



# When a **Veteran** You know needs **help...**

**Presented by: Tanya H. Hess, Ph.D.**  
Director of Training, *Coaching Into Care*  
June 1, 2016



U.S. Department of Veterans Affairs  
Veterans Health Administration

# 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=qmG7-3Gf004>





## 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



U.S. Department  
of Veterans Affairs

[VeteransCrisisLine.net](http://VeteransCrisisLine.net)/SpreadTheWord



Let Veterans know  
they're not alone. Share  
to show your support.







# 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](mailto: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](mailto: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:



### Recognize the Veteran's choice



- 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."





## Skills:



### Take care of yourself



- 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

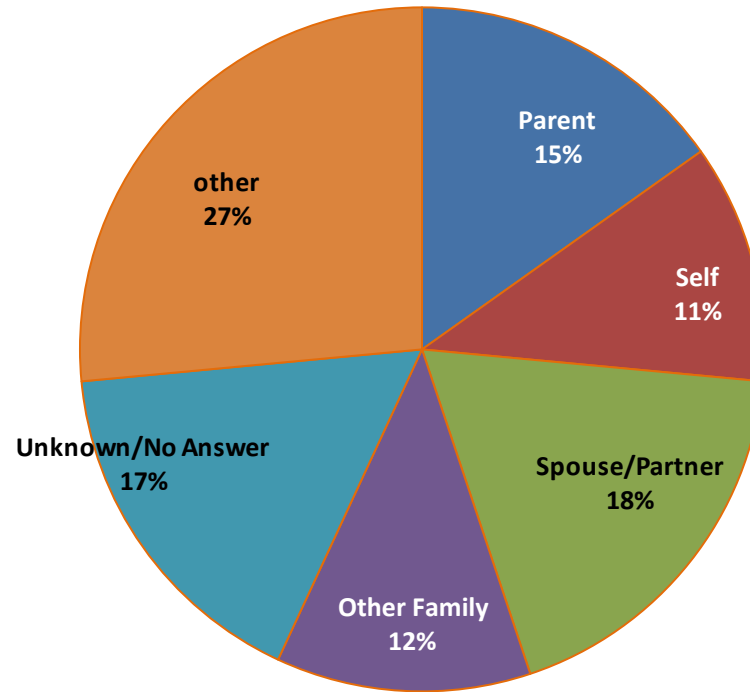
Section :

