

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.

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

Community Provider Toolkit: Specifically for providers outside of the 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

Helping Veterans and Their Families: 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

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 (VAMC). www.nonvacare.va.gov/providers.asp

SAMHSA's Service Members, Veterans, and their Families Technical Assistance Center: Resources available to providers serving Veterans, service members, and their families, including links to specific programs (such as the Jail diversion program and the National Child Traumatic Stress Network), as well as webinars, videos, and fact sheets. www.samhsa.gov/MilitaryFamilies

CARE MANAGEMENT

Hope for the Warriors Care Management Services: Programs to assist wounded service members, their families, and families of the fallen through family care, financial needs, morale trips, and professional development. www.hopeforthewarriors.org

CRISIS SERVICES

Veterans Crisis Line: 800.273.8255 and press 1, or visit www.veteranscrisisline.net. Connects veterans in crisis with VA responders through a confidential toll-free hotline, online chat, or text.

Defense Suicide Prevention Office: Links to suicide prevention programs for all service branches, the National Guard, Reserve, and the VA. www.suicideoutreach.org

HOMELESS VETERANS

National Call Center for Homeless Veterans: 877.424.3838 or chat live online at www.va.gov/homeless/nationalcallcenter.asp. Veterans who are homeless or at risk of becoming homeless can contact the call center 24/7 for assistance in connecting with local supports.

U.S. VETS: The nation's largest nonprofit provider of comprehensive services to homeless and at-risk veterans and their families, providing case management, employment assistance, counseling, and drug- and alcohol-free housing in six states and the District of Columbia. www.usvetsinc.org

HOSPICE SERVICES

We Honor Veterans: A collaborative program between the National Hospice and Palliative Care Organization and the VA that connects hospice professionals from across the country to veterans to provide comfort and support at the end of life. Resources offered include information and training on providing veteran-centric care, educating staff, and connecting to local VA organizations. www.wehonorveterans.org

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 facing legal issues. [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)

MENTAL HEALTH SERVICES

Guide to VA Mental Health Services for Veterans and Families: Information about the types of mental health services available at VA healthcare facilities, the types of facilities that offer care, and an explanation about how to find mental healthcare. The guide also offers information on the most common mental health problems facing veterans (such as depression, substance abuse, and posttraumatic stress disorder) and describes the special programs offered for particular groups of Veterans (such as women Veterans, Veterans who are homeless or older Veterans). www.mentalhealth.va.gov/docs/MHG_English.pdf

Make the Connection: Videos and stories from real veterans on a range of symptoms and conditions that veterans may experience such as insomnia, anger, depression, pain, and PTSD. The site also features a treatment and resource directory for finding local services. www.maketheconnection.net

Real Warriors: A public awareness campaign which encourages veterans 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

POST TRAUMATIC STRESS DISORDER

National Center for PTSD: The center, operating within the VA, exists to improve the well-being and understanding of individuals who have experienced all types of traumatic events, with a focus on American veterans. The website includes information for providers with tools to help them conduct assessments, develop treatment plans, treat co-occurring disorders, and focus on specific research initiatives. www.ptsd.va.gov

PROFESSIONAL EDUCATION FOR PROVIDERS

Veterans Mental Health Area Health Education Centers: Find Area Health Education Centers across the U.S. that provide continuing education on veterans behavioral health concerns, archived webinars, and

a veterans mental health continuing education toolkit for providers (including model curricula, handouts and evaluation forms). bhpr.hrsa.gov/grants/areahealtheducationcenters/ta/trainings/veterans

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, disorder criteria, and treatment guidelines. <http://deploymentpsych.org>

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

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.health.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 education or home loans. www.va.gov/womenvet

SUPPORTING VETERANS AND THEIR FAMILIES

Resources for providers on the whole health of clients who are veterans – including information on veteran populations, conditions, and sample clinical tools.

After Deployment: Information, self-assessments, and a forum for veterans and their families on a variety of common post-deployment challenges (such as anxiety, depression, finances, and civilian employment). 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. www.afterdeployment.org

Directory of Veterans and Military Service Organizations and State Directors of Veterans Affairs: A list of national organizations representing the needs and interests of American veterans, including contact information. www.va.gov/vso/VSO-Directory_2012-2013.pdf

Joining Forces – Taking Action to Serve America’s Military Families: A comprehensive national initiative out of the White House to mobilize all sectors of society to give our service members and their families the opportunities and support they have earned. The website highlights news and opportunities related to veteran employment, wellness, and education. www.whitehouse.gov/joiningforces

Military One Source: A Service Providers section features free educational and promotional materials, current news on policies affecting delivery of care to service members, and reference guides. Active-duty members

of the military and their families can access information and non-medical counseling online or via telephone. www.militaryonesource.mil

National Resource Directory: A web-based guide to thousands of local and national programs, services and organizations who provide support to veterans. www.nrd.gov

TRICARE: A major component of the Military Health System, TRICARE combines the healthcare resources of the uniformed services with networks of civilian healthcare professionals, institutions, pharmacies, and suppliers to provide access to high quality healthcare services while maintaining the capability to support military operations. www.tricare.mil

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

Wounded Warrior Project: Programs and supports to assist injured service members, including health, employment, and community involvement. www.woundedwarriorproject.org

FOR VETERANS

Resources providers may find useful to share with clients who are veterans or their families who may be in crisis, expressing concerns about access to care, or concerns about benefits.

Locating Services

- Local VA facility locator: Find a local VA facility. 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
- Veterans Service Organization Locator: Find local non-VA organizations with veterans support services. 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 your benefits, or view your benefits status. 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
- 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

Employment and Higher Education

- VA Veterans Employment toolkit: Information for employers and supervisors on relating to and supporting veteran employees. www.va.gov/vetsinworkplace
- VA Student Veterans toolkit: Information for colleges on how they can support student veterans. www.mentalhealth.va.gov/studentveteran
- GI Bill: Information for veterans and institutions on the veterans education benefit. www.gibill.va.gov
- Student Veterans of America: Association of veterans groups on college campuses across the US. www.studentveterans.org