Essential Veteran Resources For Specialty Courts
Kerry L. Mucker II, MA
Oklahoma Department of Mental Health & Substance Abuse
Specialty Courts Veterans Liaison

Overview

- OK Specialty Courts
- VIP Initiative
- Veterans Resources
Specialty Courts in Oklahoma

Veterans Specifics

**Target Population:** Oklahoma has a significant number of veterans relative to its overall population. The 2010 Census identifies 12.5% of the state’s population as veterans compared with 9.9% nationally. Additionally, the state is home to two Army bases, three Air Force bases, and one Coast Guard Institute. More than 47,000 active service members now reside in Oklahoma. The state now sees the effects of these redeployments in substance abuse treatment needs, criminal justice involvement, and increasing suicide rates.

- 81% of justice-involved veterans had a substance abuse issue prior to incarceration.
- Calls from Oklahoma veterans to the Veterans Crisis Line (affiliated with the National Suicide Prevention Lifeline) grew from 318 in 2007 to more than 1,680 in 2010.
- In Oklahoma, from 2004-2007, 23%, (466) of all suicide victims were veterans, representing 76% of all violent deaths among veterans.
- In 2010, nearly 1,200 veterans and active service personnel received substance abuse treatment services and 3,363 received mental health services through ODMHSAS.
# Community Reintegration

## Oklahoma - Dependent Data

**Total # of dependents for all activated Service members: 81,034**

- **Active Duty:** 32,315
- **Reserve/Guard:** 54,188

## Service Members Deployed from 9/11/01 to 9/30/13

- **United States:** 2,583,437 (72% Active, 28% Reserve/Guard)
- **Oklahoma:** 33,086 (59% Active, 41% Reserve/Guard)

## Multiple Deployments

44% have served multiple deployments since 9/11

- **Active:** 48%
- **Reserve:** 28%
- **Guard:** 34%

## Oklahoma Veteran Population

- Total: 342,816
  - Gulf War Era: 102,923
  - Vietnam Era: 121,259
  - Korean Conflict: 33,486
  - World War II: 19,505
- Female: 35,323
- Male: 307,493

## Spouse Abuse

- **Incidents per 1000**
  - 2008: 9.4
  - 2010: 11.2
  - 2012: 11.4

Data does not estimate total amount of domestic abuse in military families. Incidents reflect data reported to DoD's Family Advocacy Program.

## Child Abuse

- **Incidents per 1000**
  - 2008: 4.8
  - 2010: 5.7
  - 2012: 6.1

It is estimated that 22 Veterans die from suicide each day.

## Divorce or Breakup

- 19.2% Marine Corps
- 19% Army
- 17.9% Navy
- 17.6% Coast Guard
- 14.6% Air Force

The risk of divorce increases with longer and multiple deployments.

17.7% of active duty military personnel experienced the stress of divorce or breakup in a 12-month period.

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*6 Psychiatric Services Reintegration Program and Treatment Interventions Among Iraq and Afghanistan Combat Veterans Receiving VA Medical Care (June 2013).
History of Women in the Military

- 1973, conscription ends and there are too few men in military (45,000 women serving)
- 1980 - number increased to 171,000 women serving
- In 1990’s over 45,000 service women deployed in Desert Storm - increasing visibility of women in military
- 1994 - combat exclusion for Navy women lifted
- 1998 - women aviators allowed to fly in combat zones
- After 911 - women have made up 11% of the forces deployed in OEF, OIF, OND
- Over 213,000 women currently serve in active military, and 190,00 in the reserves
- Combat exclusion continues to be a debated topic
# Oklahoma Veteran Justice Programs

## Vet Docket
- Tulsa Veterans Mentor Treatment Court (J4V)
- Creek County Veterans Court
- Rogers County Veterans Courts
- Seminole County Veterans Court

## Veteran Initiative
- Garfield County
- Muskogee County
- Pittsburg County
- Cleveland County
- Veterans Ingenuity Projects
  - 30+ programs
  - *Oklahoma County Veterans Diversion Program
Veterans Initiative Project
Why target veterans?

A Few Essentials

- Motives that benefit veterans:
  - Structure
  - Loyalty
  - Camaraderie
  - Teamwork
  - Self-reliance
The Invisible Wounds of War

- Post-Traumatic Stress Disorders (PTSD)
- Traumatic Brain Injuries (TBI)
- Military Sexual Trauma (MST)
- Moral/Soul Injury
- Other Service Hazards & Adjustment Disorders
PTSD has been correlated with 5 general types of criminal behavior:

- Drunk driving
- Weapons Charges
- Disorderly Conduct
- Drug Possession
- Assaults
How does it work?

- Judge
- Prosecutor
- Defense counsel
- Community Treatment provider
- Treatment Court Coordinator
- Community supervision representative
- Law enforcement
- Veterans Justice Outreach Coordinator
- Mentors & Mentor coordinator
- Veteran Service Organizations
A Heroes Perspective

Clarity in Military Culture
Culture is the way of life for a society. As such, it includes codes of:

- Manners, dress, language, religion, rituals, norms of behavior such as law and morality, and systems of belief as well as the arts and gastronomy.

Cultural Competence refers to an ability to interact effectively with people of different cultures.

Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.
Oath of Enlistment

I, [name], do solemnly swear that I will support and defend the Constitution of the United States against all enemies, foreign and domestic; that I will bear true faith and allegiance to the same; and that I will obey the orders of the President of the United States and the orders of the officers appointed over me, according to regulations and the Uniform Code of Military Justice.

(Optional) So help me God.

Oath initiated 14 June 1775
Noticeable vs. Social Norms

- Uniform
- Ranks
- Laws
- Tactical Services

- Branch Distinctions
- Professionalism
- Military Bearing
- Warriors Ethos
Clarity in Military Culture

- Numerous Sub cultures
- Mission based roles
- Combat vs. Support
- Deployed
- Generational Differences
- Why you join
- Collectivistic vs. Individualistic
RISK FACTORS POST MILITARY DISCHARGE:

• ISOLATION
• RELATIONSHIP PROBLEMS
• UNEMPLOYMENT
• FINANCIAL PROBLEMS
• ADDICTION
• HOMELESSNESS
• DOMESTIC VIOLENCE
• LEGAL ISSUES
• INCARCERATION
• SUICIDE
• OTHERS
## Transitional Challenges

### Combat-Zone
- Cohesion with buddies
- Accountability and control
- Targeted aggression
- Tactical awareness
- Lethally armed
- Emotional control
- Non-defensive driving
- Discipline and obeying orders

### Home-Zone
- Withdrawal from others
- Lack of control
- Inappropriate aggression
- Hyper vigilance
- “Locked and loaded” at home
- Detached and uncaring
- Aggressive driving
- Giving orders leads to conflict (no clear “chain of command”)
RESERVE & GUARD PERSONNEL

Post Deployment Stress

- Job may no longer be available
- May experience a reduction in income
- Transition of health care or loss of health coverage
- Loss of unit/military support system for the family
- Variants of deployments
- Lack of follow up/observation by unit commanders to assess needs
Responsive Home Front

- Acknowledging important skills learned during military service
- Honoring important relationships while in the service
- Moving toward identity integration
- Allowing for discussions of increased engagement with chosen values through greater awareness of cultural norms and flexibility in enacting them
How to ask & how to not to ask?

Bottom Four Questions

- Do you have PTSD?
- Have you been to Iraq?
- How was it?
- Did you shoot at anyone?

Top Four Questions

- Did you serve in the US Military?
- What service branch were you in?
- What did you do in the military?
- How can I connect you to services?
How do you interact with Veterans?

- How do you ID a Veteran?
- What may be triggers for combat veterans?
- Where do you send them for help?
- What tools do you have?
- What tools can you develop?
- What do you ask them?
Veteran Service Organizations

Fleeting Overview
The Department of Veterans Affairs (VA)

- **Veterans Health Administration (VHA)**
  - All Health care services
  - Medical Centers, Ambulatory Care & Community Based Outpatient Clinics

- **Veteran Benefits Administration (VBA)**
  - All VA Benefits - VA Regional Offices
  - Compensation & Pension, GI Bill, Home Loans, etc.

- **National Cemetery Administration (NCA)**
  - National and State Veterans Cemeteries
  - Headstones, Markers & Presidential Memorial Certificates
Distinctions between the VA & VSO’S

○ The Veterans Health Administration (VHA) provides health care and clinics. To understand more how the Veterans Health Administration determine eligibility click here http://www.va.gov/healthbenefits/apply/veterans.asp.

○ The Veteran Benefit Administration (VBA) provides compensations, pensions & educational benefits. To understand more how the Veteran Benefit Administration determine eligibility click here http://www.benefits.va.gov/benefits/

○ The National Cemetery Administration (NCA) provides national and state cemeteries, headstones and markers. To understand more how the National Cemetery Administration determine eligibility click here http://www.cem.va.gov/
Veterans Affairs
Catchment Region

Coverage Map
“The purpose of the VJO Initiative is to avoid unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible Veterans in contact with the criminal justice system have access to VHA Services.”
The purpose of the regulation of representatives, agents, attorneys, and other individuals is to ensure that claimants for Department of Veterans Affairs (VA) benefits have responsible, qualified representation in the preparation, presentation, and prosecution of claims for veterans' benefits.

[73 FR 29870, May 22, 2008]
Veterans Justice Outreach (VJO) Program

- Outreach, Assessments, case management for justice-involved Veterans in local courts or jails.
- Veteran Identification
- Assistance in eligibility and enrollment
- Continued monitoring and consultation
- Hand-off to VA and community service providers
Omar Rashidzada area
(also: Wildbarger and Wichita Counties in Texas)
Veteran Justice Outreach Specialists (VJO)

- Amber Ward, LCSW
  Contact Information:
  Phone: 405-456-1761
  Email: Amber.Ward@va.gov

- Omar Rashidzada, LCSW
  Contact information:
  Phone: 405-456-3010
  Email: Omar.rashidzada@va.gov
Veteran Justice Outreach Specialists (VJO)

- Paula Wilcox (VJO)
  paula.willcox@va.gov

- Doug McCormick
  Readjustment Counseling Therapist Veterans
  Treatment Court Liaison
  (918) 610-2000
  douglas.mccormick@va.gov
The state veterans program administered by the Oklahoma Department of Veterans Affairs, under the direction of the Oklahoma Veterans Commission as the controlling body, provides a complete service to the State’s veterans. This service includes nursing care, financial assistance in emergencies, and field service counseling in the filing of claims for U.S. Department of Veterans Affairs and state benefits.

Oklahoma is one of the top two states in the nation with seven veterans centers providing intermediate to skilled nursing care for its veterans. These centers are located in Ardmore, Claremore, Clinton, Lawton, Norman, Sulphur, and Tahlequah.

The Oklahoma Department of Veterans Affairs also has a Claims and Benefits Division. This division has offices at the V.A. Regional Office in Muskogee, V.A. Medical Center, Oklahoma City; V.A. Medical Center, Muskogee; V.A. Outpatient Clinic, Tulsa; and the Lawton/Fort Sill Oklahoma Veterans Center. For further convenience of Oklahoma’s veterans, the Claims and Benefits Division has Veterans Service Representatives who travel on an itinerant basis offering assistance in all counties throughout the state.

- Schedules may be obtained by this link: Veterans Service Representatives’ Itineraries
- For questions about claims and benefits, please call toll free (888) 655-2008

Related Links

- Financial Assistance Program
- Veteran Service Rep Itineraries
- State Accrediting Agency
- Veterans Service Organizations

- Oklahoma Honor Flights
- Agency Hotline Toll Free (855) 701-ODVA(6382) or Locally at (405) 521-4834
- Military Warriors Support Foundation

Related Topics
Find a Veteran Service Representative

Northwest Region

Area 0

- Guthrie | Midwest City | Oklahoma City

Area 1

- Beaver | Guymon | Stilwell | Shattuck | Woodward

ODVA Link: http://www.ok.gov/odva/
Area 3
- Alva | Enid | Fairview | Kingfisher | Medford

Northeast Region

Area 4
- Bartlesville | Cleveland | Pawhuska | Ponca City | Stillwater

Area 5
- Jay | Miami | Tulsa | Tahlequah | Vinita

Southeast Region

Area 6
- McAlester | Poteau | Sallisaw | Talihina

South Central Region

Area 7
- Atoka | Antlers | Durant | Hugo | Idabel

Area 8
- Ada | Holdenville | Norman | Seminole | Shawnee

Southwest Region

Area 9
- Chickasha | Duncan | El Reno | Lawton
# South Central - Area 8

Covering the following counties: Cleveland, Garvin, Hughes, McClain, Murray, Oklahoma, Pontotoc, Pottawatomie and Seminole

Veteran Service Representative: Randy Sherman, 918-397-2560

<table>
<thead>
<tr>
<th>City/County</th>
<th>Day/Time</th>
<th>Week(s)</th>
<th>Location</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Seminole, Seminole County</td>
<td>Monday, 9 a.m.-noon</td>
<td>1-4</td>
<td>Workforce Oklahoma office, 229 N. 2nd St.</td>
<td>405-382-4670</td>
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<tr>
<td>Holdenville, Hughes County</td>
<td>Monday, 1-3 p.m.</td>
<td>1-4</td>
<td>Workforce Oklahoma Office, 115 Rodgers Dr.</td>
<td>405-379-5452</td>
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<td>NA</td>
<td>Monday, 8 a.m.-4:30 p.m.</td>
<td>5</td>
<td>Area Outreach</td>
<td>NA</td>
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<tr>
<td>Shawnee, Pottawatomie County</td>
<td>Tuesday, 8:30 a.m.-4 p.m.</td>
<td>1-4</td>
<td>Workforce Oklahoma office @ Gordon Cooper Tech Canter, 2 John C. Bruton Blvd.</td>
<td>405-275-7800</td>
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<tr>
<td>NA</td>
<td>Tuesday, 8 a.m.-4:30 p.m.</td>
<td>5</td>
<td>Area Outreach</td>
<td>NA</td>
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<tr>
<td>Muskogee, Muskogee County</td>
<td>Wednesday, 9:30 a.m.-3 p.m.</td>
<td>1-4</td>
<td>Muskogee VARO, 125 S. Main</td>
<td>918-781-7766</td>
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<td>NA</td>
<td>Wednesday, 8 a.m.-4 p.m.</td>
<td>5</td>
<td>Area Outreach</td>
<td>NA</td>
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<tr>
<td>Ada, Pontotoc</td>
<td>Thursday, 9:30 a.m.-3 p.m.</td>
<td>1-4</td>
<td>Workforce Oklahoma office, 1500 Hoppe Blvd., Suite 2</td>
<td>580-332-1533</td>
</tr>
<tr>
<td>NA</td>
<td>Thursday, 8 a.m.-4 p.m.</td>
<td>5</td>
<td>Area Outreach</td>
<td>NA</td>
</tr>
<tr>
<td>Okemah, Okfuskee County</td>
<td>Friday, 9 a.m.-3 p.m.</td>
<td>Each</td>
<td>County Court House, 209 N. 3rd St.</td>
<td>405-623-1724</td>
</tr>
</tbody>
</table>
Veteran Service Organizations

