

# **A Guide to Veterans Services in Northern Arizona**

**Northern Arizona Veterans Support Community**

**October 22, 2009**

## **Northern Arizona Veteran Support Community (NAVSC) Mission**

NAVSC is a network of resourceful people assisting returning veterans as they transition to the life within our communities and navigate their goals. The NAVSC network identifies existing resources for housing, employment, education, health care, behavioral health, financial assistance, legal aid, social activities, and volunteer opportunities. NAVSC informs Veterans of available resources via information and outreach, and helps Veterans utilize their resources via advocacy, mediation and coordination.

Please use this [Guide to Veterans Services in Northern Arizona](#) to identify available resources and contact information. Contact information for NAVSC representatives is listed below if you require additional information or assistance.

Northern Arizona University  
Chris Gunn, Ph.D., Director  
Counseling Center  
(928) 523-2261  
[christopher.gunn@nau.edu](mailto:christopher.gunn@nau.edu)

Coconino Community College  
Veronica Hipolito  
Director of Student Support Services  
(928) 226-4334

General Assistance  
Bob Coryell  
(928) 773-1883  
[coryellbob@yahoo.com](mailto:coryellbob@yahoo.com)

# WHAT DOES THIS GUIDE DO?

This guide is for you to use as a reference to help you with:

*Finding a place to live.*

*Getting a job.*

*Learning what benefits are available to you as a veteran.*

*Seeking counseling, local peer support groups, or treatment for addiction.*

## TIPS FOR FINDING AND OBTAINING VETERAN SERVICES

1. Services provided by government agencies are listed in the front of the phone book. Look for “Social Services” or “Human Services” under Federal, State, and Local listings. You can also look under “Social Services” in the yellow pages or under [dexknows.com](http://dexknows.com).
2. Free access to computers and the internet is available at public libraries as well as NAU Cline Library.
3. Keep track of the steps you take, including the dates and names of people you contact for information and assistance.
4. When calling an agency, be persistent, patient and polite:

*Write down your questions before talking to someone. Take notes during your conversation, and don't hesitate to ask the person with whom you are talking to repeat information while you write.*

*Get the name of the person you are talking to.*

*Ask questions, if the information you are given is not clear.*

*If someone cannot help, ask about who can help.*

5. When writing a letter or email to request information, keep your letter short and to the point. Include the following information:

*Your name and contact information.*

*A brief statement about your current situation.*

*Your specific request.*

*What you have done so far. Example: I have written to “x” organization, and they suggested I contact you.*

# GENERAL INFORMATION AND SERVICES

This section lists local, state and federal agencies providing general information and services to Veterans. Additional agencies are also listed later in this guide under the specific area of services each agency provides: ***Housing, Employment, Education, Health Care, Behavioral Health & Substance Abuse, Financial Assistance, and Legal Aid.***

## **Local**

### **The American Legion**

Mark A. Moore Post #3

204 W Birch Ave., Flagstaff, AZ 86001

928-773-0084

*Providing financial and referral assistance to all veterans and their families.  
Provides rides to/from VA clinics and hospitals.*

### **Assistance League of Flagstaff**

2919 N. West St., Flagstaff, AZ 86001

928-779-3009

<http://www.assistanceleagueflag.org/directory.html>

*Has a comprehensive Social Services Directory for Flagstaff.*

### **M.A.N.A. Support Network**

(Marines, Army, Navy, Air Force)

Flagstaff, AZ

928-714-1028

[mana\\_support@msn.com](mailto:mana_support@msn.com)

*Networks with local individuals, businesses & military organizations to support our Veterans, military and their families especially when there is a deployed spouse or parent.*

### **Military Order of the Purple Heart**

Flagstaff, AZ

928-301-8698

*Assists Purple Heart Vets with claims, paperwork, doctor appointments.*

### **Veterans Representative - Northern Arizona**

American Legion/Marine Corps League

Ed Pennell

928-773-0084 Ext. 14

*Works with the VA. Helps Vets with VA paperwork, claims, disability and represents the Vet when necessary.*

### **The VFW**

San Francisco Peaks #1709

409 W. Santa Fe Ave, Flagstaff, AZ 86001

928-774-7722

*Providing financial, social, and referral assistance to veterans of foreign wars and their families.*

