

**Navy Reserve and
Marine Corps Reserve**

Psychological Health Outreach Program

Commander's Toolkit



Psychological Health Outreach Program (PHOP) Commander's Toolkit

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Purpose of the Commander's Toolkit

To provide reserve leaders with a comprehensive single-point resource that assists with understanding how to utilize PHOP services and outlines what to expect when engaging with PHOP team members.

PHOP Mission

A comprehensive non-clinical program dedicated to providing Navy and Marine Corps Reservists full access to appropriate psychological health care services, increasing resiliency, and facilitating recovery, which is essential to maintaining a ready military force.

What We Do, an Overview

- **Educate:** Provide briefings and workshops on topics related to psychological health, social wellness, and resiliency.
- **Assess:** Help Sailors and Marines identify their stressors and formulate a plan to address them.
- **Refer:** Identify and connect Sailors and Marines to the services that will best meet their needs and promote resiliency.
- **Follow-up:** Ongoing outreach to referred Sailors and Marines to ensure that they are connected to, and benefiting from, recommended services.

PHOP team members do NOT diagnose or provide treatment.

PHOP serves Navy and Marine Corps Reservists and their family members



PHOP is where you are!



- | | | |
|--------------------|--------------------|------------------|
| Everett, WA | Fort Worth, TX | New Orleans, LA |
| JBLM, WA | Houston, TX | Marietta, GA |
| Spokane, WA | San Antonio, TX | Jacksonville, FL |
| Portland, OR | Columbus, OH | Charlotte, NC |
| Camp Pendleton, CA | Broken Arrow, OK | Norfolk, VA |
| Miramar, CA | Kansas City, MO | Washington D.C. |
| Sacramento, CA | Minneapolis, MN | JB MDL, NJ |
| San Diego, CA | Great Lakes, IL | Fort Devens, M |
| Phoenix, AZ | Indianapolis, IN | New Castle, DE |
| Buckley AFB, CO | Selfridge ANGB, MI | Puerto Rico |

**PHOP services are offered by a team of
Licensed Mental Health Professionals.**



What We Do For Service Members

Our goal is to keep Navy and Marine Reservists mission ready through individual consultation, assessment, education, and connection to customized resources.

Who to refer?

Any service/family member who is:

- High risk (potential harm to self, others, and/or mission) (PHOP is not a crisis/emergency response program)
- Experiencing increased stress, anxiety, and/or depression
- Experiencing grief from the loss of a loved one/fellow SM
- Preparing for an upcoming mobilization
- Preparing for an upcoming demobilization
- Newly assigned to the NRC/HTC/Unit
- Preparing for discharge (regardless of discharge status) or retirement
- Experiencing an important life change (marriage, birth of a child, divorce, death of a loved one, job loss, injury, etc.)
- Frequently UA from drill

All PHOP services are:

FREE

CONFIDENTIAL

VOLUNTARY



Referral Process

Connect to PHOP in several easy ways:

- Call the National PHOP Line (non-emergency):
1-866-578-PHOP (7467)
- Contact (call, email, text) your local PHOP POC
- Complete the PHOP electronic behavioral health survey (self-referrals only)

What's needed for a referral?

When referring a service/family member, please send PHOP either:

- A completed Command Referral form

OR

- Correspondence including the service/family member's full name, DoD ID number, phone number, and email address

*** To protect service member PII, referral information should be sent to PHOP via DoD SAFE.**

*** Any service/family member can self-refer at any time.**



What to Expect Out of a Referral

Service/family members receive:

- Outreach from PHOP (phone, email, text)
- Assessment/analysis of risks, stressors, and needs
- Solution-focused planning
- Connection to vetted resources, specific to identified needs
- Continued outreach and support to ensure resources/referrals are engaged and effective

Leaders receive (when applicable/appropriate):

- Follow-up from PHOP indicating the status of contact with referred individual(s)
- Upon request, weekly notifications indicating that the service/family member is continuing to receive PHOP services
- When appropriate, notice of any safety concerns (to protect the service/family member's personal information, no specific case details will be shared, unless the circumstances warrant such disclosures)

Flash Report/SAIL/MIP/SITREP:

- All Flash Report/SAIL/MIP/SITREP referrals will result in outreach to both the Command Points of Contact (CPOC) and SM listed on the referral within 24 hours.
- Continued CPOC outreach will be conducted to update and/or collaborate regarding client status/progress



What we do for Command

PHOP is also a resource for the command.

