



**Access to Care**  
**VAMC Hampton**  
**Transitioning Service Members**  
**All Veterans**



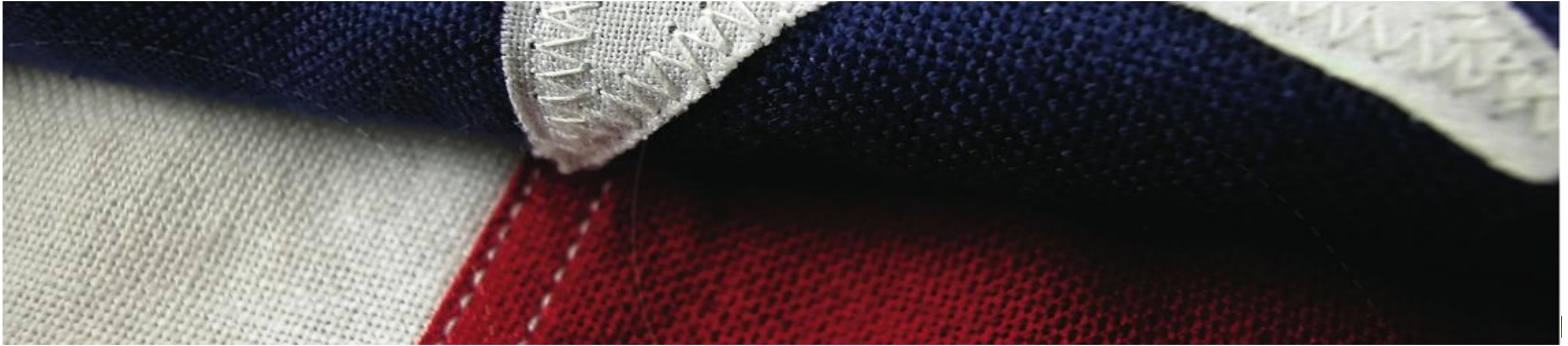
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# Goals of VAMC Hampton Panel

- Services for Transitioning Service Members
  - Executive Order on Supporting Our Veterans During Their Transition from Uniformed Service to Civilian Life
  - Clay Hunt Act & Services
- Services for All Veterans
  - What services can you expect at VAMC Hampton?
  - Services for those veterans with Serious Mental Illness





Executive Order on Supporting Our  
Veterans During Their Transition from  
Uniformed Service to Civilian Life  
January 2018



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# Executive Order

- This Executive Order directs VA, DoD and DHS to support Transitioning Service Members and Veterans.
- Mental treatment and suicide prevention resources must be provided with an emphasis on the year after discharge from active duty.
- Recently transitioned Service Members and Veterans can contact their local VA, Vet Center, or call 1-877-222-VETS (8387) to enroll or learn more about services.
- Veterans with OTH discharge who present to VA seeking Mental Health Services may also be eligible for treatment.



# Executive Order

- Service Members will be encouraged to apply for enrollment in the VA but certain treatment will be available without enrollment.
- Transitioning Service Member are not eligible for CHOICE until they become Veterans.
- After the one year period of time, VA will help the Veteran find health care if not eligible for VA.
- Any Service Member or Veteran in crisis should call 911, go to nearest ER, or call the Veterans Military Crisis Line 1-800-273-8255, press 1.





Mental Health Summit  
May 15, 2018

VISN 6 Clay Hunt SAV Act Pilot Program



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# Agenda

- Clay Hunt SAV Act of 2015
- Program to Facilitate Transitioning of Service Members to the Community
- Veteran “X”/Orders Home Program



## Remembering Clay Hunt

“[Clay Hunt was] a decorated Marine, he served with distinction in Iraq and Afghanistan . . . Like many of our troops and veterans, Clay had post-traumatic stress . . . Clay received care through the VA, but he struggled to get the right medication and the right disability rating. And by the time the severity of his condition was recognized, it was too late, and Clay had taken his life just weeks before. And he was 28 years old. “

