

No Wrong Door: Improving Access to Substance Use Disorder, TBI and Mental Health Services in North Carolina



Family Impact Seminar
Flo Stein, NC DMH/DD/SAS





BOARDING
PASS - 1ST CLS

- IRAQ ✂
- POPE AFB
- HOME ♡

BARLOWE, M.S. SSG ✂
(ONE-WAY ONLY)

Mission #2



- The North Carolina Partnership with Military and Veterans: Serving the Needs of All Servicemembers, Veterans and their Families
- Citizens of NC partner to build a community that welcomes, appreciates, and supports Servicemembers, Veterans, and their Families throughout all phases of the deployment cycle (before, during, and after) leading to a successful reintegration back into their communities.

GOALS



- Develop sustainability and financing strategies. Conduct outreach to veterans and their families.
- Provide services and supports through integrated systems.
- Develop workforce and provider capacity through accessible training programs.
- Increase access and decrease stigma.

★ GOALS (cont.)



- Train teachers and school staff, formalize school programs and develop child and family programs.
- Explore housing, employment and TBI issues.
- Develop technology, communication, media and marketing.

What We Did



- Got support from the highest level, Executive, Legislative and Judicial Branches of government and the Military.
- Attended SAMHSA meetings and Policy Academies in 2006, 2008 and 2010.
- NC Governors Institute on Alcohol and Drug Abuse provides staff support for the initiative (Substance Abuse Prevention and Treatment Block Grant)

What We Did (cont.)



- Identified dedicated staff and funding
- Conducted outreach to veterans and their families.

The Governor's Focus on Servicemembers, Veterans, and Their Families

Substance Abuse and Mental Health Services

★ ★ A PROJECT OF THE NORTH CAROLINA DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES ★ ★

HOME

OUR MISSION

FOCUS UPDATES

VETERAN FACTS

NC RESOURCES

RESOURCES

PARTNERS

SUBSTANCE USE DISORDERS

SCOPE OF THE PROBLEM

TRAININGS & RESOURCES

EVIDENCE BASED PRACTICES

MENTAL HEALTH

SCOPE OF THE PROBLEM

TRAININGS & RESOURCES

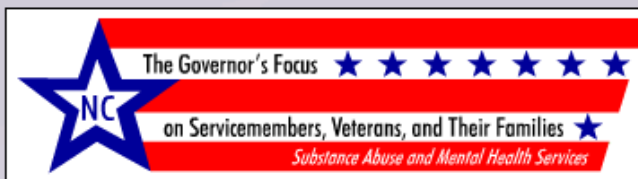
EVIDENCE BASED PRACTICES

TRAUMATIC BRAIN INJURY

SCOPE OF THE PROBLEM

Welcome to NC's Partnership for Combat Veterans and Their Families

On behalf of the federal, state, local, professional, and consumer organizations that have partnered together to ensure that North Carolina's returning combat veterans and their families receive the best and most updated services available, co-chairs Michael Lancaster, MD, chief of clinical policy, NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and Harold Kudler, MD, associate director of the Veterans Affairs Mid-Atlantic Mental Illness, Research, and Clinical Center (MIRECC) welcome you.



North Carolina ranks fifth in total military personnel per capita, fourth in active duty military personnel per capita, and thirty-eighth in Reserve and National Guard. There are currently 120,000 active duty personnel based at one of seven military bases or deployed overseas. North Carolina is likely to receive another 25,000 active duty members by 2011. Another 25,000 soldiers, marines, and airmen live in all 100 counties of North Carolina and serve in the National Guard or Reserve Forces. Most of the active duty military, Reserve, and National Guard have served in Operation Iraqi Freedom (OIF) or Operation Enduring Freedom (OEF). Military service also affects their families prior to, during, and post deployment, with deaths, injuries, and disabilities taking their toll. An estimated 103,118 children and adolescents of active duty members, National Guard, and Reserves live in North Carolina. In addition to active military, another 770,080 veterans live in North Carolina, of which more than 117,000 are in receipt of service connected disability compensation from the US Department of Veterans Affairs. That places North Carolina sixth in military retiree population and ninth in veteran population in the country.

In 2009, the North Carolina General Assembly charged the North Carolina Institute of Medicine (NCIOM) with studying "the adequacy of mental health, developmental disabilities, and substance abuse services funded with Medicaid funds and with State funds that are currently available to active, reserve, and National Guard members of the military, Veterans of the military, and their families, and the need for increased State services to these individuals." The study is to be completed by the end of fiscal year 2010-11 and is being supported through substance abuse prevention and treatment block grant funds from SAMHSA (<http://www.nciom.org>).

