

# **Employment & Education**

**Yellow Ribbon Task Force  
Employment and Education Subcommittee**

**Boots 2 Books  
Virtual Resource  
Guide**

**Please refer to enclosed CD**

# **University of Arkansas**



**Veterans Task Force**

**Final Report**

**March 2, 2009**

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## Acknowledgements

The University of Arkansas Veterans Task Force Final Report could not have been produced without the assistance and dedication of many individuals. I would like to acknowledge the incredible group of individuals from across the university who came together to dedicate their time, talent, and resources to this important project. All task force members worked diligently to identify issues for veterans currently enrolled at the University of Arkansas as well as our future veteran students. This report represents countless hours of work by this incredibly dedicated group of individuals, and their efforts are truly appreciated.

I would like to personally thank Mary Alice Serafini, Dr. Robert Mock, and Carol Altom for their assistance in shaping the initial efforts to examine veterans' issues on our campus. Long before the idea of a task force emerged, this group was working to serve veterans and their needs on our campus, and they were all instrumental in my education regarding veterans' issues and the best way to address these issues.

While many individuals were involved with numerous aspects of the work of the task force, I would also like to personally thank Katie Austin for her contributions. Katie handled almost every administrative detail from scheduling rooms to final edits, and I know that this work would not have been accomplished in such a timely and professional manner without her skills and dedication. I would also like to thank my director, Dr. Jonathan Perry, for his support and generosity in allowing me to pursue my passion for working with veterans.

Speaking of veterans, I would also like to acknowledge the impressive group of young men and women who represent Military Past and Present on Campus, the registered student organization at the University of Arkansas representing US military service members past and present. Their dedication to serving their country, their community, and their fellow veterans has been inspiring, and it has been an honor to work with them and for them throughout this process.

Finally, the entire task force would like to acknowledge the commitment and support of Chancellor G. David Gearhart, honorary task force chair, whose vision for "Students First" clearly extends to all students at the University of Arkansas, and we are grateful for his interest in and support of student veteran concerns.

Josette Cline, Ph.D.

Chair, University of Arkansas Veterans Task Force

February, 2009

## **University of Arkansas Veterans Task Force**

### **Final Report, March 2, 2009**

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Carol Altom, Veterans Upward Bound  
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## Subcommittees and their Members

### Transfer of Credits/ACE

Carol Altom  
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### First Contact/Recruitment

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### Student Life/"Vet Friendly Campus"

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**Bold** signifies chairperson



## Introduction

On November 20, 2008, Chancellor G. David Gearhart convened the University of Arkansas Veterans Task Force in order to make certain that the University of Arkansas honors and serves veterans to the very best of our ability. The task force was asked to address the following tasks to ensure that our institution assists veterans in their efforts to successfully navigate collegiate life:

1. To develop a comprehensive list of the issues, challenges, difficulties, and barriers faced by veterans turning to the University of Arkansas for their educational experiences, and by our campus, in providing a “veteran-friendly” environment to these men and women.
2. To identify those changes in policies, procedures, and practices that will move our campus in the direction of “veteran-friendliness”, especially those which can be achieved without additional financial expenditures.
3. To identify collaborations between administrative units on campus that will aid veterans in their navigation through our complex academic community.
4. To develop implementation plans for any recommended actions, including timelines.
5. To deliver the report of these findings to Chancellor Gearhart by March 2, 2009.

## Background Information

As the number of men and women who have served in Iraq and Afghanistan continues to rise, and as guaranteed government benefits for these individuals have improved significantly, it is safe to assume that we will experience an increase in enrollment of student veterans here at the University of Arkansas. Specifically, the formation of Governor Beebe’s Yellow Ribbon Task Force in July, 2008, raised a sense of urgency related to addressing veterans issues as the state of Arkansas prepared for the return of the Arkansas Army National Guard 39<sup>th</sup> Infantry Brigade to Little Rock, AR in December, 2008. The demobilization of the 39<sup>th</sup> represented the first large-scale opportunity to provide services to newly returning veterans in our state.

As noted above, the University of Arkansas Veterans Task Force was convened to identify the scope of needs of student veterans on our campus. This inter-departmental workgroup sought to identify and understand the needs of student veterans, to improve their access to services, and to reduce barriers to their inclusion and full participation in campus life. The recommendations included in this report represent a coordinated campus-wide initiative to provide resources and support for this new generation of returning veterans. Most recommendations require few if any additional budgetary or funding resources but instead represent a greater level of collaboration and cooperation among entities on our campus, specifically focused on providing a coordination of services for our men and women who have served or are currently serving in any branch of the US military.

Members of the task force included individuals and entities representing “first points of contact” as well as other individuals or entities with specialized knowledge regarding returning veterans and their specific needs. The task force examined issues encompassing six broad functional areas including recruitment, admissions, financial needs, transfer of credit, tracking, and the creation of a “veteran-friendly” campus. These functional areas were

identified following a series of focus groups with veteran students on the University of Arkansas campus in February, 2008.

While most task force recommendations require few if any additional budgetary or funding resources, a primary recommendation, the creation of a **Veterans Resource & Information Center**, would require an investment of monetary resources. Why should we consider making an investment in our veterans, especially in a time of decreased budgets and limited funds?

- The Northwest Arkansas area is home to a large number of veterans. The Veterans Health Care System of the Ozarks (VA Fayetteville) provides services which are available to more than 136,000 veterans living in northern Arkansas, eastern Oklahoma, and southern Missouri. The state of Arkansas is home to a large number of veterans as well. In July, 2008, the Veterans Administration reported that there were 262,000 veterans living in the state of Arkansas, representing 9.4 % of the state's population. Arkansas is also home to a large number of National Guard troops. Arkansas ranks in the top 10-15% of states when we consider the proportion of individuals serving in the National Guard.  
(<http://www1.va.gov/opa/fact/statesum/ARss.asp>)
- The Northwest Arkansas area is home to a large number of OIF/OEF veterans. The Veterans Health Care System of the Ozarks (VA Fayetteville) has a total of 3,200 OIF/OEF veterans registered currently and expects this number to increase to 4,000 by the end of 2009. VA Fayetteville also reports that 600 of the approximately 3,500 members of the 39<sup>th</sup> Infantry Brigade (Army National Guard) who returned home earlier this year have already registered with the VA Fayetteville.
- Northwest Arkansas is home to the Army National Guard's 142<sup>nd</sup> Field Artillery Brigade. This brigade includes approximately 2,000 troops.
- Other schools across the country and in our region are "getting out in front" on this issue. Within the SEC, four other universities have established veterans' service centers including Mississippi State University, University of Tennessee, University of South Carolina, and University of Florida. ([www.msstate.edu](http://www.msstate.edu), [www.utk.edu](http://www.utk.edu), [www.sc.edu](http://www.sc.edu), [www.ufl.edu](http://www.ufl.edu))
- Dedicating precious resources to veteran's issues is an "investment" rather than an "expenditure." Increased efforts to recruit and retain veterans and their guaranteed federal and state funding would more than pay for the costs of a Veteran Resource & Information Center. On a more national level, investing in the education of our veterans pays dividends as well. A 1988 Congressional study showed that every dollar spent on educational benefits under the original GI Bill added seven dollars to the national economy in terms of productivity, consumer spending, and tax revenue. ([www.gibill2008.org/about.html](http://www.gibill2008.org/about.html))



- Military training and experience are positive assets for our campus community, and the community as a whole would greatly benefit from increasing our student veteran population.
- An established veterans program is better able to attract funding for services to veterans. For example, the American Council on Education (ACE) and Wal-Mart have joined forces to provide funding to *established* programs for veterans rather than new programs.

The next logical step regarding service to veterans at the University of Arkansas should be to identify a comprehensive “Students First” strategy for our current and future student veterans. A Veterans Resource & Information Center is a key, integrative component of this strategy. Such a center would oversee coordination among numerous campus-based as well as external entities which is essential in our efforts to put “Students First” when serving a veteran population.

During campus-based focus groups held in late February, 2008, and in our continuing interactions with student veterans we have heard numerous needs and issues identified. Federal and state-based veterans’ benefits are complex and dynamic, and require a great deal of attention to detail if one is to be successful in navigating such benefits. A growing number of campuses across the country are creating a resource office on campus to coordinate all veterans’ services, including emphasis on assisting students in navigating the complex system of benefits available to them.

Assisting veterans in securing financial resources for education is a win-win situation for the student veteran as well as the University of Arkansas. John Schupp, the director of SERV, an award-winning program at Cleveland State University which services student veterans, describes today’s student veterans as “*cash paying customers*” who bring their own external resources both to your campus community as well as to your local community.

The “Post 9/11” GI Bill which goes into effect August 1, 2009 will provide full in-state tuition for public schools, a monthly living stipend (averaging \$1,000/month), and eligibility for such benefits now extends to Reserve and Guard members who were previously *not* eligible for the GI Bill. State-funded educational resources for National Guard members may be increasing soon as well. Legislation is pending in Arkansas which would increase an educational benefit for National Guard members known as the Guard Tuition Incentive Program (GTIP). An amendment to Arkansas Code 12-62-602 would greatly expand an educational funding program which currently provides a *one-time* benefit of \$1,000 to Guard members for educational purposes. If passed, the new legislation would provide an *annual* tuition benefit of \$5,000 per eligible service member! It is also important to note that federal and state benefits can be combined in many instances. In a state where most individuals associated with the US military are members of the National Guard or Reserve, these are important changes in the GI Bill and GTIP programs and should *not* be overlooked at the flagship institution of higher education in the state of Arkansas.

A campus-based Veterans Resource & Information Center could also work toward streamlining the procedures for deployment to active duty, sustaining a communication tie with any veteran who is deployed, assuring swift and appropriate action on academic status change, housing, and other obligations, making distance learning compatible with active military students as well as student veterans, and supporting re-entry into the academic community in a holistic manner. Such a center could also potentially assist families of veterans, providing information regarding an array of community-based support services for the families of student active-duty and veteran personnel.

The student organization Military Past and Present On Campus (MPPOC) has demonstrated remarkable leadership in addressing veterans' issues and will continue to be an essential voice and advocate for student veterans and their families. However, we cannot and should not continue to rely on a student organization to provide the majority of assistance to the veteran student population. This task force strongly believes that the creation of a Veterans Resource & Information Center would convey our "Students First" philosophy, as this office would be continuously working to identify and address the complex and dynamic needs of the University of Arkansas' student veterans.

A Veterans Resource & Information Center would find many willing collaborative partners on our campus. In addition to our student organization, we have a stunning array of services on our campus, ready and willing to assist student veterans in their pursuit of higher education. Veterans Upward Bound (VUB), one of only 44 such programs across the country, assists with academic readiness for veterans. VUB is collaborating with Continuing Education/Global Campus to offer an increased number of on-line courses which have overwhelmingly been the preferred method of instruction for veterans, especially when stationed in remote locations. Counseling and Psychological Services (CAPS) has expertise in the assessment and treatment of issues affecting veterans, and the Center for Educational Access (CEA) continues to develop expertise in working with the "invisible disabilities" so common in OIF/OEF veterans including Posttraumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), depression, and other related disorders. The Career Development Center provides job-readiness and employment services, and has a range of resources, both web-based and office-based, which can address career needs for student veterans. These are but a few of the resources available on our campus to serve veterans' needs.

Most importantly, we believe we have developed a sense of "institutional readiness" to implement needed services for veterans on our campus. Many individuals from across our institution have worked tirelessly to move us toward being a "veteran-friendly" campus already – let's take the next steps and continue to move forward with the momentum we have developed during these past few months.

In the spirit of continued service to our student veterans, past and present, we respectfully submit the following recommendations for the committee's approval.



## Identified Issues and Recommended Solutions

1. **Issue:** There is a lack of coordination of resources for veterans at the University of Arkansas.

**Solution:** Given the inherent complexity of serving veterans, a **Veterans Resource & Information Center** should be established and staffed by a full-time staff member, with assistance from VA work study students. Ideally this office would provide a “seamless” collaboration between student veterans, the Department of Veterans Affairs, and multiple entities on the University of Arkansas campus. Such a center could provide substantial and comprehensive services to faculty, staff, and students, yet remain efficient and simple because it centers on making small adjustments to existing university activities, resources, and policies, and utilizes existing resources of the Veterans Administration (see Montgomery College, C2C program, for example). The Outreach Coordinator for OEF/OIF at the Veterans Administration in Fayetteville is eager to work with veterans on campus through this office. The Veterans Center, an off-site service center for the Veterans Administration, has also offered to provide services (primarily counseling services) to our campus based veterans. The National Guard’s Education Service Center located in Little Rock, AR has representatives available to come to our campus to assist National Guard student veterans in navigating their educational benefits.

The Veterans Resource & Information Center would support both recruitment and retention of veterans as well as create strong ties to resources on campus. The Center would have strong ties to the Office of the Registrar, Financial Aid, Admissions, Off Campus Connections, University Housing, Advising Centers, Counseling and Psychological Services, the Center for Educational Access, MPPOC, and many other resources on campus. The Veterans Service Center will be responsible for an online resource guide as well as serving as a link to services which address housing, childcare, employment, and numerous other veterans’ needs.

Other universities that have premier Veterans Service Centers which serve a range of veterans’ needs include Arkansas State University, University of Minnesota, Penn State University, University of Texas, University of Michigan, The Ohio State University, San Diego State University, University of Colorado, and Mississippi State University.

**Steps taken to address this Issue:** Information regarding VA Work-study programs has been located and is available at [www.studentveterans.org](http://www.studentveterans.org). It appears that there is funding available to support work-study positions through the VA. Members of the task force have met with local VA officials, the director of the local Veterans Center, and an Education Service Officer for the Arkansas National Guard. Each of these entities is ready and willing to work collaboratively with the University of Arkansas to meet the needs of veterans.

In addition, various campus offices have been contacted to assess their interest in adjusting policies and procedures in order to streamline service to veterans. Overwhelmingly, University of Arkansas



departments and services have said they would very willingly work with the Veterans Resource & Information Center to achieve this goal.

**Further Steps and/or Resources needed to address this Issue:** Identify an office location, office furnishings, and eligible students to apply for VA Work-study funding. Identify possible campus departments or units to provide leadership, oversight, and support. Suggestions include a direct report to Mary Alice Serafini, Assistant Vice Chancellor for Student Affairs. Ms. Serafini currently oversees Counseling and Psychological Services, the Center for Educational Access, and the Career Development Center, among other entities. These offices will increasingly play a key role in supporting veterans on campus. Ms. Serafini's leadership throughout the task force process identifies her as an obvious choice for continued leadership regarding veteran's services.

Schedule informational meetings with the National Guard's Educational Service Center, enabling the National Guard to meet with applicable veteran students on campus in the near future.

Estimated costs include:

Director: Salary and fringe benefits:	\$ 70,000
Office set up:	\$ 20,000
Maintenance: telephone, software, etc.	\$ 10,000
Outreach and advocacy:	\$ 15,000
Training and travel:	\$ 5,000
Work-study: (As per VA Guidelines)	\$ 0
<b>Total Estimate:</b>	<b>\$120,000</b>

2. **Issue:** The University of Arkansas does not accept transfer credit for courses taken in the military that are accredited by the American Council on Education (ACE).

**Solution:** The University should reevaluate the reasoning behind this ruling and reconsider accepting student veterans' transfer credit from their time in the military as recommended by ACE.

**Steps taken to address this Issue:** The Registrar conducted a survey of our benchmark institutions regarding transfer of credit for military veterans who had taken courses evaluated by ACE. Of the 51 institutions in the survey, 12 universities (including the University of Arkansas) did not accept ACE accredited courses. Others either accept ACE credit courses or review them on an individual basis. Please find this survey in the appendix of this report.

The American Council on Education reviews military training and experiences for the purpose of recommending equivalent college credit for members of the Armed Forces (<http://www.acenet.edu/Content/NavigationMenu/ProgramServices/MilitaryPrograms/index.htm>).

The issue was brought before the Faculty Senate Executive Committee and then referred to the Faculty Senate Committee on Admissions and Transfer of Credit (ATC). The ATC will make the following proposal at the March 11 meeting of the Faculty Senate:

The FCATC committee proposes the following regarding acceptance of military credits for veterans:

- The University of Arkansas accept military credit based on the American Council of Education guidelines and recommendations.
- These credits would be accepted as a "T" course (not "TT-core") and counted as electives.
- The student may choose to go through the College or Department, where appropriate, to try and get an equivalency for an exact course in their degree (other than an elective).
- Additionally, if a department or college found a course to fulfill a specific requirement, they could then have a standard direct equivalent for that particular course. Therefore all future transfers for that course would be accepted automatically.
- This acceptance of ACE credits would be retroactive to include all veterans currently attending the University of Arkansas at Fayetteville. And there will be a mechanism put in place to notify any eligible veterans.

Without changing any policy, veterans (or any other students) may individually petition the Registrar's Office to submit transfer work to the department of their major for review.

**Further Steps and/or Resources needed to address this Issue:** These steps could occur with existing resources but reflect a change in policy and must pass the Faculty Senate.

3. **Issue:** It was determined that when an active duty military person completes a term in the military and is honorably discharged, the person is awarded a DD-214 certificate, and the University of Arkansas grants the individual 6 hours of credit for the certificate. If a person re-enlists for a second term in the military, the University of Arkansas will not recognize the secondary DD-214 and thus the student does not receive 6 additional hours of credit.

**Solution:** When these situations arise, the university should accept the additional DD-214 certificate without exception and grant the recommended hours to the student veteran.

**Steps taken to address this Issue:** The Committee on Admissions and Transfer of Credit will be asked to also make a recommendation concerning this matter and code change for subsequent military terms (such as DD-214-2).

**Further Steps and/or Resources needed to address this Issue:** This issue will require follow-up as well as the cooperation of all parties involved, such as Admissions and the Registrar's office.

4. **Issue:** Scholarships are needed to help recruit veterans to the University of Arkansas as well as assist current student veterans with the financial burden of tuition, fees, and books.



**Solution:** Scholarship money needs to be made available to be awarded to prospective and current student veterans.

**Steps taken to address this Issue:** Scholarships in the amount of \$65,000 were generously provided by the University and the athletic department to create approximately twenty non-renewable scholarship awards, valued at \$3,000 each. These scholarships will be awarded to veterans who are currently enrolled at the university and also used to recruit recent veterans to attend the University of Arkansas. Members of this subcommittee met with the Scholarship office and contributed to the effort of determining the various criteria for these new scholarships. The office will begin the awarding process in the 2009-2010 academic year. This money is meant to supplement other funding that veterans are able to receive, such as G.I. Bill benefits, which at the present time do not always cover the full cost of tuition.

**Further Steps and/or Resources needed to address this Issue:** The student organization Military Past and Present on Campus (MPPOC) has been asked to support the advertising efforts of the Scholarship office in making these scholarship awards known to current and incoming veterans. The organization will also assist any further efforts to locate more funding opportunities for similar scholarships to be created and available in the future.

5. **Issue:** There is currently not a consistent source of funding available for veterans' scholarships at the University of Arkansas.

**Solution:** An endowment is needed to provide consistent and on-going funding for veterans scholarships.

**Steps taken to address this Issue:** The Task Force has already begun the process of seeking funds for such an endowment. MPPOC has been working with the University of Arkansas Office of Development to identify sources of funding. The Office of Development is committed to working with veterans to identify resources for services to veterans.

**Further Steps and/or Resources needed to address this Issue:** Continue to work with the Office of Development to locate sources of funding in order to create an endowment to fund scholarships for veterans.

6. **Issue:** Currently, Arkansas National Guard members do not have enough money coming from the G.I. bill to cover the cost of tuition at the University of Arkansas. The discount they receive through the Guard Tuition Incentive Program is not sufficient at this time.

**Solution:** Members of the National Guard and Reserves currently receive a discount on tuition for attending public and private colleges and universities in Arkansas, but the amount of assistance given needs to be increased.

**Steps taken to address this Issue:** A bill addressing this issue has been presented to the Arkansas Senate. This bill, entitled SB268, sponsored by Senator G. Baker and Representative R. Stewart, would amend the Arkansas National Guard tuition incentive program (Arkansas Code 12-62-602) and increase the annual tuition incentive award from a one-time award of \$1,000 to \$5,000 per academic year. This money is paid directly to the approved institution. The act is entitled "An act to amend the Arkansas National Guard Tuition Incentive Program; and for other purposes." If passed, this would significantly improve service members' ability to pay for tuition and fees at Arkansas' colleges and universities.

**Further Steps and/or Resources needed to address this Issue:** It will be necessary to follow the progress of SB268. If this bill does not pass, it may require that funding for this initiative be found within the institution and allocated to aiding veterans with the excess cost of tuition.

7. **Issue:** The University of Arkansas campus is currently lacking an effective support system to advocate for veterans and the issues they face.

**Solution:** Establish a Veterans Support Committee to monitor the progress of veteran's initiatives on campus. The committee would be placed in the campus structure of Administration Boards, Committees and Councils. This committee would meet once a month to oversee the activities of the Veterans Resource & Information Center and would serve as an initiating or referral agent to address emerging veterans issues. Within this structure, subcommittees could address specific issues, utilizing expertise on campus. Possible subcommittees could include:

- Recruitment and Retention
- Mental Health and Disabilities
- Scholarships
- Veterans and Family Services

**Steps taken to address this Issue:** Task force discussions resulted in the following suggested membership categories: Faculty representing each college or an area of expertise needed by the committee; a representative of the dean of each college; Veterans Upward Bound; Student Affairs; Counseling and Psychological Services; Center for Educational Access; Registrar; Admissions; other entities as needed.

**Further Steps and/or Resources needed to address this Issue:** Identify committee members and roles for each member, formally establish the committee, and begin meeting by end of Spring semester 2009.

8. **Issue:** There is a lack of coordination of online resources for veterans at the University of Arkansas.

**Solution:** In order to assure consistent and accurate information that is easily accessible to veterans and campus entities who serve veterans, the University of Arkansas must have an official website for student veterans that is accessible from the homepage of the University of Arkansas. This website will



consolidate information for student veterans from throughout the institution, and provide links to multiple external resources as well.

**Steps taken to address this Issue:** Military Past and Present On Campus (MPPOC) has compiled a great deal of information on their website and are willing to share this information for an official website. In addition, research efforts by Veterans Task Force members have resulted in the discovery of a wealth of online information and resources which are essential for student veterans. University Relations has agreed to establish a website and provide expertise in maintaining and updating information on a regular basis.

**Further Steps and/or Resources needed to address this Issue:** A process for examining and evaluating content for the website should be established. All departments will be encouraged to provide links to information for veterans. A prime example is Texas A&M University's website as it contains a link to veteran's benefits directly from its homepage.

9. **Issue:** There is currently a lack of cultural competency regarding military culture and veterans issues among faculty and staff at the University of Arkansas.

**Solution:** Increase cultural competency among faculty members regarding military culture and veterans issues, needs, and characteristics through a faculty training program beginning in Fall 2009.

**Steps taken to address this Issue:** A review of existing curriculums is underway by task force members. The Student Veterans of America (SVA) "Campus Kit" provides an excellent guideline for expertise and resources needed to carry out this training. Montgomery College's Combat 2 College (C2C) program also offers a faculty training curriculum. The SVA Campus Kit and Montgomery College's C2C program description can be found in the appendix of this report.

**Further Steps and/or Resources needed to address this Issue:** Training workshops could be developed and available for presentation beginning in fall 2009. It will be necessary to identify the campus organization(s), such as the Teaching and Faculty Support Center, to provide infrastructure and support to offer multiple workshops over the next five years. Encourage faculty to include easily accessible information for veterans in their syllabus and to establish an inclusive environment in the classroom to enhance student veteran learning. **(See Recommendation # 12 for information regarding training for other members of the campus community.)**

10. **Issue:** Staff, such as those in the Admissions Office, are not currently prepared to anticipate the questions veterans and military personnel will ask about attending the University of Arkansas and answer these questions.

**Solution:** Staff members need to receive training in veterans' issues as they relate to admissions so that all individuals feel confident and comfortable answering questions regarding veterans' unique issues and concerns.

**Steps taken to address this Issue:** A survey of other colleges and universities reveals that admission standards are not different for veterans. However, since undergraduate applicants who do not meet the criteria for automatic admission at the University of Arkansas are reviewed by three different groups, a veteran seeking admission will receive an individualized assessment.

**Further steps and resources needed to address this issue:** Development of an internal student-veteran FAQ sheet with projected questions/answers to be distributed to all staff that might come in initial contact with returning veterans. This list will contain a list of departments and contact information for specific questions/answers. If a student asks a question, the staff member will know how to direct the student. This FAQ sheet will also help faculty and staff in Student Affairs and Academic Affairs who may not be aware of the services offered by different departments and offices. An electronic version of the FAQ sheet will be housed on the Veterans Upward Bound website.

A University web page for veterans needs to be developed, and possibly housed on the Undergraduate Admissions web page with links to other offices of benefit to veterans.

11. **Issue Identified:** Student veterans are deficient of a group of supporters who advocate for veterans' needs at the University of Arkansas.

**Solution:** Establish a group of allies, advocates and mentors for student veterans on the University of Arkansas campus.

**Steps taken to address this Issue:** Task Force Members have identified faculty and staff with military experience who are asking to serve as mentors to returning veterans. In addition, through training and workshops, faculty, staff, and students can self-identify to serve as allies and advocates for veterans' issues. This process would be very similar to that of the Safe Zone Allies and how they self-identified.

**Further Steps and/or Resources needed to address this Issue:** Utilize the Veterans Resource & Information Center to coordinate and activate these allies, advocates and mentors.

12. **Issue:** The University of Arkansas currently does not have any method in place to provide information about veterans' issues to groups on campus.

**Solution:** Establish a speaker's bureau to provide training or informational sessions regarding military culture and veterans' issues and needs to various groups or entities on campus.

**Steps taken to address this Issue:** To date, students in MPPOC have provided informational and training sessions upon request. Dr. Josette Cline and Dr. Robert Mock have presented on campus and at regional and national conferences regarding veterans' issues. The Human Resources Employee Development department is willing to organize and provide training or informational sessions on veterans' issues.



**Further Steps and/or Resources needed to address this Issue:** House the speaker's bureau in the Veterans Resource & Information Center and utilize the Veteran's website to connect faculty, staff, and students to this training. Further coordinate with Human Resources Employee Development department to create training session regarding veterans' issues. A training program with a certificate of achievement for faculty and staff would be desirable to recognize achievements in this area.

13. **Issue:** There is a need for more mental health services for veterans in order to address disability issues including Traumatic Brain Injury (TBI), Post Traumatic Stress Disorder (PTSD), and other similar "invisible disabilities."

**Solution:** The University of Arkansas should increase mental health and disability services regarding veterans on campus, as well as increase training regarding TBI and PTSD for appropriate campus personnel. A coordinated effort with Veterans Administration is needed, as campus based services need not duplicate services provided by local VA resources. However, VA mental health resources continue to be strained and unable to provide assistance to all veterans seeking mental health services.

**Steps taken to address this Issue:** Since the University of Arkansas Task Force on Mental Health completed its work there is a continuing request to increase Counseling and Psychological Services personnel by two counselors per year over four years, as well as a request for increased psychiatric services. Given current financial constraints, the increase in staffing is not occurring. Currently, Counseling and Psychological Services is training University of Arkansas faculty and staff members utilizing their "CaseFinder" Training program. This program seeks to increase the ability of faculty and staff members to identify distressed students, provide appropriate interventions, and facilitate referrals as needed. In addition, current counseling staff members are continuously increasing their knowledge and expertise in TBI and PTSD.

**Further Steps and/or Resources needed to address this Issue:** The University of Arkansas should consider supporting a United States House of Representatives Bill: HR 785. The intent of the bill is "To direct the Secretary of Veterans Affairs to carry out a pilot program to provide outreach and training to certain college and university mental health centers relating to the mental health of veterans of Operation Iraqi Freedom and Operation Enduring Freedom, and for other purposes." This will require coordination with Congressman John Boozman's office regarding the status of this bill. Dr. Cline has attempted to contact Mr. Steve Gray of Congressman Boozman's office, but further follow up is necessary. The task force feels that it is imperative that the University support this bill to assure that all institutions of higher education in Arkansas have appropriate mental health support for student veterans.

The University of Arkansas will also continue to seek funding for additional mental health clinicians and psychiatric services provided by Counseling and Psychological Services. The budget request for FY 2009 was \$237,090 for two additional mental health clinicians, fifty percent of a fulltime psychiatrist position and a nurse for case management support. These positions have yet to be funded. In order to meet

standards of best practices with adequate counseling services for a population of over 19,000 students, additional resources for Counseling and Psychological Services are needed as follows: FY 09, \$237,100; FY 10, \$156,000; FY 11, \$167,000; FY 12 \$216,800; FY 13, \$56,500; FY 14 \$57,000.

14. **Issue:** Some veterans who wish to attend the University of Arkansas require assistance with transitional needs including remedial instruction in academic areas.

**Solution:** Collaboration needs to take place between the appropriate offices so that a wide variety of transitional services including remedial courses are offered and available to veterans online.

**Steps taken to address this issue:** Veterans Upward Bound (VUB) exists to help veterans develop academic skills. VUB is currently working with Global Campus to place these non-credit skill courses online.

Fulbright College's Developmental Instruction Office has placed English 0003 online in partnership with the Global Campus to serve veterans and other students.

The Orientation Office is working on an online orientation program for transfer students which can be utilized by veterans as well.

**Further steps and resources needed to address this Issue:** Admissions will now notify First Year Experience (FYE) of veterans and other military personnel who have applied to the university. FYE will then send separate information to the students indicating they have the option to attend the traditional 2-day orientation sessions in June or August, the one-day transfer orientation in April or August, or utilize the online orientation. If students choose the online option, they will have an individual advising and registration appointment with their academic college. The advisors in the academic college are supportive of each option but would prefer the students to meet with advisors one-on-one for more individual attention. For those wishing to take part in an on-campus Orientation, FYE will evaluate the itinerary to arrange a time during the 1 day or 2 day sessions for the students to meet with the veteran representatives from MPPOC, Veterans Upward Bound, and the Registrar's Office. Tracking of the veterans through their orientation to the university will initially have to be manual; in the future this process can be automated, including notifying appropriate university offices regarding which sessions will have veterans or military personnel in attendance.

15. **Issue:** Some veterans choose to go to Northwest Arkansas Community College (NWACC) initially, and they are not always receiving the necessary information about transferring as it relates to veterans issues.

**Solution:** The University of Arkansas should partner with NWACC in providing information to veterans regarding transfer and articulated programs.



**Steps taken to address this Issue:** The University of Arkansas has formed a Transfer Task Force which will address a range of issues related to potential transfer students, including veterans and military personnel.

**Further steps and resources needed to address this Issue:** Staff members at the U of A and at NWACC who work with veterans need to have regular conversations about how to help veterans and military personnel who wish to earn a bachelor's degree.

16. **Issue:** The University of Arkansas is not actively recruiting veterans to attend school here.

**Solution:** An effort needs to be made to recruit veterans to attend the University of Arkansas.

**Steps taken to address this Issue:** Steps have been taken to develop a marketing and advertisement strategy to recruit veterans. Chris Erwin with Global Campus has created some advertisements and slogan concepts. These preliminary drafts can be found in the appendix of this report. The plan is to include these marketing materials, along with other promotional items such as posters, jump drives, and DVD's in military care packages through Captain Heath Scott and the local Veterans of Foreign Wars (VFW) and local Registered Student Organizations. This will help build in a mindset of attending college after the soldiers return from foreign wars in Iraq and Afghanistan.

**Further steps and resources needed to address this Issue:** Links need to be created on a Veterans Services webpage to other 2-year Community College feeder schools' websites. Recruiters in the Office of Admissions need to collaborate with the Veteran Upward Bound staff to better coordinate the transition to college through a formalized referral process.

17. **Issue:** There are currently no efforts concentrated on retention and graduation of veterans attending the University of Arkansas.

**Solution:** There should be a focus on increasing retention and graduation rates of veterans in alignment with the institution's overall goals for retention and student success.

**Steps taken to address this Issue:** Currently, the Registered Student Organization MPPOC serves as the informal support and retention network for student veterans. MPPOC holds regular meetings on campus and supports a social networking site for its members.

**Further steps and/or resources needed to address these issue(s):** Online social networks such as MySpace, Facebook, blogs, etc. provide one method of connecting student veterans to one another on campus. This low cost networking solution could continue to be maintained by a veteran administrator. Current members of MPPOC are maintaining the social networks with zero labor cost charged to the organization. While helpful, MPPOC recognizes that formal efforts to retain and graduate student veterans are needed. To that end, the Veterans Resource and Information Center could potentially be asked to participate in more formal efforts to recruit, retain, and graduate student veterans.

