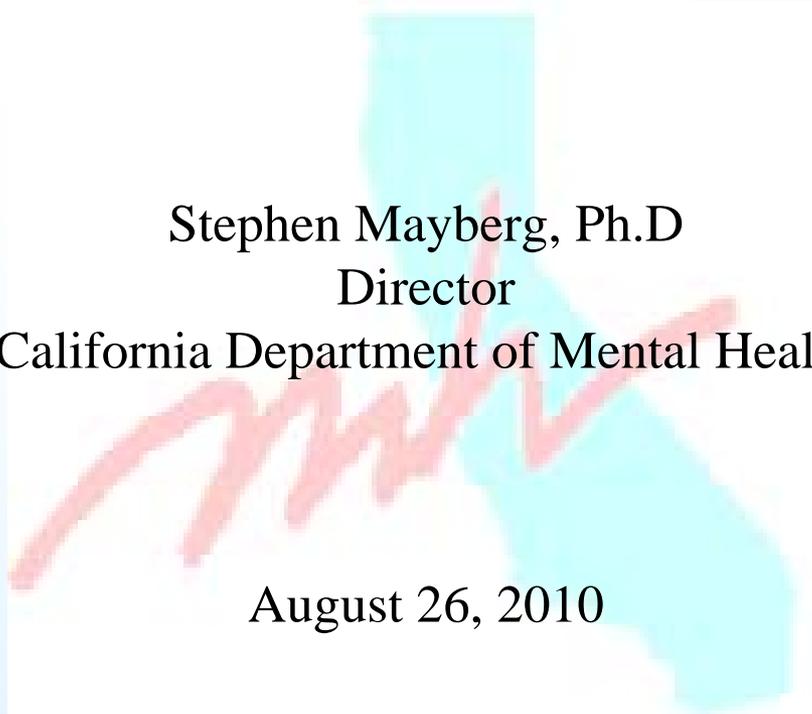


# California Initiatives and Services for Reintegrating Returning Service Members, Veterans, and their Families

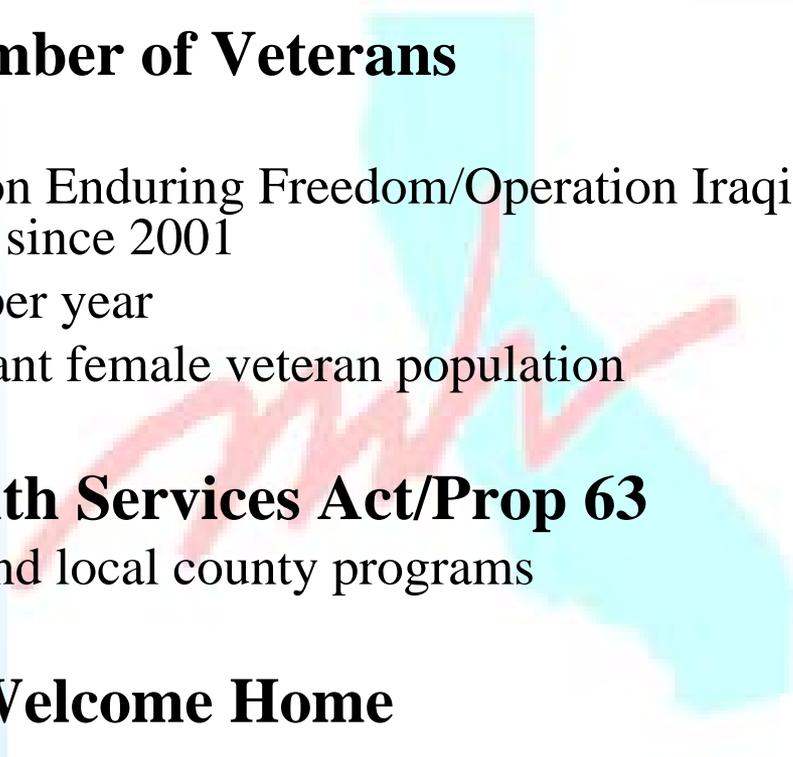
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Director  
California Department of Mental Health