# WHO ARE OUR CALLERS



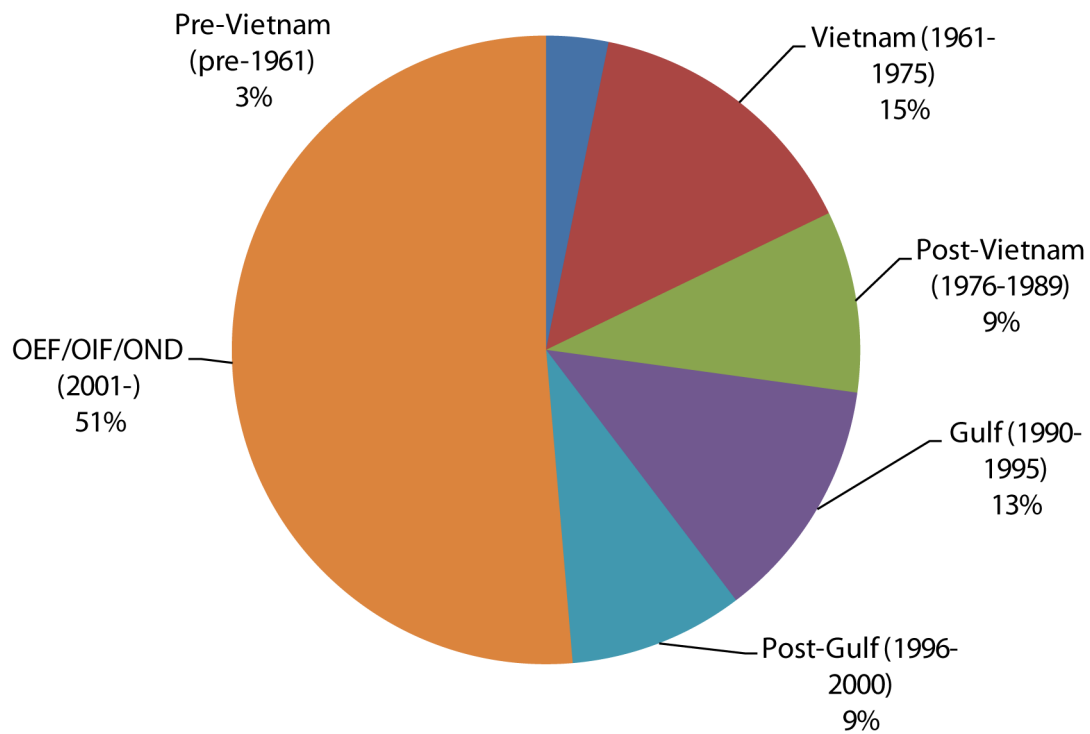


# % Caller Relationship with Veteran



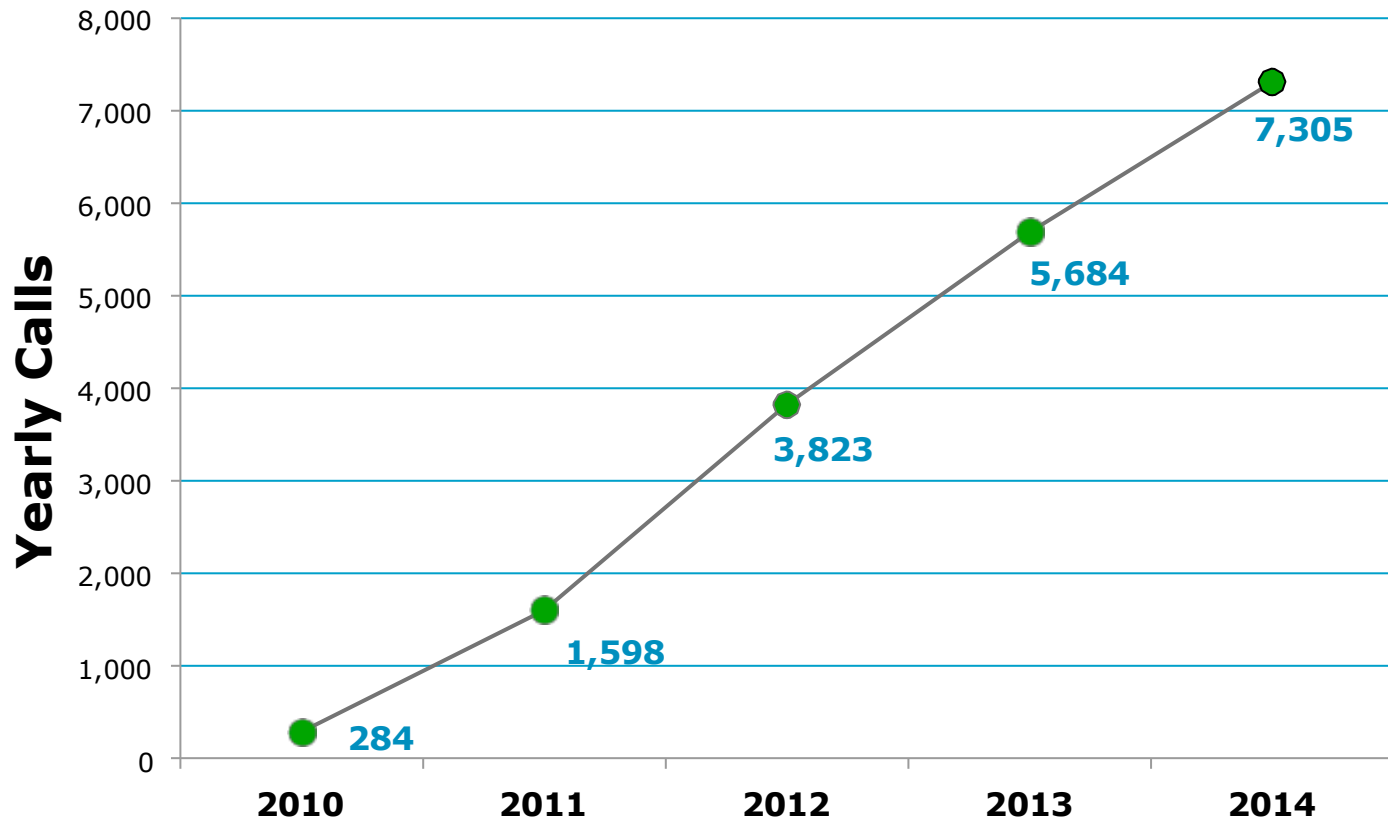


# Veteran Era





# Growth in calls for Coaching Into Care

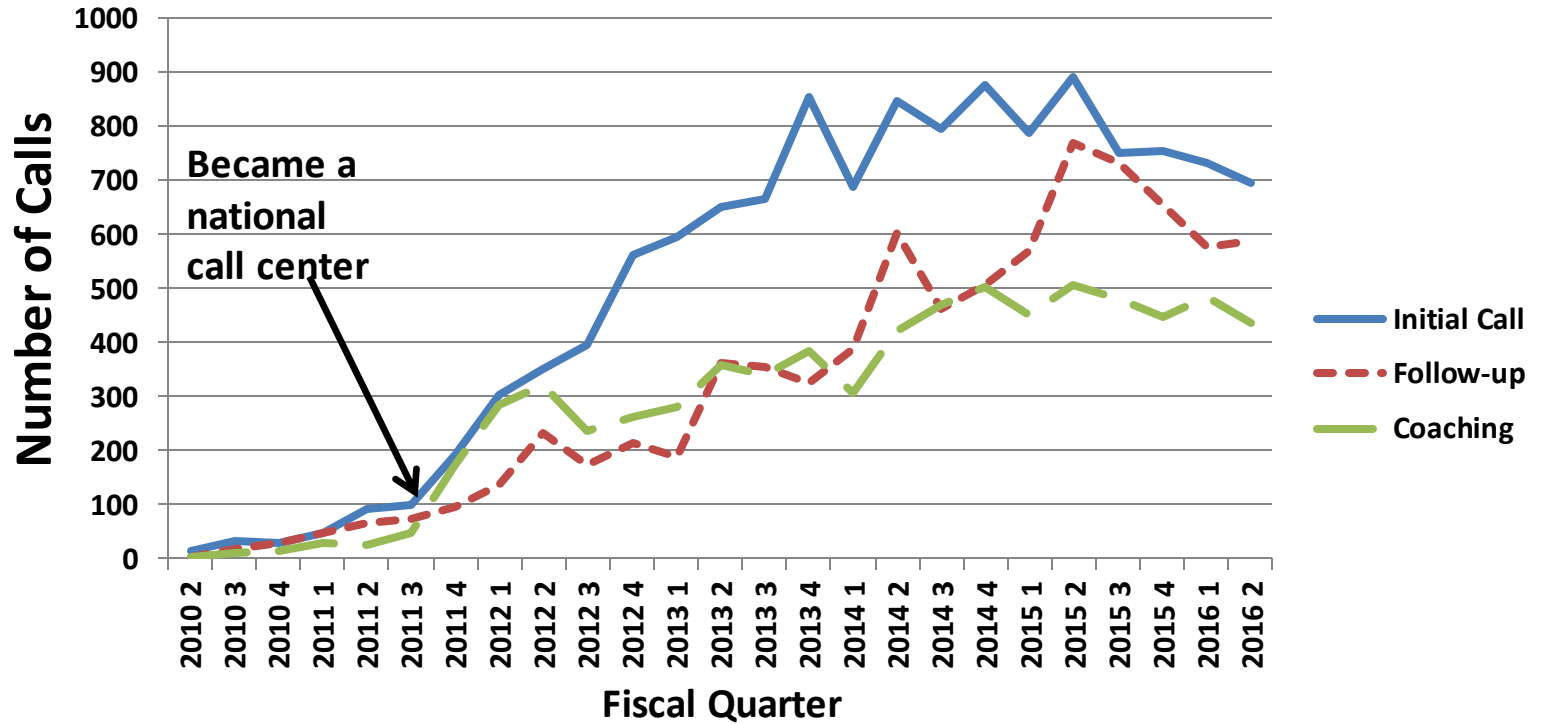




# Calls by Quarter



## Calls by Quarter



## 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](mailto: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](http://www.va.gov/CoachingIntoCare)
- Facebook: [www.facebook.com/CoachingIntoCare](http://www.facebook.com/CoachingIntoCare)
- Twitter: CoachingIn2Care

# Additional Resources Available:



Presentation Deck



Posters



Info Cards

[CIC.Materials@va.gov](mailto:CIC.Materials@va.gov)



# When a Veteran You know needs help...

888-823-7458

[CoachingIntoCare@va.gov](mailto:CoachingIntoCare@va.gov)

[www.va.gov/CoachingIntoCare](http://www.va.gov/CoachingIntoCare)



**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration