

Certified Community Behavioral Health Clinics

Mental Health Care For Members Of The Armed Forces & Veterans

A Best Value Proposition

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Problem Statement

How to effectively link community based programs and services for geographically dispersed Servicemembers, Veterans, and their Families (SMVF) (the Military Community) that support the readiness, wellness and resiliency of the all-volunteer forces across a lifetime of service?

Illinois Joining Forces (IJF) offers a statewide cohesive community centric solution, for regional, state, and local entities to support and improve the readiness, wellness and resiliency of our military communities

IJF links organizations and programs to provide the right services and programs at the right time and right place for geographically dispersed Service Members, Veterans & their Families

www.illinoisjoiningforces.org



EXPECTATIONS

...Have the capacity to accept, utilize, and otherwise collaborate with all services systems and fund sources necessary to meet the needs of persons with mental illness and substance use disorders presenting for services. Programs and services that incorporate a recovery approach fully involve people with lived experience including consumers peers, people in recovery, youth, and family members in program/service design, development, implementation, and evaluation...

SAMHSA encourages all of its grantees to address the behavioral health needs of returning veterans and their families in designing and developing their programs and to consider prioritizing this population for services where appropriate. SAMHSA will encourage its grantees to utilize and provide technical assistance regarding locally-customized web portals that assist veterans and their families with finding behavioral health treatment and support.

“ILLINOIS JOINING FORCES”



EXPECTATIONS

...Responsible for intensive, community-based behavioral health care for certain members of the U.S. Armed Forces, Veterans and their Families particularly those Armed Forces members located 50 miles or more (or one hour's drive time) from a Military Treatment Facility (MTF) catchment area and veterans living 40 miles or more (driving distance) from a VA Medical Facility, or as otherwise required by federal law (appointment wait times).

Care provided to veterans is required to be consistent with minimum clinical mental health guidelines promulgated by the Veterans Health Administration (VHA), including clinical guidelines contained in the VHA Uniform Mental Health Services Handbook.



EXPECTATIONS

“Universal Assessment “

All individuals inquiring about or presenting for services are asked

“Have you or a loved one ever served in the U. S. Military?”



THE SEVEN UNIFORMED SERVICES OF THE UNITED STATES ACTIVE COMPONENT



THE RESERVE COMPONENT NATIONAL GUARD AND RESERVES



EXPECTATIONS

Active Duty Service Members (ADSM) must use their servicing MTF, and their MTF Primary Care Managers (PCMs) and CCBHC contract with MTFs for referrals outside the MTF.

ADSMs and activated Reserve Component (Guard/Reserve) members who reside more than 50 miles (or one hour's drive time) from a MTF enroll in TRICARE PRIME Remote and use the network PCM, or select any other authorized TRICARE provider as the PCM.

Members of the Selected Reserves, not on Active Duty (AD) orders, are eligible for TRICARE Reserve Select and can schedule an appointment with any TRICARE-authorized provider, network or non-network.



WHO IS A VETERAN

BASIC ELIGIBILITY FOR VETERANS' BENEFITS

VA offers a broad range of benefits to U.S. Armed Forces veterans and certain members of their families, including financial assistance, health care, education, and housing. By statute, a veteran is defined as a “person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, Public Health Service or National Oceanic and Atmospheric Administration.

Prior to September 8, 1980, no minimum length of service is necessary. After, 24 months of continuous active duty is the minimum length of service requirement.

National Guard?



EXPECTATIONS

Persons affirming former military service (veterans) are offered assistance to enroll in VHA for the delivery of health and behavioral health services. Veterans who decline or are ineligible for VHA services will be served by the CCBHC consistent with minimum clinical mental health guidelines promulgated by the VHA, including clinical guidelines contained in the Uniform Mental Health Services Handbook.

CCBHCs ensure there is integration or coordination between the care of substance use disorders and other mental health conditions for those veterans who experience both and for integration or coordination between care for behavioral health conditions and other components of health care for all veterans.



