

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

<b>Submission Date</b>	2016-09-20 14:11:15
<b>Organization Name</b>	HOPE Inc.
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<b>What sector is your organization part of?</b>	Community
<b>Type of organization (check all that apply)</b>	Healthcare Provider / Community Health Mental Health / Substance Abuse
<b>Organization Mission and/or Charter:</b>	HOPE's mission is to deliver recovery-based community services using empathy from our own experience to ensure every individual achieves the most fulfilling life possible.
<b>Brief background of organization (year established, etc.):</b>	<p>Helping Ourselves Pursue Enrichment (HOPE) began as a grass-roots organization. Individuals utilizing behavioral health services in Pima County began meeting to support each other as peers with system navigation in the 1980s and 1990s.</p> <p>In 1992, HOPE incorporated in the City of Tucson and officially became HOPE, Inc.</p> <p>1999, HOPE's Warm Line began taking calls, providing peer support over the telephone for anyone in the Pima County community who needs to talk.</p> <p>In 2002, HOPE became a Community Service Agency in the Community Partnership of Southern Arizona (CPSA) public behavioral health network. Services are provided to individuals living with serious mental illness, including peer support, skills training, health promotion and pre-job readiness.</p> <p>In 2011, Diversion Services began administering peer support to individuals involved in Mental Health court.</p> <p>In 2012, HOPE's Supportive Peers Acting as Navigators, or SPAN Team began providing peer support and resource connection for discharged individuals at the Crisis Response Center. HOPE's Nueva Luz site became licensed as an outpatient clinic and expanded services to include case management and therapy services.</p> <p>In 2013, HOPE began to administer In-Home services for MercyCare recipients in Pima County, providing peer support and living skills for homebound individuals living with chronic illness.</p> <p>In 2014, HOPE became the only 100% Peer- and Family-run Comprehensive Service Provider in the state of Arizona. HOPE now provides psychiatric, counseling, medication, crisis, psychosocial, rehabilitation and support services) for all populations eligible for the public behavioral health system.</p>

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

HOPE's vision is to create an environment that empowers Members to make their own choices about their recovery journey. To achieve this vision, the creation of HOPE's dynamic environment is based on the following:

- Peer and Family Member feedback
- Member resiliency
- Trauma-Informed Care
- Health and wellness initiatives that integrate physical and mental health

**HOPE's Service Delivery Model**

HOPE's unique model of service delivery eliminates the role of a single individual managing someone's recovery goals (a 'Case Manager') and focuses on a team approach to recovery. All HOPE Members are assigned Recovery Teams, which are assembled in collaboration with the Member and their Recovery Coordinator, to purposefully honor the Member's preference of how they want their recovery to look and who they want involved.

**What area of the state do you serve?**

Regional within Arizona

**1. Region:**

Southern Arizona

**2. County/Counties:**

Pima  
Yuma

**3. City/Local Area:**

Tucson, Yuma

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

Warm Line; Youth Warm Line; Therapy, Medical, and Navigation Services; Utilization Management and Crisis Team; Day Program; Diversion Services

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

SMI determination or on AHCCCS

**Description of target audience:**

Pima and Yuma counties; Diversion Services - those involved in the criminal justice system in Pima county

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

Eligible, SMI determination or on AHCCCS, no cost

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

Cenpatico/AHCCCS funded

**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.

<b>Clinical/direct service staff have knowledge, experience and/or training related to:</b>	<p>Combat &amp; operational stressors.</p> <p>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.).</p> <p>Key issues affecting the population (e.g. post-traumatic stress, TBI, depression, substance use), as well as the dynamics of polytrauma.</p> <p>Military, government and community behavioral health systems of care.</p>
<b>Total number of clinical/direct service staff:</b>	75
<b>Approximate number of clinical/direct service staff that have received the above training:</b>	1
<b>We have employees who are (check all that apply):</b>	Veterans
<b>Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:</b>	Attended Navigator Training with Cenpatico
<b>Approximate number of employees in organization:</b>	115
<b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b>	1
<b>Titles/roles of individuals trained as Navigators (e.g. team leaders, clinicians, peer support providers, etc.)</b>	Coordinator
<b>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</b>	<p>Uses appropriate terminology and imagery</p> <p>Describes services offered and treatment modalities, as well as any eligibility criteria</p> <p>Accurately reflects efficacy &amp; evidence basis for services</p> <p>Clearly indicates costs, insurance plans and fee arrangements</p>
<b>Our organization tracks the number of service members, veterans and/or family members served.</b>	No
<b>Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.</b>	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::**

Attended Navigator Training with Cenpatico

**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.):**

Email, intranet, handouts, etc.

**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.

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

Yes

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

Have offered groups specific to veteran community in the past but not currently. Would like to offer these again, but it did not generate enough interest before to continue.

**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

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

Yes

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

offer culture training every year. interested in military culture training