

VHMAC-ST Meeting Minutes (22 August 2019)

I. Call to Order

David La Pointe called to order the regular meeting of the Veterans' Healthy Minds Advisory Council - South Texas, at 1108 on 22 July 2019, at the Warm Springs Rehabilitation Hospital, 5101 Medical Drive, SATX 78229.

Roll Call Present or Excused: Angela Soberly, Betsy Davis, Carlos Acosta, David La Pointe, Estela Cantu-La Pointe, Gingerlei Seda, Jose Michael Gonzales, Karah Smith, Kelly Brooke-Van Drury, Kesha Delasbour, Kevin Crozier, Larissa Martinez, Lisa Firmin, Michael O'Connell, Natasha Walden, Robin Soto, Wil Seda. **Not Present:** Andrea Strong, Austin Lawler, Christopher Vidaurre, Jill Palmer, Michael Carrion, Richard Delgado Jr., Richard Martinez.

II. Approval/Review of Previous Minutes/Current Agenda - Previous meeting minutes were reviewed and approved.

III. Old Business

2019 VA Community Mental Health & Wellness Summit. 8 August 2019; 8:30 a.m.- 2 p.m. Presented by Dr. Betsy Davis. Dr. Davis presented hand-outs from the Summit and follow-up session and presented a summary of event. Attachment previously provided to council members. Opportunity for networking. Four council members attended as note-takers for (4) breakout sessions during summit. **(CLOSED)**

CHAIR - Announced that as a result of the length of our July meeting, we must review the majority of past minute posts, to simply "close" them for administrative purposes. **(CLOSED)**

Urgent Care. Where and When You Need It. Individually review information about the Mission Act, which expands same-day services in primary care and mental health, as well as expands telehealth to veterans in their homes. Attachment previously provided to council members. **(CLOSED)**

South Texas Veterans Health Care System. Mental Health & Recovery Services: "We believe that recovery from mental health and substance use problems is possible and that treatment can be an important part of this process for many Veterans." Attachment previously provided to council members. **(CLOSED)**

VHMACST - Website. Website options were reviewed. Web host selected by council officers was Bluehost. Development is a work-in-progress. Please provide input for website content. Resource information for PTSD, veteran's crisis, suicide, and the National Alliance on Mental Illness (NAMI) will be accessible on the site. Site can be accessed at <https://veteranshealthymindsadvisorycouncilsouthtexas.com> or **VHMACST.com** **(CLOSED)**

VHMACST - ID Tags. A company to source ID tags for council members to wear will be voted on. A design of our local and council contact information has been recommended by the council Chair. **(OPEN)**

VHMACST - Facebook Page. We will publish a Facebook Page once our website up is developed with the appropriate content. Please submit recommendations to council Chair. **(OPEN)**

VHMACST Budget Request. There is currently no VA approved funding for food or beverage consumption. **Please submit input for budget considerations for the next 12 months (e.g. website development, office supplies, outreach banner/tent/table/chairs, etc.)** Restrictions exist for vendor selections. Final projected budget proposal will be submitted to VA rep, Dr. Betsy Davis. **PLEASE PROVIDE YOUR INPUT PRIOR TO NEXT MEETING – vhmacst@gmail.com or davelp.lapointe@gmail.com** **(OPEN)**

Committees - Please provide your recommendations for possible Committees PRIOR TO OUR NEXT MEETING, for consideration. Possible Groups: website, communications, fundraising, membership, outreach, etc.). (OPEN)

VHMACST—Business Cards. Council members are provided generic business cards. If you want to add any personal contact information to the reverse side of these cards (**PLEASE CONTACT DAVE LA POINTE TO ADD/MAKE ANY CHANGES.** (CLOSED)

VHMACST—Contact Cards. For administrative purposes and to track our efforts, it is critically important that we utilize the “Contact Cards” to memorialize Council Members works in referring/recommending options to our Vets and family members. We must track committee purpose and efforts. (CLOSED)

United Heroes League. “Provides equipment, camps, pro sports tickets, financial assistance and special experiences for current service members and honorably discharged veterans who have been deployed to a combat zone and their children under 18 years old. All military branches are included and may apply.” (CLOSED)

Homeless/At-risk of Becoming Homeless Veteran’s Help. National Call Center— 24/7 access to counseling and information on available health care programs; Contact: 877-424-3838. (CLOSED)

NRD.gov—National Resource Directory. An online resource “that connects wounded warriors, service members, veterans, their families, and caregivers to programs and services that support them” and “provides access to services and resources at the national, state and local levels to support recovery, rehabilitation and community reintegration” for the outlined population. (CLOSED)

VHMACST – Twitter Account. Col Lisa Firmin established our “Twitter” Account. Our account is - @MindsVet - (CLOSED)

IV. New Business

Speaker - Dr. Betsy Davis; Dr. Davis gave us an update about the MH Summit (see above) held on 8/8/19. She stated that it was a successful event with about 150 attendees. A follow-up suicide prevention meeting was held on 8/13/19. These both involved discussions and the result of these discussions were summarized and passed out (see attach’s). Dr. Davis identified areas where the VHMACST could consider focusing on for advocacy and/or outreach. (CLOSED)

Speaker – Kizzy Griffin (210-993-3324); Ms. Griffin is the Peer Support Supervisor at the Audie Murphy VA Hospital. She provided an overview of Peer Support. It included, how to advocate effectively using one’s recovery story, and how to use one’s experiences to engage veterans in care. Peer support was emphasized as a way to bridge between VHMACST outreach and navigating the VA system, especially with MH care. (CLOSED)

Speaker – John Bishop; Mr. Bishop is the Military Liaison for Warm Springs Rehabilitation Hospitals of San Antonio. He gave an overview of the military liaison role and all the services Warm Springs provides to Veterans. The EXTENSIVE list of assistance includes (but not limited to): Physical Therapy, Occupational Therapy, Speech/Language Pathology, Aquatic Therapy, Comprehensive Wound Care Center, Parkinson’s Rehab Program, and much more. Call Warm Springs at 210-592-5350. Contact Mr. Bishop at jbishop@warmsprings.org.

Member Roster - A copy of the member roster was disseminated to council members physically present in meeting. (**PLEASE REVIEW AND CONTACT DAVE LA POINTE TO MAKE ANY CORRECTIONS**).

South Texas Dementia Caregiver Support and Education Program – welcomes caregivers of Veterans, Veteran caregivers, and VA staff caring for dementia-afflicted Veterans. The program consists of monthly classes that cover Dementia related topics using a personalized approach. These group sessions allow caregivers to exchange experiences and receive coping tips on Dementia related topics. These classes vary topics from month to month. The next class will be held **Friday, September 9, 2019 from 1100 – 1200** in the Geriatric Research, Education and Clinical Center (GRECC) Conference Room, A-323 (3rd Floor) and the topic is **“Talking to the Healthcare Team.”**

If you’re a first-time attendee, we encourage you to come to the **“Introduction to Dementia”** session from 1000 – 1100 at the same place. You may attend one or both classes, whichever you prefer. To RSVP or for more information, please contact Sandi Bustamante at 210-617-5197 or sandi.bustamante@VA.gov

V. Next Meeting. 26 September 2019, 11:00-1230; Balcones Heights VA Outpatient Clinic, 4522 Fredericksburg Rd., SATX 78201. (Crossroads Mall) - See attachment for directions.

