

**1. What can the Martinsburg Mental Health Advocacy Council (MMHAC) do for the consumer?**

The MMHAC promotes the use of Mental Health programs at the VAMC, and when necessary, can provide information about the VA Mental Health Services to veterans and families seeking care.

**2. Can the MMHAC help the consumer to communicate needs to the Martinsburg VA Medical Center?**

Yes, the MMHAC serves as an advocate for consumers' needs and concerns when dealing with the Martinsburg VA Medical Center. However, the MMHAC does not replace the need of a personal advocate for the individual consumer.

**3. How does the MMHAC serve both the consumer and the provider of services at the Martinsburg VA Medical Center?**

The MMHAC interacts with consumers and the Martinsburg VA Medical Center's mental health staff and management to identify needed services. The MMHAC also works with the VAMC professional staff to review and, when deemed necessary, revise existing hospital policies and procedures.

**4. Can, I as a consumer, confidentially discuss with the MMHAC my individual successes and frustrations in obtaining needed services from the Martinsburg VA Medical Center?**

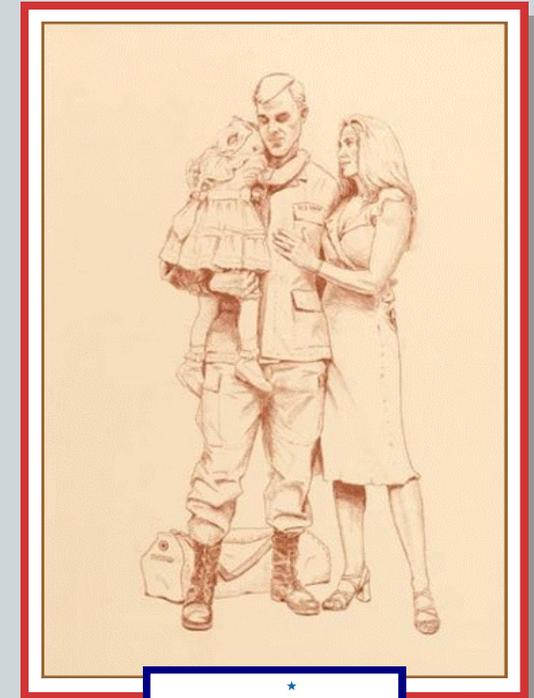
Yes, while the MMHAC meets with the Martinsburg VA Medical Center's mental health leadership regularly to discuss needed programs and services and perceived barriers to such services, individual cases are never discussed.

**5. How do I contact the MMHAC?**

**Mental Health Clinic  
Local Recovery Coordinator**  
Marilyn Lafreniere  
Room: 6A-143  
510 Butler Ave  
Martinsburg, WV 25405  
304-263-0811 Ext 4584



# MARTINSBURG MENTAL HEALTH ADVOCACY COUNCIL



## MISSION

The mission of the Mental Health Advocacy Council is to help Veterans with mental illness achieve the best possible quality of life with value to themselves, their family and their communities, by:

- (1) Fostering a partnership between Veterans, their families and Mental Health Staff characterized by mutual respect, tolerance and caring.
- (2) Facilitating communication between Veterans, their representatives and staff.
- (3) Providing Mental Health leadership with a Veteran/family perspective when developing programs and policies.
- (4) Educating Veterans and their families on programs and policies that affect their clinical care and helping empower Veterans to plan an active role in their own care.

## WHO WE ARE

*The Mental Health Consumer Advocacy Council is a group of Veteran mental health consumers, family members, volunteers, representatives from community agencies, and Veterans Service Organizations affiliated with the Veterans Affairs Medical Center Martinsburg. The council provides guidance on questions and policies that affect consumers of mental health services.*

*The Council in association with the Office of the Chief of Mental Health, Martinsburg Veterans Administration Medical Center has a compelling and clear purpose to provide advice on matters of concern to consumers and their families.*

*The Council consists of 15 volunteer members. The Veteran members reflect the diversity of the Veteran population and include those who receive mental health services. Other members of the council represent Veteran family members, Veteran service organizations, self help groups, volunteers, state and community agencies which provide services to Veterans and their families.*

*The council meets once a month to discuss issues concerning Veterans mental health program policies, services and concerns. The council presents its findings to the Martinsburg Veterans Administration Medical Center, Chief of Mental Health.*

## COUNCIL REPRESENTATION

Representation on the council includes:

- Veterans and family members with diversity in age, race, gender or psychiatric diagnosis from the four state service area and Community Based Outpatient Clinics (CBOCs)
- Various community based and Mental Health Programs such as:
  - Patriot's Path Foundation
  - The Vet Center
  - Celebrate Recovery
  - Veteran Service Organizations
  - Maryland's Commitment to Veterans
  - Community Programs

