

NYSED & NYSILC Housing and
Transportation Demonstration Project
ACCES-VR Contract # C012911

Veterans' Program Best Practices Manual

Taconic Resources for Independence, Inc.



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Project Summary

Taconic Resources for Independence, Inc. (TRI) is the Independent Living Center (ILC) in Dutchess County, New York. Our mission is to promote independence and integration in society for people with disabilities. TRI has expert knowledge regarding the human service agencies and supportive services available throughout Dutchess County. For over thirty years, we have provided direct independent living services to people with disabilities, including veterans and their families.

Dutchess County veterans disproportionately experience poverty, homelessness, and unemployment. If a veteran also has a disability, the barriers to affordable housing, employment and supportive services are exponentially increased, and barriers to services perpetuate poverty and homelessness. Barriers can include a lack of accessible housing, mobility difficulties, high transportation costs or lack of transportation, communication problems, lack of financial means and bias. 6.1% of the overall population in Dutchess County are veterans, a rate about 25 percent higher than the rate in New York at 4.8%, and about 80 percent of the rate in the United States at 7.6%. According to the Dutchess County Department of Health's Community Health Assessment for 2013 – 2017, veterans make up 8.2% of the population, which is closer to the national average (9.3%) than the state average (6.3%), and the proportion of residents with a disability (12.7%) was slightly higher than the state average (10.8%) and similar to the national average (12.0%). Also, many veterans lack access to vital supportive services (U.S. Census Bureau 2014, U.S. Census Bureau 2015: American Community Survey 1-year estimates).

The Veteran Outreach Program at TRI supports and strengthens two historically underserved (though often co-occurring) populations within our community. We provide the imperative, individualized independent living services to address the needs of veterans with disabilities. We believe the stronger our most vulnerable populations become, the better quality of life for all in the community.

We provide comprehensive services to veterans with disabilities from all eras. We provide education, training and advocacy based on a complete assessment of a person's skills, capacity and needs. Our services include assistance with applying for both Veterans Administration and Social Security Disability benefits and also information and referral to community partners throughout the county to best serve the needs of each veteran. We also provide peer support, and together with the

Mental Health America Dutchess Vet2Vet program, the WestCop agency and the Veteran Service Organization (VSO), we provide housing and transportation services for our veterans. Our exemplary and extensive experience in these areas allows us to provide uniquely personalized service delivery to veterans with disabilities.

Key Organizational Partnerships

Our initial partnerships did not develop as planned. Hudson River Housing lost their funding and their veteran program dissolved. Also, The Living Room homelessness program tended to refer in house, so we had difficulty getting people to access our services. As a result, we reached out to partner with other like-minded agencies: Vet2Vet and WestCop. We have also partnered with regional veteran networks such as the Hudson Valley Veteran Alliance and Hudson Valley Task Force.

The Joseph P. Dwyer Veterans' Peer to Peer Program, Vet2Vet, has been an integral partner. Their goal is to link together veterans who can relate to the struggles of transitioning into civilian life, for socialization and friendship. Vet2Vet is a non-clinical program and does not provide case management for individuals. Vet2Vet is a consumer/provider partnership program that utilizes trained veterans in a peer-counseling capacity to help other veterans. Vet2Vet is administered by veterans who themselves have been consumers of VA mental health services. It also links veterans with other service providers in our community if there is a specific need beyond their scope of services. They have provided us with referrals, and we have helped their consumers with applying for Social Security Disability benefits, housing services, employment related services and assistance with applying for VA benefits. We have also made use of their vehicle specifically designated for transporting veterans to appointments.

WestCop has the Supportive Services for Veteran Families (SSVF) program. The goal of the SSVF program is to promote housing stability among very low-income veteran families who reside in or are transitioning to permanent housing. They understand that homeless individuals are often unemployed, unable to work, or have such low incomes that they cannot afford housing. They recognize homeless individuals often have disabling mental health issues, substance abuse, or physical conditions that lead to, or complicate, their homeless situation. WestCop can help

veterans by providing security deposits and “Hud-Vash” vouchers. Hud-Vash are rental assistance vouchers for privately owned housing for veterans who are eligible for VA healthcare services and are experiencing homelessness. VA case managers may connect these veterans with support services such as healthcare, mental health treatment and substance abuse counseling to help them in their recovery process and with their ability to maintain housing in the community. HudVash is essentially the Section 8 program for veterans and has a much smaller waiting list. The vouchers are distributed from the VA through WestCop.