Increased collaboration between Air Force ROTC, Army ROTC, and MPPOC is desirable and may also assist in retention and graduation efforts.

18. **Issue:** There is no system in place to identify incoming students who are currently serving or who have served in the US military.

**Solution:** A mechanism needs to be put in place so that the University can identify incoming student veterans.

**Steps taken to address this Issue:** It was determined that the office of Undergraduate Admissions does currently query applicants regarding military status. Question #18 on the University of Arkansas undergraduate application form asks, "Are you a veteran of the United States armed forces?"

**Further Steps and/or Resources needed to address this Issue:** Further efforts will be made to include Graduate Admissions and Law Admissions in the university's efforts to identify incoming student veterans. Involvement on the part of the Registrar and potentially the office of the Provost could be quite helpful in identifying all incoming student veterans at the University of Arkansas.

19. **Issue:** There is not a system in place by which to identify currently enrolled students who are serving or who have ever served in the military.

**Solution:** A mechanism needs to be put in place so that we have the ability to accurately track our student veterans.

**Steps taken to address this Issue:** The Student Center webpage in ISIS has been modified so that students can now self-identify as military members, as well as update or modify their military status at any time. This information can be extracted from ISIS in order to better serve our current veteran population.

**Further Steps and/or Resources needed to address this Issue:** The University of Arkansas should e-mail all currently enrolled students and request that they update their information on ISIS. Additional reminders could be sent to students via Daily Headlines, or via electronic lists maintained by MPPOC and Off Campus Connections. In the future, it will be necessary to ensure that status updates are conducted yearly, ideally in the fall semester.



# “A Model Approach for Serving Veterans with Disabilities in Higher Education”



**BECK PRIDE CENTER**

For America's Wounded Veterans <sup>TM</sup>

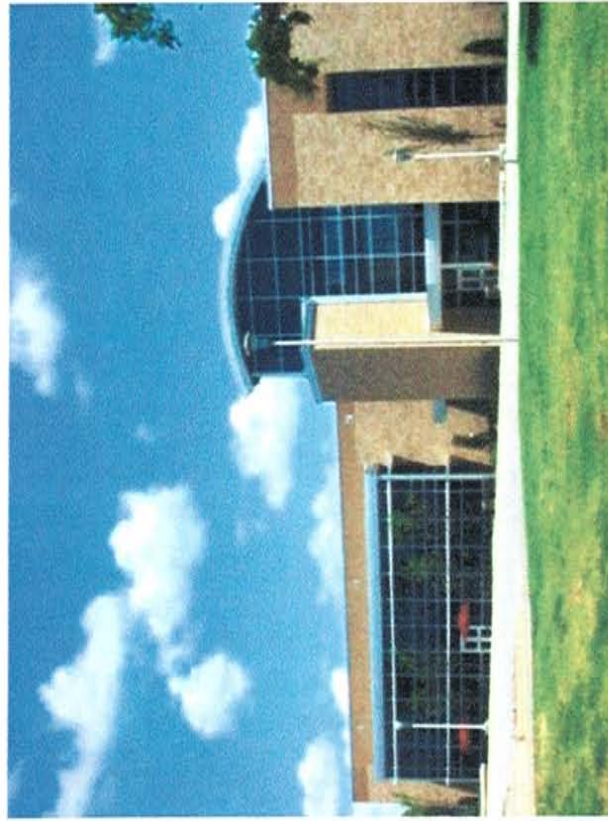


ARKANSAS STATE UNIVERSITY  
College of Nursing & Health Professions  
Jonesboro, Arkansas



# BECK PRIDE CENTER

For America's Wounded Veterans™



*College of Nursing & Health  
Professions*  
Donald W. Reynolds Center  
For Health Sciences



PRIDE CENTER  
“DAY ROOM”





What the program does is in our name...



“P.R.I.D.E.”

- PERSONAL
- REHABILITATION
- INDIVIDUAL
- DEVELOPMENT
- EDUCATION





## Our Mission...

*“To provide combat wounded veterans with resources for personal rehabilitation, counseling, advocacy, financial assistance, access to the higher education experience and socialization.”*

*“To provide first class educational programs and services at Arkansas State University; supporting these individuals to achieve their post military service goals.”*





# Service –Related Disabilities

*Unfortunately, many service members return from combat with a disability that is directly connected to their service...*

- 30,634 service members injured during Operation Iraqi Freedom (OIF) between 2003 - 2008
- 12,253 diagnosed cases of bone and muscle injuries
- 50,000 diagnosed cases of PTSD

*(DiRamio, Spires, 2009).*

- 65 percent of combat injuries are reported as a result of blast-related injuries; wounds from improvised explosive devices (IEDs), land mines, shrapnel, and other blast phenomena.<sup>(1,2)</sup>
- Approximately 60 percent of these injured soldiers have symptoms of (TBI).

1-Defense and Veterans Brain Injury Center, 2010 (<http://www.dvbic.org>)

2- (Clark, Bair, Buckenmaier, Girona and Walker, 2007).





Jonathan Wheeler awarded a  
Purple Heart, May 2009.  
Medically Discharged, August 2009.

Approximately 90% of those who are injured in combat survive. By the nature of blast-related injuries, those with serious injuries are often wounded in more than one place and experience significant pain.

Physical disabilities related to combat can include loss of vision, loss of hearing, decreased physical stamina and mobility issues.

(Quillin, 2008).



# “Wounded” vs. “Disabled”

“I served my country as a combat medic in 3 tours to Iraq. It was my job to take care of my injured soldiers... Until the day I was seriously wounded during a bomb explosion.”

“I want others to understand that **I am wounded- *not disabled***. At ASU, I’m preparing myself for a new career and life after combat. The PRIDE Center and the school help me do that, but I **do not accept being labeled disabled.**”

- Jonathan Wheeler





# Accommodating physical disabilities & mental health issues

Your campus can make veterans with these issues more comfortable.

**Student-vets must not only adjust to their new role as a college student, they also must still adjust to living with their disabilities. Like these...**

- Suffered the loss of both legs needs accessible classrooms & buildings.
- Without hands could need a recorder in the classroom.
- Have a combination of disabilities, like a lost limb & a traumatic brain injury.
- Undergoing physical therapy for the injuries, which could put a strain on the time they are able to spend in class or studying.
- Have frequent medical appointments in disability compensation process.
- On pain medication that makes it hard to focus.

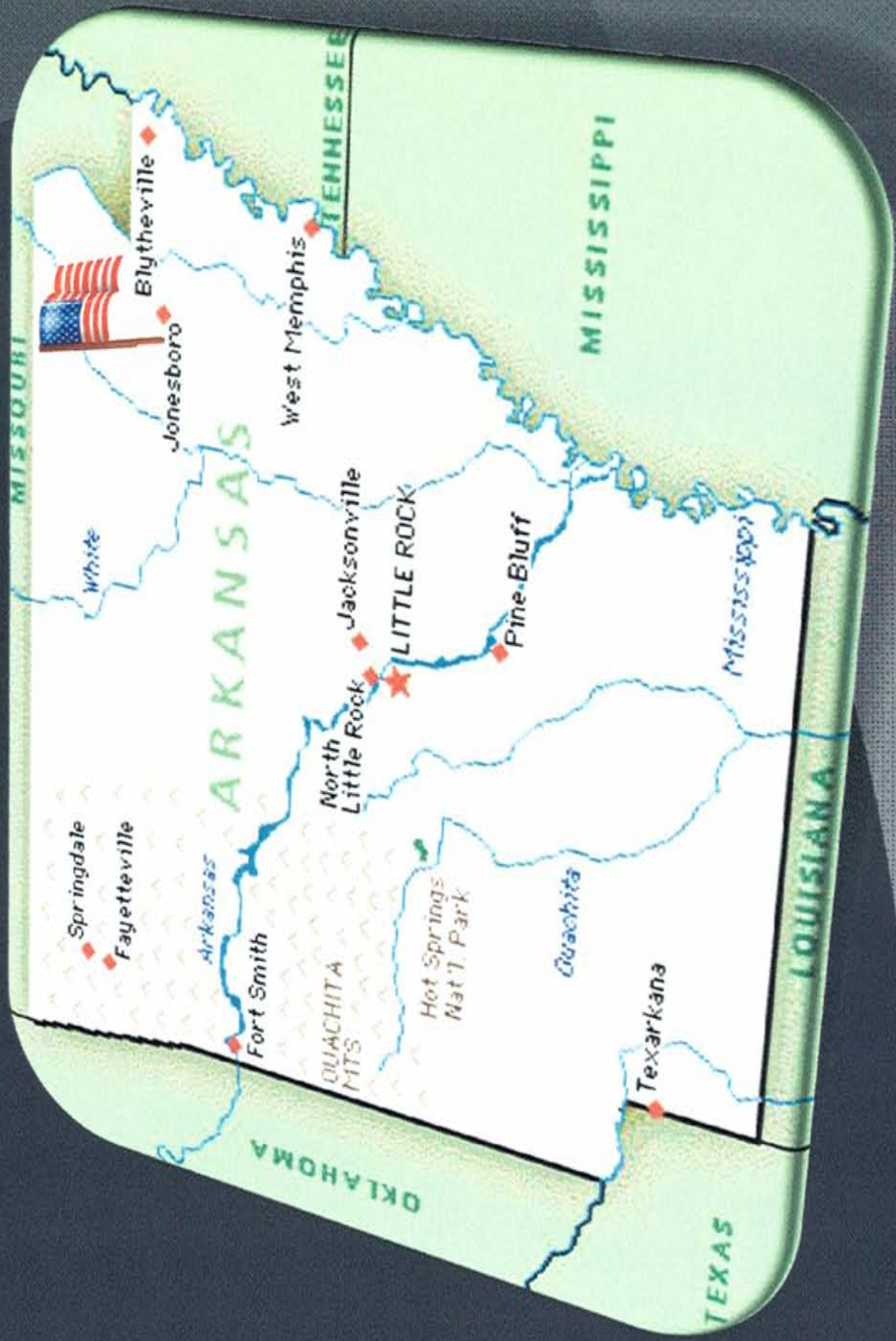
*Thus, working closely with the disabilities services & health services offices on campus will be crucial to an injured student-veteran's success.*



# BECK PRIDE CENTER

For America's Wounded Veterans™

*The Beck PRIDE Center opened in  
October 2007,  
at Arkansas State University  
Jonesboro, Arkansas.*



*Established with funds  
donated by the Buddy G.  
Beck family.*

Beck PRIDE Center for America's Wounded  
Veterans





## Northeast Arkansas Veterans...

### OEF/OIF Military Deployment:

Northeast Arkansas - 1037<sup>th</sup> Army Reserve/National Guard unit

- **207** Are deployed to Afghanistan *(as of January 2010)*
- 2<sup>nd</sup> & 3<sup>rd</sup> deployments for most soldiers

### Returning Troops:

• >920 National Guard/Reserve combat veterans from northeast Arkansas since October 2007.

- > 2957 Veterans registered to Jonesboro's VA outpatient clinic (CBOC)  
*(all service branches/including previous conflicts)*



***“How do injured  
combat service  
members get  
referred to the  
Beck PRIDE  
Center for  
America’s  
Wounded  
Veterans?”***

- VA – OEF/OIF Transition Assistance Office
- VA- Vet Centers
- AW2 Program – (Army Wounded Warriors)
- VA Voc Rehabilitation
- VA CBOC (VA community based outpatient clinic)
- Military Hospitals (WRAMC, BAMC, others)
- Arkansas National Guard -NCO's/Officers, FAC's/FRG's, TAG's Office
- CVSO (county veteran services officer)
- Congressional Representatives –Veteran's Advisor
- Combat Veterans Family Members
- Participants
- Ministers
- County mental health center
- Private practice mental health
- Media & News programs
- ASU – faculty, disability services, student support services, registrar's office, others
- Arkansas Workforce
- And MORE...





## Eligibility

- ✓ The PRIDE program is designed for U.S. military personnel (*active duty or discharged*) serving during present day conflicts.
- ✓ Veterans injured while in combat service
- ✓ Those in need of rehabilitation, career counseling and educational attainment.



# “What is considered an injury?”

- ✓ Physical injuries
- ✓ Emotional / Mental  
Health injuries



*Marco Robledo, SPC  
875th Arkansas Army National Guard*

*By Fred W. Baker III  
American Forces Press Service  
WASHINGTON, Sept. 13, 2007*

Beck PRIDE Center for America's Wounded  
Veterans





## Beck PRIDE Center program services are designed to...

- ✓ Provide services to supplement  
*(not duplicate)* veterans' eligible government benefits
- ✓ Fill in service gaps where they exist





*Sgt. James Holm & Chris*

## Common Re-Integration Issues & Needs of Wounded Combat Veterans

- Adjustment Counseling
- Mental Health
- Spousal Abuse
- Anger Management
- Grief & Depression
- Leisure “fun” activities
- Purpose/Worth Issues
- Stress Management
- Health/Medical/Dental
- Child Care
- Home/Vehicle Repair
- Transportation
- Time Off Work
- Physical Injuries
- Education
- Religious/Spiritual
- Re-location (moving) issues
- Legal
- Support Groups
- Health Insurance
- Social connections
- Alcohol/Drug Abuse
- Post Traumatic Stress
- Relationships/Marriage/Family
- Employment
- Financial



EDUCATION  
ASSISTANCE

PERSONAL  
REHABILITATION  
SERVICES

MENTAL HEALTH  
COUNSELING

CAREER &  
BUSINESS  
PLANNING

SOCIAL  
SERVICES &  
COMMUNITY  
REFERRALS

MENTORING, SOCIALIZATION  
& MORE...







# Education Assistance

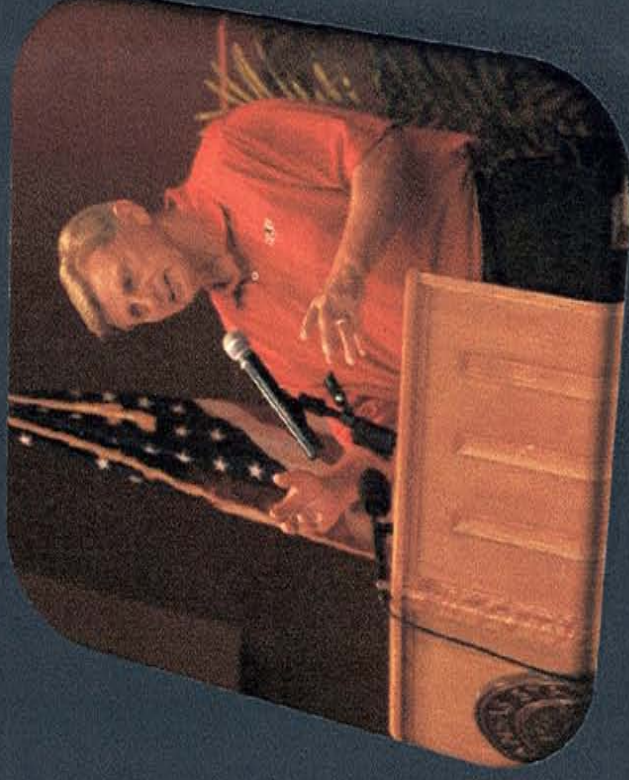
- GI Bill Benefits, Scholarships, Grants, Financial Aid Programs
- Career Testing & other testing services
- Military experience credit
- Advising
- Priority Registration
- Disability Accommodations
  - Center based- testing proctors, group & individualized tutoring
  - math modification
  - Night, online & distance-learning
- VA & ASU Work Study
- Advocacy & Mentoring
- VA Vocational Rehabilitation
- Campus Peer/Socialization Opportunities
- On/Off Campus Disability Housing & Transportation
- And more...