Common methods of support include:

- Regular communication with NRC/HTC Leadership and other POCs (Chaplain, Ombudsman, Suicide Prevention Officer, etc.)
- PHOP monthly newsletter
- Consultation on support for at-risk service members
- Collaboration on response to potentially disruptive trends
- On site support for Drill Weekends (DWE), Family Days, Returning Warrior Workshops, Deployment Readiness Trainings, and Medical Standdowns
- All-hands/unit-wide Resiliency Check-Ins (RCIs) resulting in After Action Reports/trend-analysis*
- Psycho-educational briefings and workshops
- Coordination of resources and Subject Matter Experts (SMEs)
- Collaboration with Force Preservation Council and Command Resilience Teams
- Postvention and Critical Incident Support

*** Resiliency Check-Ins (RCIs) are a proactive and destigmatizing assessment of all-hands. For more information on the RCI process, please contact your local PHOP Team Member or refer to the PHOP Leadership Brief.**



How Commands Can Support PHOP

By doing the following, we can work together to keep your unit in the green zone and mission ready:

- Proactively refer service/family members in need of support
- Coordinate and encourage participation in RCIs
- Schedule PHOP brief for INDOCs and new Leadership
- Notify your PHOP POC of any upcoming leadership changes
- Identify and share unit-wide trends, patterns, and/or issues
- Coordinate with PHOP POC for in-person on-site support
- Add PHOP to your unit website and all-hands distro-list

PHOP can provide briefs on the following wellness topics:

Anger Management	Sleep Resiliency
Healthy Relationships	Stress Management
Healthy Communication	Means Safety
Cycle of Deployment	Grief and Loss
Balancing Work, Life, and Command	Resilience
Suicide Awareness and Prevention	At-Risk Service Members
	Healthy Work Environment



Postvention/Post-Incident Support

PHOP is an important part of Postvention/Post-Incident Response

PHOP supports the Command/HTC/Unit in the aftermath of:

- Service/family member death
- Natural/human-caused disasters
- Other incidents of mass trauma/disruption

A step by step guide of how to utilize PHOP support:

- Leadership are notified of critical incident.
- Leadership contacts PHOP to coordinate support.
- **PHOP will:**
 - Outreach and provide support to directly affected persons.
 - Contact/coordinate/schedule follow-up support with pertinent resources/service providers.
 - Provide on-site support at next scheduled mass event.
 - Offer follow-up support to family members/others directly/indirectly affected by the incident, as needed.
 - Continue to collaborate and follow up with Command leadership through incident resolution.



Steps for a Successful Site Visit

A guide of expectations and services:

PHOP will provide on-site support at your NRC/HTC at least two times per calendar year.

- PHOP Team Members will connect with NRC/HTC Leadership to discuss the scheduling of site-visits.
- PHOP site-visits are most effective when there are a large number of reservists in attendance, such as drill weekends, family days, and medical stand-downs.
- PHOP Team Members and NRC/HTC leadership will discuss ways PHOP can support reservists directly while on-site (briefings/trainings, consultations, screenings, 1:1 support, etc.).
- NRC/HTC Leadership complete a PHOP Site Visit Request Form (SVRF) and send it to the PHOP Team Member.
- PHOP site visit can be added to the NRC/HTC schedule, POM, or calendar of events for the applicable DWE/event.
- NRC/HTC leadership provide an area where PHOP can speak privately with service members who request additional, individual support.



Ask Questions to Fight Stigma

What is stigma?

Stigma is the negative perception and beliefs associated with psychological health issues. In general, stigma wrongly characterizes mental health issues and perpetuates misconceptions surrounding the causes and treatment of mental illness. Stigma causes those suffering from mental health issues to experience shame associated with seeking help. As a result, stigma often prevents those in need of support from seeking and engaging vital care. Unfortunately, individuals often suffer in silence until issues that could have been easily addressed worsen and require crisis support.