While these two entities are our most active partners, the Veteran Specialist has also forged collaborative relationships with over twenty-six community partners.

For a list of our partnerships, please see [Attachment 1](#).

Trainings

The Veteran Specialist conducted disability etiquette trainings developed by the program director, Patrick Muller, regarding individuals of all abilities. We used a PowerPoint presentation to educate and train groups to have and promote positive interactions with people with disabilities at workshops for the Public Defender’s Office of Dutchess County and for the bus drivers of the City of Poughkeepsie.

It is important for the Veteran Specialist to participate in ongoing professional development in topics specific to meeting the needs of the veteran population. The Veteran Specialist attended multiple trainings that were pertinent and informative to the Veteran Outreach Program. The Joseph P Dwyer Support Program was instrumental in teaching the specialist how to be a peer mentor. Additionally, it provided an in-depth study of the specialized subject of military behavioral health. The Veteran Specialist also attended a “Mental Health First Aid” training. This course taught how to assist people experiencing problems such as depression, anxiety disorders, psychosis, substance abuse disorders and those struggling with suicidal thoughts. The National Alliance on Mental Illness presented a course called PTSD Homefront. This course is designed for families of service members to better understand their loved ones’ experiences related to trauma, combat stress, civilian life transition and other mental health conditions. The United Way of Dutchess-Orange Region provided Frontline Family trainings regarding fundraising activities to benefit veterans and also conducted a community service project at the VA Castle Point. The Veteran Specialist also attended Leadership Dutchess which has been

dedicated to educating and motivating citizens to serve in leadership roles within our community. Leadership Dutchess sessions and all course work contribute to the knowledge and understanding of leadership. Each day included a prominent speaker from both the public and private sectors, sharing their knowledge on real-world topics of leadership and municipal concerns impacting the Hudson Valley region. Almost as important as the knowledge gained during these trainings has been the opportunity to network with other agencies to make them aware of the Veteran Specialist's role and the services that are available.

We strongly recommend ongoing education and trainings which support the Veteran Specialist in performing his/her duties.

Methods Used

We utilized a variety of outreach materials and tactics to reach our target audience and our partners. We created a program brochure to explain the role of the Veteran Specialist, as well as flyers regarding our services, with one specific to housing and transportation. The brochure and flyers were distributed to our partners and other relevant agencies throughout Dutchess County. We posted flyers on the social media websites Facebook, Instagram, LinkedIn and Twitter. Flyers were mailed to local American Legions and Veterans of Foreign Wars establishments. Business cards were created and distributed widely throughout the county. We were added to The United Way's 2-1-1 information hotline and created a web page for the program on Taconic Resources for Independence, Inc.'s website. Email blasts were also used to help notify partners of our Veteran Outreach Program.

The Veteran Specialist also attends Dutchess County Bringing Agencies Together (BAT) meetings. BAT is a bi-monthly forum where nonprofits gather and share information. Attendance at Hudson Valley Task Force, Dutchess County Task Force and Veteran Benefits Consortium meetings allowed us to network with multiple agencies.

For outreach materials, please see [Attachment 2](#).

Consumer Input and Control

Our Veteran Outreach Program is based on Independent Living philosophy and embraces its consumer-driven, peer model, wherein people with disabilities are recognized as being the best experts regarding their own needs and the driving force behind their outcomes. Utilizing the principles of self-determination and equal opportunity, our program supports each veteran to achieve their unique goals. Depending on the individual's disability, we can assist with support services such as assistive technology, obtaining income supplements, personal assistance, housing and transportation to assist them in reaching their goals. We accomplish this by conducting a thorough needs assessment that invites input, enables veterans to control their services, to freely choose among competing service providers and to live with dignity in the community.

