

## HOW CAN A VETERAN NAVIGATOR HELP?

Veteran Navigators assist Michigan Veterans and their families as they work through the many systems of Veterans Affairs for help with mental and behavioral health, substance use, and general health and wellness.

By maintaining close relationships with other state and county Veteran organizations, our Pivotal Veteran Navigator is always up-to-date on changes with the Department of Veterans Affairs.

## WHY USE A VETERAN NAVIGATOR?

- **We're advocates.** Because we're located in your community, we'll advocate for you there.
- **We're connected.** We work directly with county, state and federal VA levels.
- **We're knowledgeable.** We don't just work in the VA systems – we know the many resources.
- **We're here to help.** We listen, advise and point you in the right direction.



Credit: Army Spc. Ayanna Tillman, National Guard (defense.gov)



Every warrior needs support at some point. At Pivotal, we offer a local Veteran Navigator and we are proud to be a Certified Community Behavioral Health Clinic (CCBHC). As a CCBHC, we provide an excellent system of care by focusing on wellness, hope, and recovery for all service members, both active and retired.

## Ready to Get Started?

### Main Office

677 E. Main Street  
Centreville, MI 49032

### Three Rivers Office

1020 Millard Street  
Three Rivers, MI 49093

### Sturgis Office

1555 E. Chicago Rd., Suite A  
Sturgis, MI 49091

**Direct Phone:** 269-467-1000

**Customer Service:** 1-855-203-1730

**Crisis Line 24/7:** 1-800-622-3967

**Fax:** 269-467-3075

**TTY:** Michigan Relay Service at 7-1-1

**Life-threatening Emergency:** 911

**Suicide and Crisis Lifeline 24/7:** 988

ATENCIÓN: Si habla español, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-855-203-1730 (TTY: 7-1-1)



# Veteran Navigator Program

**Pathways for Patriots**



☎ 269-467-1000 • [PivotalStJoe.org](http://PivotalStJoe.org)

## WE WILL ACT AS AN ADVOCATE FOR YOU!

It is our goal to provide assistance and support to Veterans and their families when working through any mental illness or substance use challenge.

Pivotal's Veteran Navigator (VN) will offer a confidential pathway to Veterans and their families to communicate their concerns and answer questions in a non-judgmental conversation with the goal of identifying what the Veteran needs.

The Veteran Navigator then acts as an advocate on the behalf of the Veteran to ensure they receive quality behavioral health, wellness, or recovery treatment services.

***Veteran Navigators are here to listen, support, and offer guidance.***

## HOW DO YOU TAKE THE FIRST STEP?

Hope and help is one phone call away! To get started, call us direct at 269-467-1000 and a member of our Access Team will be honored to assist you! For toll-free, you may call Customer Service at 1-855-203-1730.

## What Should You Bring to Your Appointment?

The more information you bring, the easier it will be to verify and have our Pivotal Veteran Navigator connect you to services or advocate on your behalf. Please bring\*:

- Copy of DD214 or Report of Separation (we can get one if you don't have a copy).
- Valid ID.
- Social Security number.
- List of current medication(s).
- Any important documents for which you'd like clarification.
- Proof of income.
- Proof of VA Disability.

\*None of these documents are required of you to meet with the Veteran Navigator. They will simply speed up and clarify the process.

The Veteran Navigator will still help the Veteran overcome the challenges they are facing – whether that is assistance in navigating the Veterans Healthcare Administration, connecting to food or housing resources, or local counseling.

## ARE YOU A VETERAN IN IMMEDIATE CRISIS?

If you are a Veteran in an immediate crisis or concerned about one:

**You're not alone—the Veterans Crisis Line is here for you.**



You don't have to be enrolled in VA benefits or health care to **call 988** or **text 838255 24/7** for confidential support.

The Veterans Crisis Line serves Veteran service members, National Guard, Reserve, and those who support them. Connect with a real person who is qualified to support Veterans 24/7/365.



Credit: Air Force Senior Airman Katelynn Jackson (defense.gov)