Accomplishments

» Governor's Summit in 2006—nearly 90 individuals attended the conference, which resulted in recommendations to the Governor regarding individuals' access to services, outreach to military personnel, educational linkages, and interagency collaboration, and training of professionals



★ Focus Website



- Evidence-based Practices:

- ★ – Substance use disorders
- Mental health
 - ★ • PTSD
 - ★ • Depression
 - ★ • Suicide
- ★ – Traumatic brain injury
- Homeless veterans
- ★ – www.veteransfocus.org

★ 2008 Successes



- Group has been together for over 2 years, meeting monthly and supported by the NC Governor and Legislature
- Exceptionally strong commitment to the children of military families. Leadership from NC TAG

★ 2008 Successes



- Developed online capability for military and families to find services/resources
- ★ Training substance abuse and mental health professionals to understand the particular needs of OEF/OIF veterans and their families. **Expand scope to include all service members.**

★ Governor's Letter



- The 2006 Governor's Summit lead to:
 - ★ – Personalized letter from the N C Office of the Governor to every OEF/OIF Veteran in the state, thanking them for their service and expressing the Governor's desire to serve each new Veteran and their family.
 - ★ – Veterans are provided toll free numbers for CARE-LINE and the NC DHHS.
 - ★ – From March 22, 2007 - August 9, 2010, 25,983 letters have been mailed.

CARE-LINE



- Toll-free number
- currently available two shifts a day, 7 days a week
- In English and Spanish
- Links callers to services in government, faith-based, and for-profit and non-profit agencies
- The national lifeline or suicide prevention toll-free number also refers NC callers to the CARE-LINE

CARE-LINE



- During calendar year 2009, total of 6,777 calls received from NC residents.
- The Office of Citizen Services of the NC Department of Health and Human Services (DHHS) began monitoring calls by Veterans and their families in March 2007.
- From March 2007 through July 2010, a total of 115,503 calls were made by Veterans or their family members.

NCcareLINK



- The CARE-LINK website has received over 37,000 hits between March 2009 and February 2010.
- <https://www.nccarelink.gov/>



The background of the top half of the slide features a close-up, slightly blurred image of the American flag, showing the blue field with white stars and the red and white stripes.

NC DHHS

Returning Support for Veterans (RSVP)

Support for Returning Veterans

The Returning Support for Veterans Program (RSVP) is a one-stop service where veterans and their families can receive all the information they need. Whether the concern is about military benefits, veteran's education, health services, job or other issues, RSVP is for you.

★ PARTNERSHIP



- **DMH/DD/SAS SUPPORTS:**

- ★ NCNG, Alcohol and Drug Council of NC (ADCNC) & Behavioral Health Resource

- ★ Program of UNC-CH School of Social Work (BHRP)

- Partnership provides substance abuse (SA) assessments and initial case management services to the NCNG.



PARTNERSHIP (cont.)



- NCNG identifies a servicemember with a potential SA problem & issues a **voucher** for the servicemember to receive services.
- Servicemembers are referred to the ADCNC for assessment.
 - As of 4/21/2010, 68 NCNG have been assessed.
- BHRP has trained 48 licensed substance abuse clinicians to provide service.

NC DMH/DD/SAS



- In 2008, the NC General Assembly approved designation of OEF/OIF Veterans and their families as **target population**.
- Thus, state funds may be used for crisis stabilization services.
- In FY09, of 116,449 consumers admitted through local management entities, 2,828 or 2.4% were veterans.

NC DMH/DD/SAS (cont.)

The Governor's Focus ★ ★ ★ ★ ★

on Returning Combat Veterans & Their Families ★

Substance Abuse and Mental Health Services

- A closer look:

- ★ – 2,393 men (84.6%)

- 435 women (15.4%)

- ★ – 1,779 Whites (62.9%)

- ★ – 981 African Americans (34.7%)

- ★ – 68 others (2.4%)

NC DMH/DD/SAS



- A closer look (cont.):
 - ★ – <25 years old: 278 (9.8%)
 - 25-34 years: 472 (16.7%)
 - ★ – 35-44 years: 617 (21.8%)
 - 45-54 years: 911 (32.2%)
 - ★ – 55-64 years: 419 (14.8%)
 - 65+ years: 131 (4.6%)

NC Institute of Medicine



In 2009, the North Carolina General Assembly charged the North Carolina Institute of Medicine (NCIOM) with **studying** “the adequacy of mental health, developmental disabilities, and substance abuse services funded with Medicaid funds and with State funds that are currently available to active, Reserve, and National Guard members of the military, Veterans of the military, and their families, and the need for increased State services to these individuals.”

