

Establishing Effective Outreach to Veterans and Their Families



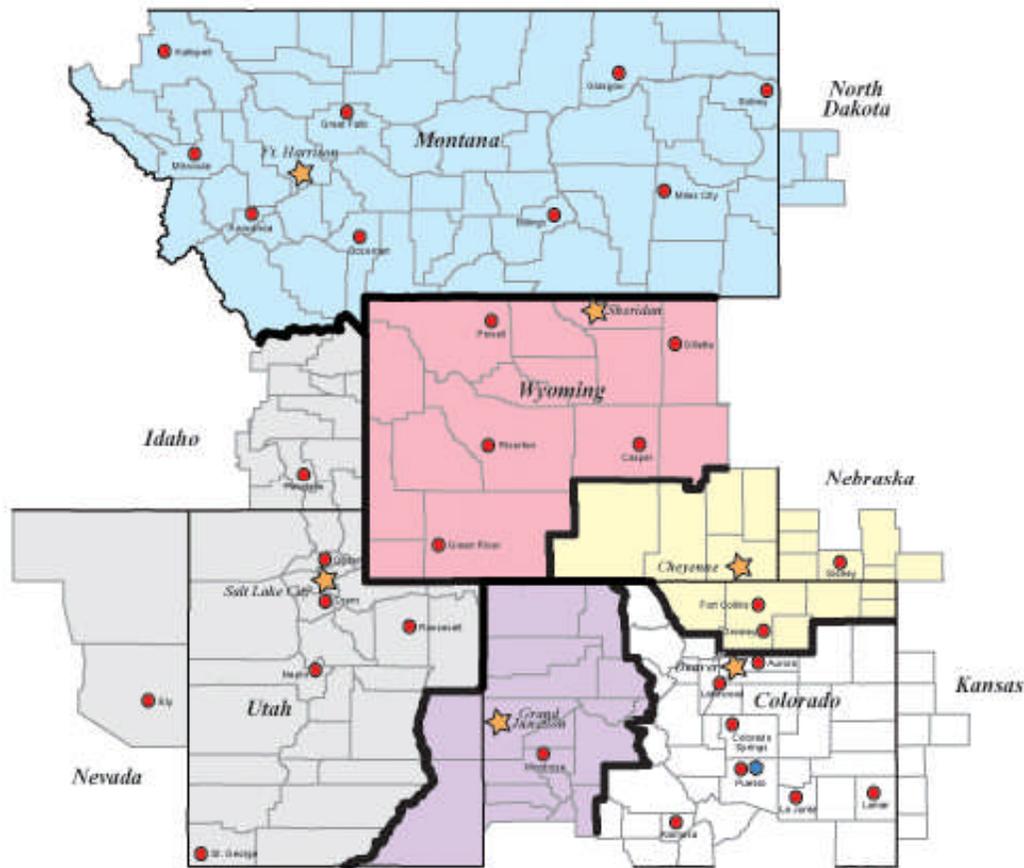
Minority Veteran Outreach Program
Rocky Mountain Healthcare Network (VISN 19)



Goals & Objectives of Outreach

- Reach out to ALL Veterans
- Find underserved Veterans
- Help families of Veterans
- Increase access to benefits
- Help improve quality of life

VISN 19 Area



VAMCS/HCS & CBOC Sites

- ★ VAMC/HCS (6)
- CBOC Sites (32)
- Free Standing Nursing Home (1)

25% of the geographic area of the lower 48
and
2% of the total Veteran population



Locations of Outreach

- Town Hall meetings
- Community Events
- Veterans meetings
- Community Celebrations (powwows)
- Veterans Benefits fairs





Outreach Resources Available

- TVR Program – TVRs receive training at annual training sessions each year located at Ft Harrison, MT
- TOW Program – Tribal Outreach Worker works with the tele-psyche program and does outreach to help locate Veterans wanting to utilize the program
- Tele-med clinic – a new program that is just now being worked on which will provide a Veterans clinic in the community



Non- Traditional Outreach

- Non-typical Hours, 7 days a week
- Highly Variable schedule – “veteran” driven
- Must reach out – can not do the job from an office, must go find the vets
- Vets we are looking for will not typically come into the “office”
- Must remain flexible, and easy to reach



Tribal Veterans Representatives

Help Veterans and their families with the necessary forms and advice for the following programs:

- Claims Benefits
- Healthcare Enrollment
- Education Benefits
- Home Loan Programs
- Death Benefits
- Various other benefit-related issues





Individual Care for Difficult cases

- Must give one-on-one attention to some of the cases
- Get the claims (problems) down to one item at a time to care for the veterans and their families
- Assure the veterans and their families they have a reliable source of contact with you
- Typically the veterans will not abuse the ability to contact you



Further Education for ?'s which will be asked of TVRs

- Benefits thru the VBA system – this will be one of the first and most frequently asked questions
- VHA benefits and where care is available
- Service Organizations in your area and how to contact them
- Other support systems and organizations in your area – community / state/ etc.

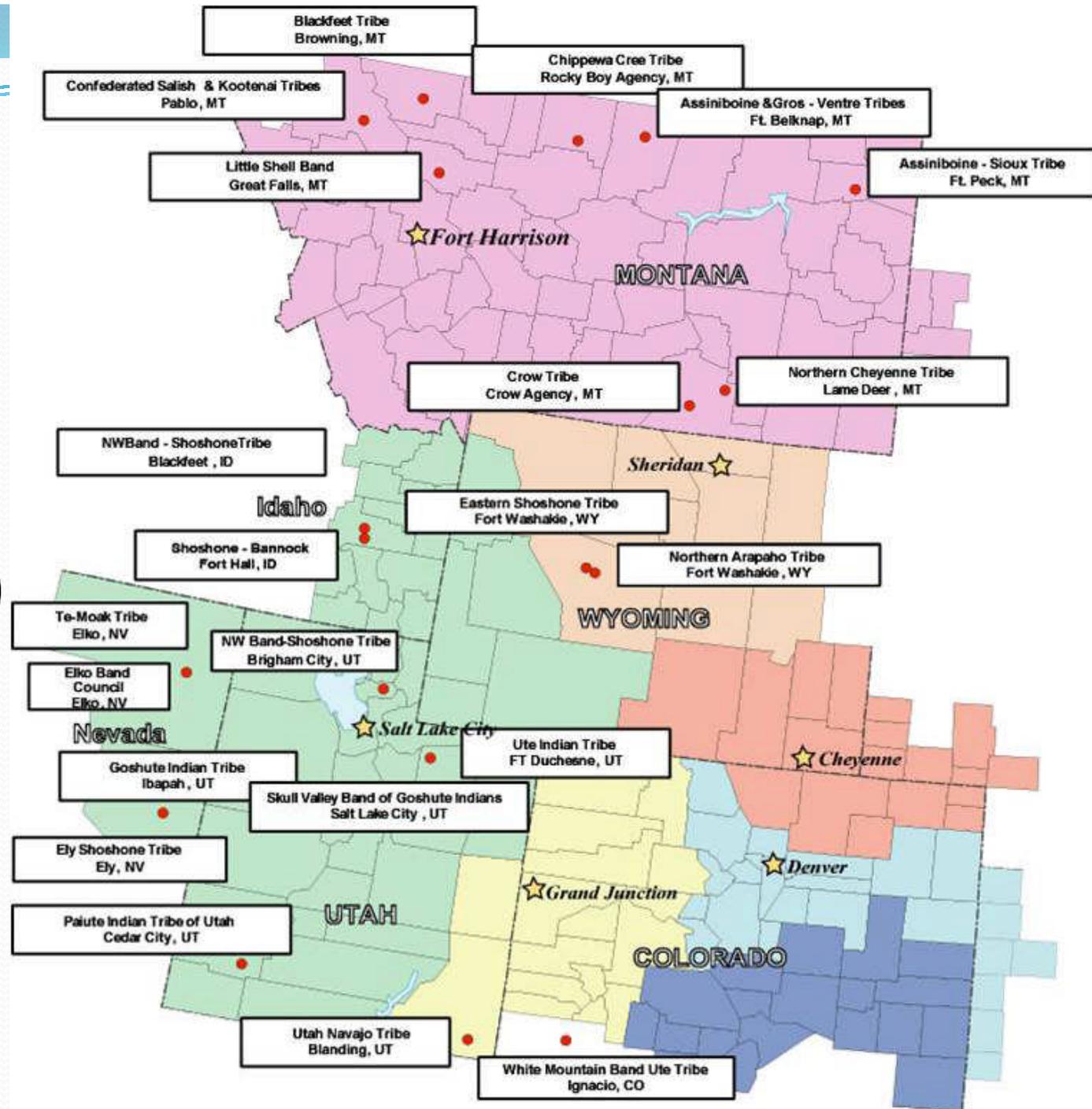


Contacts in the VA System

- Must develop contacts in the VHA system to help veterans when you receive healthcare calls
- Develop contacts in the VBA structure for benefits issues
- Begin working with Service Organizations to be able to continue the care and service the veterans will need for “hand-off”
- Follow-up on all hand-offs, stop Vets from falling thru the “cracks”



Tribal Nations located in VISN 19









Veteran Medallion





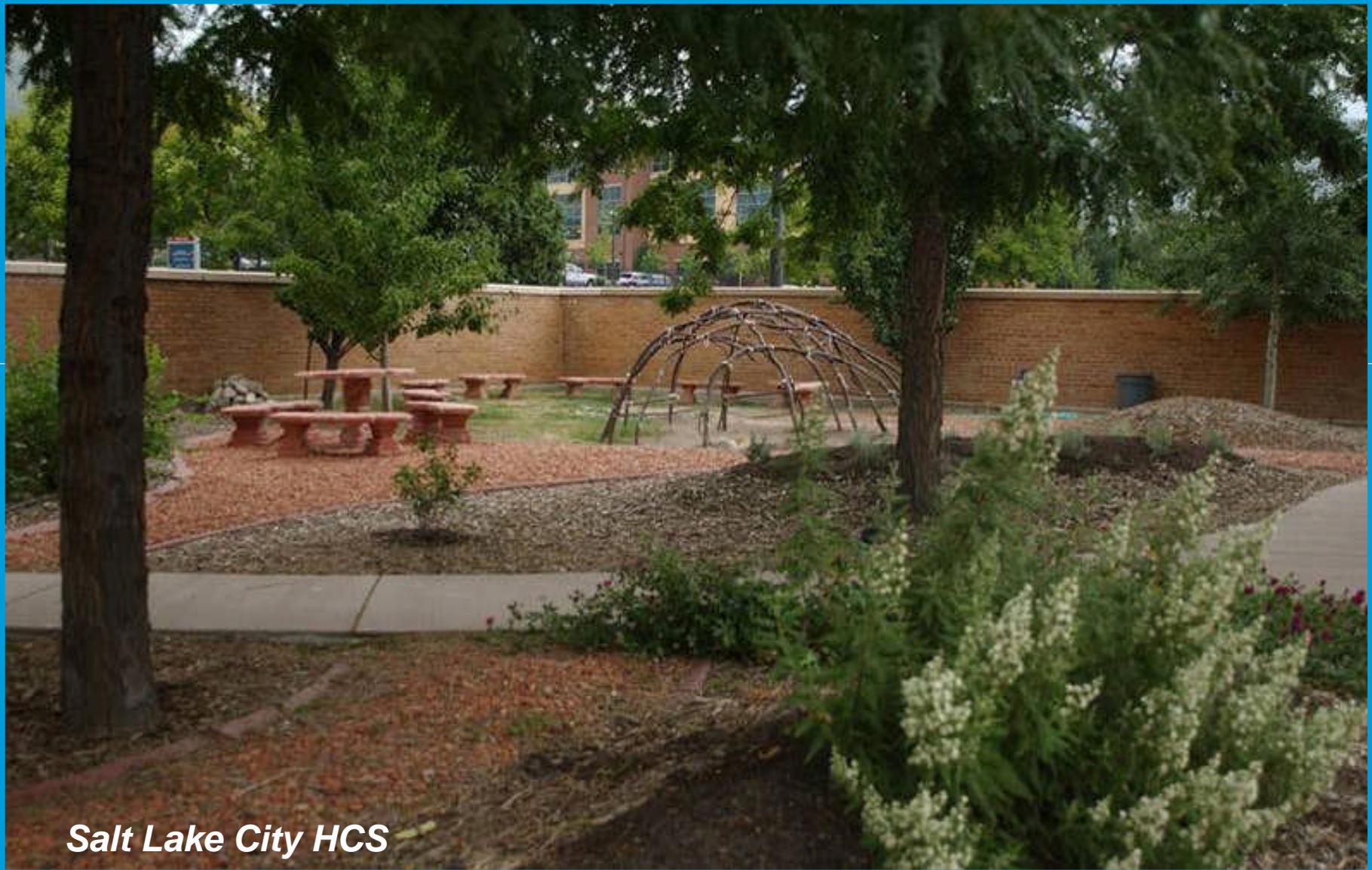




Integrating Traditional Practices

- Traditional Healers available to work with Veterans as part of the Veterans' primary care
- Facilities have numerous programs available for Traditional Healing opportunities and activities
- Open to Veterans of all cultures and diversities

Provide a Place for Healing



Salt Lake City HCS

Integrate Cultural Ceremonies



TVRs Honoring Ceremony
Welcoming Home Recent OEF/OIF Veterans
July - 2007



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WELCOME HOME

- *Thank you to All Veterans for your service and Welcome Home.*
- *Also Thank you to all of the Families for your service .*

