

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH

ADMINISTRATIVE PROCEDURE

Date Issued: 7/24

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SECTION Treatment	SUBJECT Veterans Services		
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I. APPLICATION:

- SCCCMH Board
- SCCCMH Providers and Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health (SCCCMH) shall coordinate and provide services and support to Military Staff and Veterans residing in St. Clair County that will promote recovery in accordance with the Veterans Health Administration (VHA) Handbook 1160.01 Uniform Mental Health Services in VA Medical Centers and Clinics.

III. DEFINITIONS:

- A. Veteran: Persons affirming former military service.
- B. Services provided: The services that must be provided are those that must be delivered when clinically needed. Veterans are offered the continuum of services provided by SCCCMH based on diagnosis, level of care, and scope, duration and intensity, this includes but not limited to emergent care, crisis response, treatment for Post-Traumatic Stress Disorder (PTSD), wellness services, and evidence- based practices.
- C. Principle Mental Health Provider (primary case holder): Staff who are veterans or who are trained about military and veterans’ culture.
- D. Veterans Navigator: A veteran who is a liaison with SCCCMH and St. Clair County Veterans Administration to ensure St. Clair County veterans are linked with mental health services when needed. The Navigator provides support to veterans with a shared experience and provides direct service provision.

IV. STANDARDS:

- A. **Person-Centered Planning**

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1. Recovery-oriented: SCCCMH adheres to the Substance Abuse and Mental Health Services Administration (SAMHSA) ten fundamental components of recovery including the VHA recovery principles of:
 - a. Privacy
 - b. Security
 - c. Honor
 - d. Support of VA Rights
2. Person-Centered Planning: Services and supports need to adhere to person-centered planning principles; [Administrative Procedure #03-001-0005 Person-Centered-Planning Process/Individual Plan of Service.](#)
3. Gender of Choice Care: Mental health services need to be provided to those who need them in a manner that recognizes that gender-specific issues as being important components of care.
4. 24/7 Care: Veterans must be provided the opportunity for 24/7 health care.
5. Care transitions: Provider must ensure continuity of care during transitions from one level of care to another. When Veterans are discharged from inpatient or residential providers they must:
 - a. Receive information about how they can access mental health care on an emergency basis.
 - b. Be provided with an appointment for follow up care at time of discharge.
 - c. Receive follow-up assessment within 7 days (for non-open individuals).
 - d. Be seen by their principle mental health provider within 7 days (for open individuals).
6. Care is provided in a culturally sensitive, trauma-informed, recovery-oriented system.
7. The Individual Plan of Service (IPOS) must include family contact or document reason for lack of family contact.

B. Treatment for Substance Use Disorders (SUD)

1. Appropriate services addressing the broad spectrum of substance use disorders including tobacco use disorders, must be made available to all veterans.
2. Services for tobacco-related disorders need to be provided to those who need them in a manner that is consistent with the Veterans Affairs and Department of Defense (VA/DoD) Clinical Practice Guideline for Management of Tobacco Use.
3. Screening for tobacco use must occur initially and annually.

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4. Evidence- based tobacco education and pharmacotherapy need to be available for all adults.
5. Follow clinical protocols (located on ADP) for the treatment of substance use disorders (SUD) and other diagnostic categories and in compliance with cultural sensitivity.
6. When individuals are assessed as appropriate and willing to go to inpatient or residential treatment centers for substance use disorders but admission to those settings is not immediately available, interim services must be provided as needed to ensure patient safety and promote treatment engagement.
7. Referral to inpatient or residential treatment centers will be provided as clinically indicated.
8. When PTSD or other mental health disorders co-occur with SUD, evidence-based pharmacotherapy and psychosocial interventions may be provided.
9. Co-occurring, stage-wise interventions will be provided to dual- diagnosed individuals.

C. Treatment of Mental Illness /PTSD

1. Evidence-Based Practices (EBP) for treatment of serious mental illness must be provided to all veterans who meet the diagnostic criteria for the EBP by trained providers.
2. Clozapine prescribing must be available to all veterans who may benefit from this medication. Oversight of the Clozaril program will be provided by the Medical Director.
3. All individuals, physicians and pharmacies will be registered by the Food and Drug Administration (FDA).

D. Services

1. The following services are available to Veterans but are not necessarily an all-inclusive list:
 - a. Individual, group or family therapy
 - b. Wellness Classes
 - c. Illness Management and Recovery Groups
 - d. Psycho-Educational Groups
 - e. Peer Support/Recovery Coach
 - f. Stage-wise Treatment
 - g. Case Management Services
 - h. Treatment for Co-occurring Disorders
 - i. Primary Health Care
 - j. Individual Placement Services (IPS), Supported Employment
 - k. Multi-Disciplinary Supports
 - l. Medication Assisted Treatment (MAT) for SUD

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V. PROCEDURES:

A. ACCESS and Screening (through ACCESS Region 10 PIHP)

ACCESS Clinician

1. Screens and assess all veterans to determine eligibility to those who meet DSM-V diagnostic criteria.
2. Admits all eligible individuals for services.
3. Offers veterans assistance to enroll in VHA for the delivery of health and behavioral health services. Veterans who decline VHA services are qualified for services at SCCCMH.
4. Links all veterans with Veterans Services Navigator at the time of access via email.

Central Intake Unit Clinician

5. Assesses all veterans who meet any DSM-V diagnostic criteria. Should they decline VHA services they will be supported by SCCCMH consistent with minimum clinical mental health guidelines promulgated by the VHA. Any Veteran utilizing a VHA authorization for mental health services will be accepted for SCCCMH services.
6. Recommends treatment based on need, scope, duration, and frequency.
7. Assesses all veterans initially for substance use.
8. Provides a warm transfer to Veteran's Navigator for assistance in enrolling in the VHA for health and behavioral services.
9. Refers to a principle mental health provider with their next scheduled appointment within 14 days of the initial service.
10. Provides emergent/crisis services.

B. Principle Mental Health Provider

1. Develops IPOS according to the Veteran's interests, wants needs and desires. Following [Administrative Procedure #03-001-0005 Person Centered Planning Process](#).
2. Utilizes motivational interviewing techniques in their interactions with all veterans.
3. Links Veteran's Navigator with veteran to ensure all entitlements are received from VA.

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4. Links and/or provides individual, group or family therapy, wellness classes, stage-wise treatment.
5. Assists with finding housing, food or employment needs.
6. Provides or links with other services and supports as needed.
7. Ensures coordination of care with other providers
8. Provides linkage with primary health care provider.

C. Veteran's Navigator

1. Provides warm transfer to St. Clair County Veteran's Administration in order to ensure the veteran receives all entitlements.
2. Contacts VA to attempt to obtain Behavioral Physical Health records on veteran prior to medication review services being provided.
3. Outreaches to veterans by visiting VFW, soup kitchen, American Legion, fairs, parades, etc. in order to provide information on SCCCMH mental health services.
4. Develops brochures and assists SCCCMH with radio, television, and other public announcements regarding services to veterans.
5. Participates and encourages veterans to participate in local veteran's activities.
6. Provides education on mental health services and supports.
7. Attempts to obtain VA authorization for services on behalf of the veteran.

VI. REFERENCES:

- A. [VHA Handbook 1160.01 Uniform Mental Health Services in VA Medical Centers and Clinics](#)
- B. [Administrative Procedures #03-001-0005 Person-Centered-Planning Process/Individual Plan of Service.](#)

VII. EXHIBITS:

None Available

VIII. REVISION HISTORY:

Dates issued 02/17, 07/17, 07/18, 07/19, 03/20, 05/21, 07/22, 07/23.