

MHSA Innovation Projects



Continuum of Care for Veterans and Military-Connected Families



Interim Project Update
December 14, 2020

Primary Need



Military-connected families are a hard-to-reach population

Families are unserved or underserved due to not being identified during intake or referrals

Military-connected families have complex needs that require a more holistic approach

MHSA Innovation (INN) Project Criteria

Innovative Component

Integrate veteran-specific services into non-veteran organizations, such as Family Resource Centers (FRCs), and train staff how to identify, screen and serve military connected families

Primary Purpose

Increase access to services

Innovative Category

Makes a change to an existing mental health practice, including adaptation to a new setting



Evaluation

Examine how this approach can lead to successful integration of culturally competent veteran-specific services into non-veteran organizations

Learning Goals

Overall Mental Health System of Care

- How does engagement and retention of military-connected families improve as a result of military peer navigators training FRC staff compared to the best practice of integrating peers at the FRC?

Orange County System of Care

- Do military-connected families seeking services within the FRCs have different needs across the varying regions?
- How can behavioral health services and community support organizations utilize this information to better serve military-connected families?

Family Resource Centers (FRCs)

What is an FRC?

- Community-based, family-friendly site
- Includes a comprehensive network of over 100 partners
- Provides essential family support services, education and resources

Why focus on FRCs for this INN project?

- Potential to train military family culture awareness to a much larger audience
- Opportunity to establish a strong resource network of partners to meet the complex needs of military-connected families
- Ability to engage a hard-to-reach population through an easily accessible and trusted environment

<https://www.factoc.org/locations/>



INN Project Provider and Partners

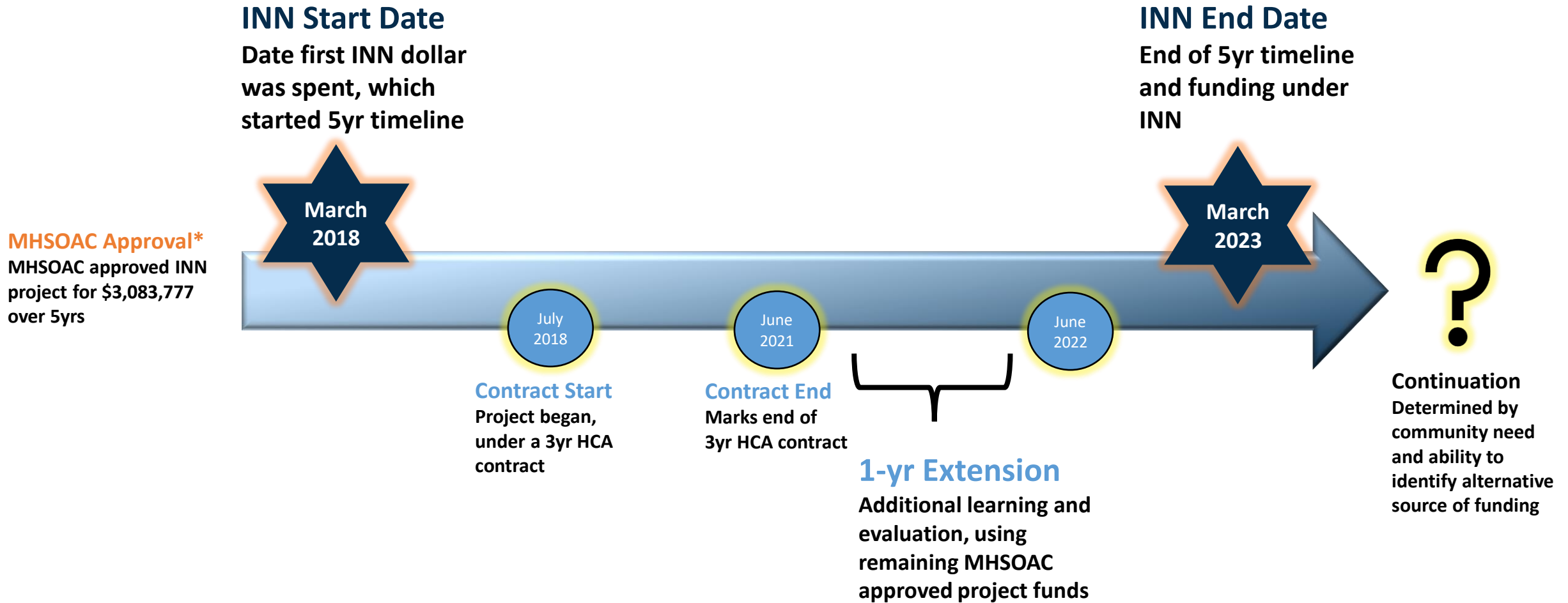
The Continuum of Care for Veterans and Military Connected Families project is provided by:



Strong Families Strong Children (SFSC), a community-based collaboration that serves the military family holistically, with ongoing services and support; leveraging the expertise, skills, and resources of its five partner agencies:

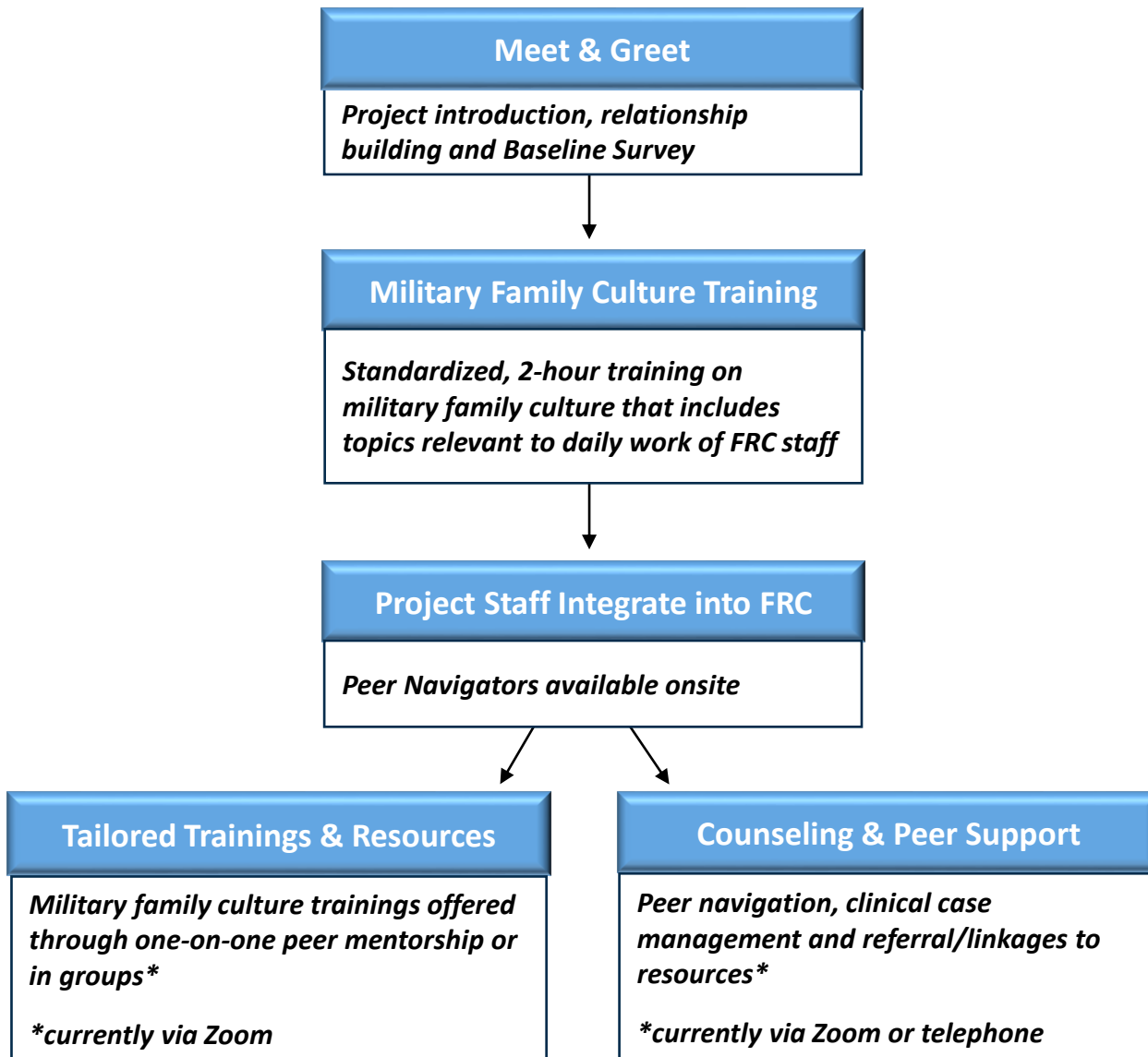


MHSA INN Project Timeline



*Every MHSA INN project *must* be approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC)

Project Description



- Project is staffed with Peer Navigators who have lived experience and knowledge of military family culture
- Staff provides training, consultation, tools and skills needed for FRC staff and network partners to identify, engage, and serve veteran and military-connected families
- Project leverages the SFSC collaborative of partner agencies to provide comprehensive housing, legal, and domestic violence services and support
- Currently, services are 100% remote

Military Family Culture Training

Objectives



DEVELOP A BASIC UNDERSTANDING OF MILITARY CULTURE, AND THE MILITARY BRANCHES



BE MORE INFORMED ABOUT FAMILY TRANSITIONAL CONCERNS



UNDERSTAND THAT MILITARY-CONNECTED FAMILIES MAY HAVE DIFFERENT IMPRESSIONS OF THE MILITARY-CONNECTED SERVICE



RECOGNIZE THE ROLE THAT FAMILY MEMBERS PLAY IN THE LIVES OF SERVICE MEMBERS AND VETERANS



LEARN ABOUT THE 6 CORE COMPETENCIES AND HOW TO APPLY THEM

Military Cultural Competency can...

1

Enhance identification of military-connected families.

2

Assist in decreasing stigma and barriers related to seeking treatment.

3

Provide an understanding of the impact that military service and veteran benefits can indicate, as both a strength and a barrier to seeking care.

4

Increase family engagement in specialized treatment services that the VA does not provide.

5

Help military-connected families increase their understanding around their eligibility for County, State and Federal benefits.

6

Allow the provider to develop a stronger rapport with client, and assist in comprehensive care coordination.

