

## SERVING VETERANS: A RESOURCE GUIDE

The SAMHSA-HRSA Center for Integrated Health Solutions (CIHS) developed this guide for primary and behavioral healthcare professionals serving veterans and their families. All of these resources and more are available from CIHS' website at [www.integration.samhsa.gov](http://www.integration.samhsa.gov).

### RESOURCES TO HELP YOU PROVIDE CULTURALLY COMPETENT AND QUALITY HEALTHCARE SERVICES TO VETERANS

#### MULTIPURPOSE RESOURCES

**Community Provider Toolkit:** Specifically for providers outside of the U.S. Department of Veterans Affairs (VA), this website provides a wide array of resources to assist providers who treat veterans and their families. It includes information on understanding military culture and experience, connecting with your local VA, and tools for working with a variety of mental health conditions.

[www.mentalhealth.va.gov/communityproviders](http://www.mentalhealth.va.gov/communityproviders)

**Helping Veterans and Their Families:** Website with resources for safety net providers to learn how to help veterans transition to civilian careers, provide referrals to VA facilities, and contract with VA Medical Centers. [www.hrsa.gov/veterans](http://www.hrsa.gov/veterans)

**National Non-VA Medical Care Program Office:** What non-VA providers can expect in working with the VA, including a comprehensive provider guide that details the VA's requirements for authorizations and referrals, claims payment, and the return of medical documentation back to the authorizing VA Medical Center. [www.va.gov/PURCHASEDCARE/programs/providerinfo/provider\\_info\\_NVC.asp](http://www.va.gov/PURCHASEDCARE/programs/providerinfo/provider_info_NVC.asp)

**SAMHSA's Service Members, Veterans, and their Families Technical Assistance Center:** Helps states and territories strengthen behavioral health service systems to better support service members, veterans, and their families. Resources include webinars, videos, and fact sheets. [www.samhsa.gov/smvf-ta-center/about](http://www.samhsa.gov/smvf-ta-center/about)

**Military OneSource:** Offers free resources to service members. A Service Providers section features free educational and promotional materials related to a wide array of issues affecting service members and their families, current news on policies affecting delivery of care to service members, and reference guides. [www.militaryonesource.mil/those-who-support-service-providers](http://www.militaryonesource.mil/those-who-support-service-providers)

**AfterDeployment:** A provider-focused section includes clinical practice guidelines, guidelines on using the self-assessments on the site, handouts for clients on common post-deployment challenges, and links to online continuing education courses for providers. <http://afterdeployment.dcoe.mil/providers/home>

#### LEGAL ISSUES

**Guide to Veterans Legal Issues:** Describes the legal issues that veterans may encounter and guides readers to the appropriate resources to help veterans who need assistance accessing benefits. [www.benchmarkinstitute.org/t-by-t/substantive/Guide to Veterans Legal Issues.pdf](http://www.benchmarkinstitute.org/t-by-t/substantive/Guide-to-Veterans-Legal-Issues.pdf)

## POST TRAUMATIC STRESS DISORDER

**National Center for PTSD (NCPTSD) PTSD Consultation Program:** The program is available to any provider treating veterans who has a question about PTSD (treatment, assessment, training, resources). Experts answer questions and provide consultation at no charge. For more information, contact [ptsdconsult@va.gov](mailto:ptsdconsult@va.gov) or call (866) 948-7880. [www.ptsd.va.gov/professional/consult/index.asp](http://www.ptsd.va.gov/professional/consult/index.asp)

## PROFESSIONAL EDUCATION FOR PROVIDERS

**Center for Deployment Psychology:** Training and consultation services for providers working with service members and veterans on deployment related behavioral health services and treatment. Resources include online coursework, condition criteria, and treatment guidelines. <http://deploymentpsych.org>

**Military Cultural Competence Training:** The DoD and VA developed a free web-based Military Cultural Competence training for health care professionals. This course consists of four interrelated modules to better understand military culture. The training offers up to 8 CE credits (2 credits per module) and takes about 8 hours to complete. <http://deploymentpsych.org/military-culture-course-modules>

**National Center for PTSD Courses and Trainings:** NCPTSD provides free courses and trainings, including CE/CME credit, related to PTSD. [www.ptsd.va.gov/professional/continuing\\_ed/index.asp](http://www.ptsd.va.gov/professional/continuing_ed/index.asp)

