

Playing Cards and Graphic Medicine: Connecting Veterans to Housing and Mental Health Services through Innovative, Veteran-Facing Products

VA HSR&D Cyberseminar
April 21, 2020

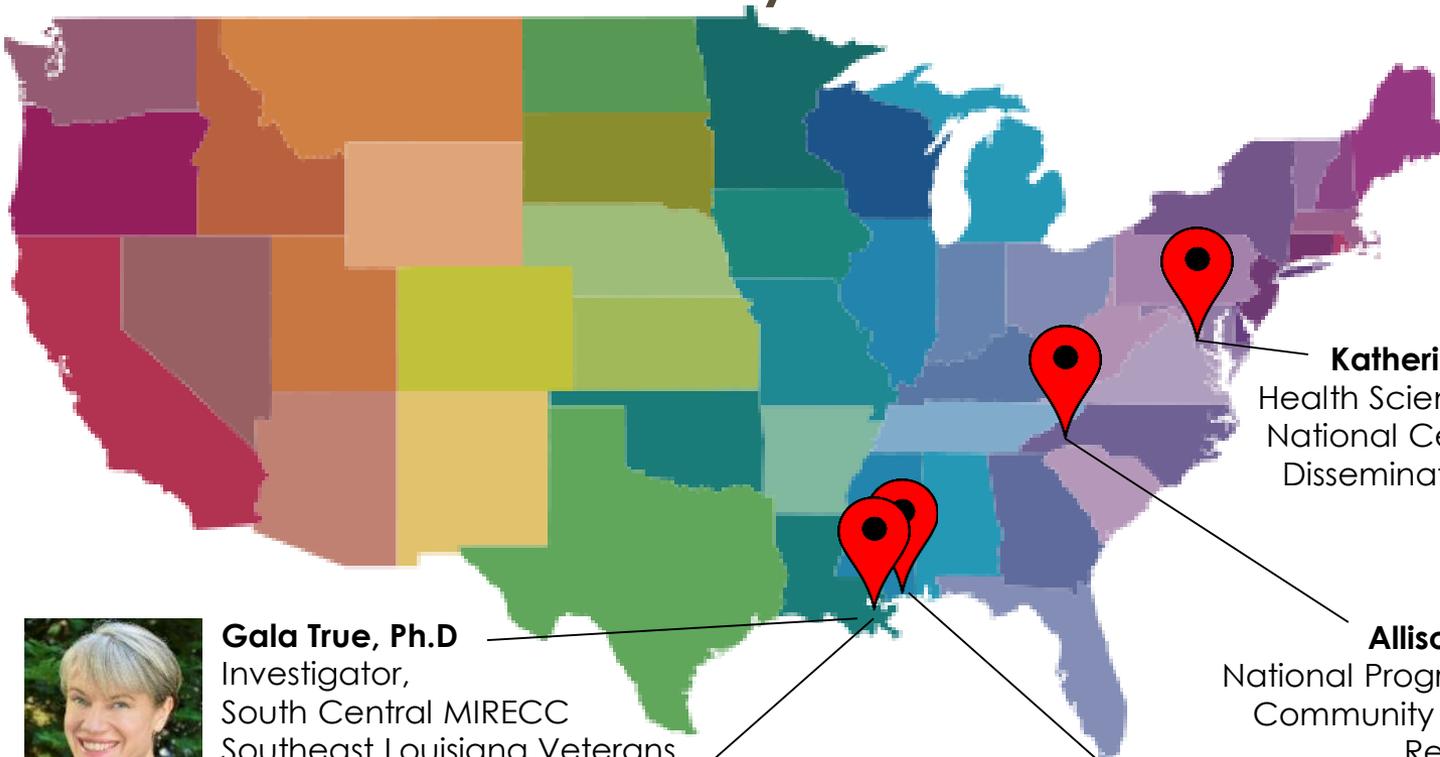
Gala True, PhD

Ray Facundo, MSW

Katherine Juhasz, MS



Today's Presenters



Gala True, Ph.D
Investigator,
South Central MIRECC
Southeast Louisiana Veterans
Health Care System



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Project Manager,
South Central MIRECC
Southeast Louisiana Veterans
Health Care System



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Health Science Specialist,
National Center for PTSD,
Dissemination & Training
Division



Allison Bond, LCSW
National Program Manager,
Community Resource and
Referral Centers,
Health Care for Homeless
Veterans Outreach



Elizabeth Williams, MSN
Innovation Specialist,
VHA Innovators Network
Gulf Coast Veterans
Healthcare System



Our goals for today's presentation

1. Present innovative formats to educate and inform Veterans about VA and community housing and mental health resources.
2. Review several non-research VA resources to obtain funding for QI projects.
3. Discuss strategies to engage key stakeholders throughout various stages of a QI project.
4. Demonstrate value of VA researchers partnering with VA operations partners to disseminate QI products nationally.

Poll question # 1

What is your primary research role?

