VA Ann Arbor Healthcare System

MENTAL HEALTH RESOURCE GUIDE

2215 Fuller Road
Ann Arbor, MI 48105
734-845-3471 Ext. 53471
800-361-8387 Ext. 53471
http://www.annarbor.va.gov/services/mentalhealth.asp

VA HEALTH CARE | HONORING SERVICE EMPOWERING HEALTH

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VA Ann Arbor Healthcare System

VA Mission: Honor America's Veterans by providing exceptional healthcare that improves their health and wellbeing.

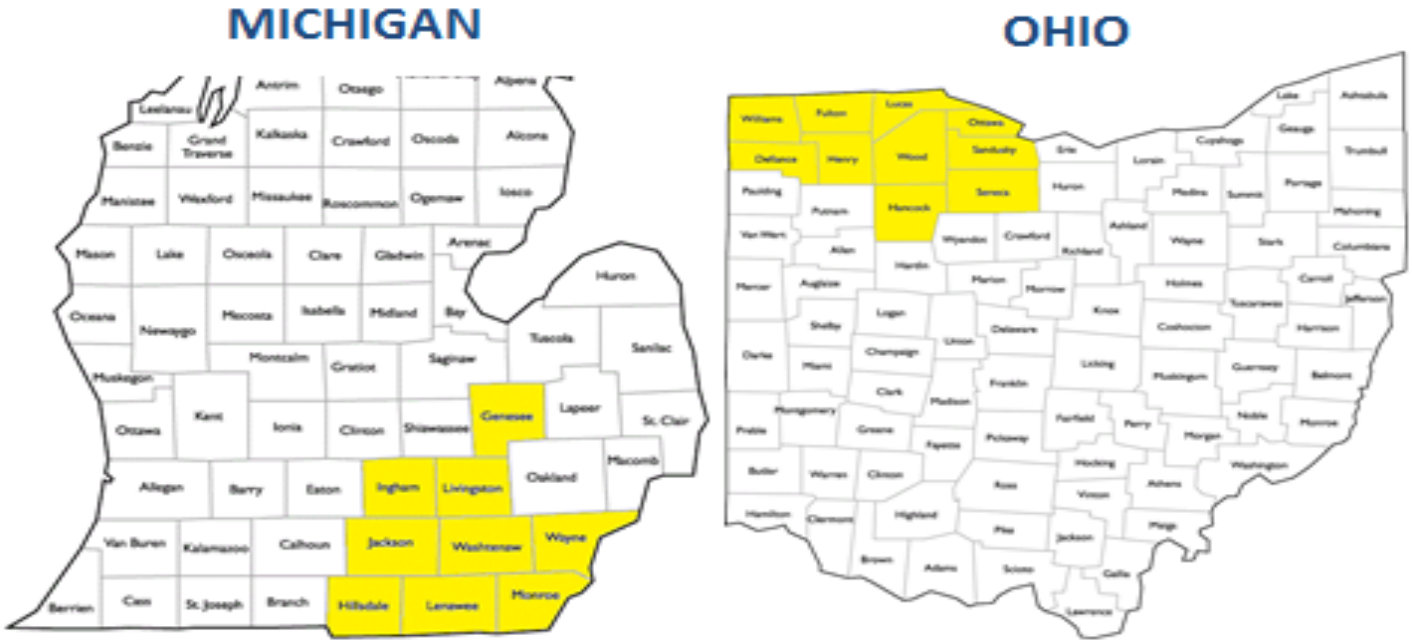
Since 1953, the Veterans Affairs Ann Arbor Healthcare System (VAAAHS) has provided state-of-the-art healthcare services to more than 65,000 Veterans (FY2017) residing across 17 counties in Southeastern Michigan and Northwestern Ohio The VAAAHS is a major tertiary care referral center and also provides care at the Community-Based Outpatient Clinics (CBOCs) in Toledo, Ohio, and Jackson and Flint, Michigan.

I CARE
DEPARTMENT OF VETERANS AFFAIRS

Integrity	Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
Commitment	Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
Advocacy	Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
Respect	Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
Excellence	Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

VA Ann Arbor Healthcare System: Service Area

DID YOU KNOW? VA HEALTH CARE



VAAAHS Mental Health Service Mission:

To provide the highest quality healthcare for our Veterans with both acute and chronic mental health and substance use conditions; continually develop and sustain outstanding training experiences for Psychiatry, Psychology, Social Work and Allied Health Professional trainees and; and create new knowledge to improve the care of our Veterans by supporting state-of-the-art clinically-driven basic and clinical research programs.

VAAAHS Mental Health Service Vision:

The Mental Health Service (MHS) provides care to nearly 12,000 eligible Veterans (FY 2015) in need of evaluation and treatment for a broad range of mental health conditions. To meet the treatment needs of Veterans locally as the provider of choice and across our network by participating as full partners within the VISN 10 Mental Health Service Line. The following guide the behavior of the MHS staff and leadership:

- Provide responsive, accessible, high quality and efficient care to Veterans and families
- Provide the best educational experience for future generations of MH professionals
- Advance knowledge by supporting clinically meaningful research in mental health
- Utilize resources in a collaborative effort to effectively meet the needs of Veterans and families with the goal of enhancing recovery and community reintegration
- Foster team commitment in the treatment of Veterans and families
- Ensure the highest level of competency and integrity through the use of continuous process improvement
- Care for the Veterans in a respectful, courteous and professional manner

Mental Health Service Line

MHS has developed well-integrated Outpatient, Hospital (Inpatient), Community and Cross Service Based Special programs and offers consultation and treatment seamlessly along this continuum of care within the health care system or in collaboration with community partners as needed. Veterans who enter treatment services are those who are experiencing symptoms and consequences of acute and/or long standing mental health conditions. Treatment is Veteran centered, recovery and reintegration based.