### **United Way of Northern Arizona**

1515 E. Cedar Ste. D1, Flagstaff, AZ 86004

928-773-9813

<http://www.unitedway.org>

*Offers referrals to local services.*

## **State & Federal**

### **Arizona Department of Veterans Services**

2705 N. Fourth St., Flagstaff, AZ 86004

928-779-4166 800-852-8387

State-wide 800-406-3373

<http://www.azdvs.gov>

*Hours 8:00-5:00 M-F. Provides assistance with Veterans benefits and entitlements information, VA claims process, as well as representation and advocacy. ADVS also assists Veterans whose claims have been denied. They provide outreach and home visits to communities outside urban areas.*

### **US Department of Veterans Affairs**

<http://www.va.gov>

Benefits 800-827-1000

Persian Gulf War Helpline 800-749-8387

Health Care for Homeless Veterans 877-222-8387

*Offers outreach, clinical assessments and referrals for medical and mental health care, transitional residential assistance, links to permanent housing, and employment assistance.*

# HOUSING

This section includes ways to locate emergency housing, transitional programs, and long-term housing assistance. There are often waiting lists for long-term housing assistance programs, so ask about getting on the waiting list as early as possible.

## Local

### **Flagstaff Shelter Services**

216 W. Phoenix Ave., Flagstaff, AZ 86001

928-225-2533

<http://www.flagstaffshelterservices.org/>

*Hours 7:30am-noon M-W & F-Sat. Offers showers, laundry, mail & phone services, plus treatment and job training to homeless men & women. From Oct. 18- April 14, provides overnight shelter and a hot daily meal.*

### **HUD Services and Shelters in Coconino County**

<http://www.hud.gov/local/az/homeless/sheltersinfo.cfm>

*Provides a list of local emergency shelters for men, women and children.*

### **Flagstaff Housing Authority**

3481 N. Fanning, Flagstaff, AZ 86004

928-526-0002

<http://www.hud.gov/utilities/intercept.cfm?mailto:mike@flagha.org>

*Administers long-term subsidized housing assistance.*

## Federal

### **National Coalition for Homeless Veterans**

3331/2 Pennsylvania Ave., SE Washington, DC 20003-1148

800-VET-HELP

<http://www.nchv.org>

*Helps with locating homeless Veteran service providers in your local area.*

# EMPLOYMENT

## Local

### **Arizona Department of Economic Security Job Service**

397 Malpai Lane Suite 9, Flagstaff, AZ 86001

928-779-4557

<http://www.azdes.gov>

*Hours 8:00-5:00 M-F. Veteran Employment Representatives help Vets find and keep jobs. Disabled Veterans Outreach Program Specialists develop job and training opportunities for Vets with service-related disabilities. Vocational Rehabilitation personnel help folks with non-service-related disabilities find and keep jobs.*

### **One Stop**

2403 N. Isabel, Flagstaff, AZ 86004

928-779-7011

*Hours 9:00-4:00 M,W,F 12:00-8:00pm T,Th. Help with online employment searches, writing resumes, job interview skills, computer and typing classes.*

### **Goodwill Industries**

2225 N. Steves Blvd., Flagstaff, AZ 86004

928-526-9188

*Hours 8:30-12:00 M-F. Career Center helps with online employment searches, writing resumes, and computer skills.*

## Federal

### **VA Vocational Rehabilitation and Employment Service**

800-827-1000

<http://www.vba.va.gov/bln/vre>

*Helps Veterans with service-related disabilities by providing job training and counseling.*

# EDUCATION

## **Coconino Community College Veterans Services**

Student Financial Aid Office, Main Commons Bldg.,  
2800 S. Lone Tree Rd., Flagstaff, AZ 86001  
928-527-1222 (4219)

<http://www.coconino.edu/finaid/vainfomain.htm>

email: [finaid@coconino.edu](mailto:finaid@coconino.edu)

*Hours 8:00-5:00 M-F. Assists Veterans with filing VA claims to receive GI Bill benefits.*

## **Northern Arizona University, Office of Student Financial Aid-Veterans**

Office of Student Financial Aid, Gammage Bldg,  
P.O. Box 4110, Flagstaff, AZ 86011-4110  
928-523-4931

[http://www4.nau.edu/finaid/types\\_of\\_aid/veterans.html](http://www4.nau.edu/finaid/types_of_aid/veterans.html)

email: [veterans.services@nau.edu](mailto:veterans.services@nau.edu)

*Hours 8:00-5:00 M-F. Assists veteran students and their dependents file VA claims to receive educational GI Bill benefits.*

## **NAU Native American Student Services**

LEADS Center, Student Union, NAU, P.O. Box 5653, Flagstaff, AZ 86011-5653  
928-523-9011

<http://www.nau.edu/nass>

*Hours 8:00-6:00 M-Th, 8:00-5:00 F. Offers academic advising, socializing, study areas, tribal scholarships and job resources to Native American students.*

## **Educational Opportunity Center**

NAU Field House, NAU, P.O. Box 6035, Flagstaff, AZ 86011-6035  
800-628-4494

<http://home.nau.edu/edsup/eoc/services.asp>

email: [eoc@nau.edu](mailto:eoc@nau.edu)

*Assists with admissions and financial aid applications for those 19 or older to enter any college or vocational technical school nationwide. Has local coordinators throughout Northern Arizona.*

# HEALTH CARE

Consider enrolling in the VA Health Benefits System as soon as possible. The waiting time to enter the VA System may be several months, so enroll before you think you may need services. If you are currently ineligible for Veterans health care benefits, free or low cost health care may be available from other local sources.

## **Local**

### **North Country Health Care**

2920 N. Fourth Street, Flagstaff, AZ 86004

928-213-6100

<http://www.northcountryhealthcare.org/>

*Hours M-F 7:45am-8:00pm, Sat 7:45-5:00. Offers physical and behavioral health care.*

### **Coconino County Health Department**

928-679-7272 or 877-679-7272

Health Clinic 2625 N King St., Flagstaff, AZ 86004

Dental Clinic 304 S. Humphreys St., Flagstaff, AZ 86001

<http://www.coconino.az.gov/health.aspx>

*Assists with obtaining access to medical care, health education, and testing for communicable diseases.*

### **San Francisco Peaks Veterans of Foreign Wars (VFW) Post 1709**

409 W. Santa Fe Ave., Flagstaff, AZ 86001

Service Officer 928-774-7722

DAV Transport 928-214-8170

[email: vfwpost1709@npg.com](mailto:vfwpost1709@npg.com)

*Help with entry into VA system and processing VA medical claims. Free DAV transport to VA facilities in Bellemont, Prescott and Phoenix.*

### **NAU Fronske Health Center**

NAU Campus, P.O. Box 6033, NAU, Flagstaff, AZ 86011-6033

928-523-8995

<http://www4.nau.edu/fronske/>

*Hours M-F 8:00-5:00. Offers physical and behavioral health services to enrolled NAU students.*

## **State & Federal**

### **Northern Arizona VA Health Care System**

500 N. Highway 89, Prescott, AZ 86313

928-445-4860

<http://www.prescott.va.gov>

### **National AIDS Hotline**

800-822-7422

*Talk to someone who knows about HIV/AIDS and can tell you about AIDS services in your city or state.*

If you think you may be at risk for **AIDS/ HIV** infection, contact a local health service to get tested and to seek counseling. Those at highest risk for AIDS/HIV infection are:

*Anyone who shared needles or syringes to inject drugs or steroids.*

*Those born to mothers who have HIV or who received blood transfusions before 1985.*

*Anyone who has had sex with anyone who is at risk for AIDS/HIV.*

**Hepatitis C** is a serious disease that can cause scarring of the liver and liver cancer. If you think you may be at risk for Hepatitis C, contact a local health service to get tested and to seek counseling. Those at highest risk for Hepatitis C are:

*Persons who have used a needle to inject steroids or drugs.*

*Anyone who had a blood transfusion or organ transplant before 1992.*

*Persons who were health care workers and had contact with blood.*

*Those born to mothers who had Hepatitis C at the time of birth.*

*Vietnam-era Veterans.*

*Anyone who has had multiple sex partners, tattoos or body piercings.*

*Anyone who has snorted cocaine or has a history of heavy drinking.*

# BEHAVIORAL HEALTH & SUBSTANCE ABUSE

“Behavioral health” refers to our behaviors, performances, feelings, sleep, thoughts, appetite and relationships. When our behavioral health is out of balance, we can easily become frustrated, depressed and confused. Seeking out assistance early is helpful to regaining that balance.

## Local

### **Bellemont VA Community Based Outpatient Clinic**

Camp Navajo Complex

PO Box 16196

Bellemont, AZ 86015

(800)949-1005 ext. 7823 (Mon, Wed) for E. Dru Monroe

or ext. 7833 (Tues, Thurs, Fri) for Kimberly Kelsey

Suicide Hotline Number for Mental Health Emergencies (800)273-TALK(8255)  
and press 1 for Veteran

*Hours: 8am-4pm, Monday-Friday. Clinical Social Workers offer counseling to enrolled veterans for combat related PTSD, adjustment issues and other mental health problems. Group or individual treatment services are available. After work and in town appointments are available at the VA Flagstaff outreach office on Tuesday evenings (call ext 7823 for an appointment to this clinic). Psychiatry medication management services can be coordinated with the Prescott hospital as needed. Call for an appointment.*

### **Flagstaff Vet Center**

*See information under Prescott Vet Center (in next section) for how to access services in Flagstaff.*

### **North Country Health Care**

2920 N. Fourth Street, Flagstaff, AZ 86004

928-213-6100

<http://www.northcountryhealthcare.org/>

*Hours M-F 7:45am-8:00pm, Sat 7:45-5:00. Provides physical and behavioral health care.*

### **Northern Arizona Regional Behavioral Health Association (NARBA)**

1300 S. Yale Street, Flagstaff, AZ 86004

928-774-7128 (general)

800-640-2123 (member services)

Crisis Hotline 877-756-4090

<http://www.narbha.org/>

*Hours 8:00-5:00 M-F. Coordinates publicly-funded comprehensive behavioral health care services.*

### **NAU Counseling Center**

P.O. Box 6045, NAU, Flagstaff, AZ 86011-6045

928-523-2261

<http://www.nau.edu/counseling>

*Hours M-F 8:00-5:00, closed 12:00-1:00. Works to enhance the psychological growth, emotional well-being, and learning potential of enrolled NAU students. Provides short-term psychological counseling, behavioral health and substance abuse educational programming.*

### **Veterans in School Support Group**

NAU Counseling Center, P.O. Box 6045, NAU, Flagstaff, AZ 86011-6045

928-523-2261

<http://www.nau.edu/counseling>

*Thursdays 1:00-2:30. This group provides an environment for Vets enrolled at NAU to discuss problems and challenges they face. The facilitator, also a Veteran, creates a place where Vets can share information about local and regional resources and share experiences with other NAU students with similar backgrounds.*

### **NAU Fronske Health Center**

P.O. Box 6033, NAU, Flagstaff, AZ 86011-6033

928-523-8995

<http://www4.nau.edu/fronske/>

*Hours M-F 8:00-5:00. Offers physical and behavioral health services to enrolled NAU students.*

## **State & Federal**

### **Prescott Vet Center**

3180 Stillwater Dr. Suite A, Prescott, AZ 86305

928-778-3469

[email: Catherine.Brinnon@va.gov](mailto:Catherine.Brinnon@va.gov)

*Offers counseling services for Northern Arizona Veterans. Has therapists on contract in Prescott, Flagstaff, Sedona and Winslow.*

### **The Merritt Center**

P.O. Box 2087, Payson, AZ 85547

928-474-4268

<http://www.merrittcenter.org>

*Offers free weekend retreats to empower combat Veteran men and women with skills to heal and reenter civilian society. Participants are paired with a combat veteran mentor available 24/7.*

### **National Suicide Prevention Lifeline**

800-273-8255 or 888-784-2433

*An immediate connection with a trained VA professional.*

**Focus on Recovery Helpline**

800-888-9383

*A 24-hour national alcohol and drug abuse addiction and treatment hotline.*

**HHS Drug and Alcohol Treatment Referral Routing Service**

800-662-4357

*Offers referrals to local programs.*

# FINANCIAL ASSISTANCE

## Local

### **Flagstaff/Coconino County Community Services**

2625 N. King St., Flagstaff  
877-679-7425 or 928-679-7425

*Hours M-F 8:00-4:30. Provides emergency rent and utility assistance, food, clothing, and bus tickets.*

### **Salvation Army**

507 N. Humphreys, Flagstaff 928-774-1403  
[http://www1.usw.salvationarmy.org/usw/www\\_usw.nsf](http://www1.usw.salvationarmy.org/usw/www_usw.nsf)

*Hours 9:00-12:00 M-Th. Provides clothing and emergency food vouchers, sack lunches, and rent and utility assistance.*

## State & Federal

### **Arizona Department of Economic Security**

397 Malpai Lane, Flagstaff, AZ 86001  
928-779-0327

*Hours 8:00-5:00 M-F. Administers the distribution of Food Stamps.*

### **American Legion**

<http://www.legion.org>

*Offers temporary financial assistance to help maintain a more stable environment for children of Veterans.*

# LEGAL AID

## Local

### **DNA Peoples Legal Services**

2323 E. Greenlaw Ln., Flagstaff, AZ 86004

928-774-0653

<http://www.dnalegalservices.org/>

*Hours Tuesday 9:00-11:00 & 1:00-3:00. Offers legal advice and services for civil cases.  
Serves Native and Non-native Americans.*