



Minnesota Service C.O.R.E. Fact Sheet

*Serving Veterans, Military Members & their Families through
Case Management, Outreach, Referral & Education*

About Minnesota Service C.O.R.E.

Minnesota Service C.O.R.E. is a new, nation-leading program designed to bring essential, community-based services directly to veterans, military members and families across Minnesota at no cost to them. Due to its unique structure, this program will also provide resources to previously underserved rural areas around the state.

By partnering with Lutheran Social Service (LSS), Minnesota Service C.O.R.E. will be able to provide comprehensive assistance through the existing statewide network of resources LSS already has in place. The scope of services will include individual and family counseling, financial counseling, debt management, addiction counseling, disability services and in-home counseling. The goal is to help all family members develop skills and draw on their own strengths to bring about successful reunions and lasting family stability.

LSS case workers will be based in field offices located strategically around the state, including the Twin Cities metro area, Alexandria, Brainerd, Detroit Lakes, Duluth, Fergus Falls, Mankato, Moorhead, St. Cloud and Willmar. The program officially kicked off in November 2008.

Responding to the Need

A case management based program has been a long-standing need identified by the Minnesota Department of Veteran Affairs (MDVA) and County Veteran Service Officers (CVSO) to provide additional resources and follow-up for veterans and families facing complex financial and care issues.

The creation of LinkVet, a toll free one-stop customer service line for Minnesota veterans and families, provided the documentation necessary to further identify this need. Tracking and evaluation of LinkVet cases highlighted the complicated issues facing veterans and families today. It was clear that a percentage of cases could benefit from a case management program. Based on this need, Governor Pawlenty made the case management program one of his initiatives in the 2007 Legislative Session. The State Legislature approved \$500,000 in funding for the program.

LSS offers expertise in addressing the significant therapy needs of military families, including spouses and parents who have been deployed in active duty combat and are now trying to reintegrate into civilian life. LSS is well equipped to provide a range of support services for returning troops and their families to promote family and social re-integration and address critical mental health needs. LSS has a track record of success in providing excellent, cost-effective services by utilizing an established

statewide network of services. LSS will truly provide a one-stop shop for programs that meet the needs of veterans and families through a seamless service delivery system.

Referring to Minnesota Service C.O.R.E.

Referrals to this program are made by CVSOs, staff at MDVA, and self referrals. Referral forms are found on the MDVA website.

Referrals to this program will be handled in the same manner as referrals to the State Soldiers Assistance Program (SSAP):

- County Veterans Service should make referrals to LSS only after they have determined a need and have verified honorable service.
- To encourage communication and foster collaboration, referrals may be made by phone, or fax, from the CVSO to the designated LSS intake representative.
- Designated MDVA staff making referrals will be required to share information with CVSOs. MDVA staff may also make referrals by calling LSS and or faxing a referral form to them.
- MDVA LinkVet staff can refer veterans directly to LSS or send veterans back to their CVSO for referral to LSS if they feel it is appropriate.
- The referral and verification of honorable service form must be completed by the individual making the referral and sent along with the veteran or family member to be presented to LSS. The referral and verification of the honorable service form also includes the appropriate release of information requirements.
- Please keep a copy of the referrals form for your records. LSS will maintain the originals.

After referral and acceptance into the program, an assigned case manager will contact the client(s) directly and begin work coordinating local resources. Contact between the case managers and clients will primarily be face to face and may include in-home consultations. LSS will manage the direct interventions, referrals and follow-up for each client.

There is currently a 20 session limit on the number of counseling sessions or assistance clients can receive. However, because there is a limited funding of \$500,000, upon expenditure of this financing the program will close until the fund is replenished. In an effort to offset the costs associated with the program and to maximize the limited resources, LSS will use third-party billing to recoup any costs possible from private insurance companies when possible. However, there is no direct cost to veteran for any contracted services.

Ongoing evaluation and benchmarks are an important part of this program. Results based on key evaluation measurements will be shared with team members, outpatient clinical and inpatient clinical staff, referring clinicians, internal review teams, financial supporters and others as applicable.

For questions or additional information, please contact:

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