



Coaching Into Care

- Since June 2011, VA's national call center for family members and friends concerned about a Veteran reluctant to seek mental health care
- Directed from Philadelphia, collaboration with MIRECCs in VISN 6 (Durham) and VISN 22 (LA)
- Provide referrals for treatment, and education about PTSD, depression, substance abuse
- Staff "coaches" caller over several telephone calls about communicating with the Veteran about caller's concerns
- MOA's with Veterans Crisis Line, Caregiver Support Line, Women Veterans Call Center, IAVA call center

National, toll-free number: **(888) 823-7458**




website: www.va.gov/coachingintocare

Website includes:

- FAQs
- 'Should I Call?' Quiz
- Helpful Resources
- Outreach Materials ("Get the Word Out")

The screenshot shows the homepage of the Coaching into Care website. At the top is the header for the United States Department of Veterans Affairs, including the VA seal and a search bar. Below the header is a navigation menu with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. The main content area features a large banner with a photo of a woman and a child, and a testimonial: "My Coach was very professional and informative. Coaching Into Care helped me and my family." To the left of the banner is a sidebar menu with links: MIRECC Centers Home, Coaching Into Care Home, Our Services, Should I Call?, Help Your Veteran, Frequently Asked Questions, Resources, Get the Word Out, Contact Us, and Site Search. Below the banner are two smaller images: a woman with a play button icon labeled "Video" and an elderly couple labeled "Story". To the right is a "WHO WE ARE" section with a contact number "888-823-7458" and a phone icon. At the bottom is a "SUPPORTING RESOURCES" section with two links: "Veterans Crisis Line" (with a star icon) and "VA Caregiver Support" (with a heart icon).

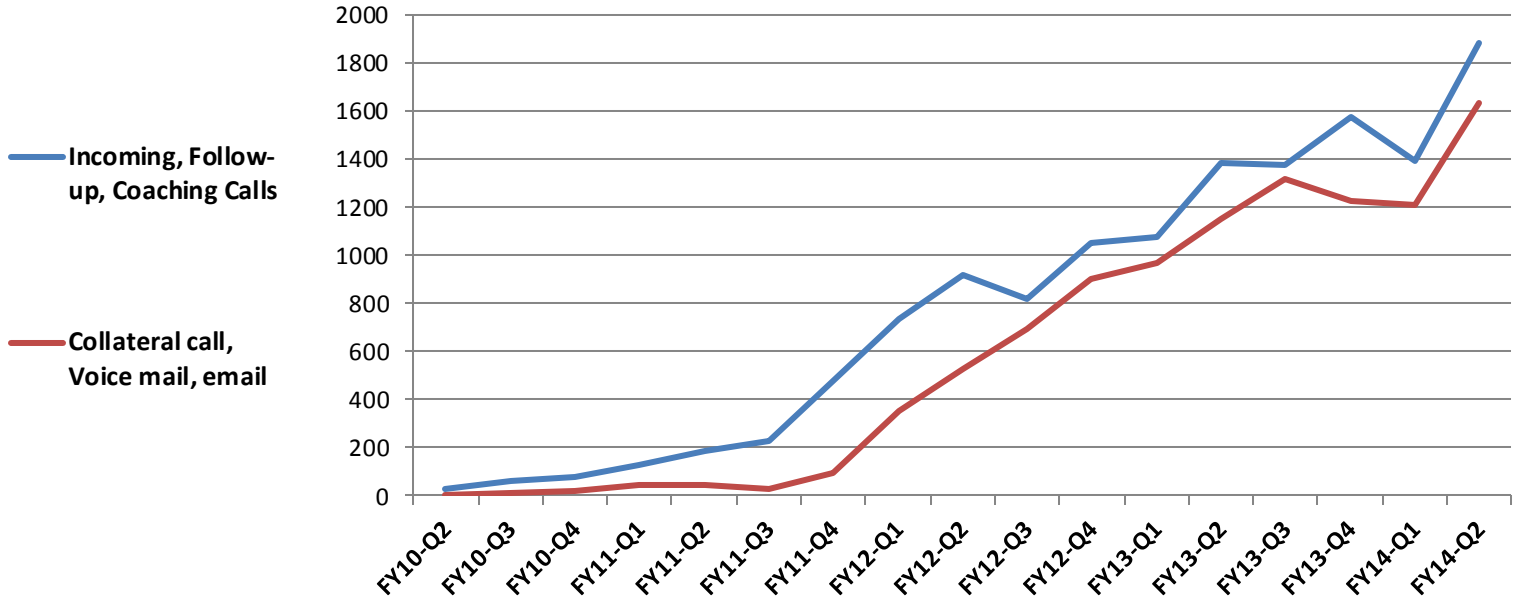
A close-up photograph of a hand reaching out towards a black mobile phone. The background is blurred, showing a person's face and upper body.

Need a hand helping a Veteran get into care? Reach out to us.

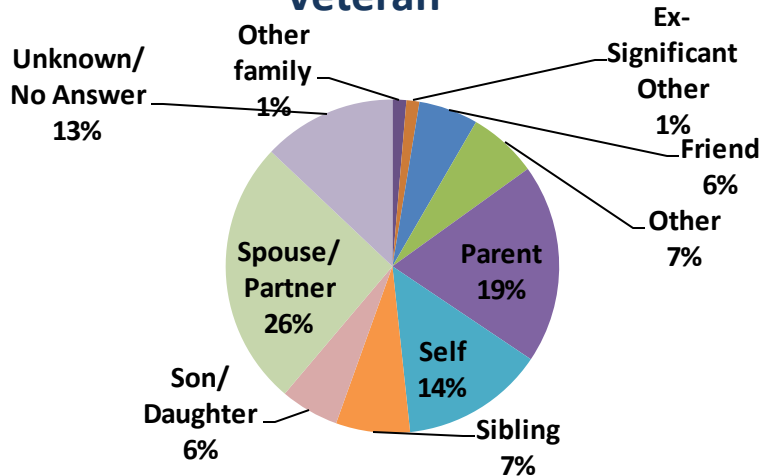
When a loved one returns home from military service, it can be a hard adjustment for everyone. If the Veteran in your family is reluctant to get help, we're here to help you. Make a confidential call today **1-888-823-7458**.



Call Volume



% Caller Relationship with Veteran



Increase in MH Care Engagement

