

A close-up photograph of a medical stethoscope with a red handle and a silver dog tag on a chain, resting on a blue and white American flag. The stethoscope is positioned diagonally across the frame, with the chest piece on the left and the earpieces on the right. The dog tag is attached to a silver chain and is positioned in the lower right quadrant of the image. The background is a close-up of the American flag, showing the stars and stripes.

Operation Health: Resources for Veterans and Their Families

An Infopeople Webinar
Presented by Kelli Ham
June 13, 2012

Today's Topics



- Defining the users
- Statistics
- Injuries and Conditions
- Unique issues for veteran subgroups
- Health resources
- Finding services

User Snapshot



- Who are these library users?
 - Veterans
 - Military families
 - Caregivers of veterans
 - Active duty service members



A Few Statistics



Injuries and Conditions



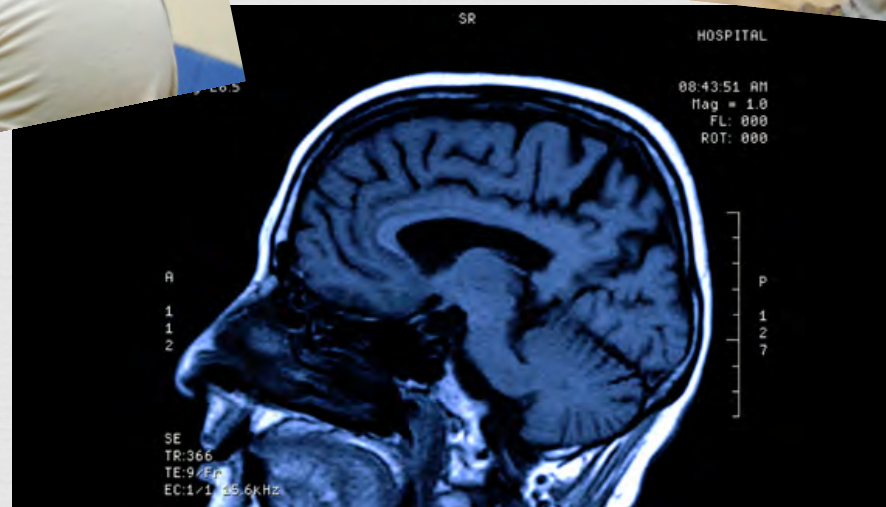
- Different conflicts, different outcomes
 - Exposures: environmental, substances
 - Physical injuries
 - Mental health issues
 - Social issues

Military Exposures



<http://www.publichealth.va.gov/exposures/>

Physical Injuries



Traumatic Brain Injury



“...TBI has become the “signature injury” of current warfare”.

Sharon Shively and Daniel Perl

Journal of Head Trauma Rehabilitation,
Vol 27, No. 3, pp 234-239

Brainline Military



brainlinemilitary
A service of brainline.org

Living with traumatic brain injury (TBI):
help for service members, veterans,
national guard, reserve, and families



Adam at Ease

A Video Blog by
Veteran
Adam Anicich



Mechanics of a Blast Injury

RESEARCH UPDATE

- More Injury Prevention Efforts Needed for Veterans with TBI
- Ocular and Visual Disorders Associated with Blast-Related TBI
- Improving Sleep in Veterans After Blast-Induced Brain Injury

<http://www.brainlinemilitary.org/>

Mental Health Issues



- PTSD
- Depression
- Sleep disorders
- Anger
- Suicide



<http://www.mentalhealth.va.gov/>

National Center for PTSD

NATIONAL CENTER FOR PTSD

RAISE PTSD AWARENESS

Posttraumatic Stress Disorder (PTSD) is a mental health problem that can occur after someone goes through a traumatic event like war, assault, or disaster.

[Meet CPT Sarah Humphries](#)
My family suffered...

JUNE 2012

Public SECTION

Veterans, the General Public,
Family & Friends

If you have gone through trauma or know someone who has, this section is for you.

Professional SECTION

Researchers, Providers &
Professional Helpers

If you work with people who have experienced trauma or have PTSD, start here.

Search PTSD Site

1 Choose Section

choose section/audience ▾

2 Enter Term and Search

SEARCH

[Advanced Search](#)



**LEARN FROM
VETERANS HOW
PTSD TREATMENT
CAN TURN YOUR
LIFE AROUND**

ABOUT FACE

PTSD Awareness - June 2012

Each week has a new focus.
Check in often.
See [how you can help](#).

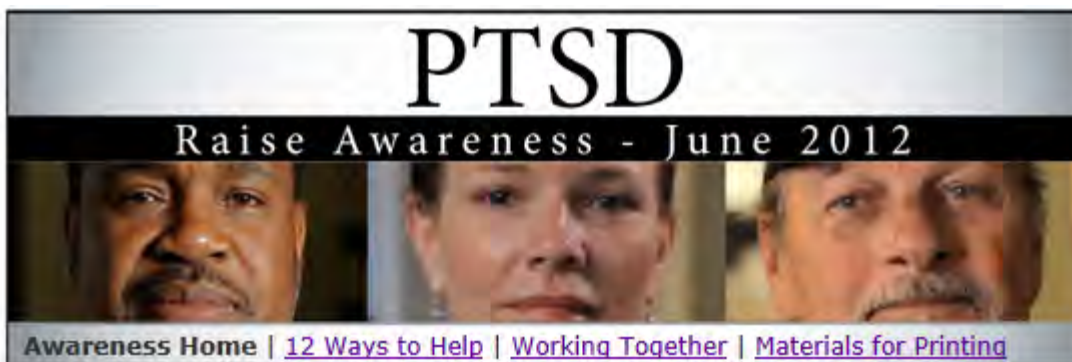
Where to Get Help for PTSD >

Search PILOTS for Articles* >

Subscribe >

<http://www.ptsd.va.gov/>

June is PTSD Awareness Month



PTSD
Raise Awareness - June 2012

[Awareness Home](#) | [12 Ways to Help](#) | [Working Together](#) | [Materials for Printing](#)

A 4-week series dedicated to raising PTSD awareness.

Week 1: [How I knew](#)

Week 2: **My family suffered**

Week 3: How treatment helped

Week 4: My advice: Don't wait

Week 2: My family suffered

CPT Sarah Humphries talks about how she isolated herself when she returned from deployment.