U.S. Department of Veterans Affairs Veterans Health Administration Illinois Facilities

VA MEDICAL CENTERS (VAMC'S)

Jesse Brown VA Medical Center

820 South Damen Avenue Chicago, IL. 60612 (312) 569-8387

VA Illiana Health Care System

1900 East Main Street Danville, IL. 61832 (217) 554-3000

Edward Hines, Jr. VA Hospital

5000 South 5th Avenue Hines, IL. 60141 (708) 202-8387

Marion VA Medical Center

2401 West Main Street Marion, IL. 62959 (618) 997-5311

Captain James Lovell Federal Health Care Center

3001 Green Bay Road North Chicago, IL. 60064 (847) 688-1900

www.va.gov/directory/guide/home.asp



U.S. Department of Veterans Affairs Veterans Health Administration Illinois Facilities

| VA Medical Centers (VAMC's) | Address | City | State | Zip | Phone |
|---|------------------------|----------------|-------|-------|--------------|
| Jesse Brown VA Medical Center | 820 South Damen Avenue | Chicago, | IL. | 60612 | 312-569-8387 |
| VA Illiana Health Care System | 1900 East Main Street | Danville, | IL. | 61832 | 217-554-3000 |
| Edward Hines, Jr. VA Hospital | 5000 South 5th Avenue | Hines, | IL. | 60141 | 708-202-8387 |
| Marion VA Medical Center | 2401 West Main Street | Marion, | IL. | 62959 | 618-997-5311 |
| Captain James Lovell Federal Health Care Center | 3001 Green Bay Road | North Chicago, | IL. | 60064 | 847-688-1900 |

| VA Outpatient Clinics and Community Based CBOCs | Address | City | State | Zip | Phone |
|---|--------------------------------------|------------------|-------|-------|--------------|
| Auburn-Gresham, Chicago | 7731 South Halstead Street | Chicago, | IL. | 60620 | 773-962-3700 |
| Aurora | 161 South Lincolnway | North Aurora, | IL. | 60542 | 630-859-2504 |
| Belleville | 6500 West Main Street | Belleville, | IL. | 62223 | 314-286-6988 |
| Bob Michel Clinic | 7717 North Orange Prairier Road | Peoria, | IL. | 61615 | 309-589-6800 |
| Chicago Heights | 30 East 15th Street - Suite 314 | Chicago Heights, | IL. | 60411 | 708-754-8880 |
| Decatur | 3035 East Mound Road | Decatur, | IL. | 62526 | 217-875-2670 |
| Elgin | 450 Dundee Avenue | Elgin, | IL. | 60123 | 847-742-5920 |
| Freeport | 1301 Kiwanis Drive | Freeport, | IL. | 61032 | 815-235-4881 |
| Galesburg | 387 East Grove Street | Galesburg, | IL. | 61401 | 309-343-0311 |
| Joliet | 2000 Glenwood Avenue | Joliet, | IL. | 60435 | 815-744-0492 |
| Kankakee | 581 William Latham Drive | Bourbonnais, | IL. | 60914 | 815-932-3823 |
| Lakeside | 211 East Ontario Street - 12th Floor | Chicago, | IL. | 60611 | 312-469-4850 |
| LaSalle | 4461 North Progress Village | Peru, | IL. | 61354 | 815-223-9678 |
| Marion | 1901 South 4th Street - Suite 21 | Effingham, | IL. | 62401 | 217-347-7600 |
| Mattoon | 501 Lake Land Blvd. | Mattoon, | IL. | 61938 | 217-258-3370 |
| McHenry | 620 South Route 31 | McHenry, | IL. | 60050 | 815-759-2306 |
| Mt. Vernon | 4105 Norht Water Tower Place | Mt. Vernon, | IL. | 62864 | 618-246-2910 |
| Oak Lawn | 10201 South Cicero Avenue | Oak Lawn, | IL. | 60453 | 708-499-3675 |
| OHMD & 237 Fisher Clinics | 2410 Sampson Street - Bldg. 237 | Great Lakes, | IL. | 60088 | 847-688-6712 |

| | | | | | |
|-------------|----------------------------------|--------------|-----|-------|--------------|
| Quincy | 721 Broadway Street | Quincy, | IL. | 62301 | 217-224-3366 |
| Rockford | 4940 East State Street - Suite 3 | Rockford, | IL. | 61108 | 815-227-0081 |
| Springfield | 5850 South Sixth Street | Springfield, | IL. | 62702 | 217-529-5046 |
| Sterling | 406 Avenue C | Sterling, | IL. | 61081 | 319-338-0581 |