President Barack Obama’s remarks on the signing of the Clay Hunt SAV Act of 2015, February 12, 2015





# The Clay Hunt SAV Act of 2015

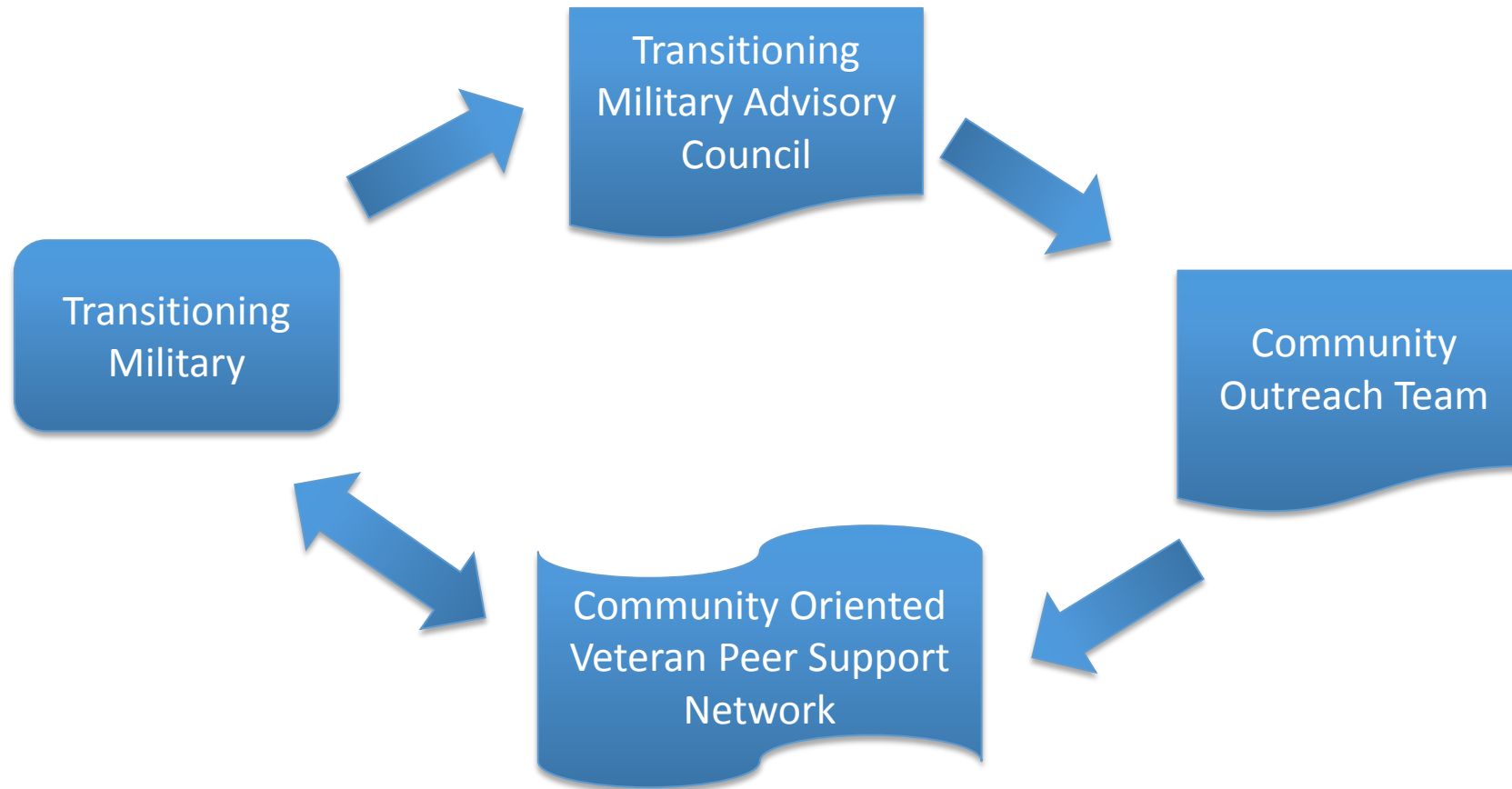
## Section 5

There are eight sections of the Congressional Act. This project concerns Section 5 which is as follows:

- Veterans Affairs to establish five regional pilot programs for community outreach to aid service members transitioning from active duty to access Veterans health services at VA healthcare facilities and/or community healthcare services
- Pilot programs are to be established within Veterans Integrated Service Networks (VISN) that have the greatest number of transitioning Active Duty, Reservists, and National Guard personnel



# VISN 6 Clay Hunt SAV Act Pilot Project Flow Chart

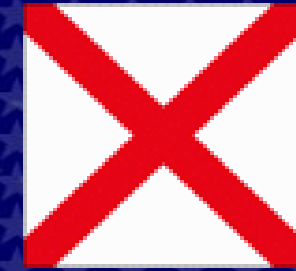


# Community Oriented Peer Network

- Meets with individuals transitioning from active duty military regularly to build rapport, initiate transitioning challenge conversations and determine navigation needs
- Works with peer liaison, peer network mentor, and other staff to connect individuals to appropriate VA/non-VA services in support of empowerment and community integration, and facilitates and/or co-facilitates peer-led programming
  - Veteran “X”/Orders Home
  - Psychoeducation
  - Wellness coaching
- Uses tools as advised and/or modeled by their supervisors, to assist individuals with identification of their self-determined transitioning journey.



# Veteran “X”/Orders Home Program

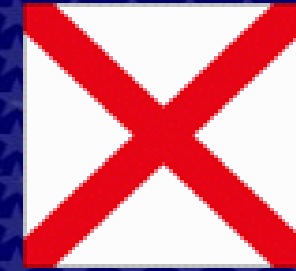


The VA’s Veteran “X” concept has been adapted for use with transitioning service members

- It was proposed to formally rename the Department of Defense’s Veteran “X” Peer-led Military Transitioning Program to a name that military personnel can relate to as transitioning military service members.



## Veteran “X”/Orders Home Program (continued)



- Orders Home is a peer-led program model in which transitioning military service members serve as a team member for a fictitious transitioning service member.
- The program’s official emblem is the Navy Signal Flag X\* (Victor). This signal flag communicates the appropriate message: “I Require Assistance”.
- “Victor” (or Victoria) is a fictitious character experiencing transitioning issues.
- Victor has a number of transitioning issues and social barriers that are similar to those faced by the group’s participants
- While helping Victor, the participants gain valuable skills and information to help establish themselves in their communities of choice upon separation
- There is a sister program to Orders Home for transitioning female service members only



# Suicide Prevention and Orders Home

Suicide prevention is a priority for VA and DoD.

- The Orders Home program targets at-risk individuals
  - Transitioning from military service to the community
  - Receiving services at VA
  - Not receiving services at VA
- Focuses on social issues that modulate risk for suicide such as:
  - Social support
  - Housing
  - Substance Use
  - Family/significant other relationships
  - Problem-solving skills
  - Future planning
  - Psychosocial stressors such as legal and financial issues



# History of the Veteran “X” Concept

## 2009-2010

- Program established and quickly grew to 35-50 Veterans

## 2011

- Veteran “Hope” Program

## 2012-2017

- Selected as VA Innovations Award winner out of 3800 entrants
- Expanded Veteran “X” into outpatient
- National Veteran “X” Facilitator’s Training curriculum
- Trained over 100 Veteran “X” Facilitators from 52 VA Facilities as well as 12 Facilitators from community organizations
- 33 Veteran “X” and 8 Veteran “Hope” programs have been successfully implemented at 28 VA Medical Centers
- Began “Orders Home” programs at Naval Medical Center Portsmouth and Fleet and Family Support Center (Norfolk)



# Orders Home adaptation

- Orders Home has been adapted to empower transitioning service members to face their unique issues, such as:
  - Access to VA and community health care
  - Educational benefits
  - Adapting to civilian life
  - Employment
  - Knowledge of VA services and benefits
  - Family issues
  - Awareness of community resources





# Research Findings

Study investigated whether Veteran “X” plus treatment as usual was superior to treatment as usual alone.