- [Effects of PTSD on Family](#)
- [When a Child's Parent Has PTSD](#)
- Explore [Help for Family and Friends](#). Support those who love someone with PTSD.
- Providers: Learn about [Returning from the War Zone Guides](#). Learn about what service members and their families should expect after deployment.

Navigating the VA.gov Site: Mini Practice



- We'll take about two minutes for this exercise. Go to <http://va.gov/>
- Click on *Veterans Services*
- Note the topics under *Health and Well-Being*
- Click on *Mental Health* and scan the page; go back later explore more
- In the Chat box: Reactions? Anything notable?

Navigating the VA.gov Site

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Home **Veteran Services** Business About VA Media Room

Inside Veteran Services

- New to VA
- Benefits Booklet

Benefits & Services

- General Benefits Information
- Disability Compensation
- Pension
- GI Bill
- Vocational Rehabilitation & Employment

Health & Well-Being

- Health Care Information
- A-Z Health Topic Finder
- My Health_eVet
- Refill Prescriptions
- Crisis Prevention
- Mental Health
- PTSD
- **Public Health**

Burials & Memorials



Substance Abuse



<http://www.drugabuse.gov/patients-families>

<http://www.easyread.drugabuse.gov/>

Homelessness



<http://www.nchv.org/veterans.cfm>

Helpful Tools from NCHV

HELP FOR HOMELESS VETERANS

Getting Started

Before beginning a search for assistance available to you, it will be helpful to make a plan. Think about what it is that you need. Do you need medical, substance abuse or mental health care? Are you ready to work or do you need to learn a job skill? Do you have legal issues that need to be resolved? Do you need to reapply for Supplemental Security Income (SSI) or VA benefit checks?

Make a list of your needs. This list is a tool to help you get organized and to help you figure out where to look for the kinds of help you may need. A sample list might look like this:

1. I need a place to live today.
2. I need a job.
3. I need clothing to wear to work.
4. I want to get counseling for PTSD.
5. I owe child support.
6. I need to find out what federal benefits I can get as a veteran.

Think about your list as you read through these web pages. Who do you think can help you with each of your needs? There may be one organization able to work with

Special Issues for Women Veterans



- Family Issues
- Military Sexual Trauma
- Homelessness
- Suicide

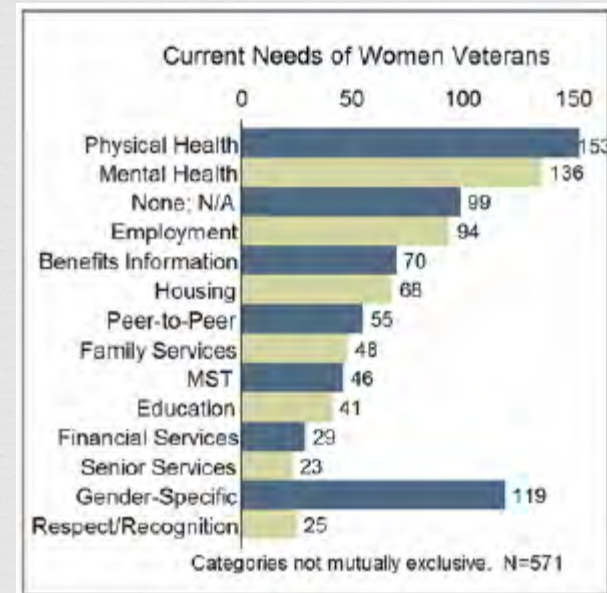
<http://www.mentalhealth.va.gov/>

<http://www.womenshealth.va.gov/>

California's Women Veterans



- California has both the greatest number - more than 167,000 - and the greatest proportion of female veterans in the country (9.5 percent).



California's Women Veterans
Response to the 2011 Survey: Preliminary Report

http://www.library.ca.gov/crb/12/FINAL_REPORT.pdf

Older Vets



Support Services



Make the Connection



MakeTheConnection.net is a one-stop resource where Veterans and their families and friends can explore information about physical and mental health symptoms, challenging life events, and mental health conditions.

Highly recommended for any vet, family member or friend seeking support and information

<http://maketheconnection.net/>

Make the Connection



- Customizable
- Allows user to drill down to relevant info

The screenshot displays the 'Make the Connection' website's customization interface. At the top, a dark blue header contains a gear icon, the text 'CUSTOMIZE THIS SITE FOR YOU', a subtitle 'Change these settings to view content that is most relevant to you.', and two buttons: 'RESET' and 'SAVE SETTINGS'. Below this header, four columns of settings are visible: 'I am a' with radio buttons for 'MALE' and 'FEMALE'; 'I served during' with a dropdown menu 'Select an Era'; 'I served in' with a dropdown menu 'Select your Service'; and 'I was exposed to combat' with radio buttons for 'YES' and 'NO'. The main content area features the 'MAKE THE CONNECTION' logo with the tagline 'Shared experiences and support for Veterans'. To the right of the logo are social media links for Facebook and YouTube, a 'MINIMIZE' button, and a 'TEXT SIZE' control with minus and plus signs. A search bar with the placeholder 'Search Site' and a 'GO' button is also present. At the bottom, a navigation bar shows 'Connect By' followed by a list of menu items: 'Who You Are' (highlighted with a red underline), 'Life Events & Experiences', 'Video Gallery', 'Signs & Symptoms', 'Conditions', and 'Resources & Support'.

Make the Connection: Signs and Symptoms

Connect By [Who You Are](#) [Life Events & Experiences](#) [Video Gallery](#) [Signs & Symptoms](#) [Conditions](#) [Resources & Support](#)

Trouble Sleeping

LEARN



Connecting with fellow Veterans again

Tim thought because he hadn't been wounded in combat, he was fine, but after struggling to sleep and dealing with survivor's guilt and depression after his return, he went to VA to get the help he needed. Tim discovered being able to connect with other Veterans made a world of difference in his recovery.

[Watch Now](#) | [See all Videos about Trouble Sleeping](#)

Related Conditions

[PTSD](#)
[Depression](#)
[Anxiety Disorders](#)
[Adjustment Disorder](#)

[View all Conditions](#)

Related Symptoms

[Feeling on Edge](#)
[Stress and Anxiety](#)
[Nightmares](#)
[Alcohol or Drug Problems](#)


[View all Signs & Symptoms](#)


What can it mean if I have trouble sleeping?


You lay awake at night and can't sleep. You're restless and feel tired during the day. Nightmares wake you up. You're unable to go back to sleep. Are sleep problems making it hard for you to get through the day?

