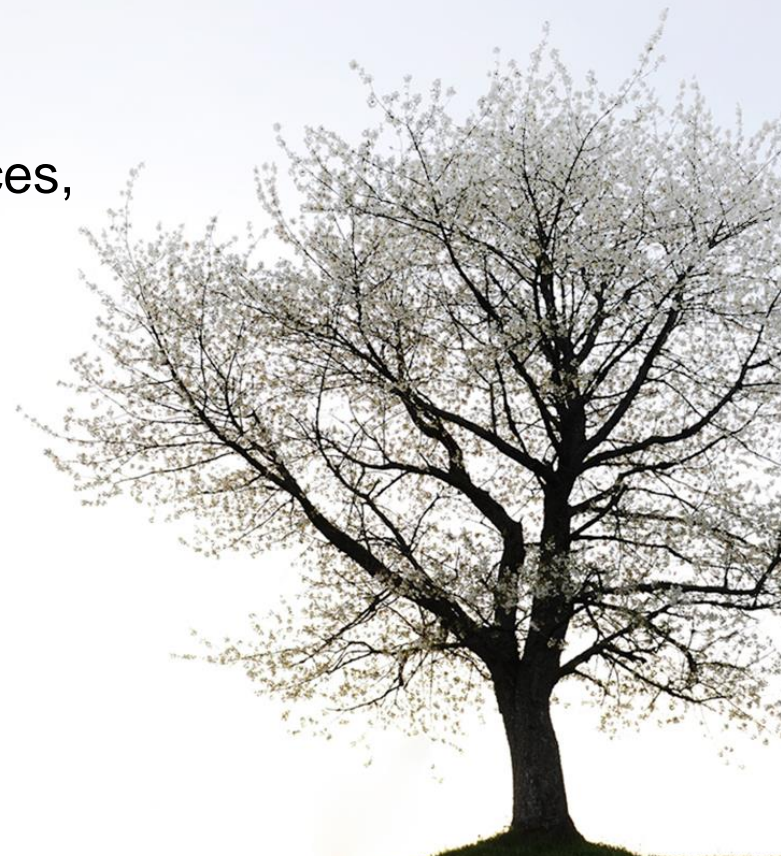


# The UCLA/VA Veteran Family Wellness Center (VFWC)

The innovative, partnered first-of-its kind Veteran Family Wellness Center (VFWC) provides wellness-based resilience services, resources and support in a warm and welcoming atmosphere (and virtually) for Veterans and their families including parents, couples, and kids.



# VFWC Service Package

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1. Resilience-Based Wellness Consultations & Sessions (via TeleWellness)
  - Individual Veteran and family member consultations
  - FOCUS (Families OverComing Under Stress) 4-8 Sessions
  - Specialty programming and resource areas:
    - Transition Resilience (TEAM Program)
    - Women Veterans
    - Caregiver Support
    - Survivors of Illness, Injury and Suicide Support
    - Veterans in the Arts
2. 11 Resource Categories and Wide Community Connectivity
3. Skill Building Groups/Parenting Classes
4. Educational Workshops and Community Presentations
5. Family-Centered & Community Events (3 a year & many partnered events)

# VFWC Resource Pillars

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The VFWC maintains vetted, quality referrals and resources, building reliable partnerships and connections within the following “pillar” Veteran and family life-domains:

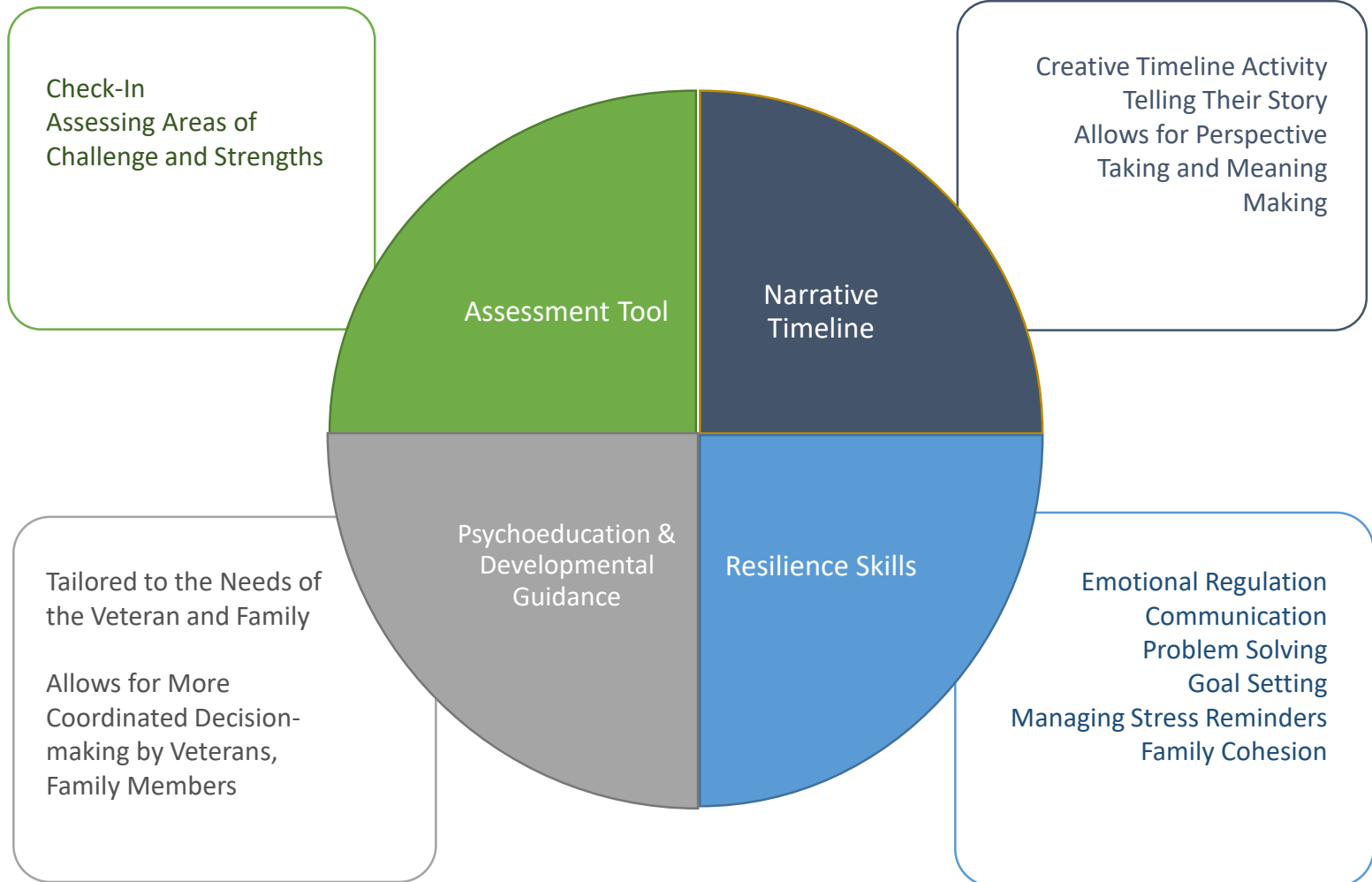
- Behavioral Health & Wellness
- Physical Health & Wellness
- Spiritual Health & Wellness (Including Community Service & Moral Injury Organizations)
- Families, Relationships & Children
- Benefits
- Education
- Employment
- Legal
- Financial
- Housing & Homelessness
- Diverse Veteran Needs (Including Women Veterans and LGBT Veterans)

# About FOCUS – Our Core Service Model

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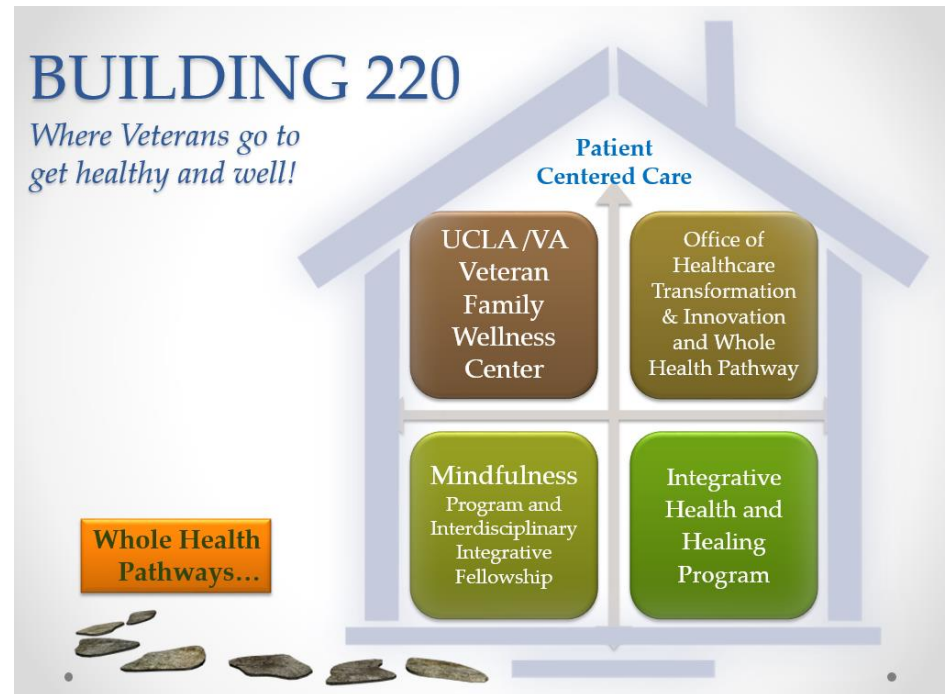
- Families OverComing Under Stress (FOCUS) is a relationship-centered, strengths-based resilience building prevention program based on previously researched interventions found to improve psychological health and resilience in a variety of contexts (Lester et al 2011; Lester et al 2012; Beardslee et al, 2013).
- Provides concrete wellness tools and skills training, is
- Evidence-based and considered a Department of Defense (DOD) best practice, in use at over 30 Active Duty military bases nationally.
- Skills training is a way to provide services in a packaged way, using culturally sensitive language with which Veterans and families are familiar.