| VA Vet Centers | Address | City | State | Zip | Phone |
|-----------------|----------------------------------|------------------|-------|-------|--------------|
| Chicago | 7731 South Halsted Street | Chicago, | IL. | 60620 | 773-962-3740 |
| Chicago Heights | 1600 Halstead Street | Chicago Heights, | IL. | 60411 | 708-754-0340 |
| DuPage County | 750 Shoreline Drive - Suite 150 | Aurora, | IL. | 60504 | 630-585-1853 |
| East St. Louis | 1265 North 89th Street - Suite 5 | East St. Louis, | IL. | 62203 | 618-397-6602 |
| Evanston | 565 Howard Street | Evanston, | IL. | 60602 | 847-332-1019 |
| Oak Park | 155 South Oak Park Avenue | Oak Park, | IL. | 60302 | 708-383-3225 |
| Orland Park | 8651 West 159th Street - Suite 1 | Orland Park, | IL. | 60462 | 708-444-0561 |
| Peoria | 8305 North Allen Road - Suite 1 | Peoria, | IL. | 61615 | 309-689-9708 |
| Quad Cities | 1529 46th Avenue | Moline, | IL. | 61265 | 309-762-6955 |
| Rockford | 7015 Rote Road - Suite 105 | Rockford, | IL. | 61107 | 815-395-1276 |
| Springfield | 1227 South Ninth Street | Springfield, | IL. | 62703 | 217-492-4955 |

| National Cemeteries | Address | City | State | Zip | Phone |
|---------------------|---------------------------------|--------------|-------|-------|--------------|
| Abraham Lincoln | 20953 West Hoff Road | Elwood, | IL. | 60421 | 815-423-9958 |
| Alton | 600 Pearl Street | Alton, | IL. | 62003 | 314-845-8320 |
| Camp Butler | 5063 Camp Butler Road | Springfield, | IL. | 62707 | 217-492-4070 |
| Danville | 1900 East Main Street | Danville, | IL. | 61832 | 217-554-4550 |
| Mound City | P.O. Box 128 - Highways 37 & 51 | Mound City, | IL. | 62963 | 314-845-8320 |
| Quincy | 36th & Main Street | Quincy, | IL. | 62301 | 309-782-2094 |
| Rock Island | Bldg. 118 - Rock Island Arsenal | Rock Island, | IL. | 61299 | 309-782-2094 |



U.S. Department of Veterans Affairs, Veterans Health Administration Illinois Facilities listings

MILITARY HEALTH SERVICES SYSTEM AND VETERANS HEALTH ADMINISTRATION

Both have Direct Care Facilities (MTFs)
and Indirect Care or Purchased Care components.
Purchased Care is contracted to
Administrative Services Organization

TRICARE – Triple Option Health Insurance Plan
PRIME (HMO)
EXTRA (PPO)
STANDARD

Non-VA Contracted Care
Patient Center Community Care (PC3)
CHOICE



Non-VA Medical Care Program
Fact Sheet for Interested Providers

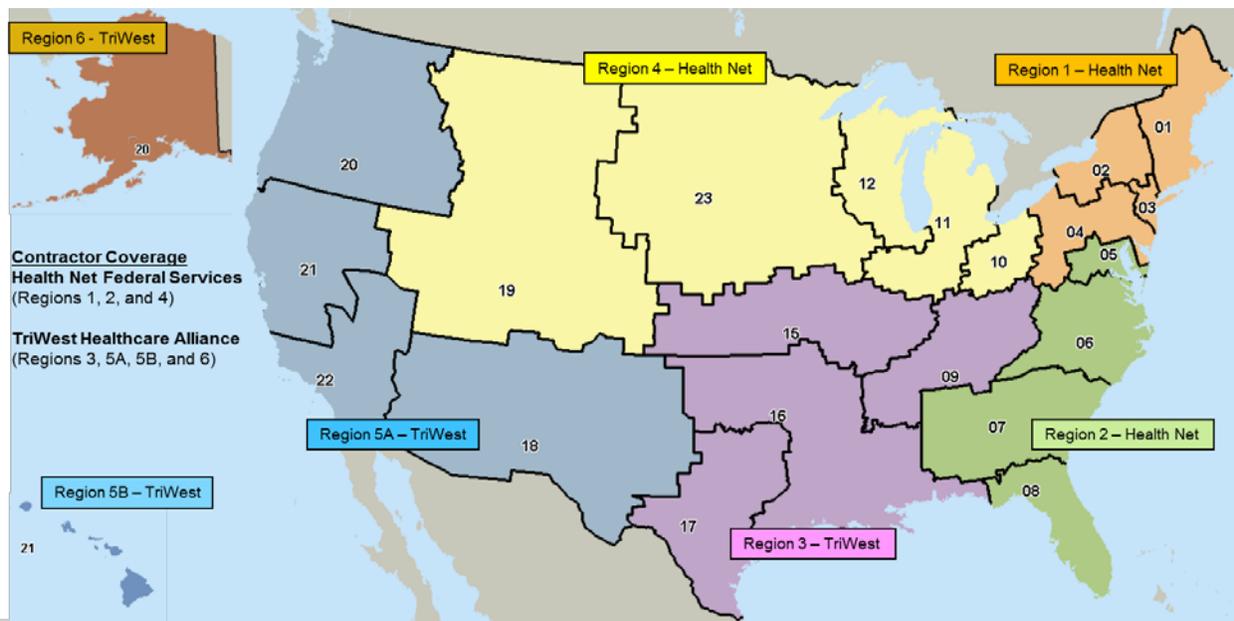
Patient-Centered Community Care & Veterans Access, Choice, & Accountability Act