1. Research Investigator
2. Methodologist
3. Data Manager, Analyst, or Programmer
4. Project Coordinator
5. Other (please describe in the Q&A function)



Poll question #2

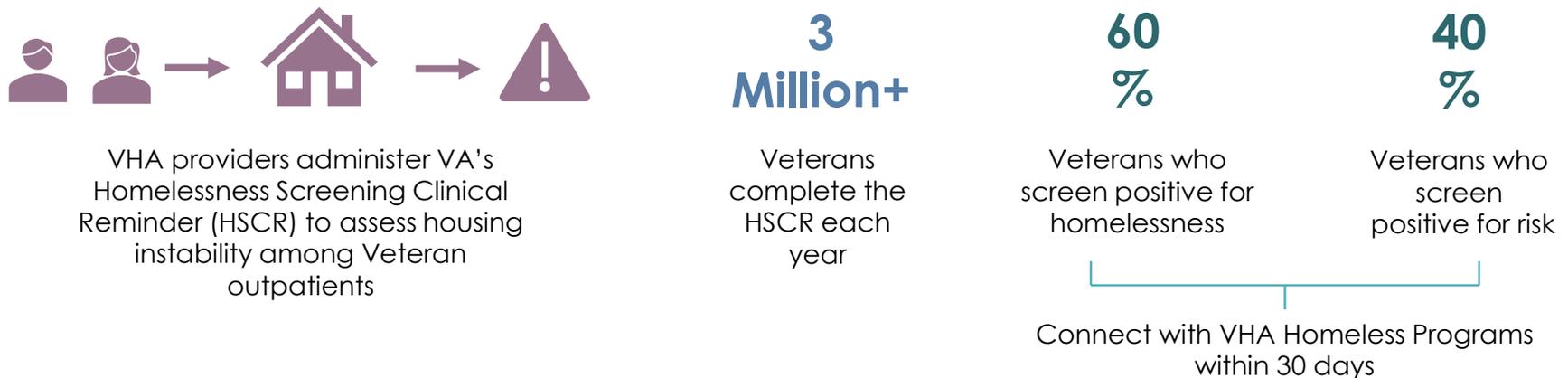
How familiar are you with stakeholder engagement?

1. This is the first time I've heard of it.
2. I've heard of it but it's not something I've done.
3. It's something I've done a little bit.
4. I routinely incorporate stakeholder engagement into my work.

Patient-Centered Screening for Homelessness and Housing Instability: A Veteran-Facing Graphic Medicine Booklet



Not all Veterans experiencing homelessness connect with VHA Homeless Programs



Findings from the HSR&D study “Identifying and Measuring Risk for Homelessness among Veterans” (PI: Montgomery) showed the need for patient-centered interventions to improve the HSCR screening experience and educate Veterans who screen positive about the referral and service linkage process.

Innovative idea:

Graphic Medicine!



Improves understanding



Low cost



Innovative

AGGRESSION
MANAGEMENT
MANGA



Rinko Endo

STEVE HAINES
TRAUMA IS REALLY STRANGE
BY ALI ZEPH GRAYSON



U.S. VET

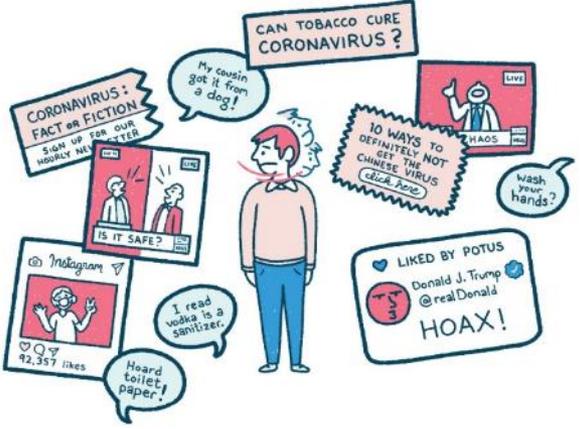


How Your Participation in VA Research is Used to Help Other Veterans

VETERANS
HELPING
VETERANS



IN THIS AGE OF SOCIAL MEDIA AND 24-HOUR NEWS CYCLES, IT'S EASY TO FIND PUBLIC HEALTH MISINFORMATION.

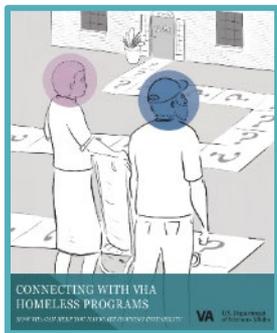


SOME OF THAT INFORMATION IS INTENTIONALLY MISLEADING AND SOME OF IT SIMPLY MISINFORMED, BUT BOTH HAVE THE POWER TO CAUSE HARM.

Here are some of the COVID-19 myths that have been debunked.

From COVID-19 Myths, Debunked by Whit Taylor and Allyson Shwed

What we did: Graphic Medicine Booklet



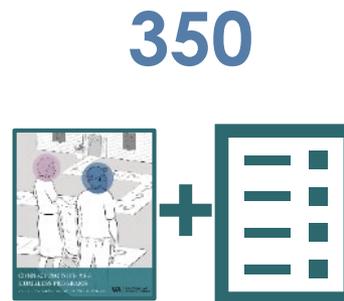
Developed the booklet and implementation strategy



