California's Interagency Council on Veterans Suicide Prevention and Early Intervention Subworkgroup, the California National Guard, the County Behavioral Health Directors Association of California and Army OneSource

Sharing County Behavioral Health Strategies: Innovative and Evidence Based Practices for Service members, Veterans and their Families

5 August 2015 11-1230 PDT

For the best audio experience, we suggest you dial in on a landline telephone or use a headset/earbuds etc. on a mobile device.

If you are not a panelist, please place your phone on MUTE.



Questions may be posted anytime Questions will be forwarded to each presenter at the end.

Questions	
Type question here.	
	Send

# Purpose

To enhance the life outcomes for Veterans, Service members and their Families through the provision of learning opportunities to increase the capabilities that clinicians and others serving them are better prepared.

# Agenda

- Opening : COL Susan Pangelinan
- Brief overview: Mr. Duane Shaul, LMFT
- San Bernardino County: Mr. Matthew Higgins
- Orange County: Ms. Teresa Renteria, Mr. Marco Martinez, Ms. Jasmine Adams and Mr. Jerry Seiden
- Closing: Mr. Duane Shaul, LMFT

# **Welcome by COL Pangelinan**



Colonel Susan I. Pangelinan is the Commander of the 129th Medical Group, an Air National Guard Medical Agency responsible for the health care needs of the Air National Guard in Northern California. As the Joint Behavioral Health Agency Coordinator, Col Pangelinan also manages the California National Guard's Behavioral Health support services, under the leadership of COL Frye, its Clinical Director.

### **California National Guard**

The California National Guard maintains a comprehensive Joint Behavioral Health Office for Soldiers, Airmen and their families. We care about the psychological and emotional well-being of our members and we take proactive measures to assist both service members and their families in appropriately resourcing their behavioral health concerns.

 California National Guard Joint Behavioral Health Agency Coordinator: Colonel Susan Pangelinan

### **Interagency Council on Veterans**

*"IT IS ORDERED that the Secretary of the Department of Veterans Affairs establish the California Interagency Council (ICV) on Veterans, whose purpose shall be to identify and prioritize the needs of California's veterans, and to coordinate the activities at all levels of government in addressing those needs." ~Governor Edmund G. Brown, Executive Order B-09-11, August 23, 2011.* 

The educational efforts of the Suicide Prevention and Early Intervention Sub-workgroup are one way in which the ICV workgroups and sub-workgroups are striving to achieve the ordered purpose of the ICV.

- Chair of the (ICV) Suicide Prevention and Early Intervention Sub-workgroup: Mr. G. Duane Shaul, LMFT
- Administrative Officer (ICV): Pamela Rasada, RN, PHN

### County Behavioral Health Directors Association of California

The mission of the **COUNTY BEHAVIORAL HEALTH DIRECTORS ASSOCIATION OF CALIFORNIA** is to assure the accessibility of quality, cost-effective, culturally competent behavioral health care for the people of the State of California by providing the leadership, advocacy, and support to public behavioral health programs.

- Interim Executive Director Pat Ryan
- <u>www.cbhda.org</u>



"As a partner in this process, the CBHDA served to establish the ICV sub-workgroup relationship with the California county behavioral health offices. It is through those relationships that the content for this webinar series was identified."

## **Army OneSource**

Army OneSource (AOS) is a Secretary of the Army Initiative to provide comprehensive community support and service delivery Service members, their Families and Veterans regardless of component or geographic location. AOS is raising awareness and generating support among the private sector to effectively serve the unique challenges of Military life, including the growing demand for behavioral health, financial, legal and faith-based services.

- State Community Support Coordinator: Camara Rajabari
- E-mail: <u>crajabari@afsc.com</u>
- http://www.myarmyonesource.com/
- http://aosresourcecenter.com/

"The ICV Suicide Prevention and Early Intervention Sub-workgroup is grateful for the support and resources provided through the partnership with AOS. It is through the AOS partnership that this webinar series is made possible."

