

New Hampshire Joint Family Assistance Program (JFSAP) Implementation Planning Template

Vision:

- **Goal** (*What do we want?*)
 - A NH framework for current and future efforts of war to provide proactive, community-based, full spectrum care to Military Service Members and families geographically disbursed from active duty facilities.

- **Success** (*What does success look like?*)
 - **Initial** work involved “picking up the pieces” with groups that are recently returned from the war-zone and families of units that are currently deployed. Service details for the current and post-deployed groups:
 - ✓ Approx. 400 served (service members/families)
 - ✓ Comprehensive care coordination
 - ✓ Case management (no red-tape, one-stop)
 - ✓ Immediate financial and other services (childcare, food, gas/fuel/heat, transportation, employment assistance, rent/mortgage, etc – nearly \$200,000 since Sept. 07)
 - ✓ Clinical intervention (personal/child/family/couples counseling; PTSD tx, etc)

 - **Provided training and/or facilitated planning** to and with over **200 providers** through formal trainings, community forums and summits, care coordinator meetings, etc.

 - Developed a **detailed clinical training curriculum** for use by program Care Coordinators.

 - Developed comprehensive training/presentation/group-counseling modules for Pre/During/Post deployment interventions **at Guard/Reserve drills**.

 - **Partnered with the UNH Institute on Disability** to conduct **extensive evaluation** of the pilot program. This included the establishment and implementation of data collection protocol to gather all necessary baseline information on individuals served. As part of this evaluation, a preliminary satisfaction survey of **30 service recipients was conducted and yielded excellent feedback**. A final satisfaction survey that will go to all service recipients is currently being developed.

 - **Service Coordination:**
 - Utilizing approximately **15 Care Coordinators**, provided an average of **15 hours per week** of comprehensive care coordination services **to over 500 service members/veterans/family members**.

 - Individuals served included service members from the NH National Guard and the **Army/Navy/Marine Reserves** in all stages of Deployment Support Cycle.

 - Services provided include Risk/Resilience Assessments, plan development, ongoing monitoring of care plan, ongoing case management and linkage services. While our initial cases were largely service-members/families with emergency needs associated with current or past deployment, our recent emphasis has been on pre-deployment units (**pro-active planning and services, in accordance with established principles for the pilot program**).

Assessment

- **Needs** (*What are the current needs?*)
 - Establish an Inter-Agency Agreement between the Adjutant General's Department, Department of Health & Human Services, Division of Community Based Care Services (DHHS)
 - Reestablish Inter-Service Family Assistant Committee (ISFAC)
 - Re-Inventory State Regional and Community resources.
 - Identify who is currently associated with JFSAP
 - Identify needed areas of support needed by JFSAP
 - Define the roles and resources of exiting JFSAP assets
 - The two primary objectives of this pilot are to
 - Provide support to military members and their families during pre-deployment and to follow up and provide necessary support to those military members and their families through out the deployment, post deployment and reentry or normalization period.
 - Build a NH framework to provide proactive, community-based, full spectrum care to reserve members and their families who are geographically separated from active duty facilities.
 - The following needs to be accomplished in FY 08
 - 1) Continue existing care plans and services for service members and families currently being served.
 - 2) Assess, develop and implement care plans, to include any appropriate services, for service members and families pre deployment, during mobilization and post deployment.
 - 3) Develop and produce a program manual that incorporates the following elements: i.e.
 - System design
 - Policies & Procedures
 - Applications
 - Care plan format
 - Handbook
 - Service member, Family and Staff Guidebook.
 - Training curriculum
 - Incorporates existing services and service providers
- **Service Gaps** (*What are the service gaps?*)
 - An opt in electronic distribution system (List Serve), integrating with existing FRG e-mail list, Unit Newsletter, Website NHKO
 - Adopt Memorandum of Understanding (MOU) with reserve component to collaborative information and resource sharing.
 - Marketing
 - JFSAP Collaborative Inter service Outreach

Implementation Monitoring

- **Monitoring**

Develop a Tool to Measure Program Effectiveness utilizing the following factors:

- Feed back from service members and families
- Does system anticipate needs and allow for ready access to services
- Are members and families treated with dignity and respect
- Develop and establish self sustaining philanthropic funding source/s
- Issue Requests for Proposals for direct services and support as necessary to ensure availability of services statewide.

- **Updating**

Develop Reporting and monitoring required.

- Provide Monthly Service Reports
- Provide quarterly status reports detailing milestones in Development of Program Manual
- Both parties shall participate in quarterly briefing meetings