Facilities piloted the intervention



Providers distributed the booklets



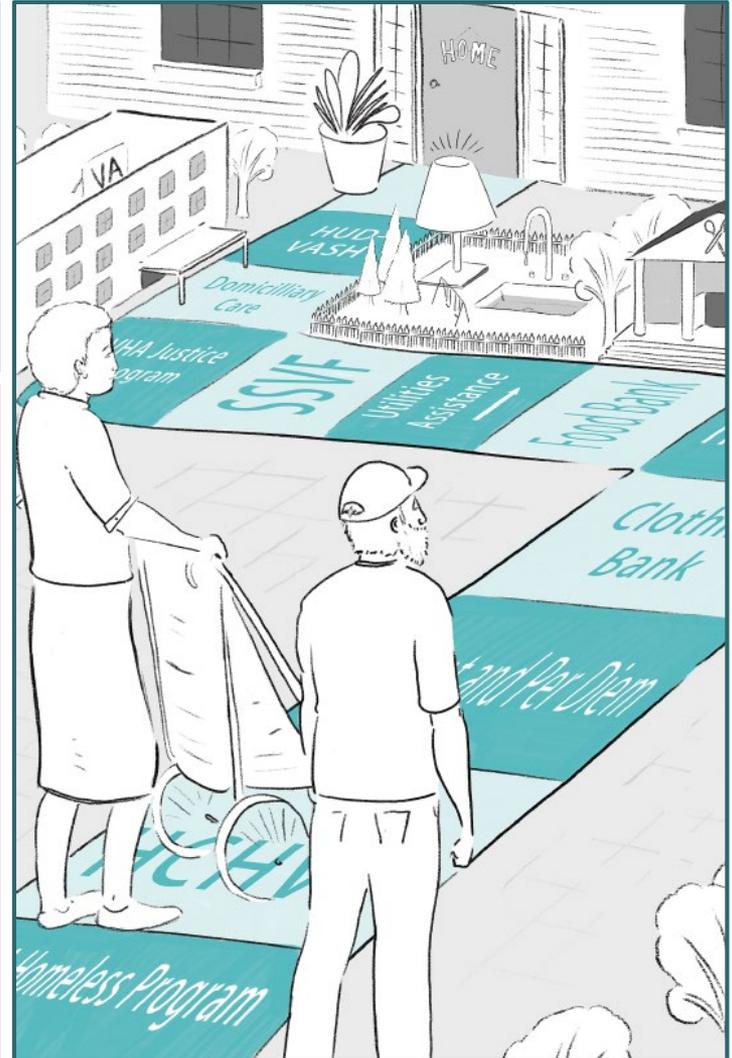
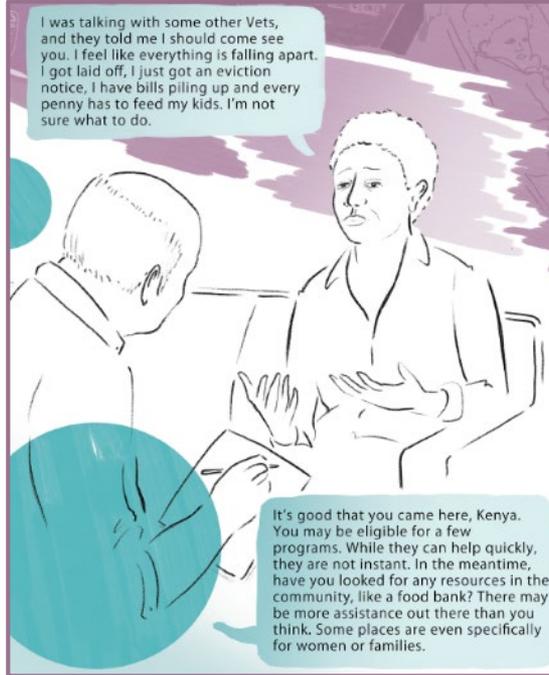
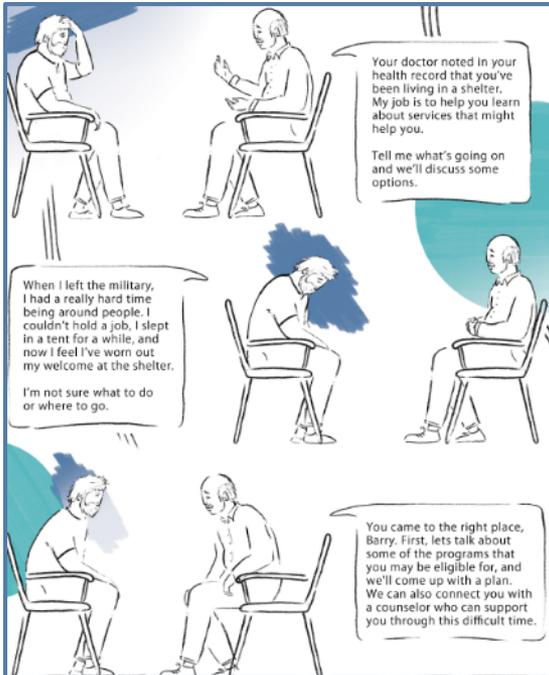
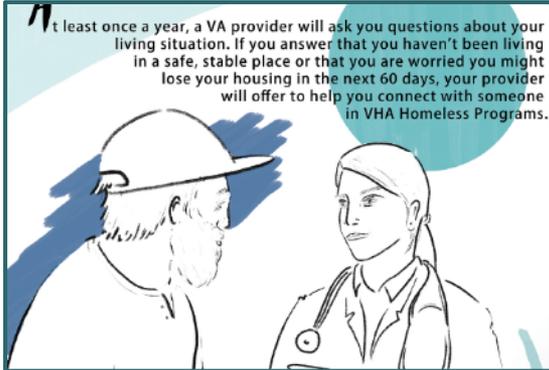
Booklets with feedback cards were distributed



Additional booklets shipped to pilot and additional sites



Telling a story



Final products

Every VA is different, so check with your local VHA Homeless Program representative for information on the availability of these programs and eligibility requirements or visit www.va.gov/homeless.

Domiciliary Care for Homeless Veterans (DCHV)
Residential housing programs that provide a structured, supportive environment for veterans struggling with chronic health issues, mental health or substance use issues.

Grant and Per Diem (GPD)
Community housing programs that typically offer a room with a bed in a safe facility, and often provide on-site case-management, counseling, education, and employment services.

Health Care for Homeless Veterans (HCHV)
Program providing outreach, case management, and community based residential services to ensure Veterans experiencing homelessness have access to VA and community programs.

Homeless Veteran Community Employment Services (HVCES)
Employment program where VA helps you connect with community organizations and employers.

Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH)
Permanent housing that combines rental assistance vouchers from HUD with VA supportive services, which can help you connect with health care, mental health treatment, substance use counseling, and other supportive services.

Supportive Services for Veterans and Families (SSVF)
Community programs funded by VA provide homelessness prevention and rapid rehousing assistance and may be able to help you with an eviction notice, or with temporary rent and utility payments, as well as connect with other services in your community.

VHA Justice Programs
Connects Veterans in homeless or mental health programs with legal services that

Making sure you have stable housing is important. VHA is here to help and so are other organizations in your community.

Contact the numbers below anytime, 24/7, to learn about available options

National Call Center for Homeless Veterans:
1-877-424-3838

National Domestic Violence Hotline:
1-800-799-SAFE

VA Vet Centers:
1-877-WAR-VETS

Veterans Crisis Line:
1-800-273-8255, press 1

There may be other services in your community, like local shelters, food or clothing banks, community kitchens, or more. To find out, call Community Information and Referral Services: 2-1-1

DID YOU KNOW?
You may be eligible for homeless services even if you are not eligible for healthcare at the VA.

Goals:

- Helps destigmatize homelessness
- Informs reader about options
- Provides immediate resources
- Locates local, professional support

Your doctor noted in your health record that you've been living in a shelter. My job is to help you learn about services that might help you.

Tell me what's going on and we'll discuss some options.

When I left the military, I had a really hard time being around people. I couldn't hold a job, I slept in a tent for a while, and now I feel I've worn out my welcome at the shelter.

I'm not sure what to do or where to go.

You came to the right place, Barry. First, lets talk about some of the programs that you may be eligible for, and we'll come up with a plan. We can also connect you with a counselor who can support you through this difficult time.

Norm can't be everywhere, but there is someone like him at most VA facilities across the country.

Norman Jones, LCSW
Homeless Services
Jonestown VAMC
Jonestown, LA 12345
987-654-3210

Jack Ovaltrades
Jonestown Day Center
Coordinated Entry
Jonestown, LA 12345
987-321-0564

EXAMPLE

This booklet was funded by The National Center on Homelessness among Veterans.

Produced by Ray Falcetto, Morgan Cusack, Gail Trout, Ann Elizabeth Montgomery, Tom Byrne, Ashley Corle
Illustrated by Tyler Thompson

VA U.S. Department of Veterans Affairs

Final products



4. How do I get these booklets printed?

The booklets are designed to be printable on standard legal-sized paper. You can request a digital copy of the booklet by emailing Raymond.facundo@va.gov, and we'll send high-resolution files to your facility's Medical Media office or VA-approved printing service. VHA facilities across the country are structured differently, so printing services may not be available on site. Your first point of contact to get these printed should be your facility's Communications & Public Relations office. They will need to approve the document and authorize distribution.



Specifications for Professional Print-shops:

File type: PDF

Layout: Single pages (Not spreads), 8.5"x7" (half legal), no bleeds, with a .25 white border around each page to account for the available printing area.

Color: CMYK

5. How do I customize booklet for my facility?

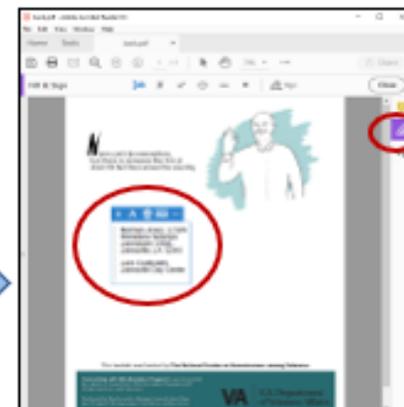
The booklet was designed to be customized for each facility by leaving a space for a printable label to be fixed to the back. Each label should list two points of contact for entry into services. An example is provided below. The first person listed should be the individual or office that VA staff members all point to when they encounter a Veteran who is experiencing homelessness. The second point of contact should be a community social services office or shelter that provides Coordinated Entry into care.

Norman Jones, LSCW
Homeless Services
Jonestown VAMC
Jonestown, LA 12345
987-654-3210

Jack Ovaltrades
Jonestown Day Center
Coordinated Entry
Jonestown, LA 12345
987-321-0564

These labels should be printed on **Avery 5164** = (3-1/3" x 4") Labels. Templates for MS Word and instructions for printing can be found on the Avery website: www.avery.com/templates/5164

Alternatively, the information above can be typed directly onto the page using the editing tools (Fill and Sign) in Adobe Acrobat Reader.



Cards for Connection: Coping Skills Playing Cards for Veterans



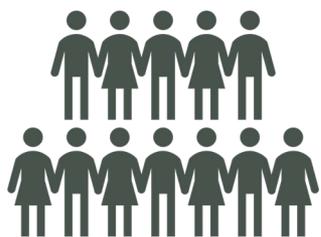
Innovators Network



Community Outreach



Veteran Homelessness in America



40,000+

Veterans were without shelter on any given night in 2017

>50%

of the Veterans followed in a large-scale longitudinal study had a diagnosed mental disorder before they became homeless

Up to
92%

had a mental disorder diagnosis after experiencing homelessness

New, innovative, and highly cost-effective methods for reaching these Veterans are critical.

What we did: Cards for Connection



Discovery Interviews



Focus Groups



Distribute 2,000 decks



Revise decks



HCD Workshop



Prototype



Focus Groups

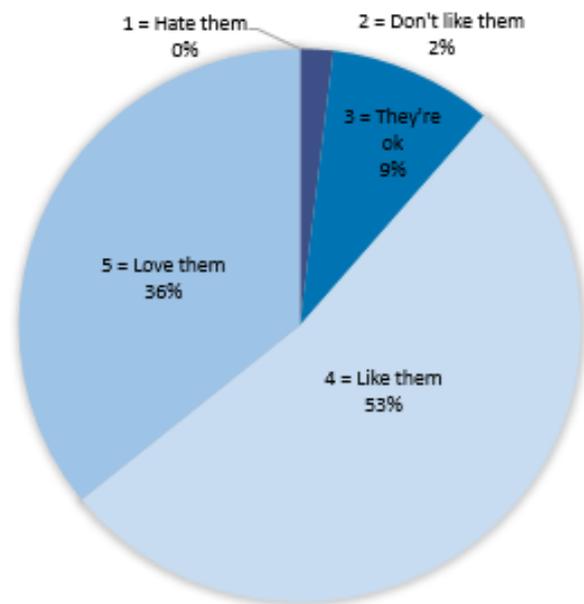


Distribute 13,000 decks

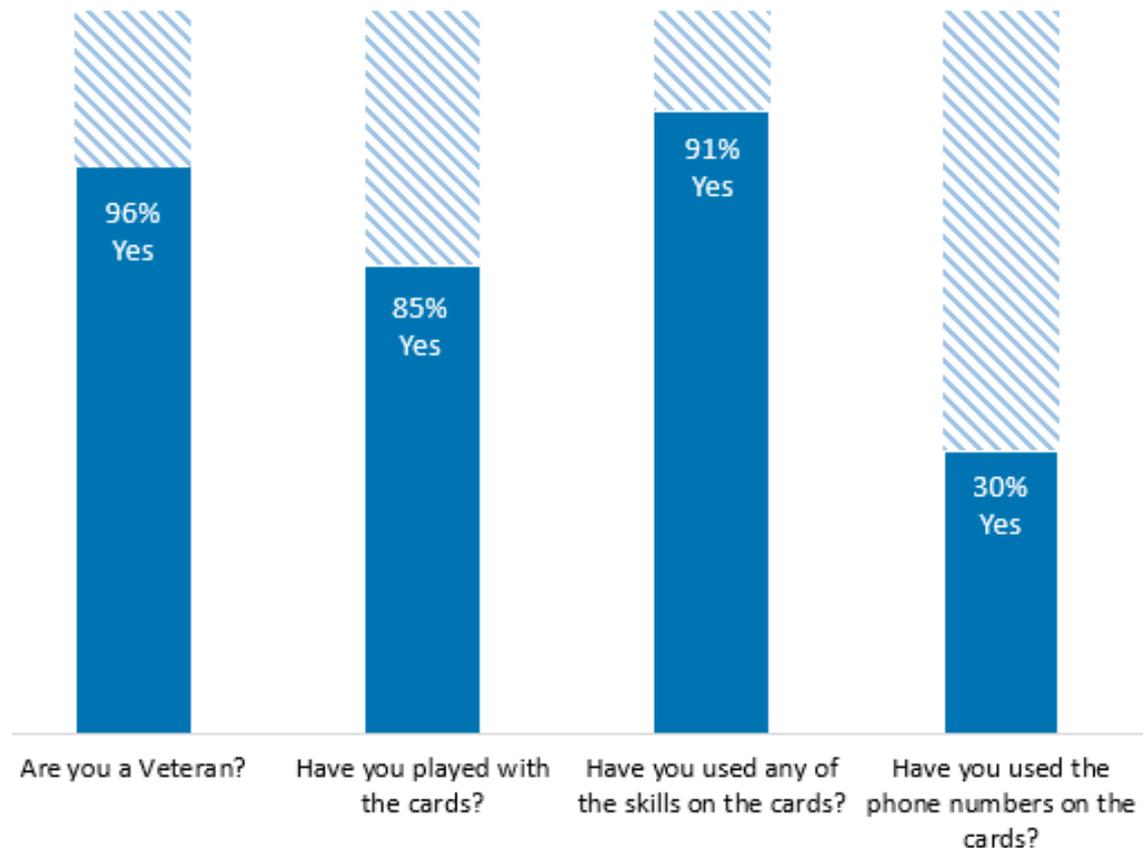
Veteran Feedback

How would you rate the cards?

N=53

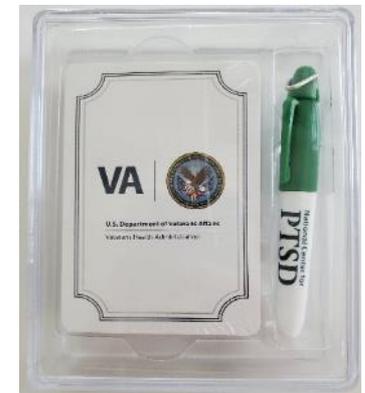


Average score: **4.23**



Final product

Card type	Example
Critical phone numbers	Veterans Crisis Line
Positive affirmations	I am worth it.
Connect with others	Say something kind to someone.
Grounding	Feel your heart beating. Feel your feet on the ground.
Distress tolerance	Feeling stressed in a situation? Slowly count to 10, then decide what to do.
Hope	I've made it to today – what has helped me get here?
Take care of yourself	It's ok to call your health care team to check in. _____ Write their number here.



LESSONS LEARNED



Lesson 1: For innovative ideas, look beyond traditional funding mechanisms





VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Research-driven solutions to prevent homelessness



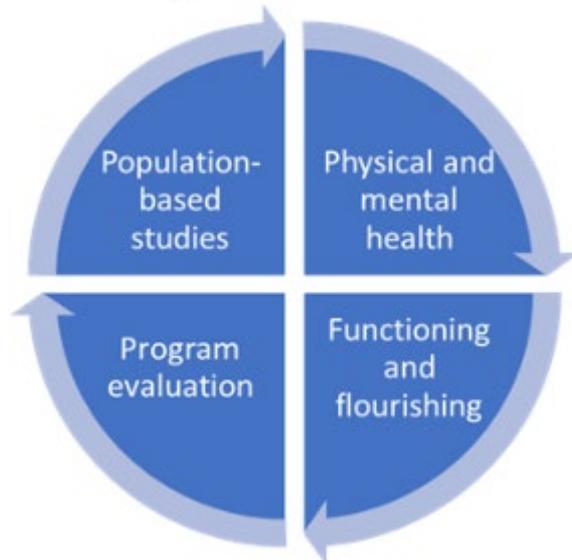
Affiliated Researchers

Meet our affiliated researchers

Please meet the affiliated researchers who support the great work coming out of the National Center on Homelessness Among Veterans.

[Learn More >](#)

The Center is focused on four key areas:



Center Fellowship Program



Spark-Seed-Spread

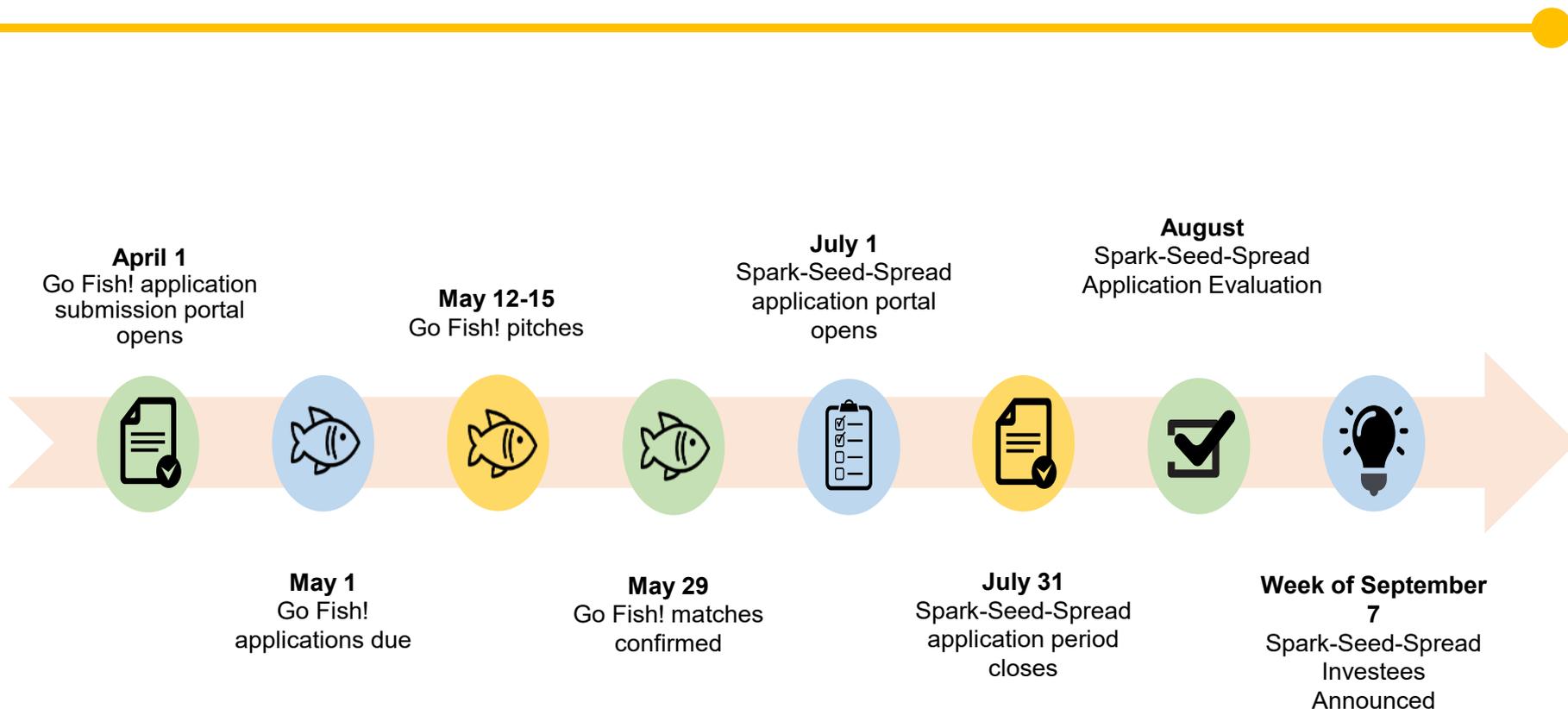
INNOVATION INVESTMENT PROGRAM

Powered by the VHA Innovators Network

Creating an environment within health care organizations where frontline employees can translate their passions and insights into innovative practices is critical for organizational success. To address this, VA developed the VHA Innovators Network, a program that fosters and supports an interconnected network of innovative employees and spreads innovations across the VA health care system. With dedicated staff at 36 sites of care, VHA Innovators Network offers an interactive environment for employees to test new ideas with the potential to transform Veteran care

- **Spark** Investments: Develop a Prototype
- **Seed** Investments: Implement a Pilot
- **Spread** Investments: Implement a Multi-Site Pilot

FY21 Spark-Seed-Spread Timeline





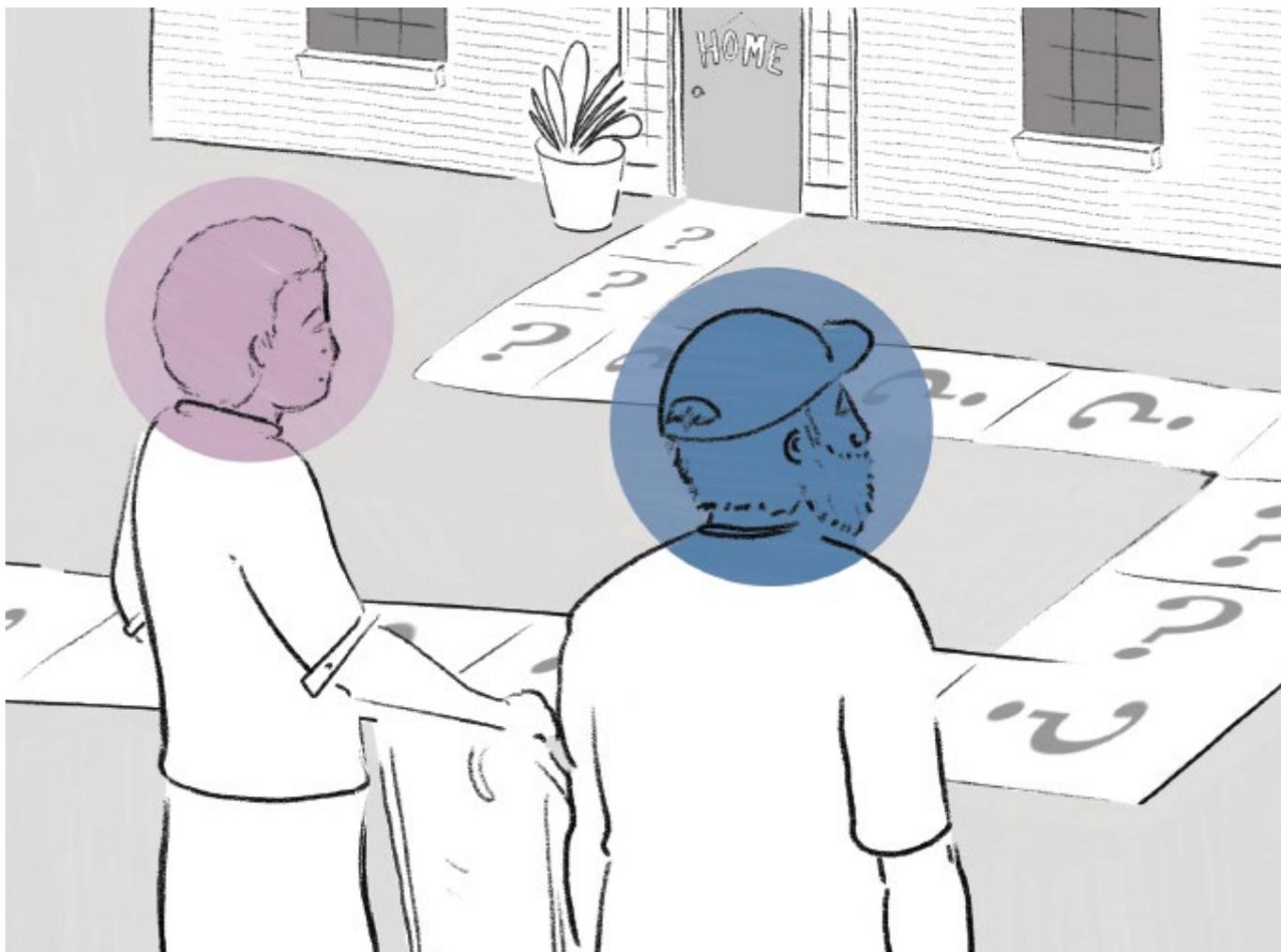
Lesson 2: Networking is key to identify operational and program partners



Lesson 3: Engage your partners and stakeholders early and often



Next Steps





Highlights/Main Points

- VA has opportunities for funding innovative and ‘risky’ ideas and projects; ‘start small, fail small’
- Build a team of people who have varied expertise to ensure products are relevant and feasible
- Identify and work with relevant networks to solve problems and disseminate products & information
- Find your cheerleaders to help you push through hurdles and persist to the end
- Identify and articulate the “why” (problems ‘on the ground’), and address with creativity and passion

For more information on:

'Connecting to VHA Homeless Programs' Booklet

Gala True, PhD, SC MIRECC: Jennifer.True2@va.gov

Ray Facundo, MSW: Raymond.Facundo@va.gov

- Office of Public Inter-governmental Affairs (OPIA) website to download booklet and other homeless resources:
https://www.va.gov/HOMELESS/get_involved.asp
- Finalized Booklet: <https://www.va.gov/HOMELESS/docs/Connecting-with-VHA-Homeless-Services-Booklet-HiRes.pdf>
- Implementation Guide: <https://www.va.gov/HOMELESS/docs/Implementation-Guide-Connecting-to-VHA-Homeless-Services-Booklet.pdf>
- HCHV presentation (begins at 25 minute mark):
<http://r03cleapp06.r03.med.va.gov/hub2/app/hp/library/record/visit?id=51843>
- VA Insider blog post: <https://vaww.insider.va.gov/pictures-and-storytelling-make-learning-about-vas-homeless-services-easier/>

For more information on:

Cards for Connection

- Katherine Juhasz, MS, National Center for PTSD:
Katherine.Juhasz@va.gov
- Diffusion Marketplace (if you'd like to spread CfC!):
<https://marketplace.va.gov/practices/cards-for-connection>
- Blog post about the cards:
<https://www.blogs.va.gov/VAntage/69852/cards-for-connection-helps-veterans/>
- Rocky Mountain MIRECC podcast, "Short takes on suicide prevention": <http://denvermirecc.libsyn.com/cards-for-connection-with-katie-juhasz>

Thank you!



VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Research-driven solutions to prevent and end homelessness



National Center for
PTSD
POSTTRAUMATIC STRESS DISORDER



Innovators
Network

Thank you!

Connecting to VHA Homeless Programs

Advisory Committee:

- Jeremy Berggren
- Allison Bond
- John Bradley
- Jennifer Colbert
- Willie Fields
- Michael Frederick
- Cecelia Glaviano
- Katie Juhasz
- Nita McGee

Other Study Team Members:

- Thomas Byrne
- Meagan Cusack
- Ann Elizabeth Montgomery

Illustration:

- Tyler Thompson

Publishing and Distribution:

- Michael Taylor

Cards for Connection

- The many Veterans who contributed feedback
- Central Ohio VA HCS: Deb Whittingham-Short
- Cincinnati VAMC: Lindsay Riegler
- Gainesville VAMC
 - Julie Whitney
 - Laurie Reisman
- Gulf Coast Veterans HCS
 - Liz Williams
 - Jodie Picciano-Swanson
 - Thomas Bennington
- San Francisco VAMC
 - Nicole Muller
- Palo Alto VA HCS
 - Adan Pulido
 - Darrell Green
 - Erik Ontiveros
 - Jason Owen
 - Shannon McCaslin
- White River Junction VAMC
 - Brynn Cole
 - Carey Russ
 - Jeremy Tevis



Questions?

Comments?

Disclaimer

The views presented here are those of the presenters and do not necessarily represent the views of the U.S. Department of Veterans Affairs

Additional Resources

VIReC Options for Specific Questions

HSRData Listserv

- Community knowledge sharing
- ~1,400 VA data users
- Researchers, operations, data stewards, managers
- Subscribe by visiting <http://vaww.virec.research.va.gov/Support/HSRData-L.htm> (VA Intranet)



HelpDesk

- Individualized support



virec@va.gov

(708) 202-2413

Quick Guide: Resources for Using VA Data:

<http://vaww.virec.research.va.gov/Toolkit/QG-Resources-for-Using-VA-Data.pdf> (VA Intranet)

VIReC: <http://vaww.virec.research.va.gov/Index.htm> (VA Intranet)

Archived cyberseminar: *Meet VIReC: The Researcher's Guide to VA Data*

https://www.hsrd.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=3696&Seriesid=22

VIReC Cyberseminars (overview of series and link to archive):

<http://www.virec.research.va.gov/Resources/Cyberseminars.asp>

VHA Data Portal (data source and access information):

<http://vaww.vhadataportal.med.va.gov/Home.aspx> (VA Intranet)

Quality Enhancement Research Initiative (QUERI): <https://www.queri.research.va.gov>

QUERI Implementation Network Archived Cyberseminars:

<https://www.hsrd.research.va.gov/cyberseminars/catalog-archive.cfm?SeriesSortParam=y&SeriesIDz=83>

Implementation Research Group (IRG) Archived Cyberseminars:

<https://www.gotostage.com/channel/implementresearchgrpchristinekowalski>

Center for Evaluation and Implementation Resources (CEIR):

<https://www.queri.research.va.gov/ceir/default.cfm>