

# RESOURCE GUIDE FOR VETERANS WITH BRAIN INJURY

A PRACTICAL DIRECTORY OF SERVICES IN WNY  
2015 EDITION



# CASH

Creating Assets, Savings & Hope

*A Coalition of Over 60 Organizations*

An initiative of the United Way of Buffalo & Erie County



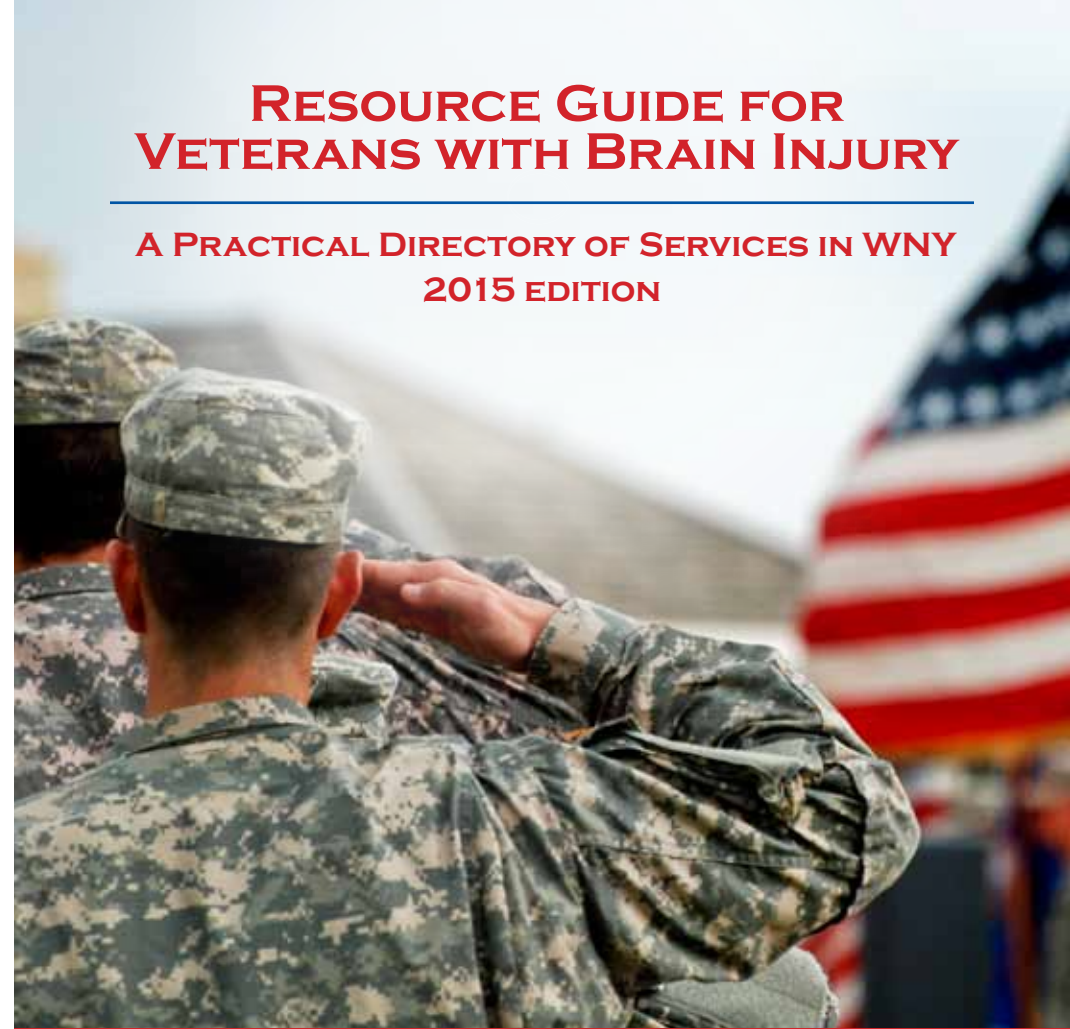
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# *Dedication*

## **This Resource Guide is dedicated**

To veterans of all generations who have courageously served our country and continue to courageously move forward with their lives after service

To those family members and friends who provide dedicated care, encouragement, and support to veterans

To the many professionals and volunteers who work to support and recognize service members and veterans in the community

## **Mission Statement**

The mission of Headway of WNY is to ensure that individuals in Western New York with brain injuries, other disabilities, and seniors have access to advocacy, resources, and support systems to enable them to live as independently as possible, assisting them in delaying or eliminating the need for nursing home care. We seek to educate the broader community about the causes, consequences, and means of prevention of brain injury.

YOU ARE NOT ALONE • MOVE FORWARD WITH HEADWAY



**HEADWAY**  
OF WESTERN NEW YORK, INC.

AN AFFILIATE OF PEOPLE INC.

## How to Use this Resource Guide

This guide is divided into sections listed in the Table of Contents. We provide the names, addresses, phone numbers, and websites for services and organizations.

We have made every effort to produce a directory that is as accurate and comprehensive as possible; however, we may have unintentionally omitted an available agency or service. If you know of a service or agency not included which should be a part of a revised edition, please let us know by calling 716-408-3100 or writing:

**Headway of Western New York, Inc.**  
**2635 Delaware Avenue**  
**Buffalo, New York 14216**  
[support@headwayofwny.org](mailto:support@headwayofwny.org)

If you do not find the information you seek here, call Headway and we will attempt to assist you.

**The best cure is prevention. The best prevention is awareness.**

Need to enter or update your agency listing in the directory? Please contact us at [support@headwayofwny.org](mailto:support@headwayofwny.org) or call 716-408-3100. All updates will be posted on our website and will then be included in the next printed edition of the directory.

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## Headway at a Glance

Headway was started in 1985 by a group of brain injury survivors and their families, as they found a lack of support, services, and advocacy for individuals with brain injury in the Western New York community. We worked with legislators to increase their awareness of brain injury and the issues associated with it. In 1994, Headway, along with other agencies, advocated to establish the NYS Department of Health Traumatic Brain Injury Medicaid Waiver program (the TBI Waiver Program). This waiver provides a range of community support services for individuals with brain injuries between the ages of 18 and 64, enabling them to live in their communities and avoid placement in an institution. Building on the success of the TBI Medicaid Waiver, the NYS Department of Health created the Nursing Home Transition and Diversion Waiver (the NHTD Waiver) to provide assistance in a similar way for people with all types of disabilities who wish to live more independently in the community. Headway has functioned as the local Regional Resource Development Center for these two waiver programs, helping to coordinate services in the WNY area since this program's inception in 1995.

## What Headway Does

Headway provides resources to survivors, caregivers, and professionals alike. The advocacy and community support aspect of Headway is primarily staffed by volunteers, and helps provide the following:

- Referrals linking individuals to professional help, facilities, programs, and services
- Recreational programs for survivors and family members
- Support groups for brain injury survivors and their caregivers, with over 600 attendees each year
- Training and educational programs, including on-site presentations to students, the medical community, and others on topics such as the causes, consequences, and means of prevention of brain injury
- Speakers on topics of interest to survivors and their families
- Advocacy and assistance with application processes for Medicaid, Social Security, social services, etc.
- Publication of “*The Resource Guide for Brain Injury: A Practical Directory of Services in WNY*” as well as this “*Resource Guide for Veterans with Brain Injury*,” both of which are available online and in print at no cost

- Publication of a quarterly newsletter containing items of interest on the subject of brain injury and related issues, read by thousands in the WNY area
- Community outreach at resource fairs, meetings, and events throughout the region
- Outreach to survivors of brain injury who are veterans to provide support, advocacy, and linkage
- Advocacy for services for brain injury survivors in working with local, state, and national officials

We currently manage the TBI and NHTD Medicaid Waiver Programs in WNY, providing the gateway to services for survivors of brain injury and other disabilities who are on Medicaid. There are currently over 500 individuals in WNY receiving services on these two waiver programs.

Visit our website at [headwayofwny.org](http://headwayofwny.org) for more information.

## NYS Department of Health Traumatic Brain Injury Medicaid Waiver Program

If you or someone you know is the survivor of a brain injury, the first step in getting assistance is to call Headway of WNY at 716-408-3100.

One of the programs that may help you is the NYS Department of Health Traumatic Brain Injury Medicaid Waiver Program (often referred to as the TBI Waiver), administered in Niagara, Erie, Wyoming, Chautauqua, Cattaraugus, and Orleans Counties by Headway of WNY. When you call, Headway staff will assist you with the referral process. Some of the criteria for the program includes community-based Medicaid, age, nursing home level of care, and proof of brain injury.

This program provides services above and beyond what traditional Medicaid covers. Veterans may be eligible for this program if they qualify for Medicaid.

*The services that are available while on waiver:*

**Service Coordination (SC)** - a manager of your services

**Home and Community Support Services (HCSS)** - Aids that helps you live in your home by helping with personal care and reminding, and can provide oversight and supervision. **(This service has additional eligibility requirements.)**

**Independent Living Skills Training (ILST)** – A trainer who helps you develop skills to be more independent.

**Environmental Modifications** – Changes to where you live to help you be more independent like installing ramps or modifying bathrooms.

**Assistive Technology** – Equipment to help a person live at home and be more independent like special cooking equipment.

**Community Integration Counseling (CIC)** – A counselor to help you adjust and address the problems that brought you to the program.

**Structured Day Program (SDP)** – A program you go to safely develop social skills and take part in activities.

**Positive Behavioral Interventions and Supports (PBIS)** – A therapist who works with you to change things that you do that causes you and others problems.

**Community Transition Services (CTS)** – Must be a current Nursing Home Resident at time of request. Funds to help you set up a home after being in a Nursing Home. This is a one-time monetary allotment to establish a community residence.

**Waiver Transportation** – Access to Medicaid Transportation for those with no other options, to promote independence and health and welfare. (Examples: grocery shopping, banking)

## What are Traumatic Brain Injuries?

Traumatic brain injury (TBI) occurs when a sudden trauma, such as a blow or jolt to the head, causes damage to the brain. Such injuries can result in impaired physical, cognitive, emotional, and behavioral functioning. Approximately 1.4 million individuals sustain a TBI each year in the US. From 2000-2014, the US Department of Defense reported a total of 320,344 diagnosed with TBI. TBI has been described as the “signature wound” of the Iraq and Afghanistan wars and is a significant health issue that affects service members and veterans.

*Categories for TBI in the military:*

- **Mild TBI (Concussion):** A confused or disoriented state which could last less than 24 hours; possible loss of consciousness for up to 30 minutes; memory loss lasting less than 24 hours; and structural brain imaging (MRI or CT scan) yielding normal results.
- **Moderate TBI:** A confused or disoriented state which lasts more than 24 hours; loss of consciousness for more than 30 minutes, but less than 24 hours; memory loss lasting greater than 24 hours but less than seven days; and structural brain imaging yielding normal or abnormal results.
- **Severe TBI:** A confused or disoriented state which lasts more than 24 hours; loss of consciousness for more than 24 hours; memory loss for more than seven days; and structural brain imaging yielding normal or abnormal results.
- **Penetrating TBI (Open head injury):** A head injury in which the dura mater, the outer layer of the meninges, is penetrated. Penetrating injuries occur when an object pierces the skull and enters the brain tissue.

*Causes of TBI in the military:*

- Explosive blasts
- Automobile accidents
- Falls
- Assaults/blows
- Sports-related injuries

According to the Defense and Veterans Brain Injury Center (DVBIC), more than 50 percent of injuries sustained during the conflicts in Iraq and Afghanistan are the result of explosives including bombs, grenades, land

mines, mortar/artillery shells, and improvised explosive devices (IEDs). A traumatic brain injury that is caused by an explosion or blast can produce multi-trauma injuries that are rarely seen outside of combat. Blast injuries result from the complex pressure wave generated by an explosion. There are four basic mechanisms of blast injuries as follows:

- Primary blast injury is the result of exposure to the over-pressurization wave that is generated by the blast itself. This wave travels at a high velocity and is affected by the surrounding environment. For example, the effects of the wave may be increased in a closed environment such as a vehicle. The wave dissipates quickly, causing the greatest risk of injury to those closest to the explosion.
- Secondary blast injury is the result of energized fragments flying through the air, which can cause penetrating brain injury.
- Tertiary blast injury can occur when an individual is thrown from the blast into a solid object such as an adjacent wall or steering wheel. These types of injuries are associated with acceleration/deceleration forces and blunt force trauma to the brain similar to that observed following high speed motor vehicle accidents.
- Quaternary blast injury can occur in the presence of severe blast-related trauma resulting from significant blood loss associated with traumatic amputations or from inhalation of toxic gases resulting from the explosion.

*Physical changes or problems that may occur after brain injury:*

- Fatigue
- Headaches
- Dizziness/vertigo
- Nausea/vomiting
- Seizures
- Bladder and bowel problems
- Weakness on one side of the body (arm, leg, or facial weakness)
- Difficulty sleeping
- Spasticity/clumsiness or poor coordination
- Difficulty swallowing
- Changes in sight, such as double vision, sensitivity to bright light
- Change in sense of smell or taste
- Changes in speaking ability, such as slowness

*Emotional changes or problems that may occur after brain injury:*

- Aggression, irritability (short-tempered or easily frustrated)
- Egocentricity
- Restlessness
- Sexual disinhibition or lack of sexual desire
- Impulsive behavior
- Anxiety
- Depression
- Difficulty controlling emotions
- Loss of social networking, feelings of isolation
- Decreased ability of cope with unexpected events
- Rigid thinking and behavior

*Cognitive changes that may occur after brain injury:*

- Decreased concentration or attention span
- Difficult initiating and following through with tasks
- Problem-solving difficulties
- Impaired judgment
- Difficulty with finding words, and expression
- Short and long term memory challenges
- Difficulty following multiple-step directions
- Decreased processing of visual or verbal information
- Difficulty with abstract thinking
- Decreased reading comprehension and/or computation skills

[www.brainlinemilitary.org/content/2010/12/blast-injuries-and-the-brain.html](http://www.brainlinemilitary.org/content/2010/12/blast-injuries-and-the-brain.html)

[dobic.dcoe.millsites/default/files/uploads/2013\\_dod-tbi-worldwide-2000-as-of-02-26-14.pdf](http://dobic.dcoe.millsites/default/files/uploads/2013_dod-tbi-worldwide-2000-as-of-02-26-14.pdf)

[www.bianys.org/veterans-blast-injury.htm](http://www.bianys.org/veterans-blast-injury.htm)

## What you Need to Know About Concussion

*What is a concussion?*

- It is an alteration in awareness or consciousness as a result of a blow to the head.
- It may or may not cause loss of consciousness for a short time.
- It involves changes to brain chemistry. These changes will last longer than the symptoms, and an individual may feel better before he or she actually is.
- These changes in the brain can cause a series of physiological and cognitive symptoms.
- Concussions can vary in severity.

*Concussion symptoms may be immediate or may not develop for hours or days after the blow to the head. Symptoms can last for hours or for days, sometimes longer. Symptoms may include:*

- Mild to moderate headache
- Dizziness or loss of balance
- Nausea or vomiting
- Change in mood
- Difficulty thinking, remembering or concentrating
- Ringing in the ears
- Drowsiness or loss of energy
- Change in sleeping patterns

*Pay particular attention to the following symptoms, and contact a medical provider:*

- Difficulty waking up
- Symptoms getting worse over days
- Development of new or worsening headaches
- Concussion symptoms that last longer than six weeks after injury
- Repeated or forceful vomiting
- Blood or clear fluid coming out of your ears or nose
- Blurry vision
- Slurred or confused speech
- Arm or leg weakness, loss of feeling, or decrease in coordination
- Seizures or fainting

## Do I Have a Brain Injury?

Mild to moderate brain injury may not always reveal itself with noticeable symptoms at the time the injury happens. A person can become symptomatic many months after the injury occurred. Changes in behavior and mood, sleep patterns, and the ability to concentrate or remember things might be affected. If you can answer “yes” to any of these questions, you may have a combat-related traumatic brain injury:

*Have you...*

- Had persistent trouble sleeping?
- Experienced memory loss?
- Found yourself confused or disoriented?
- Had difficulty concentrating?
- Been depressed, anxious, or irritable?
- Had a headache, ringing in your ears, blurred vision, or neck pain?
- Felt dizzy or suddenly lost your balance?
- Experience blackouts?
- Felt unusually tired or fatigued?
- Experience increased sensitivity to bright light and noise?

*While you were deployed, were you injured by a...*

- Bullet, fragment, or shrapnel, etc.?
- Vehicle accident (any type)?
- Blast (IED, RPG, land mine, grenade, etc.)?
- Were you near an IED, RPG, land mine, or grenade when it exploded?

*Did any injury you sustained while you were deployed result in any of the following:*

- Feeling dazed or confused?
- Not remembering the injury?
- Loss of consciousness?
- Having any symptoms of concussion afterward (headaches, dizziness, irritability, light and noise sensitivity, ringing in your ears)?
- Injury to the head or face?

[bianys.org/veterans-deployment.htm](http://bianys.org/veterans-deployment.htm)



## Coma Scales

There are several scales used to describe the level of response in patients with brain injury.

When first hospitalized, the *Glasgow Coma Scale* is sometimes used. This rates eye opening, motor movement, and verbal response.

### *Eye Opening*

- 4—Spontaneously
- 3—To voice
- 2—To pain
- 1—No response

### *Best Motor Response*

- 6—Follows commands
- 5—Localizes to pain
- 4—Withdrawal from pain
- 3—Decorticate
- 2—Decerebrate
- 1—No response

### *Best Verbal Response*

- 5—Oriented and converses
- 4—Disoriented and converses
- 3—Inappropriate words
- 2—Incomprehensible sounds
- 1—No response

Rehabilitation centers may use the *Rancho Los Amigos Cognitive Scale*, which measures levels of cognitive or mental functioning.

- I. No response to stimulation
- II. Generalized response
- III. Localized response
- IV. Confused, agitated behavior
- V. Confused, inappropriate, non-agitated behavior
- VI. Confused, appropriate behavior
- VII. Automatic, appropriate behavior
- VIII. Purposeful, appropriate behavior

## Post-Traumatic Stress Disorder (PTSD)

PTSD is a condition that develops after someone has experienced a life-threatening situation, such as combat. In PTSD, the event must have involved actual or threatened death or serious injury and caused an emotional reaction involving intense fear, hopelessness, or horror. People with PTSD have three kinds of experiences for weeks or months after the event is over and the individual is in a safe environment.

Co-Occurring Symptoms between TBI and PTSD:

PTSD	Both PTSD and TBI	TBI
Flashbacks	Fatigue	Headache
Avoidance	Insomnia	Dizziness
Hypervigilance	Depression	Nausea /Vomiting
Nightmares	Irritability	Vision Problems
Re-Experiencing Phenomenon	Anxiety	Sensitivity to Light/Noise

From [www.brainlinemilitary.org/categories/ptsd.php](http://www.brainlinemilitary.org/categories/ptsd.php)

Article [www.ncbi.nlm.nih.gov/pmc/articles/PMC3182010](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3182010)

### Re-experience the event over and over again

- You can't put it out of your mind no matter how hard you try
- You have repeated nightmares about the event
- You have vivid memories, almost like it was happening all over again
- You have a strong reaction when you encounter reminders, such as a car backfiring

### Avoid people, places, or feelings that remind you of the event

- You work hard at putting it out of your mind
- You feel numb and detached so you don't have to feel anything
- You avoid people or places that remind you of the event

### Feel “keyed up” or on-edge all the time

- You may startle easily
- You may be irritable or angry all the time for no apparent reason
- You are always looking around, hyper-vigilant of your surroundings
- You may have trouble relaxing or getting to sleep

People who have PTSD have experiences from all three of these categories that stay with them most of the time and interfere with their ability to live their life or do their job. If you still are not sure if this is a problem for you, you can take a quick self-assessment through the Mental Health Self Assessment Program at [www.militarymentalhealth.org](http://www.militarymentalhealth.org).

Most Service members do not develop PTSD. It also is important to remember that you can experience some PTSD symptoms without having a diagnosis of PTSD. PTSD cases often resolve on their own in the first 3 months, but even without the full diagnosis, if you have symptoms, you can benefit from counseling or therapy.

The good news: PTSD is treatable. You do not need to suffer from the symptoms of PTSD alone. Therapy has proven to be very effective in reducing and even eliminating the symptoms. Medication can also help. Early treatment leads to the best outcomes. So, if you think you or someone in your family may have PTSD, please seek treatment right away.

If you or a loved one experiences distress associated with combat trauma, see your primary care manager. If you need counseling or help locating services, call Military One Source at 1-800-342-9647.

## Veterans Aid and Attendance Pension

Veterans and surviving spouses who are eligible for VA pensions are eligible for higher maximum pension rates if they qualify for aid and attendance or housebound benefits. An eligible individual may qualify if he or she requires the regular aid of another person in order to perform personal functions required in everyday living, or is bedridden, a patient in a nursing home due to mental or physical incapacity, blind, or permanently and substantially confined to his/her immediate premises because of a disability.

Veterans and surviving spouses who are ineligible for basic pension based on annual income may still be eligible for VA Pension if they are eligible for aid and attendance or housebound benefits because a higher income limit applies. In addition, unreimbursed medical expenses for nursing home or home-health care may be used to reduce countable annual income, which may result in a higher pension benefit.

Claimants may apply for aid and attendance or housebound benefits by completing VA Form 21-2680 (available through [www.va.gov](http://www.va.gov)). Claimants may also write to the nearest VA regional office and include copies of any evidence, preferably a report from an attending physician or a nursing home, validating the need for aid and attendance or housebound care. The report should be in sufficient detail to determine whether there is disease or injury producing physical or mental impairment, loss of coordination, or conditions affecting the ability to dress and undress, to feed oneself, to attend to the sanitary needs, and to keep oneself ordinarily clean and presentable. In addition, VA may need to determine whether the claimant is confined to the home or immediate premises.

VA also pays a special \$90 monthly rate to pension-eligible Veterans or surviving spouses with no dependents who receive Medicaid-covered nursing home care. These funds are available for the beneficiary's personal use and may not be used to offset the cost of his or her care.

### Qualifications for Aid and Attendance Pension are as Follows

- Veteran must have served on active duty (but not necessarily in combat) for a minimum of 90 days, with at least one day during a declared wartime.
- If the veteran is younger than 65, he or she must be totally disabled to receive this pension. Medical evidence must be submitted for these

types of applications. At age 65 and older there is no requirement for disability.

- Liquid assets cannot exceed \$80,000 (excluding home and vehicle).
- The benefit is calculated based on monthly cash flow, minus health expenses.
- Application will require DD214 or Honorable Discharge, medical evaluation from a physician, list of monthly medical expenses, list of all assets, list of all income, plus copies of SSA, pension, and bank statements.

<b>2014 VA Improved Pension—Veterans Rates</b>	
<b>Status of Veteran’s Family Situation and Caretaking Needs</b>	<b>Maximum Annual Rate</b>
Veteran without dependents	\$12,648
Veteran with one dependent	\$ 16,560
Veteran permanently housebound, no dependents	\$ 15,456
Veteran permanently housebound, one dependent	\$ 19,380
Veteran needing regular aid and attendance, no dependents	\$ 21,096
Veteran needing regular aid and attendance, one dependent	\$ 25,020
Two Veterans married to one another	\$ 32,582
Increase for each additional dependent child	\$ 2,125

\* Additional information can be found in the Pension Benefits section at [www.benefits.va.gov/pension](http://www.benefits.va.gov/pension)

Information is from the U.S. Department of Veterans Affairs *Federal Benefits for Veterans, Dependents and Survivors* booklet, 2013 edition, which can be accessed online at [www.va.gov/opa/publications/benefits\\_book.asp](http://www.va.gov/opa/publications/benefits_book.asp). Additional information can be found in the Pension Benefits section at [www.benefits.va.gov/pension](http://www.benefits.va.gov/pension) as well as the Senior Veterans Service Alliance at [veteransaidbenefit.org/about.htm](http://veteransaidbenefit.org/about.htm). You can also contact your local Veterans Service Agency.

Locally, for information and assistance with Aid and Attendance benefits, veterans can contact:

Ron Eckstrom  
 LK Painter Community Center  
 2355 Main Street  
 PO Box 575  
 Collins, NY 14034  
 Phone 716-532-0674  
 Fax 716-532-5170

VA Regional Office  
 130 South Elmwood Ave  
 Buffalo, NY 14202  
 Phone 716-857-3350  
 716-857-3485

## Veterans Benefits

Veterans of the United States armed forces may be eligible for a broad range of benefits and services provided by the U.S. Department of Veterans Affairs (VA). Some of these benefits may be utilized while on active duty. These benefits are summarized in the booklet *Federal Benefits for Veteran, Dependents and Survivors*, which can be accessed online at [www.va.gov/opa/publications/benefits\\_book.asp](http://www.va.gov/opa/publications/benefits_book.asp). You can find a hard copy at your local VA medical center or clinic.

Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey. Dishonorable and bad conduct discharges issued by general courts-martial may bar VA benefits. Veterans in prison must contact VA to determine eligibility. VA benefits will not be provided to any Veteran or dependent wanted for an outstanding felony warrant. Certain VA benefits specifically require wartime service.

In order to expedite benefits delivery, Veterans seeking a VA benefit for the first time must submit a copy of their service discharge form (DD-214, DD-215, or for World War II Veterans, a WD form), which documents service dates and type of discharge, or provides full name, military service number, and branch and dates of service.

Service members, veterans, and their families can also apply, research, access, and manage their VA and military benefits and personal information through the eBenefits web portal, which can be accessed at [www.ebenefits.va.gov](http://www.ebenefits.va.gov). In order to register for an eBenefits account, Veterans must be listed in the Defense Enrollment Eligibility Reporting System (DEERS) and first obtain a DoD Self Service (DS) Logon. For those without a DEERS record, VA will first need to verify military service and add the information to DEERS. This is most likely for veterans who served prior to 1982. Individuals should contact a VA regional office for assistance in being added to DEERS. A DS Logon is an identity (user name and password) that is used by various DoD and VA Websites, including eBenefits. Those registered in DEERS are eligible for a DS Logon. A DS Logon is valid for the rest of your life.

## Vocational Rehabilitation Benefits

Vocational rehabilitation is a program whose primary function is to help veterans with service-connected disabilities become suitably employed, maintain employment, or achieve independence in daily living. Once entitlement to vocational rehabilitation has been established, the veteran and the VA counselor work together to develop a Rehabilitation Plan. A rehabilitation plan is a written detailed outline of services provided under the Vocational Rehabilitation and Employment program individualized for each qualified veteran. Veterans decide the best way to reach their employment goals by selecting one of the five tracks to employment:

- **Reemployment:** Involves returning to work in the job prior to entering active duty. In this track, veterans may be provided job accommodations, job modification, case management, coordination and linkage of services with VA health care, reemployment rights advice, work adjustment services, and consultations with employers.
- **Rapid Access to Employment:** Emphasizes the goal of immediate employment. In this track, veterans may be provided job readiness preparation, resume development, job search assistance, job accommodations, and post-employment follow-up.
- **Self-Employment:** Veterans receive analysis of the viability of a business concept, development of the business plan, training in the operation of small businesses, marketing and financial assistance, and guidance on obtaining adequate resources to implement the business plan. For more info, go to Buff State page 50.

- **Employment Through Long-Term Services:** Provides training and/or education including on-the-job training (OJT), apprenticeships, internships, job shadowing, work, monitoring, work-study, public-private job partnering, or higher education sufficient to obtain suitable entry level employment.
- **Independent Living Services:** Includes assistive technology, independent living skills training, connections to the community-based support services, etc.

Information from [www.vba.va.gov/bln/vre/index.htm](http://www.vba.va.gov/bln/vre/index.htm). More information can be found at [www.vetsuccess.gov](http://www.vetsuccess.gov) or by calling 1-800-827-1000.

