

TASK FORCE VICTOR

To all El Paso Veterans:

This resource booklet has been prepared to provide you and your family members with all of the resources that you may need during a crisis, so that you are able to become again self-reliant and productive residents of the El Paso Southwest,

To all El Paso Veterans Organizations and El Paso Service Providers:

Any community service agency dealing with veterans or service organizations, such as Veterans Service Organizations (VSOs) for Veterans and/or family members in crisis, can use the information on these pages as a 'road map' to refer veterans to programs throughout the community when it is beyond their scope or ability to provide assistance.

TASK FORCE VICTOR joins with the Veterans Administration, the great State of Texas, the County and City of El Paso, all of our community resource partners and Veterans Service Organizations to eliminate homelessness among our Veterans by the end of 2015.

El Paso honors the service of our men and women that stand up to serve us, now is the time for El Paso to serve you.

“It takes the strength of a Warrior to ask for help”

ASSISTANCE HOT LINES

Note: The following information pertains to – but is not limited to -immediate needed (within 24 hours or less) assistance

Programs for Veterans only

Veterans Crisis Line

1.800.273.8255 (TALK)

Hours: 24/7

Services: A free helpline for men and women veterans who are experiencing emotional crisis and need to talk to a trained VA professionals

LOCAL Veterans Crisis Services and Walk-in Services

Emergence Health Network

1600 Montana Street, El Paso, Texas 79902

Contact: Dwayne Williams 915-317-3811 M-F 8 am – 5 pm

HOTLINE: 24/7 1.915.779.1800

Crisis line is manned by master's level qualified health professionals and backed up by on-call professionals. Crisis line also serves as after-hours back-up for the sexual assault outreach program, the Alzheimer's identification program and the Army community services program.

National Call Center for Homeless Veterans

1.877.424.3838 (4AIDVET)

Hours: 24/7

Services: Provides assistance to homeless veterans and their families; VA medical centers; federal, state and local partners, community agencies; Veterans services providers and others in the community.

Vet Center Combat Call Center

1.877.WAR-VETS *

Hours: 24/7

A confidential call center where combat veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life.

Local Community Programs – Emergency Services

Texas 211 – 211texas.org

2-1-1 Texas Information & Referral Center – City of El Paso

5115 El Paso Drive, El Paso, TX 79905 **Hours:** 24/7

2-1-1 is a free, easy to use phone number, available 24/7, staffed by trained professionals. Callers are referred to the best place in their local community to get the help they need.

1.915.771.5820 * 1.877.541.7905 * out of state: 1.800.644.1917

STARS –Sexual Trauma & Assault Response Services

www.stars-elpaso.org –click here to talk to someone immediately

Local Hotline: 1.915.593.7300 **Office:** 1.915.533.7700

National Sexual Assault Hotline: 1.800.656.HOPE

Center Against Family Violence El Paso, Texas Crisis Hope-Line, domestic violence & sexual assault

1.915.593.7300 or 1.800.727.0511 **Hours:** 24/7

Hope Line for domestic violence and sexual assault victims.

Emergency Shelter: CAFVs emergency shelter is a confidential haven for individuals and families who need refuge from an unhealthy or violent relationship.

Family Resource Center, 580 Giles, El Paso, Texas 79926

Hours: Mo-Thur 8am – 5pm; Fri 8am – noon

Child Crisis Center of El Paso

The Child Crisis Center of EL Paso’s (CCCEP) main program is the Circle of Love Nursery and Children’s Shelter, which provides **24/7** emergency shelter for up to 31 children, ages newborn through 13 years for families experiencing a crisis

Crisis Hotline (crisis only): 1.915.562-HOPE – 1.915.562.4673

Non-Emergency: 1.915.562.7955

Emergence Health Network
Crisis Line: 915-779-1800

The crisis line is manned by qualified mental health professionals and serves as an after-hours backup for the Sexual Assault Outreach Program, the Alzheimer's Identification program, and the Army Community Services.

Crisis walk-in services are available for those experiencing emotional distress or severe mental health crisis, immediate face-to-face counseling and crisis intervention and can link individuals to those services best suited to meet their needs.

Offices: 1600 Montana, El Paso, TX 79902
915-887-3410

Peer-to-Peer Networking Program Contact: Dwayne Williams M-F 8 am – 5 pm 915-319-3811

PEAK Behavioral Health Services

Toll Free: 1.888.599.9808 or 575.589.3000 * www.peakbehavioral.com/programs

We cannot offer diagnosis, counseling or recommendations online, but an Assessment and Referral specialist is available **24/7 at 575.589.3000**. If you are currently experiencing an emergency, please **dial 911 or go to the nearest emergency room**.

