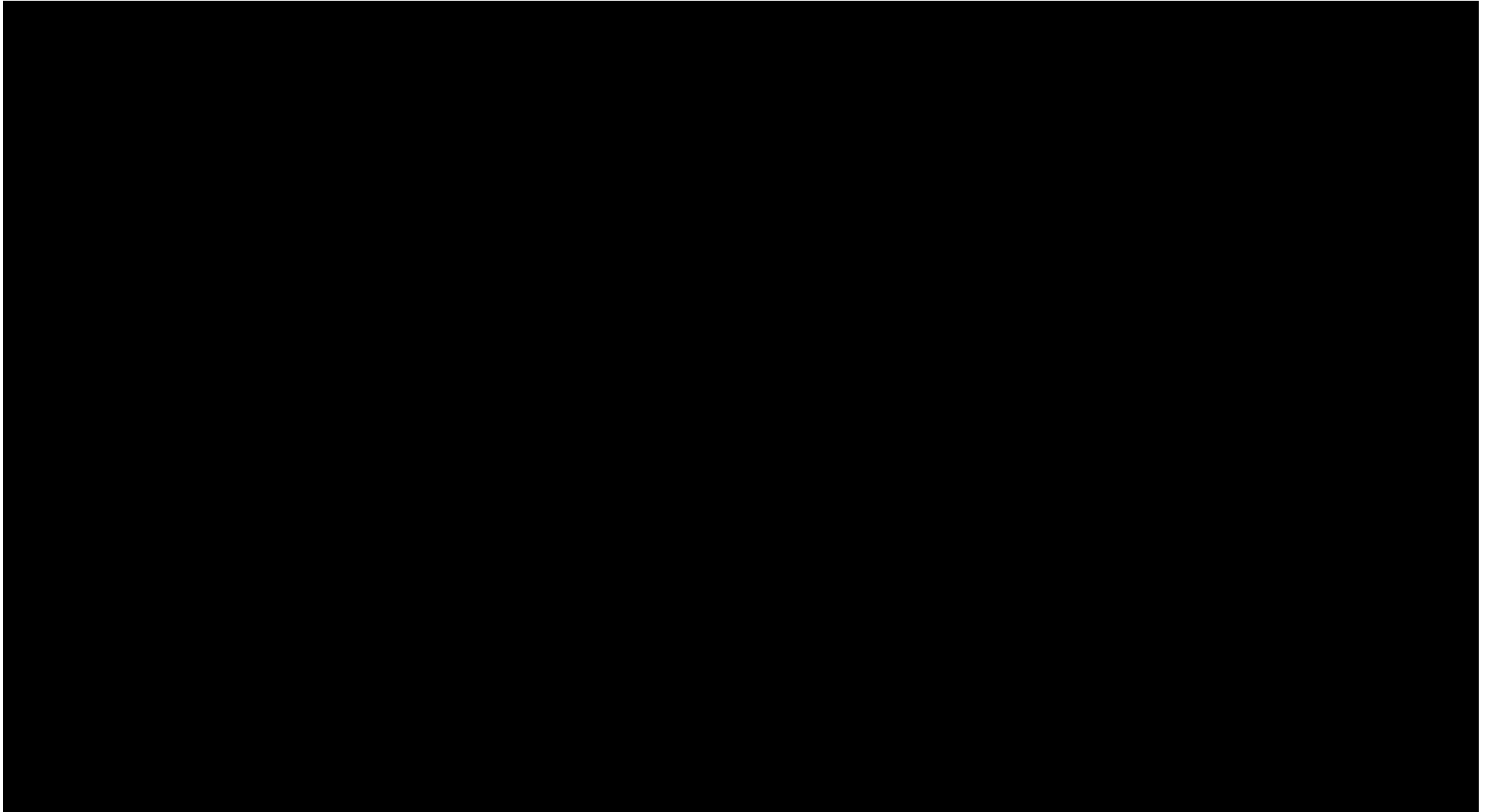


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**Vet
Center**





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Initial MVC Demonstration for Congress, October 2008

50 Mobile Vet Centers are being utilized to provide access to VA for returning Veterans via outreach to demobilization active military bases, National Guard, and Reserve locations nationally. The vehicles provide essential homeless Veteran services including participation in Stand Down events. The vehicles also support Vet Center services to rural areas geographically distant from VA services. Each Mobile Vet Center is equipped with a state of the art satellite communications package that includes fully encrypted tele-health equipment, access to all VA systems (Computerized Patient Record System, MyHealthEVet) and connectivity to emergency response systems (Emergency Management Strategic Healthcare Group).