- Purpose: **educate** FRC staff, their partner agencies and community providers
- Goal: **raise awareness** about military family culture and **enhance support** for FRC staff
- Mission: **increase identification and engagement of military-connected families**

Tailored Military Family Culture Trainings & Resources



Targeted Trainings

Provided by clinicians, peers,
and subject matter experts

Adapted to each FRC and its
surrounding regions'
demographics and needs



Peer Mentorship

Individualized FRC staff
training and support

Based on FRC's client, family,
partner agency needs

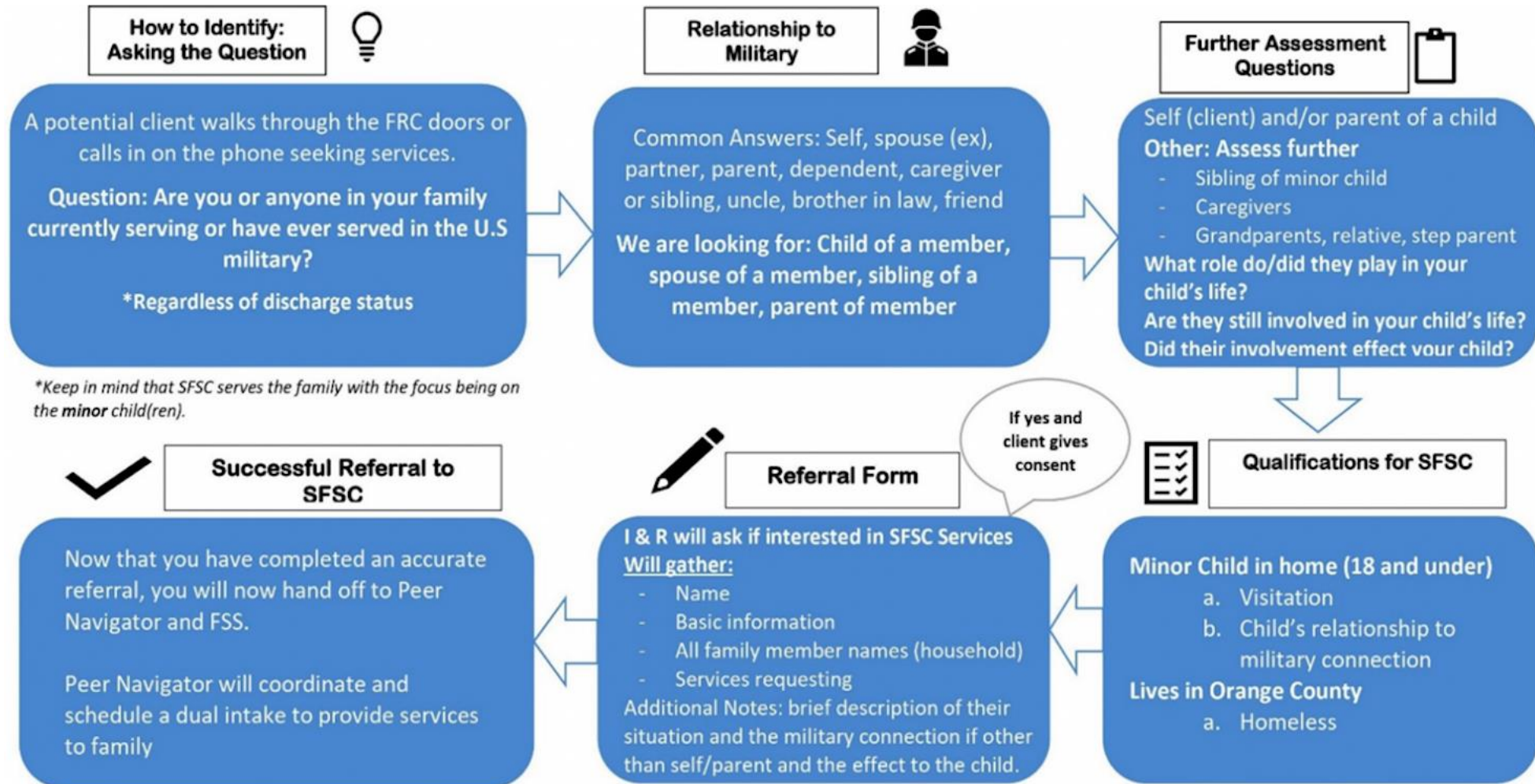


Lunch & Learn

90-minute meetings focused
on quality improvement

Feedback gathered to
improve trainings, support
and implementation

Peer Mentorship Training Tool: Identifying Military-Connected Families



Project Outcomes: Learning Questions & Project Goals

- How does engagement and retention of military-connected families improve as a result of military peer navigators training FRC staff compared to the best practice of integrating peers at the FRC?
- Do military-connected families seeking services within the FRCs have different needs across the varying regions?
- How can behavioral health services and community support organizations utilize this information to better serve military-connected families?

