



Training Series for CCBHCs on Veteran Identification, Support, and Resources

September 13, 2023

Maine Medical Association, Center
for Quality Improvement

TODAY'S AGENDA

10:30 am	Welcome and Introductions
10:35 am	Training Overview
10:40 am	Office Hours Overview
10:45 am	How to Access Trainings on the LMS
10:50 am	Next Steps and Questions
11:00 am	Adjourn

TODAY'S AGENDA

2:30 pm	Welcome and Introductions
2:35 pm	Training Overview
2:40 pm	Office Hours Overview
2:45 pm	How to Access Trainings on the LMS
2:50 pm	Next Steps and Questions
3:00 pm	Adjourn

FUNDING

- Our funding
 - Comes from the Maine Department of Health and Human Services, Office of MaineCare Services
 - Runs through the end of March 2024



CCBHC VETERAN TRAINING PROJECT STAFF

- Mary Milam, MPPM, CAPM, Project Manager, Maine Medical Association, Center for Quality Improvement (MMA-CQI)
- Jessica Reed, MSN, GNP-BC, Clinical Quality Manager, MMA-CQI
- Janet Johnson, Administrative Assistant, MMA-CQI
- Eric Haram, LADC, Haram Consulting, LLC

TRAININGS



- The purpose of these veteran-specific trainings is to help support Maine CCBHCs in identifying Veterans and developing care pathways to address Veteran behavioral healthcare needs as required for CCBHC certification.
- These trainings will also help CCBHCs understand and be sensitive to the uniqueness of military culture and specific needs of Veterans and referring them to veteran-specific resources when indicated.

TRAININGS CONT.



- Occur last Wednesday of the month, except December
- From 1:00 to 2:00 p.m.
- Communication: How You Will Find Out About Them/Reminders
 - Email from CQI
 - Previous training slides
 - Office of MaineCare Services
 - Calendar invites

TRAINING TOPICS

September 2023

Identifying Veterans
(Ask the Question)
and Referring to
Maine Bureau of
Veterans' Services

Barrett Fisher
Supervisor,
Maine Bureau Of
Veterans' Services,
Caribou Field Office

October 2023

Understanding
military cultural
competency for
SMVF behavioral
healthcare

November 2023

Providing
behavioral
healthcare aligned
with the VA
Uniform Mental
Health Handbook

January 2024

Referring Veterans
to crisis or
behavioral
healthcare
resources
and
Identifying
alternative therapy
programs available
in Maine for SMVF

February 2024

Providing
appropriate suicide
screening and
Lethal Means Safety
Planning

OFFICE HOURS



- Purpose: An opportunity to talk with peers in this CCBHC work and share best practices, challenges, and lessons learned
- Occur second Wednesday of the month
- From 1:00 to 2:00 p.m.
- No formal agenda
- Ask questions about previous trainings
- Ask questions about CCBHC certification
- Identify any action items and resources needs

HOW TO ACCESS RECORDED TRAININGS ON THE MMA-CQI LEARNING LAB

Step One:	Create a free account on the MMA-CQI Learning Lab qclearninglab.org/
Step Two:	View the training
Step Three:	Complete the training evaluation in Survey Monkey, including entering name, organization, and role
Questions:	Contact Mary Milam at mmilam@mainemed.com

FUNDS FOR CCBHCS

- Funds are available – more information to follow

NEXT STEPS

- MMA-CQI
 - Send an email with September training information and Zoom registration link
 - Send a meeting invite for the training that can be shared with staff
 - Send today's slide deck to the group
- CCBHCs
 - Attend the first training on Wednesday, September 27th with as many of your staff as possible
 - Have you or someone from your staff attend Office Hours Wednesday, October 11th



QUESTIONS?

CONTACTS – MMA-CQI STAFF

- Mary Milam, MPPM, CAPM, Project Manager,
mmilam@mainemed.com
- Jessica Reed, MSN, GNP-BC; Clinical Quality Manager
jreed@mainemed.com
- Janet Johnson, Administrative Assistant, MMA-CQI
jjohnson@mainemed.com