

VETConnect Innovation Project

MHSA Innovation Sub-Committee Presentation June 7, 2012

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What is VETConnect?

- Assumption: Many(most) veterans are reluctant to admit, or access behavioral health care until serious issues arise.
- Premise: There are many resources available if veterans can be assisted in acknowledging a need for services. If they are supported in developing linkages they will be receptive to receiving needed assistance.



What is VETConnect? Program Design:

- Collaborative partnership with OC Community Resources (Veterans Service Office and the Workforce Investment Board)
- · Uses Veteran peer 'navigators' for connections and follow-up
- · Design based on the 'Recovery Model' philosophy
- · Veterans Claim officers briefly screen for behavioral health issues and refer to on-site Veteran clinical staff and peer navigators for case management and linkages



What is VETConnect?

- Case Management
- · Assistance with locating housing
- · Job skill enhancement and training
- Job Search
- · Employment coaching
- · Linkages to medical and behavioral health care
- · Supportive Assistance



Three Phases First Phase:

- Transition program started Feb 2011 with one clinician
- Nov 2011 hired first 2 peer veteran navigators and 1 peer veteran volunteer
- Feb 2012 two peer navigators located full time employment
- May 2012: one peer and 2.5 clinicians on staff
- July 1, 2012 all staff(contracted and direct); all procedures for supportitive assistance will be in place for 'official start' of program.



Three Phases

Second Phase:

 Late 2012 : Outreach to all of Orange County by peer navigators; development of social media, website and use of Network of Care/Veterans for resource posting

Third Phase :

 Transition to on-going operational model; data evaluation; Private-Public partnerships for long-term program continuation

Barriers to service

- Mental Health Stigma and Military Mind Set
- · Lack of 'self-insight'
- Unable to overcome barriers of mental health or substance use

Anger Depression Jail 'Not-Worthy' Pride/embarrassed Lethargic Poor memory Hopelessness



Barriers to service

- · Barriers to access services due to
 - transportation
 - homeless
 - · no phone, computer
- Lack of knowledge of available resources
- · Unable to keep appointments
- · Lack of support

'Kick-Off'

April 12 2012 All Staff orientation 'Kick-Off VETConnect Staff: Vetrans claim officers; VSO office staff; Workforce Investment Board staff Behavioral Health Veterans Services Staff—Clinicians and Veteran Peers Coastline Community College Staff OCCR/OCCS Management Staff HCA/BHS Management Staff * RDA



DATA COLLECTION

Assessment Tools

- · Veterans Claims Officer screening tool
- · Intake questionnaire
- · Bio-psychological assessment;
- · SBIRT; PHQ-9, PCLM, and WHOQOL-26

Satisfaction Surveys

- · Customized Participant Satisfaction Survey
- · Customized Peer Mentor Satisfaction Survey
- · Customized Staff Satisfaction Survey

DATA COLLECTION

Other Data

- · Referral and Linkage Records
- · Demographic Data
- · Referral Sources Report
- Types of services: informational/consult; case management; outreach; trainings

Challenges



Complex program with many players:

Veterans claim officers;

VSO office staff; Workforce Investment Board staff Behavioral Health Veterans Services Staff—Clinicians and Veteran Peers Coastline Community College Staff OCCR/OCCS Management Staff HCA/BHS Management Staff * RDA

Challenges



•Communication routes •Most staff are not familiar with Behavioral health approaches and methods

•Coordination between agencies

•Need for continuous training in behavioral health veterans resources and issues

Assets

- Peer Navigators who are veterans and can relate personally with participants.
- Partnerships with VSO and Workforce Investment Board have increased breadth of services.
- Professional, knowledgeable, committed and passionate staff.



Assets

- · Management of all agencies in agreement with goals
- · Plans for continuous behavioral health training
- Tremendous support from HCA and MHSA Steering committee
- Support from Board of Supervisors; community and veterans resources





Recent Success Stories

How to Refer

• CALL the Veterans Service Office @ 714-480-6555

• EMAIL: Maurobles@ochca.com

• CALL:HCA/BHS/ Veterans Services @714-480-6652