During the initial, hour long intake process, people must fill out an intake form. Using a questionnaire we refer to as a “road map”, we identify and discuss short term, mid-range and long-term goals. Once completed, we can refer back to it to assess the individual's progress towards their stated goals and to assist at any time as needed. We review and assess each person's needs, communicate their rights, and serve as a liaison between families and other organizations or parties.

All information is recorded and updated regularly and filed in a secured storage room and database for future reference. Whenever the person returns, we update case notes and assess their progress toward their goals.

Veterans typically come to us for assistance with applying for VA benefits, housing, transportation and exploring educational opportunities. The veterans we have encountered have had varying discharge statuses on their DD-214 (a form received upon discharge from the armed forces), ranging from honorable to bad conduct discharges. The status of discharge is very important because it can limit the VA healthcare benefits and services the individual may be entitled to. We assist in obtaining official copies of the DD214. If an individual is not entitled to VA services, we always recommend alternative solutions, such as referral to our in-house benefits counselor who can assist them with applying for SSI and SSDI. We make copies of the DD214 for each file.

We use multiple methods to record consumer data. We use Microsoft Excel spreadsheets to log basic information such as age, sex, race, address, email address and telephone number. We also record types of disabilities and the services provided. We have also created a database specific to the Veteran Outreach Program, which reflects in more detail the services veterans are requesting.

Once a person reaches his/her stated goals, we ask them to complete a short survey about the quality of and satisfaction with our services. We offer the survey via a link in an email, over the telephone and by regular mail, depending on each person's circumstances.

For control materials, please see [Attachment 3](#).

Examples of Successful Outcomes

Mike is an Army veteran who has self-identified with several physical and mental disabilities. Mike is currently living at the LaGrange House. LaGrange House assists people who are transitioning out of homelessness and, with the assistance of case managers, are actively working toward self-sufficiency goals including moving to permanent housing. Mike was recommended to me by his mother who heard of our program from another staff person. Through TRI, Mike has been linked with the Vet2Vet and WestCop agencies. Together with Vet2Vet we discussed actions he could take to improve his VA disability rating. He is currently at a 60% rating but is entitled to a higher percentage. The higher the rating the more monetary compensation an individual is entitled to. A higher rating from the VA means more income and more options for housing. We connected him with the Veteran Service Network and are looking for affordable, accessible housing for him.

Mike was very untrusting of previous veteran programs but has learned to trust TRI and the resources we have provided. With our help and advocacy Mike will have more access to veteran programs and will be able to access a permanent home.

Antonia has self-identified with an intellectual disability, traumatic brain injury, orthopedic and other physical abilities, mental illness and emotional/behavioral disabilities. Antonia came to TRI for advocacy services, peer counseling and vocational services. She was referred to our program by our initial partner, Hudson River Housing. Her biggest obstacle is unemployment. We were able to get her an interview for a job and recently referred her to the Department of Labor, which has a coordinator who works solely with disabled veterans. We were able to review her resume and use the partnerships we have established in the community to help her access all pertinent and available employment services.

Antonia is working hard toward her employment goals and often expresses her gratitude for our services. Antonia wants to continue living on her own in the

community and with our help and that of our partners, she will succeed by accessing the job she needs to do so.

Patrick is a Gulf War veteran who self identifies with severe hearing loss. He was interested in taking an educational course to help prepare him for the Series 63 test, a test designed to qualify candidates as securities agents in the United States. Nearly all states require individuals to pass the Series 63 as a condition of state certification. Individuals are allowed to take the test three times before being disqualified. He had failed it twice, so there was a lot riding on this last attempt at the test. Another obstacle was that he did not have the required \$600 to take the course. We were able to collaborate with the Hudson Valley Veteran Task Force to raise the funds for him. Within hours we reached our goal and received a check to give to Patrick. Patrick took the course and passed his Series 63 test with flying colors and is now certified. This allowed him to apply for and gain new employment with a better salary.

