



# Welcome to The Greater Miami Valley myVeteran Community

Cassie B. Barlow, PhD and Mr. John McCance  
Co-Chairs  
July 2017

- ❖ myVeteran Community purpose
- ❖ GMV myVeteran Community Charter
- ❖ Update on VetsLink 211 from United Way
- ❖ Results - Listening Sessions
- ❖ Results - myVeteran Community Regional Forum – 24 May 17
- ❖ Discussion and Way Ahead
  - ❖ American Jobs Center - <https://www.careeronestop.org/site/american-job-center.aspx> (Joint Base Lewis McChord)
  - ❖ Heroes Linked - <https://heroeslinked.org/>
- ❖ Meeting Adjourned

# What is a MyVeteran Community

**MyVeteran Communities** bring together local Veterans service providers, resources, advocates, and other stakeholders to improve outcomes for Veterans, Service members, and their families.



**MyVeteran Communities will be stood up in all 50 states and US territories.**

VA may be the catalyst for community movements, but each community owns and leads the effort.

**Inclusive**

**Accessible**

**Community-Driven**

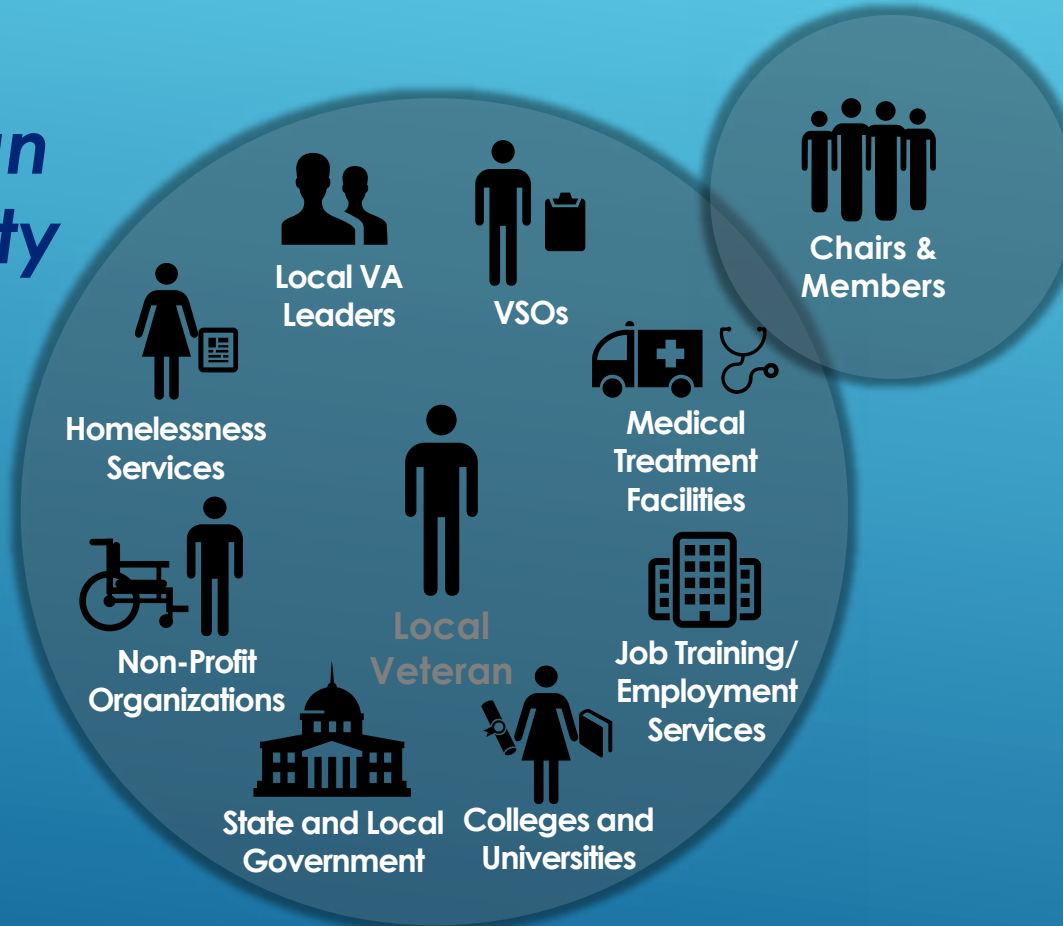
**Flexible**

**Integrated**

# What does a MyVeteran Community do?

A **MyVeteran Community** drives a **shared understanding among stakeholders** of the complex challenges that Veterans and transitioning Service Members face and **leverages its collective strengths to improve the Veteran experience.**