VI. Adjournment

A motion was made by Dr. LaPointe to adjourn the meeting, it was seconded by Kevin Crozier. Dr. David La Pointe adjourned the meeting at 1240.

Minutes

Minutes approved by Chair, Dr. David La Pointe.

Veteran’s Crisis Line. 24/7 access; Contact 1-800-273-8255 option 1.

South Texas Veterans Health Care System

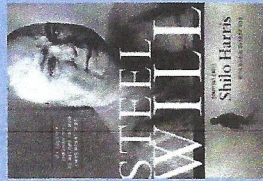
2019 VA Community Mental Health & Wellness Summit

Connecting Communities

Strengthening Families

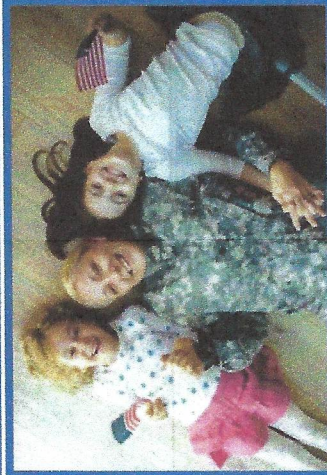
Serving Veterans

This year's event will focus on the needs of Veteran family members and caregivers: *How can the San Antonio area community better collaborate to serve these families?*



Keynote Speakers:

SSG Shilo Harris, USA, Ret. & author of *Steel Will*, and Jamie PK, M.Ed., LPC, wife & caregiver



Date: August 8, 2019

Time: 8:30am-2:00pm (Registration & breakfast open at 7:30am)

Location: St. Philip's College, Sutton Learning Center (Bldg 10)
Room: Bowden Alumni Center 3rd Floor
1801 Martin Luther King Dr, San Antonio, TX 78203

For: Anyone working with and serving Veterans and their families in the greater San Antonio area. Veterans, transitioning service members, family members, and other community partners are also welcome.

Cost: Free

Register to reserve your spot (space is limited):

<https://2019southtxvamhsummit.eventbrite.com>

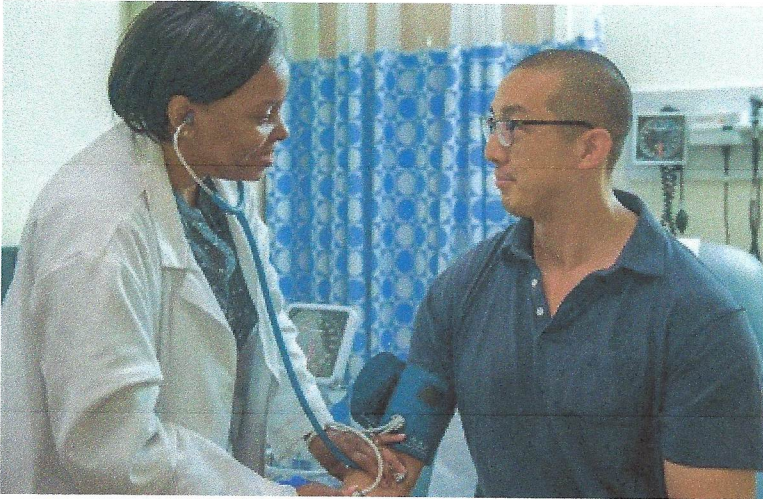
BREAK-OUT SESSIONS

- ⇒ Family Transition to Civilian Life
- ⇒ Accessing Services & Navigating the System
- ⇒ Managing Crisis Situations

EVENT SPONSORS



Urgent Care - Where and When You Need It



You've probably seen news about the MISSION Act, which expands same-day services in primary care and mental health, as well as expanded telehealth to Veterans in their homes. Under the MISSION Act, urgent care is now a supplemental benefit for eligible Veterans. Urgent care in VA or the community (i.e., non-VA) is for those minor injuries and illnesses that do not require emergency room care. This support for urgent care does not replace the important relationship that you have with your VA health care team.

If you need to use the new urgent care benefit, it is important that you go to an urgent care location in your community that is within the newly established VA contracted network. It is also important to know the following details about the prescription component of the benefit:

- If the urgent care provider gives you a prescription, you can fill a 14-day supply of that medication at the VA or in a pharmacy within the VA contracted network.
- If you choose to fill an urgent care prescription at a pharmacy outside of the VA network, you will be required to pay for the prescription at the time of pick up and then file a claim for reimbursement at your local VA medical facility.

This [special publication about urgent care and the MISSION Act](#) provides all the details for you.

If you arrive at an urgent care network location and have any difficulty receiving care, you can call 866-620-2071 to receive assistance.

You can also call [your local VA facility](#) 24/7 for advice, or logon to My HealtheVet and send a [Secure Message](#) (*login required*) to your health care team. Any Secure Message should get a response within 3 business days (usually fewer).

Connecting with Care Eligibility & Establishing Care

For information about eligibility for VA Mental Health Services, visit the Enrollment & Eligibility Offices at ALM or FTOPC or call 210-949-3981.

Once enrolled, call 210-949-3994 to schedule an initial primary care visit.

Note: Individuals with Other Than Honorable discharge statuses may be eligible for some mental health services.

Referral Process

In most cases, Veterans can access mental health services through their Primary Care Providers. This brochure highlights some of the programs that Veterans can request referrals to, depending on their needs.

Once engaged in mental health care, Veterans can request referrals to other programs through their assigned Mental Health Treatment Coordinators.

Same Day Services

All Mental Health and Primary Care clinics are able to provide Same Day Services, meaning that Veterans with a need for care right away will have it addressed the same day or, if after hours, by the next day.

Clinic Locations & Numbers

Audie L. Murphy Memorial VA Hospital (ALM)
(210) 617-5300 // 7400 Merton Winter, San Antonio

Balcones Heights Outpatient Clinic (BHOPC)
(210) 732-1802 // 4522 Fredericksburg Rd, San Antonio

Frank Tejeda Outpatient Clinic (FTOPC)
(210) 699-2100 // 5788 Eckhart Rd, San Antonio

North Central Federal Clinic (NCFC)
(210) 483-2900 // 17440 Henderson Pass, San Antonio

Shavano Park Outpatient Clinic (SPOPC)
(210) 949-3773 // 4350 Lockhill-Selma Rd, San Antonio

South Bexar Outpatient Clinic (SBOPC)
(210) 648-1491 // 4610 E Southcross Blvd, San Antonio

Villa Serena (SATP & Domiciliary program)
(210) 321-2700 // 4455 Horizon Hill Blvd, San Antonio

Kerrville VA Medical Center (KVMC)
(830) 896-2020 // 3600 Memorial Blvd, Kerrville

Victoria Outpatient Clinic (VOPC)
(361) 582-7700 // 1908 North Laurent Street, Victoria

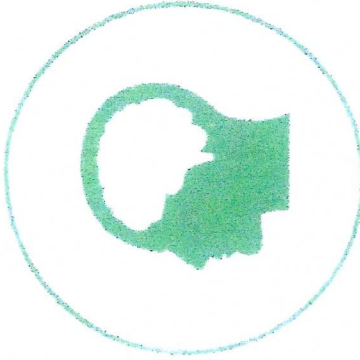


**Veterans
Crisis Line**
1-800-273-8255 PRESS 1



**Veterans Health
Administration**

South Texas Veterans Health Care System



VA Approach to Services

We believe that recovery from mental health and substance use problems is possible and that treatment can be an important part of this process for many Veterans.