Compared to treatment as usual, participants in Veteran “X” demonstrated:

- Greater improvement in recovery well-being ( $p < .001$ )
  - Recovery well-being includes concepts of individual control, mastery, participating in valued activities, and connecting to peers/community
- Greater drop in symptoms and impaired functioning ( $p < .001$ )
- Significant reduction in substance use risk factors ( $p < .001$ )
- Significant increase in substance use protective factors ( $p < .001$ )



# Order Home Implementation in DoD Naval Medical Center Portsmouth Fleet and Family Support Center

- Orders Home Programming for transitioning service members began on September 12, 2017 at both NMCP and FFSC
- NMCP Program meetings every Tuesday at 1:00 PM at NMCP Adult Mental Health clinic
- FFSC program meets Tuesday evenings at 6:00 PM in Building SDA 344



# Community Oriented Peer Network Opportunities

- Future Veteran “X”/Orders Home Facilitator Training Opportunities
  - Military Retirees
  - Family members
  - Volunteers
  - Active duty personnel
  - Reserve personnel
  - National Guard
- Expand implementation of Orders Home model at other DoD locations
  - Langley
  - Eustis
  - Ft. Story
  - NAS Oceana
  - NAB Little Creek



# Contact Information

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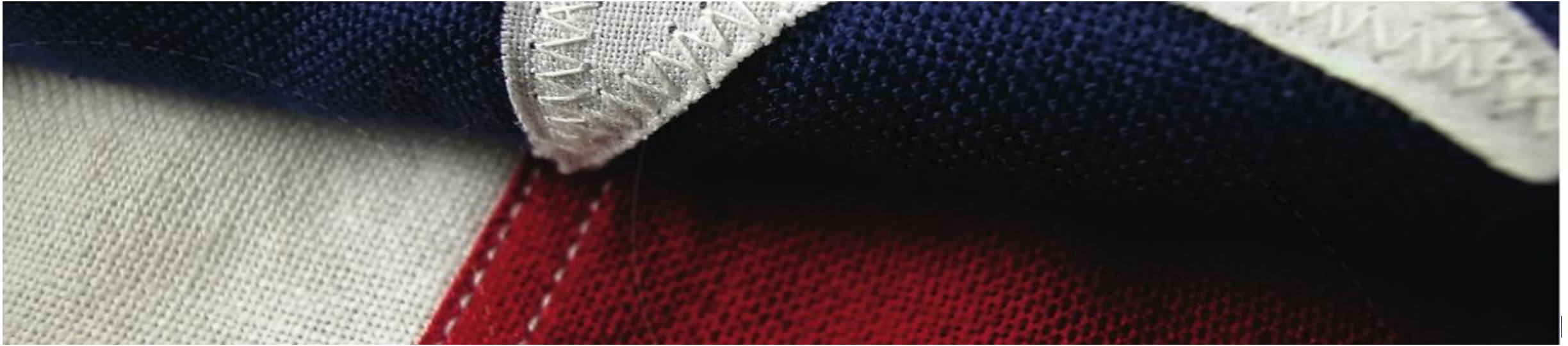
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# What Services are Available at the Hampton VAMC & How Does a Veteran Access Those Services

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Chief, Psychology



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# How Does a Veteran Access Services?

