When a Veteran You know needs help…

Presented by: Tanya H. Hess, Ph.D.
Director of Training, Coaching Into Care
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Section 1:
THE URGENT NEED
The Urgent Need

There are now more than 2 million Veterans of the Wars in Iraq and Afghanistan.

There are more than 7 million Veterans of the Vietnam War.

Close to 45% have need for mental health treatment for post-traumatic stress, depression, and/or mild traumatic brain injury.

40% of Iraq and Afghanistan War Veterans are not enrolled in VA healthcare.
How many seek care?

• 60% of Veterans are enrolled in VA healthcare
  • Many are also enrolled in private/non-VA health care

• 50% referred for mental health counseling do go for care
  • This also means 50% do not
Why don’t we seek care?

• There are many reasons Veterans, and non-Veterans, don’t seek care

  • Self-reliance, turn to our own strength
  • Concerned about stigma – “weak” or “damaged”
  • Fear of being judged
  • Inconvenience, logistics
  • Avoidance and denial (both are OK in small doses)
  • The problem or issue is not clear to the person, even though others may have told them that there is or may be one
How people refuse help

• Frequent responses

  • “I’m fine”
  • “I’m not the problem”
  • “I can handle it” (“You don’t think I can handle it”)
  • “Others are doing worse; I don’t deserve the help”
  • “I’ll be OK, it will go away over time”
  • “What are you talking about?”
  • “No one will understand what I have been through”
  • ____________________
Coaching Into Care

• Many Veterans are very self-reliant — which is a strength — but it may also make it hard for them to allow themselves to seek care that they need.

• Family and friends of Veterans often notice when more care is needed and want to help.

• We work with family members and friends in helping a Veteran who may be struggling.

• VA welcomes family members’ and friends’ greater involvement in Veterans’ care.
A resource of hope

• **CIC Story 1**: https://www.youtube.com/watch?v=7irBvan2XB4

• **CIC Story 2**: https://www.youtube.com/watch?v=pSqZfH3BLoE

• **CIC Story 3**: https://www.youtube.com/watch?v=gmG7-3G70Q4
Section 2:

HOW CIC IS MEETING THE NEED
Who we are...

*Coaching Into Care* is a National VA Call Center that helps families help the Veteran in their life get into mental health care.
How CIC is meeting the need

• CIC is a free, confidential resource that provides:
  • Information about what mental health symptoms to look for
  • Information about VA and community resources
  • Help for callers discussing mental health with the Veterans in their lives
Who we work with…

• Family members (or friends)
• of returning Veterans (other eras ok, too)
• who are not in mental health care or
• who were in care in the past but have dropped out of treatment
• and are resistant to returning to treatment
What we provide…

- information about VA mental health services
- basic psychoeducation
- contact information for VA services as well as referral information to non-VA resources for family member
- Coaching – which is talking with the family member about how to start conversations about engaging in care
Relationship with Veterans Crisis Line

CIC works directly with VCL for crisis assessments, intervention and safety planning

To reach VCL directly:

• Text 838255
• Online chat at http://www.veteranscrisisline.net
• Call 800-273-8255, Press 1
How we can work together...

• Trainers reach families of Veterans directly and are in an excellent position to let them know about CIC
  • To help with this, we have a number of materials available upon request (e.g., flyers, posters, business cards, magnets, etc.)
  • CIC.Materials@va.gov

• Trainers can make referrals to CIC
  • Family or friend has called because they think Veteran needs more care
  • Veteran or caller are not currently in state of crisis
  • Warm-transfers are welcome

• CIC makes referrals to Caregiver Support Line when we receive calls suited to the CSL

• We have similar partnerships with a number of other lines like the Vet Center Call Center, etc.
How to reach CIC…

• During Business Hours
  • 8 am - 8 pm EST, M-F
  • Call 888-823-7458
  • Warm-transferring the caller to our responders is welcomed

• Afterhours
  • Email coachingintocare@va.gov
  • Remember to use PKI encryption if available or limit personal information
Section:

HOW DOES CIC WORK?
Who’s on our team...