Sometimes sleep problems are a result of a traumatic experience or stressful event in your military or civilian life. Other times, negative thoughts or worry might make it hard to fall asleep or cause you to wake up easily during the night. You

JUMP TO A SECTION BELOW

 [If I'm having trouble sleeping, what can I do about it?](#)

 [Take the next step – Make the connection.](#)

 [Explore these resources for more information about sleep problems in Veterans.](#)

LISTEN



[Watch videos](#) in the Video Gallery

LOCATE



Military Families and Friends



<http://maketheconnection.net/family-friends>

Stories of Connection



Family and Relationships

Relationships have a major impact on life. If you are dealing with family and relationship challenges, there are services and resources for Veterans that can help. It can get better.

[Learn More](#)

Transitioning from Service

Adjusting from military service to civilian life can be both exciting and challenging. There are steps you can take and resources available to help you make the transition a success.

[Learn More](#)

Flashbacks

Flashbacks—the feeling of reliving a traumatic experience—can be disturbing, but you don't

PTSD

PTSD may develop as a result of traumatic events. Treatment works and can help you

Life Events & Experiences

Death of Family or Friends
Jobs and Employment
Retirement and Aging
Physical Injury

[View all Life Events & Experiences](#)

Sign & Symptoms

Alcohol or Drug Problems
Trouble Sleeping
Relationship Problems
Feeling on Edge

[View all Signs & Symptoms](#)

Conditions

Depression
Problems with Alcohol
Problems with Drugs
Effects of Traumatic Brain Injury

[View all Conditions](#)

Hotlines Worth Noting



- Veterans Crisis Line 1.800.273.TALK (8255)
- National Call Center for Homeless Veterans 1.877.4AID.VET (424.3838)
- VA Caregiver Support Line 1.855.260.3274
- Wounded Warrior Resource Center 1.800.342.9647



Veterans Crisis Line



Dial 1-800-273-8255 **PRESS 1**

Text to **838255**

Confidential Veterans Chat

I am **Veteran**

I am **Active Duty/Reserve and Guard**

I am **Family/Friend**

Confidential Help for Veterans and Their Families

[Signs of Crisis](#)

[Resources](#)

[Get Help](#)

[About](#)



"I AM A VETERAN.

VA gave me the opportunity to connect with people who are looking out for me and really care."

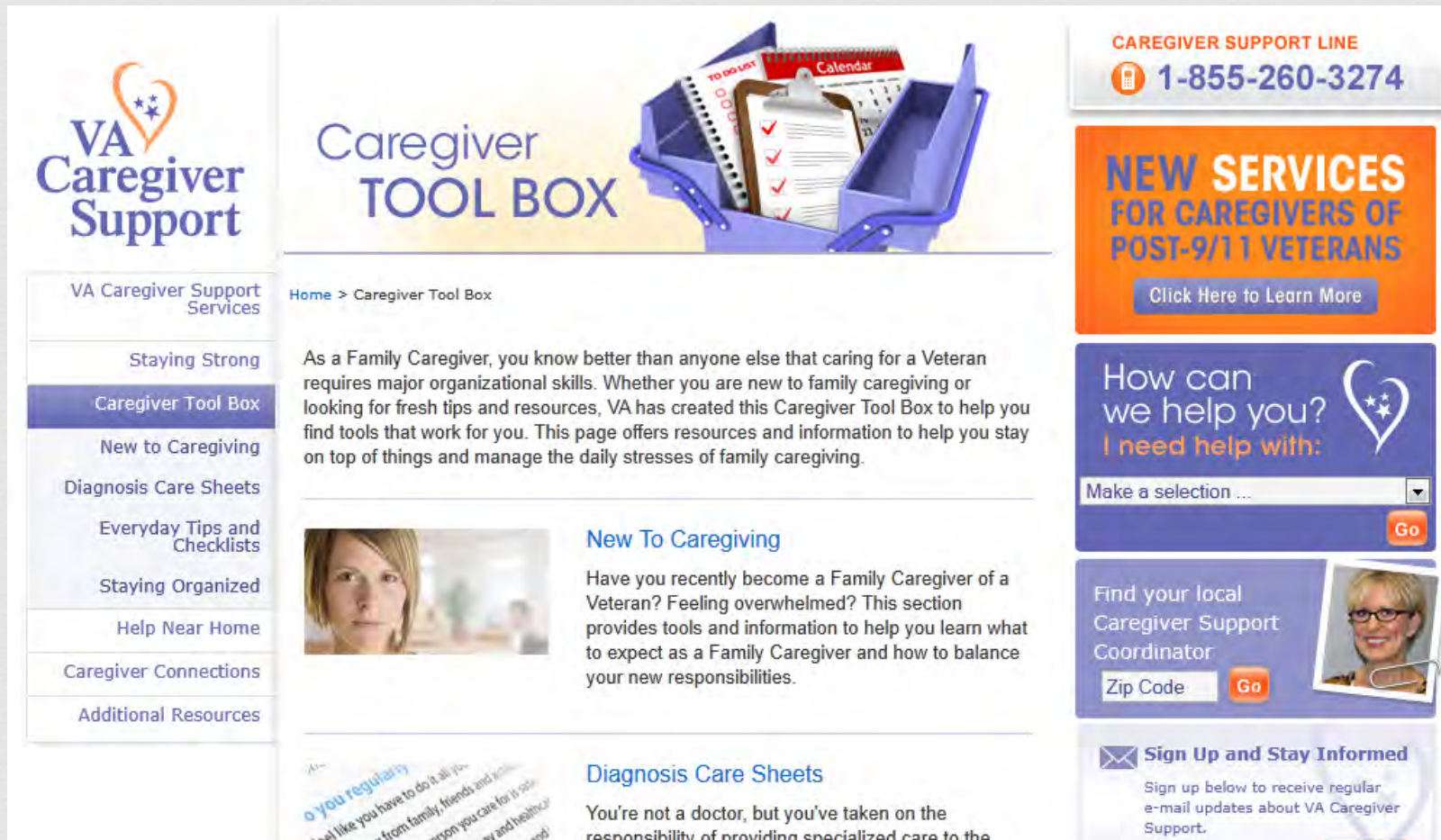
Pete Martinez,
U.S. Marine Corps, 1989-1993



Welcome to the **Veterans Crisis Line Website**

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call **1-800-273-8255** and **Press 1**, **chat online**, or send a text message to **838255** to receive confidential support 24 hours a day, 7 days a week, 365 days a year. [More about the Veterans Crisis Line](#)

Support For Caregivers



VA Caregiver Support

Caregiver TOOL BOX

CAREGIVER SUPPORT LINE
1-855-260-3274

NEW SERVICES FOR CAREGIVERS OF POST-9/11 VETERANS
[Click Here to Learn More](#)

How can we help you? I need help with:
Make a selection ... [Go](#)

Find your local Caregiver Support Coordinator
Zip Code [Go](#)

[Sign Up and Stay Informed](#)
Sign up below to receive regular e-mail updates about VA Caregiver Support.

