

Creating a Better Workplace Environment to Support our Service Members, Veterans and their Families

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Webinar

November 18, 2020



SAMHSA
Substance Abuse and Mental Health
Services Administration

SAMHSA Welcome



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Military and Veteran Liaison
National Policy Liaison Branch,
Division of Regional and National Policy/Office of Policy, Planning, and
Innovation, SAMHSA

Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Defense (DoD) or the U.S. Department of Health and Human Services (HHS).

SAMHSA Background



Since 2008, SAMHSA has partnered with states and territories to strengthen behavioral health systems serving **Service Members, Veterans, and their families** (SMVF), providing technical assistance (TA) through its SMVF TA Center.

SAMHSA leads efforts to ensure substance use and mental health issues among all Americans, including SMVF, are well understood.

SAMHSA's SMVF TA Center



SAMHSA ★ SMVF TA CENTER

Service Members, Veterans, and their
Families Technical Assistance Center

- Strengthening ongoing collaboration among military and civilian stakeholders
- Providing a centralized mechanism for cities, states, and territories to learn, connect, and share
- Increasing awareness of and access to resources and programs that strengthen behavioral healthcare systems for Service Members, Veterans, and their families (SMVF)
- Supporting coordinated responses to the behavioral health needs of SMVF
- Encouraging cities, states, and territories to implement promising, best, and evidence-based practices

Technical Assistance Methods

The SMVF TA Center provides training and technical assistance through activities such as:

- Policy Academies
- Implementation Academies
- Crisis Intercept Mapping
- Webinars
- Learning Communities
- Onsite and virtual expert consultation
- Resource dissemination

Webinar Objectives

- ✓ Recognize the ongoing challenges faced by SMVF in the workplace and understand the role that employers can play in workplace wellbeing
- ✓ Identify strategies to leverage and transfer SMVF experience (knowledge, skills, and abilities)
- ✓ Share examples of employer readiness and building cultures of inclusion (military-friendly culture, affinity/resource groups, veteran mentoring programs)

Webinar Objectives (cont'd)

- ✓ Present best practices, resources, and tools for creating a mentally healthy workplace for SMVF
- ✓ Provide recommendations for supporting military spouses and caregivers
- ✓ Identify training opportunities to proactively educate the workplace on SMVF
- ✓ Explore opportunities for strengthening community engagement and partnerships

Our Presenters Today



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U.S. Chamber of
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President
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Lisa Rosser
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TRANSITION ASSISTANCE PROGRAM

Supporting Service Member Career Readiness

SAMSHA SMVF TA Center: Creating a Better Workplace Environment

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OUTLINE



1

Introduction to the Military-Civilian Transition Office (MCTO) and its Programs

2

Military Life Cycle (MLC) and Transition Assistance Program (TAP)

3

The Transition Time Line and Transition Process

4

Criticality of Successful Military-Civilian Transitions

5

Translating Technical and Non-Technical Skills

THE MILITARY-CIVILIAN TRANSITION OFFICE



The DoD Military-Civilian Transition Office (MCTO) provides policy and program oversight for the Transition Assistance Program (TAP) and the Yellow Ribbon Reintegration Program (YRRP).

MCTO's mission is to continually improve the delivery of resources, information, and assistance provided through the programs, promoting their effective and efficient support of transitioning Service members and members of the National Guard and Reserve, their families, and communities worldwide.

The office ensures transitioning Service members are able to successfully return to their civilian life while also addressing the challenges National Guard and Reserve Service members and their families face as they prepare for and return from deployment or mobilization.

MCTO PROGRAMS



The Transition Assistance Program (TAP) aims to promote, advance, and install a culture of career-ready Service members. Around 200,000 transitioning service members at 187 installations worldwide receive guidance and assistance through this congressionally mandated program. **(DoDTAP.mil)**



The Yellow Ribbon Reintegration Program (YRRP) promotes the well-being of National Guard and Reserve Members, their families, and communities by connecting them with resources throughout the deployment cycle. **(yellowribbon.mil)**

TAP INTERAGENCY PARTNERSHIP



In addition to the Military Departments, TAP is the result of an interagency partnership between the:

Department of Defense, Department of Labor, Department of Education, Department of Veterans Affairs, Department of Homeland Security, in conjunction with the Small Business Administration and the Office of Personnel Management.