- Our team is made up of
  - Responders
    - Generally bachelors level psychology technicians
    - They answer initial calls
    - Provide resources
    - May provide brief coaching
  - Coaches
    - Generally psychologists and social workers
    - Provide extended coaching
First Call

- Answered by a Responder (generally a bachelor’s level Psychology Technician)
- Call may take anywhere from 5-50 minutes, on average most calls are about 20-30 minutes
- Responder may provide resources, information, ask questions, and make basic suggestions about communication
- Responder may suggest a follow-up call with the responder or a coach, depending on the needs of the caller
Follow-up Call(s)

- Depending on the needs of the caller, a follow-up call may be scheduled.

- The Responder will work with a Coach to determine if further intervention is warranted, and whether follow-up will be with a Coach or Responder.

- Depending on the case there may be one call, or a series of calls over a period of weeks; these may vary from 10-50 min.

- We work with the Caller to determine the level of assistance that is required.
Coaching…

• Focuses on improving communication with the Veteran and empowering the caller to take action

• Is not therapy but may help a caller solve specific problems related to helping the Veteran

• Can also focus on the caller getting support when the Veteran is not quite ready to get help
Section 4:
MORE ABOUT COACHING
Coaching focuses on skill building

We may help callers...

- Gather information
- Become a better listener
- Set priorities and goals
- Review what they have tried and decide what to try next
- Think about and improve self-care
Skills:

Become a good listener

• Start with listening carefully to the Veteran you are concerned about
• Offer less advice, more attention, especially at first
• Avoid making demands, threats, for the Veteran to change
Skills:

Talk about your concerns in a caring way

• Describe your feelings about what is happening. Say, “When these problems occur, I am sad to you so unhappy”

• Avoid blaming and criticisms when the Veteran has taken hurtful actions; describe your feelings of sadness, anxiety and hurt

• Try offering help this way: “I know things are not going well right now, but know that I’d like to help.”
Skills:

- Mental health care is helpful only if a person makes that decision for him or herself.
- Demanding that the Veteran get help can backfire.
- Talk about choices. Say, “I know it’s your decision whether you go to see somebody, but if there’s something I can do to help, let me know.”

Recognize the Veteran’s choice
Skills:

• You have the most to give when you are doing well
• This means include getting enough sleep, eating well, getting help from friends or your church
• Consider getting professional help such as a counselor or therapist when you have trouble doing well

Take care of yourself
Section: WHO ARE OUR CALLERS
% Caller Relationship with Veteran

- Parent: 15%
- Spouse/Partner: 18%
- Other Family: 12%
- Unknown/No Answer: 17%
- Self: 11%
- Other: 27%

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Coaching into Care

U.S. Department of Veterans Affairs
Veterans Health Administration
Veteran Era

- Pre-Vietnam (pre-1961) 3%
- Vietnam (1961-1975) 15%
- Post-Vietnam (1976-1989) 9%
- Gulf (1990-1995) 13%
- Post-Gulf (1996-2000) 9%
- OEF/OIF/OND (2001-) 51%
Growth in calls for Coaching Into Care

Yearly Calls

- 2010: 284
- 2011: 1,598
- 2012: 3,823
- 2013: 5,684
- 2014: 7,305
Calls by Quarter

Number of Calls

Fiscal Quarter

Initial Call
Follow-up
Coaching

Became a national call center
Section 4:

QUESTION & ANSWER
Questions?

• Thank you for being a part of this team.

• Please feel free to ask questions now, or to contact myself or another member of our team to get more information about Coaching Into Care.

• For materials call 888-823-7458 or email CIC.Materials@va.gov
Make Coaching Into Care work for you

Help spread the word about this free, confidential resource with family members and friends of Veterans.

- Share info about CIC on a blog
- Sign up for the CIC newsletter

Connect with us online and follow us on social media.

- Web:  www.va.gov/CoachingIntoCare
- Facebook:  www.facebook.com/CoachingIntoCare
- Twitter:  CoachingIn2Care
Additional Resources Available:

- **Posters**
- **Presentation Deck**
- **Info Cards**

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