## MyVeteran Community



Inclusive

Accessible

Community-Driven

Flexible

Integrated



# GMV my Veteran Community Charter

- ❖ **Mission:** Improve support to Veterans, Service Members and their families by connecting regional Veterans service providers, resources, advocates and other stakeholders.
- ❖ **Vision:** National Leader in Serving Veterans



# GMV my Veteran Community Charter

## Objectives:

- ❖ Identify and highlight/advertise resources around the region available to Veterans, transitioning Service Members and Families
  - ❖ Assist **United Way** of Greater Dayton with VetLink 211 initiative to identify and connect Veterans with resources
  - ❖ **Regularly meet** with strategic Veteran Service providers across region to share best practices via the Dayton Region Military Collaborative
  - ❖ Assist veterans in identifying and reaching the existing resources via regular **listening sessions** and communiques through Ohio Department of Veterans Services and the Veterans Administration.
- ❖ **Identify & facilitate forums** where service providers can learn about each other in order to work together to enhance effectiveness and improve outcomes
  - ❖ Work with Ohio National Guard to add more service providers to Regional Inter-Service Family Assistance Committee meetings.
  - ❖ Promote cross function information sharing between service providers with similar missions and monitor flow/use to ensure to gap is uncovered
- ❖ **Facilitate feedback** mechanisms for Veterans
- ❖ **Host listening sessions** in every county of Region to gather Veterans' needs.



# GMV MyVeteran Community Members

Senator Portman's Office  
Governor's Office  
Lt Governor's Office  
Representative Rick Perales  
WPAFB  
Ohio National Guard  
Ohio Department of Veterans Services  
Veterans Administration Medical Center  
Veterans Administration National Cemetery  
Veterans Experience Office  
Montgomery County Veterans Services  
Greene County Veterans Services  
Allen County Veterans Services  
Auglaize County Veterans Services  
Butler County Veterans Services  
Champaign County Veterans Services  
Clark County Veterans Services  
Clinton County Veterans Services  
Darke County Veterans Services  
Hardin County Veterans Services  
Logan County Veterans Services  
Mercer County Veterans Services  
Miami County Veterans Services

Preble County Veterans Services  
Putnam County Veterans Services  
Shelby County Veterans Services  
Warren County Veterans Services  
Wayne County Veterans Services  
Projects Unlimited  
GE Aviation  
Dayton Development Coalition  
LexisNexis  
Kettering Foundation  
Vietnam Veterans Association  
Dayton VAMC Veterans Advisory Council  
Paralyzed Veterans of America  
Veteran Owned Business  
Omega Baptist  
United Way of the Greater Dayton Area  
Goodwill Easter Seals of the Miami Valley  
Miami Valley Human Resources Association  
Operation Pathfinder  
Military-Transition.org  
Community Support Coordinator, Ohio, West Virginia  
Disabled American Veterans  
US Veterans Motorcycle Club  
Resurrecting Lives Foundation  
Habitat for Humanity

Honor Flight  
Red Cross  
St Vincent de Paul  
Wounded Warrior Project  
Reynolds and Reynolds  
Because You Served  
Dayton Metro Library  
Extreme Focus



# VetsLink Update





# Listening Sessions

- ❖ Objective:
  - ❖ Give Veterans a voice.
- ❖ Where: 2016 -WSU/Huber Heights/Beavercreek/ Union/Vandalia/Springfield and Clark State/Sinclair/Spencerville/Greenville and WSU Lake Campus
- ❖ Details:
  - ❖ Professors at WSU designed study to collect data
  - ❖ Each session recorded
  - ❖ Veterans interested in sharing experiences and thoughts on Veterans Services in region
  - ❖ Sessions fully transcribed and content analyzed
  - ❖ Ready to present results to Dayton VA Medical Center Director, Ohio Department of Veterans Services and County Veterans Services Offices

# VETERAN LISTENING SESSION RESULTS

Research completed by team of researchers  
at Wright State University





- ▶ **Dr. Cassie Barlow, Colonel, USAF, Retired** – Executive Director, Center for Workforce Development
- ▶ **Dr. Seth Gordon** – Director, Veteran & Military Center
- ▶ **Dr. Sharon Heilmann, Lt Col, USAF, Retired** – Professor, Department of Leadership Studies in Education and Organizations, College of Education and Human Services
- ▶ **Jason Farkas**, Doctoral Student, Organizational Studies, Education and Human Services
- ▶ **Danielle Graham**, Master’s Student, Student Affairs in Higher Education, Department of Leadership Studies in Education and Organizations, College of Education and Human Services
  
- ▶ Research funded by \$2000 Grant from WSU’s College of Education and Human Services

**WSU RESEARCH TEAM**



- ▶ Total of 66 participants representing Air Force, Army, Marine Corps, and Navy
  
- ▶ Locations/Dates:
  - ▶ Wright State University (22 Feb 2016; 7 participants)
  - ▶ VFW Posts
    - ▶ Beavercreek (6 April 2016; 8 participants)
    - ▶ Huber Heights (4 May 2016; 5 participants)
    - ▶ Greenville (17 May 2016; 11 participants)
    - ▶ Springfield (9 August 2016; 12 participants)
  - ▶ Sinclair Community College (14 Aug 2016; 5 participants)
  - ▶ Individual Interview (22 Aug 2016; 1 participant)
  - ▶ GE Aviation (22 Sept 2016; 17 participants)

# PARTICIPANTS/LOCATIONS

- ▶ WSU Institutional Review Board reviewed research protocol
- ▶ Utilized structured and semi-structured interview questions
- ▶ Confidentiality assured
- ▶ Consent forms signed and collected
- ▶ All interviews transcribed and disseminated by trained researcher
- ▶ Content analysis conducted by independent coders
  - ▶ 6 teams of graduate students (3 students per team)
  - ▶ 1 doctoral student and 1 graduate student
  - ▶ 1 faculty member

# PROCESS



- ▶ **VA Hospitals** – locations related to required travel distance from veterans' residences
- ▶ Frustration with **Wait Times for Appointments**
- ▶ Decreased satisfaction related to **access to care** for Mental Health Services
- ▶ Lack of usability of **VA website**
- ▶ Most veterans were **aware** of education and healthcare benefits
- ▶ Most veterans were **not aware** of legal, transportation, or housing service benefits

## MAJOR THEMES – DOCTORAL AND GRADUATE STUDENTS



- ▶ **Trust** – veterans indicated more willingness to rely on peers rather than VA-provided resources for benefits information
- ▶ **Geographic Proximity** – veterans enrolled in college courses and near WPAFB seemed to be more knowledgeable about overall benefits than veterans geographically separated from the Dayton area.
- ▶ **Mental Health Services** – most veterans were aware of how and where to find support
- ▶ **Wait Times for Appointments** – frustrations related to length of time for initial and follow-up appointments were common
- ▶ **Medical Services** – most veterans were aware of medical services offered but not other benefits

## MAJOR THEMES – 2-PERSON TEAM



- ▶ **Benefits awareness** – most veterans considered “benefits” to be VA medical services
  - ▶ Aware of medical, mental health, and transportation
  - ▶ Not as aware of housing, legal, disability claims support, and educational services
- ▶ **Communication** – most veterans preferred receiving communication from peers rather than VSOs
- ▶ **Generational differences** – older veterans more aware of medical and transportation services; younger veterans more aware of educational, vocational rehabilitation, and mental health services
- ▶ **Trust** – more likely to seek information from peers rather than VSOs or ebenefits website

## MAJOR THEMES - FACULTY MEMBER





- ▶ Communication Plan taking into consideration generational differences
  - ▶ Inform Veterans of Benefits
  - ▶ Inform Veterans of Community Resources
  - ▶ VetsLink can play a critical role in communication efforts
  
- ▶ Plan to strategically establish/re-establish trust between veterans and VA
  
- ▶ Further investigate appointment wait times and access to care
  
- ▶ Further investigate services delivered by County VSOs.
  - ▶ Appeared to be substantive variety of services differences

## RECOMMENDATIONS



# Veterans Moving Forward

- ❖ Objective:
  - ❖ Bring together Veterans and Veteran Service Providers from across our region once a year to network, and ensure Veterans awareness of regional assets.
- ❖ Where and When: 24 May 2017 (3-6) WSU Student Union, Apollo Room
- ❖ Results:
  - ❖ 220 Veterans
  - ❖ 81 Veteran Services Organization
- ❖ Details:
  - ❖ Honor Guard and opening from VA and State
  - ❖ Alexis Gomez sang National Anthem
  - ❖ Apollo Room with space for over 75 Veterans Service Providers
  - ❖ VA Mobile Clinic in Parking Lot
  - ❖ Hearing Aid tests
  - ❖ Food – Panera/Starbucks
  - ❖ Radio Ads
  - ❖ Live Radio
  - ❖ Sponsors (Panera; VA; WSU Hospitality Services; Red Cross; Starbucks; DBJ; FTA; K99.1 Soft Rock 92.9; Home Depot; Best Buy; Green CATS)



# VETERANS *MOVING FORWARD*



For over 100 years, the Better Business Bureau has helped people make smarter decisions and is evolving to meet fast changing marketplace needs. The BBB sets standards for ethical business behavior and monitors compliance. The BBB helps consumers identify trustworthy businesses and those that aren't. The BBB sets standards for and evaluates thousands of advertisements each year to ensure that people can trust what advertisers says.

