Army OneSource

Best Practices for Integrating Military and Civilian Communities

Shaunya M. Murrill
Chief, Outreach and Strategic Integration
Installation Management Command, G9
Family Programs Directorate
Today’s Presenter

Army OneSource Government Manager
Shaunya M. Murrill
Chief, Outreach and Strategic Integration
IMCOM, G9, Family Programs Directorate
Shaunya.M.Murrill.civ@mail.mil
PTSD pushed John Youngblood’s life in a dangerously bad direction, only to be brought back from alcohol abuse and a low point in jail by a crucial diversion program.

www.AOSResourceCenter.com/Engage/Webisodes
Tools and Takeaways

After this workshop, participants will have a better understanding of:

- The unique needs of the Military population
- Engaging with Army OneSource
- Effective strategies for collaborating with Military agencies
- Outreach tactics to reach the Military population

Question and Answer Session at the end of Workshop and meet Your AOS State Community Support Coordinator!
Did You Know?

Many Feel Disconnected, Not Understood

How often have you experienced the following as a result of your military service?

Percentage saying that they at least sometimes experience the following as a result of military service:

- Feeling the average American didn’t understand their experience: 69%
- Feeling disconnected from civilian life: 55%
- Relationship problems with your Spouse or partner: 45%
- Outburst of anger: 41%
- Relationship problems with your children: 19%

According to a recent survey by the Washington Post and Kaiser Foundation, of Iraq and Afghanistan War Veterans:

- 34% have increased credit card debt
- 23% have had trouble paying rent or a mortgage
- 20% know a Service member/Veteran who has become homeless
- 15% have had trouble getting medical care

Many Soldiers and Veterans Say They Know Someone Who Has Attempted or Died By Suicide

Do you personally know a Service member or Veteran from the Iraq or Afghanistan war who attempted or died by suicide?

All Combat Arms and Combat Support: 51%

Source: Results of the Washington Post – Kaiser Foundation Survey, April 2014
Headquarters: Army Family Programs

Mission
Facilitate the commander’s ability to provide comprehensive, standardized, coordinated, and responsive services that support Soldiers, Civilians and Families regardless of geographical location.

Maximize technology and resources, eliminate duplication in service delivery, and measure service effectiveness.

Vision
Self-sufficient Families, safe homes and cohesive communities, enhanced readiness.
Stressors Impacting Army Families

Issues associated with deployment and reintegration

- Grief
- Depression
- Sleep disorders
- Self-injurious behavior
- Alcohol and substance abuse
- Difficulty relating to others
- Sexual trauma*
- Eating disorders*
- Gender-base violence*
- Control of irritability, anger and hostility
- Thoughts/concerns of hurting someone
- Risk-taking
- Increased physical and verbal aggression
- Family stability
- Strained parent-child relationships
- Child abuse and neglect
- Financial issues
- Decreased parenting alliances
- Relationship turbulence
- Family attachment

*Specific to women
Stressors Impacting Army Families (cont.)

• Psychiatric difficulties worsen other risk factors

• Psychiatric symptoms (anger, PTSD, depression) continue and may increase over time; higher at 120-day period

• Interpersonal concerns rose 3-6 months post-deployment

• Significant deterioration in individual and interpersonal adjustment at 6-9 months

• Increases were especially notable in families with lower social support
Army Family Needs Post-Deployment

- Soldiers are coping with injuries and traumatic stress symptoms that impact the entire family. The nature of the impact on children and Families is only just beginning to be understood.

- Increases in issues post-deployment were especially notable in Families with lower social support.

- Protective factors
  - Baseline community involvement
  - Social support
  - Wellness promotion
  - Relationship promotion
  - State/local/community organizations
  - Advocacy organizations
  - DoD and VA healthcare system

- Services available to families (face-to-face, online, mobile phone apps, social networking, telephone-based coaching) must be responsive to the military culture.

