

## Military/Veteran Resource Network Application - Universal Guidelines

<b>Submission Date</b>	2016-09-08 15:22:27
<b>Organization Name</b>	Social Security Administration
<b>Address</b>	Street Address: 250 N 7th Ave Street Address Line 2: Suite 100 City: Phoenix State / Province: Arizona Postal / Zip Code: 85007 Country: United States
<b>Phone</b>	(800) 7721213
<b>Website</b>	<a href="http://www.SocialSecurity.gov">http://www.SocialSecurity.gov</a>
<b>What sector is your organization part of?</b>	Government
<b>Type of organization (check all that apply)</b>	Government- Federal
<b>Organization Mission and/or Charter:</b>	Our mission is to deliver Social Security services that meet the changing needs of the public.
<b>Brief background of organization (year established, etc.):</b>	Social Security pays benefits to retirees, adults and children with disabilities, and surviving family members, delivering on the government's promise to maintain the welfare and protection of its people.
<b>Overview of organization's experience and expertise in delivering services, best practices used, etc.:</b>	Social Security is one of the largest independent agencies in government with over 60,000 employees. We work at more than 1,400 field offices and service centers throughout the country, as well as regional and headquarters locations.
<b>What area of the state do you serve/cover/etc.?</b>	Statewide (including multi-state/national)
<b>Brief overview of programs, resources, services, operations, etc.:</b>	Social Security pays benefits to retirees, adults and children with disabilities, and surviving family members, delivering on the government's promise to maintain the welfare and protection of its people.
<b>General eligibility guidelines for programs, resources and/or services:</b>	Social Security guidelines for eligibility include age requirements and medical requirements.
<b>Description of target audience:</b>	The target audience is for those who are entering retirement age.
<b>Cost for programs or services to service members, veterans and/or family members (or funding sources if no cost to individuals and families):</b>	There is no cost for programs and services.

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

Social Security is overseen by the Federal Government.

**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:**

61000

**Approximate number of staff that have received the above training:**

2

**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:**

Employees from the Social Security Administration have attended the Arizona Coalition for Military Families Military/Veteran Culture training and the Military/Veteran Resource Navigator training.

**Approximate number of employees in organization:**

61000

<b>Number of individuals trained as Military/Veteran Resource Navigators within organization:</b>	2
<b>Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)</b>	District Managers
<b>Communications (print, web, etc.), content and messaging focused on the military and veteran population:</b>	Uses appropriate terminology and imagery Describes services/resources offered and any eligibility criteria. Clearly indicates any cost.
<b>Our organization tracks the number of service members, veterans and/or family members served.</b>	Yes
<b>Our organization posts information for service members, veterans and family members on our website, in waiting rooms, etc.</b>	Yes
<b>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::</b>	Social Security Administration asks the right questions at the right time by attending the Arizona Coalition for Military Families Military/Veteran Resource Navigator training and posting information internally for employees.
<b>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.):</b>	Yes, Social Security Administration has these numbers distributed throughout their offices for employees.
<b>Mark each area and provide details in text box below:</b>	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.
<b>Our organization has tailored programs and resources specifically for the military, veteran and/or family population:</b>	No

<b>Our services incorporate the needs of both the service member or veteran, as well as the immediate and/or extended family when delivering services:</b>	Yes
<b>Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::</b>	Social Security Administration responds effectively by having Military/Veteran Resource Navigators within the organization, and dispersing information throughout the office internally.
<b>We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:</b>	Yes
<b>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.</b>	Yes
<b>Training on the military, veteran and family population is incorporated into our new hire orientation and/or annual training calendar.</b>	No
<b>Our organization participates in relevant events, trainings and initiatives in the military/veteran community.</b>	Yes
<b>Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:</b>	Social Security Administration is an Arizona Veteran Supportive Employer and partners frequently with the Arizona Coalition for Military Families. The Social Security Administration frequently attends events within the community to connect with the military/veteran population.