The Veteran's Choice Program, or Choice Program, is a new, temporary program that provides Veterans the ability to receive medical care in the community if VA cannot schedule an appointment within 30 days of the Veteran's preferred date, or the date determined medically necessary by their provider, or if the Veteran resides more than 40 miles from their closest VA medical facility. It was authorized under the *Veterans Access, Choice, and Accountability Act of 2014* and provides \$10B for non-VA medical care to eligible Veterans. The temporary program will end when the allocated funds of \$10B are used or no later than August 7, 2017. The Choice Program does not impact existing VA health care or any other Veteran benefits.

VA has expanded its Patient-Centered Community Care (PC3) contracts with Health Net Federal and TriWest Healthcare Alliance to include implementing the Choice Program. PC3 is a VA nationwide program to provide eligible Veterans access to certain medical care when the local VA medical facility cannot readily provide the care due to lack of available specialist, long wait times, geographic inaccessibility, or other factors.

PC3 has been the VA method of purchasing care in the community. The Choice Program supplements PC3 and allows coverage for more services for eligible Veterans and provides Veterans more flexibility in their choice to receive care in the community or through VA.

PC3/Veterans Choice Contract Coverage Map



Current as of Dec. 15, 2014

To become part of PC3 and/or Choice Program Network of Providers

- All PC3 providers are automatically eligible to participate in the Choice Program**
- If a provider is interested in becoming a PC3 provider, they must establish a contract with one of the Third Party Administrators (TPAs), Health Net or TriWest**
 - TPA and provider must have an agreed upon reimbursement amount**
- If a provider is not interested in becoming a PC3 provider, but wants to become a Choice provider, they must establish a provider agreement with Health Net or TriWest**
 - Providers must accept Medicare rates**
 - Providers must meet all Medicare Conditions of Participation and Conditions for Coverage as required by the U.S. Department of Health and Human Services**
 - See <http://www.cms.gov/Regulations-and-Guidance/Legislation/CFCsAndCoPs/index.html> for further detail**

- Any provider on the Centers for Medicare and Medicaid Services (CMS) exclusionary list shall be prohibited from network participation.
 - See <http://oig.hhs.gov/exclusions/index.asp> for further detail
 - All services, facilities, and providers shall be in compliance with all applicable federal and state regulatory requirements.
 - All providers shall have a full, current, unrestricted license in the state where the service(s) are delivered and must have same or similar credentials as required by VA staff
 - Providers must submit a copy of the medical records to the TPA for the medical care and services provided to the Veteran for inclusion in the Veterans VA electronic record
- Contact information for Health Net:
- Provider Customer Service Phone Number: 1-800-979-9620
 - E-mail: HNFSProviderRelations@Healthnet.com
 - Website:
www.hnfs.com/content/hnfs/home/va/home/provider/join-our-network.html
 - Contact information for TriWest:
Provider Services Contracting: 1-866-284-3742

Email:

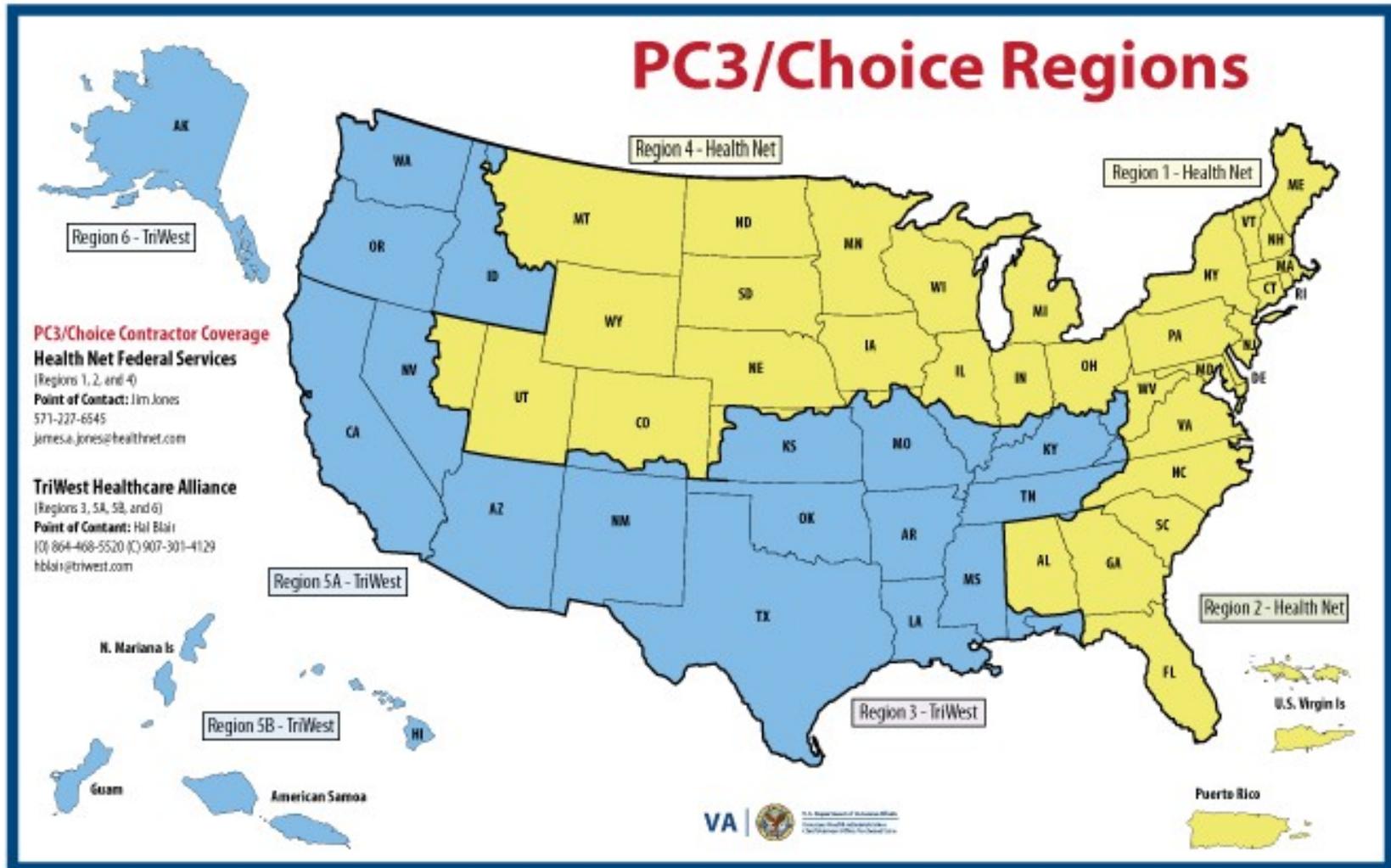
TriWestDirectContracting@trwest.com

Website:

<https://joinournetwork.trwest.com/>

Current as of Dec. 15, 2014

PC3/Choice Regions



MYTH and FACT

MYTH:

Servicemembers, Veterans, and their Families receive all their care in closed systems (DoD) and (VHA).

FACT:

About 15m ADSM, Retirees, and Families

- Only 60% receive care in Direct Care System

About 21m Veterans

- Only 9m are enrolled and receive service at VA facilities

The reason SAMHSA is requiring Care Coordination for this population



ILLINOIS MILITARY AND VETERAN POPULATION

| ILLINOIS ACTIVE DUTY PERSONNEL AND DEPENDENTS | | | | | | | |
|---|----------------|----------|--------------------|-------------------------|----------------|------------------|-----------------|
| Base | Service Branch | Zip Code | Nearest Metro City | Miles to Medical Center | Total Sponsors | Total Dependents | Total Personnel |
| Naval Station Great Lakes | Navy | 60088 | Chicago | 30 | 15,575 | 8,434 | 24,009 |
| Naval Hospital, Great Lakes | Navy | 60088 | Chicago | 30 | 262 | 442 | 704 |
| Rock Island Arsenal | Army | 61201 | Davenport, IA | 4 | 273 | 654 | 927 |
| Scott AFB | Air Force | 62225 | St. Louis, MO | 23 | 4,925 | 9,204 | 14,129 |
| Other | | | | | 696 | 1,438 | 2,134 |
| Illinois Total | | | | | 21,731 | 20,172 | 41,903 |

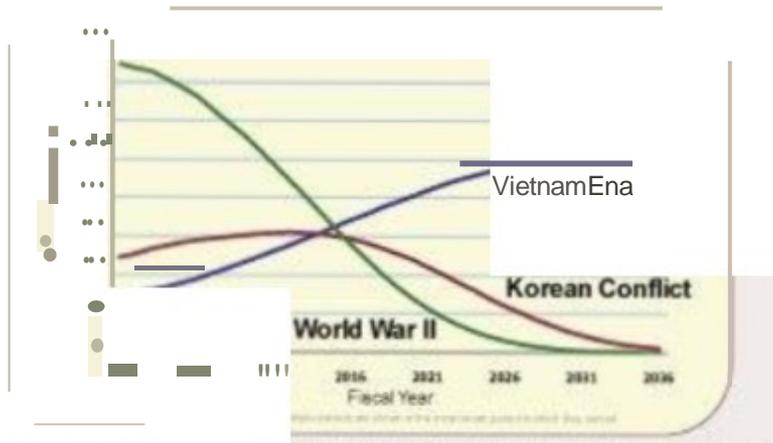
| Total | 705,582 | Percent |
|-------------------|---------|---------|
| Wartime Vets | 528,756 | 74.9% |
| - Post 9/11 | 87,645 | 12.4% |
| - Gulf War | 86,897 | 12.3% |
| - Vietnam Era | 228,050 | 32.3% |
| - Korean Conflict | 54,957 | 7.8% |
| - World War II | 28,864 | 4.1% |
| Peacetime | 176,826 | 25.0% |
| Female | 54,707 | 7.58% |
| Male | 666,868 | 92.41% |

- **705, 582 Total Veterans**
- **412,919 - over 60 yrs**
- **109,127 - over 80 yrs**
- **522,046**



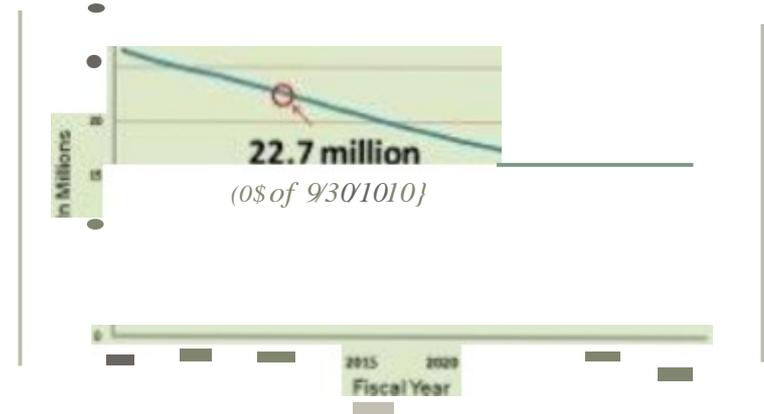
CHANGING DEMOGRAPHICS

Projections of the Number of Veterans for Selected Periods of Service: 2000 to 2036



Source: Department of Veterans Affairs, Office of the Actuary, Veteran Population Projections Model (VetPop), 2007, Table 51.

Projected Veteran Population 17 Years and Older: 2000 to 2036



Source: Department of Veterans Affairs, Office of the Actuary, Veteran Population Projections Model (VetPop), 2007, Table 51.

SYSTEMS OF CARE – MACRO VIEW?



Federal: Health Care + Disability Compensation



State: Veteran Homes, Veteran Service Officers, Special Projects



County Veterans Assistance Commissions:
Transportation + Emergency Assistance



Military and Veteran Service Organizations



Organizations with Veterans Programs

CCBHC BEST VALUE PROPOSITIONS

- Culturally competent trauma informed staff.
- Employment and use of Recovery Support Specialists.
- Knowledge and use of recovery principals.
- Knowledge and use of Evidenced Based Practices.
- A Primary Site with an overarching integrated network of relationships to ensure there is “Local Collective Community Supports and Services”
- Established specialty care referral patterns.
- Established “Crisis Care” network.
- Relationships with First Responders and Veterans Courts.
- Wraparound Primary Care and Behavioral Health Integration.
- Understanding and use of safe messaging for Suicide Prevention.
- Sensitivity to the unique needs of Women Veterans.
- Understanding of Veteran Workforce Initiatives.
- Illinois Joining Forces membership



WHAT WORKS

ILLINOIS JOINING FORCES

VISION: SMVF participate fully in the life they choose.

MISSION: We assist SMVF navigate the “Sea of Goodwill” to achieve the life they choose.

VALUES: “No Wrong Person”

Core value to addresses the needs of all categories of persons who have served in the military and their families.

