



Mid-Atlantic Region

(Norfolk, VA and Andrews Air Force Base, MD)
CT, MA, ME, NC, NH, NJ, NY, PA, RI, VA,
VT, and WV

757-444-7295 ext 2510
757-444-7295 ext 2511

Midwest Region

(Great Lakes, IL) AR, IA, IN, KS, KY, MI, MN,
MO, NE, ND, OH, OK, SD, TN, WI

866-535-8538 ext 290
866-535-8538 ext 291

Northwest Region

(Everett, WA) AK, ID, MT, OR, WA, WY

425-304-3869
425-304-3870

Southeast Region

(Jacksonville, FL) AL, FL, GA, LA, MS, PR
(Puerto Rico), SC, TX

904-542-2486 ext 116
904-542-2486 ext 152

Southwest

(San Diego, CA) AZ, CA, CO, Guam, HI, NM,
NV, UT

619-532-3723
619-532-3730

Northeast Region

(Fort Devens, MA) CT, DE, ME, MA, NH, NJ,
NY, PA, RI and VT

978-796-2306
978-796-3633

Northwest Region

(Fort Lewis, WA) AK, CO, ID, KS, MN, MT,
NV, NE, ND, OR, SD, UT, WA, and WY

253-477-2611
253-477-2614

Atlantic Region

(Marietta, GA) DC, FL, GA, MD, NC, PR, SC,
VA, and WV

678-655-7177
678-655-7179

Midwest Region

(Kansas City, MO) IA, IL, IN, MI, MO, OH,
and WI

816-843-3675
816-843-3119

South Region

(New Orleans, LA) AL, AR, KY, LA, MS, OK,
TN, and TX

504-697-8716
504-697-8720

Southwest Region

(San Bruno, CA) – AZ, CA, HI, NM

650-244-9806, ext. 1007
650-244-9806, ext. 1503



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**The Psychological
'Safety Net' for
Reservists**



**Psychological
Health
Outreach
Program
(PHOP)**

**To ensure that
Navy and Marine
Corps Reservists
have full access
to appropriate
psychological
health care
services, to
increase resilience,
and to facilitate
recovery, which
is essential to
maintaining a
ready military
force.**



**Navy
Reserve**



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**Marine Forces
Reserve**

Program Purpose

Reservists are often isolated from military health care and the support of their units during periods when they are not on active duty. Many of the drill sites are located significant distances from an MTF. The Navy Reserve and Marine Forces Reserve Psychological Health Outreach Programs (PHOP) serve as a “safety net” for those reservists (and their family members) who are in need of psychological services.

Problems addressed may be related to symptoms and behaviors found in Post Traumatic Stress, Traumatic Brain Injury (TBI), depression, substance abuse and relational conflict.

Program Goals

- Maintain the service member’s (and their family members’) psychological health and enhance resilience;
- Determine any psychological health issues that may require intervention;
- Ensure reservists are psychologically prepared to carry out their missions;
- Provide education and screening services and make referrals to appropriate systems of care;
- Assist and empower reserve leadership;
- Mitigate psychological care stigma with confidential relationships between the client, PHOP and care providers.



Program Services

- Behavioral health care screenings;
- Referral of reservist to appropriate care at a local MTF; Veterans Administration or civilian facility/ care provider;
- Follow-up contacts to insure the reservist is engaged in and satisfied with the care being provided.
- Consultation with reserve command – supporting command with suicide prevention;
- Phone interviews with each demobilized reservists;
- Assist referred Marines and Sailors with Line of Duty (LOD) process;
- Provide C/OSC, COSFA and suicide prevention briefings (Navy Reserve); suicide prevention briefings when requested by Marine Forces Reserve command.
- Maintain 24/7 phone and email on-call service to respond to inquiries and non-crisis referrals

Where Services are Delivered:

Services are frequently delivered over the phone and, when convenient, in person at a regional office. Program personnel travel to where the reservist is. On-site services are provided at:

- Annual visits to each reserve drill site;
- Pre and post-deployment events;
- Reverse ILOC;
- Returning Warrior Workshops;
- Marine Individual Ready Reserve (IRR) Musters;
- Reserve unit family events;
- Crisis visit following a psychological crisis, such as a suicide.

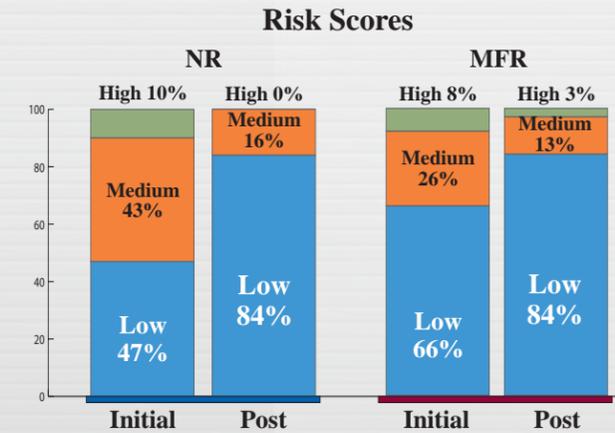
Program Staff

The program is staffed by licensed mental health clinicians. They provide education, screening and referral services for reserve service members, and their families, either in-person or over the phone. Operating from six Marine, and five Navy, regional offices, PHOP staff are imbedded within a respective services’ headquarters.

