


CHAPTER Service Delivery	CHAPTER 02	SECTION 004	SUBJECT 215
SECTION Clinical and Support Services		DESCRIPTION Veteran's Care Pathway	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) provides veterans, military personnel, active duty, active reserve/guard, and families a care pathway to appropriate health services.

STANDARDS:

- A. Connect to federal, state, and local resources to ease issues regarding physical health, mental health, substance abuse, housing, and other common issues that impact veterans to engage in healthier lifestyles and provide support is the goal of this policy.
- B. LCCMH policy also supports staff cultural competence, community connection, and Veterans Health Administration (VHA) care coordination, and coordination across health disciplines.

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- C. Staff receives Veteran focused cultural competence training upon hire and annually thereafter to the understanding of the experiences, unique culture, and contributions of those who have served our country.
- D. Veterans receive care meeting the standards consistent with guidelines outlined in the VHA Uniform Mental Health Services Handbook.

<https://www.mentalhealth.va.gov/providers/sud/docs/UniformServicesHandbook1160-01.pdf>

PROCEDURES:

- A. During the biopsychosocial assessment individuals will be screened using a tool for demographic and episode information like Behavioral Health Treatment Episode Data Set (BH-TEDS) to identify if they are a veteran, member of the armed forces, or family member.
- B. Once identified the veteran is connected with the Veteran Navigator and assigned a primary case holder.
 - 1. The Veteran Navigator works with the veteran and the veteran's family, when appropriate.
 - 2. The case holder will provide screening, assessment, treatment planning, crisis intervention, case management, and supports coordination services to veterans with disabilities. They will also develop a person-centered, recovery-oriented treatment plan.
 - 3. The treatment plan will be completed as dictated in the Person Centered Planning Policy 002.001.15. The treatment plan is recovery-oriented, culturally appropriate, attentive to veteran's values, and evidence based.
 - 4. The primary case holder and Veteran Navigator, pending person choice:
 - i. Ensures the veteran understands their treatment plan and addresses concerns about care. If veteran is at risk of losing decision making ability the primary case holder is responsible for discussing future treatment.
 - ii. Interviews prospective veterans served regarding needs for services, and enrolls the veteran in services as needed.
 - iii. Maintains regular contact with the veteran as clinically indicated.
 - iv. Ensures a psychiatrist regularly reviews and reconciles the veteran's psychiatric medications, if clinically indicated.

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- v. Provides comprehensive case management services, such as coordinating care and care integration for veterans to appropriate community based services.
- vi. Assists veteran to enroll in VHA for the delivery of health and behavioral health services. Veterans who decline or are ineligible for VHA services are served in a manner consistent with guidelines outlined in the VHA Uniform Mental Health Services Handbook. (<https://www.mentalhealth.va.gov/providers/sud/docs/UniformServicesHandbook1160-01.pdf>)
- vii. Arranges and/or provide transportation services to needed
- viii. Completes service documentation in a timely manner, consistent with grant, agency, State and Federal requirements

- C. LCCMH collects insurance information from the Veteran with a referral from the Veterans Administration (VA) and waves the fee assessment.
- D. The services provided to veterans are recovery-oriented (see policy 02.004.185 Recovery Oriented Systems of Care) with emphasis on honor, privacy, and security. These principals satisfy the care requirement for veterans and adhere to the guidelines by the Veterans Health Administration.
- E. The Veteran's Navigator participates in local events to engage the public in education about veteran's services and resources.
- F. The Veteran Navigator is connected to the veterans in our community by participating in Veterans Community Services Committee including partnering with the local veteran's affairs office, local community providers servicing veterans, and local veterans.

DEFINITIONS:

Veteran – A person who has served in the active military, naval, or air service and who has a Defense Department 214 document (DD214) showing proof of military service.

Veteran Navigator - assist Michigan Veterans and their families as they work through the many systems of Veterans Affairs for help with mental health, substance abuse and more.

VHA- Veterans Health Administration (VHA) wherever they obtain care in VHA, have access to needed mental health services

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REFERENCES/EXHIBITS:

VHA Uniform Mental Health Services Handbook -

<https://www.mentalhealth.va.gov/providers/sud/docs/UniformServicesHandbook1160-01.pdf>

Veteran Navigator Definition - https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Folder1/Folder32/2019_MDHHS_VeteranNavigatorBrochure_v52.pdf

Veteran Definition- [https://www.ssa.gov/OP_Home/comp2/D-USC-38.html#:~:text=Definitions&text=\(2\)%20The%20term%20%E2%80%9Cveteran,under%20conditions%20other%20than%20dishonorable.](https://www.ssa.gov/OP_Home/comp2/D-USC-38.html#:~:text=Definitions&text=(2)%20The%20term%20%E2%80%9Cveteran,under%20conditions%20other%20than%20dishonorable.)

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