

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

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# California Facts

- Largest number of Veterans
  - 2.1 million
    - Operation Enduring Freedom/Operation Iraqi Freedom Veterans: 600,000 since 2001
    - 30,000 per year
    - Most female veterans

## Mental Health Services Act/Prop 63

- Funding state and local county programs

- Operation Welcome Home
  - Multi-disciplinary and multi-faceted

# Operation Welcome Home

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

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

# Operation Welcome Home Tools

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

# Operation Welcome Home Process

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

# SAMHSA 2010 Returning Service Members, Veterans and their Family Members Policy Academy

- **Leadership Team:** Veterans, Guard, Employment, Behavioral Health, Local Providers, Advocates, Women's Health, Research.
- **California Strategic and Action Plan**
  - Infrastructure
  - Access
  - Data
  - Workforce
  - Sustainability

# Additional Veteran Resources

- Network of Care

- The California Network of Care Web site for Veterans & Service Members is a one-stop shop for virtually all services, information, support, and advocacy
- A click-and-go directory of all services by county

- County Collaboratives

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

# How is it working?

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

# Contact

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Thank You!