We offer treatment options that are based on the latest research. Most of our clinics are structured into interdisciplinary teams that work together to serve Veterans and their families. Our approach to care puts our Veterans at the center of their care and strives to treat each Veteran as a whole person—incorporating their strengths, preferences, and life goals into their treatment process.

Many Veterans find that they only need mental health services for limited periods of time, or *episodes of care*, to overcome specific obstacles and get back on track towards their goals. Veterans are always welcome to return for additional services in the future as needed.

Primary Care - Mental Health Integration (PCMHI)

Mental health clinicians located at Primary Care clinics who provide brief therapy for mild to moderate concerns and facilitate connection with other mental health services.

Located in most Primary Care clinics. Access through Primary Care Provider (PCP) at visit; no scheduled appointment necessary.

PTSD Clinical Team (PCT)

Specialty outpatient treatment for PTSD related to military trauma (combat, non-combat, military sexual trauma). Involves time-limited, recovery-focused individual and/or group therapy.

Located at FTOPC. Access through consult from PCP or mental health provider.

(210) 699-2120

PRIME Clinic

Specialty outpatient services for more intensive mental health concerns (ex: severe mood disorder, psychotic disorders) involving medication management, therapy, and case management.

Located at ALM (1C). Access through consult from mental health provider.

(210) 949-9794

Emergency & Inpatient Psychiatric Services

Emergency and inpatient services for acute psychiatric and safety concerns provided by an interdisciplinary team.

Located at ALM (Emergency Department, GLA, & GLB units). Walk-in access available through Emergency Department.

(210) 617-5300 x15829

Continuum of Mental Health & Recovery Services

Behavioral Health Interdisciplinary Program (BHIP)

General outpatient mental health services including medication management and individual and/or group therapy.

Located at most outpatient clinics listed here. Access through PCP consult.

ALM: 1C (210) 949-9794 / GLF (210) 949-3397
FTOPC: (210) 699-2120

Other clinics: see Clinic Locations & Numbers

Substance Abuse Treatment Program (SATP)

Specialty treatment for substance abuse:

- Twice-weekly outpatient groups located at ALM (1E) & KMC
- Residential program at Villa Serena

Access through consult from PCP or mental health provider.

(210) 321-2700

Psychosocial Rehabilitation & Recovery Center (PRRC)

Specialty outpatient group-based programs:

- STARR: two-week intensive outpatient program for all mental health concerns
- Stepping Stones: promotes recovery from serious mental illness (ex: schizophrenia, bipolar disorder)

Located at ALM (1E). Access through consult from mental health provider.

(210) 949-9791

Intensive Community Mental Health Recovery (ICMHR)

Community-based services to support recovery from serious mental illness (ex: schizophrenia, bipolar disorder) involving weekly home visits from an interdisciplinary team.

Access through consult from mental health provider.

(210) 617-5300 x16261

Compensated Work Therapy (CWT)

Community-based program providing various levels of support for employment.

Access through consult from PCP or mental health provider. Requires clearance to work from PCP.

(210) 949-9010

Domiliary Care for Homeless Veterans (DCHV/ "The Dom")

90+ day residential homelessness & employment program at Villa Serena.

Access through consult from PCP or mental health provider.

(210) 321-2700

Neuropsychology

Assessments and groups for dementia & cognitive concerns (incl. caregivers).
Assessment and rehabilitative services for Traumatic Brain Injury (TBI).

Located at ALM (1E). Access through consult from PCP or mental health provider.

(210) 617-5121

ASSOCIATED PROGRAMS

Access through consult from PCP to Polytrauma System of Care.



Veterans' Healthy Minds Advisory Council – South Texas

“Helping Veterans, Help Themselves”

veteranshealthymindsadvisorycouncilsouthtexas.com

VHMACST.com

VHMACST@gmail.com

[@MindsVet](https://www.instagram.com/MindsVet)

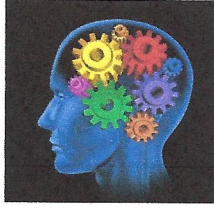
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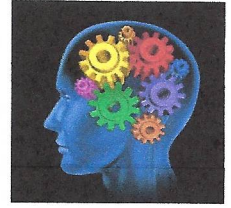
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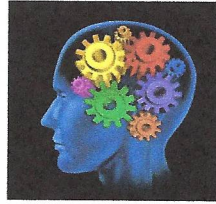
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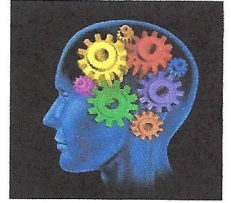
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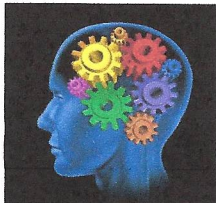
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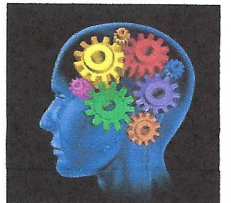
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COUNCIL MEMBER



Veterans' Healthy Minds Advisory Council – South Texas (VHMACST)
Contact Card

Name of Contact _____ Date _____

Question/Concern of Contact _____

Referral/Recommendation(s) _____

Council Member Contacted _____

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Contact Card

Name of Contact _____ Date _____

Question/Concern of Contact _____

Referral/Recommendation(s) _____

Council Member Contacted _____

UNITED HEROES LEAGUE

United Heroes League Programs for Military kids

United Heroes League 501(c)(3) has provided over \$10 MILLION dollars' worth of free sports equipment, game tickets, cash grants, skill development camps, and special experiences to military families across the US & Canada. Special thanks to all of our incredible volunteers, donors, partners, supporters, and amazing military families for making the mission possible!

United Heroes League keeps military kids active and healthy while their parents serve our country. So far, we have helped over 50,000 military families keep or start their kids in sports. [Who's Eligible?](#)

GAME TICKETS

Through our MLB, MLS, NBA, NFL and NHL team and player partners, United Heroes League has sent thousands of military families to pro and college games for free nationwide. Special thanks to the Anaheim Ducks, Minnesota Wild, Pittsburgh Penguins, Los Angeles Kings, LA Galaxy, Boston Bruins, New York Islanders, Dallas Stars, Columbus Blue Jackets, San Jose Sharks, Washington Capitals, Minnesota Twins, Minnesota Timberwolves, Minnesota Vikings, Minnesota United FC, Washington Nationals, and Nashville Predators for making this possible. [Request tickets here.](#)

SPORTS EQUIPMENT

We are proud to distribute gear for a variety of sports to ensure military kids are healthy and active in the sport they love. Bauer Hockey has donated several million dollars' worth of new hockey equipment to our mission. The NHLPA Goals and Dreams Foundation has donated \$300,000 worth of new hockey equipment for our cause. Many other sponsors and individuals have also donated baseball, basketball, football, golf, lacrosse and soccer equipment. With it, United Heroes League has been able to outfit thousands of military kids with top of the line gear. [Request Equipment here.](#)

CAMPS

In addition to hosting our annual Warrior Camp, United Heroes League has sent thousands of military kids to some of the finest camps available across the nation. Through the generosity of Robby Glantz, Carroll Goalie School, LA Galaxy, Minnesota Timberwolves, Minnesota Twins, Minnesota United FC, Minnesota Vikings, Rink Rat 19, Cathy's Power Skating, Philadelphia Flyers and many others, youngsters are given a chance to improve their sports skills at no charge. [See available camps here.](#)

GRANTS

United Heroes League has paid over \$500,000 in grants to help with local sports association fees. Many service members are in a "Reserve" status until they are deployed, and this is a great way for United Heroes League to say thank you to the families who give us so much. [Apply for a Grant here.](#)

SPECIAL EXPERIENCES

United Heroes League has some incredibly generous donors, partners and athlete ambassadors that allow us to give once in a lifetime experiences to deserving men and women of our Armed Forces. Some of these special experiences have included: sending 20 service members to Super Bowl 52 in a field side suite, sending 4 military servicemen and their child as VIPs to the NHL All Star Game in San Jose, giving 14 military kids a Christmas to remember by having them shop with the Minnesota Timberwolves and receive a \$500 gift card to Target, along with a TV and Fitbit. These experiences allow our nations heroes to receive recognition and be honored for all they have sacrificed. To be kept up to date on future experiences, please sign up [here.](#)

651-319-0737

501(c)(3) Fed Tax ID 27-0711063

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Veterans who are **homeless** or at imminent **risk** of becoming **homeless** can call or visit their local **VA Medical Center** or Community Resource and Referral Center where VA staff are ready to **help**. Veterans and their families may also call 1-877-4AID-VET (1-877-424-3838) to access VA services.

[Homeless Veterans - va.gov](https://www.va.gov/homeless/)

www.va.gov/homeless/

NRD.gov

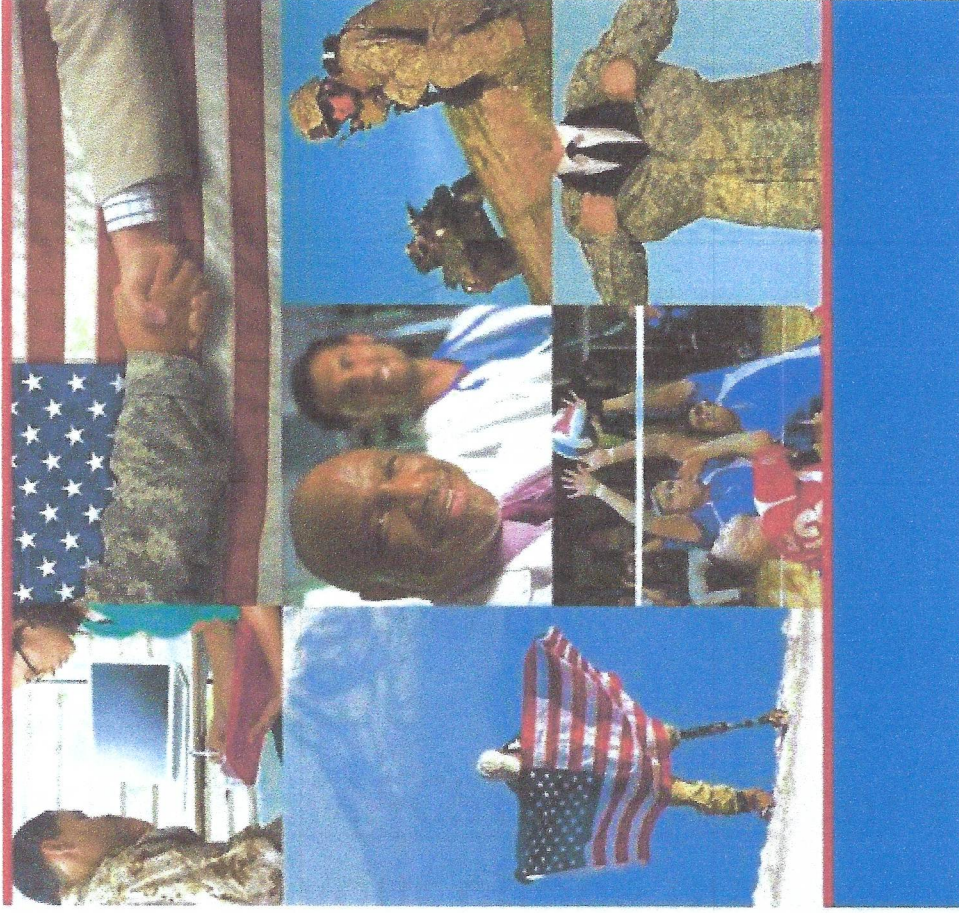
NRD Highlighted Programs for our Military, Veterans and Families

The National Resource Directory and the Office of Warrior Care Policy engage with programs for Service Members and Veterans across the Department of Defense, Department of Veterans Affairs, other U.S. Government agencies, and associated organizations.



Wounded, Ill, and/or Injured Compensation and Benefits Handbook

Published June 2019



[Department of Defense Compensation and Benefits Handbook for Wounded, Ill, and/or Injured Service Members](#)

The Compensation and Benefits Handbook summarizes programs and resources available to wounded, ill, and/or injured Service members and the people in their support networks, answering some of the most pressing questions that arise during recovery, rehabilitation, and possible return to duty or transition to the civilian community.

2019 VA COMMUNITY MH & WELLNESS SUMMIT
SUMMARY OF BREAK-OUT SESSION FINDINGS

BREAK-OUT SESSION	UNMET NEEDS	BARRIERS TO MEETING NEEDS	POTENTIAL SOLUTIONS
<p>“Overcoming Barriers to Care for Veterans”</p>	<ul style="list-style-type: none"> -more info on VA care in transition from AD -info on most effective advocacy strategies w/in VA (for Vet & family) -more caregiver & caregiver support options -too easy to get “lost to follow-up” or have consult canceled w/o info -confusion about MISSION Act (timeliness of dental/specialty referrals; what if provider never submits consult?) -more info on CHAMP VA 	<p>PERSONAL</p> <ul style="list-style-type: none"> -stigma (VA care, esp MH) -time off work, child care <p>SYSTEM GAP</p> <ul style="list-style-type: none"> -no guidance when VA staff leave; Veteran gets lost to follow-up & feel neglected (or appts canceled w/o resched.) -poor communication btwn VA & comm providers <p>KNOWLEDGE GAP</p> <ul style="list-style-type: none"> -lack education on consult process (discon’t if not able to reach; specialty may reject & Vet not told) -Vets don’t know eligibility for comm. Care until getting scheduled -Vets unclear of benefits of VA vs. community care; not much discussion from VA providers -Vets unaware of Same Day in PCP and MH or services Peer Support, Whole Health, PCMHI 	<p>KNOWLEDGE/NAVIGATION</p> <ul style="list-style-type: none"> -manual/welcome packet (VA, MISSION Act, summary of VA services & access – self-referral vs. PCP) -outreach before military discharge so they know exactly next steps; VA-DoD warm hand-offs -Have PCPs ensure Veterans are given opportunity to meet with PCMHI, Peer Support, Whole Health at initial appt whether or not there is a specific MH concern expressed -Use VVC for initial contact to educate on VA resources -Use Peer Support/buddies for help with transition (for Vets & family members) -resource “library” on site at ALM accessible to Vets/families
<p>“Family Transition to Civilian Life”</p>	<ul style="list-style-type: none"> -need more education (TBI, disability process) -support groups (guided by professionals, solution-oriented) -childcare -VA social work involvement -language barriers; terminology -family member access to medical info 	<ul style="list-style-type: none"> -funding, resources -awareness of language interpreters in VA system -how beneficial would support groups be? -family member: transportation, childcare, program/appt scheduling 	<ul style="list-style-type: none"> -on-site child care via non-profit orgs -brochures
<p>“Supporting MH for Family Members”</p>	<ul style="list-style-type: none"> -access to childcare -support navigating resources -appointments interfering with work 	<ul style="list-style-type: none"> -cultural norms of MH -stigma -language barriers 	<ul style="list-style-type: none"> -more funding to childcare agencies & more programs; improving standardizing childcare options; more support to agencies that monitor childcare facilities;

<p>on-site daycare at facilities/on demand; increase/improve network of community -once claim is in w/ all ratings, provide complete package w/ next steps of getting established in VA system w/ roadmap (improving communication, texting system, blanket statement) -streamline – direct outreach to family from VA -syncing system in place to support Veteran kids -empower Vets/family to speak up to ask for needs -translation services – post widely -civilian agencies educating on military families (?)</p>	<p>-childcare programs: expensive, eligibility criteria, lack of funding/staffing, waitlists, red tape for military resources -lack of info (not right info at right time) -denial/trust -connecting w/ services</p>	<p>-access to care for family/caregivers -emotional/mental needs not met</p>	<p>“Managing Crisis Situations as a Family”</p>
<p>KNOWLEDGE -Providing education on (routine & crisis) services, improved and seamless access to care prior to discharge from inpatient hospitalizations or programming. -Promoting self advocacy -positive marketing: Making room for more success stories to raise awareness and reduce stigma, also demystifying the process of accessing care in crisis. ACCESS -connecting to community resources for childcare and transportation for veterans in crisis. -Creating awareness of rural programs & Increasing providers in rural areas. COLLABORATION -Collaborating more with community agencies esp DoD.</p>	<p>PERSONAL -Not having advocates (family or friends). -Lack of transportation -No childcare. -Stigma of crisis treatment. SYSTEM GAP -Lower rural access KNOWLEDGE GAP -Lack of Information and knowledge of resources. -Uncertainty of the process of accessing care in crisis. -fearing implications for firearm possession, job security, etc. -distrust in the VA.</p>	<p>-Timely access to care. -Coordinating with community providers. -Post discharge instructions/resources & continuity of care. -Knowing how to initiate care & simplifying the process of accessing care. -Not being connected at all to any that are in care.</p>	<p>OVERARCHING THEMES</p>
<p>-more ways to involve family/supports during transition, not just info via Veteran -ensure consistent info is provided at many points throughout transition (VA/DoD collaboration) & capitalize on certain points like C&P (eval/notice) -encourage use of VA interpreters when needed -more positive marketing/proactive information sharing targeted to Vets & families -improved communication w/ community providers (for Vet care & family care) -partnering w/ comm for childcare & transportation</p>	<p>-childcare & transportation as significant barrier to appts/support groups -resource info difficult to access/navigate -lacking personal (& effective) advocates -stigma, fear, misinformation, mistrust -language barriers, especially info for family members -funding/resources</p>	<p>-continuity of care (getting lost between DoD-VA transition, provider transitions, or levels of care) -general info about access to care (simplified) -more family education & proactive involvement in care</p>	<p>OVERARCHING THEMES</p>

VA Suicide Prevention Resource Meeting – 8/13/19

Input from participants on ways to provide “right info at the right time” about mental health:

- Developing new resources/content
 - Develop visuals & infographics on connecting with services – simplified; include Vet Centers
 - PSAs to look at benefits, “invite back to VA” for those with bad experience; address stigma (getting help take strength, not weakness) – “media blitz” + social media
 - technology
 - phone app with local resources for Veteran & family (look at Objective Zero app)
 - more use of social media & text messages for Suicide prevention
- Outreach places – go to where Veterans *are*
 - High schools and churches on base
 - Vet groups – American Legion, VFWs, etc. (~30 AL & VFW Posts in SA area)
 - Colleges/universities
 - Rodeo, spurs game, etc.
 - Vet treatment court
 - Intentional outreach to veterans not interested in VA
 - City of SA community health workers
- community trainings
 - training community in MH First Aid and Vet issues (ID signs of distress, connect with resources); give wallet cards to pass out
 - faith community
 - bartenders/liquor stores
 - ride share services
 - first responders
 - train Veterans to reach out/handle concerns on social media
 - use NAMI and MVPN trainings
 - Master resiliency training
- VA
 - Develop “VA In processing” parallel to military (adapt/market monthly patient orientation?)
 - More personal follow-up after discharge for all servicemembers
 - Improve MH screening at primary care (beyond SI questions) – train staff in identifying signs of acute distress
 - Use Peers (CPS & informal peers/fellow Vets) more for outreach & follow-up – Peer support groups & mentors, similar to AA model (“battle buddy” system/program)
- DoD
 - Encourage DoD to meet with family before discharge (TAPS II for family to start soon)
 - Embed MH professional in units (happening in some places according to DoD staff)
 - Life skills education (e.g., budgeting/saving) early in active duty
 - Ensure Veterans have enough time to plan for out-processing from military (DoD)

VETERAN REHABILITATION SERVICE

at Post Acute Medical

Veterans Center of Excellence (VCE)

MISSION: The Veterans Center of Excellence represents Post Acute Medical's commitment to the development of rehabilitation services designed to meet the rehabilitation needs of Active Duty Military, Veterans and their family members. We provide the highest quality rehabilitation services with professionalism and passion that is focused on facilitating the best possible holistic outcomes.

GOAL: We strive to provide care that moves Veterans toward functional independence and successful return to their communities and homes. We work with the local community to bring businesses, Veteran agencies and non-profit agencies together to streamline services for our service members and Veterans beyond medical care.

HOW: Our Military Advisory Council consists of Veterans who understand the unique needs of military patients and their families. Some have experienced the programs that Post Acute Medical offers and, through their trials and successes, help to guide the continuing development of services offered by Post Acute Medical VCE. We work with Veterans and our staff to ensure communication of goals and to elaborate on the special needs and requests of the Veteran, Department of Defense and the Veterans Administration.

HISTORY: The VCE concept and delivery of care started six years ago in San Antonio, Texas. We saw a major disconnect of access and delivery of care for our service members across the state of Texas and the United States of America. Instead of complaining, we put together a professional team in San Antonio to address the medical, therapy and family concerns of our service members and to assist them as they return to their job/combat, reclassify into another military job or retire with a plan for college or trade school. This concept continues to grow across the United States as Veterans move back home or retire to their communities.

WHY: Our passion is to heal and teach our Vets "How to Fish," and to prepare them for the next chapter in their lives beyond the military while making them productive citizens that pay it forward to the Vet behind them.

JOIN US: See and be a part of your impact locally; use your talent, specialty and networks to truly make a difference. Community reintegration of services is the key to the success of this program.

*For more information,
the Veterans Center of Excellence
has three locations serving
the San Antonio and outlying
communities:*

**Warm Springs Rehabilitation Hospital
of San Antonio Medical Center**

5101 Medical Drive
San Antonio, Texas 78229
Main: 210.616.0100
Central Referral Line: 210.592.5350
Central Referral Fax: 210.592.5457

**Warm Springs Rehabilitation Hospital
of Thousand Oaks**

14747 Jones Maltsberger Road
San Antonio, Texas 78247
Main: 210.581.5300
Central Referral Line: 210.592.5350
Central Referral Fax: 210.592.5457

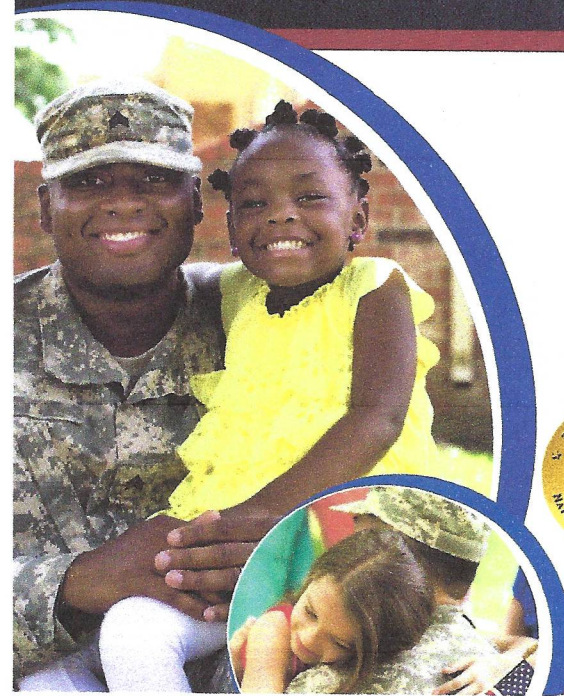
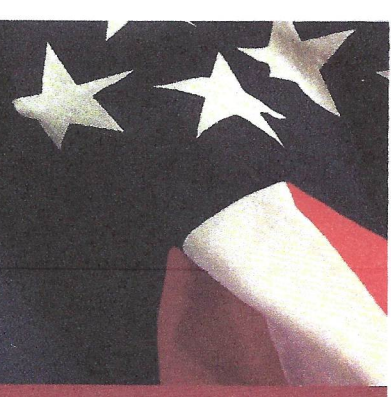
**Warm Springs Rehabilitation Hospital
of Westover Hills**

10323 State Highway 151
San Antonio, Texas 78251
Main: 210.581.5306
Central Referral Line: 210.592.5350
Central Referral Fax: 210.592.5457



PROUDLY TREATING THE MEDICAL NEEDS OF THE MILITARY & THEIR FAMILIES

in South Texas for more than 75 years.



PHYSICAL, OCCUPATIONAL, SPEECH, PROSTHETICS, MUSIC & RESPIRATORY THERAPY

Request a referral from your Doctor or Case Manager for:

- Amputation
- Brain Injury
- Burns
- Spinal Cord Injury
- Stroke
- Hip Fracture
- Joint Replacements
- Major Trauma
- Myopathy
- Neurological Disorders
- Cancer
- Cardiac Rehab



We are your holistic care team!

Call 210.592.5350

Accepting Tricare & Most Insurance Plans

The Warm Springs Veterans Center for Excellence proudly serves the Department of Defense and the United States Department of Veterans Affairs but is not affiliated with any governmental entity.

Warm Springs

A Post Acute Medical Hospital

Warm Springs is a brand name of Post Acute Medical.

Warm Springs Rehabilitation Hospital of Kyle

5980 Kyle Parkway
Kyle, TX 78640
Main: 512.262.0821
Admissions: 512.268.9592

Warm Springs Rehabilitation Hospital of San Antonio ♦

5101 Medical Drive
San Antonio, TX 78229
Main: 210.616.0100
Admissions: 210.592.5350

Warm Springs Rehabilitation Hospital of Thousand Oaks

14747 Jones Maltsberger Road
San Antonio, TX 78247
Main: 210.581.5300
Admissions: 210.592.5350

Warm Springs Rehabilitation Hospital of Westover Hills ♦

10323 State Highway 151
San Antonio, TX 78251
Main: 210.581.5306
Admissions: 210.592.5350

PAM Specialty Hospital of San Antonio

5418 N Loop 1604 West, 3rd Floor
San Antonio, TX 78249
Main: 210.600.4600
Admissions: 210.921.3221

PAM Specialty Hospital of Luling ♦

200 Memorial Drive
Luling, TX 78648
Main: 830.875.8400
Admissions: 830.875.8501

PAM Specialty Hospital of New Braunfels

1445 Hanz Drive
New Braunfels, TX 78130
Main: 830.627.7600
Admissions: 830.626.4953

PAM Specialty Hospital of Victoria North ♦

102 Medical Drive
Victoria, TX 77904
Main: 361.576.6200
Admissions: 361.580.5116

PAM Specialty Hospital of Victoria South

506 East San Antonio Street
3rd Floor Detar Building
Victoria, TX 77901
Main: 361.485.7300
Admissions: 361.580.5116

PAM Rehabilitation Hospital of Victoria

101 James Coleman Drive
Victoria, TX 77904
Main: 361.894.7830
Admissions: 361.220.7803

♦ Also provides Outpatient Services

WARM SPRINGS REHABILITATION HOSPITAL

PARKINSON'S REHABILITATION PROGRAM

SAN ANTONIO | THOUSAND OAKS | WESTOVER HILLS



PROGRAM GOAL

Parkinson's is a slowly progressive chronic neurological condition. The goal of our program is to improve outcomes in balance and flexibility, self-care activities, and vocal loudness and pitch range through the collaborative care of our program's interdisciplinary team.

