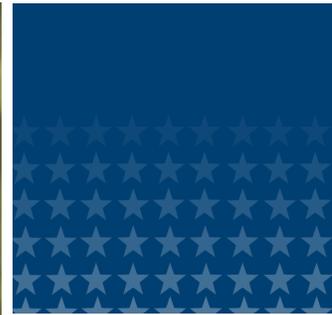




**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century



# Mental Health Services

Central Texas Veterans Health Care System





Central Texas Veterans Health Care System

# Mental Health Services

Central Texas Veterans Health Care System is committed to helping Veterans to improve their mental health. Providers focus on Recovery, which empowers the Veteran to take charge of his or her treatment and live a full and meaningful life. Recovery focuses on the individual's strengths and gives respect, honor, and hope to our nation's heroes and their families.

Mental health providers offer outpatient services in clinics and programs throughout Central Texas. More intensive residential services are available in Temple and Waco. Acute inpatient services are in Waco.

***If you have a mental health problem and have never been seen*** in a Central Texas VA hospital or clinic, you can [enroll for care at Central Texas](#). You will be assigned a Primary Care Provider, who may be a doctor, nurse, or counselor, who will listen and offer support. The primary care provider may start medication and help you to manage the problem. In other cases, the primary care provider may refer you to a mental health specialist – that is, a psychiatrist, psychotherapist, or other behavioral health specialist.

***If you are already using VA medical services***, ask your primary care provider to arrange for you to see a VA mental health provider.

***If you are already using our mental health clinics or programs***, you can [contact that clinic or program](#), directly, to schedule an appointment.

**Veterans  
Crisis Line**



1-800-273-8255  
**PRESS 1**

***If you are having a mental health emergency*** (like wanting to hurt yourself or someone else), please go to your nearest Emergency Room, or call 911, or call the Veterans Crisis Line available 24/7 at 1-800-273-8255 (Spanish/Español 1-888-628-9454). Veterans press "1" after you call.

You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line website](#).



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[Psychology Internship](#) *(link to external web: <http://www.centraltexas.va.gov/services/Psychology.asp>)*

U.S. Department of Veterans Affairs

*"I knew that if the troops I'd lost could talk, they'd say 'Come on, you're living for me now. Pick up your game.'"*

**MAKE THE CONNECTION**

Learn more at:  
[www.MakeTheConnection.net/WatchJack](http://www.MakeTheConnection.net/WatchJack)

Jack  
USMC  
1963-1967

### Make the Connection

*(www.maketheconnection.net)* is a public awareness campaign by the Department of Veterans Affairs that provides personal testimonials and resources to help Veterans and their families and friends learn from each other's experiences and discover ways to improve their lives.



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## Mental Health Clinics and Programs

[Primary Care Behavioral Health \(PCBH\)](#)

[Mental Health Clinic \(MHC\)](#)

[Suicide Prevention](#)

[Post Traumatic Stress Disorder \(PTSD\)](#)

[Substance Abuse \(SATP\)](#)

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### Primary Care Behavioral Health (PCBH)

Behavioral Health providers are concerned with helping veterans to stay well and to prevent health problems that may result from chronic stress, anxiety, or depression. A PCBH Team (Psychiatrists, Psychologists, Social Workers) is located right in the Primary Care Clinic area, often available for same-day, walk-in appointments. PCBH teams offer mental health assessment, medication management, and short-term therapy, or help with referrals to mental health specialty clinics. PCBH offers education to veterans and their families to help them manage pain, maintain health and prevent chronic illnesses.

#### **Primary Care Behavioral Health Clinic – Austin**

7901 Metropolis Drive  
Austin, TX 78744

**Phone:** (512) 823-4040

#### **Primary Care Behavioral Health Clinic – Temple**

1901 Veterans Memorial Drive

Temple, TX 76504

**Phone:** (254) 743-0040

#### **Primary Care Behavioral Health Clinic – Waco**

4800 Memorial Dr

Waco, TX 76711 **Phone:**

(254) 297-3050



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



## Mental Health Clinic (MHC)

The Mental Health Clinic (MHC) is a specialty mental health clinic offering mental health counseling, assessment, referrals, and medication management. If you have never been seen in the MHC, please ask your Primary Care provider to make arrangements for you to see a Mental Health provider. If you are already using MHC services, you may call the clinic directly to request an appointment.