- American Legion
- AMVETS (American Veterans)
- Disabled American Veterans
- Marine Corps League
- National Association for Black Veterans (NABVETs)
- Veterans of Foreign Wars (VFW)
- Vietnam Veterans of America

Not Limited To This List
Role of Service Officers

- Provide ongoing education on local, state and federal benefits for Participants and dependents, including, but not limited to health, education, training, VA disability compensation and/or pension.
- Advocate on behalf of the Participants with the Veterans Benefit Administration (VBA) and VHA regarding veterans’ benefits, VA disability compensation, and/or pension.
- Assist the Participants with completing initial VA disability compensation claims, current claims or appeals of denied claims.
Service Officer
Requirements


- Adhere to all of the Veterans Initiative Courts program policies and procedures.

- Commit to participation for a length of service as required by the court.

- Complete the required initial training as specified by the court prior to participation in the Veterans Initiative program.

- Participate in any required additional training as required by the court.
The HUD-VASH program is a long term intensive case management program for homeless veterans. HUD-VASH is a united agreement amongst the Department of Housing and Urban Development and VA. HUD provides housing assistance through its Housing Choice Voucher Program (Section 8) that allows homeless veterans to rent privately owned housing. The VA offers eligible homeless veterans clinical and supportive services through its health care system. There are two VA Homeless programs that service Oklahoma; the OKC-VAMC [http://www.oklahoma.va.gov/services/homeless/] & the Homeless Alliance, and the Oklahoma Northeastern regional partners [http://mhaok.org/what-we-do/housing/housing-options/] etc. & VA facilities (see attachments & catchment region–Blue represents region OKC VAMC/ White represents the Tulsa VA & Jack C. Montgomery catchment region). Click this link for eligibility criteria [http://www.va.gov/homeless/hud-vash_eligibility.asp] or call 1-877-424-3838.
Health Care for Homeless Veterans:
Other Programs

Veterans Justice Outreach (VJO) program will identify, outreach, educate and serve legally involved Veterans. Through collaboration with local courts and jails, the VJO works with Veterans, their family members, and sometimes their attorneys to identify Veterans engaged in our legal system, reach out to them even when incarcerated and educate them on VA benefits.

Vocational Development program provides case management, life skills, job preparation training, and direct career placement into the community for homeless Veterans or Veterans at risk of homelessness.

Homeless Substance Use Disorder Specialist provides case management and supportive therapy to homeless Veterans in the community. This worker provides Social Work interventions for individuals, families and groups. Specialist acts as a liaison with community agencies and coordinates community-based services including referral to or from VA programs, government programs, and community agency programs.

Stand Down - Annual event where numerous community agencies gather to provide resources and services to homeless Veterans to assist with ending homelessness.

Bus Tokens - Given as needed for job searches or medical appointments.

Contact Information

Muskogee VA Medical Center
1011 Honor Heights Dr
Muskogee, Oklahoma 74401
918-577-3000
Toll Free: 1-888-397-8387

Tulsa VA Outpatient Clinic
10159 E 116th Street, Ste 115
Tulsa, OK 74126
918-610-2047
Toll Free: 1-888-398-8387

Hartshorne VA Outpatient Clinic
1429 Pennsylvania Ave
Hartshorne, OK 74547
888-878-1598

Vinita VA Outpatient Clinic
269 3rd St.
Vinita, OK 74301
918-713-5400

Homelessness
Among Our Veterans

Supportive Programs for Veterans

1-877-4AID-VET

Struggles of the Homeless Veteran

Are you dealing with:
Unemployment
Feeling sad or anxious
Drug or Alcohol misuse
Medical problems

Homelessness is an adverse consequence of varied life struggles. The Jack C. Montgomery VA Homeless Program team can help guide you to live the life you desire.