“No Wrong Door”

Core value to enhance the process of service delivery through engagement, acceptance, navigability, and to facilitate a positive response to outreach.

“Freedom of choice when accessing services”

SMVF are served where and how they chose to be served.

“Programs are person centered and not program centered”

Core value to enhance process of engagement and acceptance to facilitate a positive response to outreach.



CULTURALLY COMPETENT CARE

Research provides evidence that civilian providers are not culturally competent to be sensitive to the unique experiences of military service.

Military Service often involves frequent family separations, inherent dangers of training accidents, and combat.

Sources for obtaining Military and Veteran Competency Training.

<http://www.mentalhealth.va.gov/communityproviders>

<http://www.aheconnect.com/citizensoldier/courses.asp>

<http://deploymentpsych.org/military-culture-course-modules>



Illinois Joining Forces Behavioral Health WG Service Members, Veterans, and Their Families (SMVF) Training Events



Treating the Invisible Wounds of War – 750 + Illinois IJF Registrations



ILLINOIS JOINING FORCES

*Supporting Service Members, Veterans
and their Families*



THE ENVIRONMENT

- Less than 1% of Americans serve in the U. S. Military
- ~>2.7 million Servicemembers have deployed
- ~>800,000 have deployed multiple times: many more than five times
- More than ~2 million children have experienced a parental deployment
- ~> 700,000 children more than one deployment

Environment Continued

- Complicated System to Navigate
 - ❖ Nationally~46k – Illinois ~>500 NFP Organization w/ Veteran Program
- No central point of information or resource to find or access services for SMVF
 - ❖ Many organizations, many different services, much duplication, a lot of gaps, and little or no connectivity between them, lack of self-awareness
 - ❖ Also little or no connectivity between organizations or to the general community – lack of community awareness of issues facing SMVF
 - ❖ Very little collaboration between similar organizations
 - ❖ Low efficiencies in delivery of services



ENVIRONMENT CONTINUED

- No easy way of accessing benefits without personal connections
- No voice in the Illinois SMVF policy process
- Low economies of scale, low impact
- No centralized convening power
- ❖ To bring these service organizations together, no authoritative or leadership across organizations in Illinois;

Illinois Joining Forces Theory



WHAT IS I.J.F.?

- A state-wide, public-private network of community supported military and veteran serving organizations that have come together to provide assistance through a collective “No Wrong Door” approach to navigating the “Sea of Goodwill.”
- Organizations that are committed to assisting and serving Service members, Veterans, and their Families (SMVF)
- A responsive system of support, linked together to share information, host events, and provide military cultural competence training to community members and service providers – “Bridging the Service Gaps.”



