Case Management services are offered to Veterans and their family members (ie spouses, children, and Veterans’ parents) who are in need of on-going support toward achievement of mental health goals. Contact must be made at least twice, and social workers and support services staff without mental health backgrounds have access to licensed mental health professionals during all contacts. For clinical mental health services, average face-to-face contact is once every week, with routine support provided in an ongoing manner.

All staff, from support staff to social workers to licensed mental health counselors, receives training on military cultural competence, goal setting using SMART goals, and data gathering for intake and DSM-5; and training and certification on using the Adult Needs and Strengths Assessment (ANSA).

**Intake (shall include, but is not limited to)**

- Name/address/county/phone/email
- Gender/race/marital status/income
- Branch of service/dates of service/MOS
- Date seen/to be seen
- Counselor
- Service requested/plan
- SMART goal/timed assessments of goal

**Assessment**

Counselors integrate strengths based perspective, and use a modified ANSA to measure Behavioral Health Needs and most Risk Behaviors. The ANSA is a validated mental health measurement tool and is used by the Texas Health and Human Services Commission. Questions ask about suicide/violence/self-harm/mania/depression/anxiety/trauma/rage/criminal activity/ substance abuse. Affirmative answers have follow-up questions about dates/recurrence/self-assessment.

The initial ANSA is scored, and Behavioral Health Needs and Risk Behaviors with high scores are reassessed after 60 days or at termination of services, whichever come first.

**Case Management**

Case management services keep Veterans and their families on track to get the services they need, such as therapy, durable medical equipment, and resources for food, housing and legal assistance. As a Food Bank partner we are able to connect Veterans to pantry services, and as an Emergency Food and Shelter Program partner we are able to connect Veterans to grocery gift cards and emergency rental assistance. Through the United Way’s Thrive Initiative, we also provide access to government benefits and help lead Veterans and their families to more stable financial status.

Ongoing case management includes assessment of current activities; progress toward successful completion of goals and objectives of the plan; assessment of progress through notes, reports, and
other appropriate input depending upon the service setting; presenting issues; and personal/mental health/medical/socio-economic/family issues being experienced. Under the Texas Veterans-Family Alliance Grant, our case managers average 20 contacts to Veterans and family members per day, and our licensed mental health counselors maintain full case loads via individual and group counseling services.

Benefit of using strengths perspective in counseling:
http://ro.uow.edu.au/cgi/viewcontent.cgi?article=1365&context=gsbpapers

Validity of Adult Needs and Strengths Assessment (ANSA):

Veterans participating in case management programs have more positive outcomes:
http://ps.psychiatryonline.org/doi/abs/10.1176/ps.46.7.719