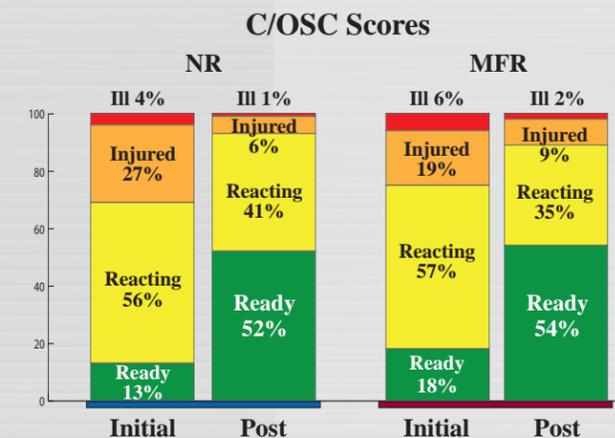
Program Results and Outcome Measures

Last year, over 1,600 Navy and Marine Corps Reservists were referred for PHOP services – 82% became ongoing clients.

PHOP team members provided briefings to 56,677 Reservists, unit staff/leadership and family members, and made 449 visits to Reserve units, and made a total of 129 visits to NMPS sites in Norfolk, VA and San Diego.



NR risk scores in the low category increased significantly from 47% of initial risk scores to 84%, and MFR risk scores in the low category increased significantly from 66% of initial risk scores to 84%



The proportion of NR C/OSC scores in reacting, injured, and ill categories decreased significantly from initial to post OSC assessment. The proportion OSC scores in the ready category increased significantly from 13% of initial scores to 52% of post scores.

The proportion of MFR C/OSC scores in the reacting, injured, and ill categories decreased significantly from initial to post OSC assessment. The proportion of scores in the ready category increased significantly from 18% of initial C/OSC scores to 54% of post C/OSC scores.



FY11 outcome data show that PHOP has been successful in improving Risk, C/OSC, and Global Assessment of Functioning (GAF) scores with both Navy and Marine reservists provided assistance.

On Risk, for both NR and MFR, the proportion of Risk scores in the low category increased significantly and the proportion of high and medium Risk scores also decreased significantly.

On the GAF measure, there was a significant difference between initial and post GAF scores for MFR which shows that there were a greater number of individuals with higher functioning which indicates improvement. For NR, differences also show a general improvement.

On C/OSC measures, the proportion of NR and MFR scores in reacting, injured, and ill categories decreased significantly and scores in the ready category increased significantly.

PHOP Mission Statement

To ensure that Reservists have full access to appropriate psychological health care services, to increase resilience, and to facilitate recovery, which is essential to maintaining a ready military force.



US Navy Reserve PHOP Teams Regions and Locations

Mid-Atlantic Region

(Norfolk, VA and Andrews Air Force Base, MD) CT, MA, ME, NC, NH, NJ, NY, PA, RI, VA, VT, and WV