CLINICAL SERVICE SETTINGS

In 2011, the MHS inaugurated new Outpatient and Inpatient Units in our Ann Arbor Medical Center site. In 2017, we also opened our newly renovated community – based clinics located at 3800 Packard Road. Additionally, all of Community-Based Outpatient Centers (CBOCs) were also renovated or Expanded during this time period. All VAAAHS MH Service space have state-of-the art Veteran-centered designs, providing enhanced healing environments for the Veterans we serve. Mental Health Services are offered six days per week *.

*Please refer to program descriptions for hours of operation. Note that these might change based on various factors. The MHS Administrative offices can be contacted regarding current hours of operation (734-845-3414.)

Hospital Based Services [Ann Arbor]

Acute Inpatient Mental Health Unit (AIMH)

Medical Director	Sarah Zakaria, MD	**Phone**	734-222-7475

An 18-bed acute inpatient psychiatry unit accepts patients for admission both on emergency and scheduled bases for acute care. The length of stay is generally between 7 to 10 days. Criteria for admission to the unit consist of acute symptoms such as psychosis, suicidal ideation, homicidal ideation, or inability to care for self. Acute alcohol and drug detoxification is provided to medically stable patients who have comorbid psychiatric diagnoses and/or have a history of uncomplicated withdrawal. Medically unstable patients requiring detoxification are managed on Inpatient Medical Units. ECT is provided to patients for whom this is an appropriate treatment modality both acutely and as a maintenance treatment (See ECT policy and protocol document). Social work services are also available for emergent psychosocial needs and discharge planning.

Emergency Department—Mental Health

Medical Director	Sonya Lewis, MD	**Phone**	734-845-4318

The Emergency Department is open 24 hours per day for Veterans experiencing medical or mental health-related emergencies. Staff evaluate, treat, and place referrals to address the presenting issue. The Mental Health Service is integrated into the Emergency Department allowing for efficient coordination of care to all available mental health services.

Hospital-based Services *(continued)*

Consultation Liaison Psychiatry

Medical Director	Stephen Aronson, MD	**Phone**	(734) 845-5356

The CL team provides psychiatric consultation services for patients on any inpatient service in the hospital (e.g. medical, surgical inpatients, CLC). This interdisciplinary consultation consists of a staff psychiatrist, a nurse practitioner, psychiatry and medical fellows, psychiatry residents, medical students. The team provides routine and emergent consultation, education in all interactions with Veterans, families, and consulting services and other consulted services (Medicine, Surgery, Nursing, Social Work, Occupational Therapy, and Physical Therapy) is specially emphasized. Veteran's primary inpatient physician provider requests the consultation. Criteria for initiating consultation consist of identification of Veterans with mental or behavioral health problems; medication problems, and psychiatric manifestation of medical problems that require assessment or intervention.

Community Living Center (CLC)

Contact	Julija Stelmokas, PsyD	**Phone**	(734) 845-3804

Community Living Center (CLC): The Neuropsychology Program at the Ann Arbor V.A. Medical Center provides specialized, on-site consultation to the Community Living Center (CLC). The services include cognitive/psychiatric screening, assessment of neuropsychological and emotional functions, counseling and patient management interventions, and ongoing consultation as needed with clinic staff or families of patients. We also have significant ongoing student training of Clinical Psychology Interns and Clinical Neuropsychology Postdoctoral Residents, as well as research initiatives involving interns, residents, and undergraduate research assistants.

Outpatient Psychiatry Services

Mental Health Clinic (MHC)

Clinic Chief	Mark Lyubkin, MD	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	Main facility 7th floor	**Phone**	(734) 845-3471

The Mental Health Clinic provides outpatient psychiatric consultation, evaluation, treatment and case management for Veterans with a variety of psychiatric conditions and specialized services in Geropsychiatry for senior Veterans. Interventions include a variety of evidence-supported individuals, group, and couples psychotherapies and medication management. Veterans are also able to receive liaison services to non-psychiatric medical outpatient clinics, in-house nursing home care, and group-homes for the chronic and severely mentally ill.

Post-Traumatic Stress Disorder Clinical Team (PCT)

Clinic Chief	Erin Smith, PhD	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	Main facility 7th floor	**Phone**	(734) 845-3471

The PTSD clinic provides outreach as well as outpatient evaluation and treatment for Veterans with PTSD and other trauma-related conditions. Care options include case-management, individual therapy, group therapy, and psychiatric medication management. Treatment options are evidenced based and include Prolonged Exposure, Cognitive Processing Therapy, and Cognitive Behavioral Conjoint Therapy for PTSD. The PTSD clinic offers integrated services with other mental health clinics when appropriate. Additionally, specialty services are offered for returning Veterans (OEF/OIF) within the PTSD clinic and hospital wide.