GUIDELINES FOR ADMISSION

Individuals who can benefit from an intensive rehabilitation program in order to learn management of the unique challenges of Parkinson's Disease.



A Post Acute Medical Hospital

**WARM SPRINGS REHABILITATION
HOSPITAL OF SAN ANTONIO**
5101 Medical Drive
San Antonio, Texas 78229
Main: 210.616.0100

**WARM SPRINGS REHABILITATION
HOSPITAL OF THOUSAND OAKS**
14747 Jones Maltsberger
San Antonio, Texas 78247
Main: 210.581.5300

**WARM SPRINGS REHABILITATION
HOSPITAL OF WESTOVER HILLS**
10323 State Highway 151
San Antonio, Texas 78251
Main: 210.581.5306

Centralized Admissions: 210.592.5350 • Centralized Fax: 210.592.5457



REHABILITATION SERVICES

- Initial and ongoing evaluations by a physician specializing in physical medicine and rehabilitation
- One-to-one therapy evaluation and treatment
- Rehabilitation Nursing
- Physical Therapy
- Occupational Therapy
- Speech/Language Therapy
- LSVT Certified Therapists
- Respiratory Therapy
- Music Therapy
- Dietary Counseling
- Pharmacy Services
- Case Managers
- Wound Care Specialist
- Specialty Physician Consultations

PROGRAM FOCUS

- Walking difficulties
- Decreased balance and coordination
- Postural problems
- Deconditioning
- Tremors
- Involuntary movements
- Decreased oral and motor skills
- Decreased speech volume and vocal intensity (Big and Loud Program)
- Swallowing difficulties
- Cognitive impairment
- Anxiety
- Depression

OUTPATIENT RESOURCES

Warm Springs' Parkinson's Support Group meets every third Wednesday at alternating Warm Springs locations, and is open to the community. The support group discusses a variety of topics affecting both individuals with Parkinson's and their loved ones.

The Parkinson's Outreach Program (POP) is a wellness program open to the community and available at each Warm Springs location. A therapy staff member leads an exercise group for individuals with movement disorders. This program was designed to help individuals maintain strength, mobility and balance achieved during formal therapy.

REFERRAL INFORMATION

We accept referrals from patients, family members, physicians, case managers, workers' compensation, and insurance companies. We accept Medicare, as well as most insurance plans. Simply call our Admissions department at 210.592.5350 to make a referral, schedule a tour, or for more information.

VHMACST - Membership Updated 8-21-19		VHMACST@gmail.com									
NAME	Address	Home Phone	Cell Phone	Email	Category						
Andrea Strong	8401 Datapoint Drive, Ste 500, SATX		210-724-4026	astrong@endevors.org	Vet/Comm Part						
Angela Sobery	1102 Boling Brook St., SATX		210-639-4100	asobery@yahoo.com	Vet Family Member						
Carlos Acosta	Held	210-487-1713		Cmigaco@gmail.com	Vet						
Christopher Vidaurre	Held	310-927-3790		christopher.vidaurre@dcitygoc.org	Vet/Comm Part						
Dr. David La Pointe	299 Tufted Crest, SATX, 78253	210-236-9667	210-488-1593	davelo.lapointe@gmail.com - VHMACST@gmail.com	Officer/Vet/Comm Part						
Estela Cantu-La Pointe	299 Tufted Crest, SATX, 78253	210-236-9667	269-626-4425	bella67cantu@gmail.com	Vet Family Member/Caregiver						
Gingerlei Seda	9622 Elmfield Pl, SATX, 78254		210-790-7901	leiginsed@gmail.com - VHMAVST@gmail.com	Officer/Vet/Family Member						
Jill Palmer	6363 De Zavala Rd., Ste. 200, SATX, 78249	210-399-4838	904-303-9023	jpalm@endeavors.org	Vet/Comm Part						
Jose Michael Gonzales	213 Terrel Ave. SATX 78214		210-550-6793	joegm@taps.org	Vet/Comm Part						
Karah Smith	12672 Silicon Dr., Ste. 105, SATX, 78249	210-247-6073	904-524-3686	KWSmith@WoundedWarriorProject.org	Vet Family Member/VSO						
Kelly Brooke-Van Drury, MSW	8007 Alton Blvd., Selme, TX 78154	830-214-4439	210-834-1439	kdrury@warmsprings.org	Vet Family Member/Comm Partner						
Kesha Delasbour	P.O. Box 353, Universal City, SATX, 78148		832-493-4137	ksha_03@hotmail.com - VHMACST@gmail.com	Officer/Vet/Family Member						
Kevin Crozier	15927 Watering Pt., SATX 78247		210-326-3556	kcrozier78247@att.net	Vet/VSO						
Larissa Martinez	8018 Hahala Bf., SATX 78254		210-387-9130	circleofarms19@gmail.com	Vet/Family Member/Comm Partner						
Col Lisa Firmin	Off. of Vet & Mil Affairs, One UTSA Circle, SATX, 78249	210-458-6097	210-464-3592	lisa.firmi@utsa.edu	Vet/Comm Part						
Michael Carrion	12672 Silicon Dr., Ste. 105, SATX, 78249	904-654-4339		mcarrion@woundedwarriorproject.org	Vet/VSO/Comm Part						
Michael O'Connell	10126 Wilderness Gap, SATX, 78254		210-364-3147	oseatx@hotmail.com: 48mocomnell@gmail.com	Vet						
Natasha Walden	6155 Eckhert Rd., Apt. 7101, SATX, 78240	210-399-4838 x385	229-425-0937	natasha.l.walden@gmail.com	Vet/Comm Part						
Richard Delgado, Jr.	1 University Way, ATTN: Military Affairs	210-784-1175	210-369-8817	richard.delgado@tamusa.edu	Vet/Comm Part						
Robin Soto	3007 Mission Gate 78254	210-254-9831	210-364-2953	bumbarn@aol.com	Vet/Vet Family Member						
Wil Seda	9622 Elmfield Pl, SATX, 78254		210-790-7900	wil.seda@gmail.com	Vet/Vet Family Member						
VA Representatives											
Dr. Betsy Davis	7400 Merton Minter (116B) SATX 78229	210-949-3151	210-740-8149	betsy.davis@va.gov	VA Rep; Non-voting member						
Austin Lawler	1746 Joy Spring, New Braunfels, TX 78130	540-429-9427		austinlawler@gmail.com; Austin.Lawler@va.gov	Vet/VA Rep; Non-voting member						
Support Members/Orgs.											
Richard Martinez	Held	210-617-5300x.17556	210-279-8781	Richard.martinez4@va.gov	Vet/Comm Part/Non-voting Member						



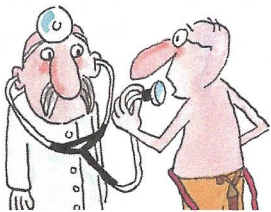
Dementia Caregivers Support & Education Program

Friday, September 13, 2019

“Introduction to Dementia”

10 a.m. - 11 a.m.

