

Military/Veteran Resource Network Application - Universal Guidelines

Submission Date	2016-09-08 19:43:44
Organization Name	U.S.Vets-Phoenix
Address	Street Address: 3507 N. Central Ave. Street Address Line 2: Suite 302 City: Phoenix State / Province: Arizona Postal / Zip Code: 85012 Country: United States
Phone	(602) 7579723
Website	http://www.usvetsinc.org/
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:	The successful transition of military veterans and their families through the provision of housing, counseling, career development and comprehensive support.
Brief background of organization (year established, etc.):	Since its inception in 2001, U.S.VETS-Phoenix has given homeless and at-risk veterans in Maricopa County an opportunity to reclaim their lives and achieve self-sufficiency. As a nationally-recognized leader in program development and service delivery, our core services include outreach, transitional (homeless) housing in coordination with specialized support services, permanent supportive housing, and employment assistance, supportive financial and case management services
Overview of organization's experience and expertise in delivering services, best practices used, etc.:	U.S.VETS management is outcome driven, priding ourselves of high ethical standards, principled staff and exceeding our expectations. This is assessed through monthly performance and fiscal reporting that is overseen by the Site Directors, the Vice President of Programs, and the Vice President of Operations & Compliance. Outcomes are regularly reported to the Board of Directors and funders. To ensure the efficacy and efficiency of the programs, executive and program staff regularly meet to assess the monthly data reports, share anecdotal evidence, review best practices, and reevaluate core competencies to make program adjustments as necessary
What area of the state do you serve/cover/etc.?	Regional within Arizona
2. County/Counties:	Maricopa

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

U.S.VETS–Phoenix has a variety of housing options, from on-site transitional (homeless) housing programs, with specialized programs addressing concerns such as substance abuse, unemployment, mental health and trauma. Our permanent supportive housing program serves chronically homeless and disabled veterans providing them with subsidized housing with case management services. Our Supportive Services for Veteran Families (SSVF) program helps low income veteran families transition to permanent housing and ensures that those at risk of homelessness are able to maintain their current housing. Our Grand Veterans Village Site offers low income and moderate income veterans a supportive and affordable veteran community. Annually, U.S.VETS-Phoenix provides housing to over 500 veterans in Maricopa County.

While understanding that employment is essential to self-sufficiency, U.S.VETS-Phoenix has two strong employment programs. Our homeless workforce program providing veterans with employment skills/training, intensive job searching skills/assistance and financial support for clothing, training and employment supplies. Our Career and Development Initiative (CDI), works with post 911 veterans to place them in STEM (Science, Technology, Engineering and Mathematics) careers.

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

In order to be eligible for the programs, resources and services, the individual must have a veteran status. Each program has additional specific requirements.

Description of target audience:

The target audience is homeless veterans, veterans seeking employment and veterans seeking comprehensive support.

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

There is no cost for services. The funding sources include Veterans Administration (VA), Department of Labor (DOL), United States Department of Housing and Urban Development (HUD) and the Call of Duty.

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

US Vets National and US Vets Board of Directors has oversight over the organization. Us Vets - Phoenix has alliance and associations with many organizations throughout Arizona.

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:	32
Approximate number of staff that have received the above training:	32
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:	US Vets - Phoenix conducts several different training courses to their entire staff throughout the entire year to connect with the military/veteran population. Those trainings include: ASIST (Applied Suicide Intervention Skills Training) Boundaries Harm Reduction Motivational Interviewing Stages of Change Systems Theory Housing First Traumatic Brain Interviewing Fair Housing Trauma Informed Care Diversity Training HIPPA Compliance Military/Veteran Resource Navigator Training
Approximate number of employees in organization:	32
Number of individuals trained as Military/Veteran Resource Navigators within organization:	32
Titles/roles of individuals trained as Navigators (e.g. team leaders, supervisors, admin staff, etc.)	The entire staff is trained as Military/Veteran Resource Navigators
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::

US Vets - Phoenix not only has every staff member trained as a Military/Veteran Resource Navigator, but they also have resource information throughout the entire office readily available for staff 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.):

The entire staff is trained as a Military/Veteran Resource Navigator and information for local and national resources are readily available throughout the office.

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::

US Vets - Phoenix responds effectively by having highly trained individuals on staff as well as having resources and information readily available.

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:

US Vets - Phoenix consistently engages within the military/veteran community by attended events, hosting training and working with the military/veteran population daily.