- Two Doors:
  - Primary Care → Primary Care Mental Health Integration (PMCHI)
  - Anywhere else → MH CONNECT

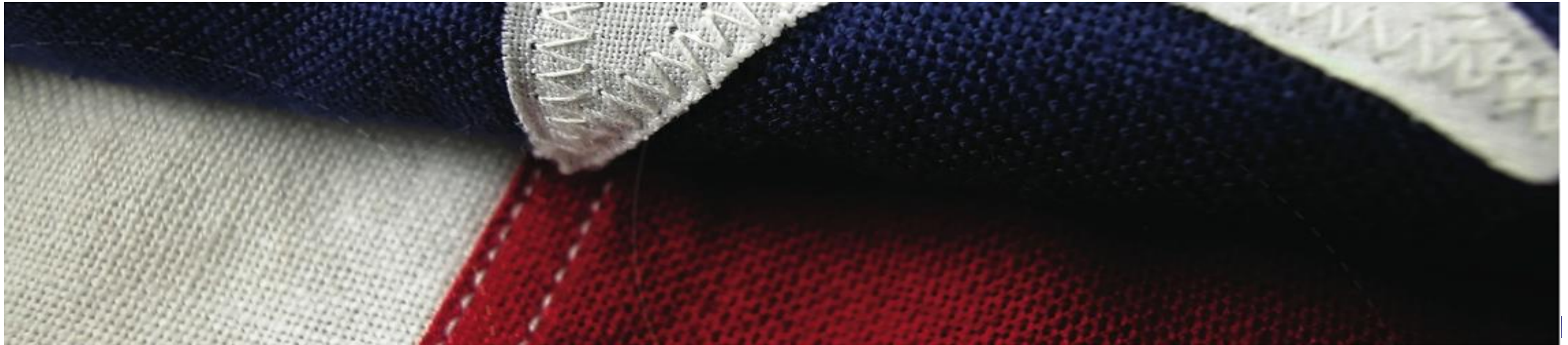
- Same Day Services



# What services are available?

- High-Intensity Psychiatric Services
- Mental Health Evaluation & Consultation
- Mental Health CONNECT (Urgent Care)
- Outpatient Mental Health (BHIP Teams)
- PTSD Outpatient Clinic
- Military Sexual Trauma Services
- SMI Services
- Pain Clinic
- Residential Programs (Drug Abuse, PTSD, Case Management, SMI)
- Polytrauma Clinic
- Peer Support Services
- Suicide Prevention Program
- Transition Case Management
- Home Based Primary Care & Mental Health service
- Outpatient Substance Abuse
- Buprenorphine Clinic
- Homeless Veteran Services (HCHV & HUD-VASH, Grant and Per Diem, Veterans Justice Outreach, Homeless Primary Care)
- Compensation & Pension Program





# Caring for our Veterans Diagnosed with a Serious Mental Illness

Kristie M. Norwood, PhD  
Hampton VA Medical Center  
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# Understanding Serious Mental Illness (SMI)

- Serious Mental Illness includes Veterans with a diagnosis of schizophrenia, schizoaffective disorder, bipolar disorder, major depression, and severe PTSD
- Data shows that approximately 13, 000 Veterans with PTSD or SMI and about 2300 with SMI are enrolled at the Hampton VAMC
- Barriers to Care: transportation, medication compliance, “large system,” stigma, support
- Our purpose is to empower veterans diagnosed with SMI to live their lives to the fullest in their own communities working toward meaningful self-directed and recovery oriented goals



# Serious Mental Illness Treatment Programs at the VAMC

- **Psychosocial Rehabilitation and Recovery Center (PRRC):** A transitional learning center designed to support recovery and integration into meaningful self-determined community roles for Veterans; primarily group therapy focused.
- **Mental Health Intensive Case Management (MHICM):** An outpatient mental health recovery oriented program that offers its participants intensive case management services within **community settings**.
- **Supportive Employment (SE):** An evidence based approach to employment with therapeutic supports. The focus of SE is to assist veterans diagnosed with a SMI in gaining access to meaningful employment in the local community.
- **Behavioral Health Interdisciplinary Program-E:** Team based outpatient mental health clinic specifically focused on therapeutic services for SMI population.