# **Moderator: G. Duane Shaul**

G. Duane Shaul, LMFT is Chair of the California Interagency Council on Veterans (ICV) Suicide Prevention and Early Intervention Sub-workgroup. Mr. Shaul works at the California Department of Health Care Services in the Mental Health Services Division, Mental Health Services Act Oversight and Fiscal Reporting Section, focusing on suicide prevention. Mr. Shaul has also maintained a Marriage and Family Therapy private practice for the past 20 years.



### San Bernardino County Behavioral Health Office of Prevention and Early Intervention



Matthew Higgins is a Program Specialist with San Bernardino County Behavioral Health, Office of Prevention and Early Intervention. Over the past four years he has been actively involved in the administration of the Military Services & Family Support program. This innovative local program provides an array of prevention and early intervention services to veterans, active duty, and retired military service members and their families who have served on or after September 11, 2001.

Mr. Higgins has participated in regional efforts to build capacity and increase services to military service members and their families including the Inland Empire Veterans Mental Health Collaborative, and the Supporting Students with Behavioral Health Challenges (a conference for Community Colleges in Southern California). Mr. Higgins has also collaborated with local agencies that serve veterans including San Bernardino County Veterans Affairs and Equus Medendi.



**Behavioral Health** Office of Prevention and Early Intervention

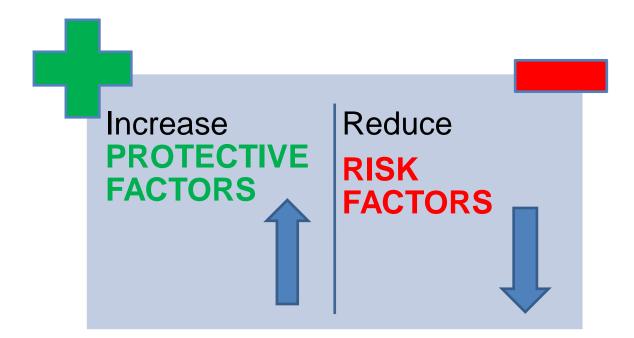
# Military Services & Family Support Program



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- In November 2004, California voters passed Proposition 63, which imposed a 1% tax on adjusted annual income over \$1,000,000 to adopt the Mental Health Services Act (MHSA) (effective January 1, 2005).
- According to the MHSA, the intent of the funding is "to reduce the longterm adverse impact on individuals, families and state and local budgets resulting from untreated serious mental illness..."
- The MHSA identifies five primary program components including Prevention and Early Intervention (PEI), Community Services and Supports, Innovation, Workforce Education and Training, and Capital Facilities and Technology Needs.
- Prior to implementing MHSA programs, San Bernardino County Department of Behavioral Health conducted community planning activities to involve diverse community stakeholders in the development of PEI programs and services.



Prevention and Early Intervention (PEI) program services are intended to implement strategies to prevent mental illness from becoming severe and disabling, emphasizing improvement to timely access to services for underserved populations.





Behavioral Health Office of Prevention and Early Intervention

### **MSFS Program Background**

Community input and key factors in developing the Military Services & Family Support Program (MSFS) included:

- High rates of mental health risk behaviors.
- Increased requests for support from community agencies serving military families.
- Evidence of increased need for support for military families.
- Strong community support for PEI activities for children in stressed families.





#### Why is this program needed?

- Children in military families may face adjustment difficulties and vulnerabilities as they live with the anxiety of having a parent serving in a time of war
- These children and youth need support in coping with well-founded fears
- In addition, the men and women returning from active duty may carry the emotional scars of prolonged battle fatigue and possibly Post traumatic Stress Disorder (PTSD)

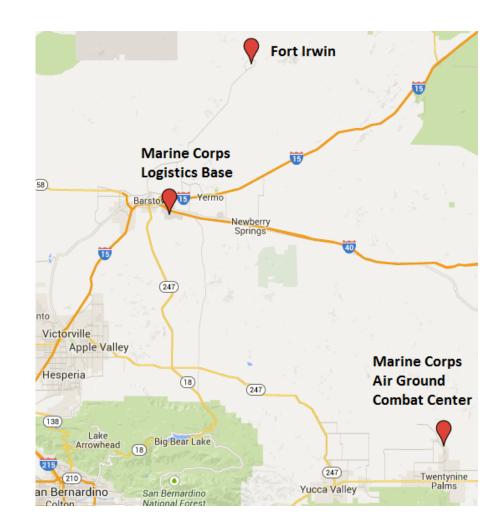


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San Bernardino County has a large population of military families due to three installations within the region:

- The National Training Center and Fort Irwin
- The Marine Corps Logistics Base
- The Marine Corps Air Ground Combat Center

Due to activations and deployments of National Guard and Reserve units in recent years, there are also many military families living in urban areas across the county facing the same stressors as those living in traditional military communities.





### **MSFS Program Eligibility**

#### Who is eligible for services?

- All veterans, active duty or retired military personnel, reservists or National Guard who have served on or after September 11, 2001, <u>and their</u> <u>families</u> are eligible.
- Military character of discharge status is not a condition of eligibility. Services are provided regardless of discharge status.
- Services are provided at no cost.





### **MSFS Program Service Profile**

- Contracted service providers are located near the three military installations, as well as in the San Bernardino valley . This ensures service to military families located on or near military bases, as well as those living in urban areas of the county.
- A contract provider located in the San Bernardino valley has an agreement with San Bernardino Valley College to serve veterans and military service members on campus, and collaborates with local Vet Centers.
- The diversity of locations and services supports the MHSA values of reducing disparities in access and outcomes as well as increasing community partnerships and systems collaborations.
- MSFS contract staff are provided training in military culture including working with service members and their families, suicide prevention and promising practices that focus on self regulation such as the Trauma Resiliency Model.
- During Fiscal Year 2013/2014, the MSFS program served **5,869** participants.



#### What types of services are provided?

This program is delivered in the clients' homes when desired (or within the community) increasing the likelihood that military personnel will use the services, while also reducing stigma. Services include:

- Screenings and assessments
- Support groups , education, interventions and rehabilitative support
- Individual, couples and/or family counseling and therapy
- Mental health services for participants experiencing the onset of a mental illness
- Case management and referrals to additional community , military and veterans' resources





#### Program model includes:

- Military veterans (peers) and family members included in staffing who are familiar with military culture and experiences
- Evidence based interventions and educational supports such as Brief Strategic Family Therapy, Trauma-Focused Cognitive Behavioral Therapy
- Screening tools for substance abuse, PTSD, depression and anxiety
- Collaboration with the County Department of Veterans Affairs, veteran serving organizations and community mental health providers.



### **MSFS Program Services**

#### **Promising Practices utilized:**

- The Trauma Resiliency Model (TRM) and Community Resiliency Model (CRM) is proving to be very effective in helping military families with self regulation and reducing symptoms related to PTSD.
- Equine Assisted Learning and Psychotherapy (EAP) using horses as therapeutic partners is a solution focused model that has been very useful for military families.





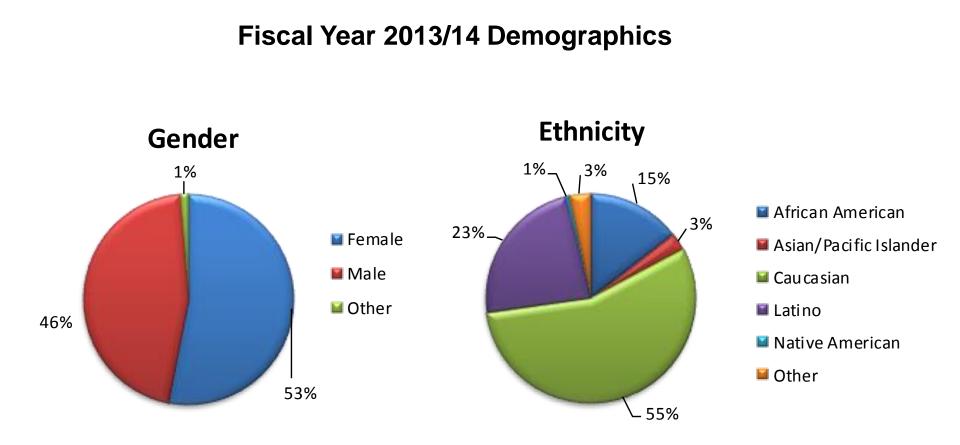
Behavioral Health office of Prevention and Early Intervention