**TRANSITION
ACTIVITIES CAN
OCCUR AS EARLY AS
24 MONTHS FOR
THOSE RETIRING, AND
NO LATER THAN 365
DAYS FOR THOSE
SEPARATING/
TRANSITIONING**

MANAGING YOUR TRANSITION TIMELINE (MYTT)

CAREER/FINANCIAL RESOURCES:

[American Job Centers](#)
[Assistance from your TAP counselor / Online TAP Schedule](#)
[Basic Skills Improvement Opportunities](#)
[Career Path DECIDE](#)
[Credentialing/Apprenticeship: \(COOL/USMAP/MILGEARS\)](#)
[Disability Compensation](#)
[DOL Unemployment Compensation for Veterans](#)
[FedsHireVets](#)
[Financial Education, Counseling and Training](#)
[Job Counseling and Employment Placement](#)
[Office of Personnel Management Veteran Services](#)
[SenSe mobile application](#)
[Thrift Savings Plan](#)
[Veteran Readiness and Employment](#)

[Veteran-owned Businesses \(SBA\)](#)

[Veterans.gov \(DOI\)](#)
[Vocational Rehabilitation and Employment](#)
EDUCATION RESOURCES:
[Education Benefits \(e.g. Post-9/11 GI Bill\)](#)
[Community College of the Air Force Transcript](#)
[Professional Education Counseling](#)
[Troops to Teachers \(available 3-years post sep.\)](#)
[Tuition Assistance](#)
HEALTH AND WELLBEING RESOURCES:
[eBenefits/MyHealtheVet Accounts](#)
[inTransition Program](#)
[Mental Health Resources](#)
[Peer Support Services](#)
[Recovery Care Program](#)

[Suicide Prevention Information](#)

[VA Health Care/Dental Care](#)
[VA Life Insurance \(FGLI, FSGLI, etc.\)](#)
[VA Mental Health Access](#)
[VA Solid Start](#)
[VA VET Centers](#)
[Warrior Care](#)
ADDITIONAL RESOURCES:
[Community Support Resources](#)
[Joint Services Transcript](#)
[Military OneSource](#)
[National Resource Directory](#)
[Non-military Counseling](#)
[VA Home Loans](#)
[Veterans Military Exchange Online Shopping Benefit](#)

Statement of Benefits

Your statement of benefits will list the programs, services, and other benefits you qualify for and must be given to you no later than 30 days prior to your separation date. If qualified, these benefits are available to you as early as your day of separation:

VA: Disability compensation, home loan eligibility, Post 9/11 GI Bill eligibility, other, etc.

DoD: Pay and retirement, healthcare (TRICARE), Space A travel, [commissary exchange](#), MWR, recreational and space A lodging, installation access, and other benefits outlined in the transition guide.

18 - 24 MONTHS

- ❑ Make an appt. with your local Transition Assistance Program (TAP) Counselor for your individualized initial counseling
- ❑ Attend initial counseling and complete your personal self-assessment/ Individual Transition Plan (ITP)
- ❑ Schedule/attend Pre-separation counseling (can occur before 365 days, but no later than 365 days prior to separation or retirement)
- ❑ Identify a [mentor](#)
- ❑ Create a [LinkedIn](#) account, and start to build your network
- ❑ Explore [career options](#) and [SECO](#)
- ❑ Secure your [Joint Service Transcript \(JST\)](#) or [CCAF Transcript](#) and [Verification of Military Experience and Training \(VMET\)](#)

12-18 MONTHS

- ❑ If separating/transitioning, schedule/attend Initial Counseling Pre-separation Counseling (can occur before 365 days, but no later than 365 days)
- ❑ Explore [SkillBridge](#) or career skills opportunities
- ❑ Review finances to ensure you are financially ready for civilian life. Schedule a meeting with a personal financial counselor
- ❑ Learn about the [VA Home Loan Guaranty Program](#)
- ❑ Register for/attend TAP workshops and additional tracks (employment, vocational, entrepreneurship, higher education)
- ❑ Create a [master resume](#)
- ❑ Consider taking [CLEP exams](#)

6-12 MONTHS

- ❑ Begin and refine your job search
- ❑ Use your master resume to begin drafting targeted resumes
- ❑ Arrange for household goods (HHG) [transportation counseling](#) if you plan to relocate upon separation
- ❑ Schedule your physical and dental checkups
- ❑ Decide if you want to "opt-out" of VA health benefits or not
- ❑ If retiring, meet with your Service Retirement Office
- ❑ Sign up for a [free year of the LinkedIn Premium Subscription](#)
- ❑ Start attending [career fairs](#)

4-6 MONTHS

- ❑ Complete your Baseline Wellbeing Assessment and Separation Health Assessment
- ❑ Obtain copies of your [medical records](#)
- ❑ Review and update your will, other legal documents, and voter registration
- ❑ Consider whether to take [terminal leave](#) or [sell back your leave balance](#)
- ❑ Determine if you are eligible for separation pay or early retirement
- ❑ Submit a pre-discharge disability claim under the Benefits Delivery at Discharge (BDD) or Decision Ready Claim (DRC) programs (if applicable)
- ❑ Connect with an [American Job Center \(AJC\)](#) near you
- ❑ Schedule/complete Capstone with a TAP Counselor and Commander or their designee