The **Military Sexual Trauma** (MST) program is housed within the PTSD Clinic , though assessment and treatment for conditions related to sexual trauma are available throughout the Mental Health Service. Consultation with MST coordinator and coordination of care for Veterans impacted by past MST experiences occurs service-wide.

Outpatient Psychiatry Services *(continued)*

Substance Use Disorders Clinic (SUDC)

Clinic Chief	Joe Vanderveen PhD (Acting)	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	Main Facility 7th Floor	**Phone**	(734)845-3471

The Substance Use Disorder Clinic provides a variety of services for Veterans who experience substance mis-use or addiction conditions. Specifically, SUDC performs comprehensive assessments, provides outpatient treatment services, and makes referrals for treatments not presently provided within SUDC. All SUD treatment approaches are evidence supported for Veterans who experience symptoms and consequences related to substance use disorders (for example, Harm Reduction, Motivational Interviewing, and CBT). Additionally, within SUDC, general health and mental health concerns can be addressed concurrently for Veterans who are also interested in treatment for anxiety, depression, sleep, pain, and a variety of other issues. SUDC performs outpatient (and inpatient) consultations for all hospital services and provides brief intervention for those admitted for acute management on Inpatient Psychiatry during business hours. Finally, SUDC also partners with a community transitional housing organization to assist Veterans experiencing housing and transportation barriers to receiving care.

Substance Use Disorder Intensive Outpatient Program (SUD-IOP)

Clinic Chief	Joe Vanderveen PhD	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	Main facility 1st floor	**Phone**	(734) 845-3023

The Substance Use Disorder Intensive Outpatient treatment program provides intensive, time-limited (2-6 weeks) substance use disorder treatment to medically stable Veterans. The SUD IOP is designed for Veterans with substance use disorders whose symptoms cannot be addressed in less intensive treatment settings such as the Substance Use Disorders Clinic (SUDC) . Services include a comprehensive assessment, individual therapy, medication management, including general mental health and addiction pharmacology, outpatient detoxification, group therapy, and coordination of transition to continuing care following completion of treatment. Treatment approaches in SUD-IOP are all support by research and include: motivational interviewing, cognitive behavioral therapy, contingency management, and relapse prevention. Veterans participate in a morning or afternoon based track and participate in a minimum of 10 hours of programming per week.

Outpatient Psychiatry Services *(continued)*

Primary Care Mental Health Integration (PCMHI)

Program Coordinator/ Medical Director	Reiko Buckles, LMSW Paul Pfeiffer, MD	**Clinic Hours**	Monday-Friday 8AM-4:30PM Saturday 8:30AM—4:30PM
Location	Main facility 1st floor	**Phone**	(734) 845-3023

PCMH provides same-day consultation and short-term follow-up to assist Primary Care clinicians manage common mental health conditions (i.e. depression and alcohol abuse).

Also provides diagnostic evaluations and referrals to specialty mental health clinics (i.e. for serious mental illness or posttraumatic stress disorder) as appropriate.

Short-term individual psychotherapy, health psychology, psychiatric medication recommendations, and depression care management services are provided. Management of emergency and urgent mental health needs is also provided in the Emergency Department.

Outpatient Psychiatry Services *(continued)*

Neuropsychology Team

Clinic Chief	Robert Spencer PhD	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	3800 Packard Road	**Phone**	(734) 845-3023

Neuropsychology Team provides diagnostic services and behavioral consultation to Veterans with neurobehavioral problems.

Services are provided by staff neuropsychologists, psychologists, psychometrists, post-doctoral psychology residents and clinical psychology interns.

Neuropsychological assessments, which include an evaluation of personality and mood, are carried out on a consultation basis.

In addition to assessment services, neuropsychology staff may provide resources to Veterans with memory and attention deficits, particularly in the context of TBI; these resources include behavioral and internet-based or computer-based treatments. Inpatient services are provided as part of the diagnostic work-up of all patients hospitalized in the CLC (see page 9) and to patients with neurobehavioral deficits on the Medical, Surgical, and Inpatient Psychiatry wards.

Outpatient Psychiatry Services *(continued)*

Community Based Outpatient Clinics (CBOCs)

The VA Ann Arbor Healthcare System consists of four facilities: 1) VA Ann Arbor Medical Center (parent site), 2) Toledo CBOC (very large CBOC), 3) Flint CBOC, and 4) Jackson CBOC. The CBOCs provide a variety of primary care and general mental health services and a few specialized services, independently or in collaboration with the Ann Arbor Medical Center. Services include diagnostic evaluations, individual and group psychotherapies and psychiatric interventions.

The Toledo CBOC is the largest in terms of the number of Veterans served and staffing level, and offers a wider array of treatment services (e.g., substance use disorder treatment, trauma focused PTSD treatment, specialty treatment groups for various mental health issues).

1200 South Detroit Avenue
Toledo, OH 43614
Phone: (419) 259-2000

Outpatient Psychiatry Services *(continued)*

Community Based Outpatient Clinics (CBOCs)

The Jackson CBOC predominantly offers general mental health services and collaborates with the VA Ann Arbor Medical Center to provide specialized mental health services via Telemental Health Services.

