GIVING BACK TO THOSE WHO SERVED
Innovative Approaches When Managing Incarcerated Veterans
BACKGROUND

- Grew up in Flagstaff
- Attended Northern Arizona University
- Employment History - Phoenix Suns, Pulte Homes
- Coconino & Pinal County Sheriff’s Offices
BACKGROUND

• Grew up in Houston, Texas
• Attended Arizona State University
• Service History – Master Sergeant - U.S. Army
• Maricopa County Sheriff’s Office
VETERANS BATTLE MENTAL HEALTH ISSUES AFTER
MILITARY CULTURE

• Why Service Members May Not Seek Help
  • They believe that psychological issues within themselves or others is a sign of weakness
  • Fear that expressing an emotion may be confronted with, “suck it up” or “get over it”
  • Fear that emotional reactions and/or seeking help will negatively impact their careers
  • Fear that their commander will have access to their mental health records
  • A command climate that discourages getting help

• Why Service Members and Veterans Need Help
  • Post Traumatic Stress Syndrome
  • Traumatic Brain Injury
  • Little, if any, assistance with transitioning back to civilian life
  • Feel uncomfortable with the lack of structure and goals compared with military life
  • Miss the adrenaline rush of physical and life-challenging situations
  • Become annoyed with others who seem more easy-going / less detail-oriented than you
  • Feel isolated and alone, as if no one understands you
  • Trained in Combat
VETERAN PROGRAM

Program’s Structure

• Collection of Veterans
• Housed Together
• Better Physical Living Environment
• Exposed to Treatment and Services Specifically for Military Veterans
IDENTIFICATION & VERIFICATION

- Booking Questionnaire
- Request Forms
- MCSO VA
- PCSO SF180
- PCSO DD214 – (Family involvement)
- PCSO Squares Electronic Verification
# PROGRAM ELIGIBILITY

**Veteran From Any**

- Branch
- Time
- Rank
- Gender*  
- And Discharge

**Barriers**

- Custody Level*
- Charges
Never Forget Their Service
HOW DOES THE PROGRAM WORK

• Arizona Complete Health
• Volunteers
• Veterans Affairs
• Companies

• Community Partners
• Non-Profits
• Internal – Support
• Veteran Support Groups
VETERAN PROGRAMS

• **Journaling**: A form of healing and stress reduction and allows for personal growth.

• **Yoga**: 8-Week yoga and mindfulness class presented by the nonprofit, Prison Yoga Project.

• **Breaking Down Barriers**: Facilitated by VA as a group session led by VA Peers.

• **Relaxation Therapy**: Facilitated by the VA to brings down stress levels.

• **Community Resource and Referral Center**: Provides outreach to homeless Veterans and Veterans pending homelessness that are in need of the VA Medical Center services.
PROGRAM BENEFITS

• Provide Mental & Emotional help they need
• Assist with obtaining **DD214**
• Discharge Status Upgrade
• Connect with Job Readiness & Employment Opportunities
• Housing Placement
• Connect them with their **VA Benefits**

Supercharge their Re-Integration
IMPACT & RESULTS

“Quieter”

“Less Stress”

“Easier to Cope” (PTSD)

“Brotherhood / Camaraderie”

“Restored Sense of Pride / Self Worth”

“No Politics”

0% Recidivism Rate
MICHELLE ANDERSON

- Research Analyst, Adult Probation
- Veterans Treatment Court Coordinator
1 in 6 struggle with addiction
1 in 5 have PTSD
More than $\frac{1}{2}$ that return from deployment suffer from mental health conditions
VETERANS TREATMENT COURT (VTC)

VTC Team Structure – Post Justice for Vets Training

- Adult Probation Department
  - VTC Coordinator
  - Probation Supervisor
  - Probation Officer

- Public Defender's Office
  - Deputy Public Defender

- County Attorney's Office
  - Deputy County Attorney

- Sherriff's Office Detention
  - HUMV Manager

- Department of Veteran Affairs
  - Veteran Justice Outreach

- Arizona Complete Health
  - Peer Mentor Coordinator

<table>
<thead>
<tr>
<th>Phase</th>
<th>Weeks / days in Phase</th>
<th>Court Review</th>
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<tbody>
<tr>
<td>Phase I: Basic Training</td>
<td>8 weeks / 60 days</td>
<td>Bi-Weekly</td>
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<tr>
<td>Phase II: Mission Oriented</td>
<td>12 weeks / 90 days</td>
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<td>Phase III: Active Duty</td>
<td>24 weeks / 180 days</td>
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<td>Phase IV: Excel at Mission</td>
<td>16 weeks / 120 days</td>
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<tr>
<td>Phase V: Mission Maintenance</td>
<td>12 weeks / 90 days</td>
<td>Monthly</td>
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</tbody>
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VETERANS TREATMENT COURT (VTC)

Implementation Training
HUMV to VTC
PEER MENTOR COMPONENT

ENGAGE. ENCOURAGE. EMPOWER.
DEANA CHAMPAGNE

• Licensed Attorney
• VP of Justice Systems
• U.S. Army Veteran
What is Arizona Complete Health-Complete Care Plan?