3 MONTHS

- ❑ Review your Pre-Separation Checklist (DD2648)
- ❑ Research your health insurance options; register for [TRICARE](#) (if you are retiring)
- ❑ If filing a claim for [VA disability compensation](#), submit an application between 90-180 days prior to separation or retirement.
- ❑ Research life insurance options for self and family
- ❑ Contact your medical treatment facility to get copies of your health and dental records
- ❑ Complete [VA Healthcare registration](#)
- ❑ Set up a one-on-one session with a VA Benefits Advisor
- ❑ Obtain a [Veterans' Preference letter from eBenefits](#)
- ❑ Apply for [VA Education and Career Counseling benefit](#) (if applicable)

60 DAYS OR LESS

- ❑ If seeking employment, begin applying and interviewing for positions
- ❑ Finalize relocation appointments and review your benefits, if applicable
- ❑ Begin to prepare your [Disability claim with your local VSO](#) (if applicable and not completed previously)
- ❑ If retiring and married, make a [Survivor Benefit Plan](#) election decision with your spouse
- ❑ If retiring, complete DD Form 2656 with a retirement services office or counselor
- ❑ [Contact Military OneSource](#) to learn about no-cost resources available to you for your first year post-transition

DAY OF SEPARATION + 365

- ❑ Ensure you have multiple certified copies of your DD-214 (Certificate of Release or Discharge from Active Duty) in a fireproof place
- ❑ Ensure your VA benefits contact information is updated with your current phone number, email, and address
- ❑ Continue to network and stay involved on LinkedIn and other social media sites
- ❑ Register for the [VA burial pre-need program](#)
- ❑ Apply for [VA Dental Insurance](#) (if applicable)
- ❑ Apply for Veterans ID card, [Veteran's Health Identification Card](#), or print Proof of Service card from [eBenefits](#)
- ❑ Utilize [Military OneSource](#) (up to 365 days post-transition)
- ❑ If you're married, inform your spouse about the benefits offered by [Spouse Education and Career Opportunities \(SECO\)](#)

Updated: July 21, 2020

Located on www.DoDTAP.mil under the Resources/FAQ's Page



The Transition Assistance Program

INDIVIDUALIZED INITIAL COUNSELING (IC)

PRE-SEPARATION COUNSELING

NLT 365 days prior to separation or retirement

NLT 365 days prior to separation or retirement

- Personal Self-Assessment/ Individual Transition Plan (ITP)

SEC.
1142

SEC.
1144

Title 10, Chapter 58

 1 DAY

DoD TRANSITION DAY

DoD Transition Day includes:

- Managing Your Transition
- MOC Crosswalk
- Financial Planning for Transition

 1 DAY

VA BENEFITS AND SERVICES

- Explores VA benefits earned by the service member and how to apply them.
- How to leverage earned benefits for the best possible outcome.

 1 DAY

DOL ONE-DAY

- Overview of employment topics and best practices.

 2 DAYS

TRACKS

CAPSTONE

2-DAY SERVICE MEMBER ELECTED TRACKS

- Transitioning service members must select one of the two-days of instruction:
 - DOL Employment Workshop
 - DoD Education Workshop
 - SBA Entrepreneurship Workshop
 - DOL Vocational Workshop

- Culminating event in which Commanders verify achievement of Career Readiness Standards (CRS) and viable ITP prior to transition.
- Must occur no later than 90 days before separation.
- If not, referred to appropriate agency for further assistance via a Warm Handover.
- Statement of benefits to be received no later than 30 days prior to transition.

TRANSITION ACTIVITIES CAN OCCUR AS EARLY AS 24 MONTHS FOR THOSE RETIRING, AND NO LATER THAN 365 DAYS FOR THOSE SEPARATING/TRANSITIONING



TAP CORE COMPONENTS

- **INITIAL COUNSELING**
- **PRE-SEPARATION COUNSELING**
- **DOD TRANSITION DAY**
 - Managing Your Transition
 - Military Occupational Codes Crosswalk
 - Financial Planning for Transition
- **VA BENEFITS AND SERVICES**
- **DOL ONE DAY**
- **2-DAY SERVICE MEMBER SELECTED TRACKS**
- **CAPSTONE**



2-DAY ADDITIONAL TRACKS

EMPLOYMENT

Identifying Skills
Job Searching
Networking
Resume Building
Federal Hiring
Social Media
Branding
Applications
Interviews
Job Offers

VOCATIONAL

Vocational Training
Career Clusters
Career Assessments
Opportunities
Credentials
Educational Goals