VA Caregiver Support Services

- Staying Strong
- Caregiver Tool Box**
- New to Caregiving
- Diagnosis Care Sheets
- Everyday Tips and Checklists
- Staying Organized
- Help Near Home
- Caregiver Connections
- Additional Resources

[Home](#) > Caregiver Tool Box

As a Family Caregiver, you know better than anyone else that caring for a Veteran requires major organizational skills. Whether you are new to family caregiving or looking for fresh tips and resources, VA has created this Caregiver Tool Box to help you find tools that work for you. This page offers resources and information to help you stay on top of things and manage the daily stresses of family caregiving.

New To Caregiving

Have you recently become a Family Caregiver of a Veteran? Feeling overwhelmed? This section provides tools and information to help you learn what to expect as a Family Caregiver and how to balance your new responsibilities.

Diagnosis Care Sheets

You're not a doctor, but you've taken on the responsibility of providing specialized care to the

<http://www.caregiver.va.gov/>

For Stroke Caregivers

RESOURCES & EDUCATION FOR STROKE CAREGIVERS' UNDERSTANDING & EMPOWERMENT

Stroke Caregiving

RESCUE Home
Fact Sheet Library
Newsletters
Helpful Tools
Resources
Glossary
Testimonials
RESCUE En Español



Resources & Education for Stroke Caregivers' Understanding & Empowerment (RESCUE)

Caring for a Veteran?

Call VA's Caregiver Support Line for help toll-free:

1-855-260-3274

Monday - Friday, 8:00 am - 11:00 pm ET
Saturday, 10:30 am - 6:00 pm ET



Department of Veterans Affairs

Welcome to the RESCUE Website

Resources and Education for Stroke Caregivers' Understanding and Empowerment, or **RESCUE** for short, is a lifeline to help caregivers "keep their head above water." Stroke onset is very sudden and new caregivers are not always prepared for this new role. The caregiver may be overwhelmed and feel like the person who needs to be rescued. The **RESCUE** website provides stroke caregivers with information and resources to help them better care for their loved one. The website also gives caregivers information to help them take care of themselves. There are [45 easy-to-read "fact sheets"](#) about stroke and stroke caregiving on this website. They can be downloaded and printed. The 45 fact sheets are also available in Spanish.



<http://www.rorc.research.va.gov/rescue/>

Online Health Resources



- So many excellent sites; where to start?



<http://medlineplus.gov>

Mini Practice



- We'll take about 3 minutes here.
- Go to <http://MedlinePlus.gov>
- Search for the key word *veterans*, then limit your results to Health Topics only
- Scroll the results; click on any one of the Health Topics of interest
- In the Chat box, add any comments!

Searching MedlinePlus

MedlinePlus
Trusted Health Information for You

A service of the U.S. National Library of Medicine
NIH National Institutes of Health

Home [About MedlinePlus](#) [Site Map](#) [FAQs](#) [Contact Us](#) [Search MedlinePlus](#)

[Health Topics](#) [Drugs & Supplements](#) [Videos & Cool Tools](#) [ESPAÑOL](#)

Refine by Type

- All Results (684)
- Health Topics (13)**
- External Health Links (554)
- Drugs and Supplements (3)
- Medical Encyclopedia (6)
- Videos and Tutorials (15)
- News (25)
- MedlinePlus Magazine (11)
- Other Resources (57)
- Multiple Languages

Results 1 - 10 of 13 for **veterans** [Search Help](#)

- [Veterans and Military Health](#) (National Library of Medicine)
People who serve in the military and **veterans** face some different health issues than civilians. During wartime, the main health concerns are life-threatening injuries. These include shrapnel and gunshot wounds, ...
www.nlm.nih.gov/medlineplus/veteransandmilitaryhealth.html - Health Topics
- [Veterans and Military Family Health](#) (National Library of Medicine)
... the U.S. military and over 23 million U.S. **veterans**. They face some different health issues from civilians. ...
www.nlm.nih.gov/.../veteransandmilitaryfamilyhealth.html - Health Topics
- [Homeless Health Concerns](#) (National Library of Medicine)
Poor health can contribute to being homeless, and being homeless can lead to poor health. Limited access to health care can make it worse. That's why the ...
www.nlm.nih.gov/medlineplus/homelesshealthconcerns.html - Health Topics
- [Post-Traumatic Stress Disorder](#) (National Library of Medicine)
Post-traumatic stress disorder (PTSD) is a real illness. You can get PTSD after living through or

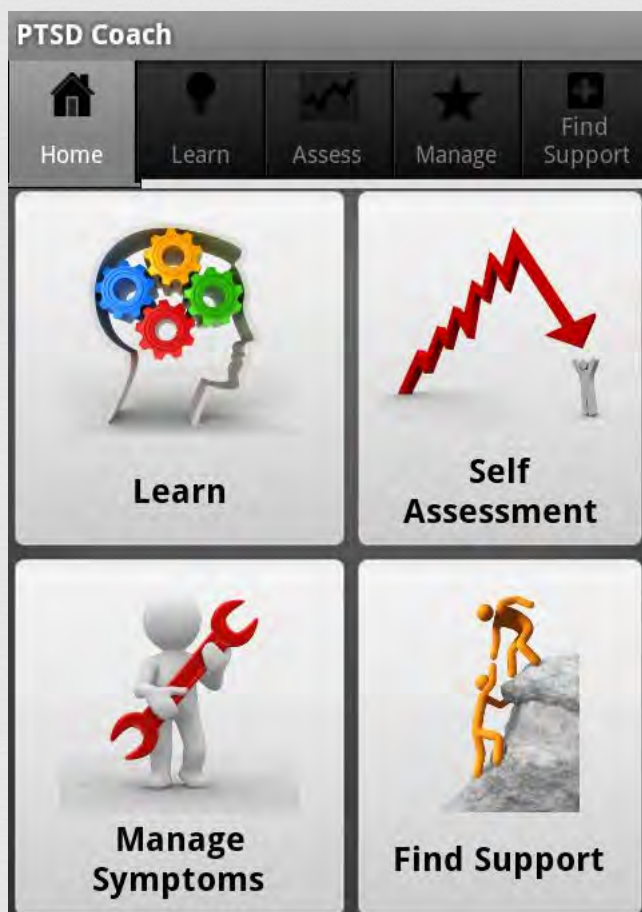
Vets in the Digital Age



Mobile Apps

- PTSD Coach
- T2 Mood Tracker
- Breath2Relax and Tactical Breather

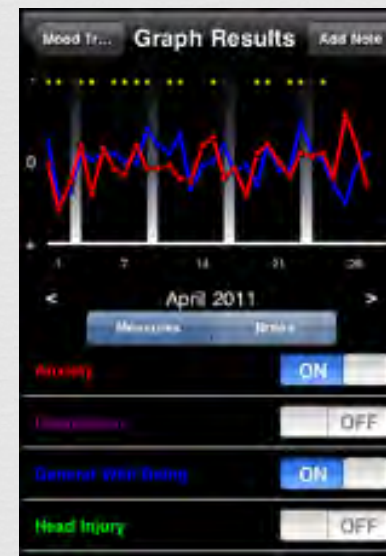
Mobile Apps and Sites



- PTSD Coach
- Easy-to-use
- <http://t2health.org/apps>



T2 Mood Tracker



<http://t2health.org/apps/t2-mood-tracker>

Online Support Groups



After Deployment

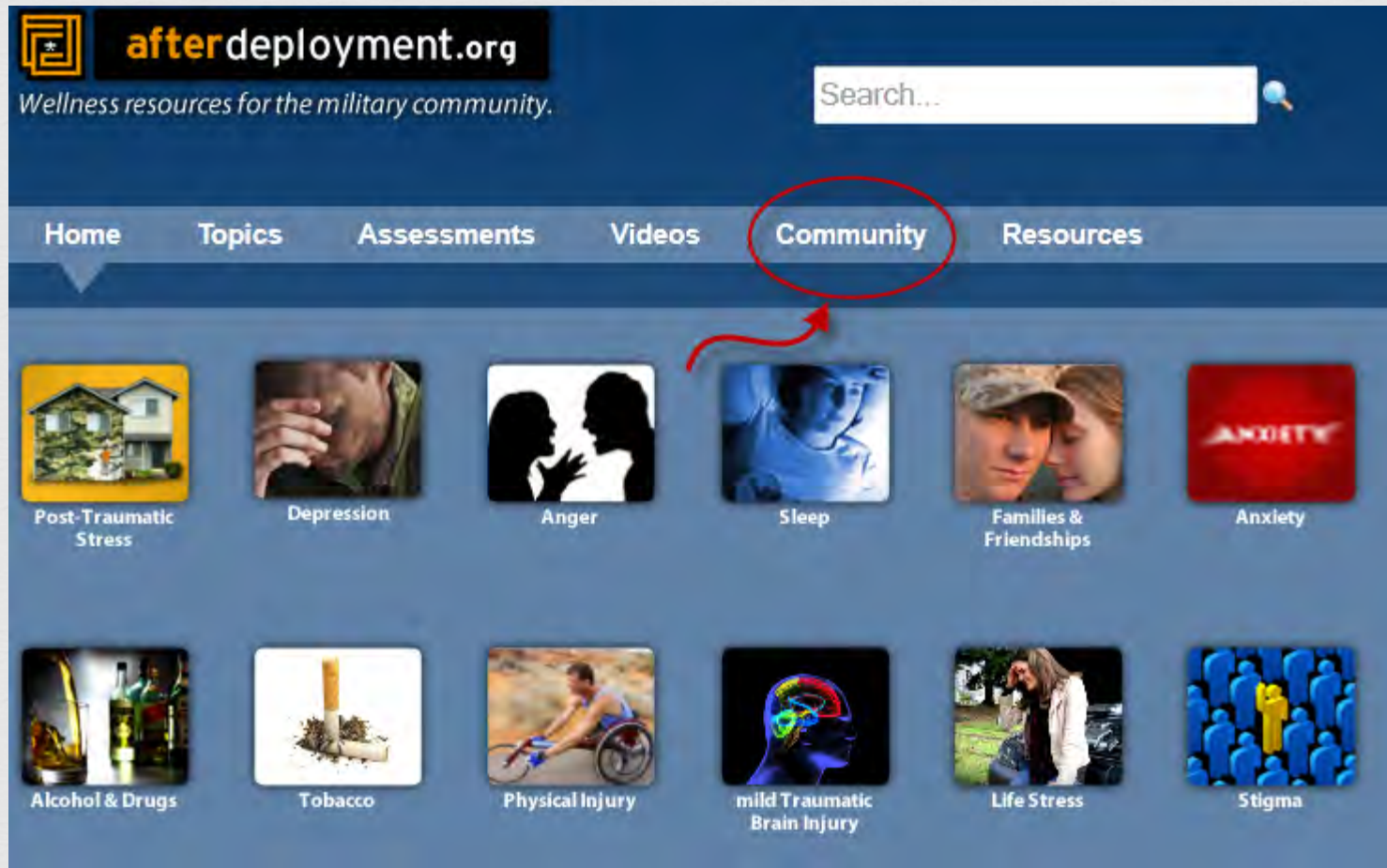
<http://www.afterdeployment.org/>

National Alliance on Mental Illness (NAMI)

<http://bit.ly/VetSupport>

- [Veterans Forum](#)
- [Homeless Forum](#)
- [Living with Posttraumatic Stress Disorder](#)

Support in Online Community



The screenshot displays the homepage of **afterdeployment.org**, which provides wellness resources for the military community. The site features a dark blue header with the logo and tagline, a search bar, and a navigation menu. The **Community** menu item is circled in red, with a red arrow pointing to a grid of topic tiles below. The tiles include:

- Post-Traumatic Stress
- Depression
- Anger
- Sleep
- Families & Friendships
- Anxiety
- Alcohol & Drugs
- Tobacco
- Physical Injury
- mild Traumatic Brain Injury
- Life Stress
- Stigma

Military Kids Connect



- MKC is an online community of military children (ages 6-17 years old) is a safe site that provides access to age-appropriate resources to support children from pre-deployment, through a parent's or caregiver's return.
- <https://www.militarykidsconnect.org/>



Kids Deploy Tool!