The VA Wants to End Homelessness Among Our Veterans

“Caring for Veterans is a calling, and our first commitment is to provide them and their families the timely, quality care and benefits they have earned and deserve through their service to our Nation.”

Robert A. McDonald
Secretary of the Department of Veterans Affairs

“We’re not going to be satisfied until every Veteran who has fought for America has a home in America.”

Barack Obama
44th President of the United States of America
The HUD-VASH Program is a cooperative effort between the Housing and Urban Development and the Department of Veterans Affairs aimed at providing supportive housing assistance to homeless Veterans and their families. To be eligible for this program, the Veteran must be currently homeless or imminently homeless (documented as being homeless within 14 days), meet financial eligibility guidelines established by HUD for the region, have a case management need, and be willing to participate in ongoing case management services.

This innovative project promotes a team approach to ending homelessness; the Veteran works with their public housing authority case worker and their VA case manager to actively address the issues that impaired their ability to maintain stable housing. In turn, the VA offers case management support and community resources to actively address those issues and the public housing authority offers rental assistance in the selected, eligible unit chosen by the Veteran. The encompassing goal is to help the Veteran obtain and maintain stable housing for himself or herself.

**Yale Apartments**
Located in Tulsa, Yale Apartments provide transitional living for Veterans who have a mental health diagnosis. Veterans can reside at Yale Apartments for 30-90 days.

**Bryce House (Grant and Per Diem)**
Located in Tulsa, Bryce House is a 31-bed residential treatment center for male Veterans recovering from substance abuse. Supportive services are provided at the facility. Veterans can reside up to 24 months.

**Liberty House (Grant and Per Diem)**
Located in Tulsa, Liberty House is a transitional living facility for homeless male Veterans who are coming out of the prison system, in recovery from alcohol and drug use, and have a desire for recovery. Individualized supportive programs are offered.

**12 & 12, Inc.**
Located in Tulsa, 12 & 12 Inc. is one of the largest and most comprehensive substance use disorder treatment centers in northeastern Oklahoma. 30-90 days of housing and support are offered to female Veterans and men if beds are available.

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**Eligibility Criteria**

<table>
<thead>
<tr>
<th>Yale Apartment</th>
<th>Bryce House</th>
<th>Liberty House</th>
<th>12 &amp; 12, Inc.</th>
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</thead>
<tbody>
<tr>
<td>Male only</td>
<td></td>
<td></td>
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<tr>
<td>Female only</td>
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<td></td>
<td></td>
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<tr>
<td>Be able to work, volunteer or attend school</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Not be awaiting other housing placement</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Will be subject to program rules</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Mandatory savings account program</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Mental health diagnosis</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Substance Use Disorder or Co-Occurring Diagnosis</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Willing to reside in a sober living environment</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Have 30 days of sobriety</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Be in recovery or have a desire for recovery</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<td>Be stable if on psychotropic medications</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Willing to participate in case management</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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<tr>
<td>Agree to participate in the SNAP Program</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Must not be a danger to themselves or others</td>
<td>❌</td>
<td>❌</td>
<td>❌</td>
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</table>

* If ineligible for SNAP Program, agree to pay up to $200.00 per month to assist with food costs.
The Supportive Services for Veteran Families (SSVF) Program provides grants and technical assistance to community-based or nonprofit organizations to help veterans and their families. SSVF will assist very low-income veteran families residing in or transitioning to permanent housing. Grantees will provide a range of supportive services to eligible veteran families that are designed to promote housing stability. For example, http://okgoodwill.org/uploads/SSVF%20BROCHURE.pdf, http://www.kibois.org/ssvf.html, and the BRXX4Vets matthew.engelbach@tulsavtc.com are four of many community based SSVF programs that are located across our state. Together we can end veteran homelessness.
CHANGING THE LIVES OF OKLAHOMA'S VETERANS AND THEIR FAMILIES

For more information on Goodwill's Supportive Services for Veteran Families Program (SSVF), contact us:

Supportive Services for Veteran Families Program Manager
Phone: 405-887-5710
Email: ssfv@okgoodwill.org

This brochure was funded by a grant from the United States Department of Veterans Affairs. The opinions, findings and conclusions stated herein are those of the author and do not necessarily reflect those of the United States Department of Veterans Affairs.

PROGRAM PARTNERS

Under the Supportive Services for Veteran Families (SSVF) Program, Goodwill will join forces with City Rescue Mission, The Homeless Alliance, Upward Transitions, Legal Aid Services of Oklahoma, HeartLine, and Volunteers of America to provide services designed to promote housing stability for Oklahoma's veteran families.

THE HOMELESS ALLIANCE
1724 NW 4TH Street
Oklahoma City, OK 73106
405-415-8410
www.homelessalliance.org

CITY RESCUE MISSION
800 W. California Avenue
Oklahoma City, OK 73106
405-232-2709
www.cityrescue.org

UPWARD TRANSITIONS
1134 W. Main Street
Oklahoma City, OK 73106
405-232-5507
www.upwardtransitions.org

LEGAL AID SERVICES OF OKLAHOMA
1-888-534-6243
www.legalaidok.org

HEARTLINE
211-1

VOLUNTEERS OF AMERICA
9605 E. 61st Street
Tulsa, OK 74133
918-307-1500
www.voa.org

SUPPORTIVE SERVICES FOR VETERAN FAMILIES PROGRAM

Promoting Housing Stability for Oklahoma's Veteran Families

Goodwill Industries of Central Oklahoma

405-236-4451
www.okgoodwill.org

Our mission is to enhance the quality of life for individuals with disabilities and disadvantages through the Power of Work.

United Way Partner Agency
LIVE UNITED
United Way
ABOUT SSVF

The purpose of the Supportive Services for Veteran Families Program (SSVF) is to provide supportive services to very low-income veteran families who are homeless or at risk for becoming homeless.

Through SSVF homelessness prevention and rapid re-housing services, veteran households will be supported in maintaining long-term housing stability.

HOW IT WORKS

Centralized intake provided by HeartLine.

Legal Aid Services of Oklahoma will provide all legal services for participants.

Representative payee services provided by Volunteers of America of Oklahoma.

Case management for participants will be provided by Goodwill Industries of Central Oklahoma, Inc., The Homeless Alliance, City Rescue Mission, and Upward Transitions.

Partners will allow for candidates to be screened, unmet needs accessed and identified, and support services provided at any of the four case management sites.

SERVICES

OUTREACH

SSVF partners participate in local job fairs, veteran organization events, community functions, and collaborates with additional veteran service providers to reach veterans.

CASE MANAGEMENT

Program partners will provide case managers who will connect with participants and match unmet needs with resources both internally and externally. Follow up and retention services will also be available to participants to provide sustainability.

LEGAL ASSISTANCE

Legal Aid Services of Oklahoma will provide each participant with individualized counseling services to help resolve housing barriers and assist with applying for public housing benefits.

EMPLOYMENT COUNSELING

SSVF participants will have access to specialized employment training, job readiness assistance, individualized employment counseling, and skills assessment. Training offered will include: basic computer training, skills assessment and training, resume development, interview readiness, and job search assistance.

ADDITIONAL SERVICES INCLUDE:
- Housing Barriers Assessment
- Emergency Housing Stability Assistance
- Temporary Financial Assistance
- Housing Counseling
- Rental Agreement Education
- VA Benefits Assistance and Counseling
- DHS Assistance and Counseling
- Landlord-Tenant Mediation
- Future Housing Stability Planning
- Referral to other services, including: health care, health insurance, education services, daily living services, personal financial planning services, transportation services, income support services, and child care services.

Homeless veterans who were discharged from the U.S. military or released under conditions other than dishonorable are eligible for the program.
Healthcare for Re-Entry Veterans (HCRV)

Tony Kirksey, LCSW

Phone: 405-456-1762

Email: Anthony.Kirksey2@va.gov
“As Veterans serving Veterans, our mission is to insure Veterans Priority of Services throughout OESC, along with offering our Veterans and the transitioning service members with the proper resources and services to succeed in the 21st Century workforce. We pledge our utmost to protect their employment rights, maximize their employment opportunities, and meet the labor market demands with qualified veteran employees.”
Oklahoma Employment Security Commission
Workforce Oklahoma

Directory of Veterans Program Representatives

Please note that these representatives position description requirements have dramatically changed based on U.S. Department of Labor policy.

(#1) Local Veterans Employment Service Representatives (LVER) conduct outreach services to employers with no Workforce Office Veteran services.
(#2) Disabled Veterans Outreach Program Specialists (DVOP) provide intensive employment services to Veterans and Targeted Populations meeting criteria as having or supporting individuals identified with Significant Barriers to Employment.
(#3) All other Veterans will be provided services in each Workforce Office by the Wagner-Peyser Employment Service (ES) Representatives.

* = Veterans' Program Rep available on Appointment Days

City / Address / Zip Code
Phone / FAX
Representative listed as either LVER or DVOP unless none is provided
Counties Served by this Vet Rep and/or By Appointment

Ada 1500 Hoppe Blvd, Ste 2 74820
Phone (580) 332-1533 FAX (580) 421-9265
Counties Served: Garvin and Pontotoc

Altus 1115 N Spurgeon 73521
Phone (580) 482-3262 FAX (580) 482-3284
DVOP(#2): Sherrie Harris Note: This position is full time DVOP.
Counties Served: Greer, Harmon, Jackson and Kiowa

Ardmore 2421 Autumn Run, Ste B 73401
Phone (580) 223-3291 FAX (580) 226-2730
DVOP(#2): Catherine McBride Note: This position is ½ time DVOP and ½ time ES.
Counties Served: Carter, Love and Murray

Bartlesville 210 NE Washington Blvd 74006
Phone (918) 331-4800 FAX (918) 333-3610
LVER(#1): Kenneth Harbuck Note: This position is ¾ time DVOP and ¾ time ES.
Veteran Affairs Tribal Programs

- **Candy Fish Klump**, Native American Nurse Navigator~ OKC-VAMC/ 405-456-3808
- **John Alley**, Medical Admin SPC Indian Health Liaison~ JCMMC / 918-577-4261
- **Bumer Gray**, Native American Program Coordinator~ JCMMC/ 918-577-3977
Vet Centers

- Oklahoma City Vet Center
  1024 N.W. 47th St. Suite B OKC, 73118 (405) 456-5184

- Tulsa Vet Center
  14002 E. 21st St. Suite 200 Tulsa, OK 74134 (918) 628-2760

- Cherokee Nation Vet Center
  Tahlequah, OK 74465 (918) 453-5693

- Lawton/Red River Vet Center
  1016 S.W. C Street Lawton, OK 73501 (580) 585-5880

Each location accepts walk-ins or appointments. Business hours are listed in the links. Evening appointments are available.
Suicide Prevention

Suicide Prevention is consistently a priority of all organizations that provide amenities to service members, veterans, and family members. As mentioned in the introduction:

Calls from Oklahoma veterans to the Veterans Crisis Line (affiliated with the National Suicide Prevention Lifeline) grew from 318 in 2007 to more than 1,680 in 2010.

In Oklahoma, from 2004-2007, 23% (466) of all suicide victims were veterans, representing 76% of all violent deaths among veterans. It is estimated that 22 Veterans die from suicide each day (U.S. Veterans Affairs)

One key resource that can help a veteran in crisis is a receptive call.
Outside Resources

- Military Installations
  - Family Advocacy-on base
  - Judge Advocate General (JAG)
  - Commanders, First Sergeants, On-Base Collegiate Programs
- Local Law Enforcement
- Community Support
  - Wounded Warrior Program, Paralyzed Veterans of America
  - Salvation Army etc.
  - Woodring Wall of Honor and Veteran Park
  - Blue Star Moms, Marine Corp League
OKLAHOMA - STATEWIDE
Oklahoma Department of Mental Health
Reachout National Hotline
Crisis & Information Line
24 hours / 7 days
1-800-522-9054
Veterans Crisis Line

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. Support for deaf and hard of hearing individuals is available.
LAWTON
United Way Helpline, Inc.
24 hours / 7 days
(580) 355-7575
OKLAHOMA CITY
Serving Central Oklahoma
HeartLine, Inc.
24 hours / 7 days
(405) 848-CARE (2273)
PONCA CITY
Helpline
24 hours / 7 days
(580) 765-5551
Tulsa Helpline
Helpline Tulsa
8am-6pm / Mon-Friday
9am-5pm / Saturday
(918) 836-HELP
(918) 836-4357
To ensure that every participating veteran receives the services they require by helping them navigate the system and to act as a mentor, advocate, and ally.

A Few Program Goals

• Help their fellow veterans receive the services they need to reach their full potential as productive members of society.
• Help them navigate the court system, treatment system, VA system and other systems
• Assess their needs and help them adjust back to civilian life.
PRSS/ Mentor Approach

- **Peer Support**
  - **Informational Support**
    - Sharing experiences and information
    - Modeling effective skills
  - **Emotional Support**
    - Encouragement
    - Reinforcement
    - Decreased sense of isolation
  - **Mutual Reciprocity**
    - Shared problem solving
    - Both receiving and giving help on shared health or farming issues

- **Enhances**
  - Confidence
  - Perceived social support
  - Positive mood
  - Understanding of self-efficacy
Mentor Handbook

- Value of documentation
- Accountability
- Eliminate distractions
- Establish legalities

Court admonishes, Mentors motivate
Surplus Duties & Responsibilities

- Be present to court scheduled sessions
- Participate and lead mentoring sessions when assigned by the judge
- Be supportive and understanding of the difficulties the veteran clients are facing
- Assist the veteran clients as much as possible to resolve any concerns around the court or VA systems.
The Mentor Coordinator

Essentials to maintaining the success of the Veteran Mentor Program

* Recruit volunteer Veteran mentors
* Assist in their retention
* Organize and help facilitate their trainings as requested
  * Referral Supervisee
* Perform duties as assigned by Program Director and Judge
* Sustain and evolve the Veteran Mentor Program
Mentor Program Provisos

- Veteran Advocates/
- Drug/Mental Health/ Veteran Court Graduates
- Accredited Service Officers
- VET Centers
- College Veteran Coordinators
- Women Mentors
- VA Hospital Volunteers
- Develop Resource List
Collaborating with Veteran Agencies

- US Department of Veteran Affairs
- Veteran Health Care Network
- Iraq and Afghanistan Veterans of America
- Vietnam Veterans of America
- Veterans of Foreign Wars
- Local Vet Centers
- Other Local Veteran Service Organizations
Certified Peer Recovery Support Specialist Training

*For information about applying for certification, training dates/locations and other general questions, visit our CPRSS website page: http://www.ok.gov/odmhsas/Mental_Health_/Certifications/Peer_Recovery_Support_Specialist/

Jill Amos – ODMHSAS Coordinator of Recovery Support Services
Email: Jlamos@odmhsas.org
Office: (405) 522-2880
Fax: (405) 366-2307
Additional Resources

- www.211.org


- www.aosresourcecenter.com

- Operation Home front
  (580) 581-0772
  [http://www.operationhomefront.net/](http://www.operationhomefront.net/)

- Network
Lessons Learned

- Veteran Ingenuities
- Unity of Veteran Resources
- Achievable goals
Thank you for your time!

Kerry L. Mucker II, M.A.
Specialty Courts Veterans Liaison
kerry.mucker@odmhsas.org
(405) 522-8020
www.ODMHSAS.org
Closing/Questions
Resources

- Trauma and Recovery (1992), Judy Herman
- Treating Complex Traumatic Stress Disorders (2009), Christine Courtois and Julian Ford, eds.
- Treatment of Complex Trauma: A Sequenced, Relationship-Based Approach (2012), Christine Courtois, Julian Ford, and John Briere
The Trauma Recovery Group: A Guide for Practitioners (2011), Michaela Mendelsohn, Judith Herman, Emily Schatzow, and Diya Kallivayalil

Seeking Safety (1998), Lisa Najavits

Skills Training Manual for Borderline Personality Disorder (1993), Marsha Linehan

Motivational Interviewing, 3rd Ed. (2012), William Miller and Sam Rollnick
Resources

Trauma Focused-Cognitive Behavioral Therapy:
http://tfcbt.musc.edu

EMDR: http://www.emdr.com and
http://emdria.org

Seeking Safety: http://www.seekingsafety.org

Dialectical Behavior Therapy: http://www.behavioraltech.com
Resources

- Acceptance and Commitment Therapy: [www.act-for-anxiety-disorders.com](http://www.act-for-anxiety-disorders.com)
- International Society for Traumatic Stress Studies: [http://www.istss.org](http://www.istss.org)
- [www.nadcp.org](http://www.nadcp.org)
- [www.ndci.org](http://www.ndci.org)
- [www.militaryfamily.org](http://www.militaryfamily.org)
- [www.justiceforvets.org](http://www.justiceforvets.org)
Resources

- http://www.motivationalinterview.org/
- http://www.motivationalinterview.org/clinical/METDrugAbuse.PDF
Online and Telephone Resources

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

IT’S YOUR CALL
Confidential help for Veterans and their families

Confidential chat at VeteransCrisisLine.net or text to 838255

Make the Connection
Shared experience and support for Veterans

Welcome to Make the Connection

Learn from veterans how PTSD treatment can turn your life around
Self-assessment Mental Health screening
http://www.militarymentalhealth.org/
Computer-based Problem-solving therapy
http://startmovingforward.t2.health.mil/
Wellness resources
http://afterdeployment.t2.health.mil/
Self-Help Mobile Applications

http://www.t2health.org/mobile-apps

- PTSD Coach
- T2 MoodTracker
- Breathe 2 Relax
- Tactical Breather
- LifeArmor (includes family section)
Self-Help Mobile Applications

http://www.t2health.org/mobile-apps

- mTBI Pocket Guide
- Concussion Coach
- Biofeedback
- Parenting2Go
Self-Help Mobile Applications

- Positive Activity Jackpot
  
  http://www.militarymentalhealth.org/articles/media/

- Virtual Hope Box

- Provider Resilience

- More to come!
Mobile Applications That Assist Psychotherapy

- PE Coach
- CPT Coach
- CBT-I Coach
- Mindfulness Coach
- ACT Coach
Resources

- www.nadcp.org
- www.ndci.org
- www.militaryfamily.org
- www.justiceforvets.org

Resources

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- [www.ndci.org](http://www.ndci.org)
- [www.justiceforvets.org](http://www.justiceforvets.org)
- [www.va.gov](http://www.va.gov)
- [http://www.ncsc.org/Topics/Problem-Solving-Courts/Veterans-Court/Resource-Guide.aspx](http://www.ncsc.org/Topics/Problem-Solving-Courts/Veterans-Court/Resource-Guide.aspx)
Resources

- www.va.gov
- www.ndci.org
- www.nadcp.org
- www.justiceforvets.org


Resources

- www.nacvso.org
- www.drugcourtonline.org
- www.justiceforvets.org
- www.va.org
- www.ndci.org
- www.nadcp.org
- www.amvets.org