

VETERANS AFFAIRS CANADA
CLINICAL CARE MANAGERS

February 2008

Veterans Affairs Canada (VAC) is required to support Veterans who have complex clinical mental health needs. This need has increased with the introduction of the New Veterans Charter and the interface with younger members of the Canadian Forces. Clients with complex needs may be disconnected from their community and the various programs and services available to them, therefore an intense level of intervention is required in order to provide assistance in maximizing the support. For these reasons, the role of Clinical Care Manager has been added to VAC's Mental Health Service Delivery Model. **Please note that this is not a position within VAC.** Providers are registered through Blue Cross and will be contacted by VAC staff as the need arises within each community.

While the role of Clinical Care Manager (CCM) is part of the larger continuum of treatment services, it will not include participation in clinical therapy.

The CCM will not authorize services, but will work with the client to enable him/her to participate in the VAC case plan.

The Clinical Care Manager will utilize their clinical expertise to:

- build a strong therapeutic relationship with the client and/or family in order to help stabilize the client's condition
- assess what needs are outstanding
- support the case and treatment plans
- link client needs with existing local resources
- provide progress reports as required, and
- network with other professionals.

In an effort to increase the number of Clinical Care Managers for Veteran clients, VAC is continuing to seek interest from Registered Nurses with a Bachelors degree in Nursing who have a strong background in mental health.

If you would like more information on how to become a registered provider with Blue Cross in this capacity, please contact: 1-888-261-4033.