Franklin is a Korean War veteran who is currently residing at The Pines Nursing and Rehabilitation Center. He went there after breaking his leg, and has resided there ever since. Franklin desires to be independent and live on his own again. We worked with one of our partners, Open Doors, a program that helps people transition from institutionalized living to living in their own homes. We were able to find Franklin an apartment in senior citizens housing. We assisted Franklin in the application process and Franklin was approved to move into his new apartment within the next month. Together with another one of our partner agencies, Vet2Vet, we are going to assist Franklin with physically moving his items to the new apartment. Franklin is going to start attending veteran social events in order to decrease his isolation and maximize social opportunities in his community. Franklin is divorced but receives a pension from the VA. The VA was not aware that Franklin was divorced. We were able to assist Franklin to submit the appropriate paperwork to the VA proving he is single. This entitles him to a larger monthly pension which increases his financial stability.

Tabitha is an Air Force veteran who has several physical disabilities which hinder her mobility. She had been a client of TRI for several years, but was new to the Veteran Outreach Program. During the first few months of working with the program, Tabitha relied on the advocate to accomplish her goals. After gaining her trust and empowering her to advocate for herself, the advocate worked with Tabitha on independent living skills. Tabitha was able to gain confidence in successfully navigating the system on her own. One of the first things we assisted Tabitha with is obtaining a new military record (DD214). After receiving the DD214, she applied

for VA benefits and was subsequently able to enroll in the VA health care system, providing her with access to the healthcare she is entitled to. Through our contacts at the Hudson Valley Veteran Task Force, we were able to obtain a new motorized scooter and deliver it to her free of charge. Tabitha is now more knowledgeable about the veteran's benefits she qualifies for and is able to access the healthcare she needs to maximize her independence. In addition she has the mobility aid she needs to ambulate in her community.

For an example DD214, please see [Attachment 4](#).

Project Strengths and Challenges

The Veteran Outreach Program has experienced both successes and challenges while serving Dutchess County veterans. A large task for our new program was reaching out to other like-minded agencies in the county that we could partner with to provide supports and services to veterans.

One of our greatest project successes and strengths resulted from the forming of the Dutchess County Veteran's Task Force. The Task Force consists of Vet2Vet, WestCop, the Dutchess County Veterans Office and the Department of Labor. The Dutchess County Task Force is modeled after the Hudson Valley Task Force which consists of fifty agencies from Rockland, Orange, Putnam, Dutchess and Sullivan County. The Hudson Valley Task Force looks to engage veteran's service agencies to network and spread news about upcoming events, programs, supports and services. We had a very successful marketing campaign that allowed Taconic Resources for Independence, Inc. to connect with many different businesses in the area. We had meetings at both Veteran Affairs locations: Montrose and Castle Point. We met with coordinators at Marist College, Vassar College, Dutchess Community College, the Culinary Institute of America and the State University of New York at New Paltz.

While launching the new program we encountered many challenges and areas for future growth and development. One of the biggest challenges we have faced and continue to face is the lack of funding. We just don't have access to crisis funding to provide assistance to homeless veterans in need of temporary housing. Our agency is also unable to transport veterans to their VA and other appointments. Additionally, there are not enough affordable, accessible housing options in the area and the waiting lists are very long. Many programs will only assist veterans who are

homeless and in shelters before helping them. Regretfully, we have found the VA at both locations and the satellite office to be unresponsive. At first, we had a connection in the VA who worked with us to help enroll veterans. They shut down communication and did not give us a reason why. One of our biggest initial partners was the Hudson River Housing Veteran Impact Program. They lost their funding and are no longer in existence. Consequently, we lost the referral base we anticipated. Nursing homes and facilities do not contact us or return calls. It seems they don't want older veterans to be able to live independently in their own homes. No substance abuse facilities or rehabilitation centers have returned calls. Through our experiences we know that many veterans have substance abuse issues and use the facilities, but we have not found a suitable contact that is willing to work with us. This is an area we will continue to explore.

Transportation has been an issue in Dutchess County, a large geographic area with many rural areas. Veterans can ride the bus for a discounted price, but it is not free like it is in other counties. The buses are accessible for those with wheelchairs and other disabilities, but I've had a veteran tell me that it's too difficult to use the buses for grocery shopping. Veterans often have difficulty getting to their appointments based on not being near a bus route, and buses don't run at all on Sundays. The Disabled American Veterans agency can sometimes assist in bringing veterans to their appointments, but it is only available for VA healthcare appointments. Public transportation can be confusing and difficult to use for some of our elderly veterans and those with intellectual disabilities.