4328 Page Avenue
Michigan Center, MI 49254
Phone: (517) 764-3609

The Flint CBOC also predominantly offers general mental health services and collaborates with the VA Ann Arbor Medical Center to provide specialized mental health services via Telemental Health Services.

G-2360 South Linden Road
Flint, MI 48532
Phone: (810) 720-2913

Community Based Programs

Veteran's Community Outreach & Integration Center

VA Ann Arbor's Veteran's Community Outreach & Integration Center (VCOIC) is home to a variety of integrated clinical programs tailored to provide patient centered, recovery based services to assist patients with serious mental illness, substance use, homelessness, employment and occupational challenges. The programs housed at the VCOIC are further detailed across the next several pages.

3800 Packard Road
Ann Arbor, MI 48108
Phone: (734) 845-5058

Intensive Case Management Health & Recovery (ICMHR)

Program Coordinator	Kimberly Patterson, LMSW	**Clinic Hours**	Monday-Friday 8AM-4:30PM Saturday—8:30a.m.—12:30 p.m.
Location:	3800 Packard Road	**Phone**	(734) 973-9345

Intensive Community Mental Health Recovery (ICMHR) services are available for Veterans diagnosed with serious mental illnesses. The services consist of intensive psychiatric community case – management program for Veterans who experience significant functional challenges that may affect their ability to live independently and result in high use of intensive psychiatric services. The goal of ICMHR is recovery based — to enhance stability and independence, to reduce the need for psychiatric hospitalization and to enhance reintegration in the community.

Community Based Programs *(continued)*

Therapeutic Supported Employment Services (TSES)

Program Coordinator	Betsy Black, LMSW	**Clinic Hours**	Monday-Friday 8AM-4:30PM (some evening)
Location	3800 Packard Road	**Phone**	(734) 222-7653

TSES is a vocational rehabilitation program that provides comprehensive outpatient Treatment/support services to Veterans who wish to return to some level of employment, but have a psychiatric or medical diagnosis that interferes with them obtaining or maintaining employment. TSES strives to provide a realistic and meaningful vocational opportunities to Veterans while encouraging successful reintegration into the community at the Veteran's highest functional level.

Veterans Empowerment & Recovery Center (VEAR)

Program Coordinator	Jennifer King, LMSW	**Clinic Hours**	Monday-Friday 8AM-4:30PM
Location	3800 Packard Road	**Phone**	(734) 845-3211

The VEAR Center works with Veterans diagnosed with serious mental health conditions that experience significant difficulties in one or more areas of functioning. The VEAR Center programming is individually tailored and based on the needs and wants of each Veteran. The flexibility of the program allows each individual to determine the types and amount of services that will *best* help them accomplish their personal goals.

Community Based Programs *(continued)*

Healthcare for Homeless Veterans (HCHV) Program

Program Coordinator	Shawn Dowling, LMSW	**Clinic Hours:**	Monday-Friday 8AM-4:30PM
Location	3800 Packard Road	**Phone**	(734) 845-5058

The VA Ann Arbor Health System, Health Care for Homeless Veterans (HCHV) program had contact with over 2,656 Veterans in fiscal year 2016. These Veterans were engaged through outreach efforts and placed in homeless programs or provided referrals to community based programs for assistance with homeless prevention. Veterans are connected with the program through five avenues: Street Level Outreach/Stand Downs, National Call Center for Homeless Veterans Consults, Medical Center Consults, Walk-in Assistance at the Medical Center and Community Provider Referrals. The program offers 73 transitional housing beds, 15 residential beds and 26 emergency housing beds. The program provides supported housing services to 450 chronically homeless and homeless Veterans through their HUD VA Supported Housing (HUD-VASH) program. The HCHV program participates in Stand Downs, CHALENG Data Collection, technical assistance programs for GPD and Contracts, homeless awareness projects and HUD Point in Time Surveys."

Community Based Programs *(continued)*

Home-Based Primary Care Psychologist

Contact	Saudia Major, PhD	**Phone**	(734) 646-2910

The VA Home-Based Primary Care (HBPC) program provides comprehensive, interdisciplinary primary care services in the homes of Veterans with complex and chronic, disabling disease. In addition to primary care interventions, HBPC provides palliative care, rehabilitation, disease management, and care coordination services. HBPC targets Veterans in advanced stages of chronic disease, particularly those at high risk of recurrent hospitalization or nursing home placement. Outcome measures have demonstrated HBPC to be effective in managing chronic disease and reducing inpatient days and total cost of care. HBPC teams typically include representatives from such disciplines as medicine, nursing, pharmacy, social work, psychology, rehabilitation and dietetics. The HBPC Psychologist is an integral part of the HBPC team providing assessments and brief psychological interventions to help home-bound Veterans effectively manage mental health-related issues. They also work collaboratively among an interdisciplinary team to help Veterans adhere to treatment regiments that often require behavior change.