Username
Password
Sign In or [Sign Up](#)

KIDS age 6 to 8



TWEENS age 9 to 12



TEENS age 13 to 17

Dear Mom and Dad,
I hope you are having a great day. I miss you both very much. I am doing well in school and hope to see you soon. Love,
[Name]

play Video



Teachers

Parents & Caregivers

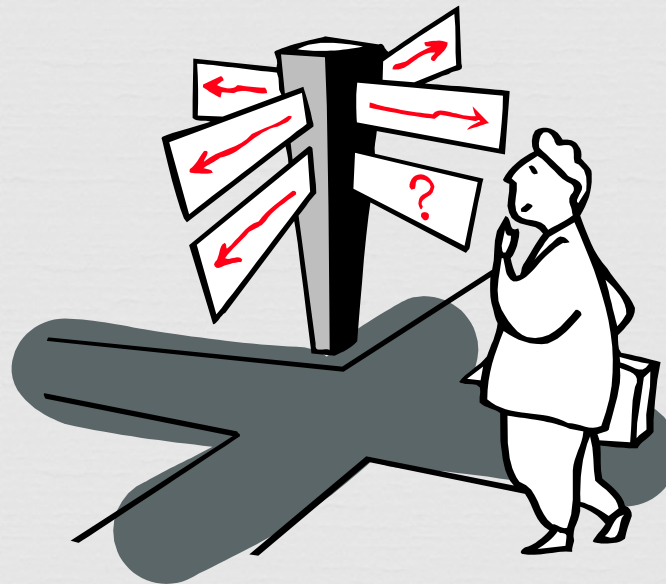
Love
and
Mom



The VA Health System



- Complex!
- Where to turn first?
- Helps to know how it's organized

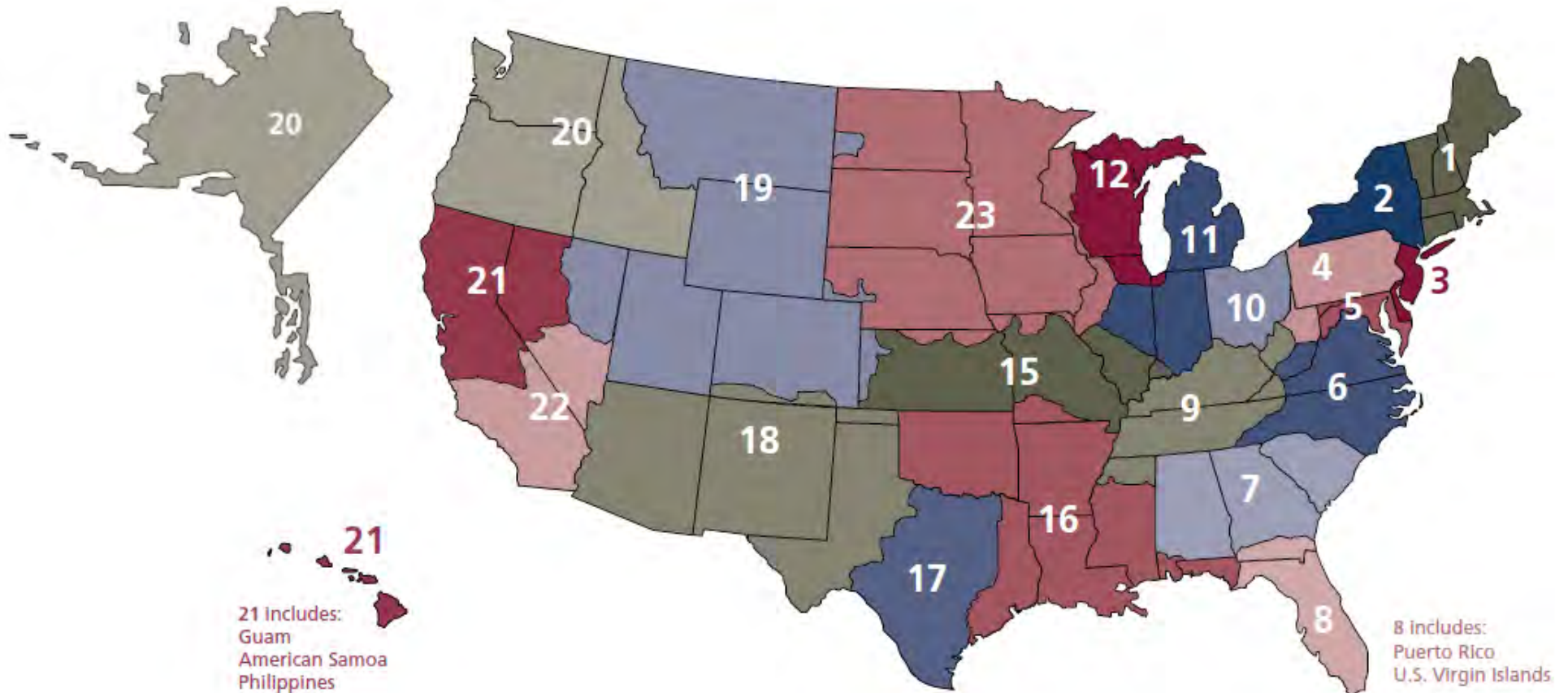


Snapshot of the System - Services and Facilities



- Veterans Administration
- Veterans Health Administration
- Veterans Integrated Service Networks
- State Veterans Services
- County offices
- Vet Centers
- Veterans Service Organizations (VSOs)
- MyHealthVet



Veterans Integrated Service Networks (VISNs)



Vet Centers

VET CENTER

- Vet Center Home
- Who We Are
- Eligibility
- Vet Center Services
- Bereavement Counseling
- Military Sexual Trauma Counseling
- Vet Center National Directory
- En Español

 **877 WAR-VETS** 

Vet Center Combat Call Center

Defense Centers of Excellence for Psychological Health & Traumatic Brain Injury

Retroactive Stop Loss Pay (RSLSP)

America's Heroes at Work

Veterans Crisis Line –  **(800) 273-8255** 

Mobile Apps: PTSD Coach

Office of Survivors Assistance

Family Counseling

Providing services and support to Veterans and their families



1 2 3 4 5 6



Here to Help



If you have [served in any combat zone](#), Vet Centers are in your community to help you and your family with readjustment counseling and outreach services.