How can I fight against stigma?

- Learn the facts. Take time to learn about the causes and treatment of mental health issues. Encourage others to learn more about mental health, stress, treatment, and resiliency.
- Support organizations dedicated to mental health and resiliency. Reach out and coordinate with PHOP for education and resources.
- Educate others on the benefits of mental health care and fitness.
- Contribute to the creation of an environment that values self/other-care.
- Champion policies that protect and support those in need of mental health care.
- Empower others to seek mental health care, when needed, and be an ally to them in the workplace.
- Schedule and participate in your own mental health check-ups.



Research shows that the stigma associated with psychological health concerns can keep service members from reaching out for help. As a leader, here are five ways you can potentially reduce stigma and help warriors get care:

Create a unit culture of support and trust:

- Encourage your warriors to support each other as battle buddies. They can motivate struggling unit members to get help.
- Encourage use of an open-door policy so warriors feel comfortable raising concerns or asking for guidance.

Speak openly with your unit:

- Discuss the risks of ignoring psychological health concerns. Delaying treatment can hurt individual and unit readiness.

Teach the importance of psychological health:

- Encourage service members to maintain their psychological health, just as they would their physical health.

Connect directly with struggling warriors:

- Listen to service members during daily interactions and take all concerns seriously. Follow up one-on-one.

Source: Health.mil "5 Ways Military Leaders Can Address Stigma"

<https://www.health.mil/Military-Health-Topics/Centers-of-Excellence/Psychological-Health-Center-of-Excellence/Real-Warriors-Campaign/Materials>



FAQs

Are there limits to PHOP confidentiality?

Yes. We must report to leadership active harm to self, harm to others, and active factors that are a serious risk of harm to military operational mission (DoDI 6490.08). Any command referrals receive a follow-up (either phone/email or both) regarding status of referral.

Will PHOP's information be a part of my medical records?

No. PHOP does not have access to any SMs medical records nor does the HTC/Unit have access to PHOP records.

Can PHOP support LOD assessments?

Yes. PHOP can help facilitate the process between the SM and the Military Health System. While PHOP Staff are trained in psychological assessment, and the treatment of mental health conditions, we do not provide diagnostic assessments/recommendations for duty restrictions. PHOP will help both leadership and the service member navigate the process of LOD determination.

Does PHOP provide counseling?

No. We do not provide direct clinical counseling. However, we are all licensed clinicians that provide brief screenings to assist with referrals to resources.



Is PHOP a crisis line?

No. We are not a crisis line. If you or anyone you know is experiencing a crisis, please phone **988 (Suicide and Crisis Lifeline)** or go to your nearest emergency room.

Is PHOP only for mental health assistance?

No. PHOP provides referral and resource assistance for diagnosable conditions, but also includes ANYTHING of a psycho-social nature that may affect the health and/or readiness of the SM/Command, including: financial matters, family health & wellness, employment issues, educational matters, and interpersonal issues.

What's the purpose of the Electronic Behavioral Health Screening Survey?

The confidential EBHS is utilized to assess various symptoms, behaviors, and stressors; including anxiety, depression, insomnia, and alcohol use. After reviewing one's responses, PHOP will provide outreach, psycho-education, customized resources and stabilizing services for reservists, specific to their identified needs.

When the EBHS is administered to all-hands (as in the case of a scheduled RCI), aggregate non-identifying data is used in the generation of a preliminary After Action Report (AAR) for Command, inclusive of a proposed action plan to mitigate the top five stressors.



PHOP is Available 24/7 at 1-866-578-PHOP (7467)

Note: PHOP is not a crisis line. If you or anyone you know is experiencing a crisis, please phone **988 (Suicide and Crisis Lifeline)** or go to your nearest emergency room.



CUSTOMER SATISFACTION SURVEYS: WE VALUE YOUR FEEDBACK!

Scan to provide Unit Leadership Feedback:
Thank you for your Service!



Check out PHOP on Facebook @ BUMEDPHOP to stay up to date with resources and PHOP happenings.

