



“Not every casualty of war was killed. When at-risk veterans are not identified, evaluated, and given access to effective treatment services and qualified health personnel, they often find reintegrating into their former lives severely problematic or even impossible.”

- VetAdvisor Program Manager

## THE CHALLENGE

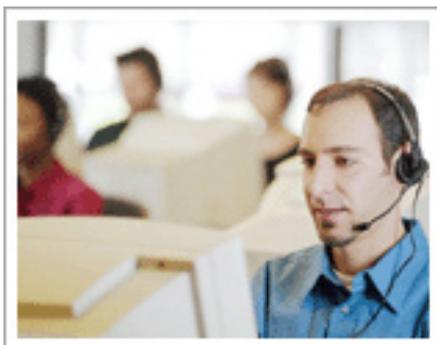


Operation Enduring Freedom and Operation Iraqi Freedom veterans face unprecedented stressors and adverse situations that may impact their professional and personal lives.

When returning home from active duty, many veterans may suffer from health issues such as post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), depression, social withdrawal, drug/alcohol, and suicide ideation.

Further, after demobilization, many veterans may not be identified as individuals requiring education and treatment services that can make a healthy and beneficial re-integration possible.

## THE SOLUTION - VETADVISOR



Step One of the program begins with veteran outreach – first we send a welcome home letter and then we conduct our outreach calls. With the first call, our Client Service Representatives (CSR) extend a warm welcome home to the veterans and thank them for their service to our country. As the conversation continues, the CSR will inform the veteran of VA health care programs for health conditions that are often a result of serving in combat.

If the veteran shows interest in the program, our CSRs will immediately “warm” transfer the veteran to a licensed clinician (Care Coach), or if this is not feasible, they will schedule the veteran for a future telephonic appointment. Care Coaches will then use Department of Veterans

Affairs approved screening protocols for depression, PTSD, TBI, suicide, and substance abuse.

If the veteran screens positive for any one of the conditions listed above, the Care Coach will warm transfer the veteran to VA coordinators so as to enroll the veteran in the appropriate VA treatment program.

Step Two of the program involves Care Coaches placing outbound calls to veterans referred from Step One at regularly scheduled intervals to monitor the progress of the veteran and help them address/overcome obstacles using proven behavioral health techniques.