**Veterans Mental Health Area Health Education Centers:** Find Area Health Education Centers across the U.S. that provide continuing education on veteran behavioral health concerns, webinars, and a veterans mental health continuing education toolkit for providers (including model curricula, handouts and evaluation forms). <http://bhw.hrsa.gov/grants/areahealtheducationcenters/ta/trainings/veterans/index.html>

## RURAL VETERANS

**Veterans Health Administration Office of Rural Health:** The Office of Rural Health offers information, training, and publications on specific issues common to serving veterans living in rural areas. [www.ruralhealth.va.gov](http://www.ruralhealth.va.gov)

## TRAUMATIC BRAIN INJURY

**Defense Centers of Excellence for Psychological Health & Traumatic Brain Injury:** An extensive online resource for providers, veterans, and their families. Providers can access information on the treatment of traumatic brain injury, combat stress, and other psychological health concerns. Veterans and their families can access information on topics related to psychological health, including finding help and connection to a 24/7 help center. [www.dcoe.mil/](http://www.dcoe.mil/)

## TECHNOLOGY BASED RESOURCES

**VA Sponsored Apps:** The VA's NCPTSD and DoD's National Center for Telehealth & Technology have developed several mobile apps to assist veterans, service members, and their families promote health, deal with PTSD and other mental health conditions, and improving quality of life. Providers can encourage their patients to utilize apps to complement treatment. <https://mobile.va.gov/appstore>

**Suicide Safe App:** Suicide Safe, an app developed by SAMHSA for health care providers, is based on SAMHSA's Suicide Assessment Five-Step Evaluation and Triage (SAFE-T) card. The app is a training tool for providers to learn to address suicide risk. The mobile app is optimized for tablets. <http://store.samhsa.gov/apps/suicidesafe/>

**RESOURCES FOR VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES**

*The following resources may be useful for veterans, service members, and family members in need of support related to behavioral health and other common challenges facing the military community.*

**CRISIS SERVICES**

**Veterans Crisis Line/Military Crisis Line:** Assists veterans and service members in crisis through a confidential toll-free hotline, online chat, or text. 800.273.8255 and press 1, or visit [www.veteranscrisisline.net](http://www.veteranscrisisline.net).

**Defense Suicide Prevention Office:** Suicide prevention programs for all service branches, the National Guard, Reserve, and VA. [www.dcoe.mil/PsychologicalHealth/Suicide\\_Prevention.aspx](http://www.dcoe.mil/PsychologicalHealth/Suicide_Prevention.aspx)

**HOMELESS VETERANS**

**National Call Center for Homeless Veterans:** Veterans who are homeless or at risk of becoming homeless can contact the call center 24/7 for assistance accessing local supports. 877.424.3838 or chat live online at [www.va.gov/homeless/nationalcallcenter.asp](http://www.va.gov/homeless/nationalcallcenter.asp).

**MENTAL HEALTH SERVICES AND SUPPORTS**

**Guide to VA Mental Health Services for Veterans and Families:** Information about the types of mental health services available at VA facilities, the types of facilities offering care, how to find care, common mental health and substance use concerns, and programs offered for particular groups of veterans (e.g., women, older veterans, MST survivors). [www.mentalhealth.va.gov/docs/Guide\\_to\\_VA\\_Mental\\_Health\\_Srvcs\\_FINAL12-20-10.pdf](http://www.mentalhealth.va.gov/docs/Guide_to_VA_Mental_Health_Srvcs_FINAL12-20-10.pdf)

**Make the Connection:** VA campaign to connect veterans, family members, and providers with information and available supports, including stories from real veterans and a treatment and resource directory for finding local services. [www.maketheconnection.net](http://www.maketheconnection.net)

**Real Warriors:** A campaign to encourage veterans, service members and their families to seek appropriate care for behavioral health concerns. The website features stories and print materials which providers can share in their community. [www.realwarriors.net](http://www.realwarriors.net)

**MILITARY SEXUAL TRAUMA**

**Safe Helpline:** DoD-sponsored online and telephone helpline provides confidential support to MST survivors. 1-877-995-5247 or [www.safehelpline.org/](http://www.safehelpline.org/)

**VA MST Resources:** The VA has resources for survivors of MST and their providers, including information about available programs and services, benefits, and provider trainings. [www.mentalhealth.va.gov/msthome.asp](http://www.mentalhealth.va.gov/msthome.asp)