Cross Service (Special) Initiatives

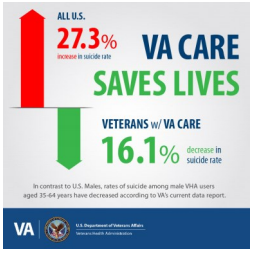
Local Recovery

Coordinator	Beau Nelson, PhD	Phone	(734) 222-7452

Recovery Implementation provides consultation, training, and oversight throughout Mental Health Service to facilitate the acquisition and implementation of Recovery-oriented care at the VA Ann Arbor Healthcare System. Recovery Implementation denotes a process rather than a specific service. This process includes but is not limited to the development of peer-based initiatives, adoption of Recovery-based clinical approaches (e.g., Shared-Decision Making, emphasis on Veteran strengths, etc.), greater VA and Veteran engagement in the community, and greater inclusion of Veteran feedback and input. Engagement in the community by the VA Ann Arbor by Recovery Implementation is accomplished through the efforts of Health Care for Homeless Veterans, Compensated Work Therapy/Supported Employment, Mental Health Intensive Case Management, Veteran's Justice Outreach Coordinator, Local Recovery Coordinator, and Veterans Council. The overarching goal of Recovery Implementation is to supplement the excellent clinical care Veterans receive through Mental Health services by focusing on developing and engaging Veterans in transitional opportunities to promote greater community engagement.

Suicide Prevention

Contact	Tyson Gatermann, LMSW	Phone	(734) 845-3922



The Suicide Prevention Team assists with service coordination and monitoring of Veterans who are identified as high-risk for suicide. Locally, the Suicide Prevention Team responds to consults from the National VA Crisis Hotline by linking callers with the appropriate level of care and by providing follow-up. They interface with the VA Healthcare System through the Mental Health Service, Ambulatory and Primary Care, Emergency and Urgent Care, Specialty Clinics, Patient Care Services, Patient Safety, Quality Management, and ancillary services whose staff may not work directly with Veterans in a clinical role, but are on the front line in terms of helping to identify and refer Veterans at-risk for suicide to appropriate programs. In addition the Suicide Prevention Team provides educational activities inside and outside of the VAAAHS and works to establish a community network of support for Veterans through outreach to relevant agencies (e.g. police, faith-based groups, universities, colleges, county and state suicide prevention task forces, DoD suicide prevention coordinators, National Guard units, etc.). They also communicates with regional and national VA offices, and contribute to the national tracking within the VHA.

NATIONAL SUICIDE PREVENTION LIFELINE™
1-800-273-TALK
www.suicidepreventionlifeline.org

Cross Service (Special) Initiatives

Veterans Justice Outreach (VJO)

Contacts	Bradford Watkins, LMSW (Ann Arbor)	**Phone**	734-369-1300
	Leslie Witherell, LMSW (Toledo)	**Phone**	734-478-7014

The Veterans Justice Outreach Program (VJO) provides outreach to justice involved Veterans (i.e. police, jails, and courts). The goal of the VJO program is to avoid unnecessary criminalization when possible by providing timely access to VA Mental Health and other services for eligible Veterans aimed towards their sustained recovery and rehabilitation. Specifically, VJO coordinators are responsible for direct outreach, assessment, and case management for justice-involved Veterans as well as liaison with local courts, jails and justice system partners. As well, they may assist in enrollment, as members of court treatment teams, and refer and link Veterans to appropriate VA and non-VA community services. The VJO program has worked closely with multiple courts and counties in Michigan and Ohio, and has helped establish several Veterans' courts.

SeRV Mental Health (SeRV-MH)

Contact	Sarah Richards, LMSW	**Clinic Hours**	Monday-Friday 7:30AM-5:30PM
Location	VA Ann Arbor	**Phone**	(734) 222-7477

SeRV Mental Health provides case management, mental health screening, psychoeducation and outreach services to OEF/OIF/OND Veterans, with the focus of increasing and improving access to mental health services for within the VAAAHS catchment area. SeRV Mental Health social workers contact all OEE/OIF/OND Veterans by telephone at initial enrollment in VAAAHS, providing an orientation to VA services and benefits, and completing assessments of PTSD, depression, alcohol/substance use, MST, and case management needs. SeRV MH provides care coordination services almost immediately upon entry into VAAAHS system, ensuring follow-up in mental health services, providing resources for housing, employment, financial concerns and other needs. Intensive case management is provided to high-need and/or high-risk Veterans, who are transferring from military treatment facilities, or who are transitioning from the inpatient unit, intensive-outpatient programs, or residential programs.

Cross Service (Special) Initiatives

Veterans Integration to Academic Leadership (VITAL)

Contact	Brittany Powers, LMSW	**Phone**	(734) 548-3452

As of May 2011, SeRV Mental Health received funding to expand its outreach activities, specifically in the area of outreach to university and college campuses via the Veterans Integration to Academic Leadership (VITAL). The VITAL social worker assesses the needs and resources of each university site, and formulates plans for provision of services. Education is provided to university staff and students as fits the needs of the educational institution, about deployment and its impact, military culture, the needs of returning Veterans, about VA services, and other relevant topics. The VITAL outreach social worker works on-site at universities and colleges, assisting student Veterans with completing VA registration paperwork, providing VA case management, and providing screening and assessment services to identify mental health and medical needs.

Military Sexual Trauma (MST)

Contact	Edward Thomas, LMSW	**Phone**	(734) 845-5278

The MST (Military Sexual Trauma) program offers assessment and treatment for conditions resulting from sexual trauma, this includes appropriate treatment referrals, consultation with MST coordinator, and coordination of care for these Veterans service wide. See page 25 for more information.

