



Community Integration Coordinator Training
Session 1

Agenda

Welcome and Introduction

Mission and Vision

The Deadly Gap

Background and History

Organizational Overview and Key Partners

Program Guide, Toolkits and Checklists

Privacy and Confidentiality

Closing Remarks



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Our Mission

The Expiration Term of Service Sponsorship Program (ETS-SP) successfully transitions service members/Veterans to their post-military communities in order to prepare them for their next missions.

Our Vision

To build successful and sustainable transitions that bridge the "deadly gap" and lead to thriving Veterans and families.



The Deadly Gap

The 12 months between the end of active military service and reintegration back into civilian life, the 'deadly gap', is the most stressful and dangerous time for a new Veteran. Stress and uncertainty about the future are high, just as the support structure and sense of purpose of military service are removed. We must bridge that gap.

What are we doing wrong?

Despite increases in funding, education, and effort....post 9-11 Veterans continue to commit suicide at rates 2x higher than their age group in the general population. Traditional approaches have not succeeded in eliminating a range of negative, avoidable outcomes (homelessness, unemployment, suicide).

Why?

- The approach is reactive (the Veteran must find help;
 help does not always find the Veteran)
- The support structure is fragmented (45,000 Veterans Service Organizations are registered nationwide, 1 for every 4.4 Veterans produced each year)
- Federal programs and plans do not always match
 State and community conditions or needs

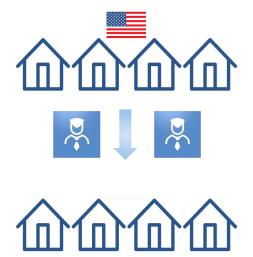
ETS Sponsorship: A Different Approach

...employing an evidence-based model that pairs new Veterans with sponsors from their destination community, backed by a secure, cutting-edge digital dashboard.

What Makes ETS-SP Different?

The ETS-SP model aligns federal, state and local resources and agencies around a shared understanding of the unique circumstances of each transitioning servicemember. It bridges the 'deadly gap' by engaging early, by teaming veterans with trained sponsors, helping set realistic expectations, and facilitating access to all the resources and opportunities our Veterans have earned through their service to the nation.

Background - PCS and ETS



Permanent Change of Station (PCS)



Expiration Term of Service (ETS)