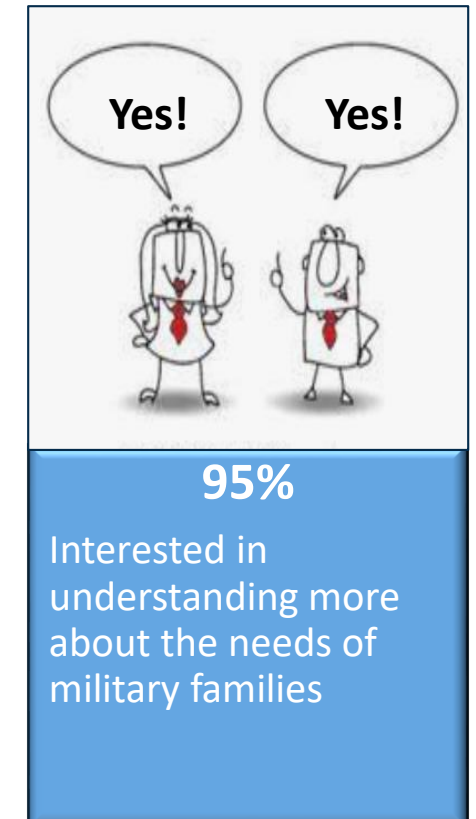
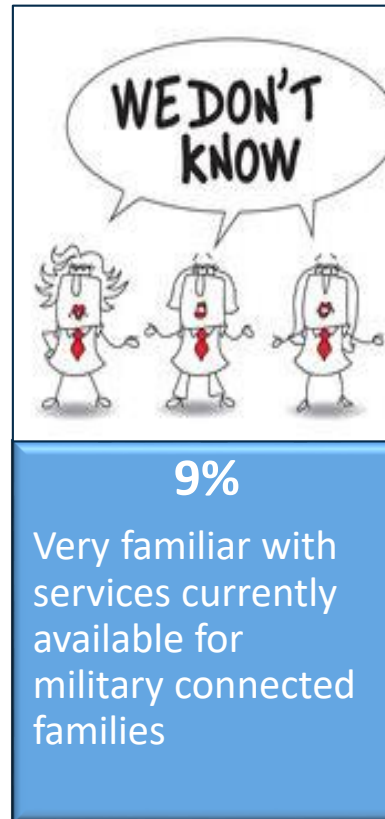
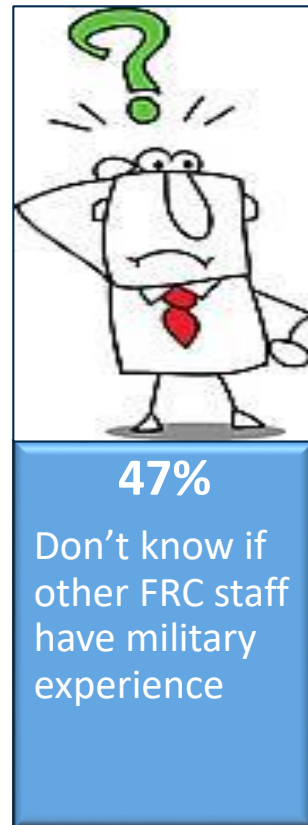
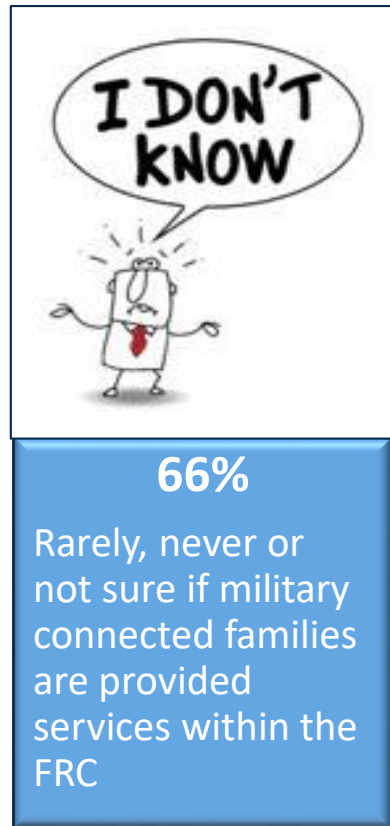


- Awareness of military culture among trained staff
- Improved engagement and retention of military connected families
- Increased access to mental health services
- Improved behavioral health outcomes for military connected families

FRC Staff Military Family Culture Awareness: Baseline Survey

July 2018 – June 2020

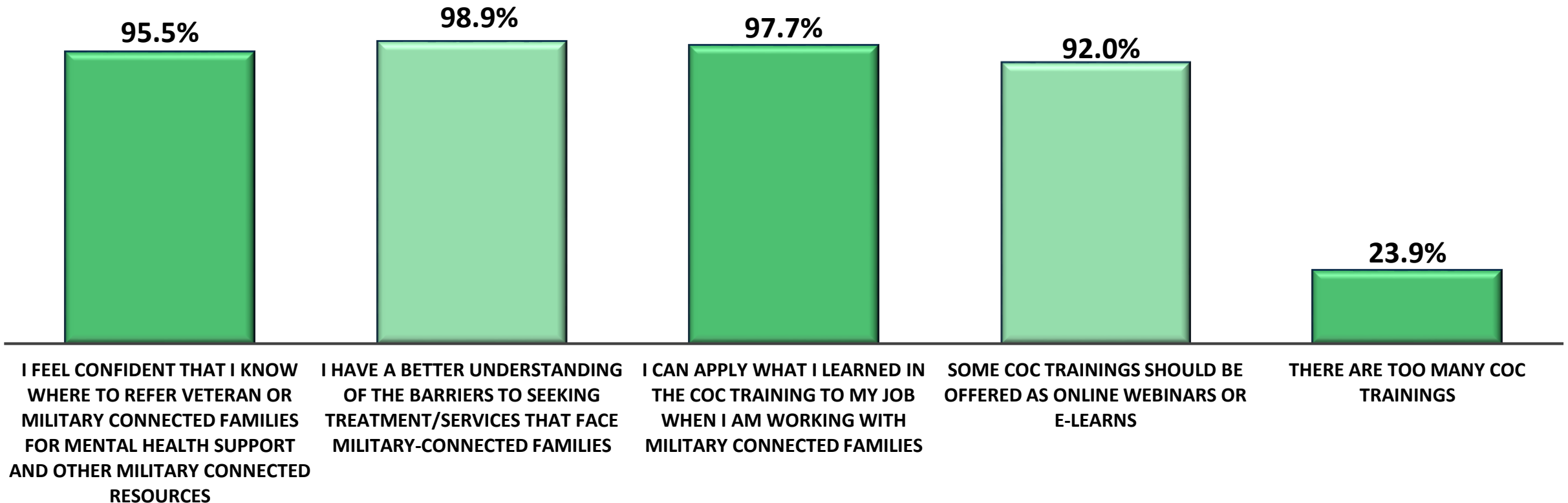
Surveys were completed by FRC Staff within 2-weeks of introducing the INN project to an FRC site:



Awareness of Military Family Culture: Training Results

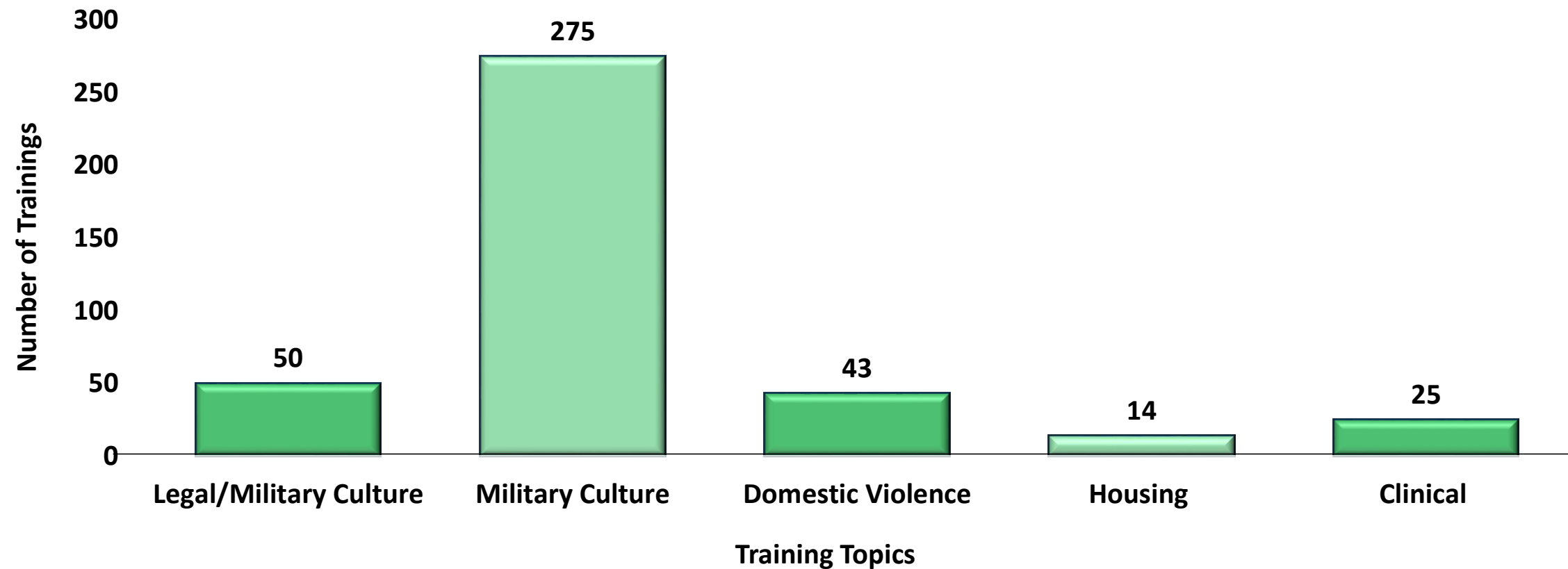
Military Family Culture: Post Training Survey July 2018 – June 2020

FRC Staff highly agreed with the following statements:



Awareness of Military Family Culture: Tailored Trainings

Military Family Culture Trainings & Peer Mentorship
July 2018 – June 2020



N = 407
Individuals Trained = 8,148

FRC Staff Quarterly Assessment Survey

July 2018 – June 2020

Administered to FRC staff every 3 months to assess long-term impact of trainings

85.2%

Agreed that the information provided helped build their capacity to respond to the needs of military connected families

75.9%

Agreed that trainings increased their ability to use strategies for retaining military connected families

79.6%

Reported an increased understanding of the key issues related to working with military connected families

It was helpful at the beginning of implementation to understand the project and then it was helpful to receive the Military Family Culture 101 training after to get more detail.



I'm a new staff at the FRC and I'm not too familiar with the Veterans needs and resources yet. Thank you for sharing the information with us.



I loved the presentation that [Project Staff did] about military culture. I think that is an excellent foundation presentation.



[The Peer Navigator] has exceeded my expectations and has truly done a great job of connecting with key staff and supporting joint SFSC/FRC FSS referrals from beginning to end. I am excited to keep working alongside SFSC to further connect our military families in the community.

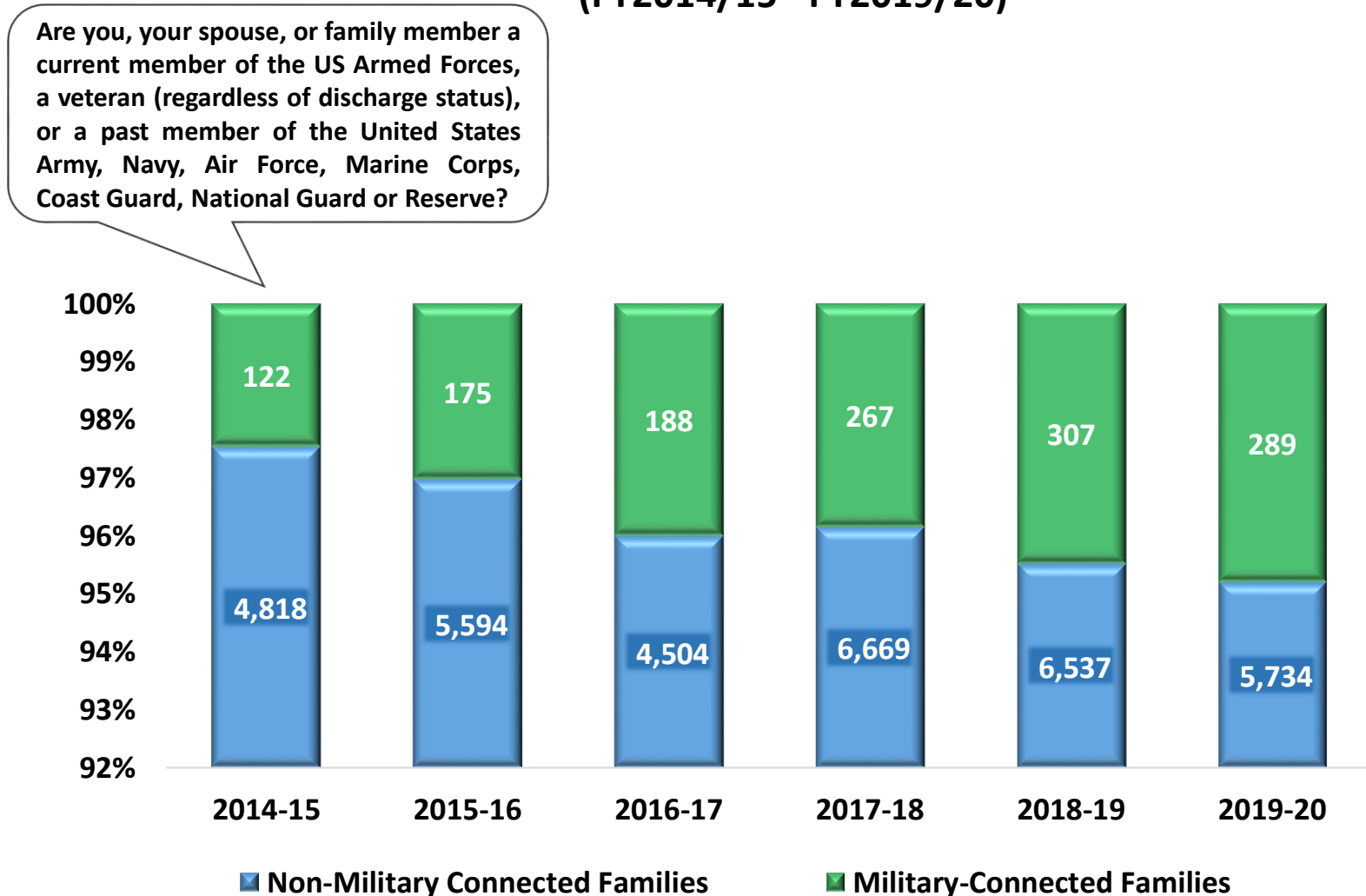


Military Connected Families in FRCs

Since 2014, when the question about military connected families was first included on FRC referral forms, there has been an upward trend in the identification of military connected families

In FY2019-20, service delivery was impacted by COVID-19. We will be closely monitoring to make sure FRCs are not losing traction in the proportion of military-connected families identified

**Proportion of Families Served by Military Family Status
(FY2014/15 - FY2019/20)**



Counseling & Peer Support Services

July 2018 – June 2020

Project staff (i.e., Clinicians and Peer Navigators) provided the following services to military-connected families:

316

Unduplicated military-
connected families
enrolled in the project for
behavioral health services

2,203

Case Management
Sessions

481

Outreach activities to
Organizations

532

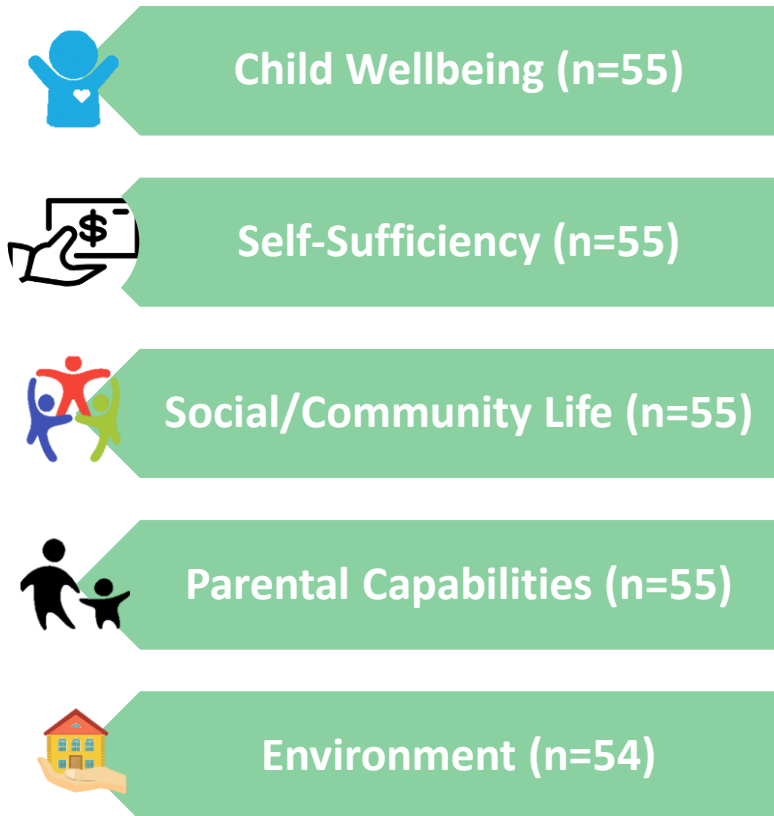
Clinical Sessions

Behavioral Health Outcomes: North Carolina Family Assessment Scale

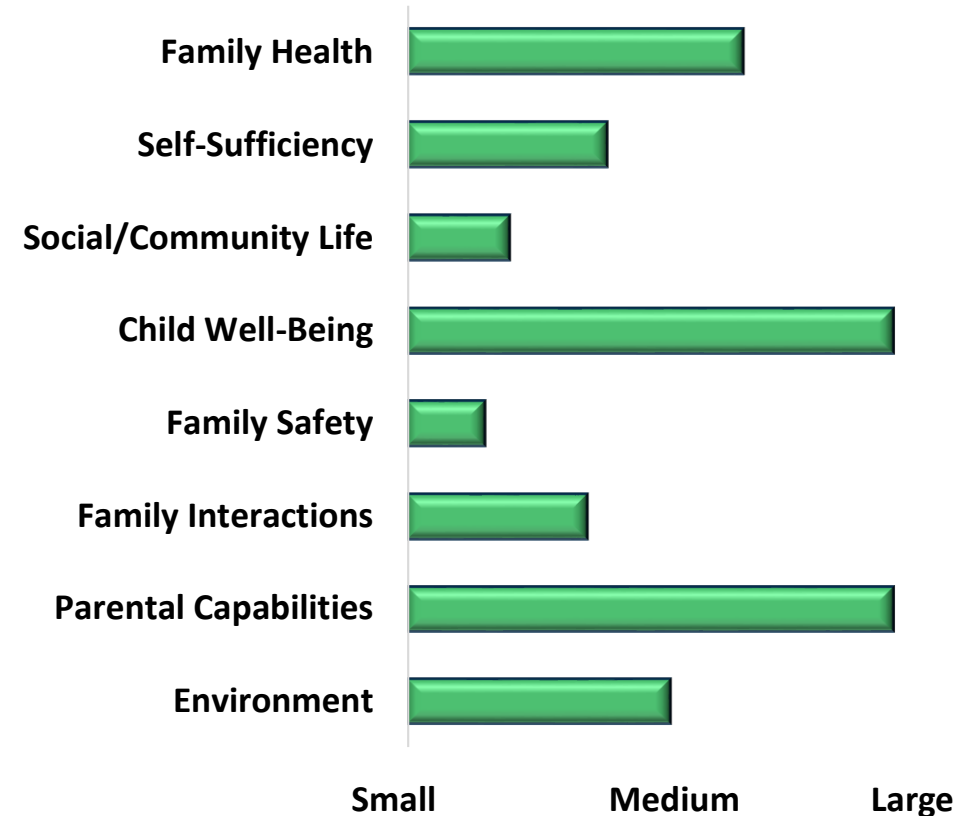
The NCFAS is an assessment tool designed to examine family functioning. The tool is used to determine changes in family functioning at the individual and aggregate level. The data below represent aggregate results:

July 2018 – June 2020

Needs at Intake



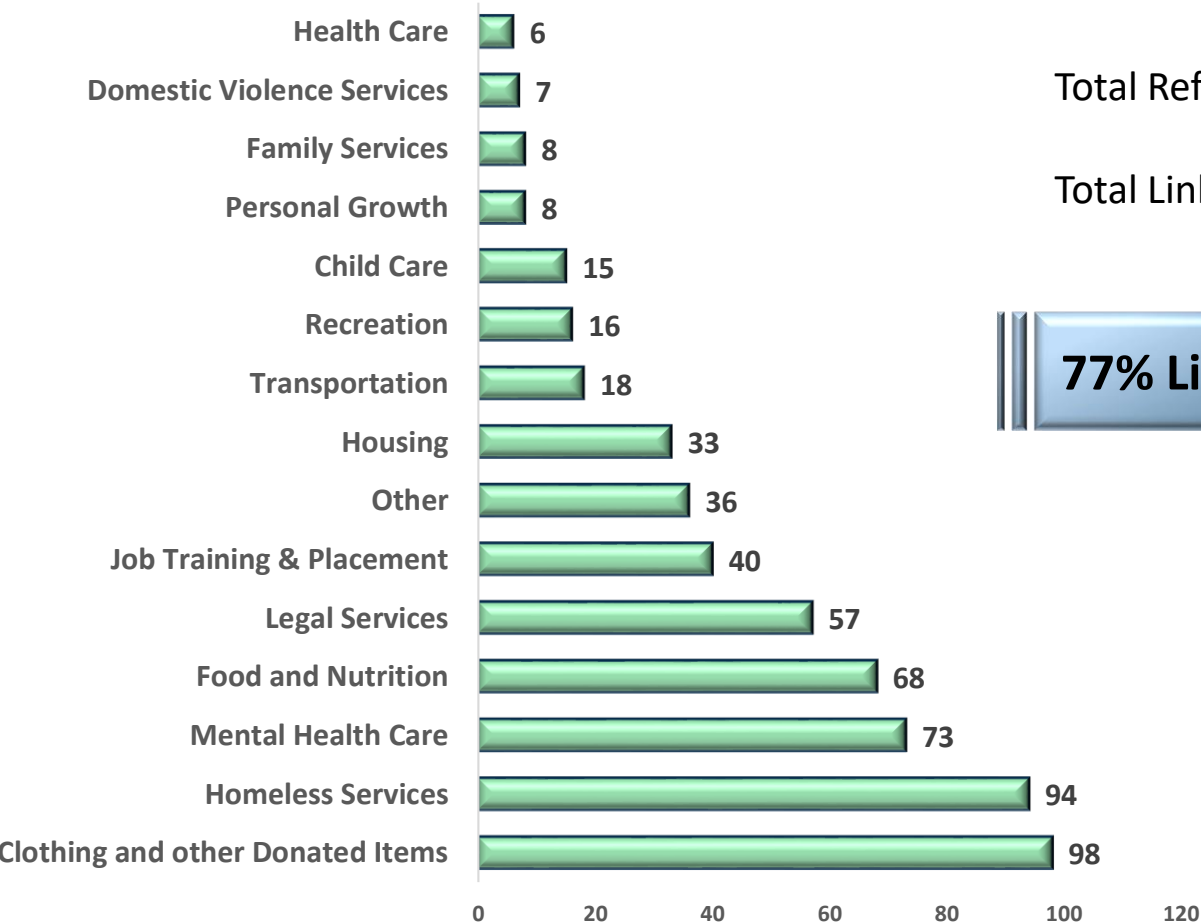
Extent of Improvement of Family & Child Well-Being



Increased Access to Services: Referrals & Linkages

July 2018 – June 2020

Referrals



Total Referrals: 577

Total Linkages: 444

77% Linkage Rate

Top 5 Linkages



Project Highlights To Date

- **Strong collaboration** and working relationships between FRCs and Project staff
- FRC Referral Form & FaCT Authorization for Release and Exchange of Information Form modified in partnership with SFSC leadership to enable **joint data sharing and client/family consent**
- **Increased awareness of best practices** around communication, screening, intake and assessment, case management, resources and clinical interventions for military-connected families
- **Improved engagement** of military-connected families as a result trainings/mentorship
- **Increased referrals** to appropriate services for military-connected families
- **Successful networking** with partner agencies to expand reach of military cultural trainings
 - First military connected breakout sessions held at the May 2019 FaCT FRC Annual Conference in 20-year history

Lessons Learned To Date

- Changes were needed in Vista Share to identify the military connection for each family member versus only asking the head of household
- FaCT FRCs include over 100 funded and unfunded community partners, adding additional complexity to the collaboration, training and partnership elements of this project
- Each FRC is unique in its service preference, population needs, space to provide client services and childcare abilities.
 - Building relationships, and system integration within the FRC platform is time consuming
 - Significant variations among the FRCs' operations and partner agencies
 - FRCs require specialized trainings that reflect their specific geographic and clients' needs
 - FRC staff turn over and impact on military cultural re-training
- The majority of FRC staff surveyed indicated a preference for online webinars and e-Learns
 - Several e-Learns are currently under development will explore the impact of this training method

E- Learn: Military-Connected Family Identification Training



E- Learn: Rapid Rehousing

What is Rapid Re-housing?

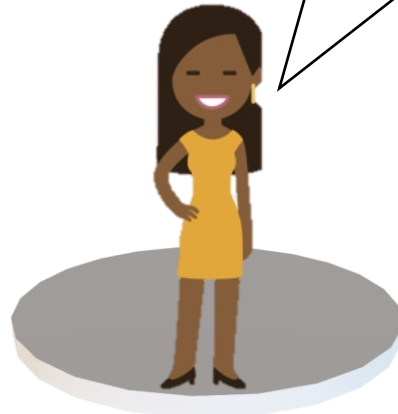


FRC Staff & Participant Feedback

I will be asking [project] staff to sit in with me for assistance in helping a military connected family get resources



I will use the presentation knowledge I learned in how to ask the families I work with if they are military-connected

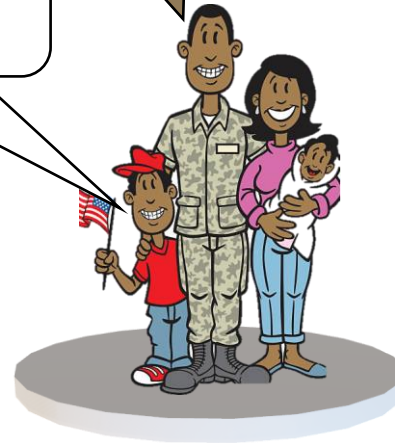


I feel more confident on how to treat military families after the training



Coming to this program helped me learn things to do that help me when I am feeling sad, upset or mad.

Circumstances put me in the position of being homeless and the lowest point in my life. Without the help and support I really don't know if I'd even be alive right now. The support from the PN mean everything for me!



In the coming year...



Implementation of e-Learns



Development of Train-the-Trainer modules



Expansion of training topics



Continued data collection



Assessment of COVID-19 impacts

Questions?