# FOCUS Core Elements



# WLA VA Building 220 – Home of VFWC

- VA Integrative Health Center
  - Intro to Relaxation and Meditation
  - Tai Chi
  - Mindfulness-Based Stress Reduction
  - Acupuncture
  - Teaching kitchen
  - Biofeedback
  - Whole Health Program
- Office of VA Healthcare Transformation and Innovation
- UCLA/VA Veteran Family Wellness Center



# Convenient & Accessible VFWC Services

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- One Accessible POC: VFWC Family Services Coordinator
  - Call, email, walk-in Building 220, Suite 316
  - Referrals from providers
    - Release of Information (ROI) allows VA provider and VFWC coordination in care
- A central point of coordination ensures tailored assistance:
  - Consultation assessment and match with a Resilience Trainer
  - Referrals to Higher Levels of Care (HLC) including psychodynamic models and other services as needed
  - TeleWellness service delivery removes barriers

# Supporting During Challenging Times

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- Just Ask
  - “Because I really care about you as a friend/family/colleague, how are you doing?”
  - If giving indications that they are depressed or suicidal (don’t be afraid to ask directly) you can help by knowing question phrasing, critical contact numbers and resources at each level of need
- Be There
  - Know that everyone’s threshold is different for challenges
  - Listen without judgment, express empathy, be present, avoid minimizing language, pushiness or harsh tone and always check-up with the individual
  - Be aware of your own feelings and capacity for support. Practice self-care
- Connect
  - Offer appropriate resources based on situation
  - Elevate to a higher level of support & check in with the person

# Supporting During Challenging Times

## Key Resources:

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- For all emergency behavioral health needs, call 9-1-1 or see the person to a hospital
- National Suicide Prevention Hotline at [1-800-273-8255](tel:1-800-273-8255)
- [Crisis Text Line](#): Text HOME to [741741](tel:741741) for 24/7 crisis support
- [Disaster Distress Helpline](#): Call [1-800-985-5990](tel:1-800-985-5990) (TTY [800-846-8517](tel:800-846-8517)) or text TalkWithUs to [66746](tel:66746) for 24/7 support.
- [California Suicide & Crisis Hotlines](#): Find phone numbers and links to all the suicide and crisis hotlines by county in California.
- [California Peer-Run Warm Line](#): Call [1-855-845-7415](tel:1-855-845-7415) for 24/7 non-emergency support.

## Veteran-Specific:

- VA Suicide Prevention 1-800-273-8255, Press 1, <https://maketheconnection.net/>, VA Mental Health Access: <https://www.va.gov/health-care/health-needs-conditions/mental-health/>
- LA County DMH Veteran Peer Access Network (VPAN): [veterans@dmh.lacounty.gov](mailto:veterans@dmh.lacounty.gov) or (213) 763-0300. Online referral link: <https://dmh.lacounty.gov/vpan/>
- UCLA/VA Veteran Family Wellness Center (VFWC) provides connectivity, consultation, supportive wellness & resilience services throughout CA (310) 478-3711 x 42793, [info@vfwc.ucla.edu](mailto:info@vfwc.ucla.edu)
- Cohen Military Family Clinic, free virtual Veteran/family psychotherapy, see network locations <https://www.cohenveteransnetwork.org/clinics-resources/>

# Contact Us

Virtual Hours: M-F 8:30 a.m. – 4:30 p.m. (or by appointment)

West Los Angeles VA Medical Center

11301 Wilshire Boulevard, Building 220 Los Angeles, CA 90073

**(310) 478-3711 x 42793**

**[info@vfwc.ucla.edu](mailto:info@vfwc.ucla.edu)**