## County Social Services

### Allegany County Department of Social Services.....585-268-9622

7 Court Street  
 County Office Bldg. Rm. 127  
 Belmont, NY 14813  
[www.alleganyco.com/btn\\_dss/templates/fw\\_layout.htm](http://www.alleganyco.com/btn_dss/templates/fw_layout.htm)

### Cattaraugus County Department of Social Services.....716-373-8065

1 Leo Moss Drive, Suite 600  
 Olean, NY 14760  
[www.cattco.org/social-services/social-services](http://www.cattco.org/social-services/social-services)

### Chautauqua County Department of Social Services.....716-753-4221

Hall R. Clothier Building  
 Mayville, NY 14757  
[www.co.chautauqua.ny.us](http://www.co.chautauqua.ny.us)

### Erie County Department of Social Services.....716-858-8000

95 Franklin Street  
 Buffalo, NY 14202  
[www2.erie.gov/socialservices](http://www2.erie.gov/socialservices)

**Genesee County Department of Social Services.....585-344-2580**  
5130 East Main Street  
Batavia, NY 14020  
[www.co.genesee.ny.us/departments/socialservices/index.html](http://www.co.genesee.ny.us/departments/socialservices/index.html)

**Niagara County Department of Social Services, Lockport Office.....716-278-8400**  
20 East Avenue  
Lockport, NY 14094  
[www.niagaracounty.com/Departments/SocialServices.aspx](http://www.niagaracounty.com/Departments/SocialServices.aspx)

**Niagara County Department of Social Services, Niagara Falls Office.....716-278-8400**  
301 10<sup>th</sup> Street  
Niagara Falls, NY 14302  
[www.niagaracounty.com/Departments/SocialServices.aspx](http://www.niagaracounty.com/Departments/SocialServices.aspx)

**Orleans County Department of Social Services.....585-589-7000**  
14016 Route 31 West  
Albion, NY 14411  
[www.orleansny.com/Departments/ResidentServices/SocialServices.aspx](http://www.orleansny.com/Departments/ResidentServices/SocialServices.aspx)

**Wyoming County Department of Social Services.....585-786-8900**  
PO Box 231  
Warsaw, NY 14569  
[www.wyomingco.net/socialservices/main.html](http://www.wyomingco.net/socialservices/main.html)

### **Social Security**

A social insurance program funded through Federal Insurance Contribution Act (FICA), which provides several social welfare and social insurance programs. A few of the benefits provided are benefits for retirement, disability, survivorship, and death. Social Security Administration can be reached at 800-772-1213 or [www.ssa.gov](http://www.ssa.gov).

### **Social Security Disability Insurance (SSDI)**

Provides benefits to individuals who are disabled or blind that are insured by contributions made to FICA based on earnings. Medicare provides health insurance coverage.

### **Supplemental Security Income (SSI)**

Makes cash assistance payments to aged, blind, and disabled individuals who have limited income and resources. Medicaid provides health insurance coverage.

## **County Veterans Service Agencies**

County veterans service agencies assist veterans and their families in navigating the Department of Veterans Affairs' bureaucracy. This includes gathering the information necessary to support a claim, filing the claim, tracking the claim, and filing appeals for denied claims.

**Allegany County Veterans Service Agency.....585-268-9387**  
7 Court Street  
Belmont, NY 14813-1087  
[www.alleganyco.com/btn\\_Vets/templates/fw\\_layout.htm](http://www.alleganyco.com/btn_Vets/templates/fw_layout.htm)

**Buffalo VA Regional Service Office.....1-800-827-1000**  
Niagara Center  
130 South Elmwood Avenue  
Buffalo, NY 14202  
[www2.va.gov/directory/guide/facility.asp?id=304](http://www2.va.gov/directory/guide/facility.asp?id=304)

**Services Provided:** Customer-oriented, responsive, and compassionate provider of benefits to veterans and their families through an environment supported by a well-trained and highly respected staff which earns the confidence and trust of the community they serve. Directly administers

## **Other Benefits**

### **Medicaid**

The federal and state governments provide coverage for individuals with disabilities who meet state resource and income guidelines.

### **Medicare**

Federal and state health insurance program for individuals with disabilities who have been on Social Security Disability for two years and for those who are over 65 and on Social Security.

benefits including Compensation & Pension, Education, and Vocational Rehabilitation and Employment Services. Also provides information and briefings on loan guaranty and insurance benefits.

**Cattaraugus County Veterans Service Agency.....716-701-3298**

1 Leo Moss Drive  
Olean, NY 14760  
www.cattco.org/veterans-service-agency

**Chautauqua County Veterans Service Agency.....716-661-8255**

610 West Third Street  
Jamestown, NY 14760  
www.co.chautauqua.ny.us/464/Veteran-Services

**Erie County Veterans Service Agency.....716-858-6363**

95 Franklin Street, Suite 800  
Buffalo, NY 14202-3919  
www2.erie.gov/veterans

**Genesee County Veterans Service Agency.....585-815-7905**

Genesee County Building #2  
3837 West Main Street Road  
Fax 585-345-3085  
www.co.genesee.ny.us/departments/veterans

**Niagara County Veterans Service Agency.....716-438-4090**

111 Main Street, Suite 200  
Lockport, NY 14094-3718  
www.niagaracounty.com/Departments/VeteransServiceAgency

**Orleans County Veterans Service Agency.....585-589-7000 ext 3218**

13996 Route 31  
Albion, NY 14411  
www.orleansny.com/Departments/ResidentServices/Veterans

**Wyoming County Veterans Service Agency.....585-786-8860**

26 Linwood Avenue, Suite 2  
Warsaw, NY 14569-1116  
www.wyomingco.net/vetsservices/main.html

## General Veterans Services

**Iraq and Afghanistan Veterans of America.....929-322-4059**

Headquartered in NYC, Remote office in West Seneca, NY  
iava.org/rrrp-contacts-us  
Hannah@iava.org

**Services Provided:** Our Rapid Response Referral Program is a remote case management program and works with veteran and family members to help get them linked up with appropriate and helpful supports and resources on the ground in their local area. We work with the veteran from start to finish ensuring that their needs are being met. We also assist with navigating the VA and Veteran Service Organizations systems, advocate within those systems, educate veterans and family members on resources and benefits available to them and provide any and all overall support. Our program is rapid. When someone reaches out we will contact them within one business day.

**Fees/Coverage:** All of our services are free and confidential.

**Veterans One-Stop Center of WNY.....716-898-0110**

1280 Main Street Floor 2  
Buffalo, NY 14209  
Fax 716-240-948  
veteransfirst@vocwny.org  
www.vocwny.org

**Services Provided:** Case management, accredited benefits counseling, employment resources, peer mentoring, education resources, readjustment counseling, financial counseling and coaching, legal services, housing and emergency services, women and families services.

**Fees/Coverage:** Dependent on services utilized

**Vets H.E.R.D......716-901-0773**

No physical address—services provided in-home  
info@vetsherd.com  
www.vetsherd.org

**Services Provided:** Vets H.E.R.D. works to raise public awareness about the lack of veterans' resources in our community and also to ensure that no veteran or service member is forgotten upon his or her return home from active duty.

**Fees/Coverage:** Dependent on services provided

**Women's Military Support Network of WNY.....1-877-230-1681**

PO Box 391  
Niagara Falls, NY 14304  
joantudini@yahoo.com  
www.wmsnofwny.org

**Services Provided:** Through referrals to appropriate services, one-to-one advocacy support, walking with women along their journey to healing. Trained advocates on call 24/7 to help with resources and to get women connected to professionals as needed.

**Fees/Coverage:** No fees

and DEERS, crisis intervention and referral, and community information and outreach.

**Fees:** None

**VA Caregiver Support.....1-855-260-3274**

www.caregiver.va.gov

**Services Provided:** The program provides a wide range of services to caregivers of eligible veterans of all eras. The program also offers additional services, including a monthly stipend to caregivers of veterans (or service members undergoing medical discharge) who incurred or aggravated a serious injury (including Traumatic Brain Injury, psychological trauma, or other mental disorders) in the line of duty on or after September 11, 2001.

**Vet Center Combat Call Center.....877-WAR-VETS**

**Services Provided:** Around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life.

**Wounded Soldier and Family Hotline.....1-800-984-8523**

**Services Provided:** 24/7 hotline that offers wounded, injured, or ill soldiers and their families a way to share concerns on the quality of patient care.

## Family and Caregiver Resources

**Compeer Operation Family Caregiver.....716-883-3331**

135 Delaware Avenue  
Buffalo, NY 14202  
www.compeerbuffalo.org  
tina@compeerbuffalo.org

**Services Provided:** Our specially trained coaches help military families learn how to overcome the obstacles they face and manage any challenges that might come along. We can come to your home, or meet by phone/skype to customize a 16-24 week program that is unique to your family. Together we will come up with strategies that can help get you through the tough times and make plans for how to manage over the long term. Over time you will grow stronger, as you learn to cope with problems you never imagined you might confront.

**Fees/Coverage:** Free

**New York National Guard Family Programs.....716-888-5797**

184 Connecticut Street  
Buffalo, NY 14213  
Fax 716-888-5709  
peter.m.pilc.ctr@mail.mil  
www.dmna.ny.gov/family

**Services Provided:** Serves the needs of service members and their families by providing the following essential services: legal resources and referrals, financial resources and referrals, TRICARE resources and referrals, ID cards

## State and National Resources for Veterans

**After Deployment**

www.afterdeployment.org

**Services Provided:** Behavioral health resource supporting service members, their families, and veterans with common post-deployment challenges. Features information, videos, and self-assessments on a number of topics relating to challenges commonly faced after a deployment.

**DCoE Outreach Center.....866-966-1020**

**Services Provided:** Psychological health and Traumatic Brain Injury Information and Resources.

**Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury.....866-966-1020**

2345 Crystal Drive  
Crystal Park 4, Suite 120  
Arlington, VA 22202  
www.dcoe.health.mil

**Services Provided:** Department of Defense resource for psychological health and traumatic brain injury knowledge.

**Give an Hour**

P.O. Box 5918  
Bethesda, MD 20824  
info@giveanhour.org  
www.giveanhour.org

**Services Provided:** Provides free counseling and seeks to generate awareness about mental health issues affecting service members and their families. Although it is not required, individuals who receive services will be given the opportunity to give back in their own communities.

**Military Health System**

www.health.mil

**Services Provided:** Partnership of medical educators, medical researchers, and health care providers and their support personnel.

**MilitaryOne-Source.....800-342-9647**

www.militaryonesource.mil

**Services Provided:** Confidential Department of Defense-funded program providing comprehensive information and support at no cost to active duty, Guard and Reserve Component members, and their families. Features in-person, online, and telephonic counseling options.

**Military Pathways**

www.militarymentalhealth.org

**Services Provided:** Provides free, anonymous mental health and alcohol self-assessments and referral information including services provided through the Department of Defense and Veterans Affairs.

**National Coalition for Homeless Veterans.....202-546-1969**

333 ½ Pennsylvania Avenue SE  
Washington, DC 20003  
Fax 202-564-2063  
info@nchv.org  
www.nchv.org

**Services Provided:** Resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies, that provide emergency and supportive housing, food, health services, job training, etc.

**National Call Center for**

**Homeless Veterans Hotline.....1-877-4AID-VET**

www1.va.gov/HOMELESS/NationalCallCenter.asp **1-877-424-3838**

**Services Provided:** Assistance for homeless Veterans and Veterans at-risk for homelessness.

**National Resource Directory**

www.nrd.gov

**Services Provided:** Connects wounded warriors, Service Members, Veterans, their families, and caregivers to programs and services that support them.

**New York National Guard Zone**

www.dmna.ny.gov

**Services Provided:** Job opportunity listing

**New York State Department of Health Veterans Health Information Clearing House**

www.health.ny.gov/health\_care/veterans/index

**Services Provided:** The Veterans Health Information Clearing House provides a list of resources for veterans and their families seeking health care information. The Clearing House also provides resources for health care providers. This Clearing House provides links and phone numbers for a wide variety of federal, state and other health care resources that may be of assistance to veterans and providers seeking information on illnesses that may be service-connected and facilities that may be able to provide health



care services. There are also resources listed that can assist veterans seeking information about their eligibility for veterans' benefits.

### **Real Warriors Campaign**

[www.realwarriors.net](http://www.realwarriors.net)

**Services Provided:** Multimedia public awareness campaign designed to encourage help-seeking behavior among service members, veterans, and military families in partnership with the Defense Department.

### **Rehabilitation and Employment**

[www.vetsuccess.va.gov](http://www.vetsuccess.va.gov)

**Services Provided:** Comprehensive program for Veterans with service-connected disabilities and Service members leaving active duty because of medical issues. The program provides services to assist individuals in finding employment to live more independently. These services include vocational counseling, training, career placement, and special rehabilitation services.

### **Substance Abuse and Mental Health**

**Services Administration**.....877-SAMHSA-7 (877-726-4727)  
800-487-4889

1 Choke Cherry Road  
Rockville, MD 20857

[www.samhsa.gov](http://www.samhsa.gov)

[www.samhsa.gov/MilitaryFamilies](http://www.samhsa.gov/MilitaryFamilies)

**Services Provided:** Agency within the US Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. Provides 24/7 free information and treatment referral.

**TRICARE Nurse Advice Line (NAL)**.....1-800-TRICARE (874-2273)

**Services Provided:** All TRICARE beneficiaries in the continental US, Alaska, and Hawaii can get health advice by calling the NAL, toll-free and 24/7.

### **TRICARE Resources**

7700 Arlington Boulevard

Suite 5101

Falls Church, VA 22042-5101

[www.tricare.mil](http://www.tricare.mil)

**Services Provided:** TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.

**USA Cares, Inc.**.....800-773-0387

562 B N Dixie Boulevard, Suite 3

Radcliff, KY 40160

[www.usacares.org](http://www.usacares.org)

[angelas@usacares.org](mailto:angelas@usacares.org)

**Services Provided:** USA Cares, Inc. is a 501 (c) (3) nonprofit providing financial and advocacy support to Post 9/11 veterans, active military and families. There are four programs offered through USA Cares, Inc. Our Combat Injured program pays for basic expenses (mortgage/rent, food for their family and home utilities) of those service members suffering from post-traumatic stress and traumatic brain injury, enabling them to receive treatment and be assured their family is taken care of during that time. For job assistance, we pay a service member's essential expenses while they train for a new job and we relieve any financial barrier that keeps them from getting a new job or career, including the cost of moving their family across country to a new job, buying tools required for a new job or travel and lodging expenses for job interviewing. In the Housing Assistance program, we pay the landlord or mortgage lender when bills are past due and caused by a military service-related incident such as prolonged reduction in pay for Reservists or Guardsmen, or extended delay in compensation by the VA to injured vets. The goal of the Emergency Assistance Program is to provide emergency financial assistance to support military families facing a financial difficulty. This program pays immediate, essential bills, including food and utility bills. Assistance to service members and their families is provided without obligation to repay. All assistance is made directly to mortgage lenders, utility companies and other vendors requiring payment from the families. Each family is assigned an advocate from the USA Cares' Family Resource Center who ensures assistance is provided in a timely manner. These advocates also mobilize additional support for families through other military assistance channels and the service member's community. When

USA Cares receives a request, we are typically able to respond within 48 hours.