Arizona Health Care Cost Containment System (AHCCCS)
Arizona’s Medicaid System

Arizona Complete Health-Complete Care Plan (Arizona Complete Health-CCP)
RHBA
(Regional Behavioral Health Authority)

Community Providers
(Behavioral & Physical Health)
PINAL COUNTY & ARIZONA COMPLETE HEALTH-CCP
Integrated Care Through HUMV Partnership

• WHY we became involved
  • Number of Veterans in Arizona – 522,188¹
  • Number of Veterans on AHCCCS – 45,000²
  • In 2014, an average of 20 Veterans died from suicide each day. 6 of the 20 were users of VA services³
  • After adjusting for differences in age and sex, risk for suicide was 22 percent higher among Veterans when compared to U.S. non-Veteran adults⁴

• Our goals
  • Assist Veterans in getting connected to the Veteran Administration
  • Assist Veterans in getting connected to treatment providers (BH, SUD, housing, etc.)
  • Help Veterans transition to community providers

¹ (https://www.va.gov/vetdata/Veteran_Population.asp)
² (http://familiesusa.org/product/cutting-medicaid-would-hurt-veterans)
³ (https://www.va.gov/opa/publications/factsheets/Suicide_Prevention_FactSheet_New_VA_Stats_070616_1400.pdf)
⁴ (https://www.va.gov/opa/pressrel/pressrelease.cfm?id=2951)
HOW VETERAN PROGRAMS ARE DIFFERENT

Pinal’s HUMV program goes far beyond a housing unit……

Arizona Complete Health-CCP assists with bringing community partners into HUMV

• Transitional Living Center Recovery (TLCR)

• Honoring/Hiring/Helping Our Heroes of Pinal County (HOHP)

• Community Health Associates (CHA) Co-Located Jail Liaisons

• Give an Hour (Working out Logistics)

• Fish Tape Ministries (Working out Logistics)

• Open Hands Outreach Program (OHOP)

• National Community Health Partners (NCHP)
ARIZONA COMPLETE HEALTH - COMPLETE CARE PLAN’S
Co-Located Jail Liaisons

• Trained as Veteran Navigators
• AHCCCS applications
• Community Reentry
• Reach-In
• SMI Evaluations
• VA eligibility screenings
• Assist in connecting with outside agencies
COMMUNITY REENTRY

• Connects inmates with a provider on the outside
• Serves as a bridge to services
• Screens for Serious Mental Illness (as needed)
• Conducts a brief assessment
• Provides discharge planning
• Ensures coordination of care with outside providers for persons who are nearing their release date

*For all justice-involved populations
REACH-IN

• AHCCCS (Medicaid) initiative that targets a specific population of eligible members who are detained 30 days or greater

• The goal of the Reach-In program is to meet with and educate members on resources and services available, engage members into services and coordinate both behavioral and physical health care

• The Jail Liaisons meet with our members while incarcerated and if they agree to participate in the Reach-In Program, behavioral health and/or physical health appointments are scheduled to occur within seven days post release using the MyHealthDirect online scheduling tool

• An additional component of this program was developed by our Medical Management team where they provide Traumatic Brain Injury assessments with this population.
COMMUNITY SERVICES

• Providers required to assist with release planning
• Providers share medication lists/diagnoses with jail treating provider
• Offer substance use disorder/opioid use disorder services/treatment
• Provide therapeutic services – individual & family services
• Group Services – Moral Recognition Therapy, AA/NA
• Peer Support Specialists attend court to assist members
• Residential treatment
• Supportive Housing
• Permanent Housing
• Social Determinants of Health assessments
• Employment Services
• Life skills

Success Story: TLCR assisted a Veteran who was released from the Veteran pod to get housing the same day and the Veteran was employed within two weeks!
• Integrated Care Managers (ICMs) are trained as Veteran Navigators
• Internal training for ICMs on Military/Veteran culture
• Serve as points of contact for Veteran members
• Provide support and appropriate referrals to Veteran agencies to coordinate behavioral and physical health services to Veteran members
• Advocate and oversee referrals made to Veteran and community agencies
• ICMs focus on with members with complex medical and behavioral health needs
• Schedule appointments with Veteran members, as needed
WHAT DOES THE DATA SAY?

GOAL: Veterans in Services Prior to Release from Jail

- Yes: 80%
- No: 20%
Thank You

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