Our Staff

Featured Story

Memorial Day Event Honoring Vietnam Veterans.

For the past twelve years, the Bronx Vet Center and the DC Vet Center have joined together at the Vietnam



Wall... Read the full article at. [Read More...](#)

Our Services

Find a Vet Center



By the end of 2011, there will be 300 Vet Centers across the US and surrounding territories (US Virgin Islands, Puerto Rico, Guam, and American Samoa). Click the map to

[find one near you](#)


or to speak confidentially with a Vet Center Counselor at any time around the clock call:

 **877-WAR-VETS**  **(927-8387)**

Social Networking

 [Facebook](#)

 [Twitter](#)

 [YouTube](#)

http://www2.va.gov/directory/guide/vetcenter_flsh.asp

State and Local Resources



- State Departments of Veteran Affairs
 - Essential resource for veterans
 - Each state has one
 - Additional benefits vary from state to state
 - <http://www.va.gov/statedva.htm>
- County Veteran Service Organizations
 - www.cacvso.org
- Search for all facilities based on your criteria:
http://www2.va.gov/directory/guide/rpt_fac_list.cfmhic_regions

CalVet: the California Department of Veteran Affairs

CA.gov | RSS Feeds | Jobs | Contact Us | Events

CA.GOV California Department of Veterans Affairs

HOME VET SERVICES HOME LOANS VET HOMES WOMEN & MINORITIES RESOURCES ABOUT US

Search This Site California

Twitter Facebook RSS

Employment

- CalVet Career Opportunities
- Federal Career Opportunities
- Employment Development Department
- Resources

Housing

- CalVet Home Loans
- Veterans Homes of California
- Homeless Veterans
- Resources

Healthcare

- Department of Mental Health
- Department of Alcohol & Drug Programs
- USDVA Healthcare Benefits
- Resources

Education

- GI Bill
- Tuition Assistance
- USDVA Education Benefits
- Resources

CalVet Secretary **Peter Gravett**

Office of Governor **Edmund G. Brown Jr.**

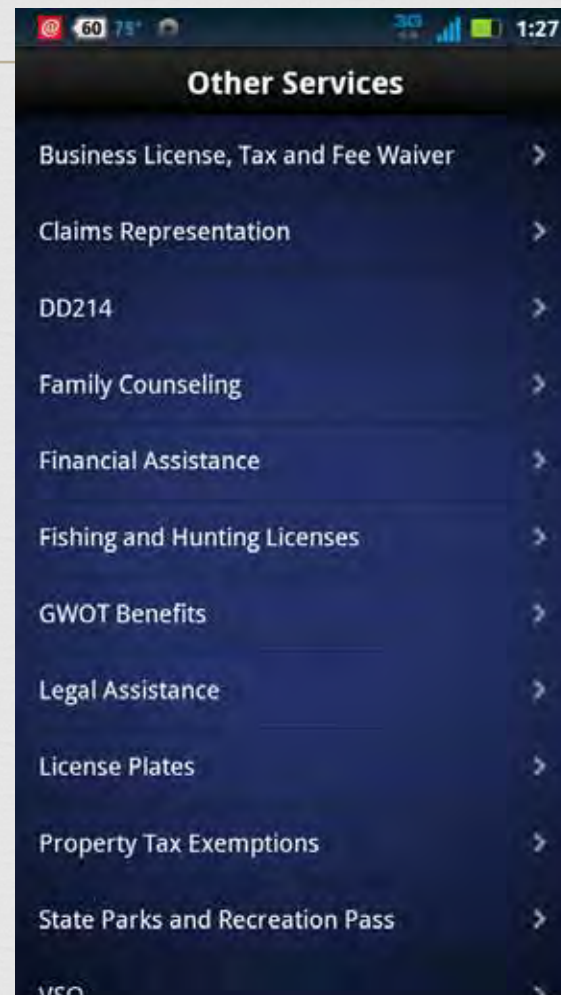
Latest News

Raymond Lau appointed as Administrator of the Barstow
8/05/2012
Governor Edmund G. Brown Jr. appointed Raymond Lau as Administrator of the Veterans Home of California, Barstow.

CalVet Issues 2012 Enterprise Strategic Plan
5/28/2012

<http://www.calvet.ca.gov/>

CalVet App



CA Dept. of Veteran Affairs and the CA State Library



- Pilot outreach project to veterans and their families
- Three geographic areas identified
 - Shasta Public Libraries
 - Fresno County Library
 - San Diego County Library
- Veteran 'resource stations' in each library
 - Print resources, designated laptop for veterans' use, trained volunteers and more!

MyHealthVet



My HealthVet is a Personal Health Record and information portal for vets and their caregivers

- Refill VA prescription medicines
- Access links to Federal and VA benefits
- Take on-line courses to improve physical and mental health
- Create personal health records
- Track changes in health

<http://www.myhealth.va.gov>

More Ways to Find Services and Benefits



National Resource Directory

- Connecting wounded warriors, service members, veterans, their families, and caregivers with those who support them

