New Hampshire’s Military Access Projects!
Community Based Military Programs
NH Department of Health and Human Services
Established in 2008

Mission
To collaborate, coordinate and communicate with military and civilian provider groups in the delivery of healthcare services to New Hampshire veterans, service members and their families.
NH 2013 Veteran Survey

What are your barriers in accessing care?

1,200 NH Veterans Responded
38% from Vietnam Era; 35% from Post 9/11; and 18% from Persian Gulf
Secured input at 50 different military events from across NH

#1 - Top Barrier in Accessing Care: STIGMA
#2 - Second Barrier in Accessing Care:
   “I do not feel understood by the providers who serve me.”
#3 – ACCESS: Don’t know where to go; nothing available to help me; no one wants to help; and I will only speak to another veteran
Ask the Question….

”Have you or a family member ever served in the military?”

The “Ask the Question” Campaign is dedicated to Lt. Col. Stephanie Riley, a former nurse with the NH National Guard. Lt. Col. Riley died of lung cancer in December of 2014.
2015 – 2017 Military Access Projects

Organizational Alignment!

Central VA, CMS & Administration for Community Living
All contract work included a focus on:
Stigma, Ask the Question, Military Culture Trainings & Access to Services

• “Ask the Question” Campaign – Engaged Over 2,000 Civilian Providers
  Managed by Easterseals NH, Maine & VT
• Military Culture Trainings – 50 Trainings Across State
  Managed by Dare Mighty Things
• Military Family Initiative – 20 Projects Across State
  Managed by NAMI New Hampshire
• Justice Involved Veterans Conference – 300 Attendees
  Managed by Justice Involved Veterans Task Force
• Community Mental Health Centers (CMHC) Military Liaison Initiative
  Managed by 10 Community Mental Health Centers
• Care Coordination & Sustainability Projects
  Managed by Easterseals NH, Maine & VT
“Ask the Question” Campaign

1. Messaging & Marketing
2. Outreach & Awareness
3. Technical Support
4. Data Collection & Assessment

HAVE YOU EVER SERVED IN THE MILITARY?
One question can make a big difference.

www.AskTheQuestionNH.com
“Ask the Question” Campaign

*Simple Question that Opens Up the Conversation*

- Engaged over 2,000 Civilian Provider Agencies
- Shared RESOURCES
- Conducted over 50 Military Culture Trainings across State
- Assessed 900 Civilian Provider Agencies (from the above 2,000)
- 7% (Contract Start) were “asking the question”
- 72% (Contract End) are “asking” or have intent to “ask”
Community Mental Health Center
Military Liaison Initiative

Imbeds a Military Liaison at each Mental Health Center
NH Community Mental Health Center (CMHC)

Military Liaison Initiative

Mission
To improve access to and quality of care for veterans, service members and military families by:

1) Identifying military members being served (through “Ask the Question”);
   * At least 15% (across all 10 CMHCs) - out of 21,000 clients served monthly - are military-connected;
   * Increased TRICARE Enrollment (from 2 Centers) to NINE Centers → 299 credentialed clinicians

2) Enhancing military cultural competence;
   * Trained 1,300 staff with over 3,000 training hours

3) Partnering with military-civilian partners and the community.
   * Client referral coordination/support with VA, military and civilian providers
National Agencies Highlight NH

- Sept 22, 2015 - SAMHSA National Webinar - 700 Participants
- Nov 6, 2015 - Central VA Presents “Ask the Question” at International Trauma Conference
- Jan 1, 2016 - Centers for Medicare & Medicaid Services – National Partner Meeting
- Jan 15, 2016 - White House Joining Forces Conference Call
- May 03, 2016 - National Military Mental Health Summit - San Diego
- May 10, 2016 - SAMSHA Meets with Governor, TAG & DHHS Commissioner
- May 23, 2016 - AIRS National Conference in Missouri
- June 8, 2016 - Civilian Aide to Secretary of Army (CASA) Conference
- June 13, 2016 - Association of American Medical Colleges
- June 22, 2016 - Army One Source & National Association of Counties
- Nov 1, 2016 - VA Office of Rural Health
- April 29, 2017 - Council of State Governments – Eastern Reg’l Conference
- July 20, 2017 - DoD, Central VA & US DHHS Mtg on Veteran Suicides
  20 Veterans Suicides per day (14 of those are NOT in VHA care)

20 Veterans Suicides per day (14 of those are NOT in VHA care)
“Ask the Question”
Making An Impact When the Money Ran Out!

• Governor’s Commission on Alcohol and Drug Abuse, Prevention, Treatment & Recovery – Military Task Force
• NH Legislative Commission on PTSD and TBI
• ServiceLink Aging & Disability Resource Center
• Community Mental Health Center Military Liaison Initiative
• NH DHHS, Bureau of Alcohol and Drug Services
• Senior Center Association – Statewide Conference
• Suicide Prevention Statewide Conference – 300 Attendees
• NH Department of Health and Human Services – Military Liaison Team (including over 18 program departments)
• Included in all Military Culture Trainings – happening this summer & fall
• Dartmouth Hitchcock Medical Center Network – Just Starting….😊
• Will be working on Legislation this coming session…. 
“Ask the Question”

Legislation, Executive Orders or Directives

Legislation Passed

• Connecticut – Hospitals & Nursing Homes
• Minnesota – Health Care Programs
• Michigan – Community College System

Commissioner of Public Health

• Massachusetts – Letter to Acute Care Hospitals and Ambulance Service Providers

Legislation Attempts

• Illinois, Oregon & Maine
New Hampshire’s Possible “Ask the Question” Legislation

- Will focus on healthcare
- Will possibly include DHHS/State
- Will include military culture training component
- Will include focus on resources and military liaisons
Jo Moncher, Bureau Chief, Military Programs
NH Department of Health and Human Services
jo.moncher@dhhs.nh.gov