History: New York City and ProVetus

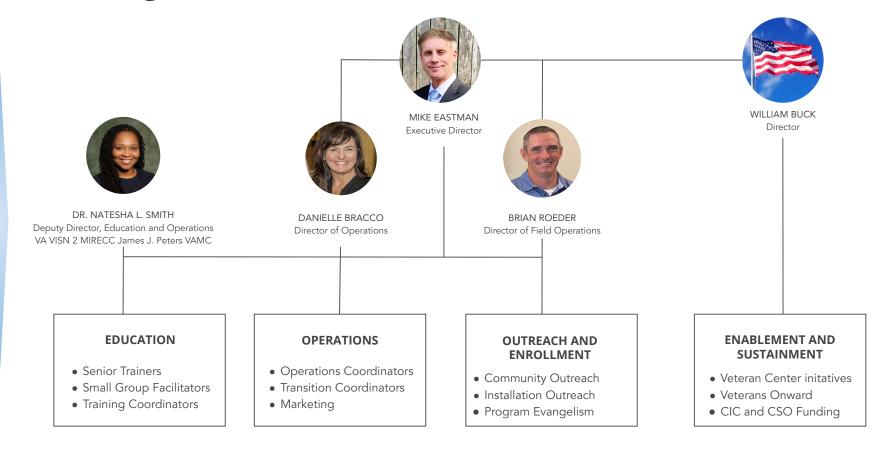
RESILIENCE CENTER

* FOR VETERANS & FAMILIES *

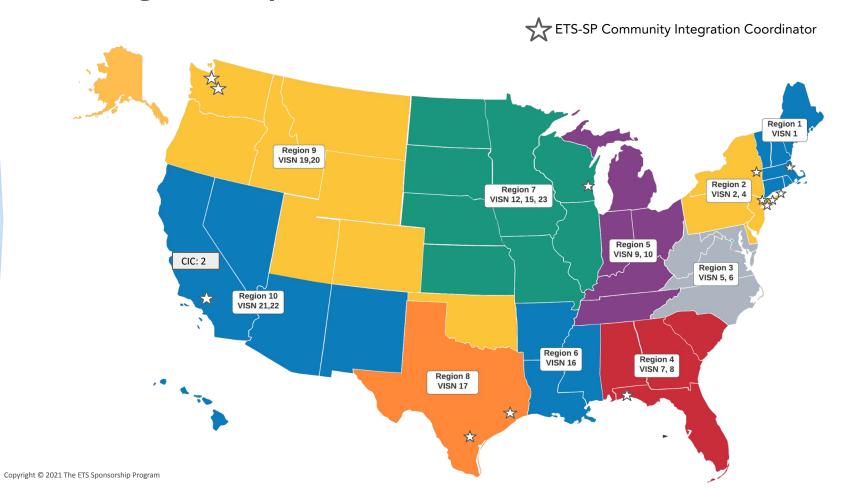
RESEARCH AND PSYCHOLOGICAL SERVICES

- A randomized controlled trial study evaluating the ETS Sponsorship was conducted in New York City with over 200 recently integrated Veterans with positive results.
- Enrollment for the veterans occurred from August 2014 to March 2016. Veterans
 completed a baseline survey with three follow up surveys post baseline (4, 10, and 16
 months).
- Results indicated reduced transition stressors PTSD symptoms, as well as increased ratings of social support.

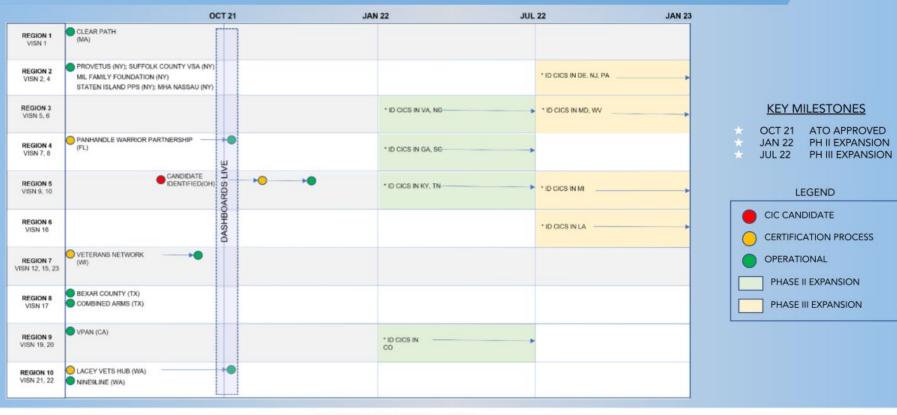
ETS-SP Organizational Overview



ETS-SP Regional Map



ETS-SP National Expansion Plan





ETS-SP Key Program Partners







States and Communities



Community Integration **OVERVIEW**

America's Warrior Partnership's mission is to empower communities to empower veterans.

Community Integration is our foundational program and a proven model that provides communities with the tools to implement a customized program that is responsive to the local veterans, their families, and caregivers.

Our ultimate goal is to improve the quality of life for all veterans thus ending veteran suicide.





Using local resources first increases veteran's connection to their community

Relationships are the key to creating a network of support for veterans

The job isn't complete when the referral is made therefore follow-up is vital to ensure outcomes are achieved

America's Warrior Partnership's FOUR-STEP PLAN



DUAL FOCUS

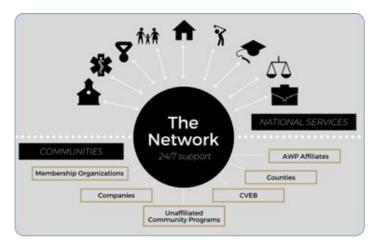
- Transitioning service members, veterans, their families and caregivers (Warriors)
- The Community (Partners)
- SOLUTION FOCUSED MODEL

CATALYSE EXISTING RESOURCES



STRENGTHENING THE POWER OF VETERANS

Expand the reach of YOUR ORGANIZATION



The America's Warrior Partnership Network is a national coordination center, powered by Warriorserve®, that **expands** the reach of local organizations by connecting them to national resources and connects communities together. Empower your community. Use The Network.



