

MADISON VET CENTER

Central Region, Vet Center #419
706 Williamson Street, Suite 4
Madison, Wisconsin 53704

Phone: 608/264-5342
Fax: 608/264-5344

We are the people IN VA WHO WELCOME HOME WAR VETERANS WITH HONOR BY PROVIDING QUALITY READJUSTMENT SERVICES IN A CARING MANNER, ASSISTING VETERANS AND THEIR FAMILY MEMBERS TOWARD A SUCCESSFUL POSTWAR ADJUSTMENT IN OR NEAR THEIR COMMUNITIES *We are the Vet Center.*

THE HIGH GROUND

Neillsville, Wisconsin
Honoring KIAs from Iraq



TRAUMA COUNSELING

To ensure the highest quality of counseling for posttraumatic stress disorder symptoms delivered in accessible community settings

SPECIAL POPULATIONS

To reach out to disenfranchised and underserved veterans

MANAGEMENT

To provide a cost effective system of community based Vet Centers bringing services to eligible veterans

WELLNESS

To promote wellness activities with veterans to help them reach quality health and life goals and diminish the need for more intensive health care

LEADERSHIP

To serve as the leaders in provision of treatment and outreach for veterans suffering from war trauma and connect Veterans to appropriate resources to compassionately heal that trauma

NETWORKING

To establish working relationships with local, state, and federal organizations to assist veterans who are readjusting from military to civilian life.

TRANSITIONAL ASSISTANCE

To assist transitioning military personnel with professional readjustment services

Vet Center

Eligibility

**WAR ZONE VETERANS
ALL ERAS, INCLUDING:**

VIETNAM WAR – 28 Feb. 1961 to 7 May 1975

KOREAN WAR – 27 June 1950 to 31 Jan. 1955

WORLD WAR II – 7 Dec. 1941 to 31 Dec. 1946

**VIETNAM VETERANS NOT IN THE WAR
ZONE** – 5 Aug. 1964 to 7 May 1975 (Eligible
until 1 Jan. 2004)

LEBANON – 25 Aug. 1982 to 26 Feb. 1984

GRENADA – 23 Oct. 1983 to 21 Nov. 1983

PANAMA – 20 Dec. 1989 to 31 Jan. 1990

GULF WAR – 2 Aug. 1990 to –

SOMALIA – 17 Sept. 1992 to –

**OPERATION JOINT ENDEAVOR,
OPERATION JOINT GUARD,
OPERATION JOINT FORGE** – Vet Center
eligibility has been extended to veterans who
participated in one or more of three successive
operations in the former Yugoslavia (Bosnia-
Herzegovina and Croatia, aboard U.S. Naval
vessels operating in the Adriatic Sea, or air
spaces above those areas)

**GLOBAL WAR ON TERRORISM
OPERATION IRAQI FREEDOM,
OPERATION ENDURING FREEDOM.**

**SEXUAL TRAUMA/HARASSMENT
COUNSELING**

MEMORIAL PARK

Arcadia, Wisconsin

Angel of Mercy monument in memory of the
Asian War Movement



Confidentiality

VET CENTER SERVICES ARE FREE AND CONFIDENTIAL

TO

**ALL ELIGIBLE VETERANS AND FAMILY MEMBERS. OUR COUNSELORS RESPECT THE
PRIVACY OF VETERANS, AND HOLD IN THE STRICTEST CONFIDENCE ALL INFORMATION
DISCLOSED IN COUNSELING. NO INFORMATION WILL BE COMMUNICATED TO ANY PERSON
OR AGENCY WITHOUT WRITTEN CONSENT FROM VETERANS, EXCEPT IN CIRCUMSTANCES
TO AVERT A CRISIS**

PRIVACY ACT, 1975

"Keeping the Promise"

www.vetcenter.va.gov

TABLE OF CONTENTS

Readjustment Counseling Service (Vet Center Program Description)	1
Vet Center Eligibility	2
Contents	3
Madison Vet Center Mission Statement	4
Executive Summary	5
Excellence in Clinical Care	6
Contract Fee	7
Excellence in Structures and Processes	8
Statement of Qualifications	9
Serving the Veterans	10

Approved by the Regional Office December 9, 2009

MISSION STATEMENT

Readjustment Counseling Service, Madison Vet Center serves veterans and their families by providing a continuum of care that adds value for veterans, families, and communities in and around the Wisconsin. Veterans throughout Wisconsin experience holistic approaches to helping that includes professional readjustment counseling, community education, outreach to special populations, balancing of services with community agencies, and key access links between the veteran and other services in the U.S. Department of Veterans Affairs. Care is evidenced-based and emphasizes collaborative relationships to ensure a seamless web of services across life domains.

Madison Vet Center Team
December 7, 2007



Veteran's Memorial
Spooner, Wisconsin



Madison Vet Center Team
December 18, 2009



"Keeping the Promise"

www.vetcenter.va.gov

EXECUTIVE SUMMARY

**Madison Vet Center
706 Williamson Street, Suite 4
Madison, WI 53703**

VET CENTER HISTORY

The Vet Center Program was established by Congress under Public Law 96-22 in 1979 out of the recognition that a significant number of Vietnam era vets were still experiencing readjustment problems. Vet Centers are community based and part of the U.S. Department of Veterans Affairs. In April 1991, in response to the Persian Gulf War, Congress extended the eligibility to veterans who served during other periods of armed hostilities after the Vietnam era. Those other periods are identified as Lebanon, Grenada, Panama, the Persian Gulf, Somalia, and Kosovo/Bosnia. In October 1996, Congress extended the eligibility to include WWII and Korean Combat Veterans. The goal of the Vet Center program is to provide a broad range of counseling, outreach, and referral services to eligible veterans in order to help them make a satisfying post-war readjustment to civilian life. On April 1, 2003 the Secretary of Veterans Affairs extended eligibility for Vet Center services to veterans of Operation Enduring Freedom (OEF) and on June 25, 2003 Vet Center eligibility was extended to veterans of Operation Iraqi Freedom (OIF) and subsequent operations within the Global War on Terrorism (GWOT). The family members of all veterans listed above are eligible for Vet Center services as well. On August 5, 2003 VA Secretary Anthony J. Principi authorized Vet Centers to furnish bereavement counseling services to surviving parents, spouses, children and siblings of service members who die of any cause while on active duty, to include federally activated Reserve and National Guard personnel. The Veterans Health Administration M-12, Part 1 describes specific service offerings that are the province of readjustment counseling. These include direct client services, community education, consultation, conjoint treatment in concert with VA medical centers and outpatient clinics, the provision of guidance regarding obtaining needed services, networking and referrals, and training of VA counselors and mental health professionals are primary functions of Vet Center staff.

MADISON VET CENTER

The Madison Vet Center opened its doors October 1981 at 147 S. Butler Street, Madison WI. After 25 years of providing individual, group, and family counseling, the Madison Vet Center moved Pearl Harbor Day, December 7, 2007 to the current site at 706 Williamson Street, Madison WI. The focus of the Madison Vet Center has remained the same – providing a wide variety of counseling services to eligible veterans and their families throughout our 52 county service area in Wisconsin. Our program specifically addresses the readjustment needs of combat theater veterans from all eras including World War II, Korean War, American Merchant Marines, Vietnam War, Lebanon, Grenada, Panama, Persian Gulf War, Somalia, and the Global War on Terrorism and those who experience sexual trauma while serving our country. We also have the honor of providing bereavement services to the families who had a service member die on active duty. Our services are aimed at assisting veterans in learning to adaptively cope with problematic military experiences.

- The Madison Vet Center – as well as providing services at our main office, has established 8 other outreach locations where we provide a variety of services.
- All the Madison Vet Center staff are veterans. Please see biographies which outline their service to our country.
- Each employee receives over 40 hours of continuing education annually. This extensive training insure that the veteran's community has well trained counselors and Vet Center staff assisting them. This training significantly exceeds the licensing standards for the State of Wisconsin.

"Keeping the Promise"

www.vetcenter.va.gov

EXCELLENCE IN CLINICAL CARE

The Madison Vet Center serves eligible veterans throughout 52 Wisconsin counties (listed on page 11). The provision of preventive intervention strategies, as practiced by agency guidelines, insures that veterans have access to the benefits and services available across the Department of Veterans Affairs care-lines, within their communities. Collaborative care is established through extensive outreach within targeted communities, and allows introduction of innovative approaches to helping veterans help themselves.

Vet Centers offer:

Direct Client Services

- General Mental and Psychological Assessment
- Psychological Counseling and Psychotherapy (individual, group and family)
- Substance Abuse Counseling
- Employment Counseling
- Educational Counseling
- Discharge Upgrading
- Crisis Assistance
- Housing Assistance

Community Education

- Serves as a resource concerning the nature of traumatic experiences and their impact upon participants and families.
- Engages in activities aimed at providing education about the readjustment problems and strengths of veterans

Outreach

- Locating, informing and engaging underserved veterans.
- Collaboration with other community service providers to develop a seamless web of care for veterans, families and communities.
- Homeless Veterans Programs

Consultation

- Provides expert-level input into VA assessment and services decisions concerning combat veterans, sexual trauma victims and crisis events.
- Conducts clinical seminars

Conjoint Treatment

- Collaborates with VA medical facilities to provide medical and mental health care to veterans.

Networking and Referral

- Small multi-service centers that serve diverse veteran populations
- Fee Contract program providers provide access to remotely located veterans.
- Resource mobilization to identify qualified volunteers to augment Vet Center capabilities.
- Maintains resource files on referral sites.

Guidance

- Assistance to veterans and family members in obtaining services from other elements.

Training

- Provides clinical education and training for VA counselors and mental health professionals
- Provides training and supervision of social work, psychology, psychiatric, nursing and counseling students.

"Keeping the Promise"

www.vetcenter.va.gov

[CONTRACT FEE PROGRAM](#)

The Madison Vet Center provides services to 52 counties in the State of Wisconsin from Marinette, to Douglas to Rock Counties. Through a vigorous outreach counseling program, we are able to provide the full range of Vet Center services routinely for veterans from Portage County over to La Crosse County and down to Rock County. To ensure that remotely situated combat veterans and their families in the northern counties receive quality care the Vet Center contracts with licensed professionals in some communities. These contracted professionals enable eligible veterans to access readjustment services in or near their respective communities. Additionally, we provide outreach presentations and classes regularly.



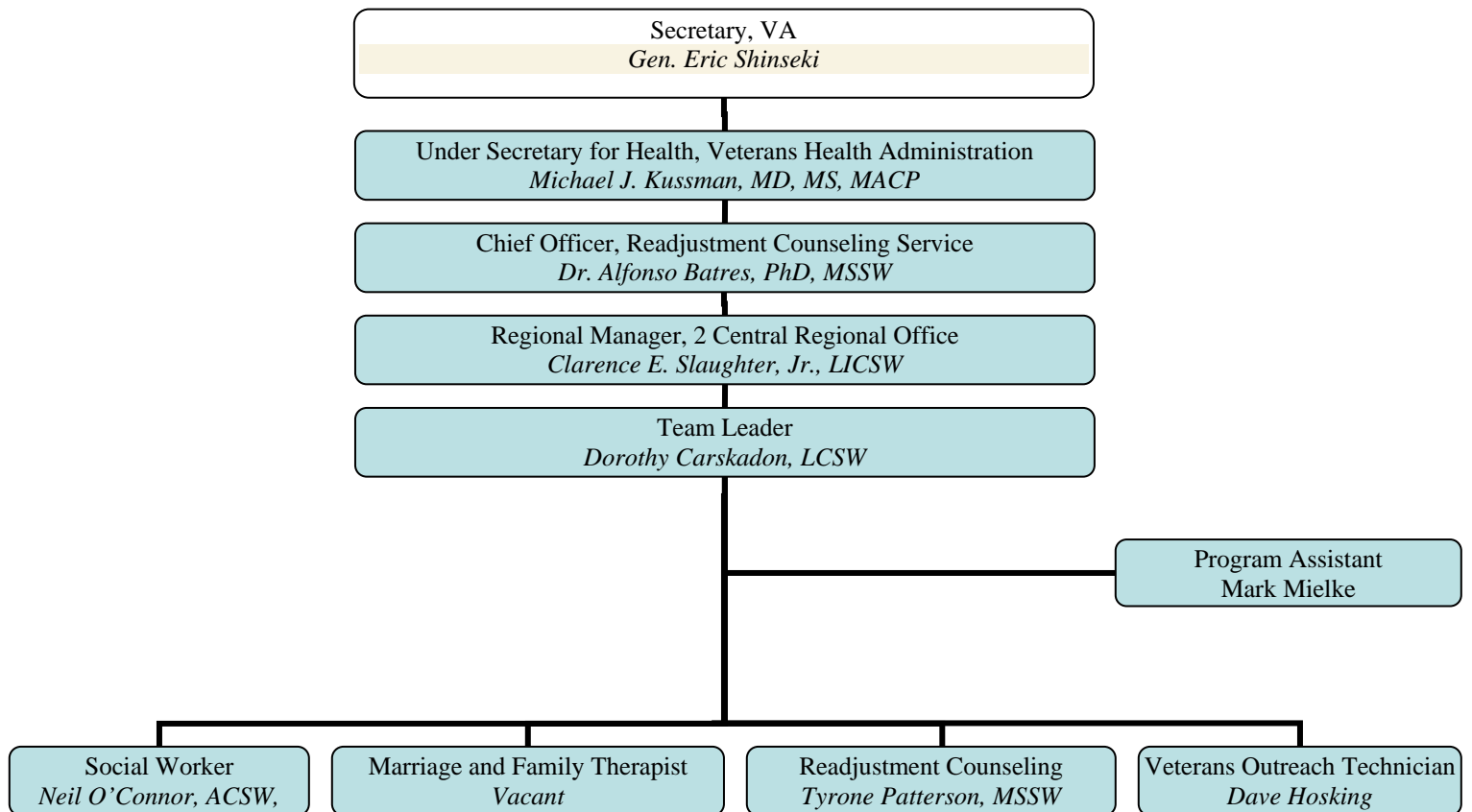
[ACCESS, Inc](#) provides contract fee services in Dunn County, Rusk County, Washburn County, St. Croix County, Eau Claire County, and Burnett County.

[Peace Tree Counseling Services](#) provides contract fee services in Osceola, WI.

[Family Counseling Services](#) provides contract fee services in Wausau, WI.

EXCELLENCE IN STRUCTURES AND PROCESSES

The Madison Vet Center features professional staff that is active throughout their communities. Partnerships with local, state and federal entities serves as enhancements to veterans care.



STATEMENT OF QUALIFICATIONS

Biographies / Services Provided

Dorothy Carskadon, LCSW **Team Leader**

Dorothy (Dorrie) Carskadon, LCSW started as the Madison Vet Center Team Leader on April 17, 2006. She is a Licensed Clinical Social Worker. She worked as the social worker at the Rockford Vet Center Outstation since July 1997. From 1994 to 1997, Dorrie was program manager in the Managed Care Department at Eisenhower Army Medical Center. In May 1995, she completed her Master's in Social Work Degree from the University of South Carolina. From 1989 to 1994, Dorrie served in the U.S. Army where she did a tour in the Persian Gulf during Operation Desert Shield/Operation Desert Storm. Dorrie has returned to service as a Social Worker and is currently serving in the 467th Combat Stress Detachment, U.S. Army Reserves.

Sees clients in Tomah and Portage, manages the contract fee program, and focuses on providing a variety of presentations to organizations throughout the service area.

Mark C. Mielke **Office Manager**

Mark Mielke is a Vietnam Era veteran who served in the United States Army Security Agency in Berlin, Germany (1972-1975). He has worked at the Madison, VA Hospital since November, 1980 in Dietetic Service, and from January, 1982 until March, 1999 in Fiscal Service in the Accounting department. While working full time in Accounting, Mark earned his BA in Accounting from Lakeland College 1986. He also has an AA degree in Office Mid-Management from Madison Area Technical College 1981. Mark has been with the Vet Center since March 14th, 1999 serving as the Program Assistant/Office Manager.

Insures smooth administrative functioning of the office – especially the budget, coordinates the Guitars for Vets program, and manages the work study program.