One of our major goals was to engage veterans in systems advocacy by assisting with the organization of a self-directed accessible housing systems advocacy committee. The major feedback we have heard is that most people are not interested in organizing because they are too busy struggling to get their most basic needs met while enduring homelessness or facing eviction.

Overall, our outreach efforts have proven to be stronger than not and effective in finding agencies that we can collaborate with to help veterans in need. We found ways to adapt and overcome programs closing and a lack of funding for the veterans by combining forces and forming the new local partnerships and the local task force. We will continue to explore ways to develop relationships and reach agencies that have not been responsive.

Lessons Learned

When we first started out, we were not aware of the MHA Dutchess Vet2Vet program. Vet2Vet offers some of the same services that our program offers. Vet2Vet is a program of Mental Health America. In our original proposal, we stated we would partner with Mel's Living Room, also a program of Mental Health America for the homeless. When a homeless veteran is at Mel's, they would naturally contact the Vet2Vet program to assist the individual. It seemed at first to Vet2Vet that our services were there to usurp and/or duplicate their services, but it was quite the opposite. Eventually, our veterans' program supervisor and the Veteran Specialist became certified mentors through the Joseph P Dwyer (Vet2Vet) Program, and Vet2Vet has become one of our most essential partners. We speak with staff there at least three to four times per week and collaborate to assist veterans (providing an array of unduplicated services) frequently. Coincidentally enough, an employee of the Hudson River Housing Program (another former partner) now works for Vet2Vet for their new H.E.R.O (Housing Empowerment Reassurance Occupation) program which assists with housing. Unfortunately, we are sometimes not approached to provide services. Some agencies in the county contact Vet2Vet and WestCop to help homeless veterans and cut us out of the equation.

One of the biggest lessons learned was that we had to be adaptable. We found that organizations and partnerships sometimes don't last. When launching the program, we did a lot of outreach to the local colleges to establish relationships. We did this because the post 9/11 GI Bill pays for school and provides a monthly housing stipend based on the person's college ZIP code. This can be an important support for homeless veterans. Unfortunately the housing stipend is only paid while the veteran is attending classes and not during winter and summer breaks. We learned our demographic tends to be an older population of homeless vets who are looking for permanent housing solutions and not college benefits. We had to refocus our outreach efforts as a result.

We had partnerships in our initial proposal that had to change. Hudson River Housing was unable to get the funding needed to sustain their program. WestCop was ultimately a better partner for us, though, because they receive their funding and HudVash vouchers directly from the VA. We found that working with WestCop as a liaison to the VA made more sense, after all.

We spoke with Vet2Vet about the future of our agencies and our partnership. One idea we discussed is to co-locate our veteran agencies in a centralized office so veterans can have a one stop location to meet their needs. Ideally, having TRI,

Vet2Vet, and the Dutchess County Veteran Service Office in one place would enable veterans to avoid traveling as much, especially given the transportation difficulties in Dutchess County. It would make accessing supports and services far easier for them.

Project Sustainability

Taconic Resources for Independence, Inc. is considering a number of possible avenues to sustain the veterans' program. First, our grant writer will continue to pursue funding opportunities from a variety of federal, state and local entities. One possible funding source may be the VA Homeless Providers Grant and Per Diem Program. It is awarded once per year and its purpose is to promote the development of supportive housing and supportive services with the goal of helping homeless veterans achieve permanent housing, increase their professional skill levels, and obtain greater independence.

We also spoke to Doug Usiak, of the Western New York Independent Living Center, who gave us advice about contracting with the VA Medical Center to provide benefits counseling and our core Independent Living services. He suggested we speak with the VA discharge planners to see if we could gain an internal champion for our services; one who would lead us to contracting with them.

He also suggested connecting with VA Rehabilitation, but said we would need to work with a service-connected veteran to do so. We would then contract through the VA IL Project if the veteran with a disability identifies our services as needed to assist them in their rehabilitation. To begin researching these potential relationships he suggested we visit the VA.gov website.