Cross Service (Special) Initiatives

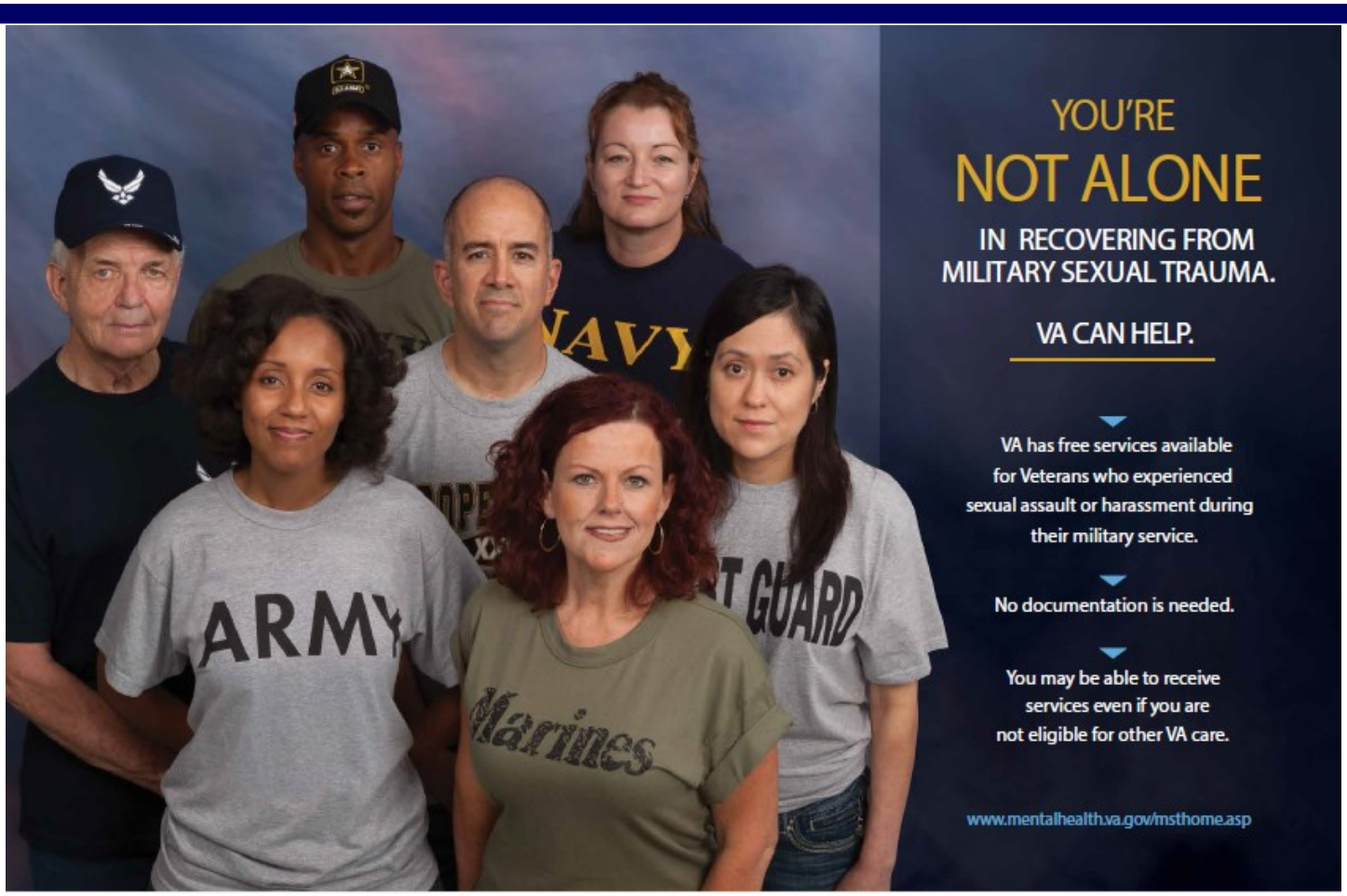
Telemental Health (TMH)

Contact	Reiko Buckles, LMSW	**Phone**	(734) 845-3025

The VAAAHS TMH Initiative provides basic and specialty mental health care using interactive video conferencing [primarily Clinical Video Telehealth (CVT) using Desktop Computer and Web Camera and/or Tandberg Units] between two sites. This technology is used to extend the reach of a wide range of mental health services to Veterans living in remote areas as well as to bring specialty care where it is unavailable. Telemental Health Services aim to enhance mental health service access and quality of care while reducing travel time and expense to Veterans in underserved areas. CVT links the provider(s) at VAAAHS sites (e.g. Ann Arbor, Flint, Jackson, MI and Toledo, OH) to Veterans in various locations (e.g. the Veteran's home, a Community Based Outpatient Clinic [CBOC], or Bowling Green State University [BGSU]). TMH treatment is delivered by providers from multiple mental health professions and specialties including Social Workers, Psychiatrists, Psychologists, Clinical Nurse Specialists, and Nurse Practitioners in the Mental Health Clinic (MHC), the Post Traumatic Stress Disorder Clinical Team (PCT), Substance Use Disorders Clinic (SUD-C), the Primary Care Mental Health (PCMH) and the Serving Returning Veterans' Mental Health (SeRV-MH) programs. The services offered by each clinic vary, but may include intake evaluations, individual, group, and couples therapy, case management, and medication management.