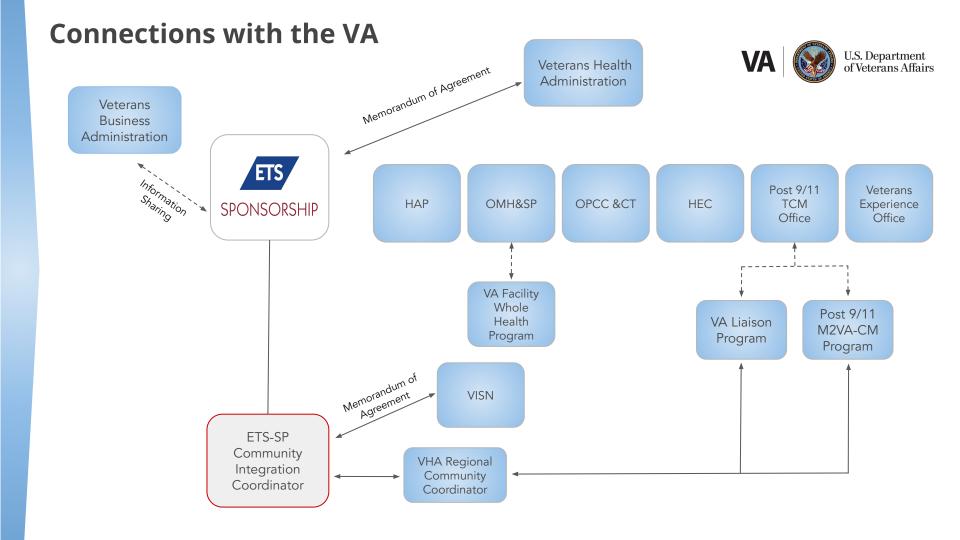
Expand the reach of YOUR ORGANIZATION

Join us for our virtual **Battle Rhythms** to obtain information, tools, and resources to **improve service delivery** at the local level.

Attend the 8th Annual Warrior Community Integration Symposium to discuss community challenges, needs and solutions with industry leaders across the country. Be a part of the solution. Register today.









National Center for Healthcare Advancement and Partnerships (HAP)

* christine Eickoff and Heather Luper VHA is committed to pursuing public-private partnerships (P3s) and exploring new and innovative ways to support VA's mission. These partnerships not only further the VA's mission and priorities, but also build capacity and create platforms for sharing resources to better serve Veterans and their families. Enhancing community partnerships is an important component of VHA's strategic direction.



VHA Regional Community Coordinators (VCC) Mission

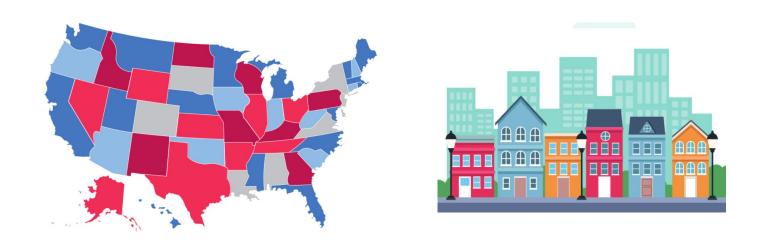
* You will be connected to Your assigned VHA to Your assigned Unity Regional Community Coordinator

VHA Regional Community Coordinators are licensed providers committed to supporting Servicemembers/Veterans' transition from military service to civilian life. Through VA/community partnerships and team work, VCCs can support **ETS-SP Community Integration** Coordinators (CIC) in meeting the needs of TSM/Vs across many social determinants of health.

VHA Regional Community Coordinators (VCC) Core Responsibilities

- Support the CICs training and education of sponsors regarding VHA resources
- Work with various partners to mitigate barriers to care (ex. VBA Advisors)
- Collaborate with relevant VA initiatives within their respective region as needed to support the needs of TSM/Vs (ex. Referrals to VHA Liaisons and M2VA staff)
- VCCs can provide other support to CICs pursuant to community needs

State and Community Coordination

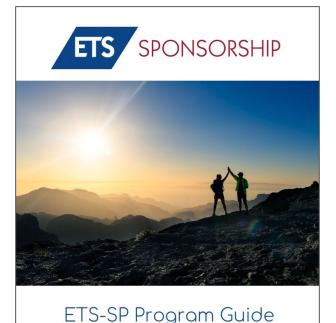


The ETS Sponsorship Program coordinates with the chain-of-government from federal to state to county and community level.

