

Service Access & Management, Inc. (SAM, Inc.)

Mental Health Veterans Coordination

Objectives

Participants will be able to:

1. Define engagement strategies for working with Veterans in their communities.
2. Demonstrate outreach strategies for the Veteran population.
3. Identify community partners in establishing a network of care and interagency communication when working with the Veteran population.

Community Mental Health and Veterans: Making Connections

SAM, Inc., in partnership with Clearfield/Jefferson Community Connections Program, launched a pilot in December 2011 to engage Veterans residing in the communities of Clearfield and Jefferson Counties, PA in mental health services. Approaches were developed at both an individual and interagency level specific to the personal and community lives of Veterans.

Community Mental Health and Veterans: Making Connections

- **Individual Level:**
 - **Establishing a partnership with Veterans** and their families
 - **Mobility and Outreach** in providing services in any setting which affords the best access to the Veterans.
- **Community Level:**
 - **Organizing and facilitating a forum for**
 - **Support and Education of Veterans** in collaboration with local university. Topics and talking points with Veterans beginning or returning to higher education.
- **Program Performance Management:**
 - **Performance evaluations**
 - **Outcomes**

Mental Health Veterans Coordination

MISSION

To assist Veterans and their families toward recovery of their mental illness. Coordinator services provide professional support, hope, encouragement, and assistance in identifying the individual's personal preferences, needs, and goals; working with the individual to achieve the most independent and fulfilling life possible.

Mental Health Veterans Coordination

Consumer Eligibility

Mental Health Veteran's Coordination is targeted to serve Veterans experiencing symptoms of mental illness. Veterans being served will reside in Clearfield or Jefferson County.

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COORDINATOR FUNCTIONS

- **Establishing a partnership with the person served:**
 - The person served and/or his/her parent(s)/guardian(s) which offers respect, support, and collaboration, and results in trust and hope.
- **Engagement and support which:**
 - Is individualized, comprehensive, and holistic in addressing the various domains of the consumer's life;
 - Addresses the consumer's history and present life situation in a manner which is future- and goal-oriented, avoids blame, and works from strengths toward improved self-sufficiency and independence.

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COORDINATOR FUNCTIONS (CONT.)

- **Completing linkage and referral** to chosen treatment, other services, natural supports, and other community resources and opportunities to:
 - Address basic physical needs/supports as primary/necessary for a stable, safe, and healthy community life;
 - Assist with skill development and training, as necessary, in enabling the person served to perform daily living activities, including, but not limited to: budgeting and accessing financial services; meal planning and obtaining food; accessing medical or other health care, and maintaining personal care; securing safe housing, home maintenance, and housekeeping; accessing transportation; exploring, securing, or maintaining employment, vocational rehabilitation, or other meaningful activities; and problem-solving skills, in general.

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COORDINATOR FUNCTIONS (CONT.)

- **Completing linkage and referral:**
 - Offer and utilize family/kindred, peer, and other social support networks -- providing communication with, and support to, the families and other people who are important to the persons served.
 - Access any other needed or desired services, including, but not limited to, education and recreation/leisure.

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COORDINATOR FUNCTIONS (CONT.)

- **Establishing collaborative working relationships with other service providers and support organizations throughout the community.**
- **Discussing the necessity, effectiveness, and appropriateness of, and the Veteran's satisfaction with, services and supports in order to achieve the desired outcomes.**

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COORDINATOR FUNCTIONS (CONT.)

- **Being mobile and offering outreach** by providing services in any setting which affords the best access to Veterans and is needed or preferred by the Veteran.
- **Adjusting the intensity and frequency of services** provided according to the needs of the Veteran particularly during times of transition or crisis.

Mental Health Veterans Coordination

Funding:

- This position is completely funded through the Clearfield/Jefferson MH/MR Program (Community Connections).
- Other sources of revenue consist of training and consulting avenues with State Universities and local County Court Administrators.
 - Transition curriculums for continuing education
 - Veteran's Court development

Community Mental Health and Veterans: Making Connections

Individual Level:

- **Establishing a partnership with Veterans** and their families which offer respect, support, and collaboration, and results in trust and hope.
 - Engagement and support
 - Individualized, comprehensive, and holistic approaches
- **Mobility and Outreach** in providing services in any setting which affords the best access to the Veterans.
 - Identifying key opportunities for interaction;
 - Completing linkage and referral to chosen treatment, other services, natural supports, and other community resources and opportunities;
 - Offer and utilize family and kindred, peer, and other social support networks;
 - Access any other needed or desired services, including, but not limited to, education and recreation/leisure;
 - Preventing and managing crisis by coordinating and assisting with crisis intervention and stabilization services as appropriate, necessary, and specified by any relevant regulations.
- Engaging in advocacy, empowerment and support of the Veteran and their families in their pursuit of services.

Community Mental Health and Veterans: Making Connections

Community Level:

- **Organizing and facilitating a forum for communication** with providers and agencies providing services to the Veteran population in Clearfield/Jefferson Counties.
 - Ensuring understanding among the providers and agencies;
 - Establishing collaborative working relationships with other service providers and support organizations throughout the community;
 - Increased identification of Veterans with mental health concerns via understanding and communication of provider and agency purpose and services.

Community Mental Health and Veterans: Making Connections

Community Level:

- **Inter-Service Family Assistance Committee (ISFAC)**
 - Voluntary military/community cooperative partnership organized to allow service providers to engage in multi-service networking to assist with connecting Service Members and Families to local military and/or community resources
 - Quarterly Meetings
 - Monthly meetings in a smaller forum of local and non-local providers attended by representatives from the Wounded Warrior Project and the United States Army

Community Mental Health and Veterans: Making Connections

Community Level:

- **Support and Education of Veterans** in collaboration with local university. Topics and talking points with Veterans beginning or returning to higher education.
- Veteran's Court collaboration

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Program Performance Management:

- **Performance evaluations** of activities and functions of quality assurance and improvement.
- **Outcomes** developed on individual and community level.

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PROGRAM PERFORMANCE EVALUATION:

Performance evaluation will be completed at the Clearfield or Jefferson sites, as it is within and across all SAM, Inc. sites, via the following activities/functions:

- Quality Records Review (contact documentation review);
- Individual Supervision and Performance Appraisal;
- Quality Assurance Review (funder/payer);
- Outcomes/Data Analysis.

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Outcomes

Individual Level:

- Current statistics on residency and projected residency in targeted Counties;
- Outreach numbers collected per month.
- Inpatient Hospitalization statistics

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Outcomes

Community Level:

- Identified collaborations
 - Formal – linkage and agreement letters
 - Informal – collaboration on task forces and community forums
- Participation/Attendance on Community Forums
 - IFSAC
- Educational Partnerships
 - Curriculums
- Community Presentations

Community Mental Health and Veterans: Making Connections

Questions & Answers



**Thank you all so much for your attentiveness
and attendance.**

**Good luck with your programs and endeavors
in serving our Veterans in need.**

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