Source: Anticipating the Landscape in the Years Ahead: Military Members Transition to a Post-War Mission, Jul 14. DOD Office of Family Policy, the National Institute of Food and Agriculture, the US Department of Agriculture, and the University of Minnesota.
Leadership Support for Family Programs

* “The tempo is not as intense as it was at the height of the Iraq and Afghanistan wars, but it’s a demanding pace for a smaller Army. Odierno said the varied assignments should prod lawmakers to rethink the Defense Department’s force reduction plan. “We are witnessing firsthand mistaken assumptions about the number, duration, location and size of future force conflicts, and the need to conduct post-stability operations,” Odierno said, according to Stars and Stripes. “These miscalculations translate directly into increased military risk. “And frankly as I stand here, military risk is accumulating exponentially.” —Top Army General Warns of an Army “Breaking Point” as Drawdown and Deployments Accelerate. The News Tribune, Oct14

* “[Secretary of the Army John M. McHugh and Chief of Staff of the Army Gen. Ray Odierno] are committed to making sure that the critical family programs, and the programs that have the most impact on our children will continue to be funded at the levels they are now.” —GEN Campbell in Army Public Affairs article, Jul 13.

* “We talk a lot about keeping faith with our Soldiers ... The one thing they want us to do is take care of their families.” —GEN Odierno in Army Public Affairs article, Feb 13.

* “…there are ‘foundational requirements’ on necessary positions, such as those in family and soldier programs.” —GEN Odierno in Government Executive, Jun 13.

Commitment to the Army

2007 - The Army Family Covenant
A means of institutionalizing the Army's commitment to provide Soldiers and Families a quality of life commensurate with their level of service and sacrifice.

2011 - The Army Family Covenant
Keeping the Promise Campaign
A reinforcement by senior leadership of their commitment to deliver high quality programs for Soldiers and Families.

Total Army Strong One Pager
A restatement of senior leader support and reinforcement of their commitment to Army Families.

We remain committed to sustain programs and services to mitigate the unique demands of military life, foster life skills, strengthen resilience, and promote strong and ready Army communities.

...we must anticipate the evolving needs of Soldiers and Families
How to Engage with AOS

Army OneSource (AOS) is a comprehensive multi-component approach to community support and service delivery for geographically dispersed Service members and their Families.

Three ways to access services:

1. Traditional brick and mortar establishment on installations

2. Web-based portals
   - MyArmyOneSource.com
   - AOSResourceCenter.com

3. State, community and professional association partners
AOS Long-Term Outcomes

- Increase access to, and utilization of, behavioral health and legal services for Service Members and their Families.

- Increased behavioral health provider and legal professional capacity in high value areas.

- Enhanced hiring practices by major employers in high value areas.
AOS Focus Areas and State Alliances

An independent study of the Military concluded that **four areas** were among those most needed by Service members and their Families.

### Behavioral Health State Alliances

Objective: To increase awareness within the behavioral health community of Military culture and combat stressors

### Financial State Alliances

Objective: To heighten awareness with Military community of the availability and use of financial readiness tools and resources

### Legal State Alliances

Objective: To heighten awareness within civilian legal organizations of legal issues facing Service members and their Families

### Faith-based Alliances

Objective: To heighten faith-based organizations’ awareness and support of Soldiers’ and Families’ spiritual needs
How can AOS support you?

Data Visualization Tools

- Number of deployed by county and state
- Likely prevalence of PTSD by county
- Likely prevalence of TBI by county
- Veteran homelessness
- Dependents of those deployed
- Military installations

"Continue to make available deployment numbers, numbers of individuals returning, number of individuals with TBI, PTSD and Suicide Ideation considerations."

www.AOSResourceCenter.com/Data
How can AOS support you?

- Access to Top Subject Matter Experts
- Timely Topics
- On-Demand Component
- Supporting Resources

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“I really appreciate each provider and the information that is shared in every training session. I look forward to these events because I always walk away with resources to improve my support for Soldiers and Family members.”

National Web Events

www.AOSResourceCenter.com/Learn
How can AOS support you?

Continuing Education

• Access to online courses
• Available 24/7
• Free of charge
• Nationally accredited

“Great training! Thanks so much for the wonderful resources.”

www.AOSResourceCenter.com/Learn
Initiating, Collaborating and Engaging with Military Programs to Enhance I&R Services

• Initiating conversations with Military agencies: “Getting your foot in the door”
• Cultivating the relationship
• Identifying what you, as an I&R Specialist, can offer the Military agencies
• Defining what you, as an I&R Specialist/Program, want or need in return
• Engaging and sustaining Military-informed community/Military partners
Maximizing Your Outreach Efforts to a Military Population

• Understand the media habits of the Military population
  • Use general population demographics
  • Trial and error messaging and communication channels
• Leverage other organizations with similar missions
  • Local Military/Veteran Services Organizations
  • Local units/command
  • Military Family groups
• Keep Learning
  • AOS web events
  • Continuing Education courses
Question and Answer

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