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904-542-2486 ext 116

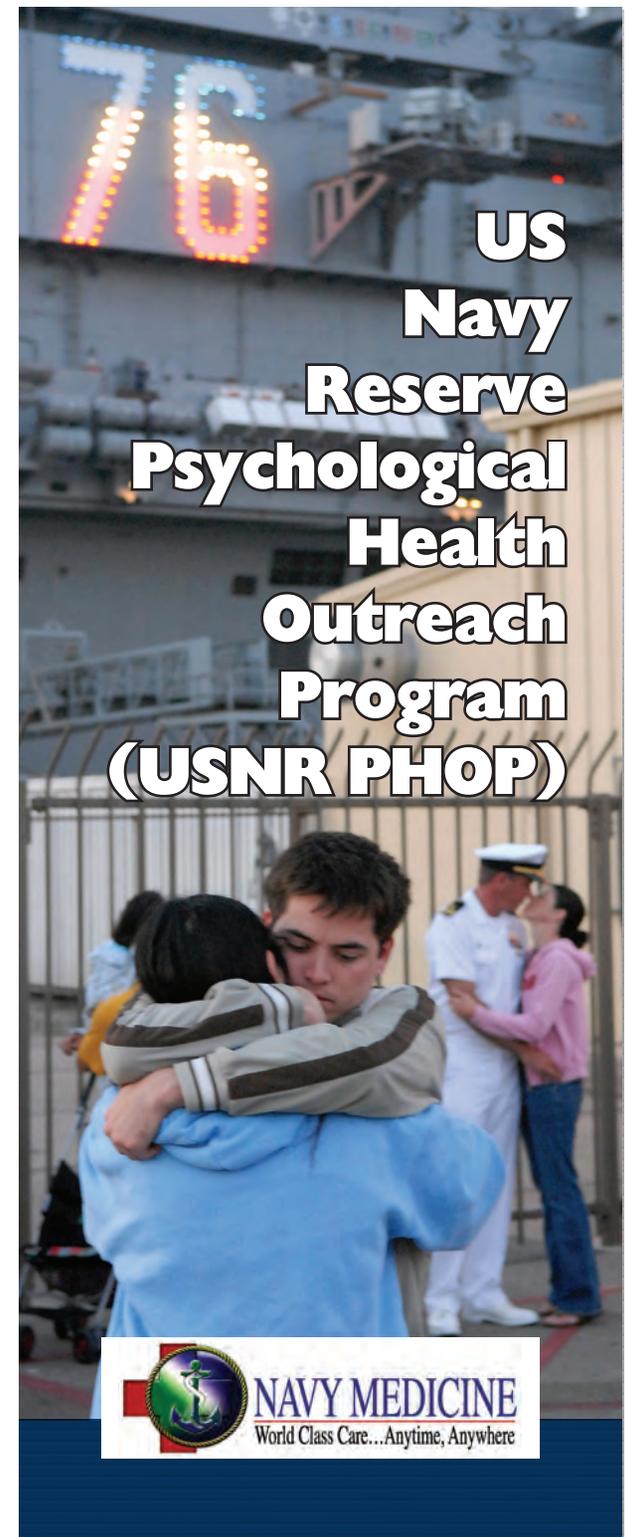
904-542-2486 ext 152

Southwest

(San Diego, CA) AZ, CA, CO, Guam, HI, NM, NV, UT

619-532-3723

619-532-3730



Goals of the Psychological Health Outreach Program

- To maintain psychological health, enhance resilience and facilitate the recovery of Reserve service members and their families which is essential to maintaining a ready and fully capable force.
- To facilitate a “culture of support for psychological health” where Reserve members and leaders understand that psychological health is essential to overall health and performance.
- To perform early and non-stigmatizing behavioral health care screenings and referrals to the appropriate psychological health care.
- To ensure Reserve service members and their families are psychologically prepared to carry out their missions.
- To ensure sufficient and appropriate resources are allocated to sustain prevention education, early behavioral health care screenings and referral to appropriate systems of care.
- To assist and empower Reserve leaders in advocating, referring, monitoring, and caring for Reserve service members.



PHOP Activities

- Behavioral Healthcare Screenings
- Determine any psychological health issues that may require services or intervention
- Provide outreach telephone calls to all identified Reservists returning from deployment within the past 6 months
- Assist referred Reservists with the Line of Duty determination process
- Maintain 24/7 phone/email on-call service to respond to inquiries and referrals



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PHOP Mission Statement

To ensure that Marine Forces Reserve service members have full access to appropriate psychological health care services, to increase resilience, and to facilitate recovery, which is essential to maintaining a ready military force.



Marine Forces Reserve PHOP Team Regions and Locations

Northeast Region

(Devens, MA) CT, DE, ME, MA, NH, NJ, NY, PA, RI and VT

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978-796-3633

Northwest Region

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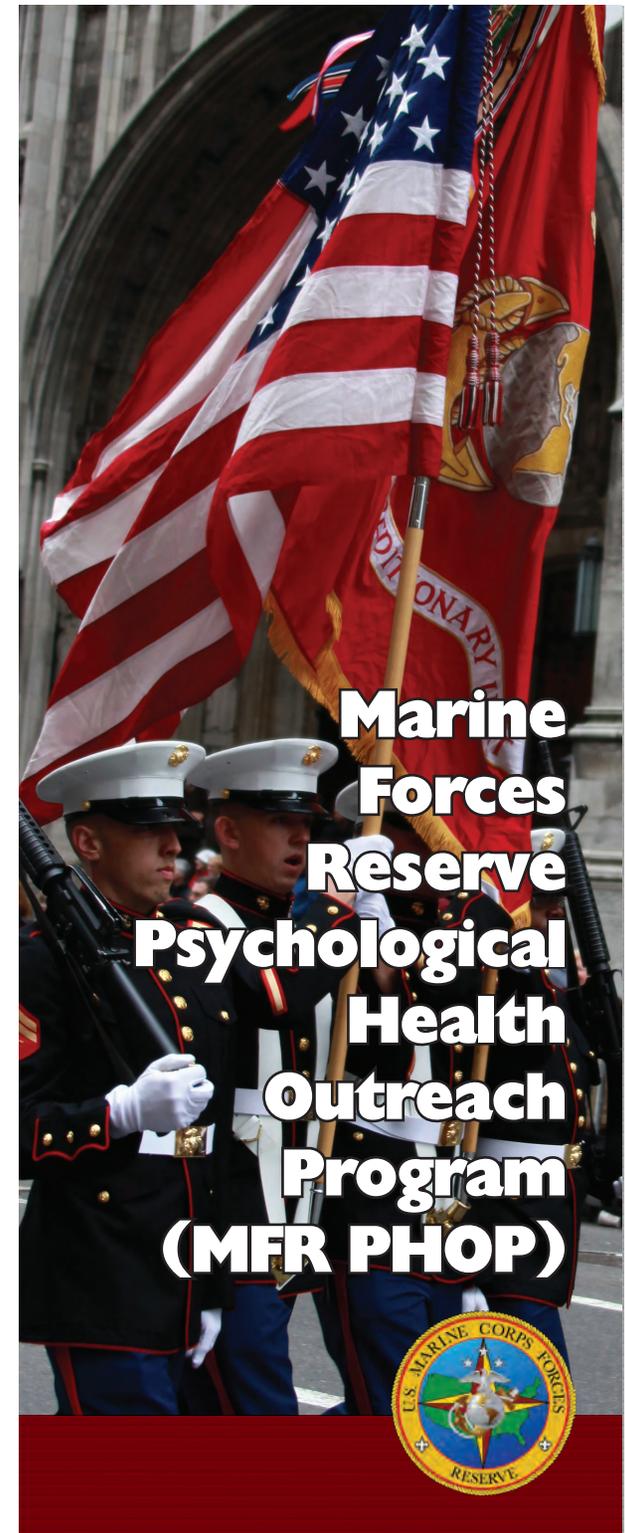
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Southwest Region

(San Bruno, CA) – AZ, CA, HI, NM

650-244-9806, ext. 1007

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Goals of the Psychological Health Outreach Program

- To maintain psychological health, enhance resilience and facilitate the recovery of Marine Forces Reserve service members and their families which is essential to maintaining a ready and fully capable force.
- To facilitate a “culture of support for psychological health” where Reserve members and leaders understand that psychological health is essential to overall health and performance.
- To perform early and non-stigmatizing behavioral health care screenings and referrals to the appropriate psychological health care.
- To ensure Marine Forces Reserve service members and their families are psychologically prepared to carry out their missions.
- To ensure sufficient and appropriate resources are allocated to sustain prevention education, early behavioral health care screenings and referral to appropriate systems of care.
- To assist and empower Marine Forces Reserve leaders in advocating, referring, monitoring, and caring for Marine Forces Reserve service members.



PHOP Activities

- Behavioral Healthcare Screenings
- Determine any psychological health issues that may require services or intervention
- Provide outreach telephone calls to all identified Marine Forces Reservists returning from deployment within the past 6 months
- Assist referred Marine Forces Reservists with the Line of Duty determination process
- Maintain 24/7 phone/email on-call service to respond to inquiries and referrals





Marine Forces Reserve Psychological Health Outreach Program (MFR PHOP)

To ensure that Marine Forces Reserve service members have full access to appropriate psychological health care services, to increase resilience, and to facilitate recovery, which is essential to maintaining a ready military force.

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Northwest Region	253-477-2611	253-477-2614
Atlantic Region	678-655-7177	678-655-7179
Midwest Region	816-843-3675	816-843-3119
South Region	504-697-8716	504-697-8720
Southwest Region	650-244-9806 x1007	650-244-9806 x1503





- Behavioral Healthcare Screenings
- Determine any psychological health issues that may require services or intervention
- Provide outreach telephone calls to all identified Marine Forces Reservists returning from deployment within the past 6 months
- Assist referred Marine Forces Reservists with the Line of Duty determination process
- Maintain 24/7 phone/email on-call service to respond to inquiries and referrals

Marine Forces Reserve Psychological Health Outreach Program (MFR PHOP)

To maintain psychological health, enhance resilience and facilitate the recovery of Marine Forces Reserve service members and their families which is essential to maintaining a ready and fully capable force.

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Midwest Region	816-843-3675	816-843-3119
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Southwest Region	650-244-9806 x1007	650-244-9806 x1503





US Navy Reserve Psychological Health Outreach Program (USNR PHOP)

To ensure that Reservists have full access to appropriate psychological health care services, to increase resilience, and to facilitate recovery, which is essential to maintaining a ready military force.

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- Provide outreach telephone calls to all identified Reservists returning from deployment within the past 6 months
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US Navy Reserve Psychological Health Outreach Program (USNR PHOP)

To maintain psychological health, enhance resilience and facilitate the recovery of Reserve service members and their families which is essential to maintaining a ready and fully capable force.

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