**POST TRAUMATIC STRESS DISORDER**

**National Center for PTSD:** Providers, veterans, service members and family members can visit the website for information about PTSD. [www.ptsd.va.gov](http://www.ptsd.va.gov)

**TRAUMATIC BRAIN INJURY**

**Defense Centers of Excellence for Psychological Health & Traumatic Brain Injury:** Veterans, service members and their families can access information on topics related to psychological health, find help and connect to a 24/7 help center. [www.dcoe.mil/](http://www.dcoe.mil/)

**WOMEN VETERANS**

**Center for Women Veterans:** An array of resources for female veterans and their families, for finding a job, help to file a medical claim, or for accessing their VA home loan and education benefits. [www.va.gov/womenvet](http://www.va.gov/womenvet)

## PROGRAMS OFFERING PERSONAL SUPPORT

**AfterDeployment:** Information, self-assessments, and a forum for veterans, service members, and their families on a variety of common post-deployment challenges (such as anxiety, finances, and employment).

[www.afterdeployment.org](http://www.afterdeployment.org)

**Hope for the Warriors Care Management Services:** Programs to assist wounded service members, their families, and families of the fallen through: supportive counseling and caregiver support, providing immediate financial assistance, morale trips and outdoor excursions for veterans and family members, and civilian career mentoring and seminars. [www.hopeforthewarriors.org](http://www.hopeforthewarriors.org)

**Military OneSource:** Active-duty military members and their families can access confidential non-medical counseling online or via telephone. The site also provides resources for an array of challenges facing military families and assistance in navigating behavioral health, financial, deployment, separation, educational, and other concerns. [www.militaryonesource.mil](http://www.militaryonesource.mil)

**VA/DoD Sponsored Apps:** Several mobile apps are available to assist veterans, service members, and their families reach health goals, deal with PTSD and other mental health conditions, and improve quality of life.

<https://mobile.va.gov/appstore>

**Wounded Warrior Project:** Programs and supports to assist injured service members, including health, employment, and community involvement. [www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)

## INFORMATIONAL DIRECTORIES AND GUIDES

**National Resource Directory:** A web-based guide to thousands of local and national programs, services and organizations that provide support to veterans, service members and their families. [www.nrd.gov](http://www.nrd.gov)

**Veterans Health Library:** This resource from the VA provides veteran-focused health information in the form of fact sheets, videos, guides, and flipbooks geared toward veterans, their family members, and caregivers.

[www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org)

## OTHER COMMUNITY RESOURCES

### Locating Services

- Local VA facility locator: Find a local VA facility. [www2.va.gov/directory](http://www2.va.gov/directory)
- OEF/OIF/OND Program Manager and team locator: Find local VA supports specifically for veterans who have recently returned from military service. [www.oefoif.va.gov/map.asp](http://www.oefoif.va.gov/map.asp)
- Veterans Service Organization Locator: Find local non-VA organizations with veterans support services. [www.va.gov/ogc/apps/accreditation/index.asp](http://www.va.gov/ogc/apps/accreditation/index.asp)

### Health Plan Benefits and Enrollment

- eBenefits: This website lets veterans and service members apply for healthcare coverage, check benefits, or view benefits status. [www.ebenefits.va.gov](http://www.ebenefits.va.gov)
- Check VA eligibility and enroll online: An online tool for veterans to check their eligibility for VA services and to enroll in care. [www.va.gov/healthBenefits/resources/eligibility\\_check.asp](http://www.va.gov/healthBenefits/resources/eligibility_check.asp)
- My HealtheVet - the VA's Personal Health Record: Veterans can login to access their health information – including notes from providers during their visits – to manage their care. [www.myhealth.va.gov](http://www.myhealth.va.gov)
- TRICARE - Active duty and veteran health benefits through the Military Health System, including uniformed and civilian provider networks. [www.tricare.mil](http://www.tricare.mil)

### Employment and Higher Education

- VA Veterans Employment toolkit: Information for employers and supervisors on relating to and supporting veteran employees. [www.va.gov/vetsinworkplace](http://www.va.gov/vetsinworkplace)
- GI Bill: Information for veterans and institutions on the veterans education benefit. [www.gibill.va.gov](http://www.gibill.va.gov)
- Student Veterans of America: Association of veterans groups on college campuses across the US. [www.studentveterans.org](http://www.studentveterans.org)