# Arkansas Governor Mike Beebe Scholarship for Wounded Veterans

- ✓ Sigma Pi Organization National Education Foundation
- ✓ For eligible Beck PRIDE Center participants & dependents
- ✓ Scholarship awards based on veteran's need
- ✓ > \$27,000 awarded since 2008



Mike Beebe, Governor of Arkansas  
Arkansas State University Alumni





# **“Boots to Books” Grants**

*Up to \$500 per semester*



- Resource for student-veterans or dependents in a financial “gap” period
- For textbooks and related school supplies
- Program supported by donations from individual & military service organizations, faith based and community groups



## Personal Rehabilitation Services

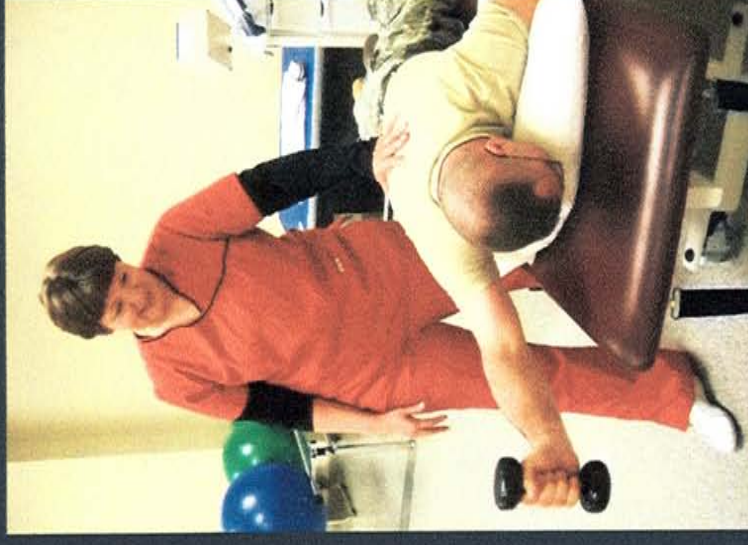
- Physical Therapy
- Speech Language Therapy
- Occupational Therapy
- Medications Assistance  
Program Referrals
- Nutritional Assessment
- Rehabilitation Counseling
- And more...







*SSGT Timothy Norman receives therapy from Becky Keith, PT MSHS. Keith serves on the Arkansas Traumatic Brain Injury Council.*



- The Center offers physical training on campus & flexible scheduling so participants can attend therapy sessions before class, between classes or after classes.
- The Beck PRIDE Center has golf carts to help veterans get to/ from class.
- For participants with appointments at the VA hospital, (65 miles away) the Center can provide gas cards.





Harvey Reed, LMSW  
(VA Vet Center)

# Mental Health Resources

- **Vet Center Services on ASU Campus**  
(Partnership with the VA-Vet Center)
- VA, TRICARE, Community Mental Health Center & Substance Abuse Provider Referrals
- Referrals/Payment for Private Counseling
- Payment for Parent, Spouse & Children's outpatient counseling
- Veteran's Support Group & Spouse's Support Group
- Psychoeducation groups & Resources
- PTSD, Anger Management, Marriage, Grief Groups & more...
- State / National Mental Health Resources locator
- Provider training/CEU's





# Community Resources/ Information/ Referrals

- Veteran's Benefits & Service Organizations
- Employment Services
- Financial Services
- Public Assistance
- Court Advocacy
- Dependent Care
- Opportunities for Socialization
- Peer Support
- Other Community Based Social Services







*Doug Strickland,  
Support Specialist*

## Employment & Small Business Development Center Partnership

*(SBDTC/Small Business Administration)*

Veteran-entrepreneur education/training  
courses

“Patriot Express” loan program  
assistance

Business development & case  
manager/mentoring

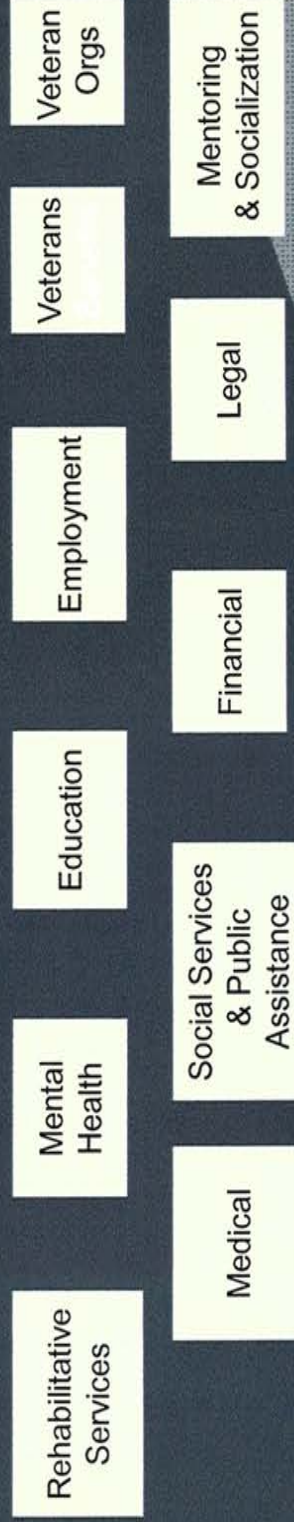
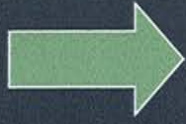
Marketing, financing, and operations  
guidance

Locator – U.S. Government veteran-  
preference business opportunities

And more...



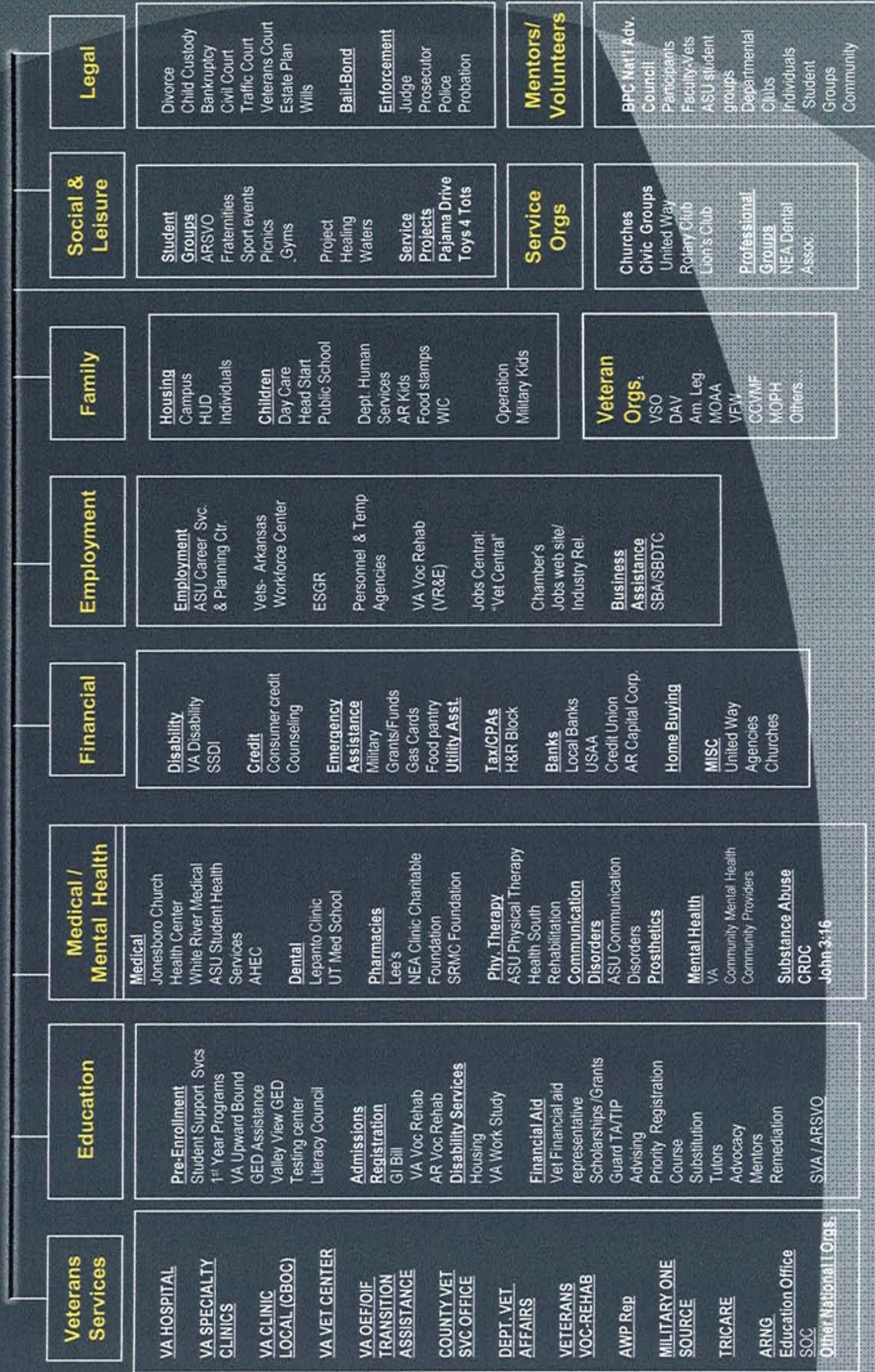
# Injured Combat Veteran (*& Dependents*)







# Referral / Resource Structure





# Staff Role

Provide "One-Stop" services for injured combat veteran and/or family member(s). The program uses a multi-disciplinary team approach...



- ✓ Assess veterans' needs
- ✓ Screen for gaps/voids
- ✓ Research resources  
*(local/regional/state/national)*
- ✓ Provide referrals
- ✓ Coordinate referrals to reduce duplication, supplement existing benefits & maximize efficiency.
- ✓ Advocate & Mentor
- ✓ Liaison between the veteran & university & other organizations providing assistance/or services.
- ✓ Monitor participant progress & program effectiveness





# Multidisciplinary Planning Team

## Physical Rehabilitative Services

Becky Keith, PT MHS

## Nursing

Dr. Renee Miller

## Beck PRIDE Center Professional Staff

Susan Tonymon  
Kelly McCoy  
Doug Strickland (P/T)  
Dr. Dennis White (P/T)

## Social Work

Dr. Rebecca Edwards

## Communication Disorders

Dr. Richard Neeley, SOP, SLP

## VA Vet Center Mental Health Services

Harvey Reed, LMSW



# Participant Progress Model



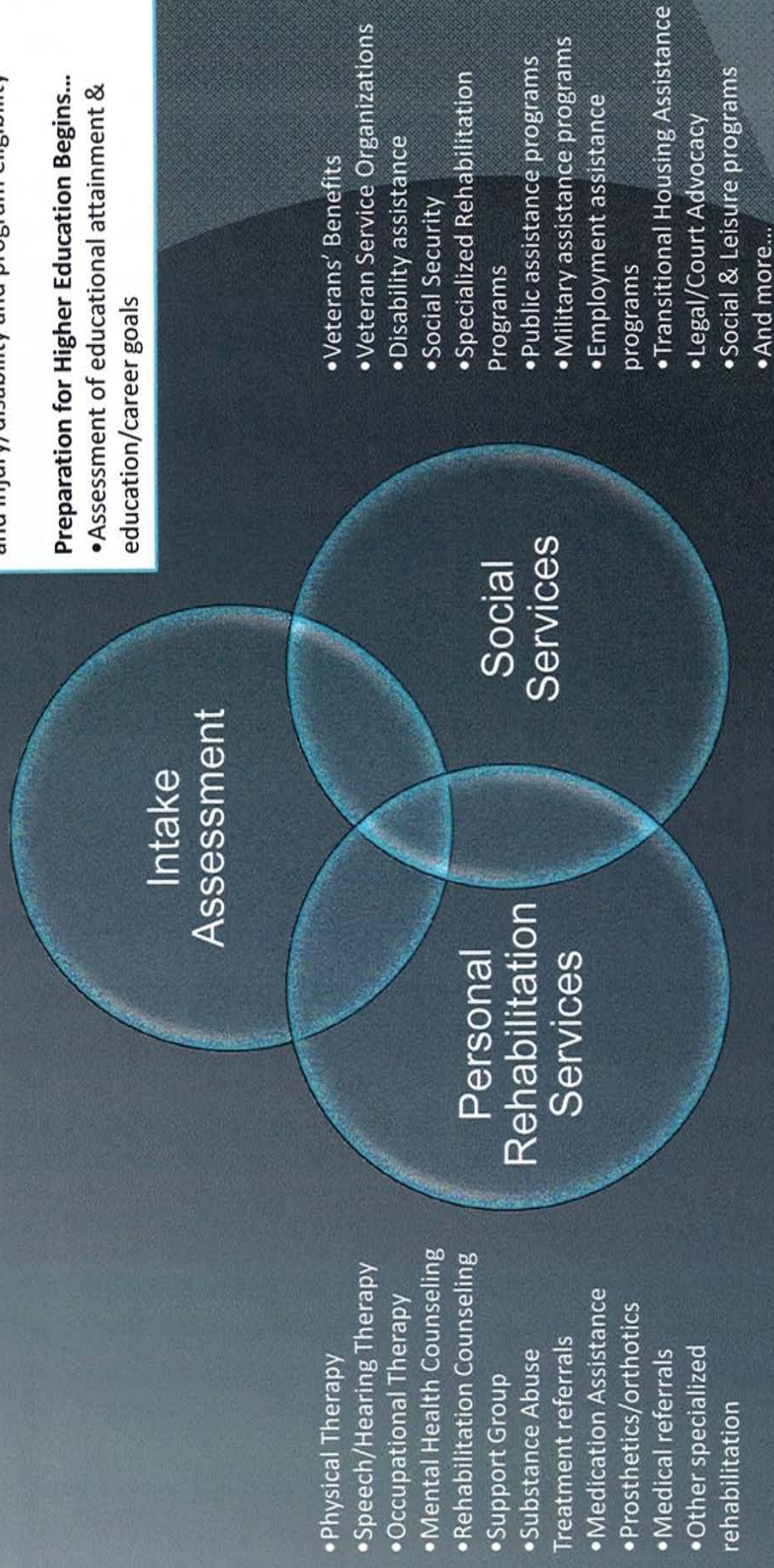


#### **PRIDE Center Enrollment**

- Verifications: DD214 (military combat service) and injury/disability and program eligibility

#### **Preparation for Higher Education Begins...**

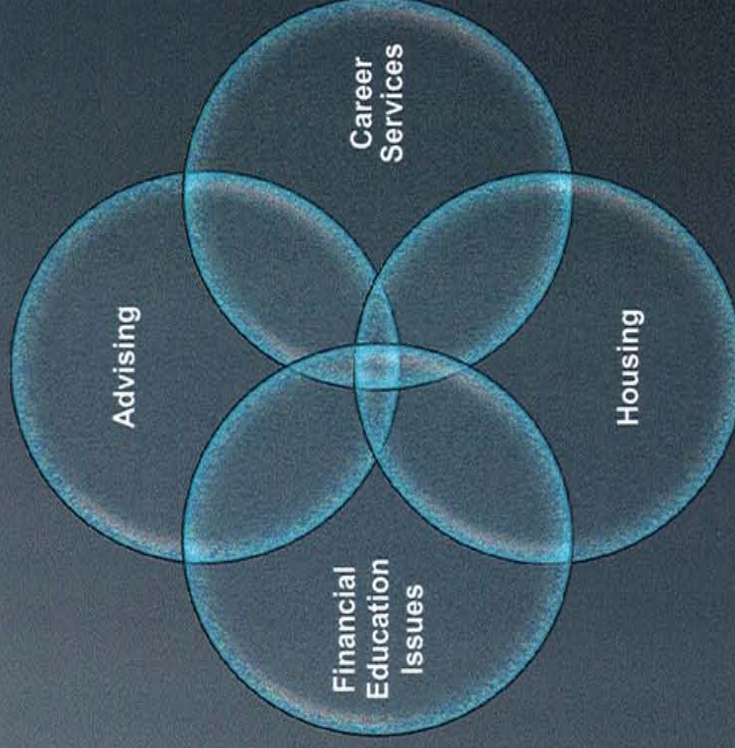
- Assessment of educational attainment & education/career goals



## **I. Pre-enrollment Assessment Rehabilitation and Reintegration**



- Placement (*Evaluation for Remediation/accommodation*)
- ACT & COMPASS Testing/Evaluation
- Un-decided Major(s): General Education schedule  
(*Helpful for combat veterans with no college- 1<sup>st</sup> semester*)
- Military Training/Course credit



- ASU Veterans' financial aid officer
- VA Voc-Rehabilitation
- ASU Veterans Registrar
- GI Bill programs
- State Voc-Rehab Services
- National Guard/Reserve Tuition Assistance Program
- Sigma Pi/Governor Mike Beebe Wounded Veterans' Scholarship
- Other Scholarships

- Career Testing
- Advising
- Work study & part time jobs
- Resume assistance

- Disability Housing Accommodations
- On Campus
- Off campus

## Phase II. Enrollment, Admission Advocacy and Accommodation

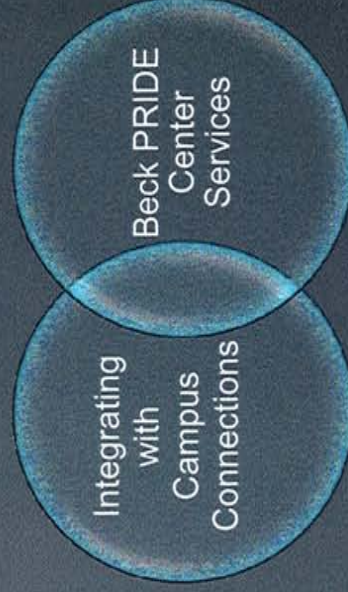


**BECK PRIDE CENTER STAFF CONNECTS STUDENT-  
VETERANS WITH ON-CAMPUS PROGRAMS /  
SUPPORT SERVICES**

- Disability Services evaluation and plan
- 1<sup>st</sup> Year Programs enrollment
- Student Support Services
- Non-traditional Student Services
- Arkansas Student Veteran Organization
- Other campus organizations & community groups

**Beck PRIDE Center  
Services**

- Priority Registration Assistance
- Course Substitution (Math)
- Remediation
- Tutoring services
- "Boots to Books"
- Proctor/Exam Testing
- Liaison and Advocacy services
- Peer Mentors
- Individual Employment Planning
- Training/Classroom adaptive equipment
- "Combat to College" orientation
- "(R&R) Rest and Relaxation" Mid-week check-ins
- Vet Center Combat Vet support group, weekly
- "Conquer College" workshops
- Social Work services
- Business/career development services
- Socials
- Cultural enrichment
- Family support services
- Family social events
- "Fitness Challenge" wellness programs
- Community service projects
- Awards Banquet



**PHASE III.**  
Educational, Physical, Emotional  
and Social Development



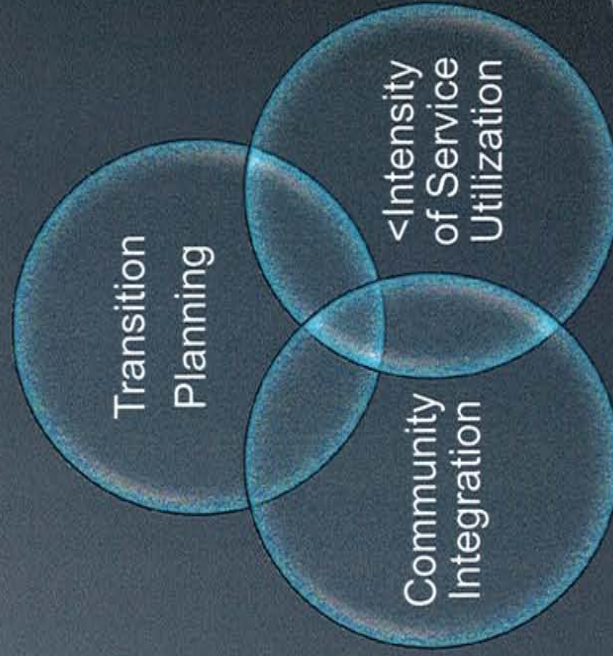
PHASE IV.  
Completion and  
Graduation and  
Transition

*Beck PRIDE Center Services  
are delivered throughout  
the veteran's higher  
education experience...*

- Rehabilitation support
- Educational support

***And... Additional Services and  
Opportunities***

- Socialization opportunities
- Career/Employment Planning
- Small Business Development & Technical Center Veteran's liaison/mentor
- Liaison with military & civilian employment organizations/services
- Vocational & career development services
- And more...







## At a Glance...

82 Beck PRIDE  
PARTICIPANTS  
(As of January 2010)

51 ASU Student-veterans  
(48 male / 3 female)

31 Non-Students  
(30 male / 1 female)

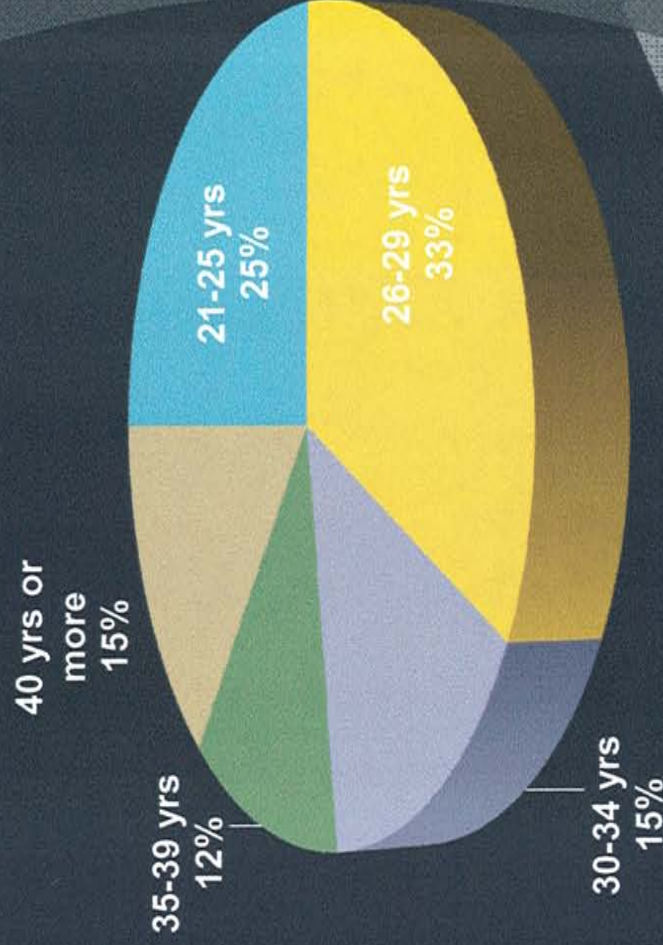
10,800 Spring 2010 Enrollment ASU  
Jonesboro campus

Student-Veterans Using Military  
Benefits

312 GI Bill

59 V.A Voc-Rehab

## PRIDE Participants Age Range



- Average 24-28 years of age
- Likely to be married, or recently divorced w/ children





2008

American Council on Education (ACE) & Wal-Mart Foundation  
\$100,000 award recipient



# 2009 "NEWMAN'S OWN" RECIPIENT



FOR IMPROVING THE  
QUALITY OF LIFE FOR  
MILITARY FAMILIES



2008

"Above & Beyond Award"  
Employer Support of the  
Guard & Reserve  
(U.S. Department of Defense)



Beck PRIDE Center for America's Wounded Veterans



# Financial Support

- Grants/Gifts
  - The Buddy G. Beck Family Foundation
  - Wal-Mart Foundation
  - Disabled American Veterans Trust (DAV)
  - Fisher House Foundation/Newman's Own, Inc.
  - Individual/Private donors
- Federal Funding
  - 2010 Congressional Appropriation/Dept. of Defense
- In-kind Services
  - Arkansas State University
  - Community Mental Health Center
  - Community & Faith Based Organizations
- Veterans Services Organizations
  - Veterans of Foreign Wars
  - Military Officers Association of America
- Scholarship Program Fund
  - Sigma Pi Fraternity National Education Foundation







## REMEMBER THE FALLEN

*"... to bind up the nation's wounds;  
to care for him who shall have borne the  
battle and for his widow and his orphan.  
To do all which may achieve and cherish  
a just and lasting peace, among  
ourselves and with all nations."*

*- Abraham Lincoln*



## Contributions

Donations to the Beck PRIDE Center For America's Wounded Veterans are greatly appreciated. Your generous, tax deductible donation enables us to help combat-injured service members, assist their families and help fill military benefit service gaps where they exist. As the number of wounded steadily increases, so do the needs of these brave individuals. All donors will receive acknowledgement appropriate for tax purposes.

## Mailing Address

Beck PRIDE Center For America's Wounded Veterans  
Attn: Susan Tonymon, Director  
P.O. Box 910  
State University, AR 72467

## Online Giving

The Center is a non-profit program within the Arkansas State University College of Nursing and Health Professions. Donate online at: <http://support.astate.edu/OnlineGiving.htm>

**Please designate: Beck PRIDE Veterans program**  
**Category: ASU College of Nursing and Health Professions**



Beck PRIDE Center for America's Wounded  
Veterans



# Traumatic Brain Injury

31,483 U.S. Troops Wounded in - through August 31, 2009  
*20% of which are serious brain or spinal injuries.*

(Total excludes psychological injuries.)

(US Dept/Defense & Brookings Institute)

Combat troops exposed to bomb blasts, may suffer at least mild TBI: 11-28%

OEF/OIF troops diagnosed with mild/moderate/severe TBI at Walter Reed: 30%

Portion of total OIF bomb blast victims with TBI: 60%  
1,882 OIF cases treated

\$35 billion Projected lifetime TBI treatment costs



# Combat Stress

- The average warrior in Iraq spends 220 days a year in combat, more than those in either the Vietnam War or World War II.
- As of February 2007, 20,000 military personnel deployed up to five times in support of the war effort, (American Counseling Association 2008.)
  - Another 70,000 have gone at least three times, while 1.5 million have deployed once.
- An Army report released March 2008, showed more than 27 percent of troops on their third or fourth combat tour suffered anxiety, depression, post-combat stress and other problems.
  - The rate was more than double the 12 percent who reported such problems on a first combat tour.





## Facts About Veterans in Arkansas...

- *>13,000 Arkansas National Guard/Reserve members have served in combat during OEF/OIF conflicts.*
- *260,000 veterans in Arkansas*
- *> \$1.4 billion spent annually by the Veterans Administration (VA) on 263,000 Arkansas veterans.*
- *> 50,136 veterans /survivors receive disability compensation, dependency /indemnity compensation or pension payments.*
- *> 5,580 veterans, reservists or survivors received VA education benefits through the GI Bill*



# Housing



**U.S. Department of Veterans Affairs**  
Fact Sheet

**ENDING HOMELESSNESS AMONG VETERANS**

The Department of Veterans Affairs is taking decisive action toward its goal of ending homelessness among our nation's Veterans. To achieve this goal, VA has developed a *Five Year Plan to End Homelessness Among Veterans Initiative* in 2009 that will assist every eligible homeless and at risk for homeless Veteran. This will be accomplished by assisting Veterans to acquire safe housing; needed treatment services; opportunities to return to employment; and benefits assistance. The initiative is intended to end the cycle of homelessness by preventing Veterans and their families from entering homelessness and by assisting those who are homeless to exit as safely and as quickly as possible. VA's "no wrong door" philosophy will ensure that all Veterans seeking to prevent or end their homelessness will have timely access to appropriate programs and services. When a Veteran requests assistance, whether at a medical center, a regional office, or a community organization, that Veteran will be provided access to needed services.

The initiative is built upon six strategies: **Outreach/Education, Treatment, Prevention, Housing/Supportive Services, Income/Employment/Benefits** and **Community Partnerships**. These six strategies encompass a wide continuum of interventions and services to prevent and end homelessness among Veterans. Homeless Veterans will benefit from the expansion of existing program capacity and treatment services, as well as the implementation of new programs focused on homelessness prevention and increased access to permanent housing with supportive services. And, although the provision of safe housing is fundamental, programming will include mental health stabilization; substance use disorder treatment services; enhancement of independent living skills; vocational and employment services; and assistance with permanent housing searches and placement.

VA's Goals for Ending Homelessness Among Veterans by Fiscal Year:

FY 2011:

- Decrease number of Homeless Veterans on any given night to 80,000 or less – down from the 107,000 reported the previous year;
- Create an additional 1,500 Grant and Per Diem Beds and serve approximately 18,000 Veterans;
- Domiciliary Care for Homeless Veterans (DCHV): Stand up five new Domiciliary Residential Rehabilitation and Treatment Programs (D-RRTP) that will create an additional 200 residential treatment beds and serve approximately 800 Veterans;
- Veterans Justice Outreach (VJO): Hire an additional 70 Justice Outreach Specialists and serve approximately 12,000 Veterans to avoid incarceration by receiving needed treatment or to safely transition from institutional settings;
- Implement prevention programs for at risk for homeless veterans through Supportive Services for Veteran Families (SSVF): Award \$50 million in supportive service grants to community partners and serve approximately 2,000 Veterans and their families;
- Hire additional community-based substance use and mental health clinicians to provide treatment services to Veterans in their communities;



- Homeless Veteran Dental Program (HVDP): Provide one time course of dental care treatment to approximately 20,000 Veterans to help them return to employment and improved health;
- Homeless Veteran Supported Employment Program (HVSEP): Hire Vocational Specialists and serve approximately 4,300 homeless and at-risk Veterans; and
- Increase access to permanent supportive housing through the Department of Housing and Urban Development (HUD)-VA Supported Housing: (HUD-VASH) Prepare for an additional 10,000 vouchers to augment the 30,000 available by providing case management services to Veteran families (if the additional vouchers are appropriated).

#### FY 2012

- Decrease number of Homeless Veterans on any given night to 59,000 (June 2012 High Performance goal with HUD);
- HUD-VASH: Deploy 10,000 addition vouchers to provide permanent supportive housing for Veterans and their families;
- Veterans Justice Outreach (VJO): Provide services to approximately 18,000 Veterans;
- Supportive Services for Veteran Families (SSVF): Serve approximately 19,500 Veterans and their families;
- In coordination with the US Interagency Council on Homelessness (US ICH) develop an implement a Web-based tool kit to promote best practices for homeless services related to permanent supportive housing; and
- Homeless Veteran Dental Program (HVDP): Provide one time course of dental care treatment to approximately 20,000 Veterans.

#### FY 2013

- Decrease number of Homeless Veterans on any given night to 35,000.
- HUD-VASH: Deploy 10,000 vouchers to provide permanent housing for Veterans and their families.
- Supportive Services for Veteran Families (SSVF): Provide supportive service grants and serve approximately 19,500 Veterans and their families.
- Grant and Per Diem: Provide training to new GPD awardees and services to approximately 20,000 Veterans.
- Homeless Veteran Dental Program (HVDP): Provide one time course of dental care treatment to approximately 20,000 Veterans.

#### FY 2014

- Decrease number of Homeless Veterans on any given night to 0\*
- Homeless Veteran Dental Program (HVDP): Provide one time course of dental care treatment to approximately 20,000 Veterans.
- Veterans Justice Outreach (VJO): Provide 20,000 Veterans with VJO prevention services.
- Supportive Services for Veteran Families (SSVF): Award \$100 million in SSVF to approximately 19,500 new and a total of 48,500 Veterans and their families.

\*All Veterans will be in the process of housing and treatment, leaving no homeless Veterans on the street or in shelters.



# **US DEPARTMENT OF VETERAN AFFAIRS**

## **HOMELESS VETERANS**

### **National Call Center**

The Department of Veterans Affairs' (VA) has founded a National Call Center for Homeless Veterans hotline to ensure that homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors.

The VA has founded a National Call Center for Veterans who are homeless or at risk of becoming homeless, that provides free, 24/7 access to trained counselors. Call 1-877-4AID VET (1-877-424-3838) or Chat Live 24 hours a day, 7 days a week.

#### **Prevention Services**

Includes the National Call Center for Homeless Veterans, the Veteran Justice Outreach Program, and the Supportive Services for Veteran Families Program.

Learn More - <http://www1.va.gov/HOMELESS/prevention.asp>

#### **Housing Support Services**

Includes information and resources to provide permanent or temporary housing and ongoing case management and treatment services for homeless Veterans.

Learn More - <http://www1.va.gov/HOMELESS/housing.asp>

#### **Treatment**

Includes healthcare for homeless Veterans, healthcare and other services for Veterans exiting prison, information on Veteran Stand Downs, Drop-In Centers, and VA's Homeless Veteran Dental Assistance Program.

Learn More - <http://www1.va.gov/HOMELESS/treatment.asp>

#### **Employment/Job Training**

Includes information on VA's Compensated Work Therapy program where homeless Veterans earn pay while learning new job skills, relearning successful work habits, and regaining a sense of self-esteem and self-worth.

Learn More - <http://www1.va.gov/HOMELESS/employment.asp>

#### **Benefits/Other Services**

Includes information about homeless Veteran Benefit Assistance and other programs, which provide necessary services to homeless Veterans.

Learn More - <http://www1.va.gov/HOMELESS/benefits.asp>

#### **Other Resources**

Includes the National Center on Homelessness Among Veterans, Project CHALENG, and other Non-VA resources for homeless assistance.

Learn More - <http://www1.va.gov/HOMELESS/resources.asp>



# **Program Sources**



## Arkansas Resources Directory of Homeless Shelters

**Homeless Shelter** <http://www.arkansas211.org/MatchList.aspx?k::0;;;0;0;Homeless%20Shelter;Top100;All>

Providers are listed in city order.