When working well:

- Reduce fragmentation
- Create a clear transition path for the TSM/V
- Efficient allocation of resources on behalf of the TSM/V

ETS-SP Program Guide



- Located at etssponsorship.com/doyourbest
- First 10 sections provided an overview of our program from operations and roles/responsibilities to resources and forms
- Section XI contains toolkits, concise, how to specific areas of ETS-SP

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	D. Sponsor	
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ETS-SP Toolkits







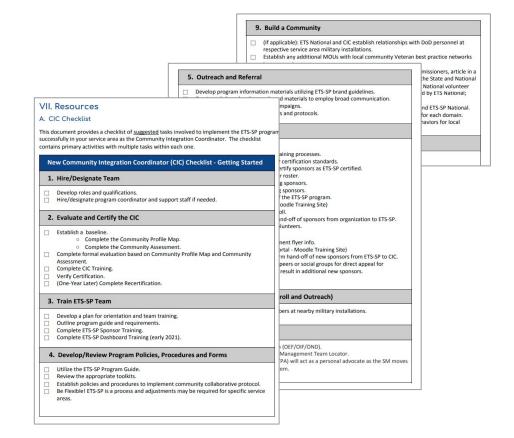






ETS-SP CIC Toolkit and Checklist



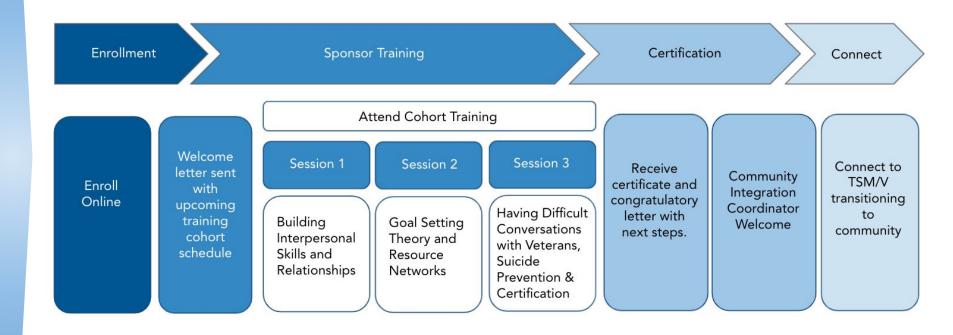


ETS-SP Privacy and Confidentiality

Security and privacy are of utmost priority to us and we implement numerous technologies to ensure maximum protection for the Veteran and ETS Sponsorship

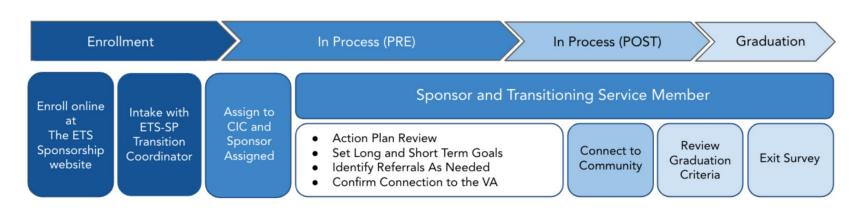
- Data is not sold.
- Data is not shared to our partners without consent.
- The dashboard data vault is a fully-secured blockchain-protected file storage system that stores sensitive data The TSM/V also has full control over who has consent to view the documents.
- With the TSM/V approval, the program will collect metadata, monitors sentiment and tone as well as identified trigger words, and other faint signals that may recognize a TSM/V in need of assistance.
- The most important "data-sharing agreement" is with the transitioning service member. Everything we do begins with that consent. This is an opt-in vs. opt-out Program. We only advance with the consent of the participant. All activity is blockchained -- immutable and verifiable. At any time, participants can opt-out and delete their entire profile and the data associated with it. Again, all data is in a blockchain. When it is gone, it is.

ETS-SP Sponsor Certification Journey



ETS-SP TSM/V Journey

Transitioning Service Member (TSM)/Veteran journey



ETS-SP Closing Comments

- Questions
- Session 2



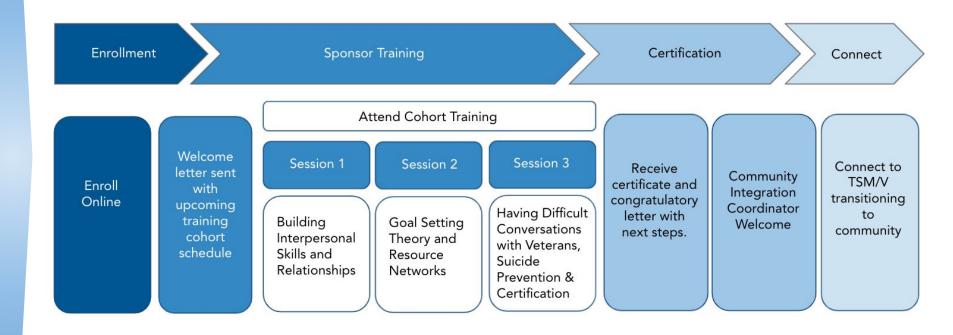


Community Integration Coordinator Training
Session 2

Agenda

Welcome
Sponsor Certification Journey
Sponsor Recruitment, Eligibility and Enrollmen
Sponsor Training
TSM/Veteran Journey
TSM/Veteran and Sponsor
The Action Plan
Troubleshooting
Closing Comments

ETS-SP Sponsor Certification Journey



ETS-SP Sponsor - Recruitment

Sponsor recruitment is part of everything the program does.



