

Veteran and Family Support

Description

It is well documented that, compared to their non-disabled peers, veterans with a disability have a higher incidence of mental health issues including depression, Post Traumatic Stress Disorder (PTSD), isolation, social withdrawal. They are also less likely to participate in community-based treatment. Additionally, most veterans struggle with family reunification and community integration post civilian life. Providing support to the family's infrastructure yields positive outcomes for both the veteran and their family.

Personnel

One (1) Part-Time Clinician (LCSW, LPC)

Caseload

As of June 30, 2025, Veteran and Family Support had a caseload of 31 cases. During FY2025, referrals for Veteran and Family Support were made through self-referral, the Morris County Prosecutors Office, and the Morris County website.

Demographics

The program accepts service veterans and their family members who are 18 years of age or older, regardless of their discharge status.

Performance Outcomes

Performance outcomes were measured and monitored through MHAEM's Quality Assurance Committee (QA). Mental health counseling hours, case management units, educational groups for family members, and support groups were tracked. The threshold indicates that 400 hours of mental health counseling, 72 units of case management, 12 educational groups, and 35 support groups were monitored monthly. During FY2025, 315 hours and 45 minutes (315.75) of mental health counseling were provided; eight-two (82) units of case management provided; eleven (11) education groups were facilitated; and thirty-seven (37) support groups were also conducted.

Consumer Satisfaction Surveys

Within the program, surveys were distributed and tallied to measure satisfaction. All consumers were informed that their answers would remain confidential. Consumers were provided with a sealed envelope to protect their anonymity and were informed of several ways to return the surveys:

Approximately twenty-eight (28) surveys were delivered to consumers (hand-delivered, mailed, and/or left at their residences). Out of the twenty-eight (28) surveys delivered, sixteen (16) individuals responded, resulting in a response rate of fifty-two percent (52%).

Gender

Of the sixteen (16) consumers that responded to the survey; fourteen (14) were male (87.5%) and two (2) were female (12.5%).

Ethnicity

Of these sixteen (16) consumers, twelve (12) consumers identified as Caucasian (75%), and four (4) identified as African America (25%).

Age

The exact age of the consumers was collected. Of the sixteen (16) consumers, three (3) identified as being between 35-44 years old (18.75%), and thirteen (13) as 65 years old and older (81.25%).

Results

Our commitment to client-centered care is a core strength, reflected in our recent satisfaction survey. 100% of clients reported being satisfied overall and feel they are treated with dignity and respect. Furthermore, 100% feel understood by staff, can freely voice concerns, and are actively involved in their service plans, confirming our success in creating a respectful and empowering environment

Program Highlights

Veteran and Family Support provides a range of services aimed at addressing the unique needs of veterans and their families. During this year, some highlighted services and activities included:

- In November 2024, staff hosted the 3rd Annual Coffee with a Veteran event at the Morris Campus.
- The program participated in the YMCA of Montclair's Honoring Our Veterans dinner in November 2024.
- In May 2025, the Veterans group actively participated in an equine-assisted therapy session with Sisu Psychotherapy and Wellness. Through guided interaction with horses, our veterans explored healing, connections, and emotional growth in a peaceful and supportive environment.
- Veteran and Family Support staff provided multiple trainings on veterans' services throughout Morris County to ensure community partners and stakeholders are well-informed and equipped to assist veterans effectively.
- Program Director provided education on veterans' services during the Crisis Intervention Team (CIT) training to approximately 132 law enforcement officers, further strengthening community collaboration and improving crisis response for veterans in need.

Advocacy Activities

Veteran and Family Support staff work closely with consumers to assist them in developing self-advocacy skills by maintaining an open dialogue on various ways they can become involved in different levels of advocacy (i.e., Self-help centers, NAMI-NJ).

FY 2026 Goals

Veteran and Family Support staff are committed to increasing the total number of contacts with consumers, their families, and service providers to ensure comprehensive outreach and support. Staff will continue to collect and analyze data meticulously, closely monitoring all performance indicators to evaluate program effectiveness and identify areas for improvement. The staff will persist in working with veterans and their families to empower them to reach their personal goals, fostering independence and self-advocacy. To enhance their skills and stay current with best practice measures, staff members will attend relevant training sessions and professional development opportunities. Additionally, they will continue to conduct trainings and presentations as needed, sharing information about the program's role and services with community partners, stakeholders, and interested parties to promote awareness and collaboration.