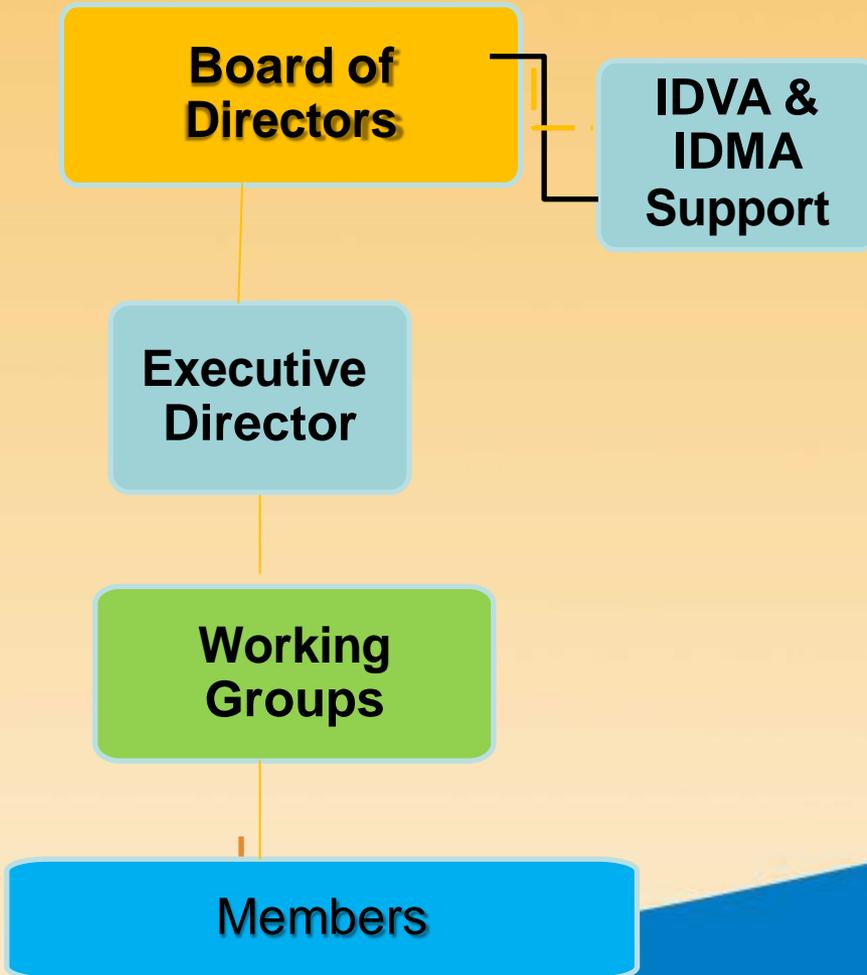
IJF VISION AND MISSION

IJF assists and supports Service members, Veterans, and their Families achieve the life they choose by:

- **Convening military and veteran support organizations, through IJF Working Groups, to build cross-sector relationships and mutual awareness**
- **Facilitating the transfer of information among member organizations**
- **Maintaining and continuing to build the no-wrong-door web-based, online navigation platform to effect referrals for SMVF in need of services**
- **Educating IJF members and other community providers regarding military and veteran culture and needs, thus improving the collective community capacity of the support systems and systems of care**
- **Outreaching directly to SMVF regarding the no-wrong-door system that IJF provides them**
- **Providing policy recommendations through IJF Working Groups to the Illinois Veterans' Advisory Council (IVAC), the Illinois Discharged Service member Task Force (DSTF), and other military and veterans' advisory groups**



IJF ORGANIZATION



WORKING GROUPS

1. Behavioral Health
2. Benefits & Emergency Assistance
3. Education
4. Employment & Job Training
5. Families, Children & Survivors
6. Financial Literacy
7. Homelessness & Housing
8. Legal Support
9. Women Veterans

ORGANIZATIONAL IMPACT

Capacity Building

- ✓ Accessibility
- ✓ Collaboration
- ✓ Expansion
- ✓ Visibility

Bridging the Gaps

- ✓ Creating synergies and opportunities for partnered effort
- ✓ Advancing projects/efforts/programs of mutual interest
- ✓ Educating public/private stakeholders on resources/challenges



COLLECTIVE COMMUNITY IMPACT

Department Of Veterans Affairs

- Veterans Health Administration
- Five VHA Medical Centers
- 18 Outpatient Clinics
- 12 Community Based Outpatient Clinics
- 11 Vet Centers
- 3 Veterans Benefits Administration Offices

Illinois Joining Forces

1. Behavioral Health
2. Benefits & Emergency Assistance
3. Education
4. Employment & Job Training
5. Families, Children & Survivors
6. Financial Literacy
7. Homelessness & Housing
8. Legal Support
9. Women Veterans



SMVF IMPACT

- Help SMVF navigate the “sea of goodwill” in Illinois by helping locate the right kind of assistance, at the right place, at the right time.
- Provides a searchable database of networked military and veteran resources in Illinois – with the ability to connect directly for services or for volunteer opportunities – more than 1500 referrals made since inception.
- Provides information about upcoming veteran and military-focused events and reports on those events through newsletters and social media.
- Provides a referral service to help connect the veteran with the providers who can assist them with a single or large variety of issues.



SYSTEM STRENGTHS

UNIFIED VISION, VALUES, AND PRINCIPLES

Across Multiple Initiatives and Organizations

Vision: SMVF can fully participate in the life they choose

Values: No Wrong Door – No Wrong Person
Person Centered vs. Program Centered Programming

Principles: Universal Assessment – Have You or A Loved One Ever Served in the Military?

Military Cultural Competency Training for Partners

Engaged and Committed Partners



CHALLENGES TO THE SYSTEM

- Managing Multiple Agendas/Ideas and Channeling them into Focused Action
- Workload Distribution – Keeping Committees Engaged, Working and Communicating
- Education and Linkage of Community Providers



LESSONS LEARNED

1. Engaging Decision Makers is a Developmental Process. It takes time to get the right people to the table.
2. Common vision, Values, and Principles are Essential to Unifying the Work Effort.
3. Stop and Appreciate the Progress.
4. Sometimes You Win, Sometimes You Lose.

And if you keep learning...







ILLINOIS JOINING FORCES

*Supporting Service Members, Veterans
and their Families*

Thank you!

www.illinoisjoiningforces.org



QUESTIONS & ANSWERS

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