2-DAY ADDITIONAL TRACKS

HIGHER EDUCATION

Education Terms
Attitudes
Perceptions
Fields of Study
Degree Options
Choice of Institution
Admissions
Funding Options

ENTREPRENEURSHIP

Fundamentals
Opportunities
Market Research
SmallBiz Economics
Legal
Financing

CAREER READINESS STANDARDS

- Complete a personal self-assessment/Individual Transition Plan
- Register on eBenefits
- Complete a Continuum of Military Service Opportunity counseling (Active-component only)
- Prepare a criterion-based, post-separation financial plan
- Complete a MOC Gap Analysis or provide verification of employment
- CRS for DoD Education and DOL Vocational Tracks: Complete a comparison of higher education or technical training
- CRS for DOL Employment Track: Complete a resume or provide verification of employment




THE WARM HANDOVER PROCESS



WHAT IS A WARM HANDOVER?

The Warm Handover is a Capstone process between respective Military Departments and appropriate interagency partners (e.g., Department of Labor, Veteran Administration, etc.) that results in the person-to-person connection of service members to services and follow-up resources, as needed.



The warm handover provides a confirmed introduction and assurance that the appropriate interagency partner acknowledges that an eligible service member requires post-military assistance and the interagency partner is willing to follow-through on providing support to meet the needs of the service member, to include assisting the service member in attaining the Career Readiness Standards (CRS) promoting a successful transition.



CRITICALITY OF SUCCESSFUL TRANSITIONS

- Psychosocial Benefits to Service members and their families.
- Competitive advantage to employers.
- Our nation's defense and security with the All-Volunteer Force.

INDIVIDUAL SERVICE MEMBERS AND THEIR FAMILIES:

Psychosocial Benefits of Employment

- Research from “learned helplessness” (Bandura et al) and positive psychology (Seligman et al).
- Employment provides:
 - Way to earn money and respect in the world.
 - Sense of direction, mastery, and accomplishment.
 - Chance to socialize with others to avert feelings of social withdrawal.
 - A feeling of control.
 - Structure to the person’s day.
 - New meaning and direction to life (and a higher purpose).
 - A new “tribe” (Jung, 2016) in the civilian world.
 - Cognitive therapy – recurring experiences that reframe self-perceptions.
 - Help to readjust wounded warriors’ self-conceptions and expectations of the future

COMPETITIVE ADVANTAGE TO EMPLOYERS



- Competitive advantage = unique and sustainable attribute that generates greater value for the organization and cannot be easily replicated by competitors.
- Employers that get veteran hiring and retention right will have the advantage.
 - Nearly 1/3 of Veterans were under-employed – this was 16 percent higher for non-Veterans (Barrera and Carter, 2017)
 - Veteran employees have lower turnover than non-Veteran employees after their first post-service job (Schaefer et al, 2016; Boatwright and Roberts, 2019)
- Edelman (2018) survey:
 - 21% of employers said actively hiring veterans was a top corporate priority.
 - 32% wanted to hire but said it was not a top priority.
 - 60% of both employers and Veterans said that need additional education or training to be qualified for civilian jobs.
 - 60% of employers believed that Veterans do not have successful careers after leading the military.



IMPACT OF MILITARY-CIVILIAN TRANSITIONS: OUR NATION'S DEFENSE AND SECURITY

- Proclivity to serve in military linked to perception that military service will lead to successful civilian life.
- Unemployment Insurance for Ex-Service members (UCX) is paid to Veterans from DoD operational funding.
- In 2011 UCX payments peaked at nearly one billion dollars to 20,000 Veterans.
- Every unemployment Veteran costs the nation twice – in unemployment insurance and lost tax income.
- Every under-employed Veteran costs the nation in under-utilization of taxpayer-funded skills, experience, and talent.

TRANSLATING TECHNICAL AND NON-TECHNICAL SKILLS: Common Traits of Veterans

- Members self-select into the military and must meet entry criteria and maintain standards.
- Each member has earned and maintained a security clearance.
- Character matters in the military.
- Enormous responsibility earned at young ages
- Enhanced leadership experience (Korn Ferry, 2017)
- Experience with team-based projects (Goodwin, Blacksmith & Coats, 2018)
- Cross-culture and international experiences and aptitude (Goldberg, and Warner, 1987)
- Resilience and effective response to stress (Adler & Saboe, 2017; Haynie, 2016)



TRANSLATING TECHNICAL SKILLS:

- 86 percent of the 8,000 military occupations have strong linkage or moderate overlap with civilian occupations.
 - Less than 10 percent of the military's occupations are combat related.
- Extensive training - "Either fighting or training."
 - Schools and programs for every occupation.
 - Leadership programs, schools, and academies are available.
 - Tuition Assistance provided to members.
 - DoD – one of largest providers of post-secondary education
 - 255,729 members took 726,305 classes at 27,000 locations
 - University of California system has 280,000 students and University of Texas system has 221,000 students.

