



Collaboration Between inTransition and the Veterans Crisis Line

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inTransition Program Overview

inTransition is a free and voluntary program that assists service members (SMs) and veterans in obtaining a psychological health provider during a period of transition or if they wish to initiate care for the very first time. inTransition is available globally, 24/7 and 365 days a year.

Licensed masters-level clinicians help link each SM or veteran with a new provider so that he or she can begin or continue their psychological healthcare. While transitioning to the new provider, inTransition staff provides coaching and supportive techniques, such as motivational interviewing, to help the SM or veteran overcome barriers to care and to offer additional targeted resources.

inTransition serves all branches of the military, including active duty, National Guard, reserves, Coast Guard, and USPHS, and is available to any and all SMs and veterans, regardless of discharge category or time served in the military. There is also no limit on the number of times that the inTransition program can be used.

Veterans Crisis Line Overview

The Veterans Crisis Line (VCL) offers free, confidential support to veterans in crisis or those concerned about one. This telephonic and chat-based service is available 24/7 and 365 days a year, and is available to all veterans, service members, National Guard, reserves, and their family members and friends.

Once in contact with the VCL, the caller is connected to a responder within the Department of Veterans Affairs, many of whom are veterans themselves. The trained responder will then help to assess and review the situation, assisting the caller in getting through the crisis and connecting the caller with applicable resources or supports in their area. This may include creating a safety plan or linking the caller with his or her local VA Medical Center or other community support.

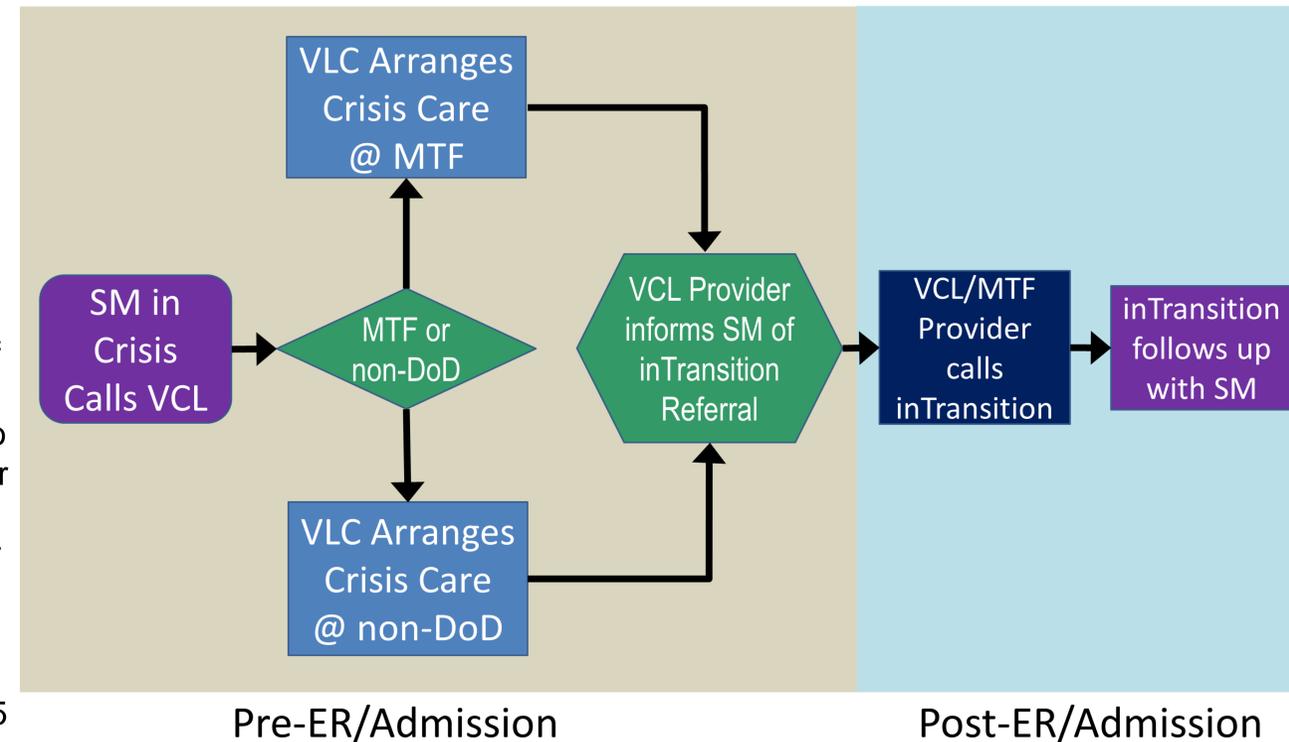
To reach the VCL, one can call 1-800-273-8255 and press 1; text 838255; chat online at <https://www.veteranscrisisline.net/>; or call 1-800-799-4889 if deaf or hard of hearing.

How This Works & Why it is Important

When SMs or veterans in crisis contact the VCL, the staff will coordinate emergency care at local emergency rooms, to include both military medical treatment facilities (MTFs) and non-DoD community hospitals. The VCL will also inform the caller about the inTransition program and that he or she will be referred and will receive a follow-up call upon release from the hospital. inTransition will use their established process to follow-up with the SM let them know about the program and how it can support the their post-crisis care. Once enrolled, the SM or veteran is assigned an inTransition coach who will arrange regular coaching calls to assist in connecting the member with a new provider for continued, post-crisis care.

This partnership between inTransition and VCL establishes an indispensable link between care received during crisis and the follow-up care necessary to maintain improved outcomes over time. When a service member or veteran decides to enroll in the inTransition program, they are supported weekly and provided resources to help them connect with a gaining provider. This high level of follow-through and collaboration helps to safeguard that no service member loses the chance to continue receiving mental health care following a mental health crisis. inTransition services are available to all branches of the military at any time.

Collaboration Process Flowchart



Next Steps

As this collaboration continues to develop, it will be important for both inTransition and VCL to maintain steady communication streams so that a common understanding between both programs and their respective healthcare systems can continue to be met. Coordinating care between two separate healthcare systems can be difficult, so this consistent communication is vital.

It is also crucial that program data is measured and organized properly by both inTransition and the VCL. Because this relationship has only been in effect since April 2020, there is minimal data regarding handoffs, either successful or problematic, between programs. Once enough accurate data has been collected regarding this partnership, both inTransition and the VCL can begin to further assess areas for growth and improvements. Connecting with care following hospital discharge is critical in maintaining the safety and psychological health of this vulnerable military population.

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