# Veterans Moving Forward Comment Cards

- ❖ Comment Cards:
  - ❖ Comments on one side
  - ❖ Raffle on the other
  - ❖ 65 comment cards received
    - ❖ Most Liked:
      - ❖ 1) Liked Vet Outreach & DAV – 21
      - ❖ 2) Liked everything - 16
      - ❖ 2) Liked educational options - 10
    - ❖ What can we do better:
      - ❖ 1) Longer event
      - ❖ 2) More booths
      - ❖ 3) More for women vets
      - ❖ 4) More food
      - ❖ 5) More advertisement
      - ❖ 6) Vendor nametags

Best Comment:  
“50+ year old  
welcome home”







# Veterans Moving Forward 2018

Wednesday 23 May 2018 3:00-7:00  
at WSU Student Union



## Greater Miami Valley MyVeteran Community



## MyVeteran Community

[Board Members](#)[Meetings](#)[Charter](#)[Veterans Moving Forward](#)[Contact Us](#)

The MyVeteran Communities model enables Veteran advocates, service providers, Veterans, and stakeholders to have a voice in identifying their community goals and work to resolve issues at the local level to improve service delivery for Veterans, Service members, and their families.

Community involvement is key to the success of our MyVeteran Community transformation effort. As a result, VA and community leaders have begun participating more actively in community-based efforts to maximize the collective impact of local services, stakeholders, and federal/state agencies working together to improve Veteran outcomes.

## CENTER FOR WORKFORCE DEVELOPMENT

Wright State Research Institute

Cassie Barlow, Ph.D.

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Email: [cassie.barlow@wright.edu](mailto:cassie.barlow@wright.edu)





I AM A...

Select One

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- ▶ For Family Members & Spouses
- ▶ For Employees
- ▶ For Business
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- ▶ Jobs
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- Public & Intergovernmental Affairs

VA » Office of Interagency Care and Benefits Coordination » MyVA Community Model

## Office of Interagency Care and Benefits Coordination

### MyVA Community Model



#### What is a MyVA Community?

VA is working to engage with existing community Veterans groups to improve outcomes for Service members, Veterans and their families. In areas where there are no existing community Veterans groups, VA is facilitating the development of Veteran-focused community networks, using a model we call **MyVA Communities**.

The **MyVA Communities** model enables Veteran advocates, service providers, Veterans, and stakeholders to have a voice in identifying their community goals and work to improve service delivery for Veterans, Service members, and their families.

#### MyVA Community Objectives

To bring together local resources and advocates to improve outcomes for Veterans, transitioning Service members, and their families.

To enable Veterans to easily identify and reach resources available to them, voice their opinions, and provide valuable input.

To resolve concerns at the local level and improve service delivery methods.

#### RESOURCES

- [ICBC Home](#)
- [Federal Recovery Coordination Program \(FRCP\)](#)
- [MyVA Community Toolkit](#)
- [Contact Us](#)

#### CONNECT WITH US

- Office of Interagency Care and Benefits Coordination  
810 Vermont Avenue, NW  
Washington, DC 20420
- Federal Recovery Coordination Program  
(877) 732-4456

#### QUICK LINKS

- [National Resource Directory \(NRD\)](#)
- [Veterans Benefits Administration \(VBA\)](#)
- [Veterans Crisis Line](#)
- [VA Caregiver Support](#)
- [eBenefits](#)
- [My HealthVet](#)



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[www.ebenefits.va.gov](http://www.ebenefits.va.gov)

[www.va.gov/icbc](http://www.va.gov/icbc)

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  - ❖ Heroes Linked - <https://heroeslinked.org/>
  - ❖ What's next
- ❖ Meeting Adjourned

# Discussion

The image features a blue gradient background that transitions from a lighter shade at the top to a darker shade at the bottom. On the right side, there are several white, parallel diagonal lines that extend from the bottom-left towards the top-right, creating a sense of movement and depth. The word "Discussion" is centered in the upper half of the image in a white, sans-serif font.