Veterans Working Group Meeting

Monday, September 30, 2019
WELCOME AND REVIEW OF AGENDA

David Hiller
Robert R. McCormick Foundation
Meeting Overview

Welcome and Review of Agenda
David Hiller, Robert R. McCormick Foundation

Lightning Round
Veterans Working Group Introductions and 1.1.1

Remarks from the SERVe project
Dr. MacKenna Perry, President, Clarity Scientific

Presentations

Panel Introduction
Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Panel: The Whole Veteran: A Health and Wellness Perspective
Moderator – Dr. Dallas Kratzer, Council for Adult and Experiential Learning
- Road Home Program – Dr. Ashton Lofgreen, Clinical Psychologist
- Jesse Brown VA Medical Center – Patrick Vickery MA, CRC, LPC
- ChicagoVets.org – Karen Hernandez, Executive Director
- PsychArmor – Dr. Tina Atherall, Chief Executive Officer

Facilitated Discussion
Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Q&A with the Audience
Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Wrap Up and Meeting Evaluation
David Hiller, Robert R. McCormick Foundation

Networking and Lunch
Hilary Holbrook, Commercial Club of Chicago
LIGHTNING ROUND
REMARKS FROM THE SERVe PROJECT

Dr. MacKenna Perry, President, Clarity Scientific
Veteran-Supportive Supervisor Training

Study for Employment Retention of Veterans (SERVe)
U.S. Department of Defense grant #W81XWH-13-2-0020

MacKenna Perry, PhD, Presenter | Leslie Hammer, PhD, Principal Investigator
September 30, 2019
SERVe Goals

Improve support for veterans and service members in civilian workforce

Develop and empirically test effectiveness of civilian supervisor training

Ultimately, increase health and well-being of veteran employees
Evaluation Design

Baseline Survey

Control Group: Waitlist

Intervention Group: Supervisor Training

Follow-up Surveys
Participants

42 employers, representing about 75,000 employees

Veterans surveyed: 509
Spouses surveyed: 260
Supervisors trained: 1346
Need for Support

78% of veterans felt supported by their supervisors, in general

78% of veterans felt supported by their coworkers, in general

56% of veterans felt supported by their supervisors in matters related to work and military
## Supervisor Support and Health

<table>
<thead>
<tr>
<th>Increased/Improved</th>
<th>Reduced</th>
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<tbody>
<tr>
<td>• Job satisfaction</td>
<td>• Turnover Intentions</td>
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<tr>
<td>• Psychological health</td>
<td>• Cigarette Smoking</td>
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<tr>
<td>• Physical health</td>
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<tr>
<td>• Sleep</td>
<td></td>
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<tr>
<td>• Parental time with children</td>
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<td>• Child sleep</td>
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Odds of decreased mortality

- Social support
- Smoking cessation
- Alcohol abstinence
- Flu vaccine
- Cardiac rehabilitation
- Physical activity
- BMI
- Drug treatment for hypertension
- Air pollution

Holt-Lunstad, Smith, & Layton (2010). Social relationships and mortality risk
Computer-Based Training

1: Military Experiences and Values
Provides background information about the military, positive military values, unique needs, and possible barriers to success

2: Guiding Principles in a Changing Workplace
Describes the changing work environment, how military service impacts other domains of life, and the value of flexibility and perception for supportive supervision

3: Supportive Supervisory Behaviors
Teaches supportive behaviors that supervisors can practice in day-to-day interactions with employees, using examples specific to veterans

Behavior Tracking
Designed to help reinforce learning with opportunities to practice applying new skills to day-to-day interactions
Family Support behaviors are the things you do for employees to help them meet their family and personal demands and enable them to have fulfilling lives both at work and outside of work.

Family Support consists of four types or categories of behavior:

- Emotional Support and Communication
- Win-Win Management
- Instrumental Support
- Role Modeling

Click on each character to hear their story.
Evaluation Results

81% RATED THE TRAINING AS ‘EXCELLENT’ OR ‘GOOD’

95% FOUND THE TRAINING USEFUL FOR THEIR WORK

91% WOULD RECOMMEND THE TRAINING TO OTHERS

Average Pre-Test Score: 57%
Average Post-Test Score: 98%
Supervisors reported:

More favorable views of veteran employees at 9-month follow-up

Feeling more supportive of their own employees

“Very helpful and relevant information for understanding the value that veterans and reserve/guard members bring to the workplace.”

“I found not only a lot of value in the information about veterans, but found that info also applies frequently to other employees and can improve support in both areas.”
Veteran employees reported:

<table>
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<th>Lower turnover intentions</th>
<th>Better work performance</th>
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<tr>
<td>Better health</td>
<td>Less functional impairment</td>
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<tr>
<td>Better sleep</td>
<td>Lower stress</td>
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Training Options

Online
Veteran-Supportive Supervisor Training can be accessed on our website for free at www.servestudy.org/vsst

Existing Learning Systems
Integrates into most learning management systems and can be customized to meet an organization’s needs

PsychArmor
Leslie Hammer, PhD, Principal Investigator of SERVe provides summary lessons on supportive supervisor behaviors and creating a culture of support
https://psycharmor.org/courses/supervisor-support-veterans-employees/
https://psycharmor.org/courses/supportive-supervisor-behaviors/
Thank you!

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PANEL:
THE WHOLE VETERAN:
A HEALTH AND WELLNESS PERSPECTIVE FOR EMPLOYERS

*Moderator:* Dr. Dallas Kratzer, Council for Adult and Experiential Learning
Our Mission:
Compassionately serve veterans and their families, providing individualized care and navigation of services to help heal the invisible wounds of war.

Our Vision:
To Champion and Empower Veterans and their families.

Our Values:
Innovation
Collaboration
Accountability
Respect
Excellence
Understanding the Sacrifices Made

• More than 2 million service members – including 76,000 Illinois residents – have deployed to Iraq and/or Afghanistan over the last decade. 850,000 service members have been deployed more than once

• An estimated 31% of service members returning home are suffering from invisible wounds of war

• 300,000 suffer from stress disorders (PTSD) and more than 400,000 from traumatic brain injuries (TBI)
What to expect when hiring a Veteran

- Strong loyalty to the team/organizational commitment
- Advanced team-building skills
- Strong entrepreneurial skills
- Versatility using skills across contexts
- Resilience
- Cross-cultural experience
- Mission-focused and dynamic decision-making
- Mental toughness

Considerations for Employers/Supervisors

- Many veterans are dealing with Invisible Wounds of War
- Adjustment to civilian life/workforce can be challenging and take time
- Make efforts to promote Military Cultural Competency within your organization
- Leverage and build upon skills that veterans bring to the table (additional training, pathways to certifications)
- Accommodate veterans with disabilities upon request
- Allow for flexible schedule for medical and counseling appointments as well as fostering work-life balance
You can learn more about Road Home Program at Rush by going to:

www.roadhomeprogram.org or email at

team@roadhomeprogram.org
United States
Department of Veterans Affairs

VHA VOCATIONAL REHABILITATION SERVICES
Compensated Work Therapy (CWT) name changed to Veterans Health Administration Vocational Rehabilitation (VHA VR) Services

The mission continues to be:

Provide vocational rehabilitation services that assist veterans in obtaining and maintaining employment.
KEY ENABLERS

The #1 resource VHA VR counselors and specialists rely on is you, businesses and organizations in the community committed and dedicated to employing members of the veteran community.
COMMERCIAL CLUB OF CHICAGO AND VETERANS WORKING GROUP MEMBERS

- AAR CORP.
- Abbott
- Accenture
- Advocate Health Care
- Allstate
- American Red Cross, Chicago & Northern IL Region
- Ann & Robert H. Lurie Children's Hospital of Chicago
- Aon
- Archer Daniels Midland Company
- AT&T
- Bank of America
- BMO Harris Bank
- The Boeing Company
- CDW
- Challenger, Gray and Christmas, Inc.
- Chicago Botanic Garden
- Chicago Tribune Media Group
- CME Group
- Combined Insurance
- Deloitte LLP
- Dillon Consulting Services LLC
- Exelon Corporation
- Federal Reserve Bank of Chicago
- Fifth Third Bank Chicago
- Flying Fod Group, LLC
- Franczek Radelet P.C.
- Health Care Service Corporation
- Illinois Institute of Technology
- ITW
- Jones Lang LaSalle, Inc.
- JPMorgan Chase & Co.
- KPMG LLP
- Launch Technical Workforce Solutions
- McDonald's Corporation
- Metra
- Nicor Gas, an AGL Resources Company
- Northern Trust
- Northwestern University
- PNC Financial Services, Inc.
- PwC LLP
- Rasmussen College
- RBC Capital Markets
- Robert R. McCormick Foundation
- Roosevelt University
- Rush University Medical Center
- Sears Holdings Corporation
- SOS America (Service Over Self)
- Spencer Stuart
- UL LLC
- United Airlines
- University of Illinois
- William Blair & Company

https://commercialclubchicago.org/working-group-member-list/
VETERANS

- Assess skills, interests, barriers, histories, and needs
- Based on the individual:
  - Temporary OJT
  - Computer skills
  - Resume development
  - Interviewing Skills
  - Soft Skills

PARTNERS

- Identify qualified veterans based on employers needs
- Pre-screen candidates
Recent trends

- Shifting trends toward professional areas
  - *More professional versus labor-focused career fields*
  - Increases in IT | Administrative Fields

- Examples
  - Veteran 1
    - 10+ years in programming, UX/UI, VBA VR&E supporting training for latest coding languages
  - Veteran 2
    - 20+ years in Healthcare industry, current certifications and licensures
VHA VR Employment Support Group: Every Thursday from 1:30 to 2:30

- Past Guests & Presenters
  - Ernst & Young
  - Amita Health
  - Advocate Aurora Healthcare
  - BMO Harris Bank
  - Amazon
  - Rush Medical Center

Contact Information

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- Will provide a Vocational Rehabilitation Counselor or Specialist that is dedicated to your organization as POC
Chicago Veterans

“Empowering military veterans to take control of their transition throughout life.”

We define empower as sharing information and building meaningful relationships to help take control of one’s transition throughout life and their overall well-being. Empowerment is based on the idea that giving veterans the resources, opportunities, purpose and motivation they need to become more productive in their communities. The concept of empower consists of three core components – camaraderie, employment and education.

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<th>Employment</th>
<th>Education</th>
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<td>Creating recurring opportunities for veterans to connect to their community through recreational activities, sports, volunteer opportunities, networking and events to improve their physical, mental and emotional wellbeing.</td>
<td>Creating meaningful employment opportunities for our veterans. We help connect local employers and veterans through our online employment portal. Veterans have the ability to view and apply directly from our website.</td>
<td>Using a peer-to-peer approach (a form of mentorship between a person who has lived through a specific experience &amp; a person new to that experience). We provide opportunities to share information &amp; experiences through networking &amp; educational workshops.</td>
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Veteran Wellness & Physical Fitness

- **Health benefits**
- **Fitness is a way to bridge the gap between service and civilian**
- We are men and women who are striving to create something, building upon the discipline and the **mental toughness** that the military gave us
- We want to make a **positive mark** on the world around us
- **Fosters camaraderie** in the work environment
- Reduces stress and boosts **productivity**
- Create **genuine** relationships
- Highlight **leadership opportunities** within your workplace
- Help relieve combat stress symptoms
- The difference between feeling alone and **feeling supported**
How Can You Take Action?

- Create an area for meditation, stress relief, or mental rest
- Offer healthy food menu options (vending machines, lunch for meetings, menu, etc.)
- Take advantage of the nice weather (summer picnic, walks, outdoor meetings, etc.)
- Put together a sports team for your company and join a league together
- Participate in community service efforts
- Sign up for a 5K walk/run
- Log miles with prices offered for certain distances
- Place water coolers around the office for employee use
- Monthly challenges or reminders about health
- Add wellness column to employee newsletter
- If the space is available, offer a fitness center
HOW TO GET INVOLVED

◊ VOLUNTEER
◊ SPONSORSHIP/PARTNERSHIP
◊ TELL OTHER VETERANS ABOUT US
◊ JOIN US

WWW.CHICAGOVETS.ORG
INFO@CHICAGOVETS.ORG
773-499-9754
ENGAGING WITH THE MILITARY COMMUNITY
OUR MISSION

Educating a Nation

“From Individuals to communities, education ensures military service members, veterans, and their families thrive.”
COMMUNITY

○ Employers
○ Educators
○ Healthcare providers
○ Business
○ Non-Profit
○ Government
○ Service members, Veterans, and their families
15 THINGS VETERANS WANT YOU TO KNOW
EMPOWERING ALL EMPLOYERS

- Recruit
- Develop
- Retain the unique talent pool the military community represents
PANEL DISCUSSION

*Moderator:* Dr. Dallas Kratzer, Council for Adult and Experiential Learning
Q&A

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WRAP UP AND MEETING EVALUATION

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NETWORKING AND LUNCH

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