If you prefer to contact us via email, please click on the link on our website to fill out a request information form.

UBH University Behavioral Health El Paso

Call: 915.544.4000 or toll free: 1.800.967.3411 * **Hours:** 24/7

We provide a wide range of services and programs that offer evidence-based treatment proven to have positive outcomes for our patients.

Specialty Programs we offer: **Freedom Care Military Program**

Meets the unique or our warriors veterans, retirees and their families through the treatment of post-traumatic stress disorder and general psychiatric diagnoses.

AMERICAN RED CROSS

24/7 Assistance Hot Line: 1.877.272.7337 * www.redcross.org

The American Red Cross will help facilitate emergency requests to include:

Clothing vouchers, Disaster Relief, Support Military Families (communications during crisis, job training, medical), Health and Safety training, etc for active duty, family members, and veterans.

Local Offices El Paso:

American Red Cross El Paso – Southwest Region * www.rdcross.org/tx/el-paso
915.592.0208 * Mo-Fri 8am – 5pm
3620 Admiral St, El Paso, TX 79925

Fort Bliss, Texas

E-mail: Bliss@redcross.org * 915.568.4898 * Mo-Fri 8:30am – 4:00pm

Building 45, Slater Road

William Beaumont Army Medical Center

505 N. Piedras

915.742.2483 * Mo-Fri 8am – 4pm

EMERGENCY SHELTERS

Opportunity Center for the Homeless

915.577.0069 * www.homelessoportunitycenter.org

1208 Myrtle Ave, El Paso, TX 79901

Emergency shelter subject to availability and a Transitional Living Center that offers 20 Rooms to qualified veterans (based on availability).

Veterans Services Program operates in partnership with the Department of Veterans Affairs (VA) to provide housing & supportive services to homeless Veterans. This includes assistance with health care, benefits, substance abuse treatment & other services.

Opportunity Center also works with the VA through a grant program for homeless Veterans with special needs. The transitional living center divides the room availability into half for homeless veterans with chronic mental illness and half to veterans without chronic mental illness.

Programs offered are : Assessment & case management, medical services, mental health services, substance abuse services, veterans services, education programs and on-site classes, employment services, housing services, transportation, homeless youth services, safe zone, among others.

Rescue Mission of El Paso

915.532.2575 * **Hours:** 24/7 * www.rescueinds.com * Email: Blake.rescueinds@gmail.com

1949 West Paisano, El Paso, TX 79922

Rescue Mission serves anyone who has a need (based on availability)

The Salvation Army

915.544.9811 * **Hours:** 8:30a-4:15p, Mo-Fri * www.salvationarmytexas.org/elpaso/housing.com

4300 East Paisano, El Paso, TX 79905

Provide Emergency Housing, Transitional Housing and Permanent Supportive Housing – subject to availability.

La Posada Home INC.

A non-profit organization –pregnant women and children only

915.544.4595 * Email: laposada2011@aol.com

A unique shelter providing women with families a safe place and supportive services. (subject to availability)

Reynolds Home – A shelter for homeless women and children
<http://reynoldshome.org/home> * 915.274.2598
8023 San Jose, El Paso, TX 79915

The mission of Reynolds Home is to provide shelter, security and basic services to women; to teach and encourage mothers to cherish and respect their own dignity and to build on their own strength, which enables them to provide independently for themselves and their children. (subject to availability)

Casa Vida y Salud (Recovery Alliance)
915.594.7000 * **Hours:** 24/7 www.recoveryalliance.com
3501 Hueco, El Paso, TX
The primary mission of this shelter is recovery - walk-ins are subject to availability.

HEALTH CARE

For a medical emergency, dial 911.

U.S Department of Veteran Affairs

Emergency Care: A medical emergency is generally defined as a condition of such a nature that a prudent layperson would reasonably expect that delay in seeking immediate medical attention would be hazardous to life or health.

- You may receive emergency care at a non-VA health care facility at VA expense when a VA facility (or other Federal health care facility with which VA has an agreement.
- Cannot furnish care due to your distance from the facility, or when VA is unable to furnish the needed emergency services.

VA Payment for Emergency Care of your Service-connected conditions without prior authorization:

Since payment may be limited to the point when your condition is stable enough to travel to a VA facility; you need to contact the nearest VA medical facility as soon as possible. An emergency is deemed to have ended at the point when a VA provider has determined that, based on sound medical judgment, you should be transferred from the non-VA facility to a VA medical center.

VA Payment for Emergency Care of your Non-Service-connected conditions without prior authorization:

VA may pay for emergency care provided in a non-VA facility for treatment of a Non-service-connected condition only if certain conditions are met.

See the website: www.va.gov/healthbenefits/access/emergency_care.asp