August 26, 2010

# California Facts



- **Largest number of Veterans**
  - 2.1 million
    - Operation Enduring Freedom/Operation Iraqi Freedom Veterans: 600,000 since 2001
    - 30,000 per year
    - Significant female veteran population
- **Mental Health Services Act/Prop 63**
  - Funding state and local county programs
- **Operation Welcome Home**
  - Multi-disciplinary and multi-faceted

# Operation Welcome Home

**Operation Welcome Home: connecting with each and every returning veteran to determine their needs and connect them with the services to help them successfully reintegrate into the community and civilian life.**

- The objective is to provide coordinated information to Veterans, to help them find:
  - Assistance with employment, job training and employment benefits
  - Education Opportunities
  - Housing
  - Health Care (mental and physical)
  - Benefits provided by the U.S. Department of Veterans Affairs benefits
  - Support for families

# Operation Welcome Home Tools

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- **Reintegration Form** – Intake form to identify needs and match services
- **Nine Regional Outreach Teams** in California to enable direct contact with veterans throughout the state
- **CalVet Corps** – Americorps and community volunteers reaching out to vets
- **Employment Development Department (EDD)** – 300 veterans hired to contact and support veterans through Operation Welcome Home Regional collaboratives.

# Operation Welcome Home Process

- **First contact is outreach events for returning active duty military**
  - Transition Assistance Program (TAP)
  - Wounded Warrior Program
  - Yellow Ribbon Events
- **Second contact**
  - Within 14 days if reintegration form is submitted at first contact
    - Contact made by Employment Development Dept and CalVolunteers and AmeriCorps
  - Within 30 days if no reintegration form is submitted
    - Welcome home letter that includes veterans services information contact and reintegration form
- **Third contact**
  - County veteran services officer and continuous contact over 30, 60, and 90 days
  - Veteran is connected with service providers based on need
- **Confirmation contact**
  - After 180 days, California Veterans Affairs conducts individual surveys to ensure service delivery

# Additional Veteran Resources



- **Network of Care**

- The California Network of Care Web site for Veterans & Service Members is a one-stop shop for virtually all services, information, support, and advocacy
- Provides a directory of all services by county at [www.networkofcare.org](http://www.networkofcare.org)
- Social media networking, information blogs, and tutorials

- **County Collaboratives**

- Each county is developing coordinated veterans services for social services, mental health, employment, substance abuse treatment, etc.
- Point of coordination is through County Veterans Services Officers

# How is it working?

- 17,000 reintegration forms collected
  - Employment and education are most requested support services
  - Data collection – interviews, referrals
  - 15% of interviews request TBI/PTSD services
- 13,700 soldiers interviewed and referred for services as of August 2010
- Strong State/Local Partnerships

## Initial Interview Referrals Made

Week Ending	March	April	May	June	7/7/2010	7/13/2010	7/21/2010	7/27/2010	August	September	Cumulative Totals	Percentage of Need Based on Total Interviews Completed
Employment	0	268	997	1,583	273	371	483	476			4,451	79%
Job Training	0	35	178	259	43	58	83	51			707	13%
One stop	0	237	882	1,409	247	326	423	391			3,915	69%
UI Benefits	0	187	565	861	148	204	262	238			2,465	44%
HealthCare	0	149	516	791	133	191	245	237			2,262	40%
TBI/PTSD	0	58	180	331	41	71	95	79			855	15%
Family Counseling	0	26	68	116	10	16	38	23			297	5%
Drug & Alcohol Counseling	0	9	31	74	6	13	16	17			166	3%
Women's Healthcare	0	7	47	48	7	20	19	19			167	3%
Comp & Pension	0	73	271	452	82	117	138	140			1,273	23%
Education	0	258	952	1,477	242	353	455	425			4,162	74%
Housing	0	50	188	369	61	84	127	134			1,013	18%
Other Concerns Legal	0	44	136	226	29	43	72	55			605	11%
Other Concerns Financial	0	78	314	591	96	140	188	186			1,593	28%
Number of Referrals Made	0	1,479	5,325	8,587	1,418	2,007	2,644	2,471	0	0	23,931	
No Help Needed	0	183	263	132	10	8	24	18			638	11%

# Contact

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- Director's Office, California Department of Mental Health
- Email: [dmh@dmh.ca.gov](mailto:dmh@dmh.ca.gov)
- Phone: (916) 654-2309

