

Outreach ——— Emerg. shelter ——— Drop In Centers
VA / Non- profits VA teams
ny State
DHS
Non profits

Benefits ——— Treatment
SSD - VA - etc. Inpt & Outpatient

Residential / Transitional

| Housing
With Supportive
Services

Pre-Vocational + Vocational
VA - Compensated Work Therapy
VESID

Rehabilitation
VA - DM
Rehab Programs

Permanent Housing |

VA - HUD
Long term case
management

Vet Centers provide readjustment counseling to all veterans of the Vietnam-era and those who served in the Persian Gulf, Lebanon, Grenada and Panama. The mission of the Vet Center program is to help veterans and their family members make a satisfying post-war readjustment to civilian life through a broad and successful range of counseling, outreach and referrals. Services feature counseling and psychotherapy for post-traumatic stress disorder (PTSD) as a high priority. These services include individual readjustment counseling and psychotherapy, referral for benefits assistance, group readjustment counseling, liaison with community agencies, marital and family counseling, substance abuse information and referral, community education, job counseling and placement. See the back page for phone numbers.

Veterans Services Office, 252 Seventh Avenue (10th floor), Manhattan. The VA Regional Office in New York City has the ability to identify almost all veterans who have served, whether or not they have previously received benefits. Many homeless veterans have their status first confirmed by a veterans benefits counselor at a shelter. An initial visit is conducted once it is confirmed that the shelter resident or homeless person is an eligible veteran. During this visit, possible entitlement to VA benefits is discussed, and benefit applications are then filed if necessary. Some of the benefits commonly applied for are service-connected compensation benefits, non-service connected pension, education benefits, home loan guaranty, Parents Death Indemnity Compensation and medical treatment. Counselors can also assist shelter staff in establishing eligibility for burial assistance and finding next of kin. Call (212)620-6901 for more information.

Prepared by the Greater NYC VA Consortium
on Homeless Veterans - April 1992.

Printed by Veterans Industries (CWT). VAMC Hampton, VA.

VA Medical Center, Bronx
130 West Kingsbridge Road
Bronx, NY 10468
(212)584-9000

VA Medical Center, Brooklyn
800 Poly Place
Brooklyn, New York 11209
(718)836-6600

VA Medical Center, New York
423 East 23th Street
New York, NY 10010
(212)686-7500

VA Outpatient Clinic, Brooklyn
35 Ryerson Street
Brooklyn, NY 11205
(718)330-7785

VA Outpatient Clinic, New York
252 Seventh Avenue
New York, NY 10001
(212)620-6636

VA Extended Care Center, St. Albans
179th Street and Linden Boulevard
St. Albans, Queens, NY 11425
(718)526-1000

VA Regional Office, New York
252 Seventh Avenue
New York, NY 10001
(212)620-6901

VA Vet Centers:

Bronx: 226 E. Fordham Road (212)367-3500
Bklyn: 165 Cadman Plaza East (718)330-2825
N.Y.: 120 West 44th Street (212)944-2917
Queens: 75-10B 91st Ave (718)296-2871
S.I.: 150 Richmond Terrace (718)816-4499



Department of
Veterans Affairs



VA SERVICES TO NEW YORK CITY'S HOMELESS VETERANS

Studies suggest that there are approximately 500,000 to 700,000 homeless persons on any given night in the United States, with a much larger number experiencing homelessness during the course of a year. Of this population, it is estimated that one-third of adult homeless males are veterans. The Department of Veterans Affairs has a comprehensive network of health-care services and a broad range of benefits for veterans. Many of these services either help homeless veterans or help to keep them from becoming homeless. In addition, VA has a number of special programs and initiatives that offer outreach, health-care and rehabilitation services to homeless veterans. In New York City, VA's three medical centers, five vet centers, two outpatient clinics, the St. Albans extended care center, and the New York Regional Office all take seriously their responsibility to help homeless veterans. This brochure provides a brief summary of special programs VA provides for homeless veterans to help caseworkers and others to make proper referrals. Points of contact are also included.

Project TORCH, 35 Ryerson Street, Brooklyn. Project TORCH is a drop-in day treatment program for homeless veterans who are living in the streets or in shelters. Primary health care and psychosocial services are available, as are lunch, showers, clothing and a laundry room. An interdisciplinary team provides outreach, comprehensive assessment, crisis management, substance abuse counseling and information and referrals for housing, employment and entitlements. A VA benefits counselor and Social Security Administration outreach workers are on site regularly to assist veterans. Within this supportive milieu, veterans receive case management services and are linked to the array of programs available through the medical center and the community. The TORCH day program includes a broad range of psychoeducational groups and recreational activities. Hours: Monday through Friday, from 8:00 A.M. until 4:30 P.M. Call (718)330-2817 for more information.

The Domiciliary Care for Homeless Veterans Program, Extended Care Center, Queens. This is a 50-bed residential treatment facility which provides intensive rehabilitation services for eligible homeless veterans. The interdisciplinary team provides medical, psychiatric, vocational and psychosocial services within this modified therapeutic community structure. Twelve-Step meetings are available daily as part of the strong relapse prevention component. The program's objective is to provide homeless veterans with the knowledge and skills needed to lead productive lives in the community. The Domiciliary is a structured six-month program which is organized into levels of increasing responsibility and skill attainment. In the final phase of the program, the veteran generally is employed or attending school and is preparing for re-entry into the community. To enter the Domiciliary, the veteran must be homeless and eligible for VA health care services. He or she cannot have any acute medical, psychiatric or substance abuse problems and must be capable of self-care. Referrals are made through Project TORCH, the outreach component of the Domiciliary. Call (718)526-1000 x 462 for more information.

REAP program, Bronx VA Medical Center, 130 West Kingsbridge Road, Bronx. The Resource, Advocacy, and Entitlement Program (REAP) helps veterans through the maze of paperwork and eligibility requirements necessary to receive veterans benefits, Social Security programs, Medicaid, public assistance, food stamps, housing, legal services, and other entitlements. Any veteran eligible for VA services will be seen without an appointment. REAP is located across from the Agent Cashier on the main floor of the Bronx VAMC. It is staffed Monday through Friday, 10 A.M. - Noon and 1 P.M. - 3 P.M.

In addition, New York City's Human Resources Administration has set aside 50 beds in its Franklin Avenue Men's Shelter for veterans who are eligible for VA care. VA is coordinating a service team that, in addition to its own staff, includes staff from HRA, the Manhattan and Bronx Vet Centers, and the New York State Department of Labor. Veterans participate in programming which includes individual, vocational, group counseling, and case management. Call (212)584-9000, x5665 for more information.

HCMI Day Treatment Program, New York VAMC Outpatient Clinic, 252 Seventh Avenue, Manhattan. The HCMI (Homeless Chronically Mentally Ill) Day Treatment Program serves veterans with mental illness and substance abuse problems who are eligible for VA health services. The program offers medical, psychiatric and psychosocial evaluation and treatment as needed. Also provided are substance abuse, PTSD, and AIDS counseling services; case management; housing, employment and entitlement information and referral; on-site assessment for VA and Social Security benefits; referrals to VA and community rehabilitation programs; and placement in treatment settings designed to restore veterans' independence. Hours: Monday - Friday 7:30 A.M. to 4:00 P.M. Call (212)620-6472 for more information.

About one-third of the adult homeless population has served their country in the armed services. On any given day, as many as 250,000 veterans are living on the streets or in shelters, and perhaps twice as many experience homelessness at some point during the course of a year. Many other veterans are considered near homeless or at risk because of their poverty, lack of support from family and friends, and dismal living conditions in cheap hotels or in overcrowded or substandard housing.

Right now, the number of homeless Vietnam era veterans is greater than the number of servicemen who died during that war -- and a small number of Desert Storm veterans are also appearing in the homeless population. At the same time, scientific studies indicate that there is no significant, direct connection between military service, service in Vietnam, or exposure to combat and increased risk of becoming homeless. In most age groups, veterans are no more likely to become homeless than non-veterans. Family background, access to support from family and friends, and various personal characteristics (rather than military service) seem to be the strongest indicators of risk of homelessness.

Almost all homeless veterans are male (about two percent are female); the vast majority are single, and most come from poor, disadvantaged backgrounds. Homeless veterans tend to be older and more educated than homeless non-veterans. But, similar to the general population of homeless adult males, about 40% of homeless veterans suffer from mental illness and (with considerable overlap) slightly more than half suffer from alcohol or other drug abuse problems. Roughly 40% are African-American or Hispanic.

Homeless veterans, regardless of their individual characteristics, have something in common: they have served their country and now they need our help.

Guidelines for VA Homeless Assistance Efforts

- Homeless veterans need a comprehensive, integrated continuum of diverse services and care.
- VA programs should be varied, specialized, and targeted to specific subgroups of the homeless veteran population.
- VA homelessness assistance efforts should be integrated and coordinated with each other.
- VA, alone, cannot solve homelessness among veterans and needs to coordinate its activities with the efforts of non-VA homelessness providers -- especially those already working with homeless veterans.
- Continued improvement of VA homelessness efforts requires ongoing needs assessments and program evaluations.

How to Get More Information

A more-detailed and comprehensive report on VA homelessness programs and activities will soon be available, and may be obtained by sending your name and address to:

**VA Homeless Assistance Information
Department of Veterans Affairs (111C)
810 Vermont Ave., NW
Washington, DC 20420**

For inquiries about VA programs and assistance for homeless veterans in your area, please call:

1-800-827-1000

Or contact the nearest VBA Regional Office or VA Medical Center.

This brochure was printed by homeless and at-risk veterans working in the VA Veterans Industries Compensated Work Therapy program in Perry Point, MD.

**VA
Working
to Help
Homeless
Veterans**

November 11, 1992

VA Assistance to Homeless Veterans

Homeless veterans are eligible for a variety of benefits, health care, and other support services from regular or mainstream VA programs. In addition, VA offers an array of programs and initiatives specifically designed to assist homeless veterans. Although VA homeless assistance programs now constitute the largest integrated network of homelessness assistance programs in the U.S., VA does not have the resources to assist every homeless veteran in every area of the country. Ending homelessness among veterans, like ending homelessness itself, will take a combined effort by Federal, State, and local government and the private sector. Toward this end, VA has developed constructive partnerships with a number of public and private agencies and organizations.

VA Mainstream Program Assistance

Inpatient Health Care. Each year 171 VA medical centers provide over one million episodes of inpatient care to veterans. Thousands of the veterans receiving this inpatient care would otherwise be on the streets or in shelters, and many more would be at serious risk of becoming homeless.

Outpatient Health Care. VA health facilities annually provide over 21 million episodes of outpatient health care, alcohol and substance abuse treatment, mental health care, vocational rehabilitation, referrals to other VA and non-VA programs, and counseling. Many of the veterans assisted through VA outpatient services are homeless or at risk.

Vet Centers. 196 VA Readjustment Counseling Service Vet Centers offer special outpatient assistance to Vietnam era and post-Vietnam war zone veterans. Each year, Vet Center Homeless Veteran Coordinators provide outreach, counseling, social services, and referrals to approximately 12,000 homeless veterans.

Discharge Planning. To help at-risk veterans leaving VA facilities to avoid homelessness, Homeless Coordinators in VA Social Work Services provide special discharge planning -- including referrals to VA and non-VA community care, housing and employment assistance, ensuring receipt of available benefits, linkage with family friends, and post-discharge follow-up, as needed.

VA Benefits: The Veterans Benefits Administration annually provides more than \$16 billion in VA pensions and benefits to over four million veterans and their surviving dependents. Many of the recipients are homeless or at risk -- or would be if they did not receive the benefits. To improve service to homeless veterans, since October 1990 the staff at VBA's 58 Regional Offices have made over 6,200 visits to shelters and other homeless facilities, made over 6,500 contacts with other agencies working with the homeless, and provided over 50,000 homeless veterans with benefits counseling, claims assistance, and referrals to other VA programs. VBA has also instituted new procedures to reduce the processing time for homeless veterans' benefits claims.

Comprehensive Homeless Centers

To better integrate the many VA programs and initiatives serving homeless veterans, and coordinate these activities with non-VA efforts, VA has begun establishing Comprehensive Homeless Centers. These centers place all VA homeless veterans assistance efforts in an area within one organizational framework. VA now has Comprehensive Homeless Centers in Dallas, Texas and Brooklyn, New York. Offering the full range of VA homeless assistance, along with extensive coordination with non-VA homelessness efforts, these Centers provide homeless veterans with a comprehensive continuum of care that can enable them to escape homelessness and become as self sufficient as possible.

VA Assistance to Stand Downs

VA mainstream and homeless assistance program staff have been active participants in each of the Stand Downs for homeless veterans that local coalitions have been sponsoring in various cities. These 2-3 day safe havens for homeless veterans are modeled on wartime Stand Downs, where front line troops, removed to a place of relative safety, could rest and receive needed assistance before returning to combat. Similarly, peacetime Stand Downs provide homeless veterans with a temporary place of safety and security where they can obtain food, shelter, clothing, and a range of other assistance and support -- including VA-provided health care, benefits certification, ID cards, and linkage with other programs.

VA Homeless Programs & Initiatives

HCMI Program. VA's 45 Homeless Chronically Mentally Veterans program sites provide outreach, medical and psychological exams, treatment, referrals, and ongoing case management. As appropriate, HCMI places homeless veterans needing more intensive treatment into one of its over 200 contracted community-based facilities. The program serves over 10,000 homeless veterans each with over 2,500 receiving residential treatment.

Homeless Dom's. VA's 27 Domiciliary Care for Homeless Veterans program sites provide the same kind of assistance as the HCMI program, except the residential treatment component takes place at VA medical domiciliaries. These homeless dom's annually provide residential treatment to over 3,000 homeless veterans.

CWT/TR. In the VA Compensated Work Therapy-Therapeutic Residence program, disadvantaged at-risk and homeless veterans live in one of 34 CWT/TR community-based supervised group homes while working for pay in VA work therapy programs. Two of the program sites, and six residences, exclusively serve homeless veterans.

HUD-VASH. In this joint Supported Housing program with the Department of Housing and Urban Development, VA staff at 19 sites provide ongoing case management and other needed assistance to homeless veterans in permanent housing supported by 750 specially-designated HUD rental assistance vouchers.

Drop-In Centers. These programs provide a daytime sanctuary where homeless veterans can find food, take a shower, wash their clothes, and participate in a variety of therapeutic and rehabilitative activities.

SSA-VA Outreach. In this pilot project with the Social Security Administration, HCMI and Homeless Dom staff coordinate outreach and benefits certification with SSA staff to increase the number of veterans receiving SSA benefits.

Acquired Property Sales for Homeless Providers. This program makes all the properties VA obtains through foreclosures on VA-insured mortgages available for to homeless provider organizations at a discount of 5 to 50 percent, depending on time on the market.

THE SALVATION ARMY

BORDEN AVENUE VETERANS RESIDENCE
21-10 Borden Avenue Veterans
Long Island City, New York 11101
(718) 784-5690

"WHAT IS BAVR?"



THE SALVATION ARMY BORDEN AVENUE VETERANS RESIDENCE - "WHAT IS IT?"

The Salvation Army Borden Avenue Veterans Residence (BAVR) is a New York City Shelter specifically set aside for homeless veterans. The Shelter is run by The Salvation Army under contract to the New York City Human Resources Administration. BAVR houses 400 men and is always full. Reputed to be The City's shelter for homeless veterans is "the best show in town." It is clean, safe, and air-conditioned, no small consideration during sweltering summers. It is a place where a homeless veteran, who acknowledges and is willing to deal with his problems, is supported in his first steps on the road back. Borden Avenue is a place to start over, not a place to end up.

BAVR was five years old on Veterans Day, 1992. It's the first, the largest and in the opinion of many, the best organized veterans shelter in the country. BAVR can trace its history to 1982. In 1982 the New York City Comptroller's office released a study, "Soldiers of Misfortune," which focused attention on the high percentage of veterans among the city's homeless population. The report stressed the responsibility of the Veterans Administration to reach out to these veterans greatly in need of assistance. It alleged that only a small percentage were receiving benefits, and that most were not aware of the benefits to which they might be entitled.

The Human Resources Administration (HRA) became the city's liaison with the Veterans Administration (VA) which, in concert with the New York State Division of Veterans Affairs (SDVA), initiated the Homeless Veterans Outreach Program. This cooperative effort provided access to benefits for shelter residents through on-site visits by VA benefits counselors and SDVA counselors, who also assist in the upgrading of discharges. HRA also designated a veterans liaison at each shelter to coordinate with the outreach team, assist in tracking applications.

Veterans organizations continued to advocate for additional assistance to the high number of homeless veterans on city streets and in city shelters. Although estimates varied substantially, between a third to a quarter of the homeless men are veterans.

Advocates began to press for a second tier effort: a separate shelter for veterans at which services could be coordinated more directly and hence more effectively.

Despite reservations, HRA has become impressed with the number of veterans groups and agencies expressing interest and offered to provide services at a homeless veterans shelter. When the city's plans to open a new men's shelter in a converted factory in Long Island City met with community resistance, the idea of dedicating the shelter for veterans was embraced by community leaders, residents, and veterans organization.

The Salvation Army contracted with HRA to be the non-profit manager of the Shelter, initially voicing hopes that the concept of family, of a support group asking to the peer group theories of some veterans advocates would help the veterans take the steps necessary to regain their self-esteem and re-integrate into society. GRA thought that The Salvation Army could help them get jobs and housing and that would be it. However, that was not the case.

What was the case? Many of the veterans suffer from multiple dysfunctions, most prominently, drug and alcohol addictions, exacerbated in some cases by post traumatic stress disorder (PTSD) and other mental illnesses, with resulting physical health problems. These must be treated before a veteran can make a successful transition to independent living. "We can find them jobs and a place to live, but if they don't address their real problems, it's only a matter of time before they lose the job and end up back on the streets, or in some other shelter," said a social worker in the early days of the shelter. Since jobs were not the only answer, a system was set up to encourage those veterans who wished to change their lives from homelessness to be contributing members of the community.

To create an atmosphere where staff and veterans know how to proceed, BAVR has developed a two-part contract that "obligates" the new arrival to a social service plan that will lead to "mutual goals" agreed to by the man and the administrators of the residence.

Part A of the contract is the price and ticket of admission. The man must be a veteran, and he must come from one of the more than 20 shelters in the city's system. The A Contract outlines the rules and regulations the veteran will be living by at BAVR. It leads to the signing of the B Contract. The B Contract calls for the man to "establish and comply" with a service program tailored to his individual needs.

If the man fails to comply or breaks the rules after admission, the Borden Avenue Residence has the authority through the contract to put him out. Other shelters in the city, not non-profit agencies, have a hard time imposing that kind of discipline. Because of the contract, BAVR stands as a beacon that guides its residents toward the ultimate goal of independent living, dignity and self-confidence through job placement and work. Eighty percent of the veterans entering the shelter have drug or alcohol problems. Another 15 percent have psychiatric difficulties. These are the first problems addressed by the veterans.

There is little violence and rule breaking at BAVR. The staff has been trained to respect the resident and help them. The veterans in turn respect themselves and the staff.

The Salvation Army, under contract with HRA provides the social work team that assesses the initial needs of each applicant. The house managers coordinate the ancillary activities with outside agencies and volunteer groups, and conduct social and recreational programs.

BAVR also provides numerous other services, including:

The Shelter Employment and Housing Program (SEHP), a plan coordinated with HRA's special Services for Adults. It is responsible for employment at the residence and provides job preparation and living skill workshops, housing placements and follow-up.

New York State Department of Labor-DVOP (Disabled Veterans Outreach Program) Counselor is on-site once a week for job counseling and referral. He works closely with SEHP personnel.

Veterans Administration Benefits Counselors visit once a week, and Veterans Outreach Center Counselors provide substance and abuse counseling and other services.

New York State Division of Veterans Affairs Counselors visit the residence every month for counseling and assistance with claims and discharge upgrading.

Booth Memorial Hospital, under contract with GRA, has a nurse on site full-time , and a doctor is present four hours a day. They assess health needs and administer non-prescription drugs.

New York State Division of Substance Abuse service has trained The Salvation Army case workers in interviewing and counseling methods to identify addictive clients and motivate them to seek treatment.

Woodhull Hospital's Cumberland Program has trained alcoholism counselors on-site, providing assessment referral and follow-up counseling to those with alcohol problems.

LaGuardia Community College Veterans Leadership Program provides information on City University programs and conducts programs specifically geared toward veterans' educational needs.

There is a 20,000 volume library with a full-time librarian for residents' use.

Four AA and four NA meetings are conducted weekly so a resident can attend a 12-step group any day of the week and twice on Sunday.

BAVR even has a savings plan in the contract. One-half of the money the veterans earns goes into a bank account and is saved for rent payment and security deposit. The savings helps the veteran get started after he leaves BAVR. It also teaches the veteran to have only fifty percent of his income as discretionary.

The veterans who come to BAVR are asked to be motivated. The success rate, meaning a veteran leaves the residence with permanent housing and a means of supporting himself, is one in five for first time admissions. Many veterans leave because they do not think we will enforce the rules. When we do they are surprised. The success rate jumps to three in five for those individuals who choose to return to BAVR after leaving at least once unsuccessfully.

There is still much to be done, but the road has been cleared. It is up to a homeless veteran to avail himself of the appropriated services at BAVR. If he refuses, the veteran will be transferred to another shelter. Nobody is going to be on the street. But there is nothing discriminatory about saying that if BAVR is going to provide special programs the veteran must agree to enter into the programs, or go elsewhere. BAVR looks for people who want to help themselves.

The Salvation Army Borden Avenue Veterans Residence (BAVR)

BAVR was founded on Veterans Day 1987. BAVR is the first and still the largest shelter for homeless veterans in the country.

The BAVR is administered by The Salvation Army under a contract with the New York City, Human Resources Administration.

BAVR houses 400 veterans. We feed, cloth and provide services for these men. Services include:

Quality of Life

- 3 Meals
- Linen
- Mail
- Transportation
- Clothing
- Laundry
- Showers
- Medical Care
- Handicap Accessible
- Recreation
- Entertainment
- Library

Problem Management

- AA
- NA
- Drug Motivation Groups
- Alcohol Motivation Groups
- Religious Services
- Employment Services
- Employmentnet
- Housing Search
- Family Reunification
- Work Experience Programs

Referrals For

- Drug Problems
- Alcohol Problems
- Mental Health Problems
- Post Traumatic Stress Disorder
- Legal Services
- VA Benefits
- Employment
- Training
- Housing
- Health Care
- Entitlement
- Education
- Financial Services
- Adult Homes
- Senior Citizen Care

Welcome to the Salvation Army



A Special Welcome

The Salvation Army would like to welcome you to the first and largest shelter for homeless veterans in the United States. Veterans are special people. Believe yourself to be special. When you enter BAVR leave homelessness behind.

Read Your A & B Contracts
You have been accepted into the BAVR because you are a veteran, because you have demonstrated interest in the shelter's service programs and you have agreed to abide by BAVR's special rules. Now that you are here, you have already signed Part A of your contract. We want you to look at it again to be sure you understand both your rights and responsibilities while at BAVR.

The Next Step

Tomorrow, or Monday (if its Friday) you must attend the Orientation at 9:30 am, and review Part B of the Contract. This part becomes your Service Plan and will be used to measure your achievements while at BAVR. The Plan will list the problems which you and your caseworker agree you need to work on. Part B will also outline the goals and timetables to be met. **Remember: you must comply with the rules of the shelter and participate in your service plan to stay at BAVR.**

You must sign Part B, the Service Plan part of the contract, just as you signed Part A. Signature of Part B is a requirement of your stay. You will then begin working towards your goals of finding employment and housing, combating drugs or alcohol, taking care of any health problems, or the other goals in your plan. Your Caseworker will help you develop your plan and can identify services and resources both in the shelter and in the community which can meet your needs.

Borden Avenue Veteran Residence

How will I benefit?

The Salvation Army Borden Avenue Veterans Residence is a special shelter for homeless veterans. As a BAVR resident you are entitled to take full advantage of the broad range of services which are available to you on-site and through referrals to other off-site programs.

While you are working on your own Service Plan, you will meet with your Caseworker at least every two weeks to review your progress. See the Assistant House Manager on duty for house concerns.

Finally, you will be among other homeless veterans like yourself, who are committed to getting back on their feet and leaving the shelter system as quickly as possible.



One final note to remember from HRA:

Application, selection or non-selection for participation in the program at the BAVR has no bearing on your eligibility to receive homeless assistance at any other city-run men's shelter.

PROUD TO BE A VETERAN

Check List

Very important to keep appointments

- Signed A Contract
- Completed Veterans Intake Form
- Appointment with Medical Dept.
- Appointment with Cumberland Program
- Appointment for SEHP Orientation
- Appointment for Educational Testing
- Appointment for BAVR Orientation
- Signed B Contract
- Appointment with Caseworker
- Received ID Card. (Many of the services you receive require the ID Card. If you lose it, you will be required to pay for a new one).

Rules to Remember

- Curfew is 10 pm every-night (unless you have a valid pass)
 - * If you return after 10pm you will receive an infraction.
 - * If you return after 4am you will be transferred for 30 days.
- The only items you can keep under your bed are shoes.
- You must use ear-phones for radios or small TVs anywhere in BAVR.
- Electrical appliances must operate by battery.
- No cutting hair.
- Must save 50% of all income.
- No fighting and/or retaliating. The person who throws the first punch, the person who fights back and anyone else who jumps in will be coded out. This means you will never return to BAVR.

Special Programming

- Social Service Referrals
- Family Reunification
- Abstinence Section
- Alcohol & Drug Screening & Motivation
- 4 AA & 4 NA Groups Weekly
- Banking Services
- Library
- Recreation
- Employment Program\WEP\WEP+
- Housing Search
- Residents Leadership Committee
- Medical Treatment
- Community Advisory Board
- PTSD Group
- Methodone to Abstinence Group

THE SALVATION ARMY BORDEN AVENUE VETERANS RESIDENCE



Introduction to BAVR

21-10 Borden Avenue at 21st Street
Long Island City, N.Y. 11101

(718) 784-5690

PART A

Contract for SHELTER SERVICES

**between
The Salvation Army
Borden Avenue Veterans Residence
and**

INTRODUCTION: The Salvation Army Borden Avenue Veterans Residence (BAVR) is a voluntary program for homeless veterans. Each veteran must sign a contract which states the goal he and his caseworker agree upon. The staff of BAVR will assist each client in reaching his goals.

PART A: Request for assignment to Borden Avenue Veterans Residence.

SECTION I (100.00)

- 100.01 I agree to participate in a mutually agreed upon social service plan which will be developed with a Borden Avenue Veterans Residence case manager within 15 days of my admission.
- 100.02 I agree to meet with my Borden Avenue Veterans Residence case manager at least once every fifteen (15) days to review the status of my service plan/contract; I further agree to provide documentation as requested and to sign "release of information" as may be necessary.
- 100.03 I agree to participate in an evaluation program for the first fourteen (14) days of my stay at Borden Avenue Veterans Residence. This evaluation will include but is not limited to:
1. Medical Screening
 2. Drug and Alcohol Screening
 3. Urine Testing
 4. Mental Health Screening
 5. Education Screening
 6. Employment & Pre-Employment Evaluation
 7. Benefits Evaluation
 8. Savings Plan

- 100.04 I agree to keep all my appointments as may be necessary to implement the social service plan.
- 100.05 I agree to apply for all benefits or entitlement for which I may be eligible.
- 100.06 I agree that I will not come to BAVR legally intoxicated or under the influence of illegal drugs. I agree to take a breatherlizer or urine test when asked.
- 100.07 I agree to control any alcohol use and stop any illegal drug use. I agree to participate in a urine monitoring for drugs to help me achieve this goal.
- 100.08 I agree to disclose if I am therapeutically using methadone.
- 100.09 If I am using methadone I agree to enter BAVR's Methadone to Abstinence Program and will abide by its regulations.
- 100.10 I agree to participate in a plan to locate alternate housing and understand that I will be expected to move into such housing once it is identified.
- 100.11 I agree to abide by all rules and regulations as set forth in Section II and III of this document.
- 100.12 I understand that I must participate in an evaluation program and have fifteen (15) days to establish a service contract which will be developed upon my admission to BAVR. I must also comply with the Residence House and social service rules and regulations set forth in Part A of this contract. If I am found in violation of the BAVR House rules and regulations three (3) times (except rule 101.19 which calls for immediate suspension of services), my services at BAVR will be terminated. If I am found in violation of the BAVR social service rules and regulations three (3) times my service at BAVR will be terminated. I may request an administrative review if I disagree with my termination. I may reapply for BAVR services after thirty (30) days from service being terminated.
- 100.13 I agree to follow all written, posted or verbal instructions directions or rules of BAVR.

SECTION II (101.00)
HOUSE RULES AND REGULATIONS

- 101.01 All bed assignments are made by staff. Bed assignments may not be changed without approval of Administrative Staff.
- 101.02 No alcoholic beverages, unauthorized medicines, drugs or drug materials are permitted on the premises.
- 101.03 No stealing.
- 101.04 Smoking is not permitted in the building.
- 101.05 No abusive or threatening language, harassment or intimidation of other residents or staff.
- 101.06 No weapons are permitted in the shelter.
- 101.07 No fighting.
- 101.08 No cutting hair or barbering permitted.
- 101.09 No sexual activity permitted in the shelter facility.
- 101.10 No cross dressing of any kind permitted.
- 101.11 No electrical appliances can be used inside BAVR that requires to be plugged into an electrical circuits.
- 101.12 Headphones or Ear plugs must be used in the for all radios, television and other battery operated appliances.
- 101.13 No burning of candles or incense.
- 101.14 Food and eating is permitted in designated areas only; no food or beverages permitted in sleeping areas.
- 101.15 Beds must be vacated during hours posted.
- 101.16 Special identification issued by BAVR must be carried inside BAVR at all times. No ID Cards should be left anywhere except for purpose of service.
- 101.17 If ID Cards need to be replaced a fee of \$2.00 will be assessed.
- 101.18 Absence for any night requires prior approval and a valid overnight pass issued by appropriate staff. A bed will not be held without appropriate approval.

101.19 In addition, I must agree that:

- a. I will actively participate in keeping the shelter neat and clean; I will clean the areas around my bed daily; will not deface walls or participate in the destruction of property.
- b. I will accept assignments in a work program as part of my social service plan.
- c. I will not store food in my locker, under my bed or on the window sill or anywhere else within the shelter.
- d. I will not store excess belongings under my bed, on top of my locker or around bed area.
- e. I understand that the rule prohibiting electrical appliances forbids anything which uses electrical current including radios, televisions and hair clippers.
- f. I will not loiter in the vicinity of the shelter; I will conduct myself in the surrounding neighborhood with respect and dignity.
- g. I will be in the shelter by curfew hour, unless I have been granted a valid LATE PASS.

101.20

PLEASE NOTE-VERY IMPORTANT

All shelter services will be suspended from BAVR for the following infractions:

- A. Assaults or physical attacks on another person, or threatening behavior which is immediately dangerous to another person.
- B. Illegal possession, sale or use of drugs and possession or use of alcohol within BAVR.
- C. Intentionally setting fires or causing damage to the facility/equipment.
- D. Any offense that occurs in the residence that requires removal by the City, State or Federal law enforcement departments.

After a seven (7) day suspension, a client may reapply for shelter services at any other shelter but will not be considered for readmission to BAVR.

SECTION III (102.00)

SOCIAL SERVICES RULES AND REGULATIONS

- 102.01 I will cooperate in the fourteen (14) day evaluation plan by attending all screening and evaluations scheduled for me.
- 102.02 I will sign all release of information forms required to obtain necessary information about me.
- 102.03 I will be truthful in all information given to the social services department.
- 102.04 I understand that my stay at BAVR is voluntary. If I do not wish to participate or follow the rules and regulations I may leave at any time.
- 102.05 Upon obtaining a job I will save fifty (50) percent of my income in the BAVR Safekeeping Program toward a down payment and first months rent for permanent housing. When it is appropriate for me to relocate I may then withdraw my money.
- 102.06 If I receive other financial benefits such as VA pension, SSI or other funds I will save fifty (50) percent of my benefits in the BAVR Safekeeping Program toward permanent housing.
- 102.07 I will participate in a urine testing/breatherlizer program to help control any drug and /or alcohol problem. I understand that the violations issued under this program are kept separately from other A Contract Violations.
- 102.08 I will participate in the Methadone to Abstinence Program if I am in a Methadone Program. I agree to change my MMTP clinic if it does not agree with BAVR's Methadone to Abstinence Program.
- 102.09 I will work to make my time at BAVR productive.
- 102.10 I will keep my Social Worker informed as to my progress and meet with my Social Worker once every fifteen (15) days.
- 102.11 If it is determined by Social Services I need further evaluation at anytime during my stay at BAVR I will cooperate and participate in the evaluation process.