David J. Hosking **Veterans Outreach Specialist**

Dave Hosking is a Vietnam and Iraqi Freedom veteran. He served in Pleiku RVN in 1966-1967 with the 604th Transportation Company and 119th Air Assault Wing. Additionally, Dave served in Iraq with the I-147 Aviation Battalion in 2003. Dave started working at the Madison Vet Center in September 2004 as our Global War on Terrorism (GWOT) Readjustment Counseling Technician. In July 2008, Dave's position changed to Veterans Outreach Specialist making his job more inclusive of serving all eligible veterans. Dave is also studying for his Associated Degree in Supervisory Management at Madison Area Technical College.

Welcomes Home all service members who are demobilizing at Fort McCoy, does a variety of presentations for mobilizing service members and various units, coordinates with all county veteran service offices, and manages the overall outreach program.

Neil O'Connor, LCSW **Readjustment Counseling Therapist**

Neil O'Connor is an Iraqi Freedom veteran who served with the 785th Medical Company (Combat Stress Control) returning in 2005 and continues his service in the U.S. Army Reserves as a Social Worker. Neil earned his Bachelor's in Sociology from the University of Maryland, College Park in 1974. Completed his Master's of Science in Social Work at the University of Louisville in 1978. Prior to starting at the Vet Center, Neil was a Senior Clinical Social Worker in the Oncology Clinics at University of Wisconsin Hospital.

Provides services in Prairie du Chen, Monroe, and Montello, focuses on informing all hospitals in the service area about veterans' issues, works closely with hospice.

Tyrone Patterson, CAPSW **Readjustment Counseling Therapist**

Tyrone Patterson is an Iraqi Freedom veteran who served with 244th Engineer Battalion, 4th Infantry Division as a Combat Engineer returning in 2004 and is currently serving in the U.S. Army Reserves. Tyrone earned his Bachelor's in Social Work in 1998 from University of Wisconsin, Whitewater. He completed his Master's in Social Work in 2007 from University of Wisconsin, Madison. Prior to starting at the Vet Center, Tyrone worked for the Department of Human Services in Child Protective Service since 1999.

Provides services at UW LaCrosse, UW Stevens Point, UW Whitewater and LaCrosse as a whole, and focuses on informing all Department of Human Services of veterans' issues.

SERVING THE VETERANS

October 1, 2007 to September 30, 2008

Service Area

The Madison Vet Center has a veteran service area which contains 52 counties in the State of Wisconsin. In the Madison Vet Center service area there are approximately 260,000 veterans – of those veterans approximately 51,000 served during WWII, 40,000 served during Korea, 78,000 served during Vietnam, and 46,000 served during Persian Gulf – totaling 215,000 combat zone veterans eligible for services.

Adams	Dunn	Lafayette	Pierce	Trempealeau
Ashland	Eau Claire	Langlade	Polk	Vernon
Barron	Forest	Lincoln	Portage	Vilas
Bayfield	Grant	Marathon	Price	Washburn
Buffalo	Green Lake	Marinette	Richland	Waupaca
Burnett	Iowa	Marquette	Rusk	Waushara
Chippewa	Iron	Menominee	Sauk	Winnebago
Clark	Jackson	Monroe	Sawyer	Wood
Crawford	Jefferson	Oconto	Shawano	
Dane	Juneau	Oneida	St. Croix	
Douglas	La Crosse	Pepin	Taylor	

Outreach Events to Service Members

The Madison Vet Center proudly participated in a variety of events including mobilization briefings for service members returning to a combat theater, demobilization briefings for those who returned, Post Deployment Health Reassessment events, Reintegration events, and unit briefings.

Madison Vet Center sponsored:	74 events
Total Outreached by Madison Vet Center:	5091
Unique # of Vets recorded:	5024
# Outreached by Madison Vet Center that later returned to any Vet Center:	331 <i>6.59% Return Rate</i>

Additionally, the Veteran's Outreach Technician has completed visiting every county in the State of Wisconsin during 2008 visiting every County Veteran Service Office, various police stations, and colleges and universities throughout the State. He has started his extensive outreach activities to all the counties for a second time, this time focusing on the college and universities and hospitals.

Services to Veterans

Since 1982 the Madison Vet Center has provided over 11,650 veterans with Readjustment Counseling and community support to help them, help themselves.

Workload Data

	FY 2008	FY 2007	FY 2006
Veteran Visits:	1061	1946	2207
Significant Others:	115	103	129
Phone Visit:	354	1108	1189
Total Visits:	1530	3157	3525