



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

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

PART I - ORGANIZATION INFORMATION

CONTACT INFORMATION

Organization Name	Crisis Response Network
Address	Street Address: Street Address: 1275 W. Washington St. Suite 102 City: Tempe State / Province: State / Province: AZ Postal / Zip Code: 85281 Country: United States
Phone	(602) 633-0749
Website	www.crisisnetwork.org
Organization E-mail	communityvoice@crisisnetwork.org

ORGANIZATION INFORMATION

What sector is your organization part of?	Community
Type of organization (check all that apply)	Crisis / First Responder Mental Health / Substance Abuse
Organization Mission and/or Charter:	The mission of the Crisis Response Network, Inc. (CRN) is Inspiring Hope, with the goal of empowering transformation from hope to health. From time to time, individuals experience problems requiring support from others. It is during those times we assist individuals in resolving their immediate crisis, and in provide them with the necessary resources to help reclaim control of their lives. CRN strives to meet people with compassion, listen and acknowledge without judgment, and treat people with respect and dignity. Every interaction deserves our best effort, and we take every opportunity to provide value to those we serve.
Brief background of organization (year established, etc.):	Crisis Response Network, Inc. operates the largest crisis response network in the nation providing a continuum of crisis services. We offer a 24/7/365 Crisis Call Center to anyone who may be experiencing a behavioral health emergency like anxiety, post traumatic stress or suicidal thoughts. Our services also include dispatching of mobile response teams, and Seriously Mentally Ill Eligibility Determination for the state of Arizona.

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

In 2013, Crisis Response Network:

- responded to a new crisis call on an average of every 2 minutes and 18 seconds
- responded to 224,788 total calls
- answered each crisis call in an average of 10 seconds
- dispatched a Mobile Crisis Intervention Team into the community on an average of one every 27 minutes
- made a total of 19,543 Mobile Crisis Intervention Team dispatches
- transported a person from a crisis situation to a safe location on an average of once every 19 minutes
- completed a total of 27,790 Crisis Transportation Responses

What area of the state do you serve?

Statewide (including multi-state/national)

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

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

A full array of telephone and other crisis services are available to any service member, veteran or family member who may be experiencing a behavioral health emergency 24 hours a day, 365 days a year.

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

At the Crisis Response Network, Inc. (CRN) our work is about inspiring hope in callers who contact us seeking help in resolving a distress situation. From time to time, individuals from all walks of life experience problems that require the support of others. It is during those times that we all realize the importance of assisting individuals in resolving their immediate crisis and in providing the necessary resources to help them reclaim control of their lives.

Description of target audience:

Service members, veterans and their family members that are experiencing or facing a crisis.

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

Crisis Resource Network receives funding for the services we provide through Mercy Maricopa Integrated Healthcare

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

Arizona Department of Behavioral Health Services

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.
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.

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:

140

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

100

Recommended areas of focus for behavioral health providers & organizations.

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

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:

At Crisis Resource Network, we equip our staff with the knowledge to help them better serve veterans, service members and their families. We participated in a training from the Arizona Coalition for Military Families on military/veteran culture so that we have a better understanding of how to best serve this population.

In addition, our staff and subcontracted provider staff are trained in crisis intervention theory and in the use of research based clinical practices to assist individuals and families in resolving distressing situations.

We emphasize the use of crisis intervention theory and augment these practices with current practices related to psychiatric rehabilitation and recovery focus.

We aim to assist individuals in having hope that their situation can change and their lives be improved as they want them defined. Clinical supervision is also provided to all front-line and supervisory staff to ensure fidelity to practice models and contribute to staff education and development.

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:	140
Number of individuals trained as Military/Veteran Resource Navigators within organization:	6
Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)	3 Peer Support Specialists 3 Crisis Specialists
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.	No
Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.	Yes
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::	When a caller mentions military service or that they are the family member of a veteran or service member on the phone to us, we direct them to resources to accommodate their needs if applicable.

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.):

We have a resource data base of referral information all crisis specialists have at their disposal. This includes the Military Crisis Line.

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:

No

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::

Crisis Response Network, Inc. is part of the larger public behavioral health system in Maricopa, Pima and parts of Pinal Counties. The network and its partners collaborate to bring together existing community resources to deliver the best possible crisis services to veterans, 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:

CRN has engaged in a number of events in support of our service members, veterans and their families.

Those include:

- The Maricopa County Stand Down event
- The Arizona National Guard Ruck for Life run/walk to raise awareness about suicide prevention
- The AZ Muster event sponsored by the Department of Emergency and Military Affairs
- The Military Women and Veterans' Health Fair at the Phoenix VA Hospital

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)