SECTION IV (103.00)
CLIENTS RIGHTS
THE RIGHTS OF CLIENTS AT THE SHELTER

- 103.01 A client's civil and legal rights shall not be infringed.
- 103.02 A client shall have the right to religious expression and participation.
- 103.03 A client shall have the right to have private, written and verbal communications.
- 103.04 A client shall have the right to manage his or her own financial affairs, in accordance with eligibility requirements of shelters.
- 103.05 A client shall have the right to privacy in treatment and in caring for personnel needs.
- 103.06 A client shall have the right to confidential treatment of personal, social financial and medical records.
- 103.07 A client shall have the right to receive courteous, fair and respectful care and treatment.
- 103.08 A client shall not be restrained nor locked in a room, at any time.
- 103.09 A client shall have the right to receive and to send mail or any other correspondence without interception or interference.
- 103.10 A client shall be permitted to leave and return to the facility and grounds at reasonable hours.
- 103.11 A client shall not, by coercion or threat, be obliged to perform work. However, a client may be requested to participate in a work program as a part of his service plan.
- 103.12 A client shall not be permitted or obliged to provide any operator or agent of the operator any gratuity in any form for services provided or arranged for in accord with law, regulation or the residency agreement.
- 103.13 A client shall have a right to present grievances to shelter administration without fears of reprisal.

SECTION V (104.00)

104.01 I have read and fully understand the above statements and agree to comply with them if I am admitted to The Salvation Army Borden Avenue Veterans Residence.

Client's Signature

Date

SECTION VI (105.00)

105.01 I have reviewed the contents of PART A of this contract with

_____ on _____

date of his admission to Borden Avenue Veterans Residence

BAVR STAFF Signature Date

PART B

CONTRACT FOR SERVICES

between

The Salvation Army
Borden Avenue Veterans Residence
and

200.00 In order to be a resident at the Salvation Army Borden Avenue Veterans Residence I must sign Part B of this contract which defines the plan of services which I agree to with the BAVR case manager. I understand that I will meet with a BAVR staff member at least every fifteen (15) days to review my progress (and if I am not in compliance I will be given infraction by the worker). If I have been found to have three infractions based upon this contract, my residence at BAVR will be terminated. I understand that if services are to be terminated I can request an Administrative Review of my status. The contract becomes invalid if I am terminated from BAVR. At the end of nine months, if I am still in residence, I will be subject to the BAVR Review Board. The Review Board may add additional conditions to my Contract For Service. For the purpose of the Review Board nine months is considered residency equaling 270 days. (Consecutive or Non-Consecutive)
I understand that if I:

- A. Commit an assault or physical attack on another person or engage in threatening behavior which is immediately dangerous to another person.
- B. Use illegal drugs and alcohol within the residence
- C. Intentionally set fires
- D. Commit any offense which occurs in the residence that requires removal by the City, State or Federal law enforcement departments

my residence at BAVR will be terminated. Services at all shelters will be suspended for seven (7) days. After the suspension period I may reapply for services at another shelter but I will not be readmitted to BAVR.

Indicated below are the specific items to be included in my plan for services. I will initial those areas which pertain to my particular needs, plans and goals. I understand this contract can be updated whenever necessary.

CONTRACT AREAS

INITIALS

201.01 Mental Health

(a) mutual agreement	_____	p.3
(b) second opinion	_____	p.3

202.01 Alcoholism

(a) mutual agreement	_____	p.4
(b) second opinion	_____	p.4

203.01 Substance Abuse

(a) mutual agreement	_____	p.5
(b) second opinion	_____	p.5

204.01 Medical Services

(a) mutual agreement	_____	p.6
(b) second opinion	_____	p.6

205.01 Employment Preparation (WEP)	_____	p.7
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205.02 Employment Search	_____	p.8
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206.01 Skills for Independent Living	_____	p.11
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207.01 Alternative Residence	_____	p.9
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208.01 Education Services/Training	_____	p.10
---	-------	------

209.01 Borden Avenue Veterans Residence responsibilities	_____	p.11	To be read and initialed by all residents
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210.01 Statement of Understanding	_____	p.11
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201.01(a) I agree with the Borden Avenue case worker that I am in need of mental health services; to meet this goal I will accept the following:

- _____ I agree to be interviewed by a mental health specialist.
- _____ I will accept in-patient care.
- _____ I will attend or continue to attend an Out-Patient program at _____, _____ times per week and will supply documentation of my attendance.
- _____ I will take all medications as prescribed by the mental health program I have enrolled in.
- _____ I will attend or continue to attend a rehabilitation, program at _____, _____ times per week.
- _____ I will attend or continue to attend a day program at _____.
- _____ I will accept a referral to a psychiatric community residence, RCCA or other special residential setting for persons with mental health disabilities.
- _____ I will sign all necessary Releases of Information
- _____ Other _____

Clients Signature Date

Staff Signature Date

201.01 (b) I DO NOT agree with the Borden Avenue service worker that I am in need of mental health services. I therefore agree to be screened by a mental health specialist for another opinion. I will abide by the recommendation of the mental health specialist. This will be included in my Contract according to the outline of service above (201.01a)

Client Signature Date

Staff Signature Date

202.01(a) I agree with the Borden Avenue service worker that I am in need of alcoholism services; to meet this goal I agree to the following:

- ____ I will be interviewed by an alcoholism specialist.
- ____ I will seek admission to a detoxification facility.
- ____ I will enter an in-patient alcoholism treatment center.
- ____ I will attend an out-patient program at _____;
_____ times per week.
- ____ I will accept a referral to a half-way house or other residential setting for alcohol abuse.
- ____ I will sign all Releases of Information.
- ____ I agree to random breathalyzer checks.
- ____ I will attend AA meetings _____ times per week and provide documentation to verify attendance.
- ____ I will obtain an AA sponsor by _____ (date)
- ____ I will supply documentation of attendance at programs.
- ____ Other _____

Client Signature

Date

Staff Signature

Date

202.01(b) I do not agree with the Borden Avenue case manager that I am in need of alcoholism services. I therefore agree to be screened for a second opinion as follows:
I will be interviewed by an alcoholism specialist and will cooperate in following recommendations of the same. I also agree to be assessed by the on site medical team and will follow their recommendations. I further agree to random breathalyzer checking. I will include recommendations of the second opinion in my contract according to the outline above (202.01a)

Client Signature

Date

Staff Signature

Date

203.01(a) I agree with the BAVR service worker that I am in need of services for my substance abuse problem; to meet this goal I agree that:

- _____ I will be interviewed by a substance specialist.
- _____ I will seek admission to a detoxification facility.
- _____ I will apply for admission to an in-patient substance abuse program.
- _____ I will attend or continue to attend an out-patient program at _____; _____ times per week.
- _____ I will take only prescribed medications.
- _____ I agree to periodic unannounced urine screening.
- _____ I will accept a referral to a half-way house or other residential setting for substance-abusive persons.
- _____ I will participate in the BAVR Methadone to Abstinence Program.
- _____ I will sign all Releases of Information
- _____ I will supply documentation of attendance as requested.
- _____ Other _____

Client Signature Date

Staff Signature Date

203.01(b) I do not agree with the BAVR service worker that I am in need of substance abuse services. I therefore agree to be screened for a second opinion by a substance abuse specialist. I will abide by the recommendations of the specialist. I will further agree, to have unannounced urine screening. If the test is positive I will agree to recommendations of my caseworker and/or drug treatment specialist and will include those recommendations in the outline of service above (203.01(a)).