A MSFS client, "Cheryl," was taught TRM skills to assist with self regulation and reducing symptoms related to PTSD.

- Cheryl reported that her anxiety was greatly reduced since learning these skills and was able to do many activities that she was not comfortable doing previously.
- This client was able to shop in a crowded store with less elevated anxiety than usual as well as spending time socializing with friends and family.
- Cheryl reports that using the TRM skills have reduced her anxiety attacks and she has a noticeable decrease in agitated thoughts and anger.

MSFS services have helped Cheryl to make great strides in her recovery and in daily functioning. MSFS services are in support of the MHSA value of recovery, resiliency and wellness orientation.





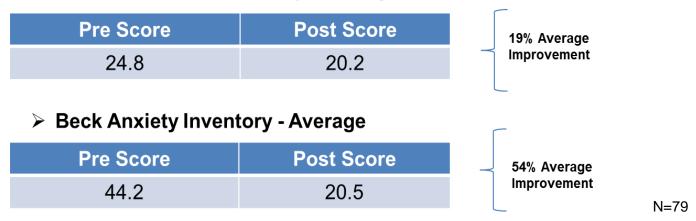


**Behavioral Health** Office of Prevention and Early Intervention

The MSFS program utilizes the Beck Depression Inventory, the Beck Anxiety Inventory and the Adult Needs and Strengths Assessment (ANSA) to measure outcomes and ensure goals are being met.

Results from the Beck Depression Inventory and the Beck Anxiety Inventory indicate that participants' rate of depression and anxiety is being reduced after receiving services through the MSFS program. A lower post score indicates improvement.

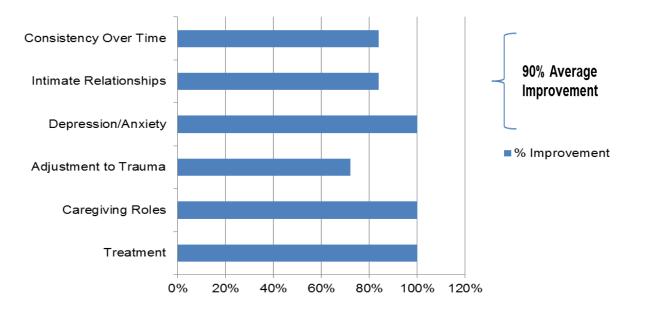
#### Beck Depression Inventory - Average





Behavioral Health Office of Prevention and Early Intervention

The ANSA is an assessment tool used in adult individual treatment plans to measure functioning in several important life domains. Data indicates that participants are improving in several domains after receiving services through the MSFS program.



#### **ANSA Score Improvement**





Behavioral Health Office of Prevention and Early Intervention

### **Questions? Contact:**

### San Bernardino County Department of Behavioral Health, *Office of Prevention and Early Intervention*

### (909) 252-4009 mhiggins@dbh.sbcounty.gov



Behavioral Health Office of Prevention and Early Intervention

### **Orange County Health Care Agency**

**Teresa Renteria** is a licensed Marriage and Family Therapist currently working for the County of Orange Health Care Agency as Service Chief for the Behavioral Health Services Veteran's program which includes OC4Vets, Court Support for Vets and the Drop Zone. Teresa holds a Master's Degree in Clinical Psychology and has worked in the behavioral health field for more than 15 years, providing direct therapeutic services and supervising programs for children, adolescents and adults with a variety of issues. Teresa is the daughter of a Vietnam Veteran and her sister is an OIF/OAF Veteran who served as a Marine with two deployments. Teresa is a published author, having co-authored a chapter in a college text book on Chicano/a mental health.









# OC4VETS

Health Care Agency Behavioral Health Services Veteran's Programs





# The Need

- Orange County is home to about 130,000 Veterans
- Veterans are an underserved population at traditional treatment programs
- Untreated behavioral health problems often lead to homelessness, unemployment, hospitalization, suicide, incarceration, violence, etc.

Barriers for Vets Seeking Behavioral Health Care

- Warrior mentality
- Stigma
- Lack of insight (symptomatic, TBI, cognitive deficiencies, etc.)
- Lack of eligibility/lack of knowledge about benefits
- Concern for military career

Purpose and Goals of the OC4Vets Program

#### **Purpose:**

Provide screening, clinical case management, brief counseling, and referrals/linkages to address behavioral health issues with Veterans (and their family)

#### Goals:

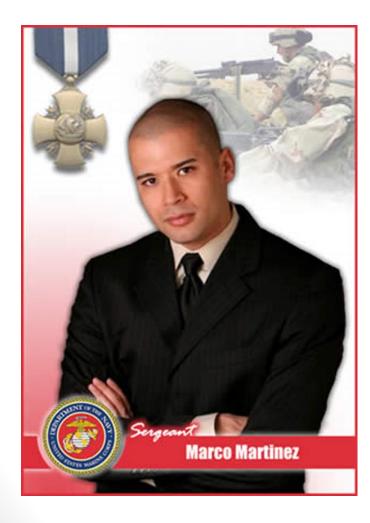
- Engage Veterans to provide an integrated, holistic approach to Veteran behavioral health
- Address barriers to housing and employment
- Increase access to underserved groups

## Partnerships

- Co-located at the County Veteran Service Office (VSO)
- On-site collaboration and partnership with Orange County Community Services (OCCS)
  - Orange County Workforce Investment Board

     Housing and employment specialist; peer navigators
  - Veteran Service Office Direct referrals from VSO claims officers
  - **Peer Navigation** Provides on-site assistance with navigating health care, benefits, needs, etc.

### **Orange County Veteran Service Office**



**Marco Martinez** is a former infantry sergeant in the United States Marine Corps. He was deployed to Iraq during Operation Iraqi Freedom I, where he was subsequently awarded the Navy Cross (second to the Medal of Honor) for extraordinary heroism.

Since being honorably discharged from the Marine Corps, Martinez has spent over 8 years working with various veterans groups such as the Legion of Valor, the American Veterans Center and Vets for Freedom, serving as a media representative, spokesperson and expert in topics related to the War on Terror and veteran reintegration issues. Marco has appeared on Fox News, MSNBC, National Geographic Chanel, The History channel and radio shows such as NPR.

Martinez has also worked in the Nuclear Security field, and is a graduate of California State University Fullerton, graduating with a bachelor's degree in public relations, with honors. Upon graduation, Marco worked in Seoul South Korea, managing a public relations firm focusing on high-profile clients and government-community relations.

Marco presently manages the Orange County Veterans Service Office, which focuses on obtaining benefits from Department of Veterans Affairs on behalf of veterans and their dependents. The son of a career Army Ranger, Marco Martinez is the first Hispanic American to receive the Navy Cross since Vietnam and was the first US service member to be awarded the Navy Cross in the War on Terror.

# SERVICE COMPONENTS

OC4Vets

# **Clinical Case Management**

Case management services are delivered by Master level clinicians who are a Veteran or a family member of a Veteran

- Conducts screening and needs assessment
- Develops individualized goals and service plan
- Connects Veteran and family to resources, including referrals to treatment providers, housing, and employment specialists

#### **Orange County Veteran Service Office**



Jerry Seiden, author, speaker, writer, editor, and pastoral counselor, is an ordained minister and a former chaplain for the Los Angeles County Sheriff's Department. He is a farm boy from Illinois, Vietnam veteran, and alumni of Vanguard University. In his 30 years of ministry, Jerry has pastored congregations in Paramount, Ventura, and Costa Mesa. He is the founder of Spirit of Hope, a special ministry for those who struggle to fit in a traditional congregation.

