

Military/Veteran Resource Network Application - Universal Guidelines

Submission Date	2016-09-26 18:34:37
Organization Name	Operation Welcome Home
Address	1760 E Pecos Rd, Ste 344 Gilbert AZ 85295 United States
Phone	(480) 478-1126
Website	http://www.operationwelcomehomeaz.com/about-us.html
Organization E-mail	info@operationwelcomehomeaz.com
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:	Foster lifelong community patriotism
Brief background of organization (year established, etc.):	<p>Operation Welcome Home was introduced into the Town of Gilbert in 2010; since then the program has also expanded to the Cities of Chandler, Mesa, Tempe and Apache Junction.</p> <p>To honor our veterans and families by sponsoring activities that express our support, pride, and patriotism.</p> <p>Establish traditions of respect, honor, and appreciation for personal sacrifices of our veterans and their families.</p>
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	<p>Operation Welcome Home is a Veteran Supportive Employer. Every May Operation Welcome Home volunteers celebrates Military Appreciation Month by to visiting hundreds of schools and teaching military culture and patriotism to thousands of students in 4th and 5th grade. The students have a chance to ask veterans questions, acknowledge their own military families and gain a new understanding of the importance of military members in their lives. Since 2011, OWH volunteers have taught 6,000 students in schools located all over the east valley.</p> <p>Starting in 2011, for the 10th remembrance of 911, we read a book to over 2,000 4th graders (who were all born that year) about some of the heroic acts displayed that day. Then in May of 2014 OWH taught over 3,000 students in the Gilbert and Higley school districts about the military branches, their code and creeds, the differences between Memorial Day and Veterans Day, military honors including the Medal of Honor, and of course local civilian honors such as Operation Welcome Home. The feedback from students and teachers was enthusiastic. It was a great success and a program we will continue to grow each year. The majority of the volunteers were veterans themselves and it was apparent that they received as much from the experience as the students did.</p>
What area of the state do you serve/cover/etc.?	Regional within Arizona
1. Region:	Central Arizona
3. City/Local Area:	Phoenix - East Valley

Brief overview of programs, resources, services, operations, etc.:

OWH has 4 Military/Veteran Resource Navigators that can help connect veterans and their families to resources and any help they might need. They have also attended the Arizona Veteran Supportive Employer training.

Employment
Financial Assistance
Housing

General eligibility guidelines for programs, resources and/or services:

All Veterans and families

Description of target audience:

Any Veteran or family member that is struggling or might need any type of assistance.

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

Vietnam Veterans of America, Chandler Chamber, Small Business Alliance, American Legion

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:

10

Approximate number of staff that have received the above training:

4

We have employees who are (check all that apply):

Service members
Veterans
Family members
Experienced in working with the military, veteran and/or family population

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

Yes

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

A large percentage of the OWH employees and volunteers are veterans and/or family members. We also do basic military culture training for interns and new volunteers. We plan on sending some employees, to include the CEO, to a future ACMF Military/Veteran Resource Navigation Training. We highlight the service of the Armed Forces during the Vietnam War and the contributions of Federal agencies and governmental and non-governmental organizations that served with, or in support of, the Armed Forces. We also pay tribute to the contributions made on the home front by the people of the United States serving in uniform.

Approximate number of employees in organization:	5
Number of individuals trained as Military/Veteran Resource Navigators within organization:	4
Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)	President and Director and volunteers
Communications (print, web, etc.), content and messaging focused on the military and veteran population:	Uses appropriate terminology and imagery Describes services/resources offered and any eligibility criteria. Clearly indicates any cost.
Our organization tracks the number of service members, veterans and/or family members served.	Yes
Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.	Yes
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::	All employees and volunteers are asked if they are veterans and/or family members.
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.):	Best practices for effectively engaging their experience and talent in the workplace. Relevant laws. Volunteers and Employees know and have access to crisis lines and resource network. Military, government and community employment programs and systems.
Mark each area and provide details in text box below:	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.
Our organization has tailored programs and resources specifically for the military, veteran and/or family population:	Yes

Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:

Yes

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

OWH connects veterans and their families with veteran organizations to help them out when they need assistance. We are also equipped to assist veterans themselves with gift cards, help paying bills and food assistance. We highlight the advances in technology, science, and medicine related to military research conducted during the Vietnam War.

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.

Yes

Our organization participates in relevant events, trainings and initiatives in the military/veteran community.

Yes

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

OWH engages with the community by educating them on the different veteran projects going on in Arizona. We attend veteran supportive events, and city council meetings dealing with veteran issues. We also set the model here in AZ for the Operation Welcome Home program and are assisting other cities across the state to set up this program to celebrate their veterans and family members (ie. Mesa, Chandler, Apache Junction, and Tempe).