NC Institute of Medicine

(cont)



- The study is to be completed by the end of fiscal year 2010-11 and
- Supported through Substance Abuse Prevention and Treatment Block Grant funds from SAMHSA.

NC DMH/DD/SAS & NC National Guard



- NC Psychological Resiliency and Support Project purpose:
 - To implement permanent transformational changes in the way that public substance abuse & mental health services are delivered to National Guard members
 - By increasing treatment capacity of behavioral healthcare clinicians in the National Guard and in the public MH/SA system & facilitating interagency communications & **collaboration.**

NC DMH/DD/SAS & NC National Guard



NC Psychological Resiliency and Support

Project goals:

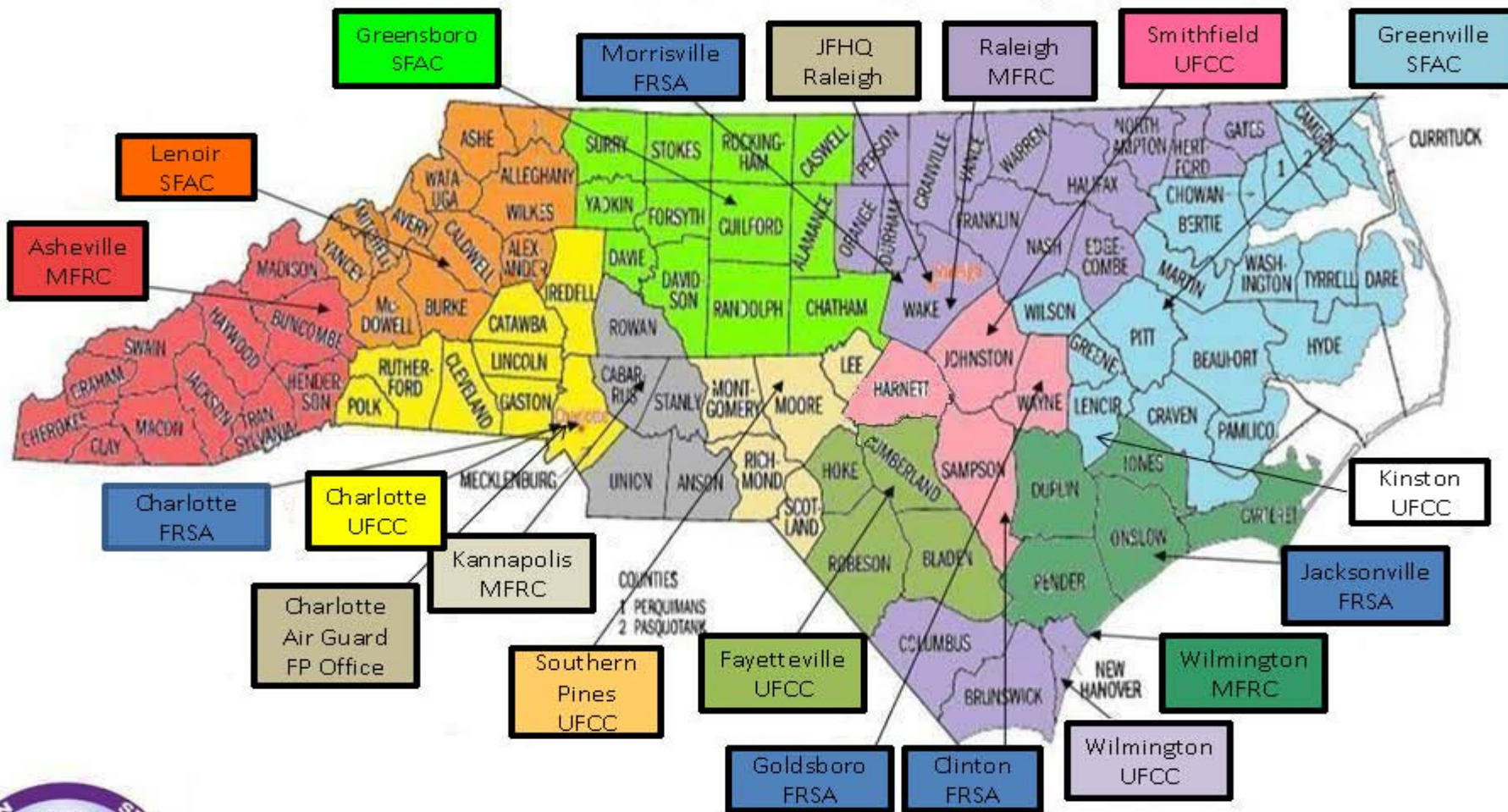
- To increase access and availability
- To improve crisis stabilization services
- To increase treatment through implementation of evidence-based interventions
- To increase recovery