Although Jerry Seiden has written or compiled/edited over 65 published titles related to recovery, self-help, and spirituality, his work has been behind the scenes as a contract writer (ghostwriter) and development editor.

In 2012, Jerry began to work with OC4Vets a behavioral health outreach to veterans for the County of Orange. Recently, Jerry was hired to work as a claims officer for the Orange County's Veteran Service office.

### **Peer Navigation**

- Peers are Veterans
- Collaborates with assigned clinician to support service plan
- Provides outreach and engagement services
- Mentors and assists Veteran and family while navigating the system (e.g. VA)

#### **Orange County One-Stop**

Jasmine Adams Pierce is a Combat Veteran of the Marine Corps. She served in Fallujah Iraq in 2008 as a mechanic for motor transport equipment. Jasmine was also a part of the Female Search Team where she provided training, security and worked with the Sisters of Fallujah as well as Infantry Marines at Entry Control Check points throughout the city of Fallujah. Jasmine started working for the County of Orange as a Veteran Peer Specialist for the OC4Vets and Drop Zone programs. Currently Jasmine is employed by ResCare/One Stop as the Housing Specialist for OC4Vets. Her role is to provide supportive services, resources, and assist veterans in obtaining housing in an attempt to stabilize the veteran so they may have a more productive future.



# Housing and Employment Support

- On-site housing and employment specialists
- Assesses the need and barriers
- Provides assistance with specific need based on plan
- Can provide supportive services to help stabilize Veteran

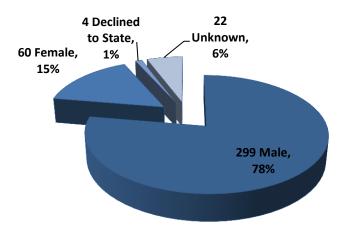
# **Trainings Provided**

- Hosted Annual BHS/Veteran conference
  - Past topics included Military Culture, Moral Injury, Strengthening the Military Family, Employment Barriers, Suicide Prevention
- Ongoing trainings for staff available through the County training department
  - Topics include Suicide Prevention and Techniques (ASIST), SBIRT, Motivational Interviewing, Working with Co-Occurring Diagnoses, and more
- On-site supervision for clinicians and peers

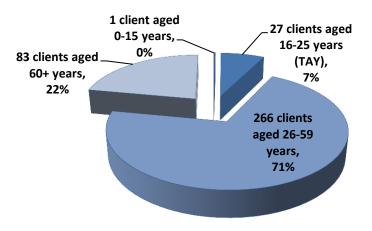
# PARTICIPANT DEMOGRAPHICS

July 1, 2012 – June 30, 2014

#### Gender



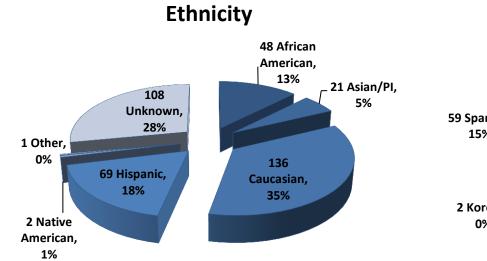
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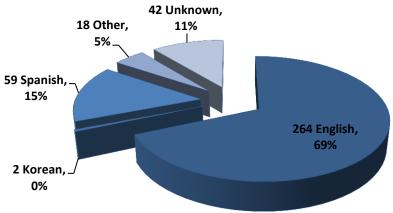
Gender	#
Male	299
Female	60
Declined to State	4
Unknown	22
Total	385

Age	#
0-15 years	1
16-25 years	27
26-59 years	266
60+ years	83
Total	377





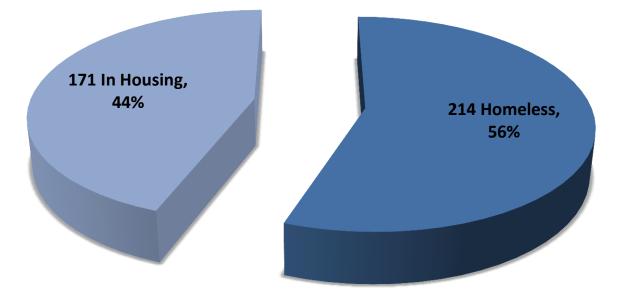
#### **Primary Language**



Ethnicity	#
African American	48
Asian/PI	21
Caucasian	136
Hispanic	69
Native American	2
Other	1
Unknown	108
Total	385

Primary Language	#
English	264
Korean	2
Spanish	59
Other	18
Unknown	42
Total	385

# Homelessness



Homelessness	#
Homeless	214
In Housing	171
Unknown	0
Total	385

# PARTICIPANT OUTCOMES

July 1, 2012 – June 30, 2014

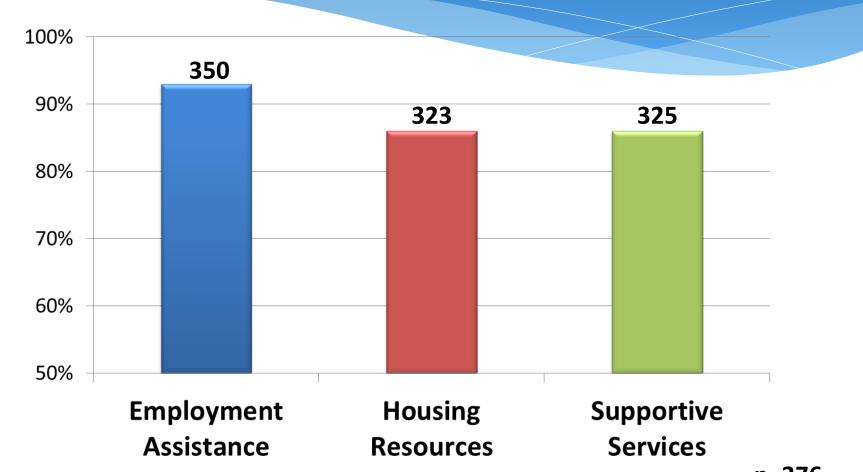
# **Referrals and Linkages**

Referrals: 1,944 Linkages: 1,331

**Top 5 Linkage categories**:

- Housing (305)
- Food and Nutrition (255)
- Employment (253)
- Transportation (247)
- Mental Health Care (97)

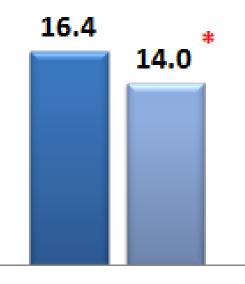
# **Referrals and Linkages**



n=376

# Change in Average Anxiety Scores

Initial Score = Moderate or Severe



GAD7-First GAD7-Last Possible Range: 0 - 21

Statistically significant

decrease (p < .008)

n = 46

# **Promising Practices**

- Co-location of services
- Participants demonstrated significant improvement in general anxiety and PTSD symptoms
- Participants reported being highly satisfied with peers and the overall program

### **Future Goals and Expansions**

- Increase collaboration with local VA
- Increase outreach and engagement efforts
- Funding to shift to PEI in new year



**Contact Information for the OC4Vets Program:** 

Teresa Renteria, LMFT, Service Chief II 714-480-6476 <u>trenteria@ochca.com</u> <u>http://ochealthinfo.com/bhs/about/pi/veterans</u>

Contact Information for the County Veteran Service Office (VSO): 714-480-6555 <u>OCVSO@occr.ocgov.com</u> http://veterans.ocgov.com/

# Thank you for your attendance

For more information, please contact the California Interagency Council on Veterans Suicide Prevention and Early Intervention Subworkgroup at:

info@icv.ca.gov