Consider Sponsor Motivation



Employ Broad Communication



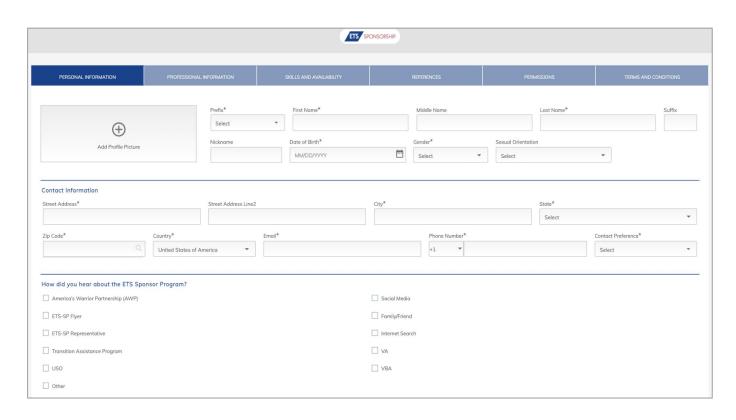
Utilize Direct Appeal

ETS-SP Sponsor - Volunteer Expectations

- Enrollment form and consent.
- Complete volunteer agreement
- Commit to at least one year of service
- Complete sponsor training certification
- Develop a relationship with the assigned TSM/Veteran
- Assist the TSM/Veteran with action plan
- Utilize the ETS-SP dashboard
- Assess graduation readiness
- Maintain confidentiality
- Communicate with the ETS Community Integration Coordinator

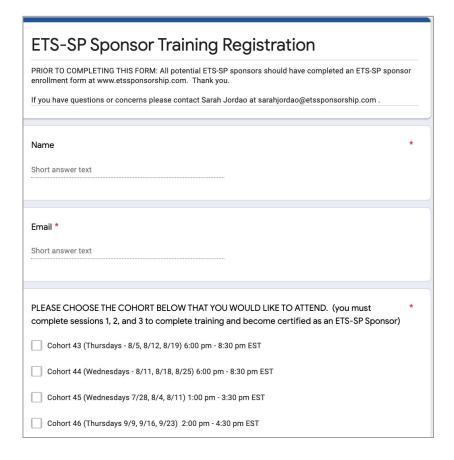
ETS-SP Sponsor - Eligibility and Enrollment

- Open to Veterans and civilians
- Be at least 21 years of age
- Complete the online enrollment application which includes consent form, references and consent to a background check

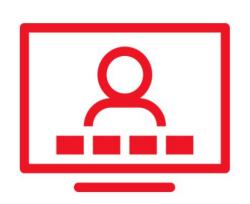


ETS-SP Sponsor - Welcome and Training

- Welcome Email
- Training Schedule
- Cohorts



ETS-SP Sponsor - Training Team Overview







Small Group Facilitators



Training Coordinators

(Train the Trainer program details will be provided to all CIC's)

ETS-SP Sponsor Training and Certification

Session 1

Building Positive Interpersonal Relationships with Veterans

Session 2

Goal Setting Theory and Orientation to Resource Networks

Session 3

Having Hard Conversations and Suicide Prevention

Certification



ETS-SP Sponsor - Continuing Education



Monthly 3rd Tuesday, 7 pm EST via Zoom

- Nationally Focused Organizations
- Variety of Domains
- Future: Availability of Recorded Sessions and Online Training Materials

APRIL 2021 Please join us for the monthly ETS-SP Sponsor Continuing Education session.

April 20, 2021 7:00 PM-8:00 PM EST

ZOOM Link: https://teacherscollege.zoom.us/j/97534252716 Meeting ID: 975 3425 2716



FEATURED GUEST: MARIA MORALES

TOPIC: VA Benefits Advisors: What do t they support Transitioning Service Memb **May 2021**

Please join us for the monthly ETS-SP Sponsor Continuing Education session.

May 18, 2021 7:00 PM-8:00 PM EST

ZOOM Link: https://teacherscollege.zoom.us/j/97534252716 Meeting ID: 975 3425 2716



Please join us for the monthly ETS-SP Spo Continuing Education session.

June 15, 2021 7:00 PM-8:00 PM EST

https://teacherscollege.zoom.us/j/9753 Meeting ID: 975 3425 2716



FEATURED GUEST: Darin E. Elkins, MS, CSCS, TSAC-F, NASM PES Veterans Health Administration San Antonio. Texas

TOPIC: VA Whole Health Program



FEATURED GUEST: Jorge Riveros

USMC Veteran, Fraud Investigator, and ETS-SP Sponsor.

TOPICS: Federal Employment Overview and

VA On-The-Job and Apprenticeship Training Program

ETS-SP Sponsor Management



Communicate

Build A Community Equip With Tools

Remember Things About Them

Engage Non-Responsive Participants

Recognition





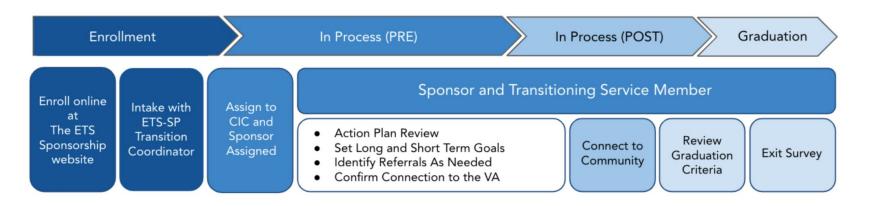






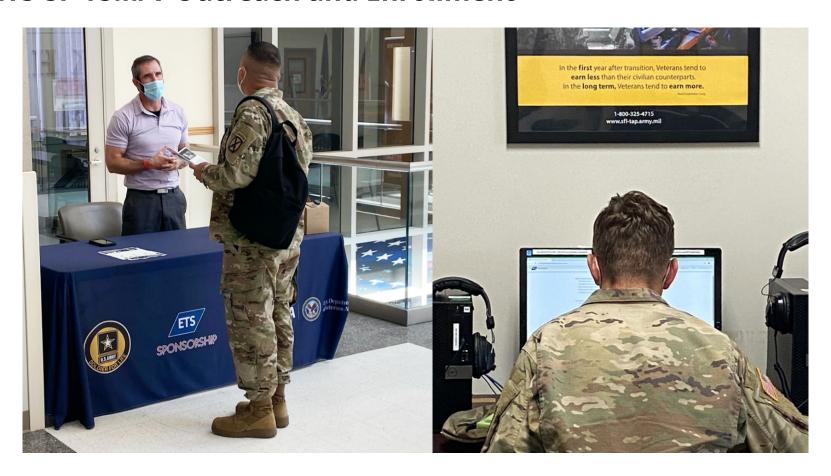
ETS-SP TSM/V Journey

Transitioning Service Member (TSM)/Veteran journey



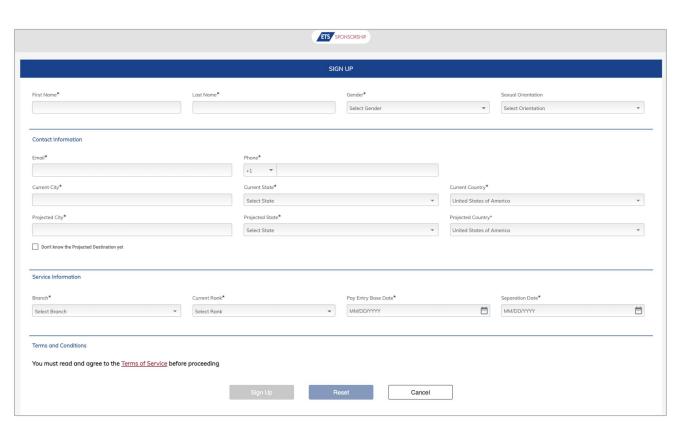
- Overview
- Process
- Serving TSM's Holistically (AWP material)