Peer Support

Peer Support is considered a fundamental building block for recovery-oriented services. It is considered a emerging practice that engenders hope, provides living examples of personal recovery, and teaches advocacy skills. As such Peer Support is provided across the Mental Health Service line. Currently Peer Support is offered in the Acute Inpatient Mental Health unit, Mental Health Clinic, Veteran's Empowerment And Recovery Center, Healthcare for Homeless Veterans program, and at the Toledo CBOC .



mst support team

FOR MORE INFORMATION, CONTACT THE VAAAHS MST COORDINATOR:
EDWARD THOMAS, LMSW, BCD AT (734) 845-5278

VA HEALTH CARE Defining EXCELLENCE in the 21st Century
Ann Arbor • Flint • Jackson • Toledo

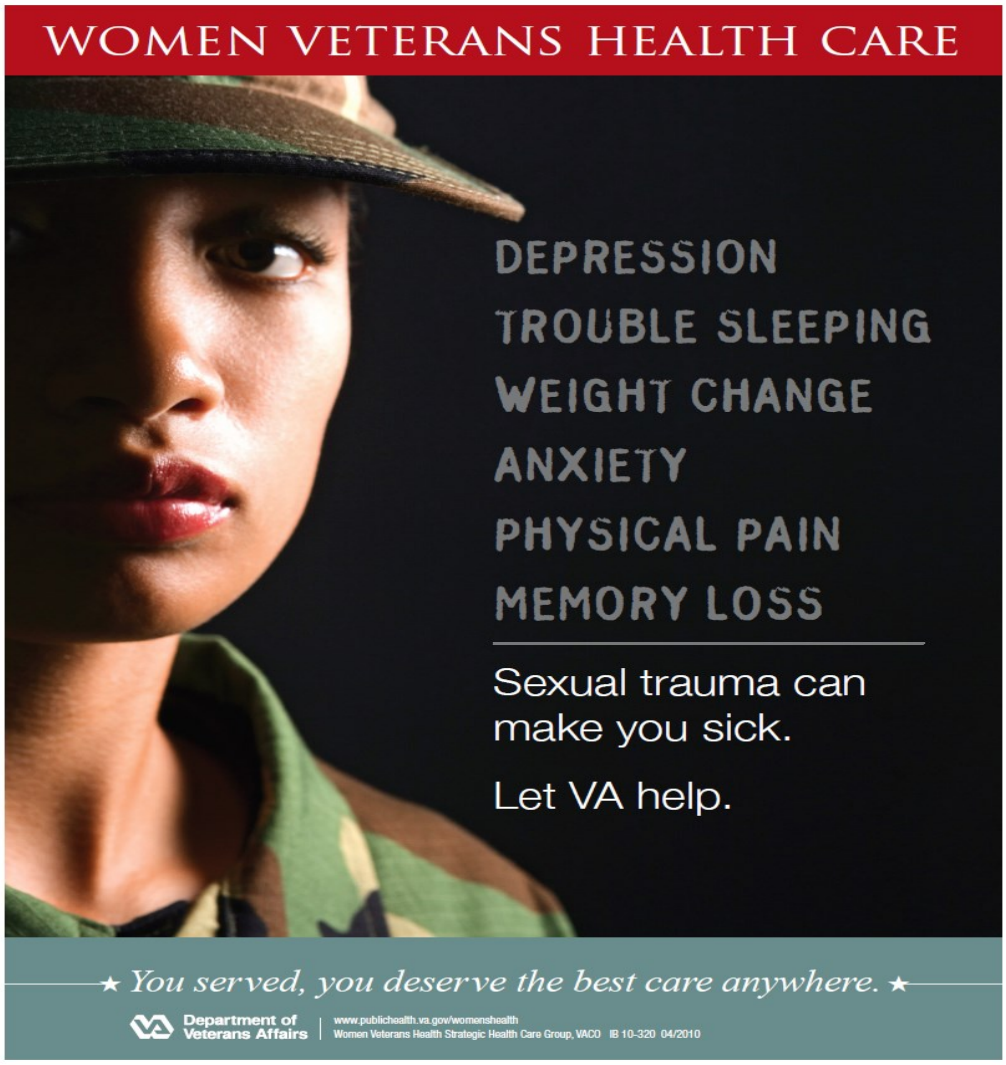
- The Department of Veterans Affairs (VA) uses the term "military sexual trauma" (MST) to refer to experiences of **sexual assault or repeated, threatening sexual harassment** experienced while on federal active duty, active duty for training, or inactive duty training.

- Every VA medical center provides MST-related mental health outpatient services such as formal psychological assessment and evaluation; psychiatry; and individual and group psychotherapy. Specialty programs target problems such as posttraumatic stress disorder (PTSD), substance use disorders, depression, and homelessness. MST-related counseling is also available at VHA's community-based Vet Centers.

VA Medical Center or visit www.mentalhealth.va.gov/msthome.asp.

A list of VHA facilities can be found at www.va.gov.