Regional Community Model



- NC will build the Partnership by utilizing existing NC National Guard Family Assistance Centers network (funded by federal & state agencies) to expand services and resources.
- It will serve not only the NC National Guard but also Active Duty, Reservists, Veterans, and their Families.

North Carolina National Guard Family Programs Office Locations



MFRC – Military Family Resource Center
 SFAC – State Family Assistance Center
 UFCC – Unit Family Contact Center
 FRSA – Family Readiness Support Assistant

Regional Community Model (cont)



- Evolving Partnership to provide a clearinghouse of services & resources flexible enough to meet future needs.
 - Comprehensive mental health and substance abuse services
 - Access to primary care
 - Career development/employment
 - Housing
 - Family support
 - Rural focus

Health Care for Reentry Veterans (HCRV)



- Program of the VA and the NC Department of Corrections
- Collaboration to identify inmates who are veterans.
- Program goal: to prevent homelessness, reduce the impact of medical, psychiatric, and substance abuse problems upon community re-adjustment, & decrease the likelihood of re-incarceration for those leaving prison.

Health Care for Reentry Veterans (HCRV)



- One of the first steps - training case managers and social workers in Division of Prisons to ask inmates about their military status.
- Over 2,000 veterans have self-reported thus far.
- It is estimated that 20% of the 42,000 inmates may be veterans.

Health Care for Reentry Veterans (HCRV)



- Prison staff try to help veterans obtain benefits before discharge.
- HCRV Specialist provides pre-release assessment services; referrals and linkages to medical, psychiatric, & social services; and short-term case management and assistance upon release.

VA, Office of Rural Health & Community Care in NC DHHS



- Partnering on rural health initiatives.
- VISN 6 recently received \$12M to work with community mental health & substance abuse centers; and federally qualified health centers and satellites.
- Teams being set up to engage & enroll veterans by offering services ranging from flu shots, diabetes care, screening for high blood pressure, homelessness, screening for substance abuse & justice outreach.

Addressing the Needs of Our Returning Veterans

ADDRESSING THE NEEDS OF OUR **RETURNING VETERANS**



THURSDAY - JANUARY 14, 2010 - McKIMMON CENTER 9:00AM - 2:00PM
NCPIC - NORTH CAROLINA'S COMMITMENT TO EXCELLENCE

NC Practice Improvement Collaborative



- *Addressing the Needs of Our Returning Veterans, January 14, 2010*
 - ★ – *From the Battlefield to the Home Front and Back Again, COL Elspeth Cameron Ritchie, MD, MPH*
 - ★ – *Depression: An Illness You Can't See, Mrs. Carol Graham*
 - ★ – *Taking the Fight to the Enemy: Evidence Based Substance Abuse Treatment Interventions for Iraq and Afghanistan Veterans, Susan A. Storti, Ph.D., R.N., CARN-AP*
 - ★ – *Traumatic Brain Injury and Substance Abuse, James Hardiman, MSW, LCSW, CSAC*

NC DMH/DD/SAS/SAS, VA,
AHEC, Citizen Soldier Support
Program; UNC School of Social
Work



- *Painting a Moving Train* addresses trauma and PTSD in a military context, developing a therapeutic alliance with combat Veterans and their families, the impact of mobilization, deployment, and redeployment on family relationships, and the process of BATTLEMIND (1,035 social workers, counselors, case managers, psychiatric nurses, family therapists and substance abuse counselors at 15 all-day training events in 2008 and 2009)

NC DMH/DD/SAS/SAS, VA,
AHEC, Citizen Soldier Support
Program; UNC School of
Social Work



- *Traumatic Brain Injury: Invisible Wounds of War* discusses the care of military servicemembers with undiagnosed brain injury, understanding of military culture, and TBI screening, treatment and resources (n=626 mental health professionals at nine full-day workshops in 2008 and 2009)
- *Working Miracles in People's Lives* (n=169 physicians, behavioral health professionals, social workers, and clergy at four full-day workshops in 2009)

