



Military and Veterans Services and Resource Highlights

Brandi Jancaitis

Military and Veterans Affairs Manager

Va Dept. of Behavioral Health and Developmental
Services (DBHDS)

brandi.jancaitis@dbhds.Virginia.gov

Virginia Veterans

- **Growing** veteran population (at approx. 725,000 total veterans in 2017).
- Large **percentage** of women veterans relative to other states.
- Large **percentage** of veterans under the age of 28 relative to other states.
- **1 in 10** Virginians is a veteran and **1 in 5** is a veteran in Greater Hampton Roads.



Military Service Members in Virginia

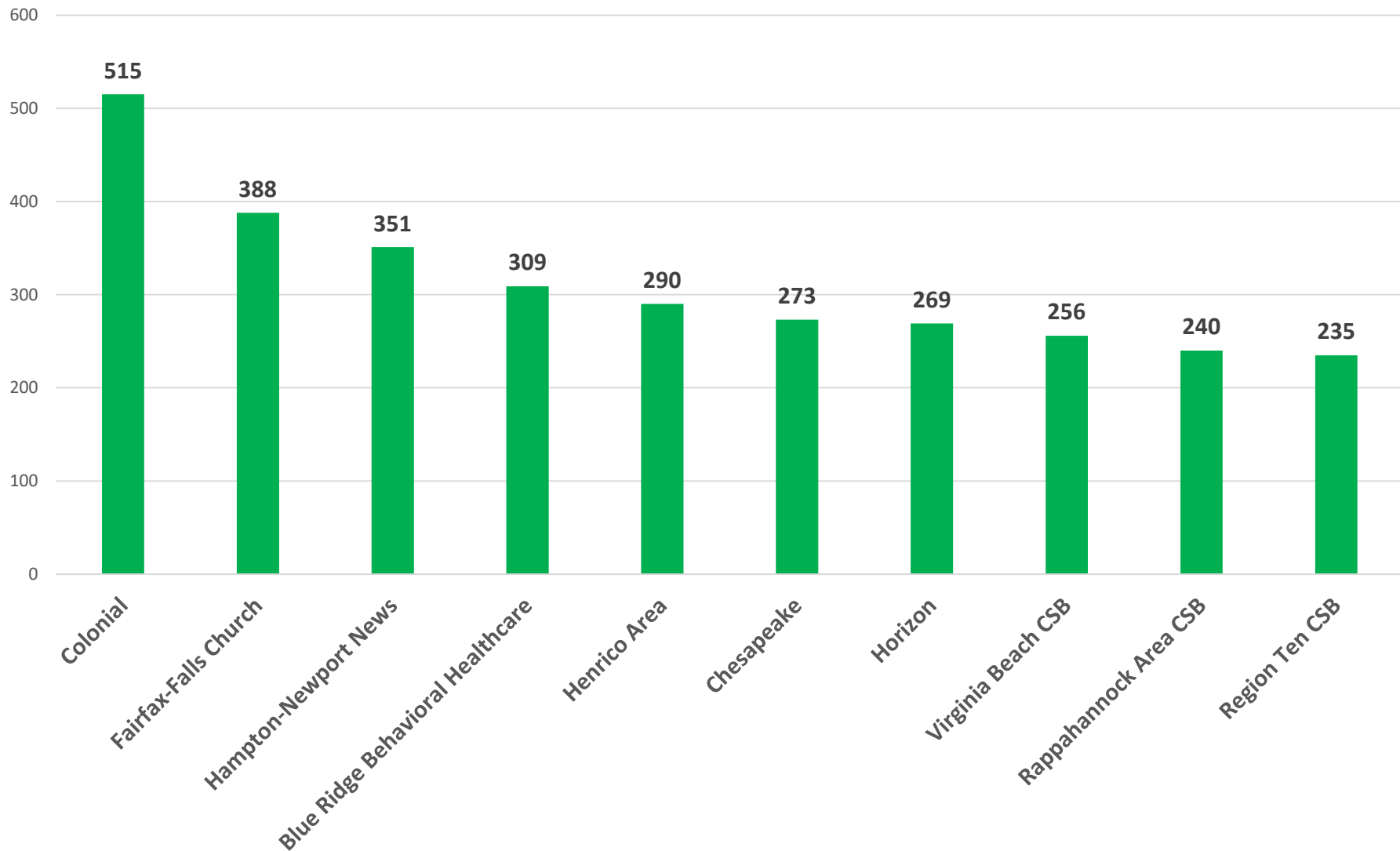
- 89,303 Active Duty Military Personnel in Virginia (4th in the Nation).
- 8,700 serve in our Virginia National Guard (Army - 7,500 and Air - 1,200).
- **Approx. 73,000 military-connected children.**



Community Services Board (CSB) Data Snapshot

- **The DBHDS Veteran Data Quality Report for CCS is available for your work!**
- **Increase in veterans served from FY17 (4,805) to FY18 (4,947).**
 - **Dependents/family members served also increased from FY17 (890) to FY18 (1,207).**
- **In FY18, Region III CSBs served the most veterans/total population.**
 - **Region III served 14 veterans/1,000 total population.**
 - Region I served 9 veterans/1,000 population.
 - Region V served 6 veterans/1,000 population.
 - Region IV served 5 veterans/1,000 population
 - Region II served 4 veterans/1,000 population.

CSBs with the Highest SMVF Service Numbers in FY18



CSB Data Snapshot cont.

- CSB program areas that served the most military-connected individuals (**includes family members**) in FY18
 - **Emergency/Ancillary Services – 4,019** (*estimated 24,327 records missing military status*)
 - Outpatient Mental Health – 2,829
 - Case Management – 1,271
 - Outpatient Substance Abuse – 888

(The same individual can be in multiple programs/services.)
- **Recommendation:** target **staff training in military culture** to these key service areas.

Key Initiative Highlights – Suicide Prevention

- **Nationally, approx. 20 veterans per day die by suicide, 14 were not engaged with Veterans Health Administration (VHA) at the time of their deaths.**
- **Richmond Mayor's Challenge to Prevent Suicide** – Strategic planning initiative since March 2018 for comprehensive suicide prevention among military service members, veterans, and families (SMVF).
 - Key partners: VHA, Substance Abuse and Mental Health Services Administration (SAMHSA), **Richmond Behavioral Health Authority is lead for Mayor Levar Stoney.**
- **VHA/SAMHSA Governor's Challenge to Prevent Suicide** – Started in December 2018 and will take Mayor's Challenge Work statewide! **Va just 1 of 7 states in the Nation!**

Identify and Connect to Resources Early and Often!

ASK THE QUESTION CAMPAIGN GOAL:

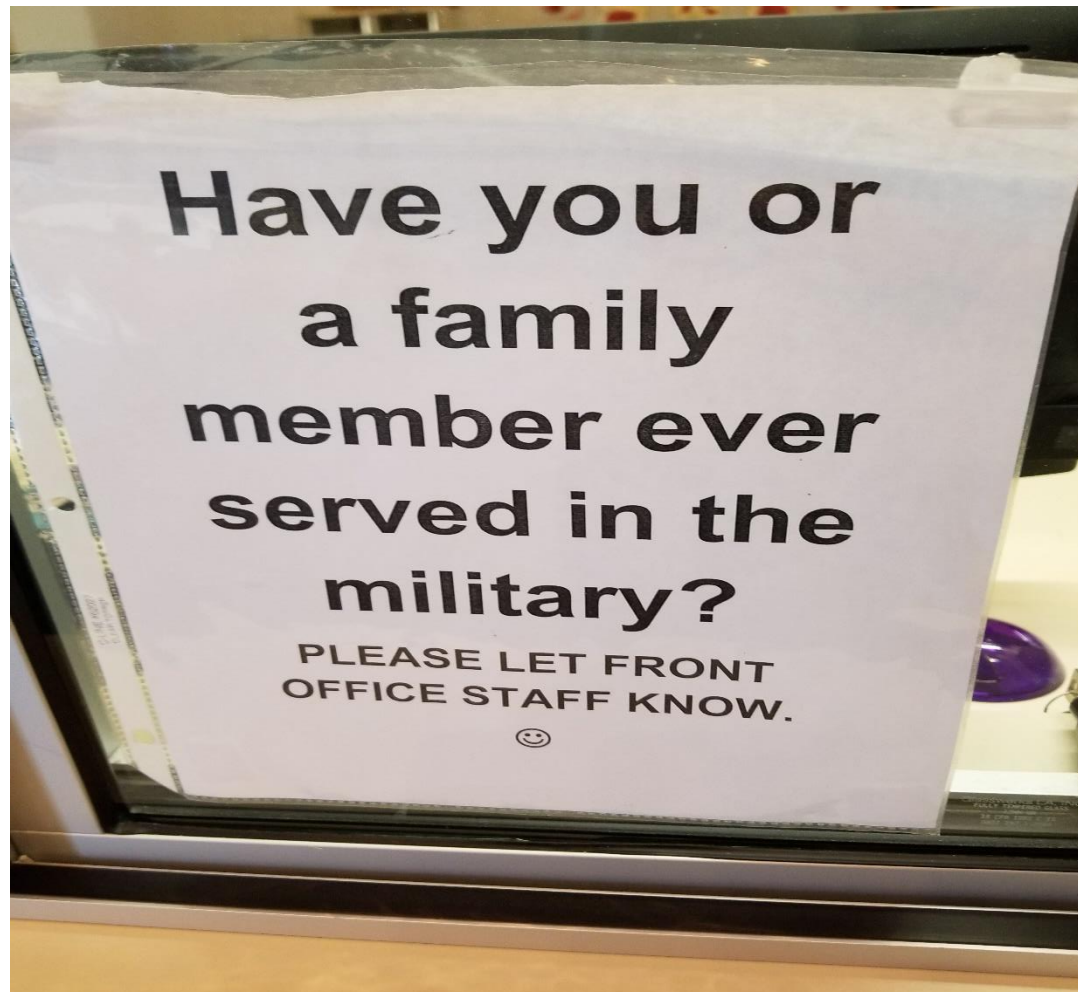
- To improve services delivery and intake data accuracy for identified Military Service Members, Veterans, and Families (SMVF) in Community Services Boards (CSBs) – ***campaign is applicable for ANY community services provider!***

3 STEPS:

1. **ASK** “***Have you or a family member ever served in the Military?***”
 - Question should be posed at multiple entry points for CSB Services (i.e. call center, initial assessment, emergency services, medical assessments, and any other entry points)
2. **LINK** SMVF with a provider in your agency that has been trained in ***military cultural competency*** for needed services
 - Direct Services Provider should assess for a connection between military service and service/support needs
3. **COLLABORATE** with military/veteran specific resources to meet all service needs of SMVF

Ask the Question Campaign cont.

- Spotted! At Colonial CSB York/Poquoson clinic.




Do you have 15 minutes for military culture today?

- Check out this free 15 minute video – 15 Things Veterans Want You to Know.
 - Also, 15 Things Military Caregivers Want You to Know is available.
- <https://psycharmor.org/courses/15-things-veterans-want-you-to-know/>
- Add PsychArmor Institute to your toolbox – register for FREE account and get access to video library on many military/veteran topics (*multiple military culture options, suicide prevention, invisible wounds of war, women who serve etc.*).



Virginia Department of
Behavioral Health &
Developmental Services

A large, textured image of the American flag serves as the background for the central text. Overlaid on the left side of the flag is a dark silhouette of a person in a military uniform, standing at attention with their right hand raised to their forehead in a salute.

Key Resources for Military Service Members, Veterans, and their Families

DBHDS Vision: A life of possibilities for all Virginians

Military, Veteran, and Family Member Crisis Line Available 24/7

- The hotline is the same for all. **1-800-273-8255.**
 - **Veterans press 1.**
- Additional information:
<https://www.veteranscrisisline.net/get-help/hotline>
- Can also **text 838255** for assistance.
- Support for deaf and hard of hearing: [1-800-799-4889](tel:1-800-799-4889)

For Military Service Members and Families

- **Military OneSource** (*now open to Veterans and families up to one year after military discharge/retirement*) – **1-800-342-9647** and website: <https://www.militaryonesource.mil/>
 - **Confidential and free non-medical counseling (includes family members!)**. *see notes below and on the website <https://www.militaryonesource.mil/non-medical-counseling-resources>
 - **Peer Support for service members, veterans, and families up to 365 days from military discharge/retirement.**
 - Employment and education consultation for service members AND spouses.
 - Moving and housing needs consultation.
 - And So MUCH MORE.

For Caregivers, Families, and Loved Ones of Veterans

- **Coaching Into Care Hotline** (Veterans Affairs – VA) – **1-888-823-7458** (*Free and available Monday to Friday 8am to 8pm –Eastern*). Website: <https://www.mirecc.va.gov/coaching/>
- Team specializes in helping callers determine the best way to help the Veteran they care about navigate the VA system.
- Coaching is provided by **licensed psychologists or social workers**.
- Coaching involves helping callers figure out how to motivate the Veteran to seek treatment. The team can provide information about mental health, services at the VA and tips on how to begin the conversation about treatment with a loved one who is a Veteran.

For Veterans, National Guard and Reservists, and Families in Virginia

- **Virginia Veteran and Family Support (VVFS) Program, Va Dept. of Veterans Services (DVS)** – assistance available statewide **1-877-285-1299**, or 804-371-4675, website: <https://www.dvs.virginia.gov/virginia-veteran-and-family-support-2>
 - **In person (and by phone)** individual and family care coordination and peer support services.
 - **Assistance navigating VA and community behavioral health and support services.**
 - Connection to employment and benefits services.
 - Couples and family assistance.
 - And So MUCH MORE. For additional DVS program information, visit <https://www.dvs.virginia.gov/>

For Veterans (some family services – pending facility/program details)

- Veterans Affairs (VA) or Veterans Health Administration (VHA) Medical Centers and Community-Based Outpatient Clinics
- Key VA Mental Health Access Points:
 - Veteran Crisis Line Access
 - Mental Health Clinic Walk In
 - Emergency Room Walk In
 - Mental Health and Primary Care Integration

More on our VHA (healthcare) facilities in Virginia (VISN 6) -

<https://www.va.gov/directory/guide/region.asp?ID=1006>

VHA Eligibility Questions: 1-877-222-VETS (8387), Monday-Friday 8:00 a.m. to 8:00 p.m. (ET).

For Combat Veterans and Families

- **Vet Centers**
- **Services include:**
 - Mental Health Counseling for combat veterans (including Active Duty, National Guard, and Reservists) and their families
 - Marital & family counseling for combat deployment-related issues
 - Bereavement counseling for family members who have lost loved ones in the line of duty.
 - Military sexual trauma counseling and referral
 - Demobilization outreach and services
 - Substance abuse assessment and referral
 - Employment Referrals
 - Veterans Health Administration (VHA) referral
 - Veterans Benefits Administration (VBA) referral
 - Veterans community outreach and education

To Find Vet Centers in Virginia: Richmond, Roanoke, Norfolk, and Virginia Beach -

<https://www.va.gov/directory/guide/region.asp?ID=1006>