### **Mental Health Clinic –**

#### **Austin**

7901 Metropolis Drive  
Austin, TX 78744

**Phone:** (512) 823-4040

### **Mental Health Clinic –**

#### **Temple**

1901 Veterans Memorial  
Drive

Temple, TX 76504

**Phone:** (254) 743-2867

**Location:** Bldg 147, near the  
Chapel

### **Mental Health Clinic –**

#### **Waco**

4800 Memorial Dr  
Waco, TX 76711

**Phone:** (254) 297-3241

**Location:** Bldg 94, Bsmt

## Suicide Prevention



**If you are having a mental health emergency** (like wanting to hurt yourself or someone else), please go to your nearest Emergency Room, or call 911, or call the Veterans Crisis Line available 24/7 at 1-800-273-8255 (Spanish/ Español 1-888-628-9454). Veterans press “1” after you call.

National Veterans Crisis Line: 1-800-273-TALK(8255) (press 1 for veterans) or go to <http://www.veteranscrisisline.net/>

Suicide prevention coordinators and case managers work with mental health care teams to support and monitor Veterans at high risk for suicide.

A personal safety plan helps the Veteran recognize signs that often precede his/her suicidal ideas and lists strategies that help the Veteran manage those thoughts and feelings. The plan also identifies people that the Veteran can turn to for help. Safety plans are created with the mental health provider and the Veteran (including family members, if desired). This way, a plan is designed specifically for the Veteran and his/her problem areas.

Below is the contact information for your local Central Texas suicide prevention team.

**Austin Coordinator:** Alyssa Vougas, LCSW

**Temple Case Manager:** Anna Crawford, LCSW, 254-743-4928 or

254-563-9864 **Temple Coordinator:** Linda Methvin, LCSW, 254-743-2786 or

254-598-9819 **Waco Case Manager:** Rita Coker, LCSW, 254-297-5342 or

254-598-9379 **Coordinator:** Natalie Qualls, LCSW, 254-297-3228 or

254-733-5537



## Post Traumatic Stress Disorder (PTSD)

Posttraumatic Stress Disorder, or PTSD, is a mental health problem that may sometimes result when a person experiences a traumatic event like war, assault, or disaster. PTSD symptoms can disrupt daily life. Symptoms include re-experiencing the trauma and emotional distancing from other people or feeling emotionally numb. Other symptoms include being irritable or quick to anger, trouble sleeping, fearfulness, substance abuse, and feelings of panic.

All VA hospitals and Community Based Outpatient Clinics (CBOCs) are equipped to treat PTSD. Central Texas offers three specialty [outpatient PTSD clinics](#) or PCTs, one each in Austin, Temple, and Waco, that specialize in the treatment of combat-related PTSD. A more intensive [residential program](#) is offered in Waco. Download the [brochure for the residential program](#). Download the [brochure for the Waco PCT](#) (the PTSD specialty clinic in Waco).

To learn more about PTSD and the services VA offers nationally, visit the [National Center for PTSD](#).



### **PTSD Clinic Team –Austin**

7901 Metropolis Drive  
Austin, TX 78744

**Phone:** (512) 823-4040

### **PTSD Clinic Team –Temple**

1901 Veterans Memorial Dr  
Temple, TX 76504

**Phone:** (254) 743-0040

**Fax:** (254) 743-0039

### **PTSD Clinic Team – Waco**

4800 Memorial Drive  
Waco, TX 76711

**Phone:** (254) 297-3050

**Fax:** (254) 297-5399

### **PTSD Residential Program (PRRP)**

4800 Memorial Drive  
Waco, TX 76711

**Phone:** (254)297-3657

**Fax:** (254) 297-3396



*If you are having a mental health emergency (like wanting to hurt yourself or someone else), please go to your nearest Emergency Room, or call 911, or call the Veterans Crisis Line available 24/7 at 1-800-273-8255 (Spanish/ Español 1-888-628-9454). Veterans press “1” after you call.*