**Fees/Coverage:** No fees, no repayment of grants.

### **VA Health Benefits**

[www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)

**Services Provided:** Information and resources regarding applying for VA health benefits.

### **VA Mental Health**

810 Vermont Avenue  
NW Washington DC 20420  
[www.mentalhealth.va.gov](http://www.mentalhealth.va.gov)

**Services Provided:** Authoritative mental health information and resources for Veterans and their families.

### **VATelCare.....1-888-838-7890**

**Services Provided:** 24-hour, toll-free medical advice for enrolled veterans.

### **Veterans Crisis Line.....1-800-273-TALK (8255)**

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

**Services Provided:** Confidential help for Veterans and their families.

### **Veterans Employment Center**

[www.ebenefits.va.gov/ebenefits/jobs](http://www.ebenefits.va.gov/ebenefits/jobs)

**Services Provided:** Online employment resource that allows veterans to see the benefits they've accumulated during their service, post resumes, and learn what kinds of jobs they may be qualified for based on their skills and experience.

### **Veterans Health Council.....301-585-4000**

[www.veteranshealth.org](http://www.veteranshealth.org)

**Services Provided:** Informational resource that works to improve health care for veterans by creating an ongoing forum for members

### **Veterans Health Library**

[www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org)

**Services Provided:** Health information resources.

### **Vet Jobs, Inc.**

P.O. Box 71445  
Marietta, GA 30007-1445  
[www.vetjobs.com](http://www.vetjobs.com)

**Services Provided:** Job listing for veterans.

### **Women Veterans Call Center.....1-855-VA-Women (1-855-829-6636)**

**Services Provided:** Call center that receives and responds to questions from women Veterans, their families, and caregivers across the nation about available VA services and resources.

### **Wounded Warrior Project.....877-TEAM-WWP (832-6997)**

4899 Belfort Road, Suite 300  
Jacksonville, FL 32256  
[www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)

**Services Provided:** Unique, direct programs and services to meet the need of injured service members.

### **Wounded Warrior Resource Center.....1-800-342-9647**

## **Brain Injury Information and Advocacy Resources**

### **American Veterans with Brain Injury**

[www.avbi.org/index.html](http://www.avbi.org/index.html)

**Services Provided:** Web-based peer support network and information resource for veterans with brain injury.

**Brain Injury Association of America**

1608 Spring Hill Road, Suite 110  
Vienna, VA 22182  
www.biausa.org

**Services Provided:** The country’s oldest and largest nationwide brain injury advocacy organization, working to advance brain injury prevention, research, treatment, and education to improve the quality of life for all individuals impacted by brain injury.

**Brain Injury Association of New York State.....518-459-7911**

10 Colvin Avenue Family Help Line **800-228-8201**  
Albany, NY 12206  
Fax 518-482-5285  
info@bianys.org  
www.bianys.org  
www.bianys.org/bianys-veterans.htm

**Services Provided:** Statewide organization that advocates on behalf of individuals with brain injuries and their families. The mission of the association is to promote awareness, understanding, and prevention of brain injury through education, advocacy, and community support services that lead toward reduced incidence and improved outcomes for children and adults with brain injuries and their families. BIANYS has also spearheaded the Traumatic Brain Injury and Military Veterans Services Project, working to build awareness about combat-related TBI.

**Brainline Military**

www.brainlinemilitary.org

**Services Provided:** Provides military-specific information and resources on traumatic brain injury to veterans, service members, and their families.

**Centers for Disease Control**

www.cdc.gov/TraumaticBrainInjury

**Services Provided:** Information and statistics on brain injury.

**Headway of Western New York.....716.408.3100**

2635 Delaware Avenue  
Buffalo, NY 14216  
Support@headwayofwny.org  
www.headwayofwny.org

**Additional Advocacy and Resources**

**Alzheimer’s Association: WNY Chapter.....1-800-272-3900**

2805 Wehrle Drive, Suite 6  
Williamsville, NY 14221  
program.wny@alz.org  
www.alz.org/wny

**Services Provided:** Information and referral, advocacy and public policy, care consultation, early stage programming, education, lending library, memory wellness, research, respite services, safety services, support groups, and professional training for those impacted by Alzheimer’s disease and related dementias.

**Fees/Coverage:** The majority of services available to persons with dementia, caregivers, family members, and the general public are free of charge; however, some specific programs and services do have an out of pocket cost.

**Central Referral.....211 or 716-851-5555**

To Find a Needed Service  
www.211wny.org

**Services Provided:** 2-1-1 WNY is a three digit phone number that connects people to services. 24 hours a day, 7 days a week people can dial 2-1-1 or 888-696-9211 and talk to a trained information & referral specialist who is able to identify services in the community that can provide them with the help they need. Information available through 2-1-1 include: basic needs, food assistance, free tax preparation, holiday assistance, housing, job training, legal counseling, mental health services, substance abuse services, volunteer opportunities, and more.

**Crime Victims Assistance.....716-893-7222**

Matt Urban Center  
1081 Broadway  
Buffalo, NY 14212  
www.urbanctr.org

**Services Provided:** The Matt Urban Center offers the Crime Victim Assistance Program funded by the New York State Crime Victims Board. As a victim of crime, you may be entitled to compensation benefits. The staff at Matt Urban Center can help you navigate through the system and apply for these benefits, including: compensation for medical and counseling expenses, compensation of essential personal property, lost wages or support, burial/expenses, court escorts to criminal court proceedings, occupational/vocational rehabilitation.

**Fees/Coverage:** Free and confidential services

**The Dale Association.....716-433-4400**

33 Ontario Street  
Lockport, NY 14094  
www.daleassociation.com

**Services Provided:** The Dale Association offers free programs for the visually and/or hearing impaired. This multi-faceted program is designed to enrich the lives of people age 60 and older, living in Niagara County, with a visual and/or hearing impairment through: Education Seminars, Referral Information, Support Groups, Literary Book Club, Vision and Hearing Screenings, Assistive Devices Resources Center, In-home Assessments and Ongoing Support, Enhanced Computer Keyboard and Screen, Closed Circuit Television (electronic magnifier), and Transportation to doctors' appointments (must be currently enrolled in the program).

**Erie County Office for the Disabled.....716-858-6215**

95 Franklin Street  
Room 626  
Buffalo, NY 14202  
www.erie.gov/ecod

Provides assistance by:

1. **Referral:** The ECOD serves as a clearinghouse for information on programs and services made available to citizens with disabilities by Erie County - and through affiliated agencies.

2. **Representation:** The ECOD uses its status as liaison to both the County Executive's Office and the Erie County Legislature to advocate for inclusion and positive change on behalf of the disabled community.
3. **ADA/ACCESS Oversight:** The Executive Director of the ECOD serves as Erie County's Compliance Officer for the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973.

**Independent Living**

**Directions in Independent Living Inc.....716-373-4602**

512 West State Street  
Olean, NY 14760  
info@oleanilc.org

Visit [www.nysilc.org/index.php/ilc-directory](http://www.nysilc.org/index.php/ilc-directory) to see what your local Independent living center can do for you.

**Independent Living of Niagara County.....716-284-4131**

746 Portage Road  
Niagara Falls, NY 14301  
www.wnyil.org

**Independent Living Center.....716-836-0822**

3108 Main Street  
Buffalo, NY 14214  
www.wnyil.org

**Services Provided:** The WNYIL family of agencies are joined by a common philosophy of self-help, self-determination, and equal access in order to empower people with disabilities to maximize their leadership, productivity, and integration into mainstream American society. The independent living philosophy can be expressed in three words: *Education* – To build understanding. *Empowerment* – So people with disabilities can take control of their lives. *Equality* – To be equal and full partners in the community. Those three words are the keys to change, independence, and the fulfillment of human potential

**National Chronic Pain Outreach Association, Inc.....540-862-9437**

P.O. Box 274  
Millboro, VA 24460  
www.chronicpain.org

**Southwestern Independent Living Center, Inc.....716-661-3010**

843 North Main Street

Jamestown, NY 14701

info@ilc-jamestown-ny.org

www.ilc-jamestown-ny.org

- **Advocacy:** Individuals experiencing difficulties in obtaining benefits or access to services will be advised of the legal and civil rights of persons with disabilities.
- **Housing:** Southwestern Independent Living Center maintains a list of subsidized housing options which are accessible or can easily be modified, and will assist individuals in locating an adapting present or future home for the individual's own needs.
- **Independent Living Skills Training:** Independent living skills development includes training in community mobility, home management, personal care attendant selection and supervision, self-care, financial management, time management, consumer affairs, social skills, sexuality, educational and vocational options, and wheelchair maintenance.
- **Peer Support:** Disabled individuals meet in groups, or one to one sessions, to discuss common experiences, support on another's efforts, and provide guidance toward the common goal of increased independence. Peer counselors are available to provide support and help individuals in areas of coping and adjustment.
- **Information and Referral:** A computerized directory, developed by staff, provides information about various agencies, throughout Chautauqua County, serving people with disabilities.
- **Special Transportation:** Appropriate referral to community services and driver training will be made to individuals with transportation needs. When necessary, Southwestern Independent Living Center will provide transportation in a wheelchair accessible van for clients of the center needing to look at available housing, consult with center staff, or utilize services otherwise unavailable to them. Other trips will be made at the discretion of the agency.
- **Telecommunication Device Relay Services - TDD:** Relay services assist hearing-impaired or speech-impaired individuals to deliver messages to agencies, medical personnel, retailers, or others unable to receive TDD calls.
- **Income Tax Preparation:** Income Tax Preparation SILC offers free assistance with income tax preparation. SILC has recently partnered with the IRS to be a VITA (Voluntary Income Tax Assistance) site. We are able to offer "electronic" filing this year.

## Healthcare—Veterans Administration

### VA Health Benefits Copays

While many veterans qualify for free healthcare services based on a VA compensable service-connected condition or other special eligibilities, most veterans are required to complete a financial assessment or means test at the time of enrollment to determine if they qualify for free health care services. Veterans whose income exceed VA income limits as well as those who choose not to complete the financial assessment at the time of enrollment, must agree to pay the required copays for health care services to become eligible for VA healthcare services.

*Some veterans qualify for free healthcare and/or prescriptions based on special eligibility factors including but not limited to:*

- Former Prisoner of War status
- 50% or more compensable VA service-connected disabilities (0-40% compensable service-connected may take copay test to determine prescription copay status)
- Veterans deemed catastrophically disabled by a VA provider

*Services exempt from inpatient and outpatient copays include:*

- Special registry examinations offered by VA to evaluate possible health risks associated with military service
- Counseling and care for military sexual trauma
- Compensation and Pension examinations
- Care that is part of a VA research project
- Care related to a VA-rated service-connected disability
- Readjustment counseling and related mental health services
- Care for cancer of head or neck caused by nose or throat radium treatments received while in the military
- Individual or group smoking cessation or weight reduction services
- Publicly announced VA public health initiatives, for example, health fairs
- Care potentially related to combat service for Veterans that served in a theater of combat operations after November 11, 1998
- Laboratory and electrocardiograms
- Hospice care

For more information including listings of copay charges, go to:  
[www.va.gov/healthbenefits/cost/copays.asp](http://www.va.gov/healthbenefits/cost/copays.asp)

**Buffalo VA “Veterans for Progress and Recovery”.....716-834-4270**

2963 Main Street  
Buffalo, NY 14214  
Fax 716-862-8886

**Services Provided:** Veterans work with staff to develop a personal recovery plan based on their individual goals, preferences, strengths, abilities, and needs. Therapeutic activities are then offered to assist the veteran meet these goals. These activities include individual therapy, psychiatric services, group therapy, peer support groups, and training. Offers a wide range of outpatient therapeutic groups and activities for veterans with mental illness.

**Buffalo Vet Center.....716-862-7350**

2372 Sweet Home Road, Suite 1  
Buffalo NY 14228  
Fax 716-691-6450

**Services Provided:** Vet Centers provide a broad range of counseling, outreach, and referral services to combat Veterans and their families. Vet Centers guide Veterans and their families through many of the major adjustments in lifestyle that often occur after a Veteran returns from combat. Services for a Veteran may include individual and group counseling in areas such as Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. The Vet Center offers bereavement counseling to parents, siblings, spouses and children of Armed Forces personnel who die in the service to our country. Also eligible are family members of Reservists and National Guardsmen who die while on federally activated duty.

**Fees:** Free

**VA Caregiver Support.....1-855-260-3274**

[www.caregiver.va.gov](http://www.caregiver.va.gov)

**Services Provided:** The program provides a wide range of services to caregivers of eligible veterans of all eras. The program also offers additional services, including a monthly stipend to caregivers of veterans (or service members undergoing medical discharge) who incurred or aggravated a serious injury (including Traumatic Brain Injury, psychological trauma, or other mental disorders) in the line of duty on or after September 11, 2001.

**VA Health Benefits**

[www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)

**Services Provided:** Information and resources regarding applying for VA health benefits.

**VA WNY Healthcare for**

**Homeless Veterans (HCHV) Program.....716-881-5855**

**Services Provided:** Program works with veterans who are mentally ill or have substance abuse problems, to help them overcome the barriers that may prevent them from receiving or benefiting from health services. Reaching out to homeless veterans in shelters, soup kitchens, and on the streets, VA outreach workers help establish eligibility for VA medical services, develop appropriate treatment plans, and screen for community placement.

**VA WNY Healthcare System Adult Day Healthcare.....716-862-3244**

3131 Sheridan Drive, Suite 103  
Amherst, NY 14226

**Services Provided:** Outpatient therapeutic day program for Veterans that provides physical therapy, occupational therapy, recreation therapy, and health maintenance to Veterans in a group setting. Includes a memory program for those with significant cognitive impairment and a rehabilitation program for those in need of ongoing physical and occupational therapy. Cost is based on income, but will never be more than \$15.00 per day including lunch.

**VA WNY Healthcare System Homemaker**

**and Home Health Aide Program.....716-862-8982**

**Services Provided:** The VA pays for homemaker and home health aide assistance for Veterans. The program supports Veterans living at home instead of being placed into a community living center or nursing home. The types of services provided include assistance with bathing, dressing, eating, help in using the toilet, and getting in or out of bed or a wheelchair. Other services can include help with walking exercises, using medical equipment, and health monitoring. In some cases, specific household tasks such as light housekeeping may be provided following personal care.

**VA WNY Healthcare System**

**Home Based Primary Care.....716-862-8858**

**Services Provided:** Program that provides home care services to veterans, working in partnership with the veteran, family, caregiver, VA, and community. The program uses a team of health care professionals who work together to create a plan of care for each Veteran.