NC DMH/DD/SAS/SAS, VA,
AHEC, Citizen Soldier Support
Program; UNC School of Social
Work



- *Advanced Therapeutic Techniques for Treating our Military Personnel and their Families* provided advanced skill training in Prolonged Exposure Therapy and Cognitive Processing Therapy to address the needs (e.g., PTSD, depression, and substance abuse) of trauma-exposed veterans and their families (n=60 mental health professionals at a full-day pilot workshop in Asheville on December 1, 2009)

NC DMH/DD/SAS/SAS, VA,
AHEC, Citizen Soldier Support
Program; UNC School of
Social Work



- *Issues of Women Returning from Combat*
 - addressed readjustment issues unique to women returning from combat,
 - child development issues,
 - gender-specific roles and treatments,
 - mental health resources
 - (nine full-day workshops are scheduled from February to June 2010)

More Training



- *Caring for Veterans at the End of Life* discussed the emotional, social, spiritual, and moral injuries sustained by Veterans and how these impact end-of-life care and the value of providing prognoses to patients so end-of-life strategies can be developed (two full-day workshops were scheduled in April 2010)
- *Invisible Wounds of War* (3 hour webinar) (n=178 mental health professionals)

More Training



- *What Primary Care Providers Need to Know about Mental Health Issues Facing Returning Service Members and Their Families* (1 hour webinar) (n=92 primary care providers)
- *Veterans and Traumatic Brain Injury* (1 hour webinar) (n=137 primary care providers)
- *PTSD, Substance Abuse and Returning OEF/OIF, NC Guard and Reserve Veterans* (UNC-CH). Addresses veterans issues that substance abuse professionals need to know (6 hour workshop) (n-583) (advanced 20 hour workshop) (n-39)

NC Partners



- NC Department of Health and Human Services (Citizen Services, Division of Medical Assistance, DMH/DD/SAS, Division of Vocational Rehabilitation, Division of Child Development)
- Military Affairs, Office of Governor Perdue
- NC National Guard
- NC Division of Veterans Affairs
- NC Department of Public Instruction
- NC Department of Labor and the NC Employment Security Commission

NC Partners (cont.)



- NC Department of Corrections
- Area Health Education Centers
- UNC-CH (NC Health Info, School of Social Work, and Citizen Soldier Support Program)
- East Carolina University
- NC Central University School of Law
- Southeast Addiction Technology Transfer Center
- Governor's Institute on Alcohol and Substance Abuse
- Community Care of North Carolina
- NC Institute of Medicine

NC Partners (cont.)



- Veterans Integrated Service Network 6, U.S. Department of Veterans Affairs
- Armed Forces Red Cross
- Alcohol and Drug Council of North Carolina
- Brain Injury Association of NC
- Mental Health Association – NC
- NAMI – NC
- Oxford House



National Guard Image captions in order presented

Caption: U.S. and Iraqi soldiers conduct humanitarian aid drops of school supplies to the Al Fetoah School near Baghdad, Oct. 21. The soldiers distributed more than 100 book bags filled with pencils, notebooks and other school supplies to underprivileged students. The U.S. soldiers are assigned to the 1st Cavalry Division's 1st Battalion, 120th Armored Reconnaissance Squadron, 30th Heavy Brigade Combat Team of the North Carolina Army National Guard. (U.S. Navy photo by Petty Officer 2nd Class Edwin L. Wriston)

Caption: Soldiers of the Arkansas Army National Guard's 875th Engineer Battalion and the Missouri Army National Guard's 110th Engineer Battalion stand together during a transfer of authority for a critical route clearance mission in Iraq Nov. 1, 2006. The 110th is wrapping up a yearlong deployment as the 875th takes the reins. (U.S. Army photo by Staff Sgt. Chris A. Durney, 875th Engineer Battalion Public Affairs)

Caption: Staff Sgt. Bryan Dykes, calls on his radio for a medical evaluation on a “wounded” Soldier during a training exercise at Camp Atterbury, Ind. (U.S. Army photo by Sgt. William Hill)

Caption: Soldiers from the U.S. Army Recruiting Command, Camp Atterbury, Ind., and members of the Indiana Army National Guard wave American flags as they are recognized at the first round playoff game between the Indianapolis Colts and Kansas City Chiefs in the RCA Dome in Indianapolis, Ind., on Jan. 6, 2007. DoD photo by Staff Sgt. Russell Lee Klika, U.S. Army.

Thanks to the National Guard Image Gallery