You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



## Substance Use

Substance use problems are common in the general public and among Veterans. When Veterans have trouble readjusting to civilian life, some turn to substances to help them cope. Persons can abuse or become addicted to alcohol, tobacco, and illegal drugs and misuse prescription medications. Treatments for substance abuse include:

- Medications, such as Acamprosate or Naltrexone, to decrease cravings for alcohol and medications to ease withdrawal ("detox") from alcohol and drugs. Medications like buprenorphine can also be used as therapeutic substitutes for illegal drugs (heroin) or addictive prescription pain medications.
- Talk therapies, such as:
  - Motivational enhancement therapy to help the individual strengthen his/her commitment to getting clean and sober
  - Cognitive behavioral therapy to help the individual identify the needs that alcohol/drugs meet and learn new ways of meeting those needs. In this way, the individual develops new coping skills to avoid relapse.
- Opioid Treatment Programs (OTPs) that include treatment for use of illegal substances, such as heroin and some prescription pain medications. Opioid Treatment Programs offer talk therapies and provide medications like buprenorphine to help Veterans stop abusing opioids. These medications work as carefully-monitored substitutes for the drugs of abuse. Buprenorphine can be prescribed by any physician who has received training, even a primary care physician. This means that Veterans who live far from VA OTPs can receive buprenorphine from a primary care provider or psychiatrist at their local community based outpatient clinic.
- Residential treatment programs for substance abuse allow Veterans to live at a treatment facility, usually for 30-90 days, while undergoing intensive treatment. This treatment environment provides support and structure to help the Veteran achieve long-term recovery.
- Work therapies are commonly prescribed for Veterans to promote and support recovery as Veterans learn to live clean and sober lives.

The Central Texas Veterans Health Care System offers treatment for substance abuse on an outpatient basis and on a more intensive



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



## Substance Use (continued)

residential basis. Outpatient care is available at the Austin, Temple, and Waco sites. The residential program is located in Temple.

Central Texas VA offers many treatment options, but the exact type of treatment, and the length of treatment, depend on the needs of each Veteran. Each Veteran will be evaluated for his or her particular needs. The SATP's main goal is to help the Veteran stop the destructive use of alcohol and/or drugs and to create a satisfying, productive lifestyle, without addictive substances.

If you believe that the use of alcohol or drugs, including prescription drugs, is causing problems in your life, ask your Primary Care Provider or your Mental Health Provider to make arrangements for you to see a VA Substance Abuse provider. If you are already being seen in the SATP, you may contact the clinic directly to request an appointment.

### **Substance Use Clinic – Austin**

7901 Metropolis Drive  
Austin, TX 78744

**Phone:** (512) 823-4040

### **Substance Use Clinic – Temple**

1901 Veterans Memorial  
Drive

Temple, TX 76504

**Phone:** (254) 743-0440

**Location:** Bldg 202, D-Wing,  
D1-126

### **Substance Use Clinic – Waco**

4800 Memorial Dr  
Waco, TX 76711

**Phone:** (254) 297-3050

**Location:** Bldg 94, Bsmt

## Military Sexual Trauma (MST)

MST is sexual assault during military service. It includes uninvited sexual advances or contact, or forced sex while in the military, and happens to men and women. MST can cause mental and physical problems. Every VA facility has a designated MST Coordinator who serves as a contact person:

WOMEN VETERANS CALL CENTER  
**1-855-VA-WOMEN**



*If you are having a mental health emergency (like wanting to hurt yourself or someone else), please go to your nearest Emergency Room, or call 911, or call the Veterans Crisis Line available 24/7 at 1-800-273-8255 (Spanish/ Español 1-888-628-9454). Veterans press “1” after you call.*

You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



## MST (continued)

**Coordinator Temple/Waco:** Kaitlan Gibbons, PsyD., 254-743-0390

**Coordinator Austin:** Adriana Bustamante, LCSW, 512-823-4258

Any Veteran who was sexually traumatized while serving in the military, can receive counseling. This is true for both male and female Veterans who served in any era. Special inpatient, outpatient, and residential treatment programs are available to male and female Veterans who experienced MST, using proven medications, talk therapies, and social supports. Veterans receiving MST-related counseling or treatment are not billed for inpatient, outpatient, or medication copayments.

Central Texas VA offers a residential program to woman veterans who experienced trauma of a sexual nature, and information about the residential program can be found the Central Texas web for the [Women's Trauma Recovery Center](#).

To learn more about national VA resources for treating MST, visit the [national MST information](#) page or visit the [National Center for PTSD](#) page.

## Mental Health Recovery

Mental Health Recovery means living a satisfying, hopeful, meaningful, and contributing life, even if that life includes a Serious Mental Illness (SMI) like Schizophrenia, Depression, or Bipolar Disorder.

In the Psychosocial Rehabilitation and Recovery Center (PRRC), veterans with SMI can choose from a wide variety of activities on their way to attaining a meaningful self-determined role in the community. These services focus on improving functioning and enabling veterans to lead full and meaningful lives in the community of their choice.

Psychosocial Rehabilitation and Recovery Centers (PRRC) for eligible veterans provide:

- Social skills training for veterans with serious mental illnesses. These skills help the veteran relate to others, improve health, and function better at work and at home.
- Education groups.



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



- Illness management and recovery groups.
- Wellness programs that explain the benefits of healthy living (regular exercise, nutritious diet, avoiding smoking/drugs/alcohol, etc.).
- Peer support service (help from other veterans with mental illnesses who can share their experience, strength, and hope).
- Family Education Programs

If you believe that you or your Veteran may benefit from participating in this Recovery-oriented program, ask your Mental Health provider to make arrangements for you to see a clinician in the PRRC.

**Temple Psychosocial Resource & Recovery Center**

1901 Veterans Memorial Drive  
Temple, TX 76504  
**Phone:** (254) 743-0040  
**Location:** Bldg 147, behind the Chapel

**Waco Psychosocial Resource & Recovery Center**

4800 Memorial Drive  
Waco, TX 76711  
**Phone:** (254) 297-3050  
**Location:** Bldg 7

## Depression and Anxiety

Depression and Anxiety are common among the general public and among Veterans.

Treatments include:

- Antidepressant medications, anti-anxiety medications, and medications to ease sleep and other problems
- Talk therapies, such as:
  - Cognitive behavioral therapy (CBT) to help individuals understand the relationship between thoughts, emotions, and behaviors, learn new patterns of thinking, and practice new positive behaviors (relaxation techniques, using calming tapes to improve sleep, exercising, or socializing with friends)
  - Acceptance and commitment therapy (ACT) to help people overcome their struggles with emotional pain and worries. It helps them recognize, commit to, and achieve what's important to them
  - Interpersonal therapy (IPT) to help people promote positive relationships and resolve relationship problems



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



If you would like to be evaluated for treatment of Depression or Anxiety, ask your Primary Care provider to make arrangements for you to see a Central Texas VA mental health provider.

## Serious Mental Illness (SMI)

Even though serious mental illnesses, like schizophrenia, schizoaffective disorder, and bipolar disorder do not occur as often as substance abuse, PTSD, and depression, they can be especially disabling. They may occur intermittently — that is, they typically improve at some times and get worse at other times. These problems can be so severe that a veteran may lose touch with reality. VA offers a range of treatments and services for Veterans with severe mental illnesses. These Veterans typically benefit from psychosocial rehabilitation services designed to promote recovery and improve everyday functioning at home and in the community.

Treatments for serious mental illnesses include:

- Antidepressant medications, mood stabilizing medications, antipsychotic medications and other medications to normalize mood, organize thoughts, stop hallucinations, and ease related symptoms. If a veteran with severe schizophrenia or schizoaffective disorder does not improve after trying two antipsychotic medications (and giving them enough time to work), the antipsychotic medication clozapine should be considered. Clozapine is a very effective antipsychotic medication but has side effects that require careful monitoring.
- Psychosocial Rehabilitation and Recovery Services to optimize functioning.
- Work therapies to promote and support recovery.
- Residential care for longer-term, intensive treatment within a structured setting.

Mental Health Intensive Case Management (MHICM). A team of mental health doctors, nurses, and social workers that treat Veterans in their homes and community. MHICM helps Veterans experiencing severe mental illness have less need for hospitalization and live more successfully at home and in the community. Veterans become involved with MHICM when their mental health providers refer them.



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## Neuropsychology Clinic

A Clinical Neuropsychologist works with the veteran and with other health care providers to understand how problems in the brain and nervous system affect the veteran's functioning in daily life. The Neuropsychologist may also participate in rehabilitation efforts, or in helping the veteran to learn new ways of doing daily tasks. The neuropsychology clinic accepts veterans by consultation from other providers.

## Polytrauma Wellness Program (PWP)

The Polytrauma Wellness Program (PWP) is an interdisciplinary wellness program centered around OEF/OIF/OND veterans who have experienced mild traumatic brain injury (mTBI), posttraumatic stress disorder (PTSD), and/or chronic pain. The program helps veterans with the memory and cognitive problems sometimes associated with these conditions. Groups of veterans begin a cohort four times per year, each cohort lasting about 12 weeks. [Download the PWP brochure.](#) The PWP accepts veterans by consultation from other providers.

## Mental Health & Behavioral Medicine Contact Information

Associate Chief of Staff for MH & BM (116)

**Solomon Williams, M.D.**

1901 Veterans Memorial Drive

Temple, TX 76504

Phone: (254) 743-1270

Fax: (254) 743-0304



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](#) website.



## Mental Health & Behavioral Medicine Contact Information, sorted by facility location:

Austin	Main Phone: <b>512-389-1010</b>
Mental Health Clinic (MHC)	512-823-4040
Military Sexual Trauma (MST) Coordinator	512-823-4258
Primary Care Behavioral Health (PCBH)	512-823-4040
PTSD Clinic Team (PCT)	512-823-4040
Substance Abuse Treatment Program	512-823-4040

Temple	Main Phone: <b>254-778-4811</b>
Mental Health Clinic (MHC)	254-743-2867
Military Sexual Trauma (MST) Coordinator	254-743-0390
Office of Associate Chief of Staff for MH&BM	254-743-1270
Primary Care Behavioral Health (PCBH)	254-743-0040
Psychosocial Rehabilitation & Recovery Center (PRRC)	254-743-0040
PTSD Clinic Team (PCT)	254-743-0040
Substance Abuse Treatment Program	254-743-0040
Vocational Rehabilitation (VRT)	254-743-2938
Women's Trauma Recovery Center (WTRC)	254-743-1711

Waco	Main Phone: <b>254-752-6581</b>
Mental Health Clinic (MHC)	254-297-3241
Military Sexual Trauma (MST) Coordinator	254-743-2788
Primary Care Behavioral Health (PCBH)	254-297-3050
Psychiatry Service Administrative Office	254-297-3964
Psychosocial Rehabilitation Recovery Center (PRRC)	254-297-3050
PTSD Clinic Team (PCT)	254-297-3050
PTSD Residential Program (PRRP)	254-297-3667
Severe Mental Illness Life Empowerment (SMILE)	254-297-3912
Substance Abuse Treatment Program	254-297-3050

Community Based Outpatient Clinics (CBOCs)	
Brownwood	325-641-0568
Bryan/College Station	979-680-0361
Cedar Park	512-260-1368
Palestine	903-723-9006



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You can also chat live online with a crisis counselor 24/7 by visiting the [Veterans Crisis Line](https://www.veteranscrisisline.com) website.



# Our Mission

Our Servicemembers and Veterans have sacrificed to keep our country—and everything it represents—safe.

We honor and serve those men and women by fulfilling President Lincoln’s promise “to care for him who shall have borne the battle, and for his widow, and his orphan.”

We strive to provide Servicemembers and Veterans with the world-class benefits and services they have earned, and will adhere to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

**Thank you for your service.  
Now let us serve you.**



**VA**  
HEALTH  
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in the 21st Century

**Mental Health & Behavioral Medicine**  
Central Texas Veterans Health Care System

