



**MILITARY/VETERAN
RESOURCE NETWORK**
MILITARY • GOVERNMENT • COMMUNITY

Military/Veteran Resource Network Application - Behavioral Health Organizations & Providers

PART I - ORGANIZATION INFORMATION

CONTACT INFORMATION

Organization Name	Black Family and Child Services of Arizona
Address	Street Address: 1522 East Southern Avenue City: Phoenix State / Province: Arizona Postal / Zip Code: 85040 Country: United States
Phone	(602) 243-1773
Website	http://www.bfcsfamily.org
Organization E-mail	tmartinson@bfcsfamily.org

ORGANIZATION INFORMATION

What sector is your organization part of?	Community
Type of organization (check all that apply)	Mental Health / Substance Abuse Behavioral Health, Child Welfare; Social Service
Organization Mission and/or Charter:	<p>Black Family and Child Services has a five-fold mission:</p> <p>Improving the quality of life for families by empowering them to meet the economic, social and emotional challenges of daily living</p> <p>Enabling youths to develop positive aspirations and motivation, and helping them to acquire necessary skills and knowledge to become productive, self- sufficient adults</p> <p>Serving as an advocate for children and families so their needs, hopes and aspirations are heard and understood by the larger community</p> <p>Taking a leadership role in working for solutions to social, economic and educational problems that threaten the well-being of children and youths, and</p> <p>Developing working partnerships with public institutions, private corporations, community organizations, agencies and individuals to ensure that children and youths have the opportunity, encouragement and support to become responsible, productive and self-sufficient adults</p>

Brief background of organization (year established, etc.):

Black Family and Child Services was founded in 1984. This community-based agency has grown steadily to become a thriving multi-service community based organization. In 1986, Black Family and Child Services became a state licensed behavioral health provider. Today we serve children, youth, families and individuals who have general mental health and substance use challenges.

Overview of organization's experience and expertise in delivering services, best practices used, etc.:

Experience: The agency has provided behavioral health services to children and families, and to adults with general mental health and substance abuse problems for 30 years. These services have been annually audited and consistently found to meet state and funding source standards.

Expertise: Clinical: Professional counseling staff, Administrative Support

Best Practice: Utilizes core principles of best practice Motivational Interviewing

What area of the state do you serve?

Regional within Arizona

If regional within Arizona, choose and complete the most appropriate description of your service area from **one** of the following four options:

2. County/Countries:

Maricopa

Brief overview of programs, resources, services, etc.:

Populations Served
 Adults ages 18 and older – General Mental Health and Substance Abuse

Youth ages 0 to 18 – Behavioral Health

Adult Substance Abuse Counseling Services
 Providing individual, group and family therapy for adults suffering from alcohol and/or drug abuse, which is interfering with the person's ability to maintain employment and family and personal relationships, or is causing involvement in the criminal justice system.

Adult General Mental Health
 Provides individual, group and family therapy for adults suffering from emotional, behavioral and adjustment disorders such as depression, post-traumatic stress, family problems and military service related problems.

Appointment times are flexible with evening and weekend appointments available on request.

Children and Families Counseling Services
 Providing individual, family, group and home/school-based therapy with psychiatric support for youths suffering from behavioral problems at school, home or in the community.

BFCS Food and Nutrition Services Program
 Providing food boxes, infant supplies, cleaning supplies and training classes for families that qualify

Black Family and Child Services is now accepting applications from families that need assistance with providing nutritionally balanced meals, hygiene items and diapers for their children. All applications will be screened, and qualifying families will be added to the agency's list.

Mary's Closet
 Miss Mary's Closet, located on the BFCS campus, provides free new clothing for children from newborn to 18 years of age. Any parent with a child enrolled in a BFCS program may complete a request for clothing.

General eligibility guidelines for programs, resources and/or services:

Black Family and Child Services serve AHCCCS Insured Clients living in Maricopa County.

For those who don't have AHCCCS, we have staff available to assist individuals or families to fill out the necessary paperwork to determine if they qualify for AHCCCS. If they do qualify, we begin services immediately and families do not have wait 60 to 90 days.

Private payment is also accepted.

Description of target audience:

Our organization targets children, individuals and families and those who have served or are serving in the military and their families.

Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):

There is no cost for those who are AHCCCS eligible.

Regulatory body that has oversight over organization and/or industry (if applicable) and any organizational memberships (e.g. chamber of commerce, alliances, etc.):

AZ Department of Health Services

PART II - GUIDING PRINCIPLES & ETHICAL CONSIDERATIONS

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A "military family" can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

PART III - C.A.R.E.

How does your organization Connect to the Culture?

Recognize the unique culture • Communicate your commitment

Increase awareness • Build your expertise

Required areas of focus for behavioral health providers & organizations.

Clinical/direct service staff have knowledge, experience and/or training related to:

Combat & operational stressors.
The effects of military service, deployment, reintegration, transition and mental health on the population, including physical, cognitive, psychological and/or psychosocial impacts on the individual and family (spouses/significant others, children, parents, siblings, etc.).
Key issues affecting the population (e.g. post-traumatic stress, TBI, depression, substance use), as well as the dynamics of polytrauma.
Military, government and community behavioral health systems of care.

Total number of clinical/direct service staff:

80

Approximate number of clinical/direct service staff that have received the above training:

7

Recommended areas of focus for behavioral health providers & organizations.

We have employees who are (check all that apply):

Service members
Veterans
Family members
Experienced in working with the military, veteran and/or family population

We engage internal and external subject matter experts to advise and strengthen service delivery to the military, veteran and family population:

Yes

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:

Black Family and Child Services has participated in trainings offered by the Arizona Coalition for Military Families.

We have 2 Resource Navigators on our staff to assist families.

As a way to better connect with service members, veterans and their families a retired Naval Officer has joined our staff.

How does your organization Ask the

Right Questions at the Right Time?

Ask questions • Build rapport • Connect people to resources

Required areas of focus for behavioral health providers & organizations.

Approximate number of employees in organization:

80

Number of individuals trained as Military/Veteran Resource Navigators within organization:

2

Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)

Clinical Therapists

Communications (print, web, etc.), content and messaging focused on the military and veteran population:

Uses appropriate terminology and imagery
Describes services offered and treatment modalities, as well as any eligibility criteria
Accurately reflects efficacy & evidence basis for services
Clearly indicates costs, insurance plans and fee arrangements

Recommended areas of focus for behavioral health providers & organizations.

Our organization tracks the number of service members, veterans and/or family members served.

In process

Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.

No

Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::

The intake form for Black Family and Child Services asks if the person seeing services has served in the military.

How does your organization Respond Effectively?

Tailor your approach • Interact effectively

Encourage accountability • Coordinate care

Required areas of focus for behavioral health providers & organizations.

All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):

This information has been communicated through our point of contact, Timothy Martinson, to the managers of all departments at Black Family and Child Services. Those managers then communicate this information on resources to all staff they oversee.

Mark each area and provide details in text box below:

Organization and providers utilize best and promising practices and follow Clinical Practice Guidelines for the military, veteran and family population as defined by the VA, Department of Defense, Defense Centers of Excellence, SAMHSA, etc. Organization and providers use culturally-relevant approaches for this population.

Recommended areas of focus for behavioral health providers & organizations.

Our organization has tailored programs and resources specifically for the military, veteran and/or family population:

Yes

Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:

Yes

Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::

Black Family and Child Services primary goal is to assist the whole person. If a person is struggling with substance abuse, many times they also struggle with relationship issues, parenting, housing or food. At Black Family and Child Services, when you step through our doors we are going to do our very best to meet ALL of your needs.

At our location, we have: a food bank; Mary's Closet, which offers new clothing for children at no cost; and behavior coaches to offer parenting information.

We are conveniently located off the freeway and next to two bus stops at 16th Street and Southern.

Our friendly staff is ready serve our military, service members and their families.

How does your organization Engage?

Continuously improve • Actively participate • Build capacity

Required areas of focus for behavioral health providers & organizations.

We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:

Yes

Our organization partners as appropriate and needed with public and private sector organizations to strengthen quality and coordination of care for service members, veterans and family members.

Yes

Recommended areas of focus for behavioral health providers & organizations.

Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.

No

Our organization participates in relevant events, trainings and initiatives in the military/veteran community.

Yes

Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:

Black Family and Child Services has participated in Military Culture training, Navigator Training and a Mercy Maricopa Integrated Health training.

A retired Naval Officer joined our staff so that Black Family and Child Services can better engage and serve those in the military and their families. Having "been there" he is key in his role to assist those in the military who prefer to receive services from someone who has lived a military lifestyle and understands its struggles.

PART IV: ORGANIZATION STATEMENT

APPLICATION PROCESS POINT-OF-CONTACT (POC)

If the POC is not in an executive or director-level position, please provide the name and contact information of someone in organization leadership who has reviewed the information in this packet prior to submittal:

LEADERSHIP POINT-OF-CONTACT (POC)