### THE SALVATION ARMY - SALINE COUNTY - SHELTER

Saline

129 North Main Street

Benton, AR 72015 [view map](#)

(501) 315-1058 Administrative

(501) 776-2201 FAX

### [HOUSING/SHELTER \(more info...\)](#)

#### MISSISSIPPI COUNTY ARKANSAS ECONOMIC OPPORTUNITY COMMISSION INC

Mississippi

1400 North Division Street

Blytheville, AR 72316 [view map](#)

(870) 776-1054 Administrative

(870) 776-1875 FAX

### [LIVING SITUATION/HOUSING STATUS \(more info...\)](#)

#### CALVARY BAPTIST CHURCH - CLINTON

Van Buren

144 Nicki Avenue Highway 95 East

Clinton, AR 72031 [view map](#)

(501) 745-3245 Administrative

(501) 253-1203 Service/Intake

### [HOUSING/SHELTER \(more info...\)](#)

#### MEADOWLAKE BAPTIST CHURCH

Faulkner

2105 Meadowlake Road

Conway, AR 72032 [view map](#)

(501) 513-2105 Administrative

### [HOUSING/SHELTER \(more info...\)](#)

#### BREAD OF LIFE SOUP KITCHEN - THE SALVATION ARMY

Union

419 South Madison Avenue

El Dorado, AR 71730 [view map](#)

(870) 863-4830 Administrative

(870) 862-7149 FAX

### [HOUSING/SHELTER \(more info...\)](#)

#### SEARCY COUNTY HOMELESS SHELTER

Boone

Route 1 Box 659C

Everton, AR 72633 [view map](#)

(870) 439-2137 Administrative



[HOUSING/SHELTER \(more info...\)](#)

THE SALVATION ARMY - FAYETTEVILLE - NORTHWEST ARKANSAS AREA COMMAND  
Washington  
219 West 15th Street  
Fayetteville, AR 72701 [view map](#)  
(479) 521-2151 Administrative  
(479) 444-9148 FAX

[HOUSING/SHELTER \(more info...\)](#)

ALL IS WELL HOMELESS SHELTER  
Saint Francis  
1202-1212 South Rosser  
Forrest City, AR 72335 [view map](#)  
(870) 630-9698 Administrative

[HOUSING/SHELTER \(more info...\)](#)

NEXT STEP DAY ROOM  
Sebastian  
123 North 6th Street, Suite 200  
Fort Smith, AR 72901 [view map](#)  
(479) 782-5433 Administrative  
(479) 242-5432 FAX

[HOUSING/SHELTER \(more info...\)](#)

THE SALVATION ARMY - FORT SMITH CORPS  
SALVATION ARMY - CRAWFORD COUNTY SHELTER  
Sebastian  
504 North D Street  
Fort Smith, AR 72902 [view map](#)  
(479) 783-2340 Administrative

[HOUSING/SHELTER \(more info...\)](#)

THE FAMILY CENTER - THE BENEFIT BANK OF ARKANSAS - HELENA  
Phillips  
406 Pecan Street  
Helena, AR 72342 [view map](#)  
(870) 338-8447 Administrative  
(870) 816-6824 Administrative

[HOUSING/SHELTER \(more info...\)](#)

LITTLE ROCK COMPASSION CENTER  
Pulaski  
3618 West Roosevelt  
Little Rock, AR 72204 [view map](#)  
(501) 296-9114 Administrative  
(501) 664-6847 FAX  
(866) 296-3291 Toll Free



[HOUSING/SHELTER \(more info...\)](#)

OUR HOUSE - THE BENEFIT BANK OF ARKANSAS

Pulaski

302 East Roosevelt Road

Little Rock, AR 72206[view map](#)

(501) 374-7383 Administrative

(501) 374-9611 FAX

(501) 375-2416 Service/Intake

[HOUSING/SHELTER \(more info...\)](#)

UNION RESCUE MISSION - LITTLE ROCK

Pulaski

3001 Confederate Boulevard

Little Rock, AR 72206[view map](#)

(501) 374-4022 Emergency for women

(501) 374-1748 Administrative

(501) 374-1108 Emergency for men

(501) 370-0804 FAX

[HOUSING/SHELTER \(more info...\)](#)

SOUTHERN CHRISTIAN MISSION - HOMELESS SHELTER

Columbia

515 West Monroe Street

Magnolia, AR 71753[view map](#)

(870) 235-1155 Administrative

[HOUSING/SHELTER \(more info...\)](#)

WHITE RIVER BATTERED WOMENS SHELTER

Jackson

Confidential Address

Newport, AR 72112

(870) 523-5403 Administrative and FAX

(870) 523-5000 Helpline

[HOUSING/SHELTER \(more info...\)](#)

FIRM FOUNDATION MINISTRIES

Pulaski

2200 East Broadway Street

North Little Rock, AR 72117[view map](#)

(501) 945-7412 Administrative

[HOUSING/SHELTER \(more info...\)](#)

MISSION OUTREACH OF NORTHEAST ARKANSAS

Greene

901 East Lake Street

Paragould, AR 72450[view map](#)

(870) 236-8080 Administrative

(870) 236-1216 FAX



[HOUSING/SHELTER \(more info...\)](#)

COMMUNITY OUTREACH SERVICES

Logan

317 West Walnut Street

Paris, AR 72855[view map](#)

(479) 963-3300 Administrative

(479) 938-7474 After Hours

[HOUSING/SHELTER \(more info...\)](#)

SOULS HARBOR

Benton

1206 North Second Street PO Box 1004

Rogers, AR 72757[view map](#)

(479) 631-7878 Administrative

[HOUSING/SHELTER \(more info...\)](#)

THE SALVATION ARMY - RUSSELLVILLE CORPS

Pope

1004 Weir Road Highway 326 North

Russellville, AR 72801[view map](#)

(479) 968-5358 Administrative

(479) 968-4122 FAX

(479) 968-5369 Service/Intake

[HOUSING/SHELTER \(more info...\)](#)

HEALTH RESOURCES OF ARKANSAS - WILBUR D MILL TREATMENT FACILITY - NORTH  
ARKANSAS HUMAN SERVICES

WILBUR MILLS ADDICTION TREATMENT CENTER

White

3204 East Moore Avenue

Searcy, AR 72143[view map](#)

(501) 268-7777 Administrative

(800) 592-9503 Emergency 24/7

(501) 305-5009 FAX

[HOUSING/SHELTER \(more info...\)](#)

GENESIS HOUSE

Benton

1030 East Ashley Street PO Box 1506

Siloam Springs, AR 72761[view map](#)

(479) 549-3438 Administrative

(479) 549-3439 FAX

[HOUSING/SHELTER \(more info...\)](#)

GOSPEL RESCUE MISSION

Crawford

200 Drennen Street

Van Buren, AR 72956[view map](#)

(479) 474-4163 Administrative



## **Housing – Veterans – ADFA**

**Arkansas Development Finance Authority** (Oct. 8, 2008): <http://www.arkansas.gov/adfa/>  
Program for first-time homebuyers with 28 partners across Arkansas (non-profits) that do counseling: first-time homebuyer, credit (repair – get ready to purchase), pre-purchase, financial and now foreclosure. – have access to these across the state – also on site: <http://www.arkansas.gov/adfa/>  
first-time home buyer with VA – offer first mortgage at 100% funding and also has 2 types down-payment assistance with closing costs and prepaids. Veteran can get into home virtually no out-of-pocket expense. Recent legislation exempts vet from some requirements for first-time homebuyers.

### **Homeownership**

**HomeToOwn (Mortgage Revenue Bond Program)** - low interest rate loans to low and moderate income first time homebuyers.

**Down Payment Assistance Program** - provided to qualifying lower-income Arkansans.

**MCC Program Information** - is a tax credit that reduces the amount of federal income tax paid, giving more available income to qualify for a mortgage loan and assist with house payments.

**ADFA's Arkansas Dream Downpayment Initiative** - downpayment assistance for lower income Arkansans.

**HOME Program** - homeowners assisted with HOME funds must have incomes at or below 80% of the area median income adjusted for family size. The home must be the owner's principal residence and must be valued at or below 95% of the median area purchase price.

### **Affordable Rental Housing**

**Financing Adjustment Factor ("FAF") Funds** - when available, are intended to fill gaps in a development's budget to ensure affordability of FAF-assisted housing units for very low income families. Applications must contain a minimum of 5 units.

**Low Income Housing Tax Credit Program** - assists in the development of apartments for low income Arkansans.

**HOME Program** - Federally funded program with housing grant funds targeted to assist low and very low income Arkansans.

**Tax-Exempt Multi-Family Housing Bonds** - below market rate mortgages provided to developers who agree to set rents that are affordable to low to moderate income families.

**CDBG Disaster Program for Affordable Rental Housing** - CDBG Supplemental Disaster Funding for the development or redevelopment of affordable rental housing.

**Assisted Living Incentive Fund** -- used to incentivize the development of affordable Assisted Living housing in Arkansas and to strengthen the financial feasibility of such developments



## **Housing – Veterans – VA Loan Guaranty**

- I. VA Loan Guaranty Service  
**United States Department of Veterans Affairs**  
<http://www.benefits.va.gov/homeloans/veteran.asp>
- II. About the Loan Guaranty Service <http://www.benefits.va.gov/homeloans/mission.asp>  
The VA Loan Guaranty Service is the organization within the Veterans Benefits Administration charged with the responsibility of administering the home loan program. See an independent evaluation of the Loan Guaranty program here: [Final Report](#) | [Final Report Appendices](#)
- III. Link To Online Videos for Veterans  
[http://www.benefits.va.gov/homeloans/ondemand\\_vets\\_stream\\_video.asp](http://www.benefits.va.gov/homeloans/ondemand_vets_stream_video.asp)  
[http://www.benefits.va.gov/homeloans/ondemand\\_vets\\_stream\\_video.asp](http://www.benefits.va.gov/homeloans/ondemand_vets_stream_video.asp)  
Short videos provide information on the VA Home Loan process.
- IV. Pamphlets on the VA Home Loan Program  
<http://www.benefits.va.gov/homeloans/pamphlet.asp>  
On-line copies of VA Home Loan Pamphlets.
- V. Home Ownership Education for First Time Buyers  
[http://www.benefits.va.gov/homeloans/ext\\_redirect4.asp](http://www.benefits.va.gov/homeloans/ext_redirect4.asp)  
Valuable information for first time home buyers from the Ginnie Mae Home Ownership Center.
- VI. Frequently Asked Questions <http://www.benefits.va.gov/homeloans/lgyfaq.asp>  
Answers to questions most frequently asked about the VA Home Loan program.
- VII. Information on Specially Adapted Housing for Disabled Veterans  
<http://www.benefits.va.gov/homeloans/sah.asp>  
Information on the Specially Adapted Housing program for certain seriously disabled Veterans.
- VIII. VA Regional Loan Centers <http://www.benefits.va.gov/homeloans/rlcweb.asp>  
Addresses, telephone numbers and websites of our Regional Loan Centers.
- IX. Contact VA Loan Guaranty Service <http://www.benefits.va.gov/homeloans/contact.asp>  
E-mail, phone numbers and website addresses for the Loan Guaranty Service
- X. Interest Rate Reduction Refinancing Loans <http://www.benefits.va.gov/homeloans/irrrl.asp>  
Have interest rates fallen since you obtained your VA loan? Do you have an Adjustable Rate VA loan that you want to convert to a fixed rate loan? The IRRRL program, also called the VA streamlined refinancing program, may be for you. No appraisal or underwriting is required and a certificate of eligibility is not necessary.
- XI. If You Have Trouble Making Your Payments <http://www.benefits.va.gov/homeloans/paytrbl.asp>  
If you have a VA loan but are having trouble making your mortgage payments, it is very important that you take steps to avoid a foreclosure. VA may be able to help.
- XII. Information for Elderly Home Owners <http://www.va.gov/seniors/lgy/default.asp>  
Information for Elderly Home Owners covers Reverse Mortgages, Interest Rate Reduction Refinancing Loans, and Home Equity Fraud.
- XIII. VA Direct Home Loans for Native American Veterans Living on Trust Lands  
<http://www.benefits.va.gov/homeloans/VAP26-93-1.asp>  
VA direct home loans are available to eligible Native American Veterans who wish to purchase or construct a home on trust lands.



**Arkansas Department of Veterans Affairs –**  
<http://www.veterans.arkansas.gov/homeless.html>

**Homeless Veterans Resources**

Homeless Veterans in need of help?

Call 1-877-424-3838

VA Homeless Programs <http://www1.va.gov/homeless/>

The VA offers special programs and initiatives specifically designed to help homeless veterans live as independently as possible. VA's treatment programs offer:

- outreach to veterans living on streets and in shelters
- clinical assessment and referral to medical treatment
- domiciliary care, case management, and rehabilitation
- employment and income assistance
- supported permanent housing

Little Rock  
VA Homeless Program  
1101 West Second Street  
Little Rock, AR 72201  
(501) 257-4401

1030 Jefferson Avenue  
Memphis, TN 38104  
(901) 523-8990 ext. 5152

Fayetteville  
VAMC/122  
1100 North College Avenue  
Fayetteville, AR 72703  
(479) 444-4004

Poplar Bluff  
VAMC/122  
1500 N. Westwood  
Poplar Bluff, MO 63901  
(573) 778-4476

Memphis  
Social Work Service/122  
VAMC

Shreveport  
VAMC /116-B-2  
510 East Stoner Avenue  
Shreveport, LA 71101  
(318) 212-1174

**Homeless Veterans Resource Guide**

[http://www1.va.gov/HOMELESS/docs/Homeless\\_Resource\\_Guide.pdf](http://www1.va.gov/HOMELESS/docs/Homeless_Resource_Guide.pdf)

Homeless Resources in all 50 states. Arkansas areas include Little Rock and Fayetteville Veterans Affairs Hospitals.

**Fayetteville, AR**

Homeless Coordinator	Brian McAnally, LCSW	479 444-4004	<a href="mailto:Brian.McAnally@va.gov">Brian.McAnally@va.gov</a>
HUD/VASH Coordinator	Amy Cash, LCSW	479 444-4004	<a href="mailto:Amy.Cash@va.gov">Amy.Cash@va.gov</a>

Grant and Per Diem Liaison	Brian McAnally, LCSW	479 444-4004	<a href="mailto:Brian.McAnally@va.gov">Brian.McAnally@va.gov</a>
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Please List Each Individual Grant and Per Diem Provider with the # of Beds

HOUSE Inc. Webb City, MO	34 beds	417 623-8933/ 417 623-1944	<a href="mailto:stvmickels@yahoo.com">stvmickels@yahoo.com</a>
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MH RRTP Coordinator	None
PTSD with. # of Beds	None
Substance Abuse with # of Beds	None
Dom - with # of Beds	None

VJO Specialist	Michael Johnson, LCSW	479 444-4004	<a href="mailto:Michael.Johnson10@va.gov">Michael.Johnson10@va.gov</a>
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Women Veteran Coordinator	Carole McAlister, R.N.	479 443-4301 ext. 5321	<a href="mailto:Carole.McAlister@va.gov">Carole.McAlister@va.gov</a>
OEF/OIF Coordinator	Lisa Watroba-Brown, R.N.	479 443-4301 ext. 4123	<a href="mailto:Lisa.Watroba-Brown@va.gov">Lisa.Watroba-Brown@va.gov</a>
Vet Center	Vaughn DeCoster, PH.D	479 582-7152	<a href="mailto:Vaughn.DeCoster@va.gov">Vaughn.DeCoster@va.gov</a>
VBA Homeless Benefit Manager	Carl W H Dodson	501 370-3947 501 370-3844	<a href="mailto:Carl.Whitfield1@va.gov">Carl.Whitfield1@va.gov</a>
<b><u>Little Rock, AR</u></b>			
Homeless Coordinator	H. Lynn Hemphill, LCSW	501-257-4499	<a href="mailto:lynn.hemphill@va.gov">lynn.hemphill@va.gov</a>
HUD/VASH Coordinator	Melissa O'Dell, LCSW	501-257-4397	<a href="mailto:melissa.odell@va.gov">melissa.odell@va.gov</a>
Grant and Per Diem Liaison	Johnnie Ross, LMSW	501-257-4394	<a href="mailto:johnnie.ross@va.gov">johnnie.ross@va.gov</a>
Please List Each Individual Grant and Per Diem Provider with the # of Beds			
St. Francis House, Inc.	60 Beds	501-664-5036	<a href="mailto:stfrancis72204@att.net">stfrancis72204@att.net</a>
MH RRTP Coordinator	Louis Lefebvre, LCSW	501-257-2311	<a href="mailto:louis.lefebvre@va.gov">louis.lefebvre@va.gov</a>
PTSD with. # of Beds	Chris Hutchins, RN 25 Beds	501-257-3471	<a href="mailto:chris.hutchins@va.gov">chris.hutchins@va.gov</a>
Substance Abuse with # of Beds	Louis , Lefebvre, LCSW 37 Beds	501-257-2311	<a href="mailto:louis.lefebvre@va.gov">louis.lefebvre@va.gov</a>
Dom - with # of Beds	Louis , Lefebvre, LCSW 57 Beds	501-257-2311	<a href="mailto:louis.lefebvre@va.gov">louis.lefebvre@va.gov</a>
VJO Specialist	H. Lynn Hemphill	501-257-4499	<a href="mailto:lynn.hemphill@va.gov">lynn.hemphill@va.gov</a>
Women Veteran Coordinator	Dawn West-Rosado, LCSW	501-257-6725	<a href="mailto:dawn.west-rosado@va.gov">dawn.west-rosado@va.gov</a>
OEF/OIF Coordinator	Nakia Williams, LMSW	501-257-6706	<a href="mailto:nakia.williams@va.gov">nakia.williams@va.gov</a>
Vet Center	Jerry Clark, PhD, LISW	501-324-6395	<a href="mailto:jerry.clark3@va.gov">jerry.clark3@va.gov</a>
VBA Homeless Benefit Manager	James Dodson	501-370-0413	<a href="mailto:james.dodson@va.gov">james.dodson@va.gov</a>

### **VA Stand Downs**

Stand Downs are an effort by the Department of Veterans Affairs to provide services to homeless veterans. Stand Downs are typically one to three day events providing services such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other necessary services, such as housing, employment and substance abuse treatment. Stand Downs are collaborative events, coordinated between local VAs, other government agencies, and community agencies who serve the homeless.

The next Fayetteville Stand Down will be October 1, 2010. Contact Brian McAnally at 479-444-4004 for more information

### **Homeless Shelters**

The following are known to provide assistance programs specifically for veterans.

Saint Francis House, Inc  
2701 South Elm Street  
Little Rock, AR 72204

(501) 664-5036 ext. 227 or ext. 204

Fax: (501) 663-3557

Executive Director: Darlene Bourgeois

Men's and women's shelter. Provides food, clothing, help with utility bills, and has on-site shelter for homeless veterans.



VA Drop-In Treatment Center  
1101 West 2nd St.  
Little Rock, AR 72201  
(501) 257-4499

Director: Dr. Estella Morris

**Day treatment facility for honorably discharged veterans.** Veterans can receive psychosocial and health assessments, participate in group activities, obtain donated military and civilian clothing, receive personal hygiene items, and use laundry and shower facilities. Provides VA shuttle service from Drop-In Center to VA Hospital for appointments.

#### **Domiciliary Care for Homeless Veterans Program**

2200 Fort Roots Drive  
North Little Rock, AR 72114  
(501) 257-2311

Residential treatment for homeless veterans with medical or psychiatric problems.

**Alpha Omega Veterans Services, Inc.** <http://www.homelessshelterdirectory.org/arkansas.html>

Veterans Life House  
1154 Central Avenue  
Memphis, TN 38104  
(901) 726-4155

Drop-In Center, transitional housing, PTSD supportive housing, and hospice.

>**Other Arkansas Homeless Shelters-** <http://www.homelessshelterdirectory.org/arkansas.html> (see Resource guide for list)

>**Arkansas Resources Directory of Homeless Shelters**

<http://www.arkansas211.org/MatchList.aspx?k;;0;;;0;0;Homeless%20Shelter;Top100;All>  
(see Resource guide for list)

#### **Vet Centers**

Vet Centers service veterans and their families by providing a continuum of quality care that adds value for veterans, families and communities. The Vet Centers work closely with the Department of Veterans Affairs and other agencies linking eligible veterans with available resources.

Care includes professional readjustment counseling, PTSD assessment and treatment, alcohol and drug assessments, sexual trauma counseling and referral, marital and family counseling, vocational and educational counseling, veterans benefits counseling, and job development and placement.

Little Rock Vet Center  
Fayetteville Vet Center  
Memphis Vet Center  
Shreveport Vet Center

#### **Housing**

HUD Veteran Resource Center <http://www.hud.gov/offices/cpd/about/hudvet/index.cfm>

HUD Veteran Affairs Supportive Housing (VASH)

<http://www.hud.gov/offices/pih/programs/hcv/vash/>



Arkansas State Veterans Home <http://www.veterans.arkansas.gov/arvethome.html>

### **Food Banks**

Foodbanks in Arkansas <http://feedingamerica.org/foodbank-results.aspx?state=AR>

Listing of Agencies Associated with the Arkansas Foodbank Network

<http://arkansasfoodbank.org/agency-listing.php>

### **VA Dental Program**

**Certain veterans** <http://www.va.gov/healtheligibility/coveredservices/SpecialBenefits.asp#Dental>  
enrolled in a VA Homeless Program for 60 consecutive days or more may receive certain medically necessary outpatient dental services.

### **SNAP** (formerly called the Food Stamp Program)

As of Oct. 1, 2008, Supplemental Nutrition Assistance Program (SNAP) is the new name for the federal Food Stamp Program. Call 1-800-482-8988 in Arkansas to get information on SNAP benefit questions.

How to Apply for and use SNAP Benefits <http://www.state.ar.us/dhs/dco/OPPD/index.html>

Find a SNAP Office Near You

<http://www.state.ar.us/dhs/NewDHS/CountyOffice/DHSCountyOffices.htm>

### **Medicaid**

Medicaid Eligibility <http://www.state.ar.us/dhs/dco/OPPD/index.html#Medicaid%20Eligibility>

### **Social Security and Disability**

Find a Social Security Office <https://secure.ssa.gov/apps6z/FOLO/fo001.jsp>

Disability Benefits <http://www.ssa.gov/disability/>

Supplemental Security Income (SSI)

[http://www.disability.gov/benefits/social\\_security\\_cash\\_benefit\\_programs/eligibility\\_for\\_benefits/supplemental\\_security\\_income\\_\(SSI\)](http://www.disability.gov/benefits/social_security_cash_benefit_programs/eligibility_for_benefits/supplemental_security_income_(SSI))

Social Security and Disability Insurance (SSDI)

[http://www.disability.gov/benefits/social\\_security\\_cash\\_benefit\\_programs/eligibility\\_for\\_benefits/social\\_security\\_disability\\_insurance\\_\(SSDI\)](http://www.disability.gov/benefits/social_security_cash_benefit_programs/eligibility_for_benefits/social_security_disability_insurance_(SSDI))

Disability.gov <http://www.disability.gov/>

### **Burial of Indigent Veterans**

Burial of Unclaimed, Indigent Veterans <http://www.vba.va.gov/bln/21/Topics/Indigent/index.htm>

Homeless Veterans Burial Program

<http://www.dignitymemorial.com/DignityMemorial/HomelessVets.aspx?id=COR>

### **Organizations Helping to Combat Homelessness**

National Coalition for Homeless Veterans <http://www.nchv.org/>

Community Homelessness Assessment, Local Education and Networking Groups (CHALENG)

<http://www1.va.gov/HOMELESS/challeng.asp>



# **Benefits, Legal, & Legislative**



Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

State of Arkansas  
88th General Assembly  
Regular Session, 2011

## A Bill

DRAFT JSE/JSE  
HOUSE BILL

By: Representative Stewart

### For An Act To Be Entitled

AN ACT TO CLARIFY THE AUTHORITY OF A COURT TO  
CONSIDER A DEFENDANT'S CURRENT OR PRIOR MILITARY  
SERVICE AND ANY RELATED MENTAL HEALTH ISSUES FOR  
PRESENTENCING INVESTIGATIONS AND REPORTS SO THAT  
COURTS HAVE ADEQUATE INFORMATION TO MAKE SENTENCING  
DECISIONS; AND FOR OTHER PURPOSES.

### Subtitle

TO CLARIFY THE AUTHORITY OF A COURT TO  
CONSIDER A DEFENDANT'S CURRENT OR PRIOR  
MILITARY SERVICE.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:

SECTION 1. Arkansas Code § 5-4-102 is amended to read as follows:  
5-4-102. Presentence investigation.

(a) If punishment is fixed by the court, the court may order a  
presentence investigation before imposing sentence.

(b)(1) The presentence investigation should be conducted by a  
presentence officer or another person designated by the court and should  
include an analysis of:

(A) The circumstances surrounding the commission of the  
offense;

(B) The defendant's history of delinquency or criminality,  
physical and mental condition, family situation and background, economic  
status, education, occupation, and personal habits; and

(C) Any other matter that the investigator deems relevant

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1 or the court directs to be included.

2 (2) In a case involving a violation of § 5-11-106 in which a  
3 minor was unlawfully detained, restrained, taken, enticed, or kept, the  
4 presentence investigation shall include ascertaining the expenses incurred by  
5 a law enforcement agency, the Department of Health and Human Services, and  
6 the lawful custodian in searching for and returning the minor to the lawful  
7 custodian.

8 (c)(1) If the court orders a presentence investigation, the  
9 presentence investigation shall include an inquiry into whether the defendant  
10 is currently serving in or is a veteran of the armed forces of the United  
11 States.

12 (2) If the defendant is currently serving in or is a veteran of  
13 the armed forces of the United States and the defendant has been diagnosed as  
14 having a mental illness by a qualified psychiatrist, clinical psychologist,  
15 or physician, the court may:

16 (A) Order the presentence officer to consult with the  
17 United States Department of Veterans Affairs or another agency or person with  
18 similar knowledge or experience to provide the court with information  
19 regarding treatment options available to the defendant to include without  
20 limitation federal, state, or local programs for treatment; or

21 (B) Consider the treatment recommendations of any  
22 diagnosing or treating mental health professional combined with the treatment  
23 options available to the defendant when imposing sentence.

24 ~~(e)(1)~~(d)(1) Before imposing sentence, the court may order the  
25 defendant to submit to psychiatric examination and evaluation for a period  
26 not to exceed thirty (30) days.

27 (2) The defendant may be remanded for psychiatric examination  
28 and evaluation to the Arkansas State Hospital, or the court may appoint a  
29 qualified psychiatrist to make the psychiatric examination and evaluation.

30 ~~(d)(1)~~(e)(1) Before imposing sentence, the court shall advise the  
31 defendant or his or her counsel of the factual contents and conclusions of  
32 any presentence investigation or psychiatric examination and evaluation and  
33 afford fair opportunity, if the defendant so requests, to controvert the  
34 factual contents and conclusions.

35 (2) A source of confidential information does not need to be  
36 disclosed.



1       ~~(e)~~(f) If the defendant is sentenced to imprisonment, a copy of the  
2 report of any presentence investigation or psychiatric examination or  
3 evaluation shall be transmitted immediately to the Department of Correction  
4 or, when the defendant is committed to the custody of a specific institution,  
5 to that specific institution.

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Stricken language would be deleted from and underlined language would be added to the law as it existed prior to this session of the General Assembly.

1 State of Arkansas  
2 88th General Assembly  
3 Regular Session, 2011  
4  
5 By: Representative Stewart  
6

## A Bill

DRAFT JSE/JSE  
HOUSE BILL

### For An Act To Be Entitled

8 AN ACT TO AUTHORIZE THE OFFICE OF MOTOR VEHICLE TO  
9 REDESIGN AND SIMPLIFY THE SPECIAL LICENSE PLATES FOR  
10 RETIRED MEMBERS OF THE ARMED FORCES; AND FOR OTHER  
11 PURPOSES.  
12  
13

### Subtitle

14  
15 TO AUTHORIZE THE OFFICE OF MOTOR VEHICLE TO  
16 REDESIGN AND SIMPLIFY THE SPECIAL LICENSE  
17 PLATES FOR RETIRED MEMBERS OF THE ARMED  
18 FORCES.  
19  
20

21 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF ARKANSAS:  
22

23 SECTION 1. Arkansas Code § 27-24-210, regarding the special license  
24 plate for retired members of the armed forces, is amended to add an  
25 additional subsection to read as follows:

26 (f) The Office of Motor Vehicle shall redesign and simplify the  
27 special license plates issued under this section to bring them into  
28 conformity with § 27-24-209.  
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## **Arkansas Women Veterans Summit**

### **Arkansas's First Annual Women Veterans Summit a Success**

(North Little Rock) Over 155 women veterans from around the state gathered Saturday, October 30 for Arkansas's First Annual Women Veterans Summit at Pulaski Technical College Campus Center in North Little Rock.

After they were greeted by VA employees at the door for sign-in and received their gift bag with information and goodies, they stopped by some the 35 vendor booths where they were able to pick up valuable information and giveaways from providers in such areas as VA healthcare, VA benefits, colleges, business opportunities, employment, social security, and several veterans' organizations. The free flu shots provided by the VA were very popular.

Keynote speaker Betty Moseley Brown, Ed. D, Associate Director, VA Center for Women Veterans and former Marine motivated the morning crowd. After a few minutes of challenges among the women veterans as to which branch of service was the best, Dr. Moseley Brown jumped right into her back-story in the Marine Corps from signing up as a Marine in 1979, despite her mother having served in the Army, to her first assignment in Hawaii and then serving as a Recruiter in Baltimore.

She made the audience aware of what the VA now provides for women veterans while admitting they still have a ways to go. "Last year alone, the VA experienced a 20 percent jump in the number of women using VA healthcare, compared to a 17 percent increase over the previous six years combined." Additionally, she said, "Twenty percent of new military recruits are women." This increases the need for more women's outreach and education in Post Traumatic Stress Disorder (PTSD) and Military Sexual Trauma (MST). The VA is focused on providing more individualized care for women veterans taking into consideration their struggle as single moms and being deployed to having therapy groups at Vet Centers that are women only.

The VA echoed her comments and stressed the benefits that women veterans may not know about. For instance, special monthly compensation for women veterans who suffered a loss of breast tissue related to military service and loss of a reproductive organ or its use.

Disability compensation, pension, vocational rehabilitation, federal employment preference, and home loan guaranties are available for all veterans. In particular though, women veterans' health and personal experiences in the military set them apart from the rest of the veterans' population.

In the end, they summed it up. "Yes, women are veterans too."