**VA WNY Healthcare System OEF/OIF/OND Program.....716-862-3111**

3495 Bailey Avenue, Room 107 C  
Buffalo, NY 14215  
Fax 716-862-7449

**Services Provided:** Initial assessment to identify needs and goals of each returning veteran, family & veteran readjustment support, spouse and family relationship building, linkage to primary care and behavioral health services, psychiatric evaluations and consultations, information regarding veterans' benefits and disability claims, vocational/educational referral, liaison to DOD, TBI screens, care management, and polytrauma consults.

**VA WNY Healthcare System PTSD**

**Medication Management Clinic.....716-862-8756**

**Services Provided:** Available PTSD treatments offered include medications, individual counseling, group therapy, cognitive processing therapy, and inpatient and outpatient PTSD treatment.

**VA WNY Healthcare System**

**Substance Abuse Treatment Services.....716-862-8565**

**Services Provided:** Full service outpatient treatment center for veterans with problems related to the abuse of alcohol and/or drugs. Program components include individualized assessment and treatment planning, group therapy, individual therapy, and pharmacotherapy. Includes special emphasis treatment for dual diagnosis, women, chronic pain, and families.

**Veterans Service Contact Center**

1-888-823-9656

**Services Provided:** For information on eligibility, VA health care benefits and enrollment, or questions on your billing statement.

**VISN 2 Behavioral Telehealth Center**

**Care Management Program.....1-877-619-0106**

**Services Provided:** Clinical service that provides mental health assessments, recommendations, and brief treatment for veterans over the phone. Specializes in conducting thorough assessments and in providing brief treatment for common primary care problems over the phone, including tobacco use, mild-moderate depression or anxiety, insomnia, and managing chronic pain. All services are free; there are no copays.

**VA Clinics**

**Dunkirk Community Based Outpatient Clinic.....716-203-6474**

166 East 4th Street  
Dunkirk, NY 14048  
Fax 716-363-1235

**Jamestown Community Based Outpatient Clinic.....716-338-1511**

608 West 3rd Street  
Jamestown, NY 14701  
Fax 716-338-1521

**Lackawanna Community Based Outpatient Clinic.....716-821-7815**

1234 Abbott Road  
Lackawanna, NY 14218  
Fax 716-825-1602

**Lockport Community Based Outpatient Clinic.....716-438-3890**

5883 Snyder Drive  
Lockport, NY 14094  
Fax 716-438-3894

**Niagara Falls Community Based Outpatient Clinic.....716-862-8580**

2201 Pine Avenue  
Niagara Falls, NY 14301-2300  
Fax 716-284-1702

**Olean Community Based Outpatient Clinic.....716-373-7709**

VA Outpatient Clinic, 465 North Union Street  
Olean, NY 14760-2658  
Fax 716-373-8117

**Springville Community Based Outpatient Clinic.....716-592-2409**

15 Commerce Drive  
Springville, NY 14141  
Fax 716-592-2650

*Services Offered:*

\*Note that each clinic has different services, but these are the most likely\*

- Primary Care Services for Veterans in the specific area.
- Handicapped Accessible: full and easy access for all Veterans.
- Personal Care: A health care team consisting of physicians, nurse practitioners, nurses, and clerical staff
- Provide primary care services at the clinic, stressing health maintenance and preventative medicine.
- Specialty services beyond primary care are available through VA Health Care Upstate New York at Buffalo. If you require more specialized tests your health care provider will arrange for a referral for these services at the Buffalo VA Medical Center.
- Behavioral Health Care: Individual and group psychotherapy for Veterans experiencing personal and emotional problems, including drug and alcohol problems.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail. Emergency medicines provided.
- Smoking Cessation: The Clinic offers the QuitSmart(r) smoking cessation program-an innovative service that combines the best of behavioral and medication treatments in a group format.
- Parking: Free ample parking on premises.
- [www.buffalo.va.gov/locations/index.asp](http://www.buffalo.va.gov/locations/index.asp)

**Healthcare—Other**

**Buffalo Hearing and Speech Center.....716-885-8871**

50 East North Street  
Buffalo, NY 14203  
Fax 716-882-4229  
[www.buffalohearingcenter.com](http://www.buffalohearingcenter.com)  
[www.askbhsc.org](http://www.askbhsc.org)

**Services Provided:** Hearing evaluation, hearing aid sales and services, tinnitus management program, language and cognitive rehabilitation therapies provided by speech-language pathologists.

**Fees/Coverage:** Sliding scale; Medicare/Medicaid, other insurances

**The Courtyards Adult Care Facility.....716-649-9111**

5285 South Park Ave  
Hamburg, NY 14075  
[www.thecourtyardsadultcare.com](http://www.thecourtyardsadultcare.com)

**Services Provided:** Adult care facility providing medication management/administration, assistance with activities of daily living, 24 hour care and supervision, three meals daily, laundry, housekeeping, case management, assistance with money management and activities.

**Fees/Coverage:** Private pay (flexible rates), Veterans Aid and Attendance

**Tennyson Court.....716-632-9496**

49 Tennyson Road  
Williamsville, NY 14221  
Fax 716-632-1822  
[www.tennysoncourt.com](http://www.tennysoncourt.com)

**Services Provided:** Assisted living and memory care community offering 24-7 personal assistance, medication management, personal housekeeping and laundry, transportation services, activities, aides, and emergency response controls.

**Fees/Coverage:** Accepts Veterans' Aid and Attendance Benefits



**University at Buffalo**

**Speech-Language and Hearing Clinic.....716-829-3980**

52 Biomedical Education Building  
Buffalo, NY 14214-8016  
Fax 716-829-3979

**Services Provided:** Full spectrum of services including treatment in the areas of central auditory processing, aural habilitation and rehabilitation with an emphasis on cochlear implant therapy, tinnitus, laryngectomy, Asperger’s syndrome and autism, augmentative communication, voice, stuttering, aphasia, traumatic brain injury, adult and child speech and language and adult and child language learning. Services of the clinic are accredited in Speech Pathology and Audiology by the American Speech-Language-Hearing Association (ASHA).

**Fees/Coverage:** All speech-language services providing an individual component are \$60 per visit. Audiology fees vary according to the service provided. The clinic is a participating provider with most major insurance carriers.

**Kerry Donnelly PhD.....716-862-8597**

VA WNY Healthcare System  
3495 Bailey Avenue  
Buffalo, NY 14215  
Kerry.donnelly@va.gov

**Services Provided:** Neuropsychology, neurology, medical rehabilitation, vocational rehabilitation, counseling psych services, therapies, respite care, drug and alcohol treatment.

**Fees/Coverage:** Contact the VA for eligibility.

**Michael P Santa Maria, PhD.....716-690-2560**

DeGraff Hospital  
445 Tremont Street, Suite 323  
North Tonawanda, NY 14120  
Fax 716-690-2585  
www.buffaloneuropsychology.com

**Services Provided:** Neuropsychological evaluation, including of persons with history of TBI, PTSD, depression, and/or substance abuse.

**Fees/Coverage:** Medicare, Managed Medicaid, BC/BS, Univera, Tricare, ChampVA, Nova, No Fault, Workers Comp, other private insurances, private pay.

**Neuro Psychologists**

**Dent Neurologic Institute.....716-250-2000**

3980 Sheridan Drive                      200 Sterling Drive  
Amherst, NY 14226                      Orchard Park, NY 14127  
www.dentinstitute.com

**Services Provided:** Neuropsychology, Neurology, Psychiatry, Drug and Alcohol Treatment.

**Fees/Coverage:** Contact Dent Institute

**ECMC Department of Neurology.....716-898-3000**

462 Grider Street  
Buffalo, NY 14215

**Services Provided:** Neuropsychology and Neurology

**Fees/Coverage:** Contact the department of Neurology

**Neuro Vision**

**Aurora Optometric Group.....716-652-0870**

Dr. Richard O’Connor Jr.  
980 West Maple Court  
Elma, NY 14059  
www.aogpc.com

**Services Provided:** Comprehensive Eye Exams, Treatment of Ocular Diseases and Eye Emergencies, Stylish Eyewear, Wide Selection of Frames and Sunglasses, Full Service Optical & Licensed Opticians, Contact Lenses - Soft, RGP, Toric and Multifocal and Vision Therapy

**Fees/Coverage:** Insurances Accepted include: EYEMED vision, VSP vision, DAVIS vision, BCBSWNY, Independent Health, UNIVERA, OPTUM HEALTH, EMPIRE plan, TRICARE, and more. Call and inquire if your insurance can be used at our office. We also accept Care Credit.

**Ross Eye Institute.....716-881-7900**

1176 Main Street  
Buffalo, NY 14209

3580 Sheridan Dr, Ste 150  
Amherst, NY 14226

301 Sterling Drive  
Orchard Park, NY 14127

27 Franklin Street  
Springville, NY 14141

www.rosseye.com

**Services Provided:** Diagnostic and treatment services of all medical and surgical conditions of the eye and visual system.

**Fees/Coverage:** Most insurance.

**Lake Shore Behavioral Health.....716-824-0440**

225 Delaware Avenue, Suite 300  
Buffalo, NY 14202

tleblanc@lake-shore.org  
www.lake-shore.org

Referrals **716-884-0888**

**Services Provided:** Outpatient mental health and substance abuse programs, personalized recovery orientation services (PROS), homeless services, supported housing, and vocational programs. Provides treatment and medication therapy for individuals experiencing a wide range of mental health illnesses including: anxiety, bipolar disorder, depression, family and relationship problems, obsessive compulsive disorder, post-traumatic stress disorder, and schizophrenia.

**Fees/Coverage:** Takes Medicaid, Medicare, and most insurances

**Substance Abuse and Mental Health**

**Services Administration.....877-SAMHSA-7 (877-726-4727)**

1 Choke Cherry Road  
Rockville, MD 20857

**800-487-4889**

www.samhsa.gov

www.samhsa.gov/MilitaryFamilies

**Services Provided:** Agency within the US Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. Provides 24/7 free information and treatment referral.

**Substance Abuse**

**Freedom Village.....716-731-2030**

6331 Inducon Drive East  
Sanborn, NY 14132

Fax 716-731-3010

www.horizon-health.org

**Services Provided:** Intensive residential chemical dependency program for individuals who have served in the military, incorporating specialized individual and family services for those who also may have post-traumatic stress disorder (PTSD), traumatic brain injury (TBI) or mental health issues. Programing includes educational/vocational services, family counseling, wellness programs, art therapy, along with specialty tracks for relapse prevention, coping skills, DBT skills, young adult-specific treatment, grief and loss, and anger management.

**Fees/Coverage:** Most individuals will have their residential stay covered via Department of Social Services, Public Assistance benefit. Freedom Village also offers sliding scale fees based on income.

**In-Home Care, Day Programs**

**All Metro Health Care.....716-856-2702**

170 Franklin Street, Suite 205  
Buffalo, NY 14202

Fax 716-856-8034

www.all-metro.com

**Services Provided:** Licensed Practical Nurse, Registered Nurse, Home Health Aide, Personal Care Assistant, Home Care Service Staffing, TBI Waiver Services, NHTD Waiver Services.

**Fees:** Medicaid, Private Pay, Insurance, Third-Party Billing

**Schofield Adult Day Healthcare Program.....716-849-8720**

190 Fulton Street  
Buffalo, NY 14204  
Fax 716-849-8724  
administration@schofieldcare.org  
www.schofieldcare.org

**Services Provided:** Adult day program with additional healthcare services including nursing care, occupational therapy, physical therapy, speech therapy, social service counseling, case management, support groups, nutritional guidance, and health monitoring.

**Fees/Coverage:** Managed Medicaid or private pay

**Schofield Home Health Care Services.....716-873-7800**

2757 Elmwood Avenue  
Kenmore, NY 14217  
Fax 716-873-2265  
administration@schofieldcare.org  
www.schofieldcare.org

**Services Provided:** Licensed home healthcare agency providing nursing, aide services.

**Fees/Coverage:** VA contract for HHA services (Erie and Niagara counties), private pay, other insurance

**Schofield TBI Waiver Program.....716-874-2600**

2757 Elmwood Avenue  
Kenmore, NY 14217  
Fax 716-874-2600  
administration@schofieldcare.org  
www.schofieldcare.org

**Services Provided:** Home and Community Support Services aides provide daily living supports to TBI program participants.

**Venture Forthe.....716-285-8070**

3900 Packard Road  
Niagara Falls, NY 14303  
Fax 716-285-8250  
info@ventureforthe.com  
www.ventureforthe.com

**Services Provided:** Venture Forthe is a local, veteran-owned, Licensed Home Care Services Agency serving Western New York for over 15 years offering service coordination, personal care aides, structured day programs, TBI/NHTD waiver services, independent living skills training, and clinical services.

**Fees/Coverage:** Veterans Aid and Attendance, Medicaid, Medicaid Managed Care, long-term insurance, workers compensation, private pay

**Weinberg Campus Adult Day Healthcare Program.....716-639-3311**

2700 North Forest Road  
Getzville, NY 14068  
Fax 716-639-3309  
www.weinbergcampus.org

**Services Provided:** Individualized day program for adults with medical needs. Healthcare services include nursing, case management, medical diagnostics, social rehabilitation, recreational, and personal care services.

**Fees:** Medicaid or private pay

**Support Groups and Therapies**

**Aurora Audiology and Speech.....716-652-6464**

97 Hamburg Street  
East Aurora, NY 14052  
www.auroraaudiology.com

**Services Provided:** Is structured to evaluate and treat adults who experience difficulty with communication, cognitive, and swallowing skills. These difficulties may come from a stroke, brain injury or vocal cord nodules and other conditions.

**Fees/Coverage:** Most insurance

**Buffalo Vet Center.....716-862-7350**

2372 Sweet Home Road, Suite 1  
Buffalo NY 14228  
Fax 716-691-6450

**Services Provided:** Vet Centers provide a broad range of counseling, outreach, and referral services to combat Veterans and their families. Vet Centers guide Veterans and their families through many of the major

adjustments in lifestyle that often occur after a Veteran returns from combat. Services for a Veteran may include individual and group counseling in areas such as Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. The Vet Center offers bereavement counseling to parents, siblings, spouses and children of Armed Forces personnel who die in the service to our country. Also eligible are family members of Reservists and National Guardsmen who die while on federally activated duty.

**Fees:** Free

**Compeer of Buffalo Vet 2 Vet.....716-883-3331**

135 Delaware Avenue, Suite 210  
Buffalo, NY 14202  
Fax 716-883-3395  
tina@compeerbuffalo.org  
www.compeerbuffalo.org

**Services Provided:** Matches veterans in supportive one-to-one friendships. While veterans in need receive support, understanding, and encouragement in the community, trained veteran volunteers get the opportunity to engage in community service and experience self-worth by offering supportive friendship. The program helps to ensure that veterans have access to the knowledge and expertise in the community of individuals in ways that contribute to the veterans and the community at large.

**Fees/Coverage:** N/A

**Headway of Western New York.....716.408.3100**

2635 Delaware Avenue  
Buffalo, NY 14216  
Support@headwayofwny.org  
www.headwayofwny.org

**Services Provided:** Peer Support Group, Caregivers Support Group, Women's TBI Survivors Support Group. All groups meet at Headway unless otherwise noted. Peer Support Group also meets at DeGraff Hospital in North Tonawanda. Call Headway for more information.

**Fees/Coverage:** Free

**Mental Health Association of Erie County.....716-886-1242**

999 Delaware Avenue  
Buffalo, NY 14209  
Fax 716-881-6428  
mcparlane@eriemha.org  
www.eriemha.org

**Services Provided:** Administers *Operation COM: Children of Military*, a program for youth ages 3+ that uses a non-traditional approach to working with military families using projects, creative expression, and group work.

**Fees/Coverage:** Free

**New York Army National Guard**

**Behavioral Health Program.....716-878-0284**

2502 Rubin Way  
Niagara Falls, NY 14304  
Mark Giglio, LMSW  
Mark.c.giglio.mil@mail.mil

**Services Provided:** New York Army National Guard Behavioral Health Counseling Program is provided to New York Army National Guard Soldiers at no cost. Services provided range from short- to long-term individual, couples, and family counseling as well as resource connection. Treatable issues (not all inclusive) range from anger management, anxiety, depression, grief, family conflict, PTSD, self-esteem, substance abuse, and suicidal ideation. Referrals are accepted from Soldiers (self-referral), Commanders/CSM/1SG, first line supervisors, family members, FRG leaders, and/or peers. Services can be provided via face-to-face and phone, as deemed appropriate by the program. We offer services in the Watervliet/Latham/Albany area as well. That point of contact is Emily Smith, LCSW at 518-270-1518.

**Fees/Coverage:** FREE to Soldiers actively involved with the New York Army National Guard

**Optimal Therapy Associates.....716-836-5929**

2495 Main Street, Suite 234  
Buffalo, NY 14214  
Otascontact@aol.com

**Services Provided:** Occupational and Physical Therapy services, sensory integration therapy.

**Fees/Coverage:** All major insurances, including Medicaid and Medicare

**Veterans Stress Project.....716-435-5167**

amromeo83@gmail.com  
www.stressproject.org

**Services Provided:** The Veterans Stress Project helps Veterans learn Emotional Freedom Techniques (EFT), an evidence-based self-help technique proven effective in relieving a wide range of stress-related symptoms.

**Fees/Coverage:** The Stress Project offers veterans free EFT sessions through the project or with a local volunteer.

## Rehab Medicine

**ECMC Department of Rehab Medicine.....716-898-5757**

462 Grider Street  
Buffalo, NY 14215  
Fax 716-898-3259

**Services Provided:** Psychological assessment, individual counseling, group counseling, and support groups (brain injury, pain management, spinal cord injury). Therapists are trained in trauma services for PTSD. Also specialized in the complexities associated with mild traumatic brain injury as well as pain management.

**Fees/Coverage:** Medicare, Medicaid, private insurance, and offering ECMC insurance (sliding fee).

**Elmwood Health Center.....716-874-4500**

2128 Elmwood Avenue  
Buffalo, NY 14207  
www.elmwoodhealthcenter.org

**Services Provided:** A healthcare facility that provides a wide range of outpatient medical, rehabilitative, and counseling services.

**Fees/Coverage:** Most insurance plans and private pay accepted.

## Education

**Buffalo State University Small Business**

**Development Center Veteran Business Outreach.....716-878-4030**

1300 Elmwood Avenue  
Cleveland Hall 206  
Buffalo, NY 14222-1095  
Fax 716-878-4007  
mckeonj@buffalostate.edu  
www.buffalostate.edu/sbdc/x511.xml

**Services Provided:** Small business development for veterans, training, and one-on-one advisement.

**Fees/Coverage:** Free

**Daemen College Veterans Affairs Center.....716-839-8225**

4380 Main Street  
Amherst, NY 14226  
wgordon@daemen.edu  
www.daemen.edu/admissions/veterans

**Services Provided:** The Veterans Affairs Center strives to coordinate its services in order to help each and every veteran student. Staff assists in addressing all the everyday aspects of student life including, but not limited to, academics, financial aid, career opportunities, and physical and social needs within the school.

**Erie Community College.....716-270-4720**

www.ecc.edu

**Services Provided:** ECC provides support to veterans, reservists, and military dependents pursuing their education. In addition to the support given in the classroom and in processing the GI Bill, ECC provides adaptive technology for use by students. This includes specialized tutoring, Live

Scribe Pens, ABC Read & Write software, Kindle Audible and newly installed Luminosity.

**Fees/Coverage:** No fees

**Niagara University Veteran Services Office.....716-286-8341**

Niagara University  
5795 Lewiston Road  
Fax 716-286-8301  
rhealy@niagara.edu  
www.niagara.edu/veterans

**Services Provided:** Provides educational counseling and support to student veterans. Advises local student veteran group.

## Employment

**Adult Career and Continuing Education Services**

**-Vocational Rehabilitation (ACCES-VR).....716-848-8001**

508 Main Street  
Buffalo, NY 14202  
www.acces.nysed.gov/vr

**Services Provided:** Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) offers access to a full range of employment and independent living services that may be needed by persons with disabilities through their lives. Through its administration of vocational rehabilitation and independent living programs, VR coordinates policy and services relating to transition and youth services for high school students and youth up to age 25 with disabilities from school and post school to adult services; vocational rehabilitation services for working age Individuals with disabilities; independent living services for people with disabilities of all ages; and business services for hiring a qualified diverse workforce.

**Fees/Coverage:** No fees

**Allegany County Employment and Training.....585-268-9240**

7 Wells Lane  
Belmont, NY 14813  
www.alleganyco.com  
lynchr@alleganyco.com

**Services Provided:** We provide all services related to obtaining employment: job search, job readiness training, interviewing and resumes. We have funding for training to obtain skills needed for employment for eligible applicants.

**Fees/Coverage:** No fees

**America's Heroes at Work**

www.americasheroesatwork.gov

**Services Provided:** US Department of Labor (DOL) project that addresses the employment challenges of returning Service Members and Veterans living with Traumatic Brain Injury (TBI) and/or Post-Traumatic Stress Disorder (PTSD). Includes resources for veterans and employers.

**Chautauqua Works NYS DOL.....716-366-9015**

407 Central Avenue  
Dunkirk, NY 14048  
www.labor.ny.gov  
Vicky.America@labor.ny.gov

**Services Provided:** Job placement services, referrals for training, and information regarding veteran benefits.

**Fees/Coverage:** No fees

**Goodwill Industries of WNY,**

**Veterans Job Development Services.....716-898-0110**

1280 Main Street  
Buffalo, NY 14209  
www.goodwillwny.org  
tholman@goodwill.org

**Services Provided:** Assist veterans develop Individual Service Plans for employment opportunities. The Veteran Job Developers from Goodwill Industries of WNY are embedded with the WNY Veterans One stop Center. Goodwill Industries of WNY Veterans Employment Service is partnered with WNY Veterans One stop Center in order to help eliminate the barriers that prevent successful job hunting and search. The goal is to assist veteran's transition back to civilian life in order to achieve their employment goals and reach their full potential. The VOC provides wrap-around services such as housing, case management, accredited VA benefits counseling, peer

mentorship, legal services, financial counseling, educational resources, and women and family services.

**Fees/Coverage:** No fees

### **New York National Guard Zone**

[www.dmna.ny.gov](http://www.dmna.ny.gov)

**Services Provided:** Job opportunity listing

### **Rehabilitation and Employment**

[www.vetsuccess.va.gov](http://www.vetsuccess.va.gov)

**Services Provided:** Comprehensive program for Veterans with service-connected disabilities and Service members leaving active duty because of medical issues. The program provides services to assist individuals in finding employment to live more independently. These services include vocational counseling, training, career placement, and special rehabilitation services.

### **Vet Jobs, Inc.**

P.O. Box 71445

Marietta, GA 30007-1445

[www.vetjobs.com](http://www.vetjobs.com)

**Services Provided:** Job listing for veterans.

### **Veterans Employment Center**

[www.ebenefits.va.gov/ebenefits/jobs](http://www.ebenefits.va.gov/ebenefits/jobs)

**Services Provided:** Online employment resource that allows veterans to see the benefits they've accumulated during their service, post resumes, and learn what kinds of jobs they may be qualified for based on their skills and experience.

## **Financial**

**United Way CASH Coalition.....716-887-2718**

742 Delaware Avenue

Buffalo, NY 14209

[www.cashbuffalo.org](http://www.cashbuffalo.org)

**Services Provided:** Financial education and free tax preparation.

**Fees:** None

**WNY Heroes, Inc......716-630-5020**

2809 Wehrle Drive, Suite 8

Williamsville, NY 14221

Fax 716-630-5023

[heroes@wnyheroes.org](mailto:heroes@wnyheroes.org)

[www.wnyheroes.org](http://www.wnyheroes.org)

**Services Provided:** WNY Heroes provides immediate life-sustaining financial assistance to veterans and their families in need. The Bridging Hearts program will cover up to three months mortgage, rent, or utilities, provided the veteran meets all the specified qualifications of the grant application. The *WNY Kids are Heroes Too* program serves children of the military with grants that provide funding for organized sports, dance, arts, enrichment, and summer camp designed for children of a deployed parent(s). The *Adopt-a-Veteran Family* serves veterans and their families during the stressful holiday season through local donations and sponsorships providing the children of veterans with gifts, food, and clothing through a qualifying grant. The *BackPack* program provides children of veterans with back to school backpacks filled with necessary supplies to enable them to succeed in school.

## **Housing**

**Baker Victory.....716-828-9500**

790 Ridge Road

Lackawanna, NY 14218

[www.bakervictoryservices.org](http://www.bakervictoryservices.org)

**Services Provided:** Residential Services, Service Coordination and Respite Care.

**Fees/Coverage:** Medicaid

**Belmont Housing.....716-884-7791**

1195 Main Street  
Buffalo, NY 14209

[www.belmonthousingwny.org](http://www.belmonthousingwny.org)

**Services Provided:** Our mission is to expand affordable housing opportunities throughout Western New York. We share a vision of the positive impact our organization can have on the community. By successfully implementing our plans and achieving our full potential, we are able to, provide products and services that meet a basic need and improve the quality of life throughout the community, create quality housing that is accessible to those with limited resources, promote fair housing and racial justice, combine our talents with other resources to expand affordable housing opportunity, and serve all our clients in a compassionate and non-judgmental manner. We advocate for quality affordable housing. In addition to administering rental assistance programs, we offer a variety of housing-related programs and services promoting home ownership and asset building, educating renters and landlords, improving existing housing stock, as well as developing and managing affordable housing. Building on our years of experience and technical expertise, we consult and partner with others to achieve our mission.

**Fees/Coverage:** Assistance with programs and finding housing is free

**Buffalo Municipal Housing.....716-855-6774**

245 Elmwood Avenue  
Buffalo, NY 14222

[www.ci.buffalo.ny.us/home/CityServices/Buffalo\\_Municipal\\_Housing\\_Authority](http://www.ci.buffalo.ny.us/home/CityServices/Buffalo_Municipal_Housing_Authority)

**Services Provided:** Resident Self-Sufficiency Program: The Buffalo Municipal Housing Authority has placed a strong emphasis on economic development by providing self-sufficiency programs to assist and support the effort to move tenants into mainstream, family sustaining employment and income. This is accomplished through a series of programs to encourage residents to make the transition to economic independence. Section 8 Housing Assistance Program: The Section 8 Housing Assistance Program is

a federally funded program that assists low-income families by subsidizing a portion of their monthly rent and providing a utility allowance. It provides direct payments to landlords and covers the difference between what can be reasonably afforded by the tenant and reasonable rental charges of the landlord. To qualify for the program, a family must meet the low-income guidelines set by HUD and rental units must meet Housing Quality Standards and local codes, and pass an inspection by the BMHA.

**Fees/Coverage:** Assistance with programs and finding housing is free

**Chautauqua Home Rehabilitation and Improvement Corp (CHRIC).....716-753-4650**

2 Academy Street  
Mayville, NY 14757  
Fax 716-753-4658  
[www.chric.org](http://www.chric.org)

**Services Provided:** Financial education, housing rehabilitation, housing adaptations and modifications for accessibility for residents of Chautauqua County.

**Fees:** No cost

**DePaul Living Opportunities.....716-873-5253**

2625 Delaware Avenue, Suite 125  
Buffalo, NY 14216  
Fax 716-873-8262  
[rtambone@depaul.org](mailto:rtambone@depaul.org)  
[www.depaul.org](http://www.depaul.org)

**Services Provided:** Agency provides housing support services and rental stipend to individuals who meet certain criteria for homeless and mental health diagnosis.

**Fees/Coverage:** No fees, but participants are asked to contribute 30% of income towards rent.

**Housing Opportunities Make Equal, Inc......716-854-1400**

1542 Main Street  
Buffalo, NY 14209  
[www.homeny.org](http://www.homeny.org)  
[abergsten@homeny.org](mailto:abergsten@homeny.org)



**Services Provided:** Housing Opportunities Made Equal, Inc. (HOME) is a civil rights organization that began in 1963. HOME's mission is to promote the value of diversity and ensure the people of Western New York the equal opportunity to live in the housing and communities of their choice—through education, advocacy, and the creation of housing opportunities. HOME provides advocacy services for victims of housing discrimination, landlord-tenant counseling, mobility counseling and listings, along with educational trainings and outreach concerning fair housing and landlord-tenant law. HOME's Community Housing Center Mobility program for first-time Section 8 voucher holders may be able to assist veterans who have just received a VASH voucher and are looking for housing.

