

New Hampshire Community Mental Health Center
“1st in the Nation”
Military Liaison Initiative



FACT SHEET

Mission

The mission of the Community Mental Health Center (CMHC) Military Liaison Initiative (MLI) is to improve access to and quality of care for veterans, service members and military families by:

- 1) Strengthening systems for identifying military members being served;
- 2) Enhancing military cultural competence; and
- 3) Partnering with civilian-military partners and the community.

The CMHC MLI is a “1st in the Nation” statewide campaign where each CMHC has designated a Military Liaison who will provide up to 16 hours per month on the goals and tasks, identified by their agency, in support of this mission. Of the 115,000 veterans in NH, approximately 30,000 receive care at the Manchester VA Medical Center in New Hampshire or the White River Junction VA Medical Center in Vermont. The CMHC MLI is a significant step forward in increasing access points, as well as improving quality of care for all NH veterans, service members and their families. It is funded by the NH Department of Health and Human Services, in partnership with NHCarePath and concludes on June 30, 2017.

The Community Mental Health Centers (CMHCs) are located in 10 regions across New Hampshire. They are private not-for-profit agencies that contract with the NH Department of Health and Human Services to provide publicly funded mental health services to individuals and families who meet certain criteria for services.

Statewide Military Liaison

Sue Brown is the Statewide CMHC Military Liaison, devoting eight hours per week to this initiative, working from the Riverbend Community Mental Health Center in Concord. Her role is to provide supervision and consultation to all 10 Military Liaisons. Sue served as Director of Psychological Health for the NH National Guard for six years, and brings a wealth of knowledge to this initiative.

What Military Liaisons CAN Do

All 10 Military Liaisons will focus on the following statewide goals, as well as their own agency goals:

- *Serve as a military culture consultant for clinicians and CMHC staff - providing support and guidance as needed.*
- *Promote military cultural competence within the CMHC by identifying and disseminating training materials as appropriate.*
- *Work with admissions, clinical and administrative staff to ensure that veterans, service members and military families are being identified, assessed and/or treated by CMHC – as appropriate.*
- *Evaluate agency-wide level of military cultural competence, evidence based practice in treating combat trauma, and willingness to treat this population. This includes identifying trends, gaps and barriers in accessing and receiving care.*
- *Become familiar with the Veterans Health Administration (VA), Vet Center, Care Coordination Programs, and military medical resources/services to assist CMHC staff in developing relationships and making referrals.*
- *Develop and strengthen partnerships within the community to better identify and serve our military.*

What Military Liaisons CANNOT Do

- Military Liaisons are not available for crisis consultation.
- Military Liaisons may not be able to respond to direct requests from veterans, service members or their families – based on the responsibilities of each agency.
- Military Liaisons have volunteered to take on the Military Liaison role, over and above their regular required duties and have limited availability. Therefore, the focus is on strengthening the overall ability of each agency to understand military culture, respond to the needs of military families, and partner with provider agencies and the community.

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CONTACT INFORMATION
Veterans Crisis Line: 1-800-273-8255, Press 1

This list is provided as a resource for treatment providers and community partners.

Statewide Military Liaison

State Liaison - Susan Brown sjbrown@riverbendcmhc.org 603-228-1600, ext. 4794

Agency Military Liaisons

Riverbend Community Mental Health - Concord

Jessie Bitetto - JBitetto@riverbendcmhc.org 603-228-1600

Northern Human Services - Conway, Littleton, Berlin and Colebrook

Bobbi Lyndes-Langtange – blyndes@northernhs.org 603-444-5358

Keri Riley - kriley@northernhs.org 603-444-5358

Community Partners - Dover

Deb Correia - dcorreia@communitypartnersnh.org 603-516-9510

Karen Johnson karenjohnson@communitypartnersnh.org 603-516-9510

Monadnock Family Services - Keene

Terry Hamilton – thamilton@mfs.org

Genesis Behavioral Health – Laconia and Plymouth

Ed Drury eddrury@genesishb.org

603-524-1100, ext. 157

West Central Behavioral Health – Lebanon and Claremont

Max Bryant mbryant@wcbh.org 603-448-0126

Deb Hagen dhagen@wcbh.org 603-477-6307

Mental Health Center of Greater Manchester - Manchester

Mark Boegel boegelma@mhcgcm.org 603-668-4111 x5294

Greater Nashua Mental Health Center - Nashua

Susan Mead meads@gnmhc.org 603-402-1584

Jill O’Neill o’neilj@gnmhc.org 603-402-1585

Seacoast Mental Health Center - Portsmouth and Exeter

Patty Driscoll pdriscoll@smhc-nh.org

Jenni Stevens jstevens@smhc-nh.org 603-957-5788

Center for Life Management – Salem and Derry

Celia Felsenberg cfelsenberg@clmnh.org 603-965-0784

This is an Initiative of the NH Department of Health and Human Services.