And last, if we are unable to secure funding we have developed a staff reference guide. This guide can be used by any agency staff to be able to quickly refer veterans to the most frequently requested community services we don't currently provide.

For the Staff Reference Guide, please see [Attachment 5](#).

Attachment 1: Organizational Partnerships

Education

- Dutchess Community College <https://www.sunydutchess.edu/>
- Marist College <https://www.marist.edu/>
- SUNY New Paltz <https://www.newpaltz.edu/>
- Vassar College <https://www.vassar.edu/>

Housing

- Hudson River Housing <https://hudsonriverhousing.org/>
- Vet2Vet <https://mhadutchess.org/vet2vet-resource-office/>
- WestCop <https://westcop.org/programs/ssvf/>

Nonprofits

- Bridges (Rockland Independent Living Center) <https://www.bridgesrc.org/>
- Catholic Charities of Dutchess County <https://catholiccharities-dutchesscounty.org/>
- Community Action Partnership <https://www.dutchesscap.org/>
- Dutchess County Regional Chamber of Commerce <https://www.dcrccoc.org/>
- Dutchess County Youth One Stop <http://www.myyos.org/>
- Hospice of Orange & Sullivan County <https://hospiceoforange.com/>
- Mental Health America of Dutchess County <https://mhadutchess.org>
- Onward Recovery <http://onwardrecovery.org/>
- People USA <https://people-usa.org/>
- United Way <https://www.uwdor.org/>

Others

- Archcare at Ferncliff Nursing Home <https://www.archcare.org/nursing-homes/ferncliff>

Veteran Agencies

- Department of Labor New York <https://www.ny.gov/agencies/department-labor>
- Disabled American Veterans <https://www.dav.org/>
- New York State Division of Veteran Affairs <https://veterans.ny.gov/>
- US Department of Veteran Affairs <https://www.va.gov/>

- Veteran Service Office of Dutchess County
<https://www.dutchessny.gov/Departments/Veteran-Services/Veterans-Services.htm>
- Legal Services of the Hudson Valley <https://lshv.org/>
- New York State Independent Living Council <https://nysilc.org/>

Attachment 2: Brochures, Flyers. Etc.

TACONIC RESOURCES FOR INDEPENDENCE INC



VETERAN OUTREACH PROGRAM TRANSPORTATION AND HOUSING INFORMATION

**WORKING TOGETHER AS A COMMUNITY TO ASSIST YOU WITH YOUR HOUSING
AND TRANSPORTATION NEEDS**

HOUSING

- **Vet2Vet H.E.R.O. MHA Dutchess County**
- **WestCop S.S.V.F.**
- **Hudson River Housing**
- **Soldier On**

TRANSPORTATION

- **Disabled American Veterans**
- **Vet2Vet MHA Dutchess County**

**For More Information call Austin
845-452-3913 ext. 124**

NEW YORK STATE INDEPENDENT LIVING COUNCIL, INC.





VETERAN OUTREACH PROGRAM

Veteran Services:

Taconic Resources for Independence, Inc. provides comprehensive, quality independent living services to veterans with disabilities to assist them in becoming stabilized in their homes and communities.



Peer Counseling

Information and Referrals

Individual and Systems Advocacy

Independent Living Skills

SERVICES PROVIDED FREE OF CHARGE

TACONIC RESOURCES FOR INDEPENDENCE

82 Washington Street
Suite 214
Poughkeepsie, NY 12601

845-452-3913 ext. 124

tri@taconicresources.org
www.taconicresources.org

Our Vision:

Taconic Resources for Independence is a consumer-directed, model center for excellence and valued expert on accessibility. We will offer high quality, comprehensive services and technical assistance, provided both onsite and in the community, by a skilled team in a working environment.



82 Washington Street Suite 214 Poughkeepsie, NY 12601
(845) 452-3913 (VOICE)
(845) 345-8416 (VP)
(845) 485-8110 (TTY)
(845) 485-3166 (FAX)
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Veteran Outreach Program



Veteran Services:

TRI provides comprehensive, quality, independent living services to veterans with disabilities to assist them in becoming more stabilized in their homes and community.