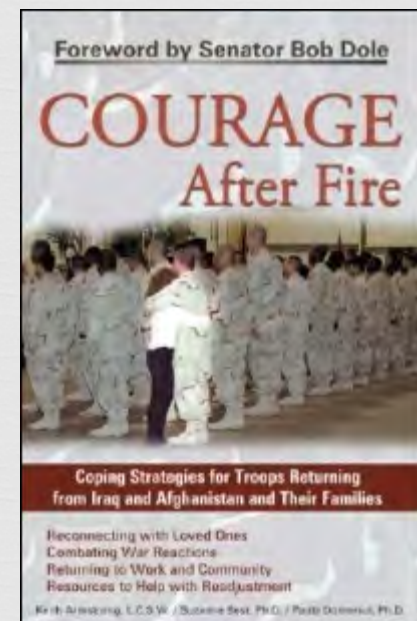
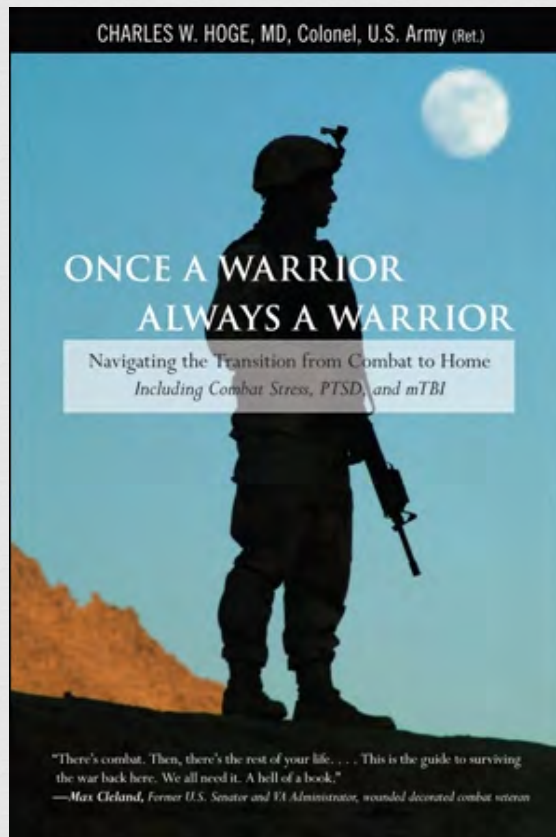
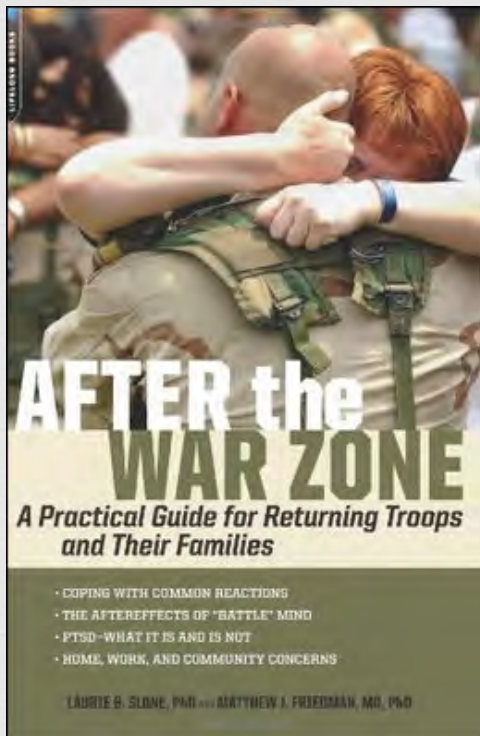
VALNET - VA Libraries



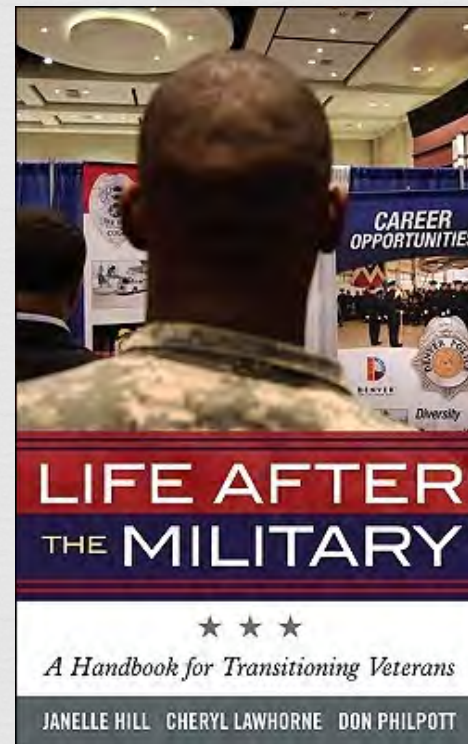
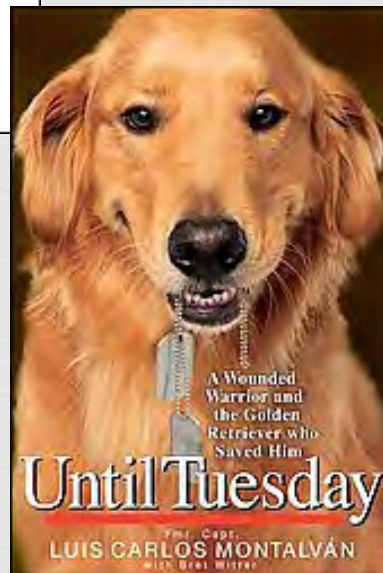
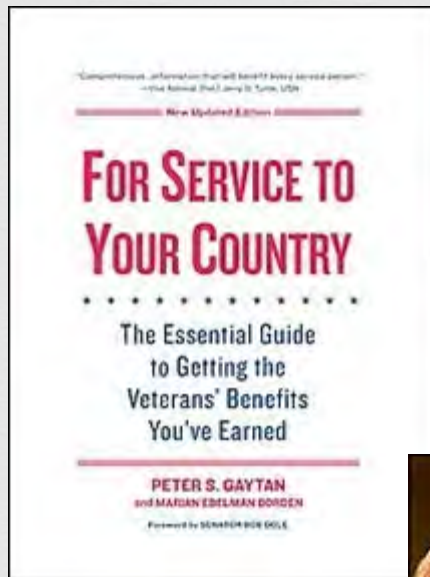
- Librarians are able to help vets (and public librarians) find health information
- Located at some VA hospitals
- Check out the consumer resources (some more up-to-date than others)

http://www.va.gov/VALNET/Consumer_Health.asp

A Few Recommended Titles



A Few More



Finding Organizations: Mini Practice



- Using DIRLINE: Directory of Health Organizations
- <http://dirline.nlm.nih.gov/index.html>
- Try a few searches with simple key words:
 - spinal
 - veteran
- Now try this: (be sure to capitalize OR)
 - amputees OR amputation

Final Words



- Barely scratched the surface
- Be cautious of websites targeted to veterans; many try take advantage of the vulnerabilities faced by this population
- Learn about your own state and county resources; often the personalized services help the veteran reintegrate more easily

Thank You!

Kelli Ham, MLIS
NN/LM Pacific Southwest Region
kkham@library.ucla.edu



<http://nnlm.gov/psr/>

1-800-338-7657



This project has been funded in whole or in part with Federal funds from the Department of Health and Human Services, National Institutes of Health, National Library of Medicine, under Contract No. HHS-N-276-2011-00009-C with the UCLA Louise M. Darling Biomedical Library.



Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.