

# VA/Clubhouse Points of Contact (POC)

Roles, Responsibilities and Resources

# VA/Clubhouse POC: What is a Clubhouse?

- Clubhouses are inclusive community centers where individuals with mental health conditions can build long-term relationships and community.
- A Clubhouse provides a restorative environment for people whose lives have been disrupted because of their mental illness, and who need the support of others who are in recovery and who believe that mental illness is treatable.
- Clubhouse members gain access to (1) opportunities to rejoin the worlds of friendships, family, employment and education, and (2) services and support they may individually need to continue their recovery.
- There is an extensive body of research supporting the efficacy of the Clubhouse Model of Care. Visit: <https://clubhouse-intl.org/recent-research/> to learn more.
- For more information visit: <https://clubhouse-intl.org>

# History of the Clubhouse Model

- Fountain House, the first Clubhouse, was started in New York in 1948.
- It began when former patients of a New York psychiatric hospital began to meet informally, as a kind of “club.” It was organized as a support system for people living with mental illness, rather than as a service or a treatment program.
- The term “Clubhouse” has been embraced because it clearly communicates the message of membership and belonging. **This message of inclusion is at the very heart of the Clubhouse way of working.**

# VA/Clubhouse POC: What is the role of a POC?

- **Main responsibilities:**

- Create a dialogue with local Clubhouse directors to establish a VA/community connection.
- Raise awareness among Veteran and VA providers at their facility about local Clubhouses as a resource.
- Examples of current POC's experience:
  - Join local Clubhouse Coalition monthly calls for open dialogue on how to establish a collaborative relationship – information available at <https://clubhouse-intl.org>.
  - Email, phone or in person contact with Clubhouse staff once per month.
  - Plan an in-service, open house or information fair to spread awareness about local Clubhouse(s) to Veterans and VA providers at their VA facility.
  - Facilitate referrals from their VA facility to local Clubhouses.
  - Connect with other POC's to learn about their experience with their local Clubhouses.

# VA/Clubhouse POC: What is the role of a POC?

- **Time commitment:**

- Will vary depending on where each POC is with their Clubhouse collaboration
- At least monthly contact with Clubhouse staff to keep the lines of communication open

- **Benefits of having a POC:**

- Raises awareness among VA providers about local Clubhouses as a resource
- VA providers more likely to refer Veterans to local Clubhouses
- POCs can help interested Veterans make their first contact with and integrate into their local Clubhouse (e.g., take Veterans on a tour of the Clubhouse)
- Raises awareness among Clubhouse staff about VA resources
- Veteran members of local Clubhouses more likely to connect to VA care

# VA/Clubhouse POC: Who can be a POC?

- **All disciplines can be a POC!**

- We currently have LCSWs, RNs, MDs, Local Recovery Coordinators, Peer support specialists and Psychologists.

- **How can I find out if my VISN has a Clubhouse?**

- Visit Clubhouse International Directory webpage at:  
<https://clubhouse-intl.org/what-we-do/international-directory/>.

- **How can I find out if my VISN needs a POC?**

- Contact Jason Riddle at [Jason.Riddle@va.gov](mailto:Jason.Riddle@va.gov) for an updated list of POCs for each VISN.

# VA/Clubhouse POC: Tips for Success

- **Get to know your local Clubhouse.** Make arrangements for a tour and stay for lunch and Q+A. This is one of the best ways to learn how a Clubhouse operates. Also, review Clubhouse enrollment forms and criteria so you can help facilitate appropriate referrals.
- **Facilitate open communication:** Some Clubhouses have had difficulty connecting with their local VA facility. Make yourself available to Clubhouse staff as a “go to” person for information about your VA – this is key to building a collaborative relationship.
- **Have standing check-ins:** Make at least one contact (e.g., e-mail, phone) per month with Clubhouse staff to check in. Get and keep it on your calendar to make sure it happens!

# VA/Clubhouse POC: Tips for Success

- **Raise awareness.** Distribute flyers and brochures and organize virtual and in-person meetings to educate Clubhouse staff and VA providers about ways to collaborate. Awareness is key to offer Veterans this choice in their care.
- **Be flexible:** Grow the relationship with your local Clubhouse with an ebb and flow mentality, adjusting your approach as needs shift and change with time.
- **Be creative:** Bring your specialized expertise, strengths and style, as well as knowledge of your VA, to make the role your own!



# Clubhouse POC: What if I'm interested?

- Contact Jason Riddle at [Jason.Riddle@va.gov](mailto:Jason.Riddle@va.gov) for more information.
- Click here to see the [Clubhouse VA POC flyer](#).
- For more information:  
[https://www.mirecc.va.gov/visn5/clubhouse\\_model/](https://www.mirecc.va.gov/visn5/clubhouse_model/).