

Military/Veteran Resource Network Application - Universal Guidelines

Submission Date	2016-09-29 13:01:50
Organization Name	Honoring/Hiring/Helping Our Heroes of Pinal County (HOHP)
Address	318A N Florence St Casa Grande AZ 85122 United States
Phone	(520) 431-5663
Website	https://hohp4heroes.org/site/home
What sector is your organization part of?	Community
Type of organization (check all that apply)	Community-Based Partner / Civic Group
Organization Mission and/or Charter:	<p>Concerned citizens of Pinal County are creating a circle of hope "to take care of our own" by creating a network of services throughout the county for our homeless Veterans, Veterans and their families. By creating this network we believe we are helping to improve their way of life not only to ensure their success but that of their families.</p> <p>This circle of hope also encompasses the Military Families in Pinal County. We want to ensure that while their loved one is serving their country, their country is looking after their family.</p> <p>The efforts of HOHP reflects Pinal County's support of their Veterans and Military Families and concretizes Pinal County's great future and history.</p>
Brief background of organization (year established, etc.):	The vision of the HOHP Board and committee members is to ensure that Veterans and Military Families in Pinal County have services available to them to provide the support they need without having to leave their county. Pinal County will embrace those that have served and are currently serving and give them "a hand up" to success.
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	Four successful stand downs, around for 5 years, 501 C3 certified, hosts veteran's forums, providing emergency services to veterans for over 3 years
What area of the state do you serve/cover/etc.?	Regional within Arizona
2. County/Countries:	Pinal
Brief overview of programs, resources, services, operations, etc.:	Assists in helping find employment and training, navigating the VA Healthcare system, workforce access points, housing, and support groups
General eligibility guidelines for programs, resources and/or services:	Service member, veterans, and their families in Pinal County
Description of target audience:	Service member, veterans, and their families in Pinal County

Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):

No cost

Regulatory body that has oversight over organization and/or industry (if applicable) and any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):

Board and committee members

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A “military family” can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

Key personnel (leadership, staff, volunteers, etc.) have basic knowledge and/or training related to:

The military, veteran and family population and unique aspects of military/veteran culture.
The effects of military service, deployment, reintegration and transition on service members, veterans and their families.

Total number of staff:

25

Approximate number of staff that have received the above training:

25

We engage internal and external subject matter experts to advise and strengthen service delivery to the military, veteran and family population:

Planned or in process

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:

No staff, all volunteers; about 25 regular volunteers

Approximate number of employees in organization:

25

Number of individuals trained as Military/Veteran Resource Navigators within organization:

25

<p>Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)</p>	<p>all volunteers</p>
<p>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</p>	<p>Uses appropriate terminology and imagery Describes services/resources offered and any eligibility criteria. Clearly indicates any cost.</p>
<p>Our organization tracks the number of service members, veterans and/or family members served.</p>	<p>Yes</p>
<p>Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.</p>	<p>Yes</p>
<p>Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::</p>	<p>Eagle one mobile unit - a little over 500 served Add'l services - around 100 served</p>
<p>All staff and volunteers have basic awareness of key gateway resources (crisis lines and the Military/Veteran Resource Network) and can provide information to individuals and families as needed. When and how was this information distributed to all employees (e.g. email, intranet, handout, etc.):</p>	<p>No new volunteers, future volunteers will go through Navigator training</p>
<p>Mark each area and provide details in text box below:</p>	<p>Staff and volunteers have training and/or experience on providing effective care and support to service members, veterans and their families. Staff and volunteers know to refer individuals and families to a Resource Navigator to connect to the range of available military, government and community resources.</p>
<p>Our organization has tailored programs and resources specifically for the military, veteran and/or family population:</p>	<p>Yes</p>
<p>Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:</p>	<p>Yes</p>

Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::

Opening a Vet Center in Pinal County to help with send offs, family members, etc.

We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:

Yes

Our organization partners as appropriate and needed with public and private sector organizations to strengthen quality and coordination of care for service members, veterans and family members.

Yes

Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.

No

Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:

Working to include navigator information into the orientation for new volunteers once the Vet center is open.

Vet Center to open around January