**Fees/Coverage:** HOME's services are free and confidential

**Lockport C.A.R.E.S. Inc.....716-433-2908**

190 Genesee Street  
Lockport, NY 14094  
www.lockportcares.org  
nsnags1@aol.com

**Services Provided:** Lockport CARES supplies emergency shelter up to 10 business days for men, women, and families with children. Also, provided three meals a day plus snacks and emergency clothing. There is a preference of people that live in Niagara County, but if it is a Veteran, then the Veteran and their family takes priority. Guests must be able to take care of themselves, and be able to be out of the shelter between 9:00a-4:00p. Lockport C.A.R.E.S. is a Christ-centered, violence, drug and alcohol free facility.

**Fees/Coverage:** No Fees - must apply for TA with Niagara County D.S.S. to determine eligibility for shelter monies.

**The McGuire Group.....716-826-2010**

560 Delaware Avenue  
Buffalo, NY 14209  
www.mcguiregroup.com

**Services Provided:** Therapies, Respite Care, Nursing Facility, Outpatient Physical Therapy.

**Fees/Coverage:** Medicare, Medicaid, HMO, Private Pay

**National Coalition for Homeless Veterans.....202-546-1969**

www.nchv.org  
info@nchv.org  
333 ½ Pennsylvania Avenue SE  
Washington, DC 20003  
Fax 202-564-2063

**Services Provided:** Resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies, that provide emergency and supportive housing, food, health services, job training, etc.

**Rental Assistance Corps.....716-882-0063**

470 Franklin Street  
Buffalo, NY 14201  
www.racbny.org

**Services Provided:** The City of Buffalo, as the Public Housing Authority (PHA), entered into a contract with RACB for the purpose of administering the Section 8 Existing Housing programs. Through these Section 8 programs, RACB and the City seek to provide rental assistance on behalf of low-income families and elderly, or handicapped, or disabled individuals who could not otherwise afford decent, safe and sanitary housing. RACB also participates in the Family Self Sufficiency (FSS) Program. FSS is the means for subsidized housing participants to set goals and work toward economic independence. In addition, RACB administers a very small Homeownership Program - where FSS participants are able to use their subsidy to purchase single family homes for themselves.

**WNY Veterans Housing Coalition, Inc.....716-882-5935**

1416 Main Street  
Buffalo, NY 14209  
Fax 716-332-0296  
www.wnyvhc.org

**Services Provided:** Permanent housing, services and referrals for homeless, low income, and disabled veterans. The agency manages four apartment complexes consisting of 100 units in urban Buffalo. It provides housing, case management, and program services to individuals who might otherwise face homelessness.

**Fees/Coverage:** Some housing subsidies.

## Legal

### **Alliance Associates LTD.....716-828-8989**

298 Main Street Suite 200  
Buffalo, NY 14202

**Services Provided:** Medicaid specialist helping you to qualify.

**Fees/Coverage:** Check with Firm

### **Buffalo Veterans Treatment Court.....716-858-7345**

50 Delaware Avenue  
Buffalo, NY 14202  
www.buffaloveteranscourt.org  
oconnorj@erie.gov

**Services Provided:** Veterans court is a treatment court we were the first in the nation. Now there are over 200 of veterans who completed, court criminal charges are dropped or reduced. We have 160 graduates with only three re-arrests.

**Fees/Coverage:** VA healthcare, private insurance, and Medicaid

### **Collins & Collins Attorneys, LLC.....716-885-9700**

267 North Street  
Buffalo, NY 14201  
Fax 716-885-9770  
mlancer@collinscollins.com  
www.collinscollins.com

**Services Provided:** Personal injury, Social Security Disability, worker's compensation, unemployment law, VA claims.

**Fees:** Contingency of recovery

### **Darlene Sikorski-Petritz, Esq.....716-631-5767**

1127 Wehrle Drive, Suite 100  
Williamsville, NY 14221  
Fax 716-631-5354  
www.socialsecurityesq.net

**Services Provided:** Legal representation for those in need of Social Security Disability benefits or a personal injury lawyer. Author of "The Ultimate Guide for Social Security Disability Benefits," which can be purchased

online at [www.delilahproductionsllc.com](http://www.delilahproductionsllc.com) (both e-book and soft cover versions available).

**Fees:** Legal fee contingency upon winning case

### **Feroletto Law.....716-854-0700**

438 Main Street, Suite 910  
Buffalo, NY 14202  
Fax 716-854-0265  
www.yourbuffalolawyer.com

**Services Provided:** Legal representation for individuals who sustain traumatic brain injuries at work, in motor vehicle collisions, and other circumstances for recovery of monetary awards in lump sums or permanent periodic payments for past and future lost wages, expenses, pain, suffering and disability.

**Fees:** Fees are contingent, a percentage of the recovery. There is no legal fee if there is no recovery.

### **Jeffrey Freedman Attorneys, PLLC.....716-856-7091**

424 Main Street, Suite 622  
Buffalo, NY 14202  
Fax 716-856-7097  
www.jeffreyfreedman.com

**Services Provided:** Can assist individuals with veterans disability benefits, Social Security Disability, personal injury, personal bankruptcy, employment discrimination, workers compensation.

**Fees:** VA and SSD contingency fee per VA or SSD regulations; personal injury, employment discrimination and workers comp are contingency fee, bankruptcy is flat fee.

### **The Legal Aid Bureau of Buffalo.....716-853-9555**

237 Main Street, Suite 1602  
Buffalo, NY 14203  
Fax 716-853-3219  
pcurtain@legalaidbuffalo.org  
www.legalaidbuffalo.org

**Services Provided:** Civil legal services including family law, housing law, unemployment benefits, and financial wellbeing. Legal Aid works with a number of community organizations to assist veterans and military families

facing a wide range of challenges, legal and otherwise.

**Fees/Coverage:** No charge for qualifying individuals

**Legal Services for the Elderly, Disabled and Disadvantaged.....716-853-3087**

237 Main Street, Suite 1015

Buffalo, NY 14203

www.lsed.org

**Services Provided:** LSED is a not-for-profit human service agency that provides free specialized civil legal service to elderly people in Western New York. Legal services provided include appeals regarding Medicare and Medicaid. LSED provides defense council to individuals who are subjects of Article 81 proceedings. They remove illegal liens on Social Security accounts, handle utility shut-offs and represent clients in appealing adverse decisions in the areas of Social Security retirements and Veterans' benefits.

**Fees/Coverage:** Free for seniors

**Mattar LLC.....716-777-7740**

6270 Main Street, Suite 800

Williamsville, NY 14221

www.mattar.com

William@mattar.com

**Services Provided:** Mattar LLC is a veteran's advocacy group that provides the services to accredited advocates, who assist veterans in appealing claims for service-connected disability benefits

**Fees/Coverage:** A retainer agreement includes a 20% contingency fee, directly paid by the VA to Mattar LLC.

**Neighborhood Legal Services, Inc......716-847-0650**

237 Main Street, Suite 400

Buffalo, NY 14203

Fax 716-847-0227

www.nls.org

**Services Provided:** Housing, public benefits, disability, and family law.

**Fees:** No fees if income eligible.

**Tully Rinckey PLLC.....716-439-4700**

70 Niagara Street, Suite 401

Buffalo, NY 14202

Fax 716-462-4455

ppochepan@tullylegal.com

www.tullylegal.com

**Services Provided:** Tully Rinckey PLLC will evaluate a veteran's eligibility for Social Security Disability (SSD) or Supplemental Security Income (SSI) benefits. They can prepare SSD and/or SSI applications for veterans and represent them in the appeals process. Tully Rinckey PLLC is a Service-Disabled, Veteran-Owned small business whose founding partner has served in Iraq, Egypt, and Afghanistan.

**Fees/Coverage:** Free initial consultations. 25% contingency fee, only if the applicant receives benefits.

**Western New York Law Center, Inc......716-855-0203**

237 Main Street, Suite 1130

Buffalo, NY 14203

Fax 716-270-4005

wnylc@wnylc.com

www.wnyc.com

**Services Provided:** Not-for-profit agency that provides free legal assistance in foreclosure prevention, bankruptcy, and consumer debt issues.

**Fees/Coverage:** Free

**Medical Equipment and Environmental Modifications**

**Blackburn's Dove Medical.....716-688-8911**

4114 Union Road

Cheektowaga, NY 14225

800-472-0192

Fax 716-688-9193

**Services Provided:** Home/Durable Medical Equipment.

**Fees:** Medicare, Medicaid, Local Insurance, Private Pay

**Buffalo Wheelchair.....716-675-6500**

1900 Ridge Road, Suite 13  
West Seneca, NY 14224  
Fax 716-675-6646  
www.buffalowheelchair.com

**Services Provided:** Durable medical equipment including mobility equipment, bath safety equipment, assistive equipment for daily living activities, hospital beds and support surfaces for wound care, adaptive recreational equipment, and medical rehabilitation equipment.

**Fees:** In most cases equipment is covered by insurance.

**Complete Homecare.....716-694-2253**

60 Broad Street  
Tonawanda, NY 14150  
Fax 716-694-2554  
www.competehomecare.com

**Services Provided:** Adaptive equipment

**Fees:** Medicare, Medicaid, Blue Cross Blue Shield, IHA, Univera, all major insurances, and private pay.

**Health System Services.....716-283-2339**

6867 Williams Road  
Niagara Falls, NY 14304  
www.healthsys.net

**Services Provided:** Durable and adaptive equipment.

**Fees:** Medicare, Medicaid, other insurances

**Prentice Contracting.....716-499-0042**

236 Valleyview Avenue  
Jamestown, NY 14701

**Services Provided:** Home remodeling. Call for complete listing.

**Fees/Coverage:** Upon Request

**VA Prosthetic and Sensory Aids Service (PSAS).....202-461-0389**

Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420  
Fax 202-495-5473  
www.prosthetics.va.gov

**Services Provided:** Provides comprehensive support to optimize health and independence of the veteran, including prosthetic and orthotic services, sensory aids, medical equipment, and support services for veterans.

Administers the Home Improvements and Structural Alterations (HISA) program, which provides grants for home improvements necessary for treatment of disability, and the Automobile Adaptive Equipment (AAE) program, which permits physically challenged veterans to enter, exit, and/or operate a motor vehicle or other conveyance.

**Recreation**

**Lothlorien Therapeutic Riding Center.....716-655-1335**

15 Reiter Road  
East Aurora, NY 14052

**Services Provided:** Recreational horseback riding and horsemanship skills are taught using volunteers as leaders and side walkers. Adapted equipment and certified teachers available. Lessons are offered to individuals with disabilities from three years old and up.

**Fees/Coverage:** Private pay but some tuition assistance is available.

**SPCA Paws & Patriots.....716-629-3503**

205 Ensminger Road  
Tonawanda, NY 14150  
jeffreyr@spcaec.com  
www.yourspca.org

**Services Provided:** Program designed to engage the community in helping both animals and WNY military veterans. Using the “Open Paw” positive reinforcement method of working with shelter animals, veterans are trained on two tiers of animal enrichment, providing long-term benefits for both.

**WNY Adaptive Water Sports.....716-553-7670**

3621 Stony Point Road  
Grand Island, NY 14072  
www.wnyadaptivewatersports.org

**Services Provided:** Provides disabled veterans the means, facilities, and access to participate in water sports and other recreational activities to improve their quality of life. Includes adaptive sailing, water skiing, SCUBA, and fishing. All activities are wheelchair accessible.

**Fees/Coverage:** Most services are free of charge.

**Consulting**

**Elder Care Solutions of WNY, LLC.....716-823-1476**

1325 McKinley Parkway  
Buffalo, NY 14218  
Fax 716-299-2800  
eldercarewny@gmail.com  
www.eldercarewny.com

**Services Provided:** Geriatric care managers who are licensed professionals that provide specialized service assisting seniors, families, and caregivers to find safe and affordable solutions. Work with all age groups involving short or long term care needs. Act as consultants, as well as advocates, educators, coordinators, and managers.

**Brain Injury Glossary**

**Activities of Daily Living (ADLs):** Refers to routine activities such as bathing, dressing, and feeding. See also, Instrumental Activities of Daily Living.

**Adult Day Healthcare Program:** Also referred to as medical day. This is a program where individuals go that helps them remain in the community. The program provides services aimed at maintaining or improving the participants' everyday functioning such as PT, OT, speech, nursing, social work, and social and recreational activities.

**Americans with Disability Act (ADA):** 1990 Legislation requiring, among other provisions:

- That certain buildings and facilities be designed or altered that they are accessible to people with physical disabilities
- Nondiscrimination in public and private transportation, including access to public bus, train and paratransit, and well as privately operated bus and shuttle services
- The elimination of unfair and unnecessary discrimination; equal opportunity for qualified people with physical disabilities in the areas of accessibility, benefits, services and aids, and programs and activities that are otherwise free from discrimination based on disability
- For further information, go to [www.ada.gov](http://www.ada.gov)

**Amnesia:** The inability to recall events following a traumatic event (anterograde amnesia) or prior to the event (retrograde amnesia).

**Aneurysm:** A localized widening (dilation) of an artery, vein, or the heart. The wall of the blood vessel or organ is weakened and may rupture.

**Anoxia:** Insufficient oxygen reaches the brain, which causes brain damage. For example, anoxia may result from a heart attack, near drowning, or choking.

**Aphasia:** Difficulty understanding and/or producing spoken and written language. Expressive aphasia is the inability to produce language; receptive aphasia is inability to understand language.

- **Fluent Aphasia:** A condition in which patients display little meaning in their speech even though they may speak in complete sentences. Also called Wernicke's or motor aphasia.

- **Non-Fluent Aphasia:** A condition in which patients have trouble recalling words and speaking in complete sentences. Also called Broca's or motor aphasia.
- **Global Aphasia:** A condition in which patients suffer severe communication disabilities as a result of extensive damage to portions of the brain responsible for language.

**Apraxia:** Disorder caused by damage to specific areas of the brain, characterized by the loss of the ability to execute or carry out learned purposeful movements, despite having the desire and physical ability to perform the movements.

**Articulation:** Movement of the teeth, tongue, and lips to form speech.

**Ataxia:** Loss of ability to control voluntary muscle movement. Most frequently the result of injury to the brain or spinal cord.

**Behavioral Program:** A program to assist the survivor and/or the family and/or those working with the survivor of brain injury to more effectively manage problem behaviors.

**Brain Death:** An irreversible cessation of measurable brain function.

**Brain Stem:** Located at the base of the brain, connected to the spinal cord. Controls breathing, heart rate, wakefulness, muscular tone and reflexes. Injury to the brain stem can be brief, prolonged, or permanent, and so the effects on each individual will vary.

