



The Citizen Soldier Support Program

Underlying Assumptions Regarding the Problem:

- There is a mounting need to know where Service Members, Veterans, their Families and the Families of the Fallen live at the community level (Federal, State, Local Community Leaders and Policy Makers, For-Profit, Not-For-Profit, Philanthropic, Faith-Based organizations, Employment and Higher Education) To provide opportunities and understand where demands will be placed on service delivery systems
- There are significant behavioral health issues facing Service Members and their Families, including depression, anxiety, post traumatic stress disorder (PTSD), traumatic brain injury (TBI), substance abuse, marital problems, unemployment, underemployment, homelessness, incarceration, and suicide.
- Civilian health providers often lack knowledge of military culture and the mental/behavioral health issues facing veterans and their families to appropriately identify and treat their needs.
- There is limited access to health providers, with few providers who are accessible to veterans and their families living in geographically isolated/ underserved/rural areas of the country and/or who accept TRICARE.
- There is a need to connect this population with health and behavioral health providers interested in and/or trained to serve them.
- There is a need to address the reasonable expectations of DoD, the VA and Communities in a Private-Public Partnership

Underlying Assumptions Regarding the Program Intervention:

The Philosophy/Rationale Behind the Model is:

- Essential to our model is an understanding of where the Service Members and their Families live down to the local community level.
- By collecting and analyzing deployment data, displaying the geographic dispersion and the distance to services, we can assess areas of need and gaps in coverage.
- By geographically identifying underserved areas, and increasing access to providers in these areas, more Service Members and their Families will receive the assistance they need.
- Training and educating health and behavioral health providers, especially in rural and underserved areas, will increase their sheer number, awareness, and knowledge of the behavioral health issues common to all Service Members and their Families (especially in the RC) as well as assist in their treatment.
- Increasing the number of health and behavioral health providers trained to treat PTSD and other behavioral health problems will increase veterans' propensity to access providers.

The model is powerful because it is:

- Topic Relevant: Training courses address issues of significant relevance to returning combatants.
- Evidence-Based: Created by national experts in the field, Harold Kudler MD and Charlotte Wilmer PhD.; incorporating the most up to date information and best practices
- Results-Oriented: Has demonstrated positive outcomes to date, e.g., 20,000 health providers trained, increase in TRICARE participation
- Multi-Perspective: Facilitated by a team of curriculum experts, military behavioral health professionals, and Service Members.

Citizen Soldier Support Program

University of North Carolina – Chapel Hill | CB 3355 Bank of America Bldg., Suite 307 | Chapel Hill, North Carolina 27599 | 919-448-5407 | 919-843-7530 fax | www.citizensoldiersupport.org



UNC
ODUM INSTITUTE FOR
RESEARCH IN SOCIAL SCIENCE



The Citizen Soldier Support Program

- Public Health Focused: Aimed at not only civilian behavioral and rehabilitative health providers, but also providers who may serve as the point of contact for RC Members (i.e., primary care providers, emergency responders, optometrists, dentists, etc.).
- Partner-Driven: CSSP partners include key stakeholders and advocates throughout the country.

Goals of CSSP for Service Members and their Families:

- Identify gaps in health coverage (including Tricare) and underserved areas requiring civilian health services
- Increase civilian health providers' knowledge of and sensitivity to deployment related issues
- Improve civilian health providers' identification and treatment of behavioral health issues
- Build capacity of civilian health providers and services
- Expand access to knowledgeable civilian health providers

Long Term Goals of CSSP:

- Expand our national network of civilian health providers who are knowledgeable of issues facing service members, veterans and their families (www.warwithin.org)
- Refine mapping where service members and their families live - down to the community level working toward dynamic mapping with near real time data
- Meet our goal of three (3) trained behavioral health providers within thirty (30) minutes of every service member or family member that needs their services
- Work toward real solutions by increasing our reach and credibility to stakeholders and partners inside and outside of government
- Breakdown stovepipes through our partnerships and coordination within local, state, regional, federal, national, for-profit and non-profit groups or programs
- Further increase public awareness of civilian health services needed for Service Members, Veterans and their Families; anticipate and articulate the needs within communities

Western Interstate Commission for Higher Education (WICHE) – Strategic Partnership: CSSP has always recognized that it was to be a National Demonstration Program for Citizen Soldier Support. That language has continued through subsequent authorizing language including the 2007 authorization which stated that “The committee also believes that there is a need for services for these members [National Guard and Reserve component personnel and their families], many of whom reside far away from military installations, and encourages expansion of the Citizen-Soldier Support Program both geographically and programmatically.” Over the past four years CSSP has built and maintained a strategic partnership in the West with the Western Interstate Commission for Higher Education (WICHE) <http://www.wiche.edu/>. WICHE is a regional organization created by the Western Regional Education Compact. Under the terms of the compact, each of the 15 states commits to support WICHE's basic operations through annual dues established by the full Commission. WICHE has committed to support face-to-face trainings in WICHE territory as well as work with CSSP to develop additional on-line training centered on Native American and Hispanic culture as they relate to military service and deployment in support of, and redeployment from OEF/OIF. CSSP and WICHE will further collaborate on expanding the program's comprehensive state-wide model to other states within its footprint.

Citizen Soldier Support Program

University of North Carolina – Chapel Hill | CB 3355 Bank of America Bldg., Suite 307 | Chapel Hill, North Carolina 27599 | 919-448-5407 | 919-843-7530 fax | www.citizensoldiersupport.org



UNC
ODUM INSTITUTE FOR
RESEARCH IN SOCIAL SCIENCE