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**Vet
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RURAL OUTREACH

Vet Center outreach being conducted at the 87th Annual Greeley Stampede in Greeley, Colorado. The 2009 Rodeo was dedicated to OEF/OIF Veterans. Vet Center outreach was coordinated by the Cheyenne Vet Center OEF/OIF Outreach Specialist Larry Little, a retired USMC Sergeant Major and Veteran of both Iraq and Afghanistan.



**87th Annual Greeley Stampede
Greeley, Colorado**



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Response to Ft. Hood Tragedy, November 2009

VHA Mobile Vet Centers arrived at the Killeen Vet Center on the day of the shooting to assist the Veteran community and any assistance requested by Ft. Hood. Four were initially deployed and currently three remain in the area. The VHA Vet Center and VA Medical Center worked collaboratively to assist the community in the area. The Vet Center Program has provided readjustment counseling services continuously since the incident at Ft. Hood to over 8,200 Veterans, active duty service members, and families. The local Ft. Hood surrounding municipalities requested counseling services and assisted in the local advertising and the business community has provided space and support to the Vet Center employees providing assistance.





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Rocky Boy's Indian Reservation, MT Flood Deployment June 2010





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24/7 Vet Center Combat Veteran Call Center 877-927-8387 (WAR-VETS)

The Vet Center program has established a national call in service where combat Veterans or family members can call at anytime to talk to another combat Veteran regarding any readjustment issues related to their military service. The person on the other side of the call will be a Veteran who understands and values the military experience of serving in a combat zone, is trained as a Vet Center counselor, and has knowledge of VA and other resources that may assist the Veteran or his family in obtaining needed services.



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24/7 Vet Center Combat Veteran Call Center (Cont.)