(This session repeats monthly)



“Talking to the Healthcare Team”

11 a.m. - 12:00 p.m.

Audie L. Murphy VA Hospital
GRECC Conference Rm A323 (3rd Floor)

Presented by:

San Antonio Geriatric Research, Education and Clinical Center
Geriatrics and Extended Care

To RSVP or for more information contact:
Sandi Bustamante at (210) 617-5197

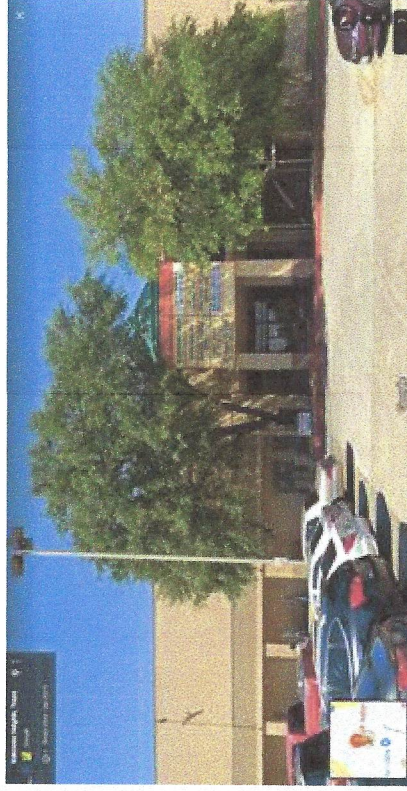
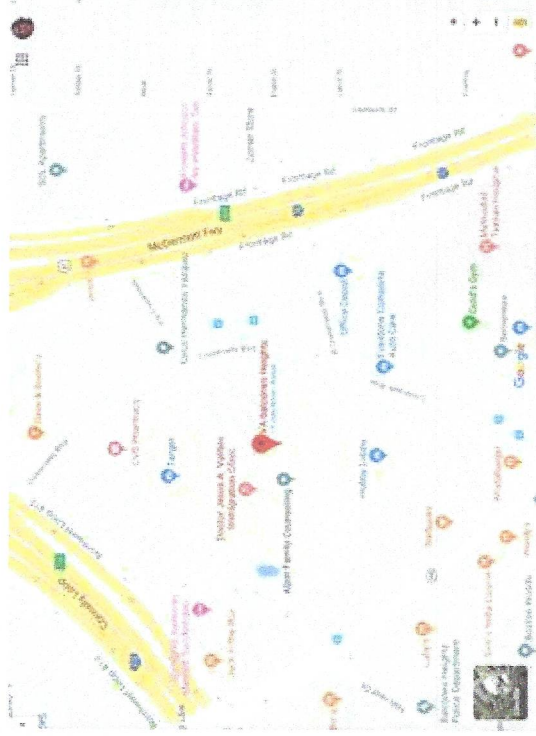
Veteran Health Education Committee
Approved: April 2017

SEPTEMBER MEETING LOCATION – 26 SEP 19/1100

Balcones Heights “Silver Clinic” conference room.

Here are directions to the Balcones Heights conference room:

- The Balcones Heights VA Outpatient Clinic is located inside the Wonderland of the Americas Mall (4522 Fredericksburg /also called “Crossroads Mall”). It is located at the southwest corner of the 410/-10 exchange on Fredericksburg Rd.
- The entrance for the clinic is from the East parking lot, between Burlington Coat Factory and the back of Target (photos below).
- Look for the VA SILVER CLINIC signs, and the conference room is toward the back of the waiting room in this clinic (ask front desk staff).



VA Same Day Mental Health Options

Emergency (imminent risk of harm to self/others or acute distress): ALM Emergency Department - open 24/7

Urgent concern but not emergency *and* within normal business hours (M-F, 8-4/except holidays): Same Day Services through Primary Care/MH Integration (in PACT clinics) OR Mental Health Clinic.

Clinic locations:

CLINIC	PCMHI	MH Clinic	PHONE	ADDRESS
Audie L. Murphy VA Hospital (ALM)	PACT/IMC Clinic: 1G	MH/BHIP Clinic: GLF	(210) 617-5300	7400 Merton Minter, SATX
Balcones Heights Outpatient Clinic (BHOPC)	Silver & Gold PACT clinics		(210) 732-1802	4522 Fredericksburg Rd, SATX
Frank Tejeda Outpatient Clinic (FTOPC)	PACT Clinic: 1 st Floor	MH/PTSD Clinic: 2 nd Floor	(210) 699-2100	5788 Eckhert Rd, SATX
North Central Federal Clinic (NCFC)	PACT Clinic	MH Clinic	(210) 483-2900	17440 Henderson Pass, SATX
Shavano Park Outpatient Clinic (SPOPC)	PACT Clinic		(210) 949-3773	4350 Lockhill-Selma Rd, SATX
South Bexar Outpatient Clinic (SBOPC)	PACT Clinic	MH Clinic	(210) 648-1491	4610 E Southcross Blvd, SATX
Villa Serena		Substance Abuse Treatment Program	(210) 321-2700	4455 Horizon Hill Blvd, SATX
Kerrville VA Medical Center (KMC)	PACT Clinic: 1 st Floor	MH Clinic: 2 nd floor	(830) 896-2020	3600 Memorial Blvd, Kerrville
Victoria Outpatient Clinic (VOPC)		MH Clinic	(361) 582-7700	1908 North Laurent Street, Victoria

Behavioral Health Resources San Antonio, Texas

- 1) San Antonio Northeast Vet Center, IH35 & Randolph, 210-650-0422, <https://www.vetcenter.va.gov/>
 - 2) San Antonio Northwest Vet Center, 9910 West Loop 1604, 210-688-0606, <https://www.vetcenter.va.gov/>
 - 3) Steven A. Cohen Military Family Clinic at Endeavors, 6363 De Zavala Rd #300, 210-399-4838, <https://www.endeavors.org/mfc-sanantonio/>
 - 4) GiveanHour.org, <https://giveanhour.org/>, Providers available in San Antonio, No charge
 - 5) San Antonio Counsel on Alcohol and Drug Awareness (SACADA), <https://sacada.org/>, 210-225-4741, **Recovery Coaches**, various drug and alcohol treatment at various locations throughout SA, no charge, 7500 US 90 & Military Drive, near Lackland AFB
 - 6) Military One Source, <https://www.militaryonesource.mil/>, No substance abuse counseling and time limited
 - 7) Military and Family Life Counselors, JBSA-Fort Sam Houston, Lackland AFB, and Randolph AFB, <https://www.jbsa.mil/Resources/Military-Family-Readiness/>
Marcella Duesada, 210-421-9387
-