Psychosocial Rehabilitation and Recovery Services Section

Jeffrey P. Burk, Ph.D.
Associate Chief Consultant
Office of Mental Health Services
VA Central Office
My Usual Dog and Pony Show
5. b. (2) Mental health services must be recovery-oriented.

According to the National Consensus Statement on Mental Health Recovery: “Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of the person’s choice while striving to achieve . . . full potential.”
PSR&RS Mission

- To help eligible Veterans with mental health problems recover, regardless of symptom severity.

- Ensure that high quality, recovery-oriented care is provided across the entire VHA mental health continuum.

- Ensure that services are provided in partnership with Veterans and their family members (as appropriate).
PSR&RS Mission

- All Veterans challenged with serious mental illness can recover.
- Veterans challenged with serious mental illness can define, pursue, and achieve personal goals that support their personal identity, result in improved health and well-being, and that promote full participation in the communities of their choice.
- Mental illness must not be a barrier or a stigma against seeking mental health services or pursuing a meaningful and productive life.
Local Recovery Coordinators

- Deployed at each medical center
- Lead recovery transformation for mental health and beyond
- Develop recovery plans
- Address issues of stigma
- Provides education and training to Veterans and VA staff
- Provide recovery-oriented clinical duties up to 25% of time.
Peer Support Services

- Provide support to Veterans with mental illness through shared life challenges.
- Serve as role models; trained to assist with goal setting, problem solving, symptom management.
- Facilitate recovery by providing hope, empowerment, self-direction, responsibility, respect, and person-centered care.
Peer Support Services

Current Efforts

- Competency assessment and training materials
- Working with HR to improve recruitment process and to implement PL 110-387
- Developing standards for peers to document in CPRS
- Gathering data on current status of peer support in VHA
- Funded current peers to become certified

National peer support training August 2010
Psychosocial Rehabilitation and Recovery Centers

- Outpatient program to provide Veterans with SMI the skills needed to integrate into society.

- Transform Day Treatment/Day Hospital programs into recovery-oriented programs.

- Medical centers with > 1500 Veterans on National Psychosis Registry must establish PRRC. Medical centers with > 1000 Veterans on NPR strongly encouraged to have PRRC.
Psychosocial Rehabilitation and Recovery Centers

- Current Efforts
  - 59 formally designated PRRCs
  - Approximately 57 additional PRRCs expected
  - Monthly PRRC conference calls
  - Monthly CARF conference calls
  - Mail groups, SharePoint site

- PRRCs must be CARF-accredited by end of FY 2012.
Therapeutic and Supported Employment Services

- Meaningful employment important part of recovery.
- TSES encompasses continuum of vocational services.
  - Incentive Therapy
  - CWT/Sheltered Workshop
  - CWT/Transitional Work Experience
  - CWT/Supported Employment
- Consultations about need for vocational rehabilitation must be available to all veterans at all facilities.
Therapeutic and Supported Employment Services

- 259 work-based programs
  - 169 Compensated Work Therapy
  - 90 Incentive Therapy

FY 2009:
- almost 8000 Veterans provided with IT services
- over 25,000 Veterans provided with TWE services
- over 12,000 Veterans provided with SE services.
- Specialized programs for Veterans with TBI or SCI
- Veterans earned over $50 million through CWT participation.
Consumer and Liaison Services

- Develop and maintain positive relationships with Veteran consumers, mental health-related organizations, Veteran Service Organizations. Established regular meetings between OMHS and VSOs, national mental health consumer groups, other stakeholders.

- Facilitate communication and increase participation of Veteran consumers and, as appropriate, their family members in development and implementation of mental health services.
Consumer and Liaison Services

- Veterans Mental Health Councils *strongly* encouraged at each facility
  - Consumer developed and run.
  - Composed of consumers, family members, other stakeholders.
  - VA staff liaison.
  - Communication pathway between consumers and mental health leadership.
  - Currently, 83 facility councils, 5 VISN councils
  - Approximately 1/3 of VMHC liaisons are psychologists
Consumer and Liaison Services

- Resources: VMHC Guide; monthly conference call; SharePoint site

- Cultural Competency
  - Task force established by Patient Care Services, co-chaired by Dr. Peggy Henderson
  - Training now available through the Content Distribution Network (CDN)
    - Reducing Health Care Disparities: Cultural Competency for Leaders
    - Reducing Health Care Disparities: Cultural Competency for Providers.
Family Services

- Involvement of family members, when appropriate and as directed by the Veteran, is important to recovery.

- At least annually and at discharge from inpatient unit, providers discuss family involvement with Veterans with SMI.

- Training provided in Family Psychoeducation, Behavioral Couples Therapy, Behavioral Family Therapy, Multiple Family Group Therapy, and Family Consultation.

- 35 LRCs trained as Network Family Education Consultants
Family Services

- MOU with NAMI to provide Family-to-Family Education Program in at least one VA facility per state.

- Sesame Street Contract
  - “Talk, Listen, Connect: Deployments, Homecomings, Changes”
  - Bilingual, educational outreach effort; provide support & resources for military families with children ages 2-5 experiencing effects of deployments, multiple deployments, or parents returning home with a combat-related injury.
  - 200,000 kits: 2 DVDs, booklet, children’s activity poster
    - 1100 kits to each VAMC now being distributed.
    - Also kits go to Vet Centers and VACO.
Other Activities

- Psychosocial Rehabilitation and Recovery Handbook now being reviewed by the Unions

- Implementation of recovery principles on inpatient mental health units and residential rehabilitation treatment programs; conferences this summer

- Metrics workgroup developing recommendations to measure implementation of recovery from Veterans’ and system perspectives
MHICM and RANGE

MHICM

- 111 teams serving > 7500 Veterans with SMI; more in development.
- Instituted “Bring a Leader Along” campaign to provide in vivo community visit experience for facility leaders.

RANGE

- 19 teams serving > 300 Veterans in rural and small market areas.
- Currently designating at least 20 additional enhanced RANGE teams to serve homeless Veterans.

Working to enhance fidelity to program standards; expand capacity for delivery of services; enhance program resource needs.
Alice Holstein

Peer Support Technician, Tomah, Wisconsin, VAMC

2010 Shooting Star Award winner, Mental Health Coalition of the Greater La Crosse area