- Staff have received training from OI&T, VA National Suicide Hotline, and the VA 24/7 Primary care triage hotline (Dayton, Ohio)
 - Warm handoff capacity has been established with the VA suicide hotline and Dayton Primary care triage hotline
 - The Call Center has already made referrals to the Suicide Hotline and both the warm handoff and outcomes of the referrals has worked out well.
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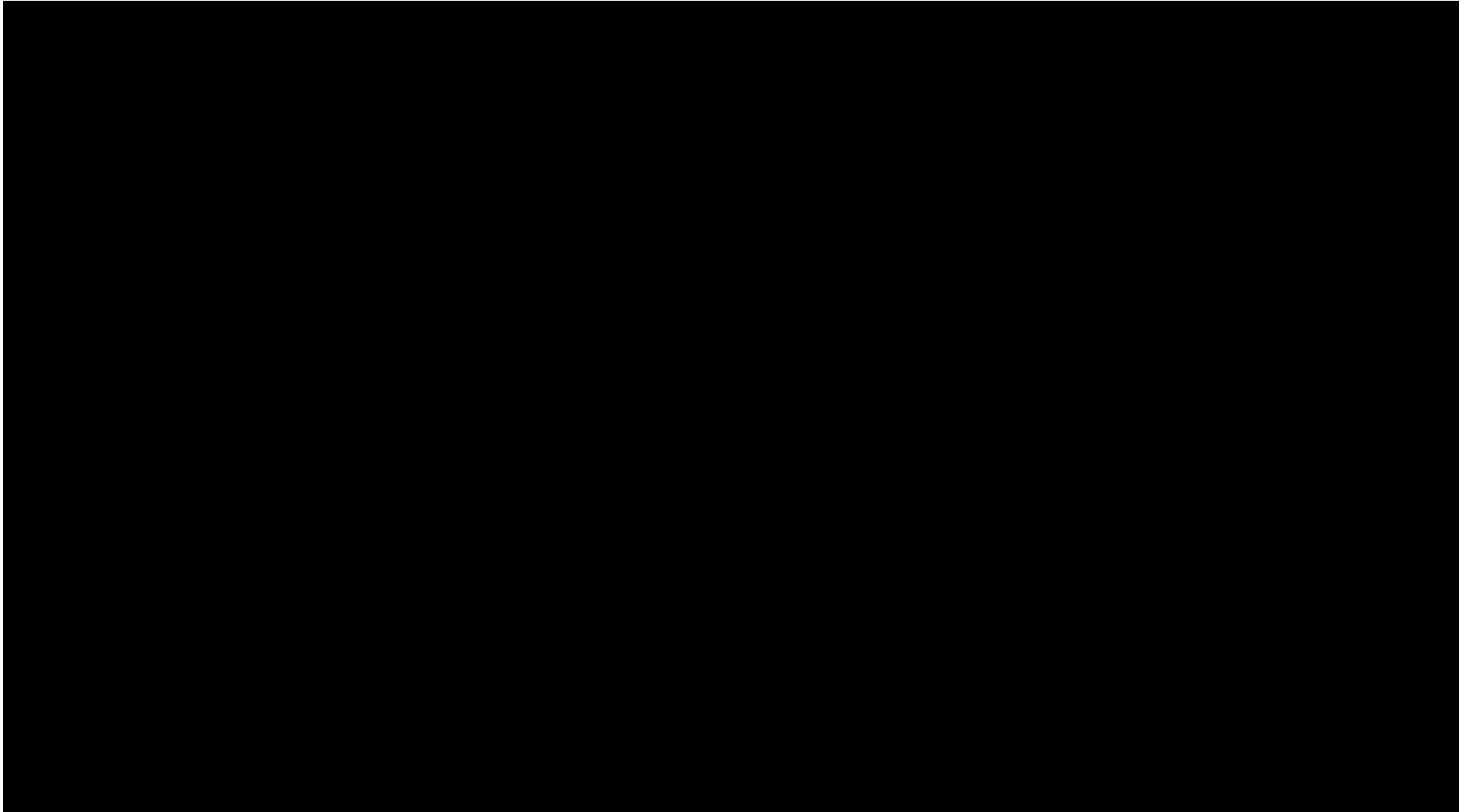


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Collaboration With VA Medical Centers and CBOCs

- Bi-directional referral process
 - Participation in VA Medical Centers Mental Health Councils
 - Joint Participation in VA and Community Events
 - Medical Centers provide to Vet Centers:
 - External clinical supervision at a majority of Vet Centers
 - Clinical Liaisons who coordinate the care for complex cases and shared Veterans and provide quality reviews of Veteran suicide and other critical events.
 - Administrative Liaisons to support fiscal, human resource, procurement, and engineering service functions.
 - 14 Vet Centers collocated with CBOC's.
 - At 47 Vet Centers, VHA medical staff provide regularly scheduled services.
 - 69 Vet Centers provide readjustment services at their supporting VAMC and/ or CBOC.
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Vet Center, VA Medical Center, and VBA Collaboration 2010 World Series, Game 4

Veterans, Family Members, and
Concerned Citizens where able to:

- Learn more about VA services and benefits
- Enroll for VHA Medical Services
- Apply for VBA Benefits
- Be referred to their closest Vet Center
- Talk with a Readjustment Counselor in a confidential setting.



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Caregivers and Veterans Omnibus Health Services Act of 2010

Section 401: Eligibility of Members of the Armed Forces who Serve in Operation Enduring Freedom or Operation Iraqi Freedom for Counseling and Services Through Readjustment Counseling Service

Expands the eligibility for readjustment counseling, as authorized by 38 U.S.C. 1712A and provided at VA Vet Centers, to any current or former member of the armed forces, including federally-activated members of the National Guard and Reserve, who serves or served on active duty in OEF/OIF.

Section 402 : Restoration of Authority of Readjustment Counseling Service to Provide Referral and Other Assistance upon Request to Former Members of the Armed Forces Not Authorized Counseling

Permits Vet Centers to help Veterans with problematic discharges through referral to services outside VA or referral for assistance with discharge upgrades when appropriate.