Support:

We offer peer support and together with the Division of Veteran Services, Hudson River Housing and the Living Room, will engage veterans in a systems advocacy by assisting with the organization of a self-directed/accessible housing systems advocacy committee. We assist in Low Income Home Energy Assistance Program and Supplemental Nutrition Assistance Program.

TRI strives to create SAFE, inclusive environments for people with disabilities. All of our services are safe and confidential.

Homeless veterans that don't have heat or food will be given access to emergency services. We will work on longer goals and needs such as application for veteran specific benefits. We provide in depth individualized living services for veterans with disabilities.



We are:

- One of 41 Independent Living Centers in New York State
- Primarily funded by NYS Education Department's Adult Career & Continuing Education Services-Vocational Rehabilitation (ACCES-VR)
- Staff made up of 75% people with disabilities
- A Board of Directors made up of 51% people with disabilities

Core Services:

- Peer counseling
 - Information and Referral
 - Individual and Systems Advocacy
 - Independent Living Skills
- SERVICES PROVIDED FREE OF CHARGE*



A Center for
Independent Living

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Attachment 3: Control Documents



Consumer Intake Form

Please Print Clearly; do not write in the shaded areas.

Consumer Number: Advocate: Date:

Name: *first, mi, last*

Female / Male *Circle One*

DOB: *(mo/day/yr)* Age:

Address: *Street*

County where you live:

City, State, zip code

Phone:

Have you ever served in the U.S. Armed Forces: Yes/No

E-mail:

Would you like to be on our mailing list? Yes/No Our E-mail list? Yes/No

Race/Ethnicity: (Check only one)

- American Indian or Alaskan Native (includes Native Hawaiian)
- Asian
- Black (African American)
- Native Hawaiian or other Pacific Islander
- White
- Hispanic/Latino of any race or Hispanic/Latino only
- Two or more races
- Unknown

Employment Status: (Check only one)

- Full Time
- Part Time
- Looking for job
- Unemployed (not looking)
- Student or in a Program
- Retired
- Participating in segregated work or day program setting
- Other employment category not specified above

Education Status: (Check only one)

- Not yet Enrolled in School
- Pre-Kindergarten Program
- Kindergarten -8th Grade
- Some High School
- Completed High School
- Some College
- Business Trade, Vocational School
- Completed 2 yr. undergraduate degree program
- Completed 4 yr. year undergraduate degree program
- Completed post graduate degree program

Rev. September 2017

Please check ALL disabilities that apply to you.

COGNITIVE DISABILITY:

- Intellectual Disability
- Traumatic and Other Brain Injuries
- Learning Disability
- Autism
- Other Cognitive Disabilities

MENTAL DISABILITY:

- Mental Illness
- Emotional/Behavioral disabilities
- Substance Abuse
- Other Mental Illness

PHYSICAL DISABILITY:

- Spinal Cord Injury
- Neuromuscular
- Orthopedic
- Cerebral Palsy
- Spina Bifida
- Other Congenital Birth Anomaly
- Epilepsy
- Muscular Dystrophy
- Amputation
- Back Injury
- HIV/AIDS
- Environmental and Other Related Illnesses
- Other Physical Disabilities

SENSORY DISABILITY:

- Blindness
- Low Vision
- Deafness
- Hard of Hearing
- Deaf & Blind
- Other Sensory Disabilities

PLEASE READ AND SIGN:

I have been informed of my right to confidentiality regarding any services I received from Taconic Resources for Independence, Inc. This includes the right to have my name and/or my personal information not released to any other source without my consent.

I have been informed of the Independent Living Services available, my right to request more or different services, my right to appeal the services/treatment provided to me through the Client Assistance Program at (800) 993-8982. You can also speak with a TRI supervisor, Patrick Muller, Program Director. You may also contact Donald McManus, NYS Education Department Phone# 518 408-4850, Donald.McManus@nysed.gov , ACCES-VR/Service Delivery, 89 Washington Avenue, 5th Floor, Room 580 EBA, Albany, