



# VA Suicide Prevention Overview: The Power Of One

Supportive Services for  
Veteran Families

November 19, 2015

*Rescheduled from October 15, 2015*

***Audio can be accessed through the  
following conference line: Toll-free: 1 877  
309 2074  
Access Code: 800-944-718***

# Presenters

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**Caitlin Thompson, Ph.D.**, VA Deputy Director in Suicide Prevention

**Jill Albanese**, SSVF Regional Coordinator

**Tricia Donelan**, SSVF Program Office



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Confidential chat at  
[VeteransCrisisLine.net](http://VeteransCrisisLine.net)  
or text to 838255

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# 1 SMALL ACT

*makes a DIFFERENCE*



U.S. Department  
of Veterans Affairs

 **Veterans  
Crisis Line**  
1-800-273-8255 PRESS 1

**VA SUICIDE PREVENTION OVERVIEW**  
**October 2015**



Confidential chat at  
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# 1 QUESTION

*can open the door TO SUPPORT*



U.S. Department  
of Veterans Affairs

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1-800-273-8255 PRESS 1

**VA SUICIDE PREVENTION OVERVIEW**  
**October 2015**

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# 1 CONVERSATION

*shows you CARE*



U.S. Department  
of Veterans Affairs

 **Veterans  
Crisis Line**  
1-800-273-8255 PRESS 1

**VA SUICIDE PREVENTION OVERVIEW**  
**October 2015**



Confidential chat at  
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or text to **838255**

**1 CALL**

*can save a LIFE*

**1-800-273-8255 PRESS 1**



U.S. Department  
of Veterans Affairs

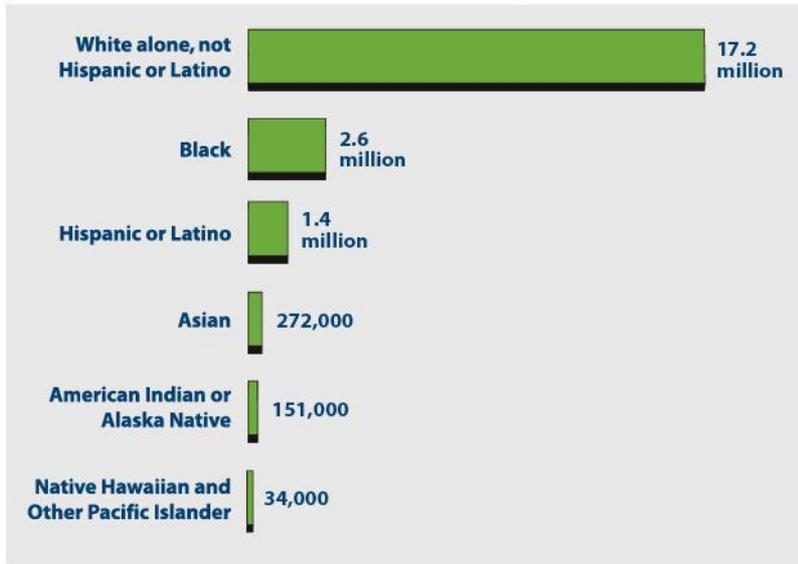
 **Veterans  
Crisis Line**  
1-800-273-8255 PRESS 1

**VA SUICIDE PREVENTION OVERVIEW**  
**October 2015**

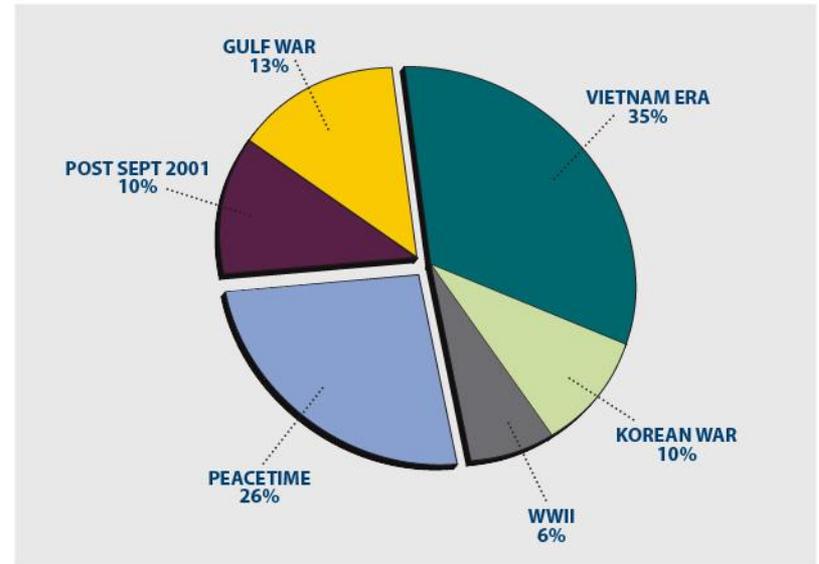
**21.9** MILLION VETERANS



### Race & Ethnicity



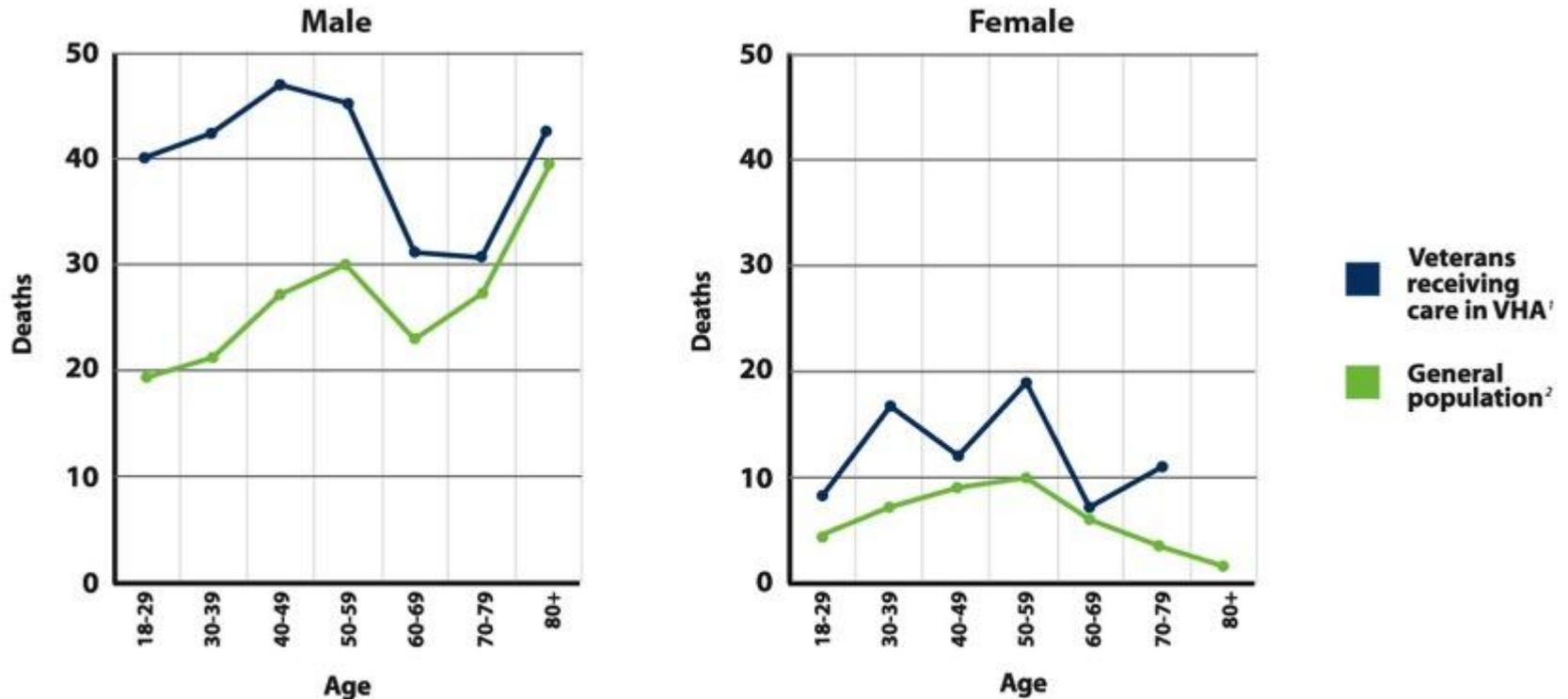
### Service Era



U.S. Department of Veterans Affairs (2014). *VetPop 2011*, Table 1L: *Living Veterans by Age Group, Gender, 2010-2040 as of 9/30/2013*; Table 2L: *Living Veterans by Period of Service, Gender, 2010-2040 as of 9/30/2013*; and Table 3L: *Living Veterans by Race/Ethnicity, Gender, 2010-2040 as of 9/30/2013*.

# Unfortunately, Veterans are more likely to die by suicide than the general population

2009 suicide rates per 100,000 population

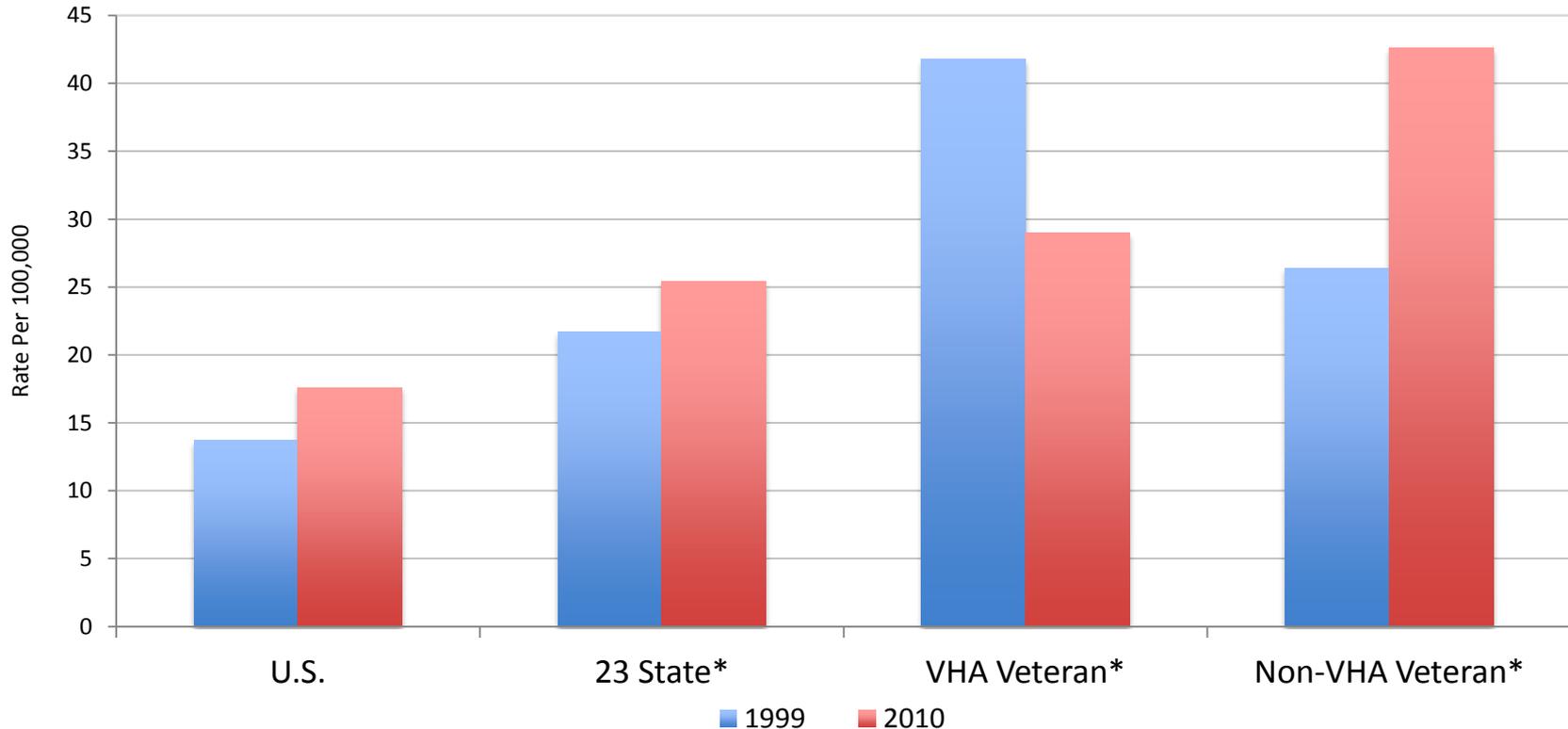


1. Veterans Health Administration National Patient Care Database (VHA NPCD) (2009). *Suicide Rates per 100,000 Among VHA Users by Age and Sex, FY 2001-2009*. Identifies all VHA users, identified as having had VHA inpatient or outpatient services.

2. U.S. Centers for Disease Control and Prevention, National Center for Injury Prevention and Control, Office of Statistics and Programming (2012). *2009 Suicide Injury Deaths and Rates per 100,000*. Data sourced from NCHS Vital Statistics Systems for numbers of deaths, and Bureau of Census for population estimates. Retrieved from: <http://webappa.cdc.gov/cgi-bin/broker.exe>

# However, VHA care has an impact on reducing suicide

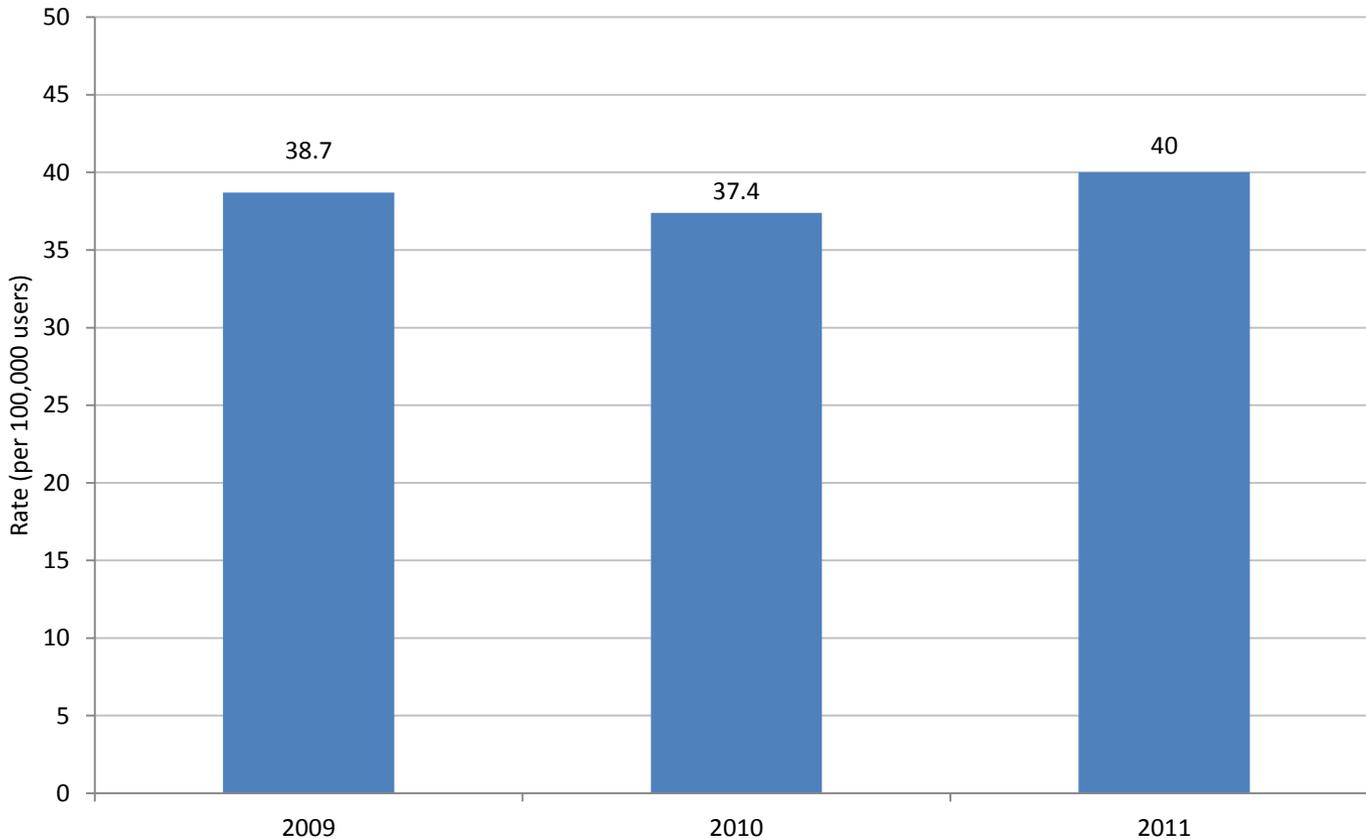
Suicide Rates Among U.S. Adults and Veterans Aged 35-64 Years in 23 States



\* Included data from New Jersey, New York, Pennsylvania, Rhode Island, Iowa, Kansas, Michigan, Minnesota, Nebraska, Alabama, Arkansas, Florida, Louisiana, North Carolina, Tennessee, Texas, West Virginia, Alaska, Idaho, Montana, Oregon, Utah, Washington.

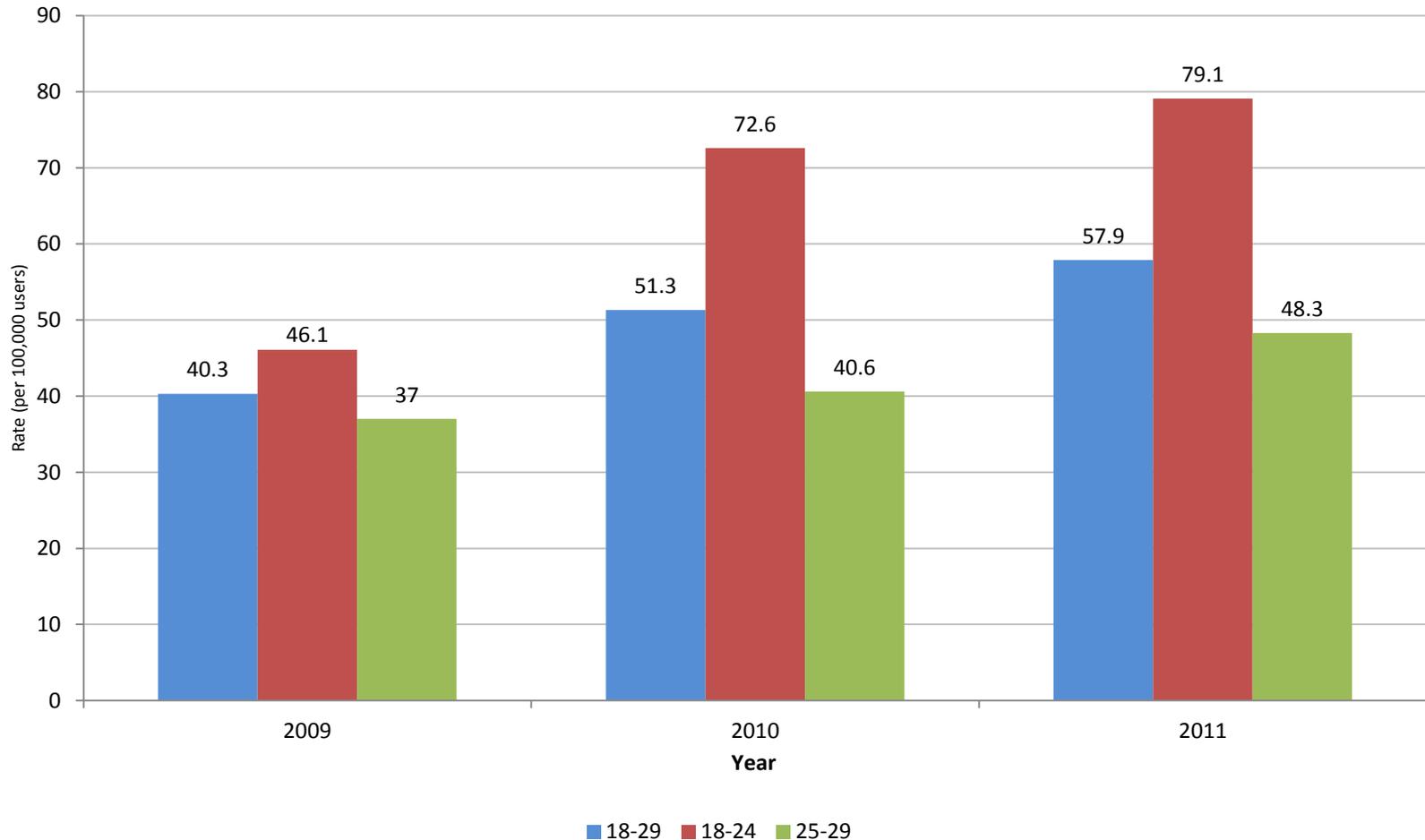
# While male VHA users have increased, their overall suicide rates remain relatively stable

VHA User Suicide Rates: Males



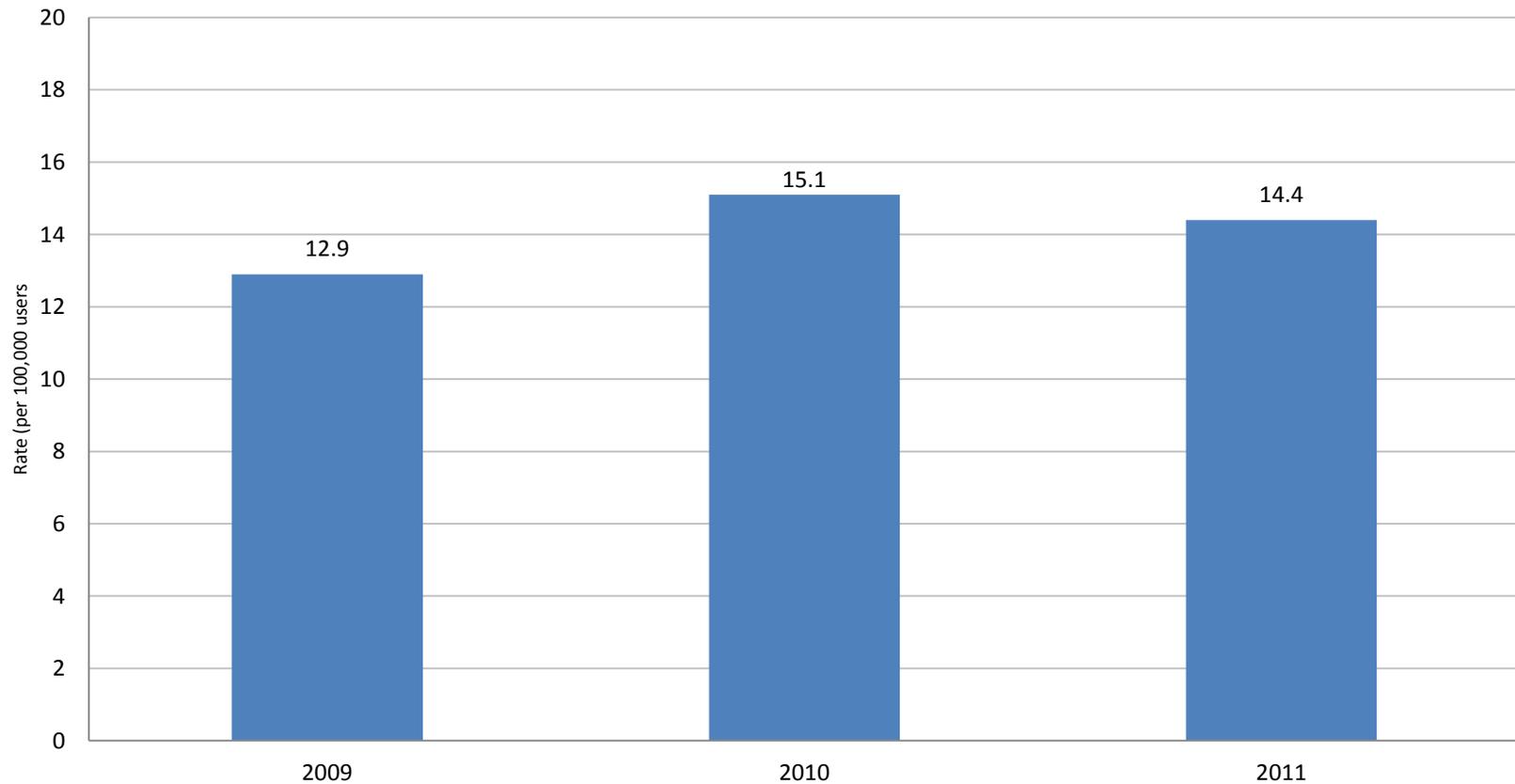
# Although there have been increases in rates among male VHA users under 30 years

VHA User Suicide Rates: Males Aged 18-29 Years



# Rates have also increased among female VHA users as this population grows

VHA User Suicide Rates: Females

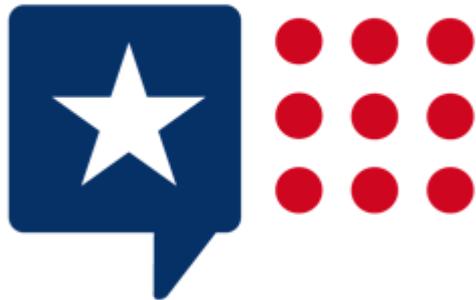


# VA's integrated approach to suicide prevention



# Free, confidential support 24/7/365

## Veterans Crisis Line

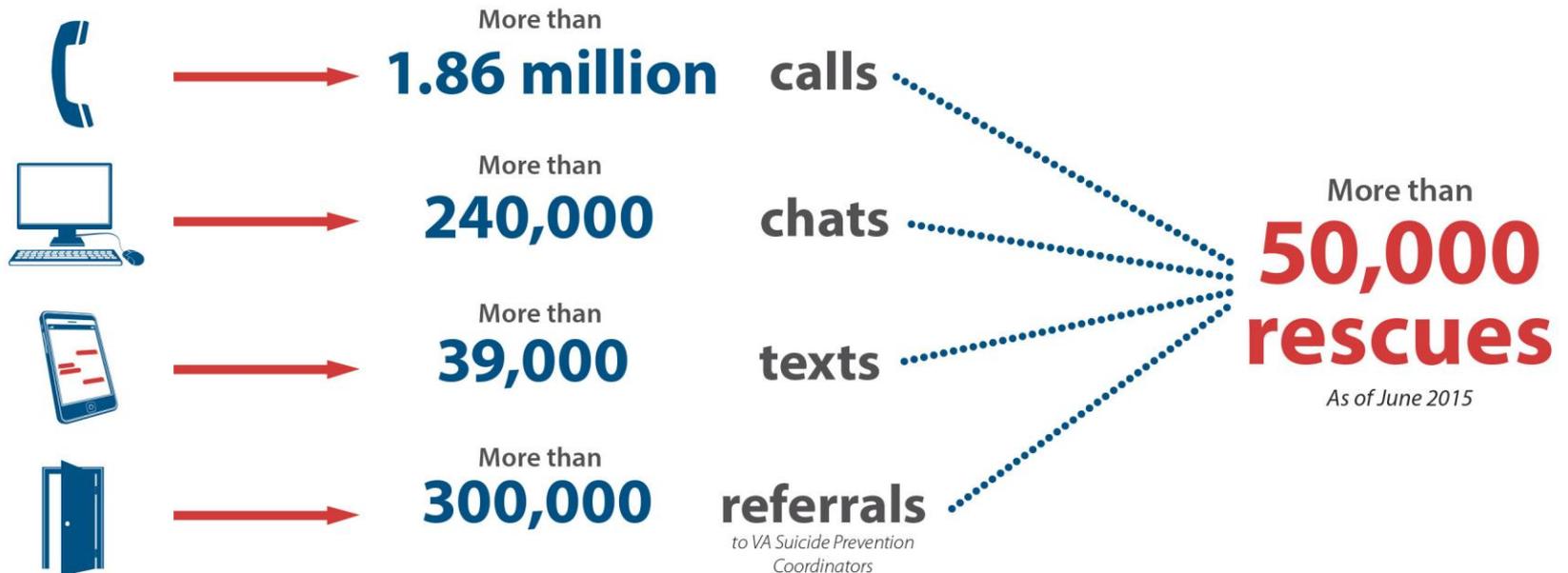


1-800-273-8255  
**PRESS 1**

- Veterans
- Family members
- Friends
- Service members

• • • Confidential chat at **VeteransCrisisLine.net** or text to **838255** • • •

# Veterans Crisis Line: 8 years of saving lives



# Trained responders are standing by



Trained mental health professionals



24/7/365



Many are Veterans or family members of Veterans



• • • • Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net) or text to **838255** • • • •

# Suicide Prevention Coordinators

More than 300 SPCs nationwide



# Connecting with Veterans and their families through outreach



Corporations

Pro sports teams

Government agencies



Speaking engagements

Faith-based Organizations

Veterans Service Organizations



Collateral distribution

Community-based Organizations

Conference and event support

Out-of-Home advertising

## Red Cross, Vets' Crisis Line Work to Prevent Suicides



**Soldiers are taking their own lives at a rate faster than one per day this past July, according to the U.S. Army.**

**Public Release October 21, 2012**  
 The number of veterans and active duty military personnel who commit suicide is growing by as much as 80 percent and the American Red Cross is working in partnership with the Veterans Crisis Line to help.

"This partnership provides a vital tool when dealing with such a sensitive and timely critical issue," said Sharon Brown, senior vice president, Red Cross Services to the Armed Forces. "Immediate intervention during a possible suicide can make a huge difference and save a life."

The Red Cross and Veterans Crisis Line are working together to help ensure both groups – veterans and members of the military on active duty – are getting the help they need.

"People don't understand the extent of this problem with our veterans," said Dr. Jan Kemp, national mental health director for Suicide Prevention, Office of Mental Health Services, Veterans' Administration. "We have taken the approach that one is too many. As long as veterans are taking their own lives, this is a serious problem."

**CRISIS LINE:** The Veterans Crisis Line connects veterans in crisis and their families and friends with qualified Department of Veterans Affairs responders through a confidential toll-free hotline, online chat or text.

If a call comes in to the crisis line from a veteran, the crisis line initiates actions to help. If a call comes in concerning someone currently on active duty, the call is immediately put through to the Red Cross. In close association with the military, the Red Cross can immediately locate the service member in crisis and request that the person's command intervene to ensure the person is safe. The Red Cross can help regardless of where the person is currently serving, whether here at home, overseas, deployed to a combat zone or aboard a ship out at sea.

# Operation SAVE: Teaching communities how to help Veterans at risk of suicide

Operation S.A.V.E. will help you act with care and compassion if you encounter a Veteran who is in suicidal crisis.

- **S**igns of suicidal thinking should be recognized
- **A**sk the most important question of all
- **V**alidate the Veteran's experience
- **E**ncourage treatment and **E**xpedite getting help

# Those in crisis often display warning signs:

## **Learn to recognize these warning signs:**

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

## **The presence of the following signs requires immediate attention:**

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

# VCL gun safety video: Simple actions help keep individuals and families safe

 U.S. Department of Veterans Affairs

No one can un-fire a firearm.



For someone in crisis, a locked firearm can mean the difference between a tragic outcome and a life saved.

Watch an informational video and learn more at [VeteransCrisisLine.net](http://VeteransCrisisLine.net)

 **Veterans Crisis Line**  
1-800-273-8255 **PRESS 1**

Add Content Here

• Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net) or text to **838255** •



Suicide Prevention Coordinators at local VA Medical Centers can provide gun locks to secure firearms in the home

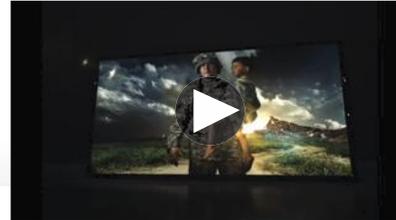
# Raising community awareness through public service advertising



**"Perspectives"**  
March 2011 - August 2011



**"Waking Up"**  
September 2011 - February 2012



**"Common Journey"**  
June 2012 - November 2012



**"Side by Side"**  
November 2012 - May 2013



**"Stand by Them"**  
March 2013 - September 2013



**"These Hands"**  
June 2013 - November 2013



**"Talking About It Matters"**  
September 2013 - March 2014



**"Commitments"**  
April 2014 - currently running



**"The Power of 1"**  
September 2014 - currently running



**"Lost: The Power of One Connection"**  
March 2015 - currently running



**"1 Act"**  
Airings to begin in September 2015

# Campaign materials

## Brochures and Posters



## Wallet Card



## Coaster



## Magnet



## Key Chain



## Tote Bags



## Pillbox



## Bracelet



## Kickstand Pads



## Phone Sticker



# VeteransCrisisLine.net/SpreadTheWord



**1 CONVERSATION**  
opens the door to support.

SEPTEMBER IS SUICIDE  
PREVENTION MONTH

## Spread the Word Veterans Crisis Line Shareable Materials

Home

Suicide Prevention  
Month Toolkit

Materials

Video

Radio

Be the first to hear about new  
tools you can share.

Sign up for quarterly  
emails

If you have any questions about  
the Veterans Crisis Line  
campaign, please contact Rhett  
Herrera at [rhett.herrera@va.gov](mailto:rhett.herrera@va.gov).

Show your support for our Nation's Veterans and their families by raising awareness of the Veterans Crisis Line. View and download ready-to-use materials and use them to help spread the word about this toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

### ★ September is Suicide Prevention Month

**1 SMALL  
ACT**  
shows you care.



Show your support for the Veterans Crisis Line and spread the word starting Tuesday, Sept. 2, about The Power of 1.

Visit the Suicide Prevention Month Web page at [VeteransCrisisLine.net/ThePowerof1](http://VeteransCrisisLine.net/ThePowerof1) to learn more.

Visit the Suicide Prevention Month Toolkit Web page to download ready-to-use materials that you can share with your community.

Get the Toolkit

### Latest Announcements



### #VeteransCrisisLine



**Dr Maher**  
[@USARC\\_Surgeon](#): RT  
[@VVAmerica](#): 1 call to the

#VeteransCrisisLine can save a life — call 1-800-273-8255 & Press 1 - learn about #ThePowerOf1: <http://t.co/Sj...>

13 minutes ago



**Task & Purpose**  
[@TaskandPurpose](#): This  
[#SuicidePreventionMonth](#),

showcase #ThePowerOf1 & create a #VeteransCrisisLine message of hope: <http://t.co/7G1OH0vNlB>

21 minutes ago



**Kris A Olsen**  
[@KrisAOlsen](#): RT  
[@cmorganmusic](#): This

#SuicidePreventionMonth, showcase #ThePowerOf1 & create a #VeteransCrisisLine message of hope: <http://t.co/MxzoYuYzjf>

37 minutes ago



**VVA**  
[@VVAmerica](#): 1 call to the  
#VeteransCrisisLine can save a life

— call 1-800-273-8255 & Press 1 - learn about #ThePowerOf1: <http://t.co/SJNOSCIiH4>

1 hour ago



**these hadden**

# VeteransCrisisLine.net/ResourceLocator

## Resource Locator

### Locate Information and Resources

No matter what you are experiencing, there is support for getting your life on a better track. To find the Veteran resources most helpful for you, fill in your ZIP code or state below and check the boxes of the programs or topics you are interested in. You can also select the National Resource Directory or the SAMHSA Behavioral Health tab to find additional services.



U.S. Department of Veterans Affairs Resources



National Resource Directory Resources



SAMHSA Behavioral Health Treatment Services Locator

### 1 Select a Resource

- Suicide Prevention Coordinators**  
Specially trained Suicide Prevention Coordinators or teams are available at all VA Medical Centers across the country.
- Crisis Centers**  
Search for community-based crisis centers in your area.
- VA Medical Centers**  
VA Medical Centers offer a range of acute care and community-based outpatient services, including mental health care, diagnostics, homeless and alcohol/drug abuse programs, nursing home and respite care.
- Outpatient Clinics**  
Community Based Outpatient Clinics (CBOCs) are local VA locations that provide primary care, counseling, laboratory analysis, prescriptions and radiology services.
- Veterans Benefits Administration Offices**  
Veterans Benefits Administration Offices provide services to Veterans seeking benefits related to compensation, pension, vocational rehabilitation, home loans, death benefits, employment, and disability.
- Vet Centers**  
Vet Centers provide readjustment counseling and outreach services to all Veterans who have served in any combat zone, as well as their family members.
- All**  
See all VA and community-based services in your area.

### 2 Choose Location

Search by Zip Code  Search  OR  Search by state



### 2 Choose Location

Search by Zip Code  Search  OR  North Dakota

Results for **Suicide Prevention Coordinators** in state **ND**

#### Monsebroten, Tammy

Fargo, ND 58102  
P: 701-239-3700x93556  
F: 701-237-2642  
[tammy.monsebroten@va.gov](mailto:tammy.monsebroten@va.gov);  
[ranae.bickett@va.gov](mailto:ranae.bickett@va.gov)

Results for **Crisis Centers** in state **ND**

#### FirstLink HotLine

Fargo, ND 58103  
P: 701-293-6462  
F: 701-235-2476  
[visit website](#)

#### --Standing Rock Line--

Fargo, ND 58103

Results for **VA Medical Centers** in state **ND**

#### Fargo VA Health Care System

2101 Elm Street N.  
Fargo, ND 58102  
P: 701-232-3241 Or 701-232-3241  
[visit website](#)



# **MAKE THE** **CONNECTION**

***www.MakeTheConnection.net***

- Is relevant to all Veterans and their families, **regardless of eligibility for VA care** or the range of mental health issues they may be experiencing
- Informs Veterans, their families and friends, and members of their communities about **resources designed to help Veterans live well**
- **Reaches Veterans where they are**—online and through trusted media and influencers—when they need support
- Features **true stories** from real Veterans, which serve as a powerful tool in breaking down barriers and can **help Veterans realize they are not alone**

# Make the Connection

**MAKE THE CONNECTION**  
Shared experiences and support for Veterans

Connect on [Facebook](#) [YouTube](#)

Connect By **Who You Are** Life Events & Experiences **Video Gallery** Signs & Symptoms Conditions Resources & Support

Showing 24 of 313 matching stories

Like 72k Tweet 343 Pin It 3 G+ 42 Share 1.6K Email

(2001-PRESENT) OEF / OIF / OND X

Gender  
 BOTH  MALE  FEMALE

Era  
(2001-Present) OEF / OIF / OND

Branch of Service  
All

Combat Experience  
 BOTH  YES  NO

- Life Events & Experiences
- Signs & Symptoms
- Conditions
- Kind of Story

Managing the transition to civilian life

It's tough for a Marine to say this out loud

There was a time when there was just no laughing

**Bobby**  
U.S. ARMY  
OEF / OIF / OND  
COMBAT VETERAN

A trusted therapist helped heal many wounds

Tessa felt out of place in the civilian world

VA taught Richard how to manage his triggers

Aaron learned strategies to manage PTSD symptoms

Leading and living strong after facing adversity

Reaching out can be what's best for your family

A Veteran doesn't always ask for help

VA helped this student Veteran learn to cope

Tara describes Justin's nightmares and triggers

**Listen** to 380+ video testimonials from Veterans and their family members

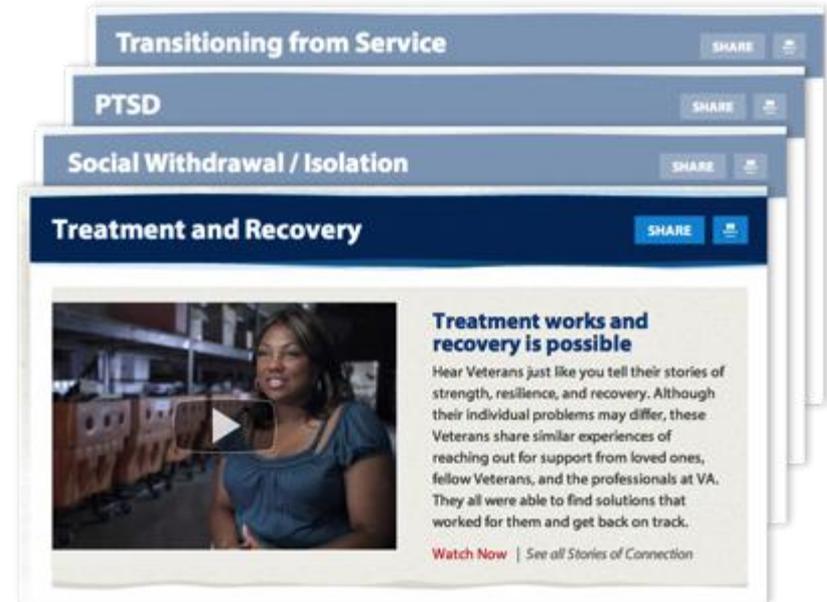
**Learn**, in plain language, about topics and solutions relevant to their experiences

**Locate** resources, programs, and services near them

# Understanding our Veterans

To better understand the challenges facing some Veterans, police and other public safety leaders can view content at ***MakeTheConnection.net*** about:

- **Life events and experiences**
  - Transitioning from service
  - Financial and legal issues
  - Family and relationships
- **Common signs and symptoms**
  - Alcohol and drug problems
  - Flashbacks
  - Anger and irritability
  - Feeling on edge
- **Mental and physical health**
  - PTSD
  - TBI (traumatic brain injury)
  - MST (military sexual trauma)
  - Depression
  - Suicide



...And much more.

# Resources

- Mental Health
  - VHA provides specialty inpatient and outpatient mental health services at its medical centers and community-based outpatient clinics. All mental health care provided by VHA supports recovery, striving to enable a person with mental health problems to live a meaningful life in their community and achieve full potential.
  - For more information on VA Mental Health Services visit [www.mentalhealth.va.gov](http://www.mentalhealth.va.gov).
- Vet Centers
  - Vet Centers are VA community based centers that provide a range of counseling, outreach and referral services.
  - For more information about Vet Centers and to find the closest Vet Center to you visit [www.vetcenter.va.gov](http://www.vetcenter.va.gov).
- Coaching Into Care
  - A free, confidential “coaching” service provided by VA that helps Veterans’ family and friends to recognize when their Veteran needs support and connect them with local resources.
  - Call 888-823-7458 to reach a coach. To learn more about Coaching Into Care please visit <http://www.mirecc.va.gov/coaching/services.asp>.
- Community Provider Toolkit
  - VA’s Community Provider Toolkit offers Mini-Clinics, an online resource that enables clinicians to easily access information and tools for treating Veteran patients with various mental health conditions. These online “clinics” contain tools for assessing patients for these conditions, training clinicians to treat those patients, and educational handouts.
  - To access the Mini-Clinics and the useful resources they contain, visit <http://www.mentalhealth.va.gov/communityproviders/miniclinics.asp>.

# Resources

- PTSD
  - Each VA Medical Centers has PTSD specialists who provide treatment for Veterans with PTSD. For more information about PTSD and to locate the VA PTSD program nearest you visit [www.ptsd.va.gov](http://www.ptsd.va.gov).
  - PTSD Coach App: The PTSD Coach application allows phone users to manage their symptoms, links them with local sources of support and provides information on post-traumatic stress disorder (PTSD). Visit [www.ptsd.va.gov/public/pages/PTSDCoach.asp](http://www.ptsd.va.gov/public/pages/PTSDCoach.asp).
- Wounded Warrior Project
  - An organization dedicated to well-being and adjustment of wounded warriors in America, focused on raising awareness, helping injured Service members, and empowering a generation of Veterans.
  - To learn more about the Wounded Warrior project please visit <http://www.woundedwarriorproject.org/>.
- National Alliance on Mental Illness (NAMI)
  - A grassroots mental health advocacy group with extensive educational materials, programs, and support for individuals and families affected by mental illness.
  - To learn more about NAMI or to find local support for a Veteran you are working with, please visit <http://www.nami.org/>.

**QUESTIONS?**

**Additional information and materials available  
at [VeteransCrisisLine.net](https://www.veteranscrisisline.net)**

Caitlin Thompson, Ph.D.  
Deputy Director, Suicide Prevention  
VA Mental Health Services (10P4M)

[Caitlin.Thompson@va.gov](mailto:Caitlin.Thompson@va.gov)

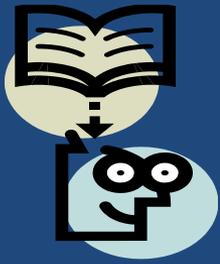
202-461-4173



# Critical Incident Reporting

Supportive Services for  
Veteran Families

October 2015



# Critical Incidents

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- What is considered a “critical incident”
- SSVF providers must have agency policy/procedure to deal with incidents and follow up
- What types of incidents require reports to the SSVF Program Office
- Timelines for reporting to the SSVF Program Office
- How to access current forms for reporting and where to send them to

# What's considered a Critical Incident?

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- An unexpected event that is likely to lead to serious and consequential adverse effects
- Serious Critical Incidents must be reported to the SSVF Program Office
- Follow agency internal policies and procedures for follow up on less severe incidents

# Internal Policies

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- All grantees are required to have a Critical Incident Policy and Procedure within their SSVF Policies and Procedures
- Some Critical Incidents don't need to be reported to the SSVF Program Office
  - Illnesses unless they represent a significant public health risk
  - Injuries caused by self or others unless life threatening
  - Participant behavior not leading to police involvement
  - Non-violent criminal behavior by participant
  - Death from natural causes

# Internal Policies

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- Grantee Critical Incident Policy should include the following:
  - What constitutes a Critical Incident
  - What types of Critical Incidents require submission to the SSVF program office
  - How to respond to Critical Incidents
  - Who is responsible for responding to Critical Incidents
  - Internal timeframes for responding to the Critical Incidents and reporting to SSVF if applicable
  - Internal action plan for reviewing Critical Incidents

# Reporting CI to SSVF Program Office

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- ...1) Death of a Veteran by suicide
- ...2) Death of a Veteran by homicide
- ...3) Serious allegations of inappropriate behavior by SSVF staff person i.e. staff stealing money from a veteran, staff assaulting a veteran
- ...4) Serious violent behavior (assault)
- ...5) Suicide attempt
  
- Requires notification to SSVF program office w/in 48 hrs

# When and How to file a report

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- Severe Critical Incident Reports
  - Suicide, Homicide, Allegations, Assault, etc.
- Submit to SSVF program office with 48 hrs
  - Use SSVF Critical Incident Report Form
- ***Local VAMC must be notified of all Veteran Suicides***

# SSVF Critical Incident Report form

SSVF Critical Incident Report Form

Agency Information:

Name of Contractor:	
Program Number:	
Agency Staff Name (First and Last):	
Agency Staff Email Address:	
Agency Staff Phone Number:	
Date of this Report:	

Client Information:

Client ID# is: \_\_\_\_\_

Type of incident (Please Check Only One):

Incident Details:

Date & Time of Incident: \_\_\_\_\_

Location/Address of Incident: \_\_\_\_\_

Incident Description:

Did this incident receive media attention?

Action(s) Taken:

1.1 Was Contacted:  No  Yes

2.1 Were you/your staff contacted by the client?  No  Yes

3.1 Was the client/contractor notified of the incident?  No  Yes

4.1 Was the client/contractor notified of the incident?  No  Yes

5.1 Was the client/contractor notified of the incident?  No  Yes

6.1 Was the client/contractor notified of the incident?  No  Yes

7.1 Was the client/contractor notified of the incident?  No  Yes

8.1 Was the client/contractor notified of the incident?  No  Yes

9.1 Was the client/contractor notified of the incident?  No  Yes

10.1 Was the client/contractor notified of the incident?  No  Yes

11.1 Was the client/contractor notified of the incident?  No  Yes

12.1 Was the client/contractor notified of the incident?  No  Yes

13.1 Was the client/contractor notified of the incident?  No  Yes

14.1 Was the client/contractor notified of the incident?  No  Yes

15.1 Was the client/contractor notified of the incident?  No  Yes

16.1 Was the client/contractor notified of the incident?  No  Yes

17.1 Was the client/contractor notified of the incident?  No  Yes

18.1 Was the client/contractor notified of the incident?  No  Yes

19.1 Was the client/contractor notified of the incident?  No  Yes

20.1 Was the client/contractor notified of the incident?  No  Yes

Additional Follow Up Provided:

21.1 Contact with Vendor:  No  Yes Date: \_\_\_\_\_

22.1 Contact with Third Party:  No  Yes Date: \_\_\_\_\_

23.1 Other:  No  Yes Describe: \_\_\_\_\_

Report Reviewed by (Please Include Agency Staff Name & Title): \_\_\_\_\_

For VA Internal Use Only

Critical Incident Report - Program Office Review

Further Action Required: \_\_\_\_\_ If Yes, describe: \_\_\_\_\_

Reviewer	Review Complete	Date of Review	Result	Notes/Comments
Regional Coordinator:				
Program Director:				

Incident Final Close Date: \_\_\_\_\_

SSVF Program Number

Confidentiality:  
Use only client  
HMIS do not use names

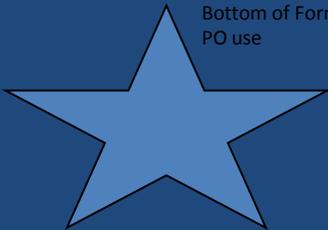
Description of Incident- what happened  
that makes this reportable?

# SSVF Critical Incident Report form

Remember to include date  
And location of  
incident

Indicate type of  
Incident using drop down

Local VA Medical Center  
Must be contacted in all  
Veteran Suicide events



Bottom of Form for SSVF  
PO use

SSVF Critical Incident Report Form

Agency Information:  
 Name of Group: \_\_\_\_\_  
 Program Number: \_\_\_\_\_  
 Agency Staff Name (First and Last): \_\_\_\_\_  
 Agency Staff Email Address: \_\_\_\_\_  
 Agency Staff Phone Number: \_\_\_\_\_  
 Date of this Report: \_\_\_\_\_

Client Information:  
 Client name VA #: \_\_\_\_\_

Type of Incident (Please Check Only One):

Incident Details:  
 Date & Time of Incident: \_\_\_\_\_  
 Location/Address of Incident: \_\_\_\_\_

Incident Description:

Did this incident involve media attention?

Actions Taken:

1.) 911 Contacted:  No \_\_\_\_\_

2.) Telecare Crisis Line Contacted (1-800-273-7463):  No Was Veteran Provided with Referral/Resources by Hotline Operator? \_\_\_\_\_  
 Was Veteran Provided with Referral/Resources by Hotline Operator? \_\_\_\_\_

3.) Other Crisis Hotline Contacted:  No \_\_\_\_\_

4.) Law Enforcement Contacted:  No Was Veteran Involvement in any way? \_\_\_\_\_  
 Was Veteran Involvement in any way? \_\_\_\_\_

5.) AAU/DAM Protection Services Contacted:  No Agency Name: \_\_\_\_\_ Case Opened? \_\_\_\_\_

6.) VA Medical Facility Contacted:  No Facility Name: \_\_\_\_\_ Address: \_\_\_\_\_

7.) Other Medical Facility Contacted:  No Facility Name: \_\_\_\_\_ Address: \_\_\_\_\_

8.) Health & Welfare Check:  No Enter Results: \_\_\_\_\_

9.) Other:  No Enter Details: \_\_\_\_\_

Additional Follow Up Provided:

10.) Contact with Veterans:  No Date: \_\_\_\_\_

11.) Contact with Third Party:  No Date: \_\_\_\_\_

12.) Other:  No Describe: \_\_\_\_\_

Report Reviewed By (Please Include Agency Staff Name & Title): \_\_\_\_\_

For VA Internal Use Only

Critical Incident Report - Program Office Review

Further Action Required:  If Yes, describe: \_\_\_\_\_

Reviewer	Review Complete	Date of Review	Result	Notes/Comments
Regional Coordinator				
Program Director				

Incident Final Close Date: \_\_\_\_\_

VA Information:  
 VA Office: \_\_\_\_\_  
 VA Office Phone: \_\_\_\_\_



# Where to send reports

Follow internal policies for less severe critical incident reports

Severe Critical Incidents: Suicide, Homicide, Inappropriate Staff Behavior etc. must be sent to the program office using the SSVF CI form via e-mail at

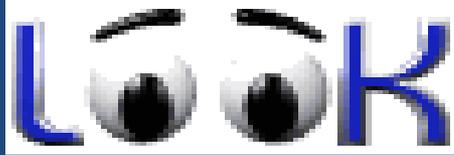
[SSVFCriticalIncidents@va.gov](mailto:SSVFCriticalIncidents@va.gov)

# What happens after the report is filed?

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- The SSVF Program Office reviews all Critical Incident Reports
- Reports are reviewed for completeness
- Grantees may be contacted if additional information is needed
- Some reports will be reviewed by the program director
- Some reports will be sent on for higher level review at the VA





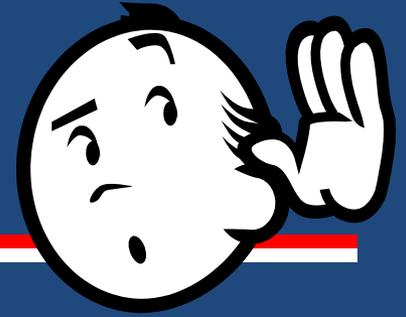
# Following up on reports

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- SSVF Program office staff may
  - Ask for supplemental information regarding the Veteran
  - Request timeline of services provided to the Veteran by the agency
  - Request information about follow up plan for the Veteran
  - Request links to media stories if applicable
- SSVF Program office staff will contact the POC listed in the Critical Incident Report form if additional information is needed

# Who will contact you about your report...

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Jill Albanese  
SSVF Regional Coordinator

# Questions

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# Additional SSVF Updates

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**Thank you for joining today's webinar!**

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