**Cerebellum:** The part of the brain that coordinates movement and balance.

**Cerebrospinal Fluid (CSF):** The fluid that bathes and protects the brain and spinal cord.

**Cerebrospinal Fluid Fistula:** A tear between two of the three meninges (membranes surrounding the brain), the dura mater and arachnoid membrane.

**Cerebrum:** The part of the brain that controls thought process. It is the largest part, divided into two hemispheres, joined by a band of nerve fibers (corpus callosum). Each hemisphere has four lobes, each of which

has specific functions (see frontal lobe, occipital lobe, parietal lobe, and temporal lobe).

**Closed Head Injury:** An injury that occurs when the head suddenly and violently hits an object but the object does not penetrate the skull.

**Cognition:** A person's ability to think and make sense of the world. The types of cognitive problems in a brain injury depend on the area and the amount of damage to the brain. Problems with cognition may include: attention span, short and long term memory, word finding, carryover of new learning, starting tasks (initiation), problem solving, abstract thinking, safety awareness and more. Cognitive problems can range from mild to severe. Improvement may be seen over time. Some changes may be permanent. It is usually harder to recover from cognitive impairments than physical impairments. Individuals with brain injury may not be aware of the extent of some of their cognitive impairments. Cognitive problems may call for close supervision of the person with a brain injury.

**Coma:** A period of prolonged unconsciousness and responsiveness to the environment.

**Compensatory Strategies:** Learned strategies developed to make up for cognitive deficits. For instance, someone with memory problems may always carry a date book; someone with difficulty with directions may use a GPS.

**Computerized Tomography (CT):** A scan that creates a series of cross-sectional X-rays of the head and brain; also called computerized axial tomography or CAT scan.

**Concussion:** Literally "to be shaken violently," caused by the blow to the head from an external force. A concussion may cause a temporary loss of consciousness, but *there does not have to be any loss of consciousness in a concussion*. It may result in an alteration in mental state, such as being confused or dazed. It may result in a mild or moderate brain injury. *See page 7 for more about concussions.*

**Confabulation:** Verbalizations by the person with an injury with no basis in fact. These are not "lies" but an attempt to "fill in" gaps in memory with plausible facts.

**Cognitive Therapy:** Therapy to improve a person's ability to think and make sense of the world, often performed by a speech or occupational therapist.

**Cognitive Behavioral Therapy (CBT):** A psychological approach to help people with their thought, feelings, and behaviors, especially as related to adjustment after brain injury.

**Contusion:** Distinct area of swollen brain tissue mixed with blood released from broken blood vessels.

**Coup/Countre-Coup:** Describes injury to the brain both at the site of impact (coup) and on the opposite side of the brain (countre-coup), occurring when the impact moves the brain and causes it to slam into the opposite side of the skull causing additional injury.

**Diffuse Brain Damage:** Injury to cells in many areas of the brain. This happens when the brain is shaken and brain tissue is stretched, torn, and bruised.

**Dementia Pugilistica:** Brain damage caused by cumulative and repetitive head trauma; common in career boxers.

**Depressed Skull Fracture:** A fracture occurring when pieces of broken skull press into the tissues of the brain.

**Dysarthria:** Inability or difficult articulating words due to emotional stress, brain injury, paralysis, or spasticity of the muscles needed for speech.

**Early Seizures:** Seizures that occur within one week after a traumatic brain injury.

**Emotional Lability:** Showing rapid and drastic changes in emotions, such as laughing, crying, and anger, without apparent reason. Can be a result of injury to the frontal lobe.

**Epidural Hematoma:** Bleeding into the area between the skull and the dura mater.

**Frontal Lobe:** the portion of the brain that governs movement, judgment, reasonability, personality, motivation, initiation, and inhibition (the ability to restrain emotions or behavior).

**Frustration Tolerance:** The ability to complete a task despite difficult. Poor frustration tolerance may result in refusing to complete or attempt difficult tasks, and in yelling or angry behavior.

**Glasgow Coma Scale:** A standardized system for assessing the degree of impairment in consciousness and for identifying the seriousness of injury and relationship to outcome. *See page 9 for more information.*

**Hematoma:** heavy bleeding into or around the brain caused by damage to a major blood vessel in the head.

**Hemorrhagic Stroke:** Stroke caused by bleeding out of one of the major arteries leading to the brain.

**Hydrocephalus:** Enlargement of the fluid-filled cavities of the brain. One possible result of brain injury, it can cause further damage to the brain.

**Hypoxia:** Decreased oxygen levels in an organ, such as the brain: less severe than anoxia.

**Immediate Seizures:** Seizures occurring within 24 hours of a traumatic brain injury.

**Instrumental ADLs (or Executive ADLs or Higher Level ADLs):** Tasks needed for functioning in the community, such as balancing a checkbook, taking the bus, keeping track of appointments, housekeeping skills, etc.

**Intracerebral Hematoma:** Bleeding within the brain caused by damage to a major blood vessel.

**Intracranial Pressure:** Buildup of pressure in the brain as a result of injury.

**Ischemic Stroke:** Stroke caused by the formation of a clot that blocks blood flow through an artery to the brain.

**Locked-In Syndrome:** A condition in which a patient is aware and awake, but cannot move or communicate due to complete paralysis of the body.

**Magnetic Response Imaging (MRI):** A noninvasive diagnostic technique that uses magnetic fields to detect subtle changes in brain tissue.

**Medical Day Program:** (See Adult Day Healthcare Program)

**Meninges:** The three membranes that cover the brain and spinal cord. The outer layer is called the dura mater, and is the most resilient of the three. The central layer is the arachnoid membrane, and the thin innermost layer is the pia mater.

**Minimally Responsive:** A term sometimes used to define someone not in a full coma, but with limited responses.

**Neural Stem Cells:** Cells found only in adult neural tissue that can develop into several different cell types in the central nervous system.

**Neuroexcitation:** The electrical activation of cells in the brain; it is a part of the normal functioning of the brain or can also be the result of abnormal activity related to an injury.

**Neurologist:** Medical doctor who specializes in treating the nervous system, including the brain.

**Neuron:** A nerve cell that is one of the main functional cells of the brain and nervous system.

**Neuropsychologist:** Specialist who evaluates the cognitive, or thinking, functions of the individual. They are usually involved in the later stages of treatment after brain injury.

**Neurosurgeon:** Specialist concerned with the diagnosis and treatment of disorders affecting the nervous system, including the brain.

**Neurotransmitters:** Chemicals that transmit nerve signals from one neuron to another.

**Occipital Lobe:** The portion of the brain that processes visual information.

**Occupational Therapist (OT):** Health professional who works on movement of the limbs, fine motor skills, hand-eye coordination, perceptual skills, and cognitive functioning as they relate to ADLs such as washing, dressing, bathing, etc.

**Oligodendrocytes:** A type of support cell in the brain that produces myelin, the fatty sheath that surrounds and insulates axons.

**Oriented:** An awareness of the environment. Orientation “times three” refers to knowing time (day, month, year), place (where he or she is) and person (who he or she is).

**Parietal Lobe:** The portion of the brain that governs sensations and awareness of spatial relationships, such as judging distance.

**Penetrating Head Injury:** A brain injury in which an object pierces the skull and enters the head.

**Penetrating Skull Fracture:** A brain injury in which an object pierces the skull and injures the brain tissue.

**Persistent Vegetative State:** An ongoing state of severely impaired consciousness, in which the patient is incapable of voluntary motion.

**Physiatrist:** A doctor specializing in physical and rehabilitation medicine.

**Physical Therapist (PT):** Health professional works on movement of the large muscles of the body, on walking, balance, coordination and other related activities.

**Plasticity:** Ability of the brain to adapt to deficits and injury.

**Pneumocephalus:** A condition in which air or gas is trapped within the intracranial cavity.

**Post-Concussion Syndrome:** After a concussion, a person may be left with difficulties in areas such as memory, attention, concentration, fatigue, sleep



disturbance, irritability, depression, headaches, etc. Most problems usually dissipate over time.

**Post-Traumatic Amnesia (PTA):** A state of acute confusion due to a traumatic brain injury, marked by difficulty with perception, thinking, remembering, and concentration; during this acute stage, patients often cannot form new memories.

**Post-Traumatic Dementia:** A condition marked by mental deterioration and emotional apathy following trauma.

**Post-Traumatic Epilepsy:** Recurrent seizures occurring more than 1 week after a traumatic brain injury.

**Prosodic Dysfunction:** Problems with speech intonation or inflection.

**Pruning:** Process whereby an injury destroys an important neural network in children, and another less useful neural network that would have eventually died takes over the responsibilities of the damaged network.

**Residential Services:** There are many types of residential services, including group homes, adult homes, assisted living facilities and nursing homes.

**Seizure:** Abnormal activity of nerve cells in the brain causing strange sensations, emotions, and behavior, or sometimes convulsions, muscle spasms, and loss of consciousness. Effects can be as dramatic as wild thrashing movements or as mild as brief loss of awareness.

### Generalized Seizures

There are six types of generalized seizures. The most common and dramatic, and therefore the most well-known, is the generalized convulsion, also called the *grand-mal seizure*. In this type of seizure, the patient loses consciousness and usually collapses. The loss of consciousness is followed by generalized body stiffening (called the “tonic” phase of the seizure) for 30 to 60 seconds, then by violent jerking (the “clonic” phase) for 30 to 60 seconds, after which the patient goes into a deep sleep (the “postictal” or after-seizure phase). During grand-mal seizures, injuries and accidents may occur, such as tongue biting and urinary incontinence.

*Absence seizures* cause a short loss of consciousness (just a few seconds) with few or no symptoms. The patient, most often a child, typically interrupts an activity and stares blankly. These seizures begin and end abruptly and may occur several times a day. Patients are usually not aware that they are having a seizure, except that they may be aware of “losing time.”

*Myoclonic seizures* consist of sporadic jerks, usually on both sides of the body. Patients sometimes describe the jerks as brief electrical shocks. When violent, these seizures may result in dropping or involuntarily throwing objects.

*Clonic seizures* are repetitive, rhythmic jerks that involve both sides of the body at the same time.

*Tonic seizures* are characterized by stiffening of the muscles.

*Atonic seizures* consist of a sudden and general loss of muscle tone, particularly in the arms and legs, which often results in a fall.

[www.webmd.com/epilepsy/guide/types-of-seizures-their-symptoms](http://www.webmd.com/epilepsy/guide/types-of-seizures-their-symptoms)

**Shearing (Diffuse Axonal Injury):** Damage to individual neurons resulting in disruption of neural networks and the breakdown of overall communication among neurons in the brain.

**Shunt:** The implantation of a surgically placed tube to draw off excessive fluid (hydrocephalus) in the brain in order to relieve pressure in the brain.

**Speech and Language Therapist:** Addresses problems with speech (articulation), thinking and language skills, and swallowing.

**Social Worker:** Serves as a liaison between the professional team and other parties concerned with the patient including family and friends, funding sources, and representatives. Works to improve the quality of life and the development of the individual by a variety of services, including case management, counseling, advocacy, and education regarding community resources.

**Social Day Program:** Participants attend a program with planned group recreational activities.

**Structured Day Program:** Service designed to maintain or improve the participant's daily living skills and ability to live as independently as possible in the community. Services include evaluation, training in self-care, interpersonal skills, socialization skills, problem-solving skills, cognitive retraining, and eliminating unwanted behaviors. Also provides planned recreation activities, which may include community outings.

**Stupor:** A state of impaired consciousness in which the patient is unresponsive but can be aroused briefly by a strong stimulus.

**Subdural Hematoma:** Bleeding confined to the area between the dura mater and the arachnoid membrane.

**Subdural Hygroma:** A buildup of protein-rich fluid in the area between the dura mater and the arachnoid membrane, usually caused by a tear in the arachnoid membrane.

**Support Group:** Offers the opportunity for group members such as brain injury survivors and their families to exchange ideas and receive support in a confidential atmosphere, where positive and negative views can be expressed without judgment.

**Temporal Lobe:** The portion of the brain on the side of the head, which controls hearing, language, and memory.

**Thrombosis (Thrombus):** The formation of a blood clot at the site of an injury.

**Traumatic Brain Injury:** An insult to the brain caused by external forces that may produce a diminished or altered state of consciousness. It can result in the impairment of cognitive or physical functioning and/or in the disturbance of behavioral and emotional functioning.

**Traumatic Brain Injury Act, New York State, 1994:** In 1994, New York State Legislature enacted a law that created a program for traumatic brain injury in NYS and created the Traumatic Brain Injury Coordinating

Council (TBISCC). It named the Department of Health as the lead agency for coordinating policies and programs with respect to TBI, including what has become the Home and Community Based Services Medicaid Waiver for Individuals with Traumatic Brain Injury.

**Traumatic Brain Injury Act, Federal, 1996:** Senators Edward Kennedy and Orrin G. Hatch were principal authors of the original Traumatic Brain Injury Act, which was signed into law by President Clinton in 1996. The Act gives the Health Resources and Services Administration (HRSA) authority to establish a grant program for States to assist in addressing the needs of individuals with TBI and their families. The Act provides for the continuation of research, not only for the treatment of TBI, but also for prevention and awareness programs that will help decrease the occurrence of TBI. The Traumatic Brain Injury Act is the only federal legislation that specifically addresses the issues of over 5.3 million Americans who live with a long-term disability as the result of a TBI.

**Tremor, Intentional:** Rhythmical purposeless shaking of the muscles that begins with purposeful or voluntary movements. This type of tremor does not affect muscles that are resting.

**Tremor, Resting:** A tremor that occurs in a relaxed or supported limb or body part that may decrease when the person moves that part of their body.

**Vasospasm:** Exaggerated, persistent contraction of the walls of a blood vessel.

**Vegetative State:** A condition in which patients are unconscious and unaware of their surroundings, but continue to have a sleep/wake cycle and can have periods of alertness.

**Ventriculostomy:** A surgical procedure that drains cerebrospinal fluid from the brain by creating an opening in one of the small cavities called ventricles.

**Verbal Fluency:** The accuracy and speed at which someone can produce words. Sometimes this can decline with traumatic brain injury. This is not a reflection of intelligence, as someone may be intelligent but not necessarily verbally fluent.

**Visual Perception:** The ability of the brain to recognize and interpret what the eyes see, which is sometimes affected by a brain injury. For example, a person may have problems with facial recognition.

**Vocational Rehabilitation:** Provides services such as vocational evaluation and training, work adjustment, job placement, job coaching, sheltered and/or supported employment to help individuals achieve their vocational potential. In NYS, these services can be provided through Vocational and Educational Services for Individuals with Disabilities (VESID).

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