*"Bringing Awareness to the  
Concerns of the  
Women Veterans of  
Arkansas."*

# *First Annual Arkansas Women Veterans Summit*

October 30, 2010  
9:00 a.m.  
Pulaski Technical College  
Campus Center





## *Our Purpose*

*The purpose of this summit is to bring women veterans, veteran advocates, and local and regional businesses together to have healthy conversations on the resources of benefits available to Arkansas women veterans.*

*Our intent is to provide outreach activities to enhance women veterans' awareness of the services and benefits available to them from state or federal agencies as well as with the local communities.*

*This will also be a great opportunity for women veterans to network with those who have similar experiences.*



## AGENDA

9:00-10:00 Registration/Refreshments

10:00 Presentation of the Flag -  
Arkansas National Guard Color Guard  
Pledge of Allegiance

Opening Remarks - David Fletcher, Director,  
Arkansas Department of Veterans Affairs

Welcome - North Little Rock Mayor Patrick Henry Hays

Introduction of Speaker - Cheryl Rawls, Director,  
Veterans Affairs Regional Office

Keynote Speaker - Dr. Betty Moseley Brown,  
Associate Director of VA Center for Women Veterans,  
Department of Veteran Affairs

\*\*\*Break—10 Minutes\*\*\*

Veterans Healthcare Administration (VHA) Services

12:00-1:30 Lunch (provided by Golden Corral for pre-registrants)

1:30 Veterans Benefits Administration (VBA) Benefits

\*\*\*Break—10 Minutes\*\*\*

Arkansas Department of Workforce Services

3:00 Arkansas Department of Veterans Affairs Benefits  
and Closing Remarks



**Public/Private Partnership /  
Resource Connection /  
Website**



# -----  
ArkansasVeteran.com  
Visitors Overview  
10-Oct-10 09-Nov-10  
# -----

# -----  
# Graph  
# -----

Day	Visitors
Sunday, Oc	30
Monday, O	29
Tuesday, O	39
Wednesda	36
Thursday, C	29
Friday, Oct	27
Saturday, C	23
Sunday, Oc	28
Monday, O	41
Tuesday, O	44
Wednesda	37
Thursday, C	28
Friday, Oct	34
Saturday, C	20
Sunday, Oc	20
Monday, O	32
Tuesday, O	49
Wednesda	48
Thursday, C	36
Friday, Oct	32
Saturday, C	24
Sunday, Oc	13
Monday, N	59
Tuesday, N	38
Wednesda	35
Thursday, I	38
Friday, Nov	38
Saturday, N	12
Sunday, Nc	7
Monday, N	0
Tuesday, N	52

# -----  
# BrowserMiniTable  
# -----

Browser	Visits	% visits
Internet Ex	729	0.709834



Firefox	167	0.16261
Safari	71	0.069133
Chrome	44	0.042843
Opera	12	0.011685

# -----

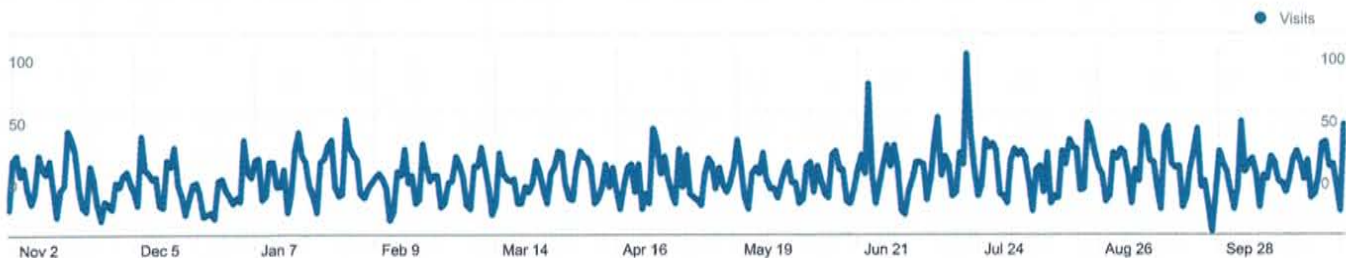
# ConnectionSpeedMiniTable

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Connector Visits		% visits
Cable	314	0.305745
T1	241	0.234664
Unknown	236	0.229796
DSL	211	0.205453
Dialup	24	0.023369

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#### Site Usage

11,577 Visits

58.18% Bounce Rate

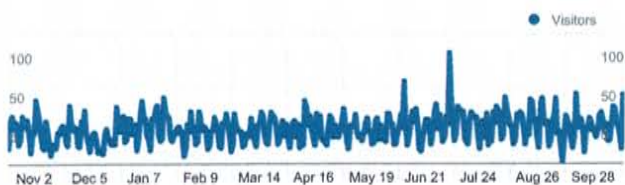
30,381 Pageviews

00:02:22 Avg. Time on Site

2.62 Pages/Visit

87.87% % New Visits

#### Visitors Overview

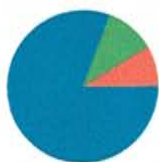


Visitors  
10,271

#### Map Overlay



#### Traffic Sources Overview



- **Search Engines**  
9,335.00 (80.63%)
- **Referring Sites**  
1,247.00 (10.77%)
- **Direct Traffic**  
992.00 (8.57%)
- **Other**  
3 (0.03%)

#### Content Overview

Pages	Pageviews	% Pageviews
/index.php	2,637	8.68%
/business/mobilization/readytog	826	2.72%
/benefits/arkansas	706	2.32%
/aggregator/sources/16	633	2.08%
/housing/home-loans/ace-	465	1.53%



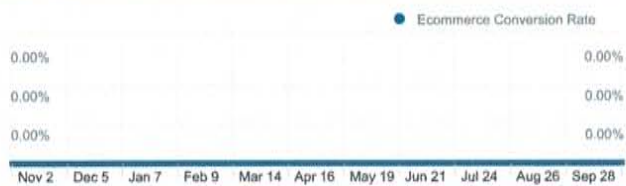
## Goals Overview



Goal Conversions

104

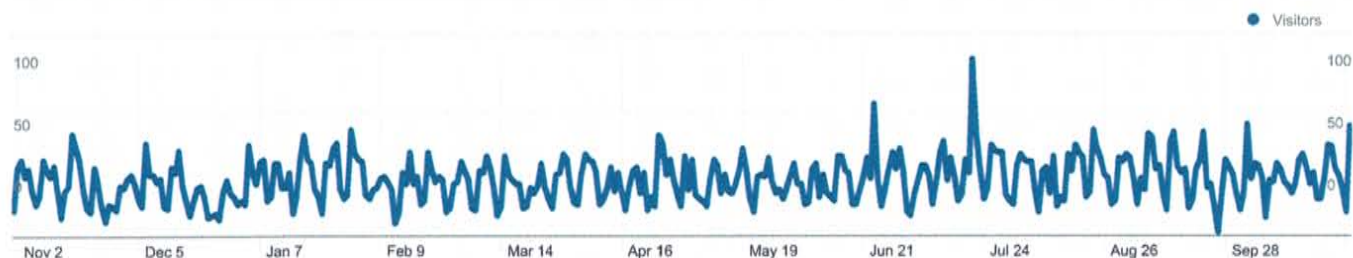
## Ecommerce Overview



Ecommerce Conversion Rate

0.00%






**10,271 people visited this site**

 **11,577 Visits**


 **10,271 Absolute Unique Visitors**

 **30,381 Pageviews**

 **2.62 Average Pageviews**

 **00:02:22 Time on Site**

 **58.18% Bounce Rate**

 **87.87% New Visits**

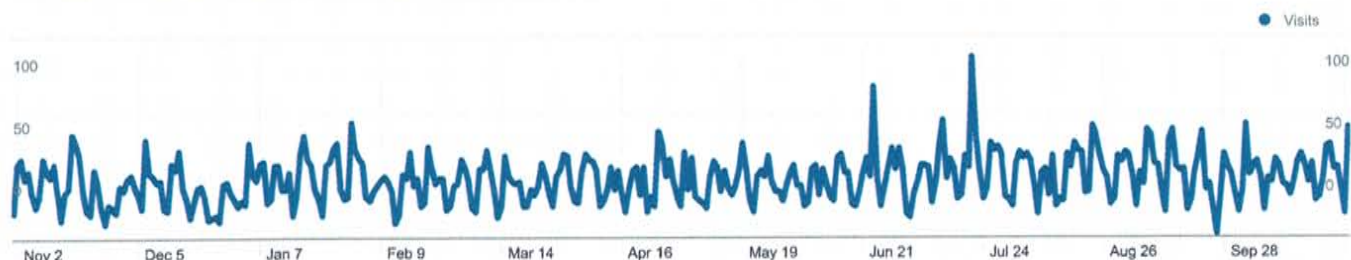
## Technical Profile

Browser	Visits	% visits	Connection Speed	Visits	% visits
Internet Explorer	8,551	73.86%	Cable	3,920	33.86%
Firefox	1,889	16.32%	Unknown	2,709	23.40%
Safari	557	4.81%	DSL	2,519	21.76%
Chrome	427	3.69%	T1	2,105	18.18%
Mozilla Compatible Agent	31	0.27%	Dialup	267	2.31%

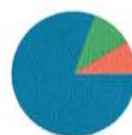
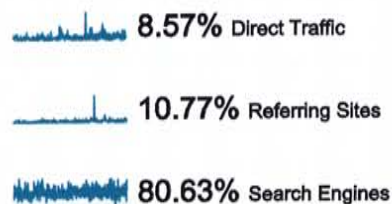
# Traffic Sources Overview

Nov 1, 2009 - Nov 1, 2010

Comparing to: Site



All traffic sources sent a total of 11,577 visits



■ **Search Engines**  
9,335.00 (80.63%)

■ **Referring Sites**  
1,247.00 (10.77%)

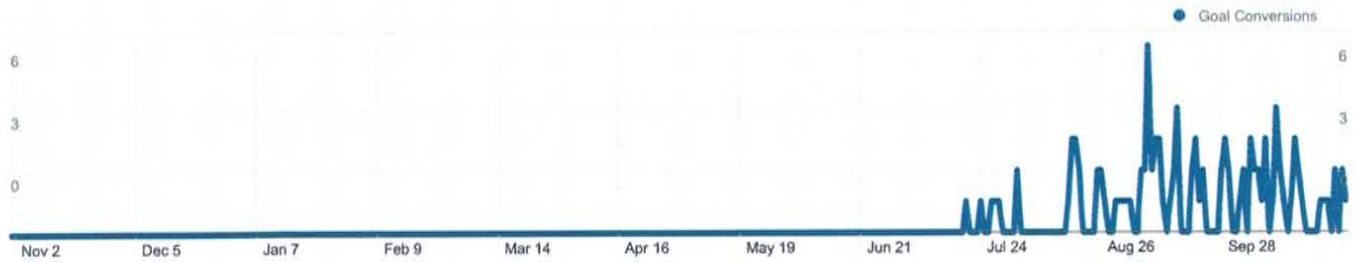
■ **Direct Traffic**  
992.00 (8.57%)

■ **Other**  
3 (0.03%)

## Top Traffic Sources

Sources	Visits	% visits	Keywords	Visits	% visits
google (organic)	5,879	50.78%	construction mobilization plan	104	1.11%
yahoo (organic)	1,668	14.41%	mobilization plan	86	0.92%
bing (organic)	1,340	11.57%	arkansas veterans benefits	82	0.88%
(direct) ((none))	992	8.57%	arkansas veterans	80	0.86%
veterans.arkansas.gov	216	1.87%	automated certificate of	72	0.77%





## Visitors completed 104 goal conversions



## Goal Performance

### Goal Conversion Rate

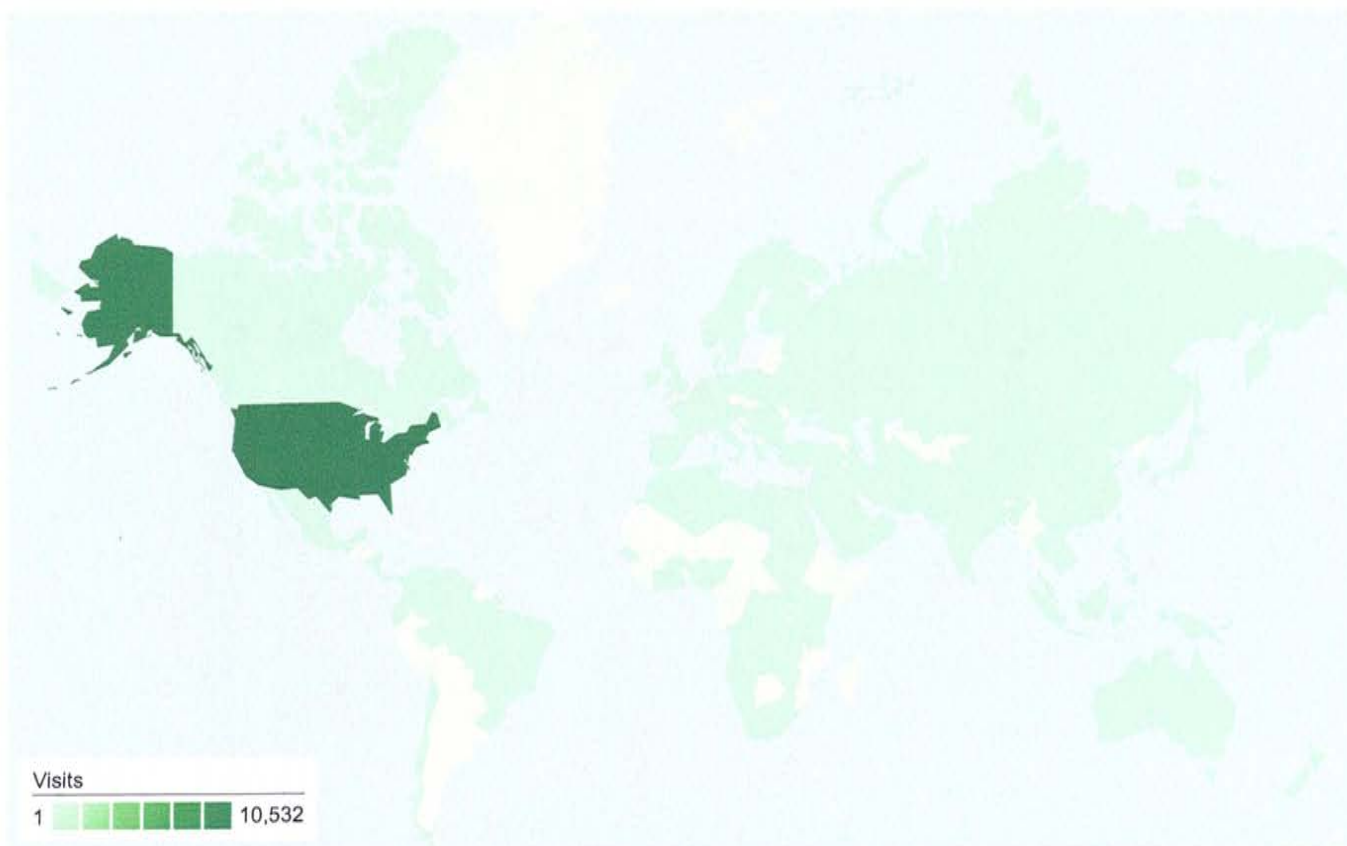


Goal Conversion Rate  
0.90%

### Total Goal Value



Total Goal Value  
\$104.00



## 11,577 visits came from 110 countries/territories

### Site Usage

<b>Visits</b> <b>11,577</b> % of Site Total: 100.00%	<b>Pages/Visit</b> <b>2.62</b> Site Avg: 2.62 (0.00%)	<b>Avg. Time on Site</b> <b>00:02:22</b> Site Avg: 00:02:22 (0.00%)	<b>% New Visits</b> <b>87.91%</b> Site Avg: 87.87% (0.04%)	<b>Bounce Rate</b> <b>58.18%</b> Site Avg: 58.18% (0.00%)	
Country/Territory	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
United States	10,532	2.67	00:02:25	87.50%	57.78%
United Kingdom	94	2.27	00:01:35	97.87%	59.57%
United Arab Emirates	75	2.16	00:01:01	94.67%	48.00%
Canada	63	1.83	00:01:16	90.48%	77.78%
Philippines	60	2.75	00:03:31	95.00%	68.33%
Saudi Arabia	58	2.29	00:02:55	87.93%	44.83%
India	53	1.49	00:00:35	98.11%	75.47%
Germany	51	2.80	00:02:29	90.20%	52.94%
Malaysia	39	1.44	00:00:17	89.74%	82.05%



South Korea

27

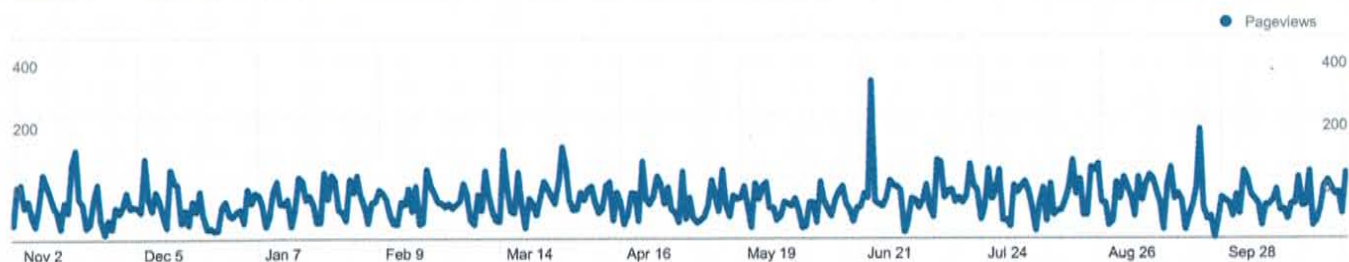
2.11

00:01:33

81.48%

59.26%

1 - 10 of 110



Pages on this site were viewed a total of 30,381 times

 30,381 Pageviews

 23,663 Unique Views

 58.18% Bounce Rate

## Top Content

Pages	Pageviews	% Pageviews
/index.php	2,637	8.68%
/business/mobilization/readytogo	826	2.72%
/benefits/arkansas	706	2.32%
/aggregator/sources/16	633	2.08%
/housing/home-loans/ace-automated-certificate-eligibility	465	1.53%



● Ecommerce Conversion Rate



**Sales of 0 products generated \$0.00**

\_\_\_\_\_ **0.00%** Conversion Rate

\_\_\_\_\_ **0** Transactions

\_\_\_\_\_ **\$0.00** Average Order Value

\_\_\_\_\_ **0** Purchased Products

## Top Revenue Sources

Products	Items	Revenue	Sources / Medium	Revenue	% Revenue
There is no data for this view.			There is no data for this view.		