TRANSLATING NON-TECHNICAL SKILLS

MCTO commissioned the RAND Corporation to conduct a research study to codify the essential skills service members develop throughout their military service.

In addition to technical skills, Service members and Veterans gain essential skills in the profession of arms that set them apart from their civilian peers – and are not present in many non-Veteran employees.



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Transition Assistance Program Online Resources



www.DoDTAP.mil



www.TAPevents.org



TAP/MCTO News



MCTO LinkedIn



DoDTAP Facebook



THANK YOU!

Questions?

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Wellbeing in the Workplace

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Hiring Our Heroes

November 18, 2020



SAMHSA
Substance Abuse and Mental Health
Services Administration



WELLBEING IN THE WORKPLACE

PRIORITIZING MENTAL HEALTH
IN CORPORATE AMERICA

PRESENTED BY

HIRING OUR HEROES
U.S. CHAMBER OF COMMERCE FOUNDATION



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ERIC EVERSOLE

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WELLBEING IN THE
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OBJECTIVES

- To facilitate a collaborative effort among the public and private sectors to prioritize mental health and wellbeing in the workplace
- To remove the stigma associated with mental health challenges
- To provide employees with the services and resources needed to promote mental wellness



WELLBEING IN THE
WORKPLACE

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TIMELINE

NOVEMBER 2019

[Coalition Formed](#)

AUGUST 2020

[Guidebook Launch](#)

JANUARY-JULY 2020

Monthly working group
To develop [Guidebook](#)

NEXT STEPS



WELLBEING IN THE
WORKPLACE

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EMPLOYER PRACTICAL GUIDE

- A collaborative effort with nearly 70 representatives from the private and public sector
- **Goal:** Create a practical guide for employers of all sizes as they work to prioritize mental health.
- **Guide:**
 1. Analyzes six core topics
 2. Provides commonsense strategies
 3. Identifies (mostly) free resources



WELLBEING IN THE
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of Veterans Affairs



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PRACTICAL GUIDE-OVERVIEW

1. Overcome Stigma

- Normalize conversation by humanizing it
- Importance of leader engagement

2. Adopt a Comprehensive Educational Approach

- Educate/Train early and often
- Start with Front Line Managers

3. Provide Access to Assistance and Services

- Look at your healthcare benefits
- Telehealth can greatly expand access



WELLBEING IN THE
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PRACTICAL GUIDE-OVERVIEW

4. Assess and Measure

- Define success and be realistic
- Consult an expert/discuss with your team

5. Build a Culture of Inclusion

- Promote awareness
- Employee resource group/local community groups

6. Continuous Evaluation and Ongoing Collaboration

- Establish meaningful partnerships
- Kaizen—continuous improvement



WELLBEING IN THE
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NEXT STEPS

- Community engagement
- Spring 2021: Wellness Summit
- Ongoing: expand the coalition

hiringourheroes.org/wellbeing



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U.S. CHAMBER OF COMMERCE FOUNDATION

Lisa Rosser
Founder
Chief Executive Officer
The Value Of a Veteran, Inc.

Webinar
November 18, 2020



SAMHSA
Substance Abuse and Mental Health
Services Administration

Making the transition from military culture to civilian culture can be difficult and/or frustrating...

The Military culture is...



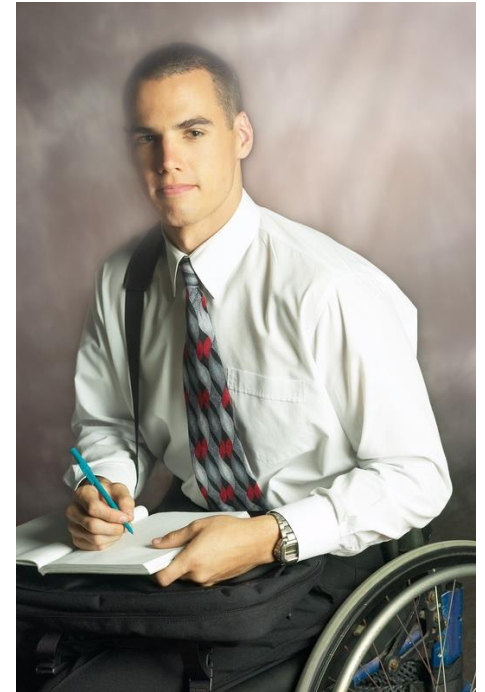
Common Issues for 3 Groups Of Military Members



**Recently
Separated /
Retired Veterans**



**Still Serving
Guard / Reserve
Members**



**Veterans with
Disabilities**

Recently separated / retired veterans



“The Behaviors that Were Rewarded in the Military Are Not Appreciated Here”



Is the veteran.....or....

Decisive?	Not seeking consensus?
Concise?	Abrupt?
Direct?	Rude?
Respectful of those in a position of authority?	Brown nose / suck up?
Following established process and procedure?	Rigid? Unimaginative?
Taking ownership of a situation?	Overstepping his/her role?
Confident?	Showing off?

...your perception likely depends on how well you understand military culture

Solution: Formal Integration Plan

Mil-to-Civilian cultural change program + Sponsorship +
Mentoring + Networking + Community service =
Integration Plan



Military members still serving in the **National **Guard** or **Reserves****

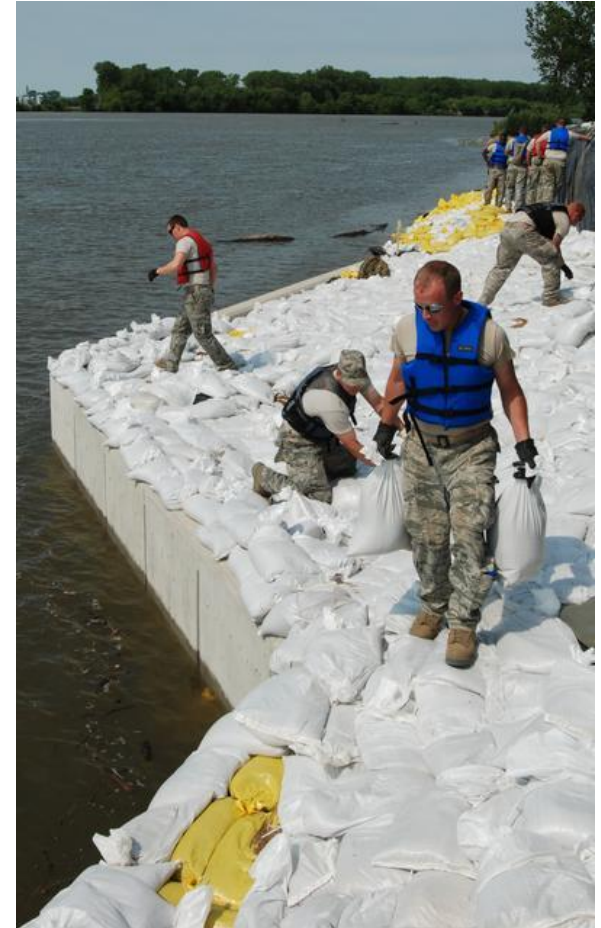


Peer/Supervisor Resentment of Absence for Military Service

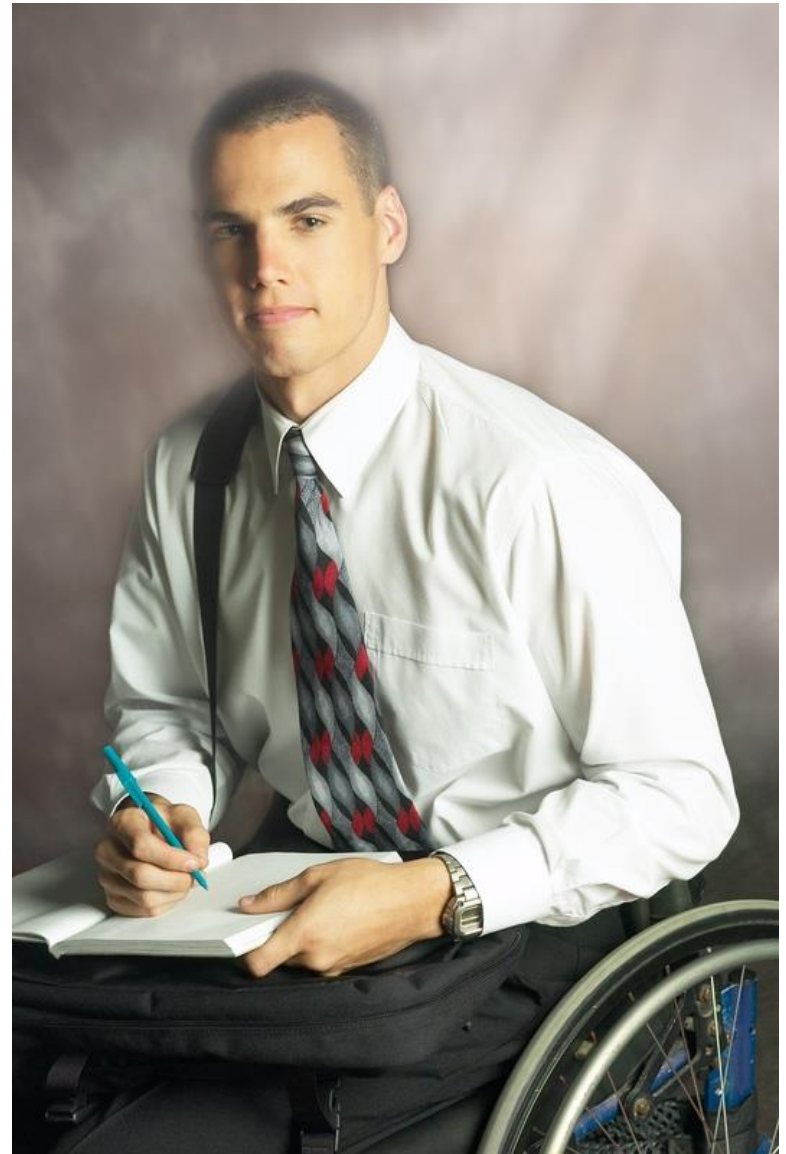


Solution: Educate the Workplace on Guard/Reserve Commitment

- Military commitment (training v. mobilization v. deployment)
- Obligations under USERRA (Uniformed Services Employment & Reemployment Rights)



Veterans with disabilities

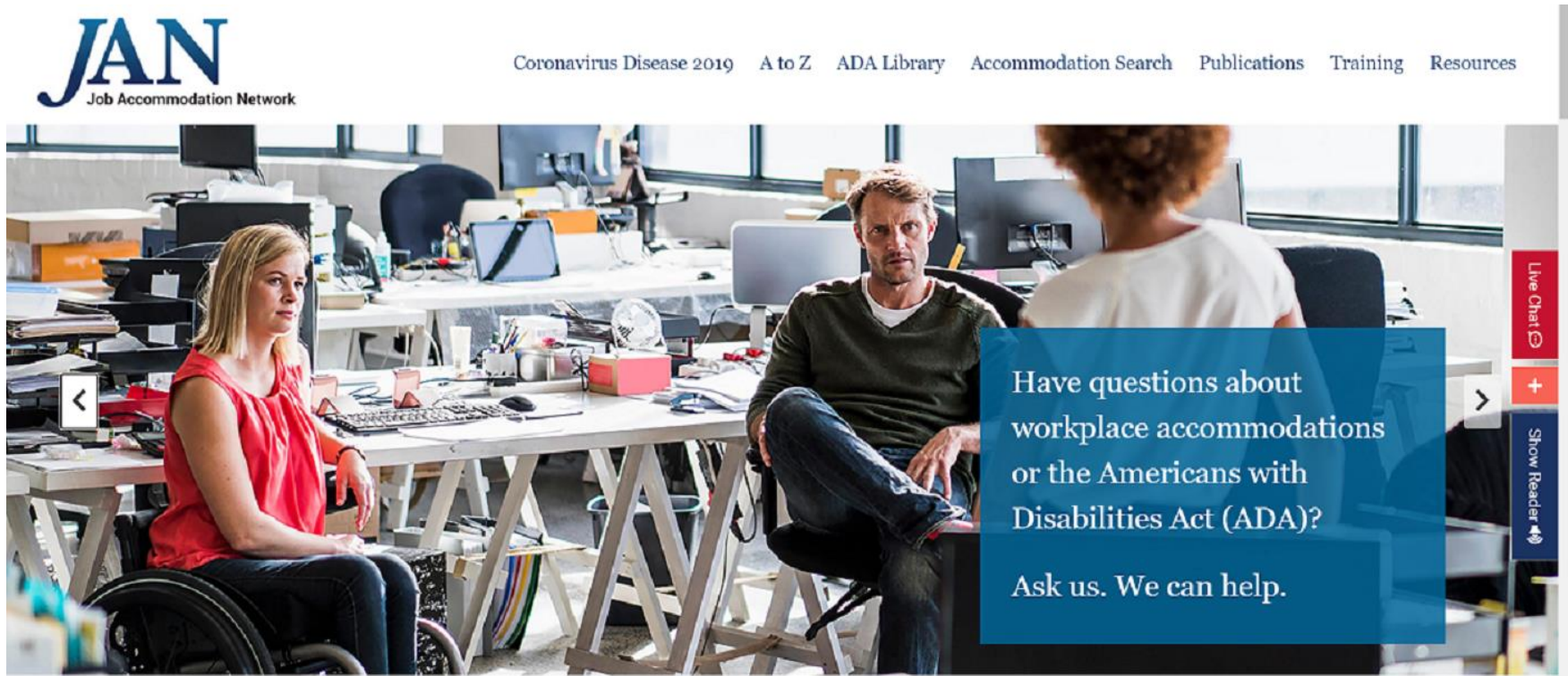


“I’m Getting Hassled About the Frequency and Length of My Medical Appointments”



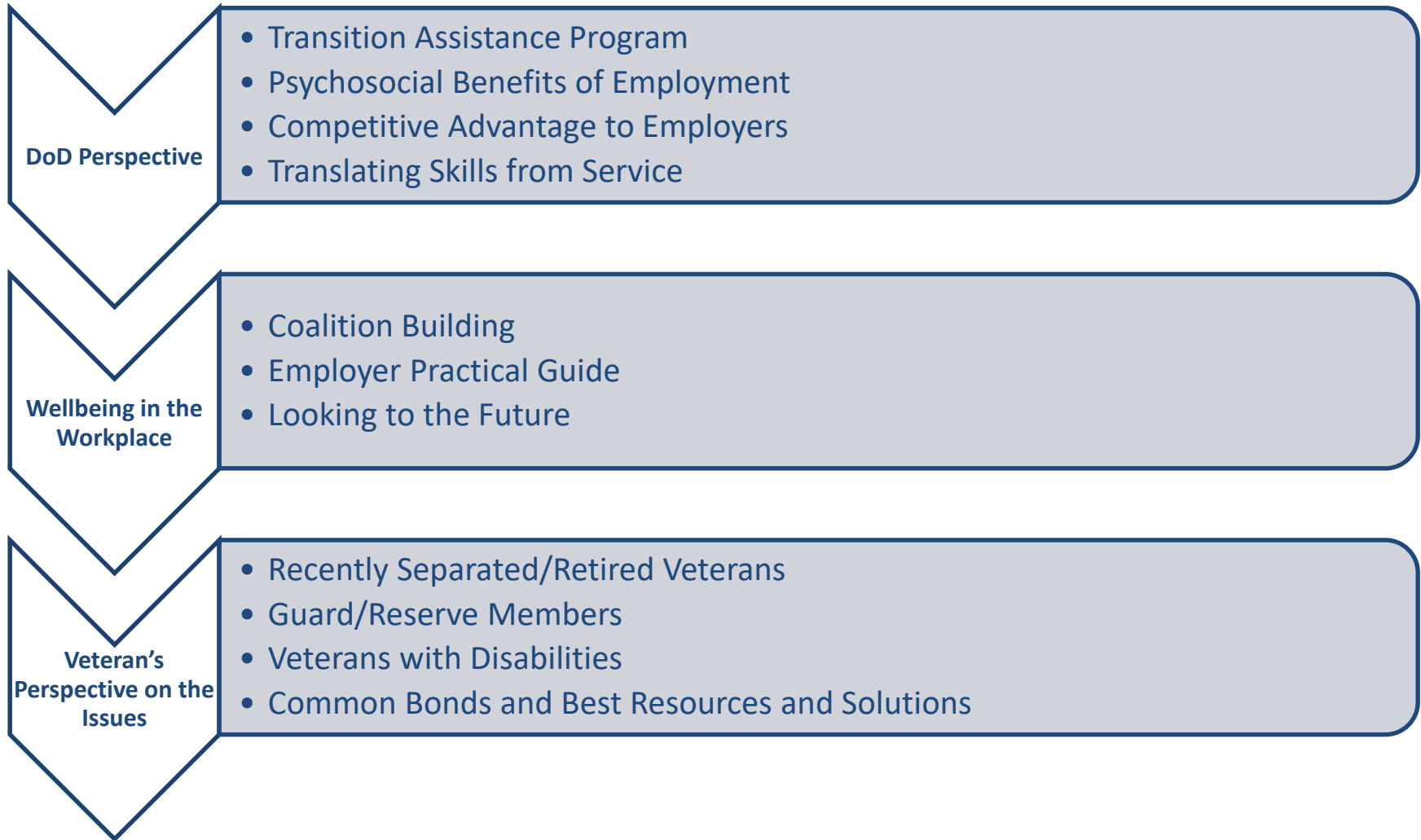
- Keep in mind that the VA medical center may be a considerable distance from home / work
- Due to nature of disability, veteran may be relying on public transportation to get to appointment
- Many veterans have to see multiple doctors for various conditions, and it can be very difficult to schedule all of those appointments for one visit

Your Best Information Resource on Accommodating Disabilities



<https://askjan.org/>

Key Takeaways – Supporting SMVF in the Workplace



Questions?

Contact SAMHSA's SMVF TA Center



SAMHSA ★ SMVF TA CENTER

Service Members, Veterans, and their
Families Technical Assistance Center

345 Delaware Avenue

Delmar, NY 12054

Phone: 518-439-7415, ext. 5272

Email: smvftacenter@prainc.com

Thank You!

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

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