Coaching intoCare

Coaching Into Care

- Since June 2011, VA's national call center for family members and friends concerned about a Veteran reluctant to seek mental health care
- Directed from Philadelphia, collaboration with MIRECCs in VISN 6 (Durham) and VISN 22 (LA)
- Provide referrals for treatment, and education about PTSD, depression, substance abuse
- Staff "coaches" caller over several telephone calls about communicating with the Veteran about caller's concerns
- MOA's with Veterans Crisis Line, Caregiver Support Line, Women Veterans Call Center, IAVA call center

National, toll-free number: **(888) 823-7458**

Coaching into Care

website: www.va.gov/coachingintocare

Website includes:

- FAQs
- 'Should I Call?' Quiz
- Helpful Resources
- Outreach Materials ("Get the Word Out")

Coaching into Care

Need a hand helping a Veteran get into care? Reach out to us.

When a loved one returns home from military service, it can be a hard adjustment for everyone. If the Veteran in your family is reluctant to get help, we're here to help you. Make a confidential call today. **1-888-823-7458.**

Coaching into Care *When a Veteran you know needs help*

www.va.gov/coachingintocare

VA HEALTH CARE Defining EXCELLENCE in the 21st Century

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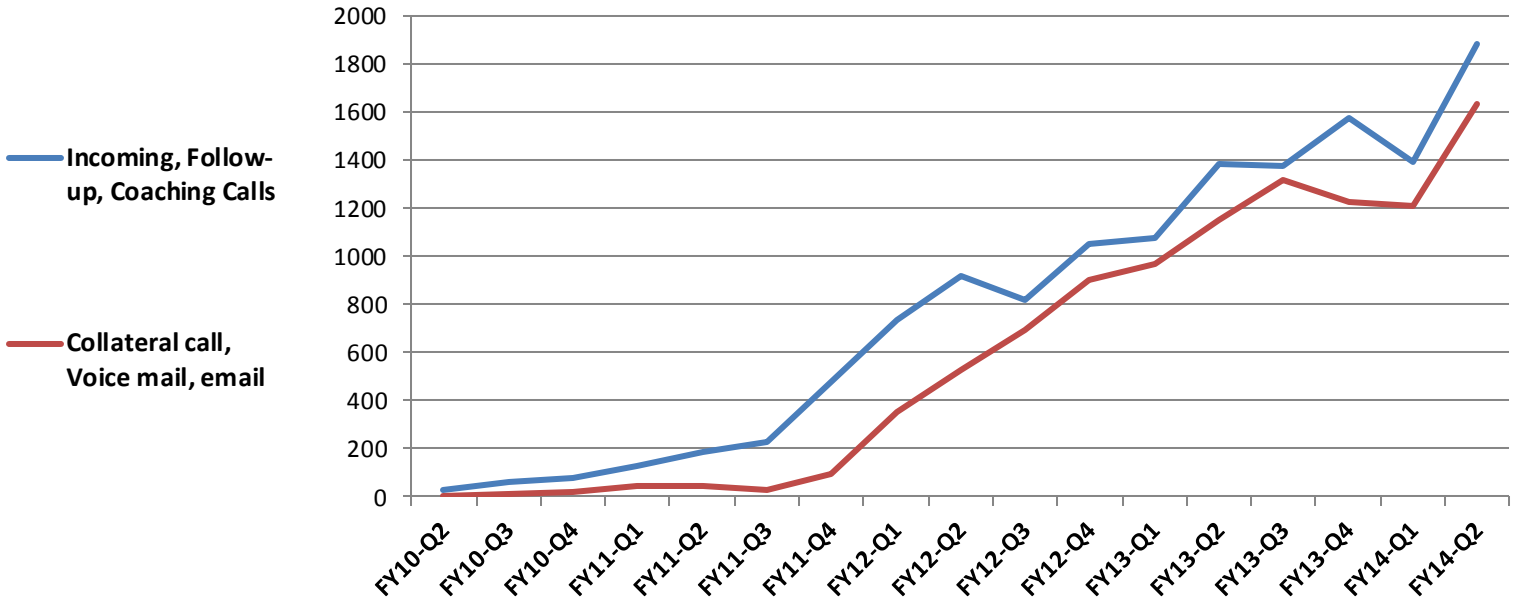
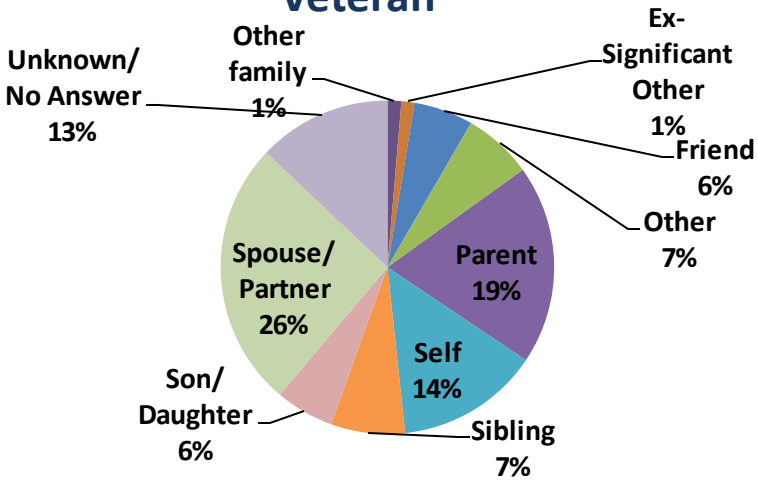
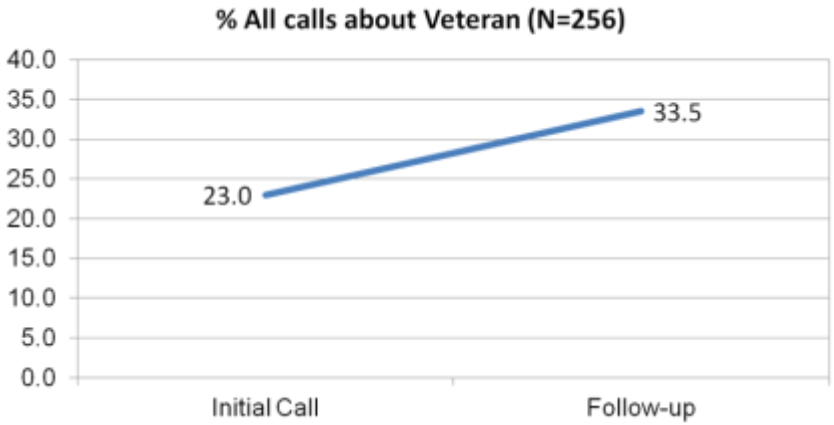
Call Volume



% Caller Relationship with Veteran



Increase in MH Care Engagement