Veterans Integration to Academic Leadership (VITAL)

An Overview and Discussion of Community Partnership

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Disclosure

There are no actual and potential conflicts of interest in this presentation. The views reflect those of the author and do not necessarily reflect the views of the Veterans Administration or the Veterans Integration to Academic Leadership.
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Objectives

After today’s presentation, participants will:

• Understand the demographics of today’s student Veterans

• Be familiar with the VITAL Initiative and the services provided by this VA Program

• Be aware of the importance of collaboration with community partners and how to foster these relationships to best serve our student Veterans
Today’s Student Veterans
Today’s Student Veterans

The Veteran population: **22,658,000**
Today’s Student Veterans

Department of Veterans Affairs: VA Benefits and Health Care Utilization Statistics at a Glance
(as of 12/31/2013)

<table>
<thead>
<tr>
<th>VA Benefits and Health Care Utilization</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Enrollees in VA Health Care System</td>
<td>8.92*</td>
</tr>
<tr>
<td>Life Insurance Policies Supervised and Administered by VA</td>
<td>6.80</td>
</tr>
<tr>
<td>Veterans Receiving VA Disability Compensation</td>
<td>3.79</td>
</tr>
<tr>
<td>Active VA Home Loan Participants</td>
<td>1.99</td>
</tr>
<tr>
<td>VA Education Beneficiaries</td>
<td>1.09*</td>
</tr>
<tr>
<td>Veterans Receiving VA Pension</td>
<td>0.30</td>
</tr>
<tr>
<td>VA Vocational Rehabilitation Trainees</td>
<td>0.07*</td>
</tr>
</tbody>
</table>

Numbers shown in Millions

* Number as of FY2013

Source: Department of Veterans Affairs, Veterans Benefits Administration and Veterans Health Administration.
Today’s Student Veterans

Student Veterans – Funding Postsecondary Education

- Post-9/11 GI Bill
  - Honorable discharge
  - Veterans with 90+ days of active duty service
  - Duration of education benefits is determined by duration of active service
    - Up to 36 months of benefits
    - May receive housing and books/supplies allowance
  - Served after 09/10/2001
- Montgomery GI Bill
  - Honorable discharge
  - Duration of education benefits is determined by duration of active service
    - Up to 36 months of benefits, must be used within 10 years from separation
  - Entered service prior to 09/11/2001

For more information, visit: http://www.benefits.va.gov/gibill/
Today’s Student Veterans

Student Veterans – Funding Postsecondary Education

• Chapter 31 Vocational Rehabilitation
  • Tuition and training assistance for 10%+ service connected Veterans, 20% AD
  • Issued through VBA, apply through eBenefits
  • Veterans with dishonorable discharge status are ineligible

• Veterans Retraining Assistance Program
  • 12m tuition assistance for unemployed Veterans between 35-60yo (ended 03/31/2014)
  • Veterans with dishonorable discharge status are ineligible

For more information, visit: http://www.benefits.va.gov/vocrehab/index.as
Today’s Student Veterans

Student Veterans – Funding Postsecondary Education

- Non-VBA resources
  - Student loans and grants
  - Scholarships
  - National and community partners (e.g., State government educational benefits)
  - Self-funded
## Quick Reference Guide

### Beneficiaries By Program By Fiscal Year

<table>
<thead>
<tr>
<th>Program</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>MGIB-AD</td>
<td>354,284</td>
<td>341,969</td>
<td>247,105</td>
<td>185,220</td>
<td>118,549</td>
</tr>
<tr>
<td>Post 9/11</td>
<td>0</td>
<td>34,393</td>
<td>365,640</td>
<td>555,329</td>
<td>646,302</td>
</tr>
<tr>
<td>MGIB-SR</td>
<td>62,390</td>
<td>63,469</td>
<td>67,373</td>
<td>65,216</td>
<td>60,393</td>
</tr>
<tr>
<td>REAP</td>
<td>44,014</td>
<td>42,881</td>
<td>30,269</td>
<td>27,302</td>
<td>19,774</td>
</tr>
<tr>
<td>VRAP</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12,251</td>
</tr>
<tr>
<td>DEA</td>
<td>80,191</td>
<td>81,327</td>
<td>89,696</td>
<td>90,657</td>
<td>87,707</td>
</tr>
<tr>
<td>VEAP</td>
<td>560</td>
<td>448</td>
<td>286</td>
<td>112</td>
<td>76</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>541,439</strong></td>
<td><strong>564,487</strong></td>
<td><strong>800,369</strong></td>
<td><strong>923,836</strong></td>
<td><strong>945,052</strong></td>
</tr>
</tbody>
</table>

*Source: Benefits Delivery System Reports.*
Today’s Student Veterans

MILLION RECORDS

PROJECT

Research from Student Veterans of America
Today’s Student Veterans

Million Records Project

• Joint effort among Student Veterans of America, National Student Clearinghouse, and US. Department of Veterans Affairs

• Reviewed 1,000,000 VBA records of student Veterans accessing VA educational benefits (Montgomery GI Bill and Post-9/11 GI Bill)
  • Reviewed 898,895 (remaining 101,105 utilized both MGIB and Post-9/11 GI Bill and were excluded from the study)

• Research objectives were to determine demographics of today’s student Veteran, assess degree completion rates, and time-to-completion

Today’s Student Veterans

Path Alpha
- Service
- School
- Completion

Path Beta
- School
- Deployment
- School
- Deployment
- School
- Service
- Completion

Path Gamma
- School
- Service
- School
## Million Records Project-Demographics

### Age of Student Veterans

<table>
<thead>
<tr>
<th>Age of Initial Postsecondary Enrollment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 20</td>
<td>20.4%</td>
</tr>
<tr>
<td>20-24</td>
<td>32.6%</td>
</tr>
<tr>
<td>25-29</td>
<td>23.7%</td>
</tr>
<tr>
<td>30-39</td>
<td>17.4%</td>
</tr>
<tr>
<td>40 or older</td>
<td>5.0%</td>
</tr>
</tbody>
</table>

Today’s Student Veterans

Million Records Project-Demographics

Today’s Student Veterans

Million Records Project
Student Veterans by Branch of Service

<table>
<thead>
<tr>
<th>Branch of Service</th>
<th>% of GI Bill Users</th>
<th>% of Total Armed Forces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Force</td>
<td>18.1%</td>
<td>22.6%</td>
</tr>
<tr>
<td>Army</td>
<td>39.7%</td>
<td>37.8%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>1.5%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Marine Corps</td>
<td>17.1</td>
<td>13.9%</td>
</tr>
<tr>
<td>Navy</td>
<td>23.5%</td>
<td>22.9%</td>
</tr>
<tr>
<td>Other (NOAA, PHS)*</td>
<td>&lt;0.1%</td>
<td>-</td>
</tr>
</tbody>
</table>

*CNational Oceanic and Atmospheric Administration, US Public Health Service

Today’s Student Veterans

Million Records Project
Initial Degree Time-to-Completion

<table>
<thead>
<tr>
<th>Degree Level</th>
<th>Mean</th>
<th>Median</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Veterans-Associate’s Level</td>
<td>5.1</td>
<td>4.0</td>
<td>2.0</td>
</tr>
<tr>
<td>Student Veterans- Bachelor’s Level</td>
<td>6.3</td>
<td>5.0</td>
<td>4.0</td>
</tr>
</tbody>
</table>

## Today’s Student Veterans

### Time to Completion for Student Veterans

**Associate's Degree**  
- 69% completed in 6 years

<table>
<thead>
<tr>
<th>Time (years)</th>
<th>Percentage</th>
<th>Years to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>29.0%</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>13.6%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>10.0%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>8.6%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>7.8%</td>
<td></td>
</tr>
</tbody>
</table>

**Bachelor’s Degree**  
- 74.2% completed in 8 years

<table>
<thead>
<tr>
<th>Time (years)</th>
<th>Percentage</th>
<th>Years to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>40.0%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>10.5%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>8.9%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>7.7%</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>7.1%</td>
<td></td>
</tr>
</tbody>
</table>
Today’s Student Veterans

COMPLETION RATES

Million Records Project
Rate of Completion by Branch of Service

<table>
<thead>
<tr>
<th>Branch of Service</th>
<th>% of GI Bill Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Force</td>
<td>66.9%</td>
</tr>
<tr>
<td>Army</td>
<td>47.0%</td>
</tr>
<tr>
<td>Coast Guard</td>
<td>53.5%</td>
</tr>
<tr>
<td>Marine Corps</td>
<td>44.9%</td>
</tr>
<tr>
<td>Navy</td>
<td>51.9%</td>
</tr>
<tr>
<td>Other (NOAA, PHS)*</td>
<td>91.9%</td>
</tr>
</tbody>
</table>

*National Oceanic and Atmospheric Administration, US Public Health Service

Today’s Student Veterans

Million Records Project

Percentage of Degree Field for Initial Associate’s Degree

Homeland Security, 9.7%  
Law Enforcement,  
Firefighting  
ASSOCIATE DEGREES  
Liberal Arts 33.5%  
Engineering 7.6%  
Health 9.3%  
Business 17.8%

Today’s Student Veterans

Million Records Project
Percentage of Degree Field for Initial Associate’s Degree

Today’s Student Veterans

Demographics: Gender* and Degree Level

- Male: 73%
- Female: 27%

Degree Levels:
- Two-Year: 43%
- Four-Year: 21%
- Graduate: 8%
- Other: 28%

*With only 14.6% of military personnel being women, female student Veterans are overrepresented in postsecondary education

Today’s Student Veterans

What it feels like to be a student Veteran
Today’s Student Veterans

- Delayed Enrollment
- Deployments
- Part-Time Enrollment
- Full-Time Employment
- Single Parent
- Family to Support
- Service-Connected Disabilities

51.7% (AND GROWING!)
Today’s Student Veterans

Million Records Project

Student Veteran Characteristics

- Veterans are more likely than their civilian counterparts to be non-traditional students (defined by one or more of the following)
  - Delayed enrollment
  - Part-time enrollment
  - Financial independence
  - Have dependents
  - Single parent
  - Did not receive standard HS diploma

Today’s Student Veterans

Million Records Project

Student Veteran Characteristics

• More likely to be married, divorced, or single parent
• More likely to have families/dependents
• More likely to be called away from school due to military-related duties
• More likely to work while in school
• Older
• More likely to have a greater depth and breadth of world experience compared to their traditional student counterparts

Today’s Student Veterans

Demographics: Marital and Family Status

- Dependent, 3%
- Single parent, 14%
- Married parents, 33%
- Married, no dependents, 35%
- Unmarried, no dependents, 15%

Today’s Student Veterans

Million Records Project

Student Veteran Characteristics

• Will make the transition from military to civilian life (from “boots to books”)
  • Adjust to having less structure or sense of purpose, may feel lost
  • May have anger or resentment towards those who did not serve or towards other military personnel
  • Become easily annoyed with civilians who take things less seriously or are too “laid back”
  • Separated from military brothers and sisters
Today’s Student Veterans

Million Records Project

Research limitations to keep in mind

• MRP only looks at student Veterans who are utilizing two types of VA benefits to attend school (M-GI Bill, Post-9/11 GI Bill)
• Time-to-completion was calculated by totaling months between initial enrollment and degree completion date (did not account for leave of absence, etc.)
• Did not include student Veterans who recently enrolled in school (#of Veterans utilizing GI Bill benefits has doubled over past few years)
• No assessment of psychosocial, mental health, or medical factors that may be impacting persistence and degree completion
Today’s Student Veterans

Student Veteran Engagement on Campus (Kim and Cole, 2013)

- Annual survey comparing student Veterans to traditional students
  - 2,505 student Veterans enrolled at 132 colleges
  - 88,000 non-Veteran students drawn from larger sample of 300,000 students from 584 institutions
- To access the full report, visit http://www.acenet.edu/news-room/Documents/Student-Veterans-Service-Members-Engagement.pdf

Today’s Student Veterans

Table 1. General Survey-Respondent Demographic Information

<table>
<thead>
<tr>
<th></th>
<th>Student Veterans/Service Members</th>
<th>Nonveteran/Civilian Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24</td>
<td>21.1</td>
<td>86.5</td>
</tr>
<tr>
<td>25 and over</td>
<td>78.9</td>
<td>13.5</td>
</tr>
<tr>
<td><strong>Total %</strong></td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>73.3</td>
<td>34.1</td>
</tr>
<tr>
<td>Female</td>
<td>26.7</td>
<td>65.9</td>
</tr>
<tr>
<td><strong>Total %</strong></td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td><strong>Race/ethnicity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>68.2</td>
<td>71.4</td>
</tr>
<tr>
<td>African American</td>
<td>10.6</td>
<td>7.1</td>
</tr>
<tr>
<td>Hispanic</td>
<td>7.8</td>
<td>6.8</td>
</tr>
<tr>
<td>Asian American</td>
<td>3.1</td>
<td>4.1</td>
</tr>
<tr>
<td>American Indian</td>
<td>1.5</td>
<td>0.9</td>
</tr>
<tr>
<td>Multi-racial/ethnic</td>
<td>1.7</td>
<td>1.9</td>
</tr>
<tr>
<td>Other</td>
<td>7.1</td>
<td>7.7</td>
</tr>
<tr>
<td><strong>Total %</strong></td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td><strong>First-generation student</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>61.8</td>
<td>42.8</td>
</tr>
<tr>
<td>No</td>
<td>38.2</td>
<td>57.2</td>
</tr>
<tr>
<td><strong>Total %</strong></td>
<td>100.0</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Source: Indiana University Center for Postsecondary Research, National Survey of Student Engagement, 2012. Authors’ calculation.
Today’s Student Veterans

Table 3. Activities on Which Student Veterans/Service Members and Nonveteran/Civilian Students Spend More Than 10 Hours per Week

<table>
<thead>
<tr>
<th>Activity</th>
<th>% of Student Veterans/Service Members</th>
<th>% of Nonveteran/Civilian Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing for class</td>
<td>69.5</td>
<td>65.4</td>
</tr>
<tr>
<td>Relaxing and socializing</td>
<td>35.2</td>
<td>44.1</td>
</tr>
<tr>
<td>Working for pay off campus</td>
<td>43.1</td>
<td>29.6</td>
</tr>
<tr>
<td>Providing care for dependents living with them</td>
<td>43.1</td>
<td>12.1</td>
</tr>
<tr>
<td>Participating in co-curricular activities</td>
<td>10.9</td>
<td>17.0</td>
</tr>
<tr>
<td>Working for pay on campus</td>
<td>8.7</td>
<td>13.9</td>
</tr>
<tr>
<td>Commuting to class</td>
<td>11.1</td>
<td>8.3</td>
</tr>
</tbody>
</table>

Source: Indiana University Center for Postsecondary Research, National Survey of Student Engagement, 2012. Authors’ calculation.

12 According to the 2012 NSSE, 72 percent of student veterans/service members drive to campus (rather than living on campus or walking to campus), versus 39 percent of nonveteran/civilian students.
Today’s Student Veterans

Student Veteran Engagement on Campus (Kim and Cole, 2012)

- Less likely to participate in “high-impact” experiential learning opportunities (e.g., internships, practicum experiences, study abroad)
- More likely to discuss grades/assignments and ideas/readings with instructors
- Less like to collaborate with classmates
- More likely to have positive relationships with faculty
- More likely to feel supported by administrative personnel
- Less likely to have “friendly” relationships with other students
Today’s Student Veterans

Service-Related Conditions Affecting Student Veterans

• TBI
• PTSD
• Depression
• SUD
• Chronic pain
• Medical conditions
Today’s Student Veterans

TBI
- OEF/OIF Signature Injury
- 30% of deployed service members
- 80+% are diagnosed with mTBI

Today’s Student Veterans


- Approximately 10-18% of OIF/OEF Veterans
Today’s Student Veterans

Depression

- Some estimates as high as 15% in OIF/OEF Veterans
- Highly comorbid with PTSD and TBI

Today’s Student Veterans

Substance Abuse

- 10-15% across all substances
- Rates of alcohol abuse and binge drinking are similar to civilian peers

Today’s Student Veterans

Chronic Pain and Medical Conditions

- Orthopedic and musculoskeletal
- Pulmonary (upper respiratory illnesses)
- Dermatology
- Gastroenterology
Today’s Student Veterans

How might these service-related conditions affect a student Veteran’s academic performance?
Veterans Integration to Academic Leadership (VITAL)

- National VHA initiative to bring clinical and supportive services to student Veterans on college and university campuses to help decrease barriers to care and to increase academic retention and success
VITAL Philosophy

• VITAL is an important component of a larger health care system available to Veterans that allows them to access services and resources to meet their mental health, educational needs, and life goals

• VITAL supports student Veterans so that they may thrive in their career-field and community of choice
VITAL

Veterans Benefit Administration

VSOC
Enrollment in VBA benefits
Peer-to-peer counseling for benefits
Referrals to VHA for treatment
Present at 94 VSOC-designated sites

Veterans Health Administration

VITAL
Enrollment in VHA benefits
Mental health treatment and counseling
Referrals to VA treatment and specialty clinics
Present at 21 VAs/100+ campuses
VITAL Services
Currently 21 VITAL sites houses around the country serving 100+ campuses

<table>
<thead>
<tr>
<th></th>
<th>Total Count</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campuses served</td>
<td>105</td>
<td>5.53</td>
</tr>
<tr>
<td>Signed MOUs</td>
<td>36</td>
<td>1.89</td>
</tr>
<tr>
<td>VITAL Staff</td>
<td>49</td>
<td>2.58</td>
</tr>
<tr>
<td>VITAL Work Studies</td>
<td>20</td>
<td>1.05</td>
</tr>
</tbody>
</table>
Current VITAL Sites
VITAL Services

- Each site offers:
  - Case management
  - Care coordination with campus services (GI Bill certifying official, disability services, writing center, office of admissions, etc.)
  - Make referrals to specialty services at VA (PTSD clinic, TBI clinic, etc.)
  - Education to administration, faculty, and staff about unique needs of student Veterans
  - Education and enrollment in VA health care services
  - Resource mapping for each campus served
  - Collaboration with campus and community outreach to ensure student Veterans are being supported in their academic endeavors
VITAL Services
• Each VITAL site offers distinct services tailored to the unique needs of the campus served
  • Mental health treatment offered by 74% of all sites, including evidence-based therapy
    • Individual
    • Group
    • Couples
    • Family
VITAL Services

Evidence Based Psychotherapy Offered on Campus

- CBT n = 9: 47.4%
- CBT-1 n = 5: 26.3%
- CPT n = 9: 47.4%
- PE n = 7: 36.9%
- MI n = 7: 36.9%
- ACT n = 5: 26.3%
- IPT n = 3: 15.8%
- Other n = 6: 31.6%
VITAL Services

- Each VITAL site offers distinct services tailored to the unique needs of the campus served
  - Resource and job fairs
  - Faculty mentoring and Veteran advocate programs
  - Peer-to-peer mentoring
  - Consultation for faculty, staff, administrators, and on-campus providers (student health centers, counseling centers, etc.)
- Consultation for VA providers
- Veterans scholarship programs
- Student Veteran Orientations
Role of Community Collaboration
Role of Community Collaboration

VITAL’s mission involves increasing community collaboration to support student Veterans

- Not all Veterans are served by the VA
- VHA provides comprehensive services, but not ALL services
- Community partners can be essential to Veterans’ success on campus and in civilian life as they augment the services provided by the VHA and VBA
- Allows student Veterans to integrate more fully on their college campus
- Decreases stigma and promotes understanding among campus community
Role of Community Collaboration

Reaching out to community providers

- Contact local OIF/OEF/OND coordinators or Returning Veterans clinics regarding helpful community resources that have been vetted by VA
- Connect with your local VA’s outreach teams about potential community relations
- Contact local partners about potential collaborations
- Can serve as liaisons to community providers and VA
- Consult with VITAL providers in this process
Role of Community Collaboration

National Community Partners indicated in National VITAL survey

- Hire Purpose (http://www.hirepurpo.se/)
- Iraq and Afghanistan Veterans of America (http://iava.org/)
- NAMI (http://www.nami.org/)
- State Departments of Veterans Affairs
- Yellow Ribbon Program (http://www.yellowribbon.mil/)
- Wounded Warriors Program (http://www.woundedwarriorproject.org/)
- Veterans of Foreign Wars (http://www.vfw.org/)
- VHA Vet Centers (http://www2.va.gov/directory/guide/vetcenter_flsh.asp)

**Please note, the VA in no way endorses these programs or organizations. Rather these are some examples of the organizations with whom some VITAL Sites have collaborated.**
Role of Community Collaboration

Campus Partners

• GI Bill Certifying Officials
• Veterans Resource Centers
• Disability Services
• Student Health Centers
• Campus Counseling Centers
• Veteran Student Organizations
Example of Collaborations

- Inviting college Veteran representatives to mental health summits
- Co-hosting events (“Invisible War” screening with Women’s Center for MST Awareness Month; Veterans Resource and Career Fair with Student Veterans Organization)
- Providing in-services to providers and presentations to faculty members on college campuses (“There is a Student Veteran in Your Classroom: Tips and resources”)
- Consulting with campus providers around Veteran-sensitive issues and services (Providing feedback to student health centers about asking students, “Have you ever served in the military?”)
- Arranging for outreach teams to enroll Veterans in health care on the college campus
VA Resources

VA Campus Toolkit

• Online tool that provides resources and information to faculty, staff, and administration on campus to help Student Veterans succeed
  • Provides profile of today’s student Veteran
  • Information about common adjustment experiences
  • Information about military culture and common challenges
  • Other online resources and trainings
http://www.mentalhealth.va.gov/studentveteran/
VA Resources

VA’s National Center for PTSD Website

- VA’s informational website for Veterans, their families, and community and VA providers
  - Information about PTSD, how it is assessed, and available evidence-based treatments and resources
  - Education for providers
  - Information provided in English and Spanish
PTSD: National Center for PTSD

This section contains training materials as well as information and tools to help you with assessment and treatment. These materials are based on the latest research, much of which is conducted by National Center staff.

- Register for the FREE webinar, "Reproductive Mental Health in Younger and Older Female Veterans," on April 10 at 11:30 EST.
- April is Sexual Assault Awareness Month. Learn about the prevalence and effects of sexual trauma against women, children, and military service members.

PILOTS Database
Learn about this electronic index to the worldwide literature on PTSD.

Assessment
Information on measures, interviews and screens for trauma and PTSD.

Psychological First Aid
Learn how to help in the immediate aftermath of disaster.

http://www.ptsd.va.gov
VA Resources

VA Community Provider Toolkit

• Online tool that provides resources and information to community providers around how best to support Veterans in the community
  • Veteran status screening questions
  • CE courses about military culture and what it means to be a Veteran
  • Wellness tools
  • Other Veteran resources
http://www.mentalhealth.va.gov/communityproviders/index.asp#sthash.5bmhHuwu.dpbs
VA Resources

MaketheConnection.Net

- Online resource that allows military members, Veterans, and their loved ones to connect with information, resources, and solutions affect their lives
- The site is customizable by gender, service era, branch of service, and combat/non-combat status (completely anonymous)
- Allows the individual to hear stories from other military members/veterans like them, view helpful topics relevant to their life, receive recommendations and skills for addressing specific challenges, and learn about resources available to them
- Includes resources for clinicians
Recovery after depression and substance use

When Mary Ann left the Navy, she had little concern for her alcohol use. Later, she began drinking more and started using drugs. Substance use took over her life, and she felt depressed. Her daughter urged her to get support, so she went to a VA depression program. Later, she addressed her alcohol and drug problems and got her life back on track.

Watch Now | See all Videos about Homelessness

Related Symptoms
Relationship Problems
Chronic Pain
Social Withdrawal / Isolation
Alcohol or Drug Problems
View all Signs & Symptoms

Related Conditions
PTSD
Depression
Anxiety Disorders
Problems with Alcohol
View all Conditions

VA Resources

StartMovingForward.org

• Online tool that provides practical problem solving tools to veterans
• A “life coach”
• Provides problem solving tools around common concerns
  • Relationships
  • Stress
  • Finding employment
  • Dealing with serious illness
  • Others
What is Moving Forward?

Moving Forward is a free, on-line educational and life coaching program that teaches Problem Solving skills to help you to better handle life's challenges. It is designed to be especially helpful for Veterans, Military Service Members and their families. However, Moving Forward teaches skills that can be useful to anyone with stressful problems. Are you ready to Move Forward? Select the button below to take the Moving Forward Training.

Interested in checking out Moving Forward? The links below will take you into various pages with videos or activities in the course. If you want to return to this page, just close the course window.

Meet the Cast

View two sample videos of characters from the course to learn how Moving Forward can help Veterans and Service Members.

www.startmovingforward.org
VA Resources

GI Bill Comparison Tool

- Online tool that allows Veterans to compare VA-approved institutions and review other information to choose the educational program that is the “best fit” for the Veteran
- Step-by-step benefits calculations and side-by-side comparisons for institutions/programs
VA Resources

VA GI Bill Feedback System

• Online form that allows student Veterans to submit concerns and complaints to VBA if an institution is not abiding by the Principles of Excellence
  • Provide students with a personalized form covering the total cost of an education program.
  • Provide educational plans for all military and Veteran education beneficiaries.
  • End fraudulent and aggressive recruiting techniques and misrepresentations.
  • Accommodate Servicemembers and Reservists absent due to service requirements.
  • Designate a point of contact to provide academic and financial advice.
  • Ensure accreditation of all new programs prior to enrolling students.
  • Align institutional refund policies with those under Title IV, which governs the administration of federal student financial aid programs
VA Resources

VA GI Bill Feedback System

- Feedback categories
  - Accreditation
  - Recruiting and marketing practices
  - Financial issues (e.g., Tuition/Fee charges)
  - Student loans
  - Post-graduation job opportunities
  - Change in degree plan/requirements
  - Quality of education
  - Grade police
  - Release of transcripts
  - Refund issues
  - Transfer of credits
  - Others
### VA GI Bill Feedback System

**WHEN SHOULD YOU SUBMIT A COMPLAINT**

You may submit a complaint if your school or employer is failing to follow the Principles of Excellence. VA will review the following types of complaints:

<table>
<thead>
<tr>
<th>Recruiting/Marketing Practices</th>
<th>Quality of Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation</td>
<td>Grade Policy</td>
</tr>
<tr>
<td>Financial issues (e.g., Tuition/Fee charges)</td>
<td>Release of transcripts</td>
</tr>
<tr>
<td>Student Loans</td>
<td>Transfer of Credits</td>
</tr>
<tr>
<td>Post-Graduation Job Opportunities</td>
<td>Refund Issues</td>
</tr>
<tr>
<td>Change in Degree Plan/Requirements</td>
<td>Other</td>
</tr>
</tbody>
</table>

**Submit a Complaint**

Questions about your eligibility and payments under the GI Bill should be directed to the "Ask a Question" section of our website.

If you are not using VA education benefits please file your complaint with the appropriate agency:

- Military Tuition Assistance or MyCAA - Department of Defense
- Federal financial aid (e.g., Pell Grants and federal loans) - Department of Education
- Private student loans – Consumer Financial Protection Bureau

**ONCE YOU SUBMIT A COMPLAINT**

1. **Complaint submitted**: You submit a complaint about an issue with a school or employer. You will receive status updates via the email address you gave us if you provided one when you submitted the complaint.

http://www.benefits.va.gov/gibill/feedback.asp
VA Resource Links

- Mental Health Services Website: http://www.mentalhealth.va.gov/
- Veterans Crisis Line: http://www.veteranscrisisline.net/Default.aspx
- VITAL Campus Toolkit: http://www.mentalhealth.va.gov/studentveteran/
- National Center for PTSD: http://www.ptsd.va.gov/
- Make The Connection: http://maketheconnection.net/
- Virtual Problem Solving Techniques http://www.startmovingforward.org/
- VBA Vet Success On Campus: http://vetsuccess.gov/vetsuccess_on_campus
- Department of Veterans Affairs’ GI Bill Website: http://www.gibill.va.gov/
- Yellow Ribbon Program: http://www.gibill.va.gov/benefits/post_911_gibill/yellow_ribbon_program.html
Thank you!

Questions?