



COMMERCIAL CLUB
of CHICAGO

Veterans Working Group Meeting

Monday, September 30, 2019

WELCOME AND REVIEW OF AGENDA

David Hiller
Robert R. McCormick Foundation

Meeting Overview

Welcome and Review of Agenda

David Hiller, Robert R. McCormick Foundation

Lightning Round

Veterans Working Group Introductions and 1.1.1

Remarks from the SERVe project

Dr. MacKenna Perry, President, Clarity Scientific

Presentations

Panel Introduction

Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Panel: The Whole Veteran: A Health and Wellness Perspective

Moderator – Dr. Dallas Kratzer, Council for Adult and Experiential Learning

- ❑ Road Home Program – Dr. Ashton Lofgreen, Clinical Psychologist
- ❑ Jesse Brown VA Medical Center – Patrick Vickery MA, CRC, LPC
- ❑ ChicagoVets.org – Karen Hernandez, Executive Director
- ❑ PsychArmor – Dr. Tina Atherall, Chief Executive Officer

Facilitated Discussion

Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Q&A with the Audience

Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Wrap Up and Meeting Evaluation

David Hiller, Robert R. McCormick Foundation

Networking and Lunch

Hilary Holbrook, Commercial Club of Chicago

LIGHTNING ROUND

REMARKS FROM THE SERVe PROJECT

Dr. MacKenna Perry, President, Clarity Scientific

Veteran-Supportive Supervisor Training

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

Mackenna Perry, PhD, Presenter | Leslie Hammer, PhD, Principal Investigator
September 30, 2019





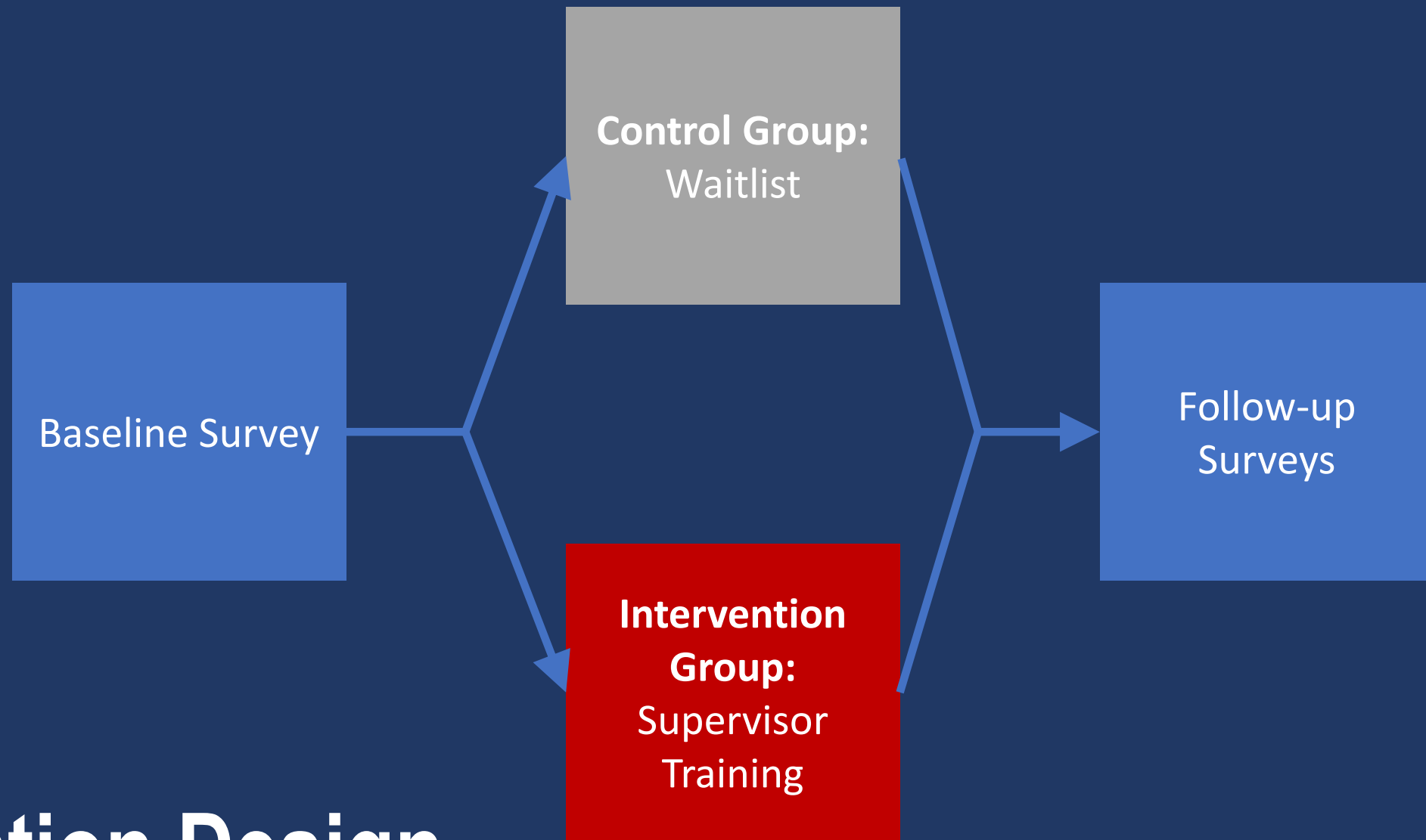
SERVE Goals

Improve support for veterans and service members in civilian workforce

Develop and empirically test effectiveness of civilian supervisor training

Ultimately, increase health and well-being of veteran employees

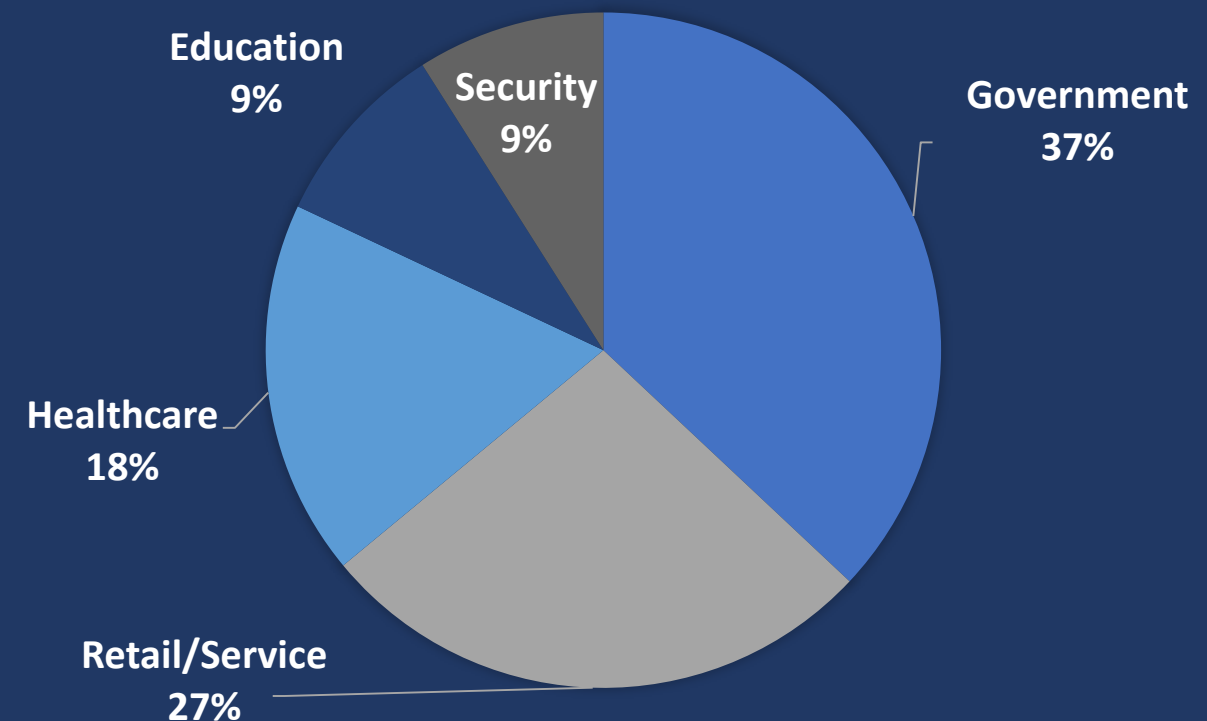
Evaluation Design



Participants

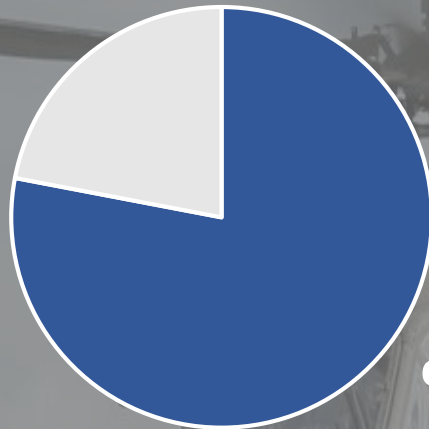
42 employers, representing about 75,000 employees

Veterans surveyed: 509
Spouses surveyed: 260
Supervisors trained: 1346

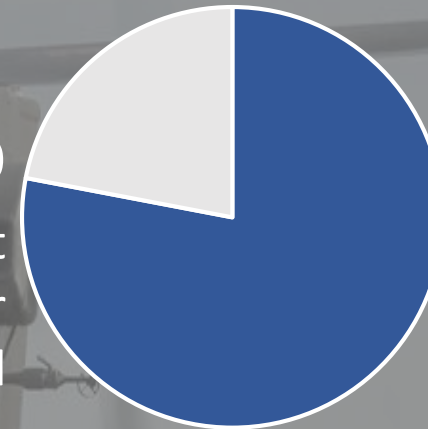


Need for Support

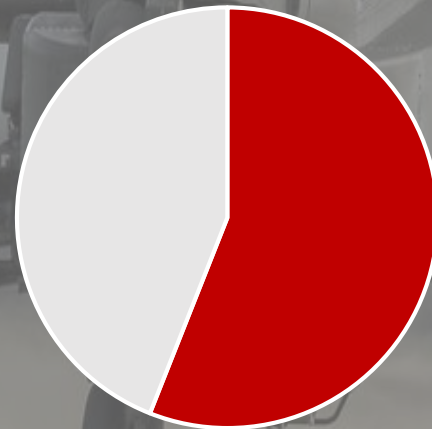
78%
of veterans felt
supported by their
supervisors, in general



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



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



Supervisor Support and Health

Increased/Improved

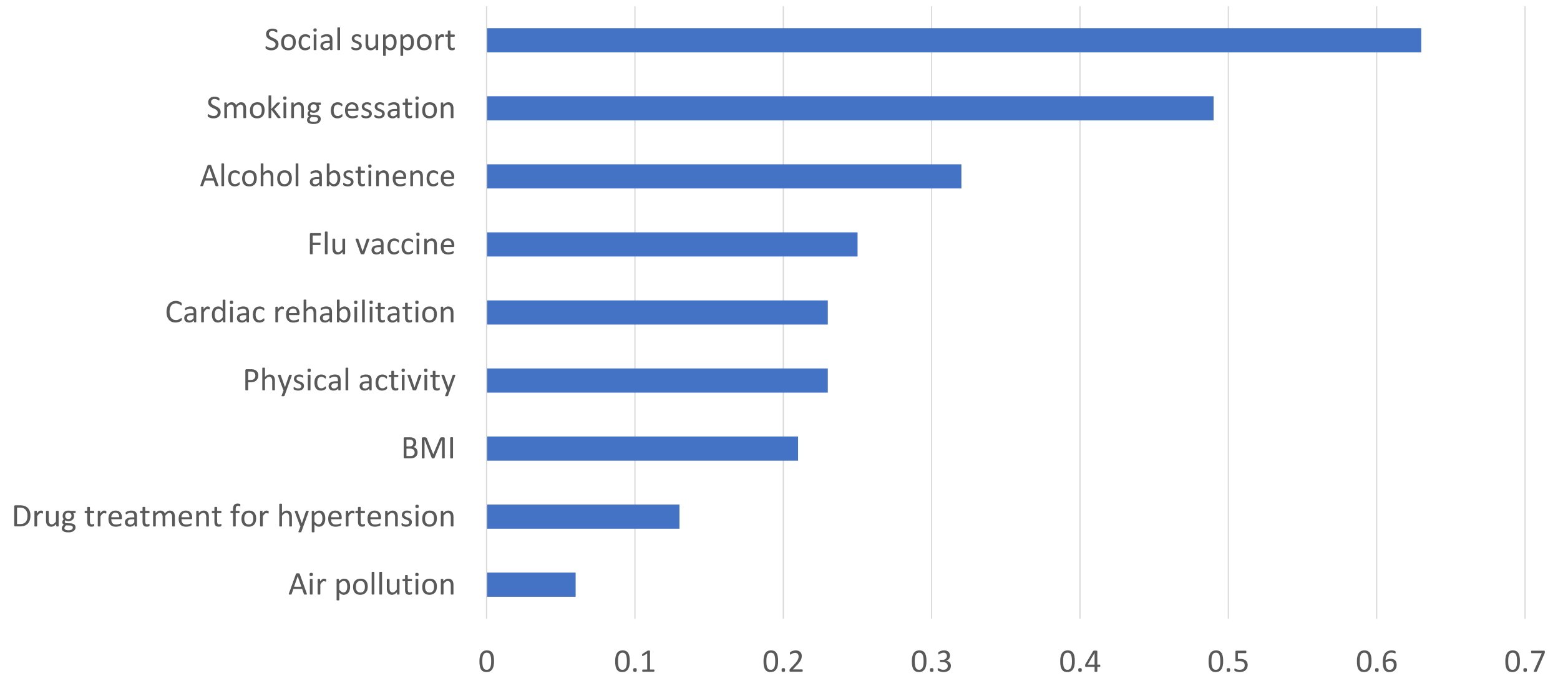
- Job satisfaction
- Psychological health
- Physical health
- Sleep
- Parental time with children
- Child sleep

Reduced

- Turnover Intentions
- Cigarette Smoking



Odds of decreased mortality



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



Veteran- Supportive Supervisory Training

Computer-Based Training

1: Military Experiences and Values

Provides background information about the military, positive military values, unique needs, and possible barriers to success

2: Guiding Principles in a Changing Workplace

Describes the changing work environment, how military service impacts other domains of life, and the value of flexibility and perception for supportive supervision

3: Supportive Supervisory Behaviors

Teaches supportive behaviors that supervisors can practice in day-to-day interactions with employees, using examples specific to veterans

Behavior Tracking

Designed to help reinforce learning with opportunities to practice applying new skills to day-to-day interactions

Family Support



Emotional Support
and Communication



Win-Win
Management



Instrumental
Support



Role Modeling

Family Support behaviors are the things you do for employees to help them meet their family and personal demands and enable them to have fulfilling lives both at work and outside of work.

Family Support consists of four types or categories of behavior

Click on each character to hear their story

Evaluation Results



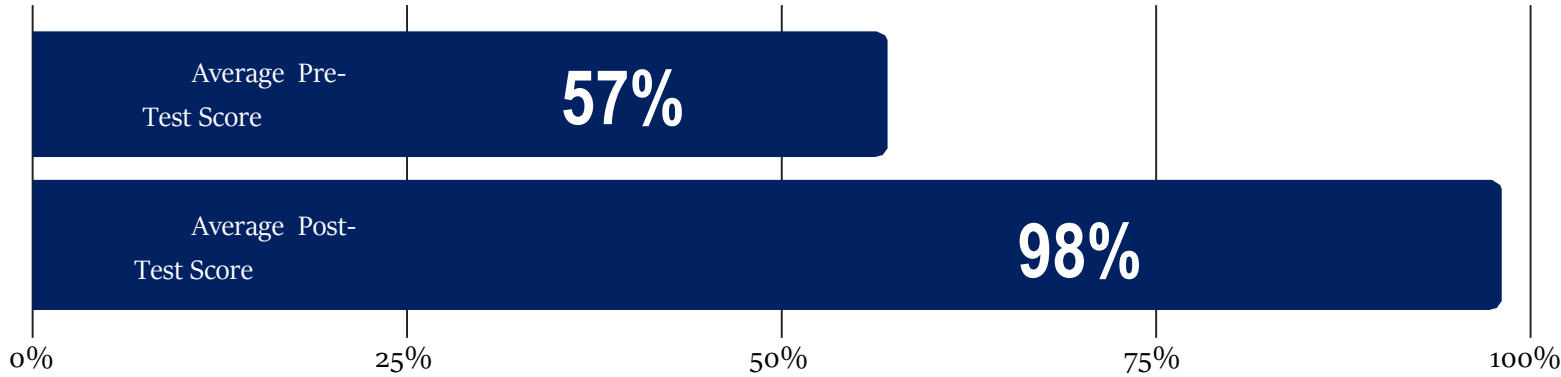
81% RATED THE TRAINING AS 'EXCELLENT' OR 'GOOD'



95% FOUND THE TRAINING USEFUL FOR THEIR WORK



91% WOULD RECOMMEND THE TRAINING TO OTHERS



Supervisors reported:

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

Feeling more supportive of their own employees

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

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



Veteran employees reported:

Lower turnover
intentions

Better work
performance

Better
health

Less functional
impairment

Better
sleep

Lower stress



Training Options

Online

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

Existing Learning Systems

Integrates into most learning management systems and can be customized to meet an organization's needs

PsychArmor

Leslie Hammer, PhD, Principal Investigator of SERVe provides summary lessons on supportive supervisor behaviors and creating a culture of support

<https://psycharmor.org/courses/supervisor-support-veterans-employees/>

<https://psycharmor.org/courses/supportive-supervisor-behaviors/>



Thank you!

