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If Veterans don't help Veterans, who will?

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Care, Treatment, and Rehabilitative Services (CTRS) Initiative

FACT SHEET

What is CTRS?

CTRS provides high-risk homeless Veterans with healthcare, social work, hot meals, a clean environment, and transitional housing assistance in a designated tenting area on the West Los Angeles (WLA) campus.

CTRS is a pilot initiative that expands unsheltered homeless Veterans' access to the VA Greater Los Angeles Healthcare System's (VAGLAHS') Domiciliary Care for Homeless Veterans Program during the COVID-19 pandemic. Its goal is to improve unsheltered Veterans' healthcare outcomes, while moving them toward permanent housing solutions.



Image of a CTRS Site, WLA Campus

Why is CTRS Necessary?

Los Angeles' homeless Veteran population remains the largest in the country. Unsheltered homeless Veterans have unique needs, including:

- Greater medical fragility than the general Veteran population.
- Difficulty and/or resistance to accessing VA services from off-site encampments.
- Higher risks of exposure to and complications from the COVID-19 virus resulting from living in an unsheltered environment.

VAGLAHS is committed to providing innovative and effective care and services that meet homeless Veterans' complex needs, especially but not exclusively during the pandemic.

What are the conditions Veterans must agree to in order to participate in the CTRS Initiative?

- Veterans must be VA healthcare-eligible and agree to rules of behavior that balance respect for individual Veterans' autonomy with public health and safety concerns. The rules incorporate established public-health and infection-control protocols such as social distancing, frequent hand-washing, good hygiene behaviors, and masking when near others.

How Can I Get Involved?

- **Veterans in Crisis should call 1-800-273-8255 and press 1.**
- VAGLAHS' CTRS Point of Contact is Peter Capone-Newton (Peter.Capone-Newton@va.gov)
- Veterans interested in participating in CTRS can call 1-877-222-8387 to learn about services available to them.
- Volunteers may call the VAGLAHS Volunteer Opportunities line at 310-268-4350.
- Media inquiries should be directed to the VAGLAHS Public Affairs Office at 310-268-3340 or vhaglapublicaffairs@va.gov.

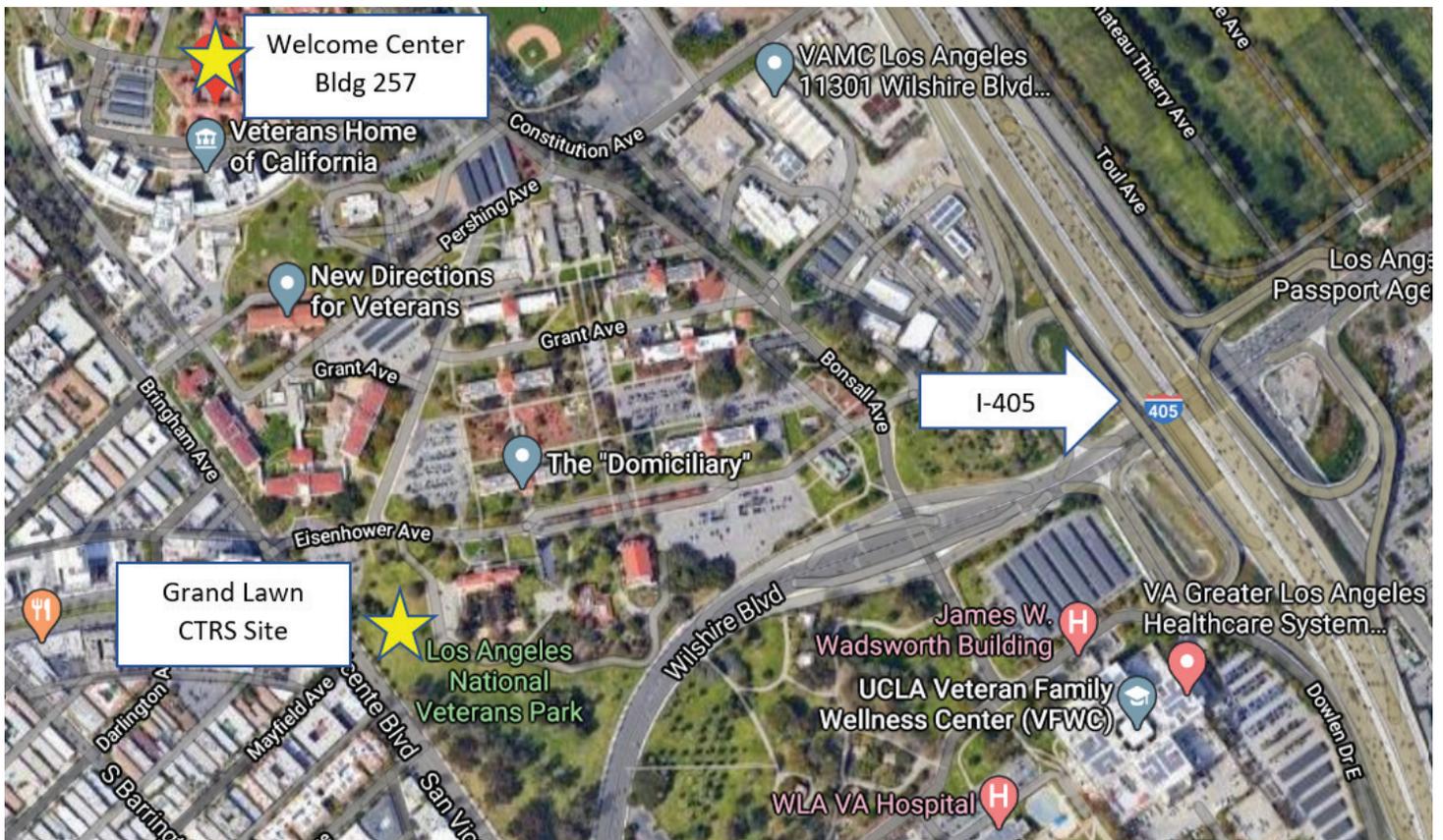


U.S. Department
of Veterans Affairs

VA Greater Los Angeles Healthcare System

Care, Treatment, and Rehabilitative Services (CTRS) Initiative

FACT SHEET



Map of the CTRS Initiative and Veterans Welcome Center at the VA West Los Angeles Medical Center Campus on 11301 Wilshire Blvd. Los Angeles, CA 90073

DIRECTIONS

Directions to Grand Lawn from the I - 405

- Head south on I-405 S / Head north on I-405 N
- Take exit 55B-C for Wilshire Blvd
- Keep right at the fork and turn right onto Wilshire Blvd / Keep left at the fork and turn right onto Wilshire
- Turn right onto Bonsall Ave
- Turn left onto Eisenhower Ave and follow the road
- The Grand Lawn will be on the left

Directions to Welcome Center from the I - 405

- Head south on I-405 S / Head north on I-405 N
- Take exit 55B-C for Wilshire Blvd
- Keep right at the fork and turn right onto Wilshire Blvd / Keep left at the fork and turn right onto Wilshire
- Turn right onto Bonsall Ave and follow the road
- Turn left onto Nimitz Ave
- The Veterans Welcome Center will be on the right



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