ETS-SP TSM/V Outreach and Enrollment



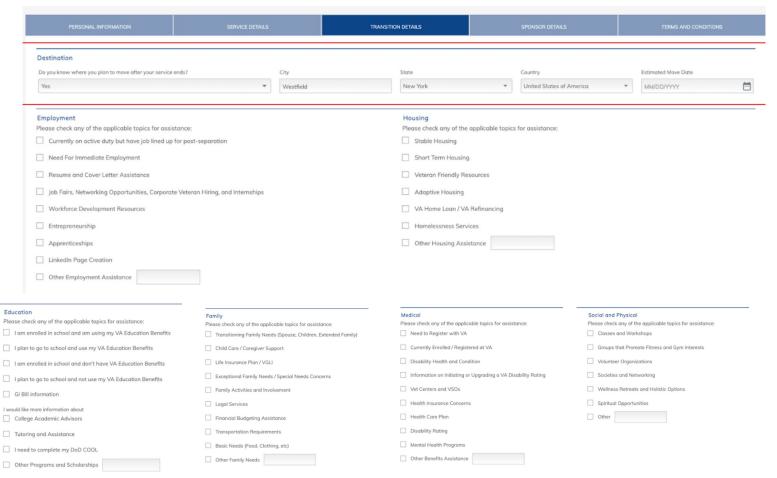
ETS-SP TSM/V Enrollment

Enrollment Form



*Full Enrollment Form Example Located in Program Guide

ETS-SP TSM/V Enrollment

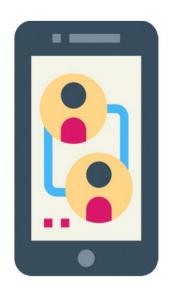


ETS-SP Intake and The Transition Coordinator



- Resilience Center Clinical Psychology RA's
- Welcome Ambassador
- Review enrollment
- Identify additional needs and concerns
- Create referrals
- Marks profile ready for match upon completion
- Maintains monthly contact with TSM/Veteran
- Uses ETSsponsorship.net email address

ETS-SP TSM/V and Sponsor Pair Matching



After reviewing the TSM/V profile and any requests the TSM/V may have the Community Integration Coordinator will review available sponsors. There are many variables considered when matching the TSM/V with a sponsor.

- Personal and professional accomplishments, values, experience, capabilities, skills, and potential based on sponsor input provided during the application process;
- Intellectual or professional interests;
- Personal style of communication (empathy, strong listening skills)

ETS-SP TSM/V and Sponsor Relationship

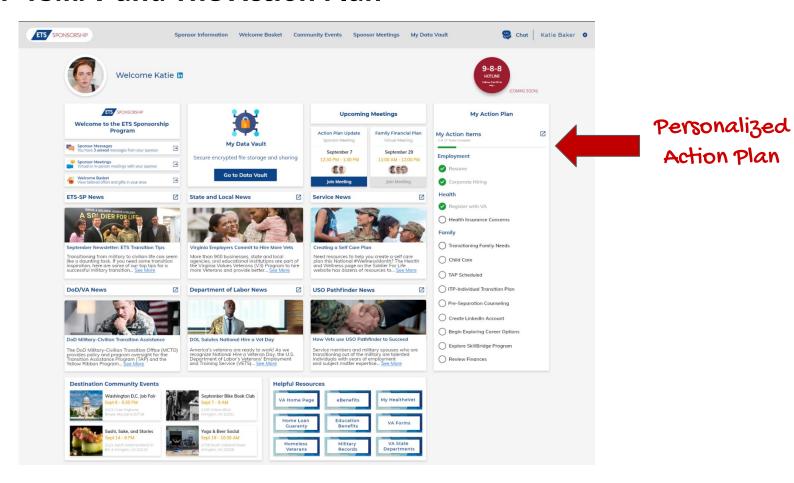
When the matching email is sent the TSM/Veteran are given the following instructions:

Please reach out immediately to schedule your introductory call / email within the next two weeks.

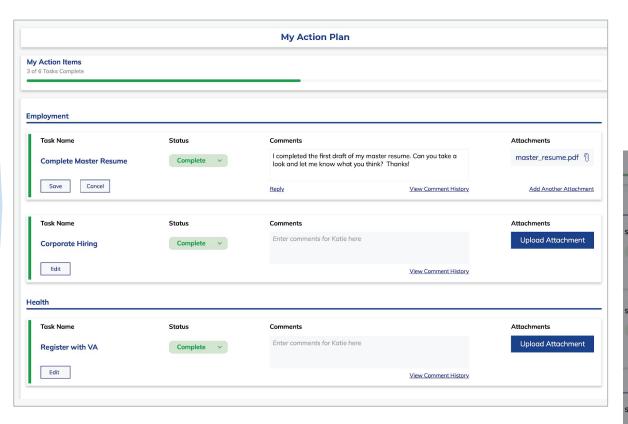
Some points to consider for your first call:

- Make sure to discuss logistics such as which numbers to use and who will call whom.
- What are your initial goals/objectives and what do you hope to gain from this program?
- What are the best ways to get in touch and how often do you expect to connect for your meetings?