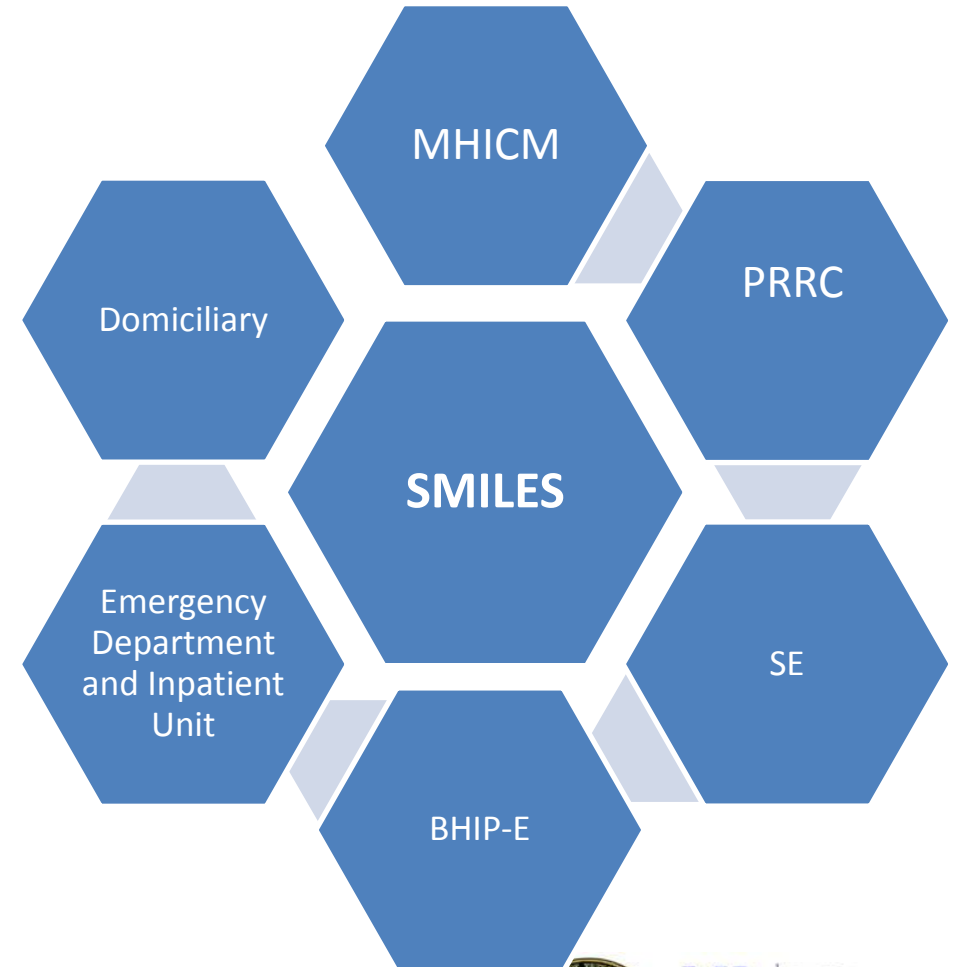




# Function of Serious Mental Illness Life Engagement Services (SMILES)

## Goals of SMILES

- Recovery Oriented Care
- Educating Providers and Veterans about SMI
- Easily accessible (e.g., same day screenings)
- Concentrated Psychiatric Medication Management Services
- Seamless Transition Between Levels of SMI Mental Health Care
- Weekly Treatment Team Meetings
- Decreasing Vulnerability through Care Management and Case Management



# SMILES

## Plausible Goals for Veterans engaging in SMILES:

- Decreasing the Stigma of living with an SMI
- Going to social outings
- Enrolling in college
- Graduating college
- Budgeting money
- Joining Veterans Service Organizations
- Volunteering or Securing Employment
- Physical wellness
- Joining Community Centers
- Becoming Certified Peer Leaders



# SMILES: Your Umbrella of SMI Recovery Services