**Note:* the Veterans Benefits Administration (VBA) handles claims for compensation for injuries or disabilities that began or got worse during military service. More information about filing an MST-related disability claim is available at :
http://www.benefits.va.gov/BENEFITS/factsheets/serviceconnected/MST.pdf



Women Veteran Program Manager:

Cheryl Allen, RN

Women Veteran Mental Health Coordinator:

Minden Sexton, PhD

Our Women Veterans Program Manager advises and advocates for women Veterans. She can help coordinate all the services you may need, from primary care to specialized care for chronic conditions or

Service Delivery Process

Veterans present for care usually through one of the following paths:

1. Referrals from Primary Care Providers to Primary Care Mental Health (PCMH) or Specialty Outpatient Mental Health Clinic/Programs
2. Veterans presenting in Urgent Care/Emergency Department resulting in a referral
3. Referral from within the Mental Health Service *(usually for Specialty MH Care)*
4. Inpatient Referrals – Consultation Liaison Psychiatry as well as Post Discharge from Acute Inpatient-Mental Health (AIMH) unit
5. Referrals from other VA's or CBOCs (e.g. Battle Creek, Detroit and Saginaw)
6. Self-referral

Referrals are usually placed using the electronic medical record system (i.e., CPRS). After a consult is placed, the Veteran is contacted (often within 24 hours) in order to schedule an initial evaluation (usually within 14 days). Veterans can also receive a same-day evaluation in Primary Care by the Primary Care Mental Health (PCMH).

SERVICE DELIVERY PROCESS (continued)

Care of Veterans and Continuum of Care:

- Care and treatment is planned for each Veteran utilizing the findings and results of appropriate assessments and diagnostic tests
- A Veteran centered recovery based treatment plan based on the Veterans' unique strengths and needs,
  severity of disease, functionality and several other factors is outlined by the clinical provider/team
- The Veteran and family or other support persons, as appropriate, are involved in each phase of the treatment planning (e.g. initial assessment, treatment planning, follow-up, change of care settings, discharge planning etc.).
- During treatment (inpatient or outpatient) there are appropriate discipline-specific assessments and reassessments at specified intervals for the level of care or transfer points.
- The medical record [including the MH Treatment Plan, assignment to a Mental Health Treatment Coordinator (MHTC)] provides the permanent record for communication among providers as the Veteran's care continues from one care setting and/or level of care to another.
- In addition to the medical record, interdisciplinary care planning meetings are used to coordinate Veteran care. This is augmented by frequent ongoing communication among and between healthcare disciplines, the Veteran and the family.
- When Veterans require simultaneous treatment in more than one program (e.g. MHC and/or PCT, and/ or SUD-C), clinicians coordinate treatment through direct communication and in interdisciplinary treatment team meetings. The MHTC is typically a point of contact that can help with care coordination.
- When Veterans require transfer of treatment from one setting/program to another (e.g. inpatient to outpatient programs or between OP programs), an electronic consult mechanism is used to initiate transfer/consultation. Arrangements are then made to schedule the Veteran for follow-up
- For additional details please refer to the VAAAHS MHS Policy referenced above as well as Service Agreements with Primary Care, Emergency Department, CBOC's etc.

Discharge/Exit:

- Inpatient care: The treatment team coordinates discharge of a Veteran from the inpatient unit to the Veteran's home or another facility as well as follow up with the appropriate OP MH service program (SUDIOP, SUDC, MHC, PCT, MHICM, etc.). The discharge planning process begins at the time of Admission and focuses on meeting the Veteran's health care and other needs (medical, social etc.) after discharge and involves the Veteran, the family, and the outpatient healthcare providers.
- Outpatient care: This process includes discharge planning with the Veteran (and family when possible) and addresses ongoing needs, resources and information about how to care (including emergent care) when needed. It might also include facilitation/assistance with accessing follow up care in other VA's or healthcare systems if the Veteran is moving/transferring care.

Resources

Michigan Alzheimer's Disease Center (MADC)	http://alzheimers.med.umich.edu/
Story Point Senior Living Community	https://www.storypoint.com/
Turner Senior Resource Center	http://www.med.umich.edu/geriatrics/community/turner.htm
YMCA	https://www.annarborymca.org/
Meri Lou Murray Recreation Center	http://www.ewashtenaw.org/government/departments/parks_recreation/mlm/meri_lou_murray_home.html
U of M's Military Support Programs And Networks (M-SPAN)	http://m-span.org/
U of M Sexual Assault Prevention & Awareness Center	https://sapac.umich.edu/
Safe House of Ann Arbor	http://www.mhweb.org/washtenaw/safehouse.html
Women Supporting Veterans	https://www.wswvets.org/
Center for Women Veterans	https://www.va.gov/womenvet/
Michigan Empowerment of Women Veterans	http://www.empowermiwomenvets.com/About-Us.html
Washtenaw ALIVE	http://www.ewashtenaw.org/government/departments/public_health/health-promotion/washtenaw-alive
American Foundation for Suicide Prevention	https://afsp.org/
Mission Continues	https://missioncontinues.org/about/
Give-An-Hour	https://giveanhour.org/
Operation Injured Soldiers	http://www.injuredsoldiers.org/
Michigan Operation Freedom Outdoors	https://miofo.org/
NAMI-Washtenaw County	http://www.namiwc.org/
Team RWB	https://www.teamrwb.org/

"Honor to the soldier and sailor everywhere, who bravely bears his country's cause. Honor, also, to the citizen who cares for his brother in the field and serves, as he best can, the same cause."
— Abraham Lincoln