ETS-SP TSM/V and The Action Plan

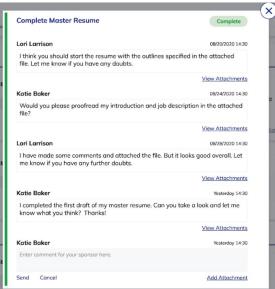


ETS-SP TSM/V and The Action Plan



TSM/SP can engage on each action item





America's Warrior Partnership -

Serving Veterans Holistically through Collaborative Service





ETS-SP Graduation

After reviewing the action plan, short/long term goals, and discussion of a roadmap for the future - a sponsor will review this checklist:

Checklist to assess the Veteran's readiness to graduate the program:

- ✓ Does the Veteran show evidence of mental calmness and personal resiliency?
- ✓ Is there any evidence of mental or physical health concerns?
- ✓ Does the Veteran have a job that supports personal goals and responsibilities?
- ✓ Does the Veteran have sufficient housing for himself/herself and their family?
- ✓ Does the Veteran have connections and bonds to the community--including a person with whom he or she can manage stressors as they arise in the future?
- ✓ Does the Veteran have access to adequate family care for dependents?

ETS-SP TSM/V Troubleshooting



- Friction points
 - Unresponsiveness
 - Incompatible Match
 - Sponsor
- AWP Network support for resources
- Regional Meetings

Closing Comments

- Questions
- Next Session





Community Integration Coordinator Training
Session 3

Agenda

Welcome
The Community Collaborative
ETS-SP Dashboards
CIC Support
Closing Remarks

Community Collaborative

- Engaging the Community Collaborative(AWP Collaborate)
- The ETS-SP Community Integration Coordinator ties these support entities together and connects them to the sponsor-Veteran pair.
- The sponsor and ETS-SP Community Integration Coordinator connect the Veteran to the community collaborative--thereby maximizing their efforts and best serving our Veterans.

•

- Promoting ETS-SP
- Partnerships
- State

Community Collaborative

Other ways to get the community involved:

Ambassador program



ETS-SP Ambassador Program

There are three types of volunteers who are essential to the success of our mission, each with a special role to play.

First, 500+ ETS-SP Sponsors, who serve as direct, hands-on mentors for transitioning service members. They are on the front lines, connecting transitioning service members to their new communities across the Nation. Then there are ETS-SP's board members, who help the organization operate at maximum effectiveness and plan for short and long term strategic growth. They regularly attend planning meetings, steer the organization, and advocate for our Veterans at the national level.

But there is also a third group of volunteers who help fill the gaps between the duties of staff, board, and sponsors. These volunteers are known as ETS-SP Ambassadors.

The ETS Sponsorship Ambassador Program is one of the ETS-SP's key outreach programs. ETS-SP Ambassadors are influential volunteers with significant ties to their communities who operate at state and local levels and voluntarily represent *The ETS Sponsorship Program*. They develop awareness and advocacy for the program and are vitally important bridges to communities across the Nation.

ETS-SP Ambassadors are a powerful means of message delivery and provide invaluable connections to engage local stakeholders.

ETS-SP Ambassador suggested activities may include:

- seeking support and engage stakeholders at the local and state levels;
- forging and sustaining enduring relationships between ETS-SP and local communities;
- · educate and informing about the value of ETS-SP and
- building a cadre of supporters and advocates from these important audiences.

If this opportunity sounds like something you or someone you know might be interested in, please visit here to see when our next Ambassador Training Class will be held.

ETS-SP Dashboards

LIVE DEMONSTRATION

TSM Dashboard

SP Dashboard

CIC Dashboard

CIC Support - ETS-SP

- National Team
- Regional Meeting
- Regional Coordinators

CIC Support - America's Warrior Partnership

- Battle Rhythm
- Network
- Community Integration Annual Workshop

CIC Support - Additional Support

- TASC/MIRECC Training (ask Natesha)
- ???

Closing Comments

- Questions
- National follow up for outstanding action items
- Schedule of upcoming events