Website

servestudy.org

Email

SERVe Office: servestudy@ohsu.edu

Principal Investigator: HAMMERL@ohsu.edu

Presenter: mackenna.perry@clarityscientific.com

Phone

Presenter: 585-729-8557

PANEL:

THE WHOLE VETERAN:

A HEALTH AND WELLNESS PERSPECTIVE FOR EMPLOYERS

Moderator: Dr. Dallas Kratzer, Council for Adult and Experiential Learning



The Center for Veterans and their Families at Rush

September 30, 2019
Ashton Lofgreen, PhD
Clinical Psychologist





Our Mission:

Compassionately serve veterans and their families, providing individualized care and navigation of services to help heal the invisible wounds of war

Our Vision:

To Champion and Empower Veterans and their families

Our Values:

Innovation

Collaboration

Accountability

Respect

Excellence

Road Home





Understanding the Sacrifices Made

- More than **2 million** service members – including **76,000** Illinois residents – have deployed to Iraq and/or Afghanistan over the last decade. **850,000** service members have been deployed more than once
- An estimated **31%** of service members returning home are suffering from invisible wounds of war
- **300,000** suffer from stress disorders (PTSD) and more than **400,000** from traumatic brain injuries (TBI)





What to expect when hiring a Veteran

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

Considerations for Employers/Supervisors

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





You can learn more about Road Home Program at Rush by going to:

www.roadhomeprogram.org or

email at

team@roadhomeprogram.org





United States
Department of Veterans Affairs

VHA VOCATIONAL REHABILITATION SERVICES

OVERVIEW

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

The mission continues to be:

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



U.S. Department
of Veterans Affairs

KEY ENABLERS

The #1 resource VHA VR counselors and specialists rely on is you, businesses and organizations in the community committed and dedicated to employing members of the veteran community.



COMMERCIAL CLUB OF CHICAGO AND VETERANS WORKING GROUP MEMBERS

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

<https://commercialclubchicago.org/working-group-member-list/>



VHA VR Services

VETERANS

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

PARTNERS

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



CLOSING

Recent trends

- Shifting trends toward professional areas
 - *More professional versus labor-focused career fields
 - Increases in IT | Administrative Fields
- Examples
 - Veteran 1
 - 10+ years in programming, UX/UI, VBA VR&E supporting training for latest coding languages
 - Veteran 2
 - 20+ years in Healthcare industry, current certifications and licensures





How to get involved

VHA VR Employment Support Group: Every Thursday from 1:30 to 2:30

- Past Guests & Presenters

Ernst & Young

Amita Health

Advocate Aurora Healthcare

BMO Harris Bank

Amazon

Rush Medical Center

Contact Information

Patrick Vickery

Patrick.Vickery@va.gov

312-569-5846

Glenn Shalton (Program Manager)

glenn.Shalton@va.gov

312-569-8069

Philip Maranon

Philip.Maranon@va.gov

312-569-8624

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

A large, solid red, five-pointed star is centered on the page. The text 'CHICAGO VETERANS' is overlaid on the star in a light gray, bold, sans-serif font.

**CHICAGO
VETERANS**

Chicago Veterans

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

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



Camaraderie

Creating recurring opportunities for veterans to connect to their community through recreational activities, sports, volunteer opportunities, networking and events to improve their physical, mental and emotional wellbeing.



Employment

Creating meaningful employment opportunities for our veterans. We help connect local employers and veterans through our online employment portal. Veterans have the ability to view and apply directly from our website.



Education

Using a peer-to-peer approach (a form of mentorship between a person who has lived through a specific experience & a person new to that experience). We provide opportunities to share information & experiences through networking & educational workshops.



Veteran Wellness & Physical Fitness

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



How Can You Take Action?

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





HOW TO GET INVOLVED

- ◇ VOLUNTEER
- ◇ SPONSORSHIP/PARTNERSHIP
- ◇ TELL OTHER VETERANS ABOUT US
- ◇ JOIN US

WWW.CHICAGOVETS.ORG

INFO@CHICAGOVETS.ORG

773-499-9754





ENGAGING WITH THE MILITARY COMMUNITY

OUR MISSION

Educating a Nation

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





- Employers
- Educators
- Healthcare providers
- Business
- Non-Profit
- Government
- Service members, Veterans, and their families

COMMUNITY



15 THINGS VETERANS WANT YOU TO KNOW

EMPOWERING ALL EMPLOYERS

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


COMCAST
NBCUNIVERSAL

Veterans at Work
Certificate Program

APPLY NOW



SRM
Foundation

PANEL DISCUSSION

Moderator: Dr. Dallas Kratzer, Council for Adult and Experiential Learning

Q&A

Moderator: Dr. Dallas Kratzer, Council for Adult and Experiential Learning

WRAP UP AND MEETING EVALUATION

David Hiller
Robert R. McCormick Foundation

NETWORKING AND LUNCH

Hilary Holbrook
Commercial Club of Chicago