Client Signature Date

Staff Signature Date

204.01(a) I agree with the BAVR case manager that I am in need of treatment for my medical conditions; to meet this goal, I agree to the following:

- _____ I will be examined by the on site medical practitioner within seven days.
- _____ I will seek in-patient admission to a medical facility.
- _____ I will attend an out-patient clinic at _____;
_____ times per _____
- _____ I will take only the prescribed medication as recommended by the clinic or hospital.
- _____ I will accept a referral to a HRF or SNF or other medically supervised residential setting.
- _____ I will sign all Releases of Information.
- _____ I will supply documentation of my attendance as requested.
- _____ Other _____

Client Signature Date

Staff Signature Date

204.01(b) I DO NOT agree with the Borden Avenue service worker that I am in need of treatment for my medical condition(s). I therefore agree to be screened by a medical practitioner for another opinion and to abide by the recommendations of the second opinion. I will include the recommendations in my contract according to outline above (204.01a)

I will sign all Releases of Information.

Client Signature Date

Staff Signature Date

205.01 I agree that I want to apply to the on-site Work Experience Program.

— I agree to a referral to the Work Experience Program for an evaluation of my potential placement in the program.

If accepted:

— I will keep all appointments for assignments, such as on and off-site details.

— I will keep all appointments with the Coordinator and team leader and cooperate with them.

— I will notify the WEP staff at least twenty four hours in advance when I have verifiable appointments that conflict with my WEP schedule.

— I will notify the coordinator and/or team leader when I cannot complete my assigned detail.

— I will attend all groups and workshops to which I have been assigned.

— Other _____

Client Signature Date

Staff Signature Date

205.02 I agree that I am in need of employment services which may include employment preparation, supported job search, placement services and upgrade.

— I agree to a referral to the Shelter Employment and Housing Program for evaluation of my potential employability.

— I will keep all appointments for other evaluations such as, medical substance abuse, etc. as required by the Employment Unit.

— I will keep all appointments with my employment counselor, be neat, clean and on time. I will give my employment counselor notice at least twenty four (24) hours in advance as far as possible if I cannot keep a scheduled appointment. I will attend all groups to which I have been assigned by the employment unit.

— I will notify my employment counselor and caseworker when I get a job.

— I will attend pre-employment training at _____

— I will bank 50% of my salary with the BAVR House Manager.

— Other _____

Client Signature

Staff Signature

206.01 I agree that I will prepare myself for future independent living. To accomplish this (check all that apply):

- _____ I will attend groups on independent living skills topics (e.g., budgeting, housing search).
- _____ I will prepare a budget with my HVRP employment counselor or other staff.
- _____ I will save a minimum of half of my income through the BAVR Safe Keeping Program and agree to show proof of these savings weekly to my case manager and/or SEHP worker. I understand that 50% of my savings is earmarked for housing and will only be withdrawn for that reason.
- _____ I will participate in an active housing search under the guidance of my case manager and/or HVRP worker.
- _____ I will accept housing referrals from my case manager or HVRP counselor and move into the first appropriate available location.
- _____ I understand that if I leave the shelter and withdraw all my savings, I cannot come back to the shelter for thirty days (30) unless I return with all my savings.
- _____ I will develop a positive use of my leisure time by participating in recreational activities.
- _____ Other _____
- _____

Client Signature Date

Staff Signature Date

207.01 I agree that I am in need of alternative supervised residency services. To accomplish this goal I agree to the following:

_____ I will keep all appointments to visit alternate housing facilities, i.e., adult homes, community residences, RCCA, SRO, etc.

_____ I will keep all medical appointments necessary as part of the application process.

_____ I will keep all psychiatric appointments necessary as part of the application process.

_____ If accepted I will move into alternative housing as offered.

_____ Other _____

Client Signature Date

Staff Signature Date

208.01 I agree that I am in need of Educational/Training Services.
I therefore agree to the following:

_____ I will take a basic skills test

_____ I agree to apply for the Education Development Program.

_____ I agree to apply for Adult Learning Services.

_____ I agree to apply for GED Training.

_____ I agree to apply for tutoring.

_____ I agree to apply for College Preparatory Training. I understand I must maintain a B average.

_____ I agree to apply for a College Program. I also agree to apply for all financial help available. I understand BAVR is not a college dormitory and I must be seeking a job and/or making financial arrangements for support while in college.

_____ I agree to apply for training for _____
at _____

_____ I am already enrolled in _____ and will continue to attend until graduation expected about _____.

_____ I will submit my grades for review.

_____ Other _____

_____ Other _____

Client Signature Date

Staff Signature Date

209.01 BAVR as its part of this contract will:

Collaborate with me in planning goals as well as the means to achieve them.

Assist and support me in locating and enrolling in programs to meet agreed upon service needs.

Assist me in meeting all necessary intake requirements of said programs.

Not assist me in your attending programs not authorized by BAVR or HRA.

Provide assistance for transportation as may be needed and authorized by BAVR.

Client Signature Date

Staff Signature Date

STATEMENT OF UNDERSTANDING

210.01 I have read and fully understand the above statements and agree to comply with them as a resident of the Borden Avenue Veterans Residence.

I may request my contract be modified at any review with the BAVR case manager. A new contract may be executed at any time as my circumstances or those of BAVR change.

Client Signature Date

Staff Signature Date

NEW YORK

Veto

VOL 1 NO 3

OFFICE OF VETERANS' AFFAIRS

SUMMER ISSUE

Mayor Hosts VA Secretary At Borden Avenue Shelter



MAKING A POINT: Mayor Edward Koch emphasizes a point about the condition of homeless veterans and the need for the new Department of Veterans' Affairs to do more to help these men during a meeting with Secretary Edward Derwinski, center, and Congressman Sonny Montgomery, Chairman of the House Committee on Veterans' Affairs. Photo by Joan Vitale Strong

On Monday morning, May 22, the first Secretary of the new Cabinet-level Department of Veterans Affairs, Edward J. Derwinski, took the time to shuttle up to New York City to visit the Borden Avenue Veterans Residence in Long Island City.

The Secretary, along with Congressman G. V. (Sonny) Montgomery of Mississippi, Chairman of the House Committee on Veterans' Affairs, had been invited by Mayor

Edward J. Koch to view for themselves the coordinated efforts taking place at the Borden Avenue facility, the first city shelter in the nation dedicated specifically to helping homeless veterans.

The visit was meant to acquaint Secretary Derwinski and Congressman Montgomery with some of the accomplishments achieved at Borden Avenue, as well as the problems facing homeless veterans, specifically the

serious level of drug and alcohol abuse among homeless veterans and the limited space available in treatment programs to help those veterans motivated to seek help.

Also attending the session were several key members of New York City's Congressional delegation, which was praised by Secretary Derwinski as being "very active and very effective": Thomas J. Manton, in whose 9th Congressional District the BAVR is located: Charles B. Rangel, who represents Harlem's 16th C.D.; and Bill Green of Manhattan's 15th C.D., the ranking Republican on the House Committee on Veterans' Affairs. Council Member Walter McCaffrey also attended.

Working Session

"I didn't come here for a big ceremonial session to pat the Mayor on the back. This is a working session," Secretary Derwinski said. In this spirit, the Secretary and the Chairman traveled only with their key aides, who included Irwin Pernick, Counsel to the Secretary, and designated by him to be the chief liaison for the VA on issues involving homeless veterans; and Jim Holley, Director of Public Affairs for the House Committee on Veterans' Affairs.

Primary service providers were in attendance to share their experience and knowledge with the visitors: Lt. Col. Paul Kelly, Divisional Commander of the Salvation Army, and BAVR staff; William Grinker, Administrator of HRA, and management staff from Special Services For Adults; Bernard Edelman, Director of the Office of Veterans' Affairs; Alberta Fuentes, Director of the Mayor's Office for Homeless and SRO Housing; and Tom Lewis, Director of the State Division of Veterans' Affairs, and others.

Mayor Koch opened the session with a brief introduction to this "unique shelter,

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State Veteran Commission Issues Final Report — Page 5

VA Secretary Sees Shelter Up Close & Personal

continued from page 1

only for veterans, 95% of whom have discharges that are honorable and entitle them to an array of VA services."

Bill Grinker spoke of the genesis of the BAVR, "We were persuaded by many veteran organizations of the necessity for this," he noted. "There was a great deal of skepticism at first, but I think their wisdom has been proved out. Borden Avenue is a model for directing programs and services in a specific way for those in need and we're very proud of it." He spoke of the commitment called for on all parties to the social contract, one of the "innovations" at the BAVR. However, he noted, Borden Avenue is "only so good as the availability of services we can provide."

BAVR Administrator Al Peck then presented a detailed overview of the social contract and the services provided. He stressed the importance of the camaraderie between veterans who "want to make this place work." He introduced two residents of the facility, Brentley Jones and Harold Mills, who provided moving testimony of their own personal struggles that led them to Borden Avenue, and the strides they have been able to achieve with the help of the BAVR menu of services.

Wish List

Discussion, however, centered on the need for more substance abuse treatment slots in VA facilities. Al Peck emphasized that the time delay in placing a veteran motivated to do something about his addiction is crucial. "There's a window of opportunity—they want help, they want to make changes, but when they're drug and alcohol involved, that window closes quickly."

Bernard Edelman noted that "at least 60% of the residents at Borden Avenue acknowledge drug, alcohol, and cross addiction. We're sort of running on a treadmill here. We simply need more services." Edelman distributed a statistical compilation based on a recent point-in-time study conducted at the Borden Avenue residence, and projected system-wide figures to illustrate the need for additional detoxification, long-term rehabilitation, and AIDS-related services, including AIDS units in VA medical centers and a VA-run hospice for dying AIDS patients.

The needs summary prepared by the Office of Veterans' Affairs also noted inequities in the VA's well-intentioned but ill-funded Homeless Chronically Mentally Ill (HCMI) program, urging "an influx of HCMI money to New York City and other large urban communities with sizeable numbers of homeless veterans."

Joint Effort

Tom Lewis called for "a more formal joint city, state, and federal health-care plan-



YOU'VE COME A LONG WAY... Mayor Edward Koch shares some thoughts with Brentley Jones, one of two Borden Avenue veterans who bared their past before the Mayor, the Secretary, and the Chairman. Photo by Joan Vitale Strong

ning process, one that would focus on the very real successes established at Borden Avenue, and build on that. I think that would help us get a much better grip on the financial and statistical needs we have here. The continuity of care issue is really critical."

Mayor Koch noted that while Borden Avenue costs in annual contracts over \$4 million, the City needs the VA to provide the badly needed services that can enable the City to provide a real continuum of care for homeless veterans.

Congressman Montgomery thanked the Mayor for the presentation. "We came because you invited us," he noted. He expressed admiration for the successes at the BAVR, calling it a model for "what we'd like to do for veterans all over the country."

Continuum of Coordination

Secretary Derwinski placed part of the problem in the VA's "difficulty in hiring and keeping nurses" to properly staff medical facilities. He promised to "try and increase the coordination between the medical center directors and facilities such as this."

More pointedly, he said, "We're going to try to be a more effective participant through the funding the President has asked for homelessness and the war on drugs. We

recognize that in the long run the war on drugs can be successful only if we cure addiction, and that's where the VA comes in. We're pioneers in the effective treatment of drug addiction. We want to play, wherever feasible, an even greater role."

In conclusion, the Secretary expressed appreciation for the Mayor's invitation and said, "It's been a very practical trip. We have some key aides here to do the follow-up to make sure it doesn't just disappear."

Strengthening Ties

Indeed, soon after the visit Mayor Koch received a follow-up letter from Congressman Montgomery. "We will certainly use what we saw and learned to address as best we can through the Department not only your particular homeless veteran situation, but the one that exists nationwide as well," the Chairman wrote. "Borden Avenue is a great model to follow."

Regarding the particular requests for additional services, he responded, "I believe your request is a sound and very reasonable one—beef up the Department's services in New York City's veterans' hospitals, particularly substance abuse treatment, and strengthen the partnership that exists among all factions working to serve homeless veterans."

Borden Avenue Veterans Residence

(continued from page 3)

agencies providing services to residents. "We are going to give this a lot of attention," the Mayor promised. "We owe these veterans. We did not do enough for them. Their problems may very well be part of the price they paid in service to their country."

To more effectively address these concerns, the Mayor directed HRA to institute a service contract plan for veterans entering the residence. As of June 1, before entering Borden Avenue a veteran must sign "Part A" of this contract at the HRA's East Third Street facility. Here the special nature of this model-specific shelter is explained, obligating the individual "to participate in a prescribed social service plan with mutually agreed upon goals" which must be developed with a Borden Avenue case manager within seven days of admission. That plan calls upon the individual veteran to "establish and comply" with a service program to address his needs within 60 days of entry, whether that be referral for health care, entrance in a substance abuse program, attendance at Alcoholics Anonymous and/or Narcotics Anonymous meetings, and preparing for employment, all with the ultimate goal of a return to independent living.

To permit a period of implementation with the resident population, intake was suspended while residents were oriented to the new procedures by meeting with their caseworkers for initial assessment and planning. At least 70% of this resident group did sign a service plan, "Part B" of the contract. With this resident group now sign-

ed up, the suspension of referral to Borden Avenue has been lifted and the census allowed to approach the 400-bed level. While some question this capacity, HRA Administrator Bill Grinker says, "The Board of Estimate approved the use of the facility for up to 400 if the city had an emergency need. The City's shelter system now houses approximately 2,700 veterans. I would call this an emergency situation."

Fostering Cooperation

The City's Office of Veterans' Affairs, in concert with the HRA, has been working to better coordinate the efforts of the various city, state, federal, and non-profit agencies involved. As of now, Borden Avenue has several resources at its disposal:

- **The Salvation Army**, under contract with HRA, manages the residence. The social work staff provides initial needs assessment, referral to appropriate services, and continued case management. The house managers coordinate ancillary activities with outside agencies and volunteer groups and conduct social and recreational programs.
- **The Shelter Employment and Housing Program (SEHP)**, a program of HRA's Special Services for Adults, is responsible for employment services at the residence. SEHP assesses employability and offers job preparation and living skills workshops, in addition to job training, employment and housing placements and follow-up.
- **A New York State Department of Labor DVOP (Disabled Veterans Outreach Program)** counselor is on-site once a week for

job counseling and referral. He works closely with SEHP personnel.

- **Veterans Administration** benefits counselors visit twice monthly. Out workers from the drop-in centers in Brooklyn and Manhattan visit weekly. HRA transports residents to and from the VA's Project Torch program daily. Veterans Outreach Center counselors from Brooklyn and Queens provide PTSD and substance abuse counseling and other services.
- **State Division of Veterans' Affairs** counselors visit the residence monthly for counseling and assistance with claim discharge upgrading.
- **Booth Memorial Hospital**, under contract with HRA, has a nurse on-site full time and a physician there four hours daily. They assess client health needs, refer to VA facilities and others as needed, administer non-prescription drugs for ailments and illnesses.
- **New York State Division of Substance Abuse Services** has a skilled assessment team training the Salvation Army caseworkers in interviewing and counseling methods to more effectively identify and motivate clients to treatment.

(continued)

How You Can Help

Veterans groups or individuals wishing to lend a hand to those at the Borden Avenue Veterans Residence should first contact Capt. Ron Foreman, BAVR administrator, at (718) 784-5690. Those interested in participating in the Community Advisory Board should contact Peggy Slattery, the director, Queens Community Board, at (718) 361-0750 for information about general meeting and committees.

There is, of course, a continuing need for employment opportunities. Anyone with a potential job referral which might be available to homeless veterans should contact the SEHP program directors, Stan E. Kleiman, at (212) 433-4921.

There is a continuing need for social and eye care services. It is difficult to upgrade your employment if your appearance is sullied by the absence of or broken glasses. Anyone who might need assistance in these areas should contact BAVR nurse, Kathy Schmidt.

The Manhattan VVA Chapter #121 scheduled a softball game with the Borden Avenue residents on Sunday, September 10, in Central Park. The Salvation Army transport players by van. Other veterans groups wishing to do the same or other recreational activities, contact Capt. Foreman.

Anyone with questions about how to help can contact the Veterans' Affairs at (212).

Veterans Assistance Contact Numbers

N.Y.C. Office of Veterans' Affairs	(212) 566-2483
Veterans Administration Benefits Counselors	(212) 620-6901
N.Y.S. Division of Veterans' Affairs	(212) 587-4822
City University Office of Veterans' Affairs	(212) 947-6000 x388
Borden Avenue Veterans Residence	(718) 784-5690
Project Torch/Ryerson St OPC	(718) 330-7780
Manhattan VAMC Drop-In Center	(212) 951-3275
Veterans Outreach Centers:	
Brooklyn	(718) 330-2825
Queens	(718) 446-8233
Manhattan	(212) 944-2917
Bronx	(212) 367-3500
Staten Island	(718) 816-4499
Veterans Liaison Unit (Department of Social Services)	(212) 620-9238
East Third Street Veterans Liaison	(212) 420-7671
Shelter Employment & Housing Program (SEHP)	
Central Office	(212) 433-4921
Borden Avenue	(718) 784-5690 x35/36
D.O.E. Information Hotline	(212) 433-3001
DOL Veterans Employment (for referral to local offices)	(212) 971-0551

A Place to Start Over

"Can you get me into Borden Avenue?" has become the query of choice throughout the City's shelter system when Veterans Administration social workers visit. "That's the first thing they want to know," says Nellie Olivencia, a social work student who spent the summer working with the outreach team at the Project Torch program.

Although there have been the inevitable start-up problems, word has been passed that the City's shelter for homeless veterans is "the best show in town," as described by Elliot Bailey, a resident at Borden Avenue. It is clean, safe, and air-conditioned, no small consideration during this sweltering summer. It is a place where a veteran who acknowledges and is willing to deal with his problems is supported in his first steps on the road back. "Borden Avenue," says Vince Muscarel, homeless coordinator for the State Division of Veterans' Affairs, "is a place to start over, not a place to end up."

The opening of what is formally called the Borden Avenue Veterans Residence (BAVR) marked the culmination of efforts on behalf of homeless veterans by veterans groups, activists, city and state agencies and local officials. Several were in attendance, along with Mayor Edward I. Koch, on Veterans Day, 1987, for the official dedication of the facility. New York City thus became one of the first cities in the nation to develop a shelter specifically for homeless veterans.

Mayor Koch's service in the Army in Europe during World War II has given him a special empathy for and commitment to the needs of veterans. He has been actively involved in the ongoing development of the BAVR and continues to visit on a regular basis to encourage and monitor progress. "Luck was with me while I was overseas and it held upon my return," the Mayor said. "Regrettably, luck doesn't hold for every veteran. Homeless veterans need our help and deserve our best efforts."

No Fortunate Sons

In 1982, the Comptroller's office released a study, "Soldiers of Misfortune," which focused attention on the high percentage of veterans among the City's homeless population. The report stressed the responsibility of the Veterans Administration to reach out to these veterans most in need of assistance. It alleged that only a small percentage were receiving benefits, and that most were not aware of the benefits to which they might be entitled.

The Human Resources Administration (HRA) became the City's liaison with the Veterans Administration (VA) which, in concert with the State Division of Veterans' Affairs (SDVA), initiated the Homeless

Veterans Outreach Program. This cooperative effort provided access to benefits for shelter residents through on-site visits by VA benefits counselors and SDVA counselors, who also assist in the upgrading of discharges. HRA also designated a veterans liaison at each shelter to coordinate with the outreach team, assist in tracking applications, and ensure that the veterans information is correctly entered into the new computerized Shelter Care Information System (SCIMS).

Veterans organizations continued to advocate for additional assistance to the high number of homeless veterans on city streets and in city shelters. Although estimates varied substantially, a study by the New York Psychiatric Institute placed the number in the shelter system at between 2,500 and 3,000.

Advocates began to press for a second tier effort: a separate shelter for veterans at which services could be coordinated more directly and hence more effectively. In testimony before the Assembly Committee on Veterans' Affairs on April 25, 1985, then Deputy Administrator of HRA's Office of Family and Adult Services Robert Trobe acknowledged the difficulty in aiding these transient homeless veterans and called for a more efficient tracking system. Others favored grouping veterans together, but differed in their approaches.

Despite reservations, HRA had become impressed with the number of veterans groups and agencies expressing interest and offering to provide services at a homeless veterans shelter. When the City's plans to open a new men's shelter in a converted factory in Long Island City met with community resistance, the idea of dedicating the shelter for veterans was embraced by community leaders, residents, and veterans organizations. Although veterans groups did not respond to an RFP for the site, at 21-10 Borden Avenue, when the Salvation Army, an organization with a history of successful programs for the poor and the homeless, presented a proposal which had a veterans component, HRA moved ahead with the development of a site-specific veterans shelter. Thus was born the Borden Avenue Veterans Residence.

How Are We Doing?

Admittedly the ride since has been a bumpy one. The Salvation Army contracted with HRA to be the non-profit manager of the shelter. They initially voiced hopes that the "concept of family, of a support group" akin to the "peer group" theories of some veterans advocates would help these men take the steps necessary to regain their self-esteem and reintegrate into society. "We thought that we could help them get jobs



TIME OUT. Elliot Bailey calls the BAVR "the best show in town" for homeless veterans. (Photo by Bernard Edelmann)

and housing and that would be it," Captain Ron Foreman, the administrator of the BAVR, lamented recently. "However, we quickly found out that was not the case." He and his wife, Dorine, have led the Salvation Army team at Borden Avenue.

What was the case? Many of these veterans suffer from multiple dysfunctions, most prominently drug and alcohol addictions, exacerbated in some cases by post-traumatic stress disorder (PTSD) and other mental illnesses, with resulting physical health problems. These must be treated before a veteran can make a successful transition to independent living. Says Barbara Kleiman, Deputy Director of the HRA's Shelter Employment and Housing Program (SEHP), "We can find them jobs and a place to live, but if they don't address their real problems, it's only a matter of time before they lose the job and end up back on the streets, or in a shelter." In his first quarterly report to the Mayor on progress at Borden Avenue, William J. Grinker, Administrator of HRA, concluded, "The popular notion that veterans are easier to work with than other homeless men is simply wrong."

Getting It Together

Nevertheless, now that there is a shelter for veterans, the goal is to make it work as optimally as possible. A Community Advisory Council has been formed, chaired by Kevin Kerrigan, chairperson of the area's Community Board #2. The council has established committees to offer input in the operation of the residence and advice and assistance in the development of resources in employment, housing, and health. At the behest of Council Member Walter McCaffrey, who represents the area, Mayor Koch met in April with community leaders, Salvation Army administrators, HRA staff, veterans groups, and representatives of the

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treatment. They have identified a local day-treatment program for referral and are working with the Alcoholism and Substance Abuse Services program developed by Special Services for Adults to coordinate more supportive services in addition to the **Alcoholics Anonymous** and **Narcotics Anonymous** groups which have been meeting at the residence weekly.

- **The LaGuardia Community College Veterans Center** has outreached to clients, providing information on city university programs, a GED program operates on-site.

In addition, the **Vietnam Veterans Leadership Program** has recruited for its computer training and job placement program. **Black Veterans for Social Justice** has its job developer visit on a regular basis. **Vietnam Veterans of America** chapter members have visited to provide peer involvement and counseling, and the Bronx chapter developed the Homeless Veterans Project, a program to place veterans in employment as street vendors. Various groups have contributed clothing to residents.

There is still much to be done, but the road has been cleared. It is up to a homeless veteran to avail himself of the appropriate services at BAVR. If he refuses, that veteran will be transferred to another shelter. "Nobody is going to be on the street," Mayor Koch said. "But there is nothing discriminatory about saying that if we are going to provide special programs, you have to agree to enter the programs, or go elsewhere." Adds Captain Ron Foreman, "We are happy we got this thing. At least we will have people here who want to be helped."

In the local community, with the aid of the 108th Precinct Community Council, a Veterans Community Patrol has been organized. Twelve men underwent training with the community relations officer, Fran DiGregorio. When Mayor Koch again visited the residence on June 21, the patrol was introduced by Captain Patrick Carroll and sworn in by the Mayor. That same evening, the Mayor also officially opened the new basketball court and park area adjacent to the residence. Work has since begun on the construction of a library area and an enclosed office space for the on-site programs.

"We're attempting," says Bernard Edelman, Director of the Office of Veterans Affairs, "to mitigate the negative identity of homeless with the now positive image of veterans, to motivate these men to seek the help they need to turn their lives around." Progress has been made, and by working together, the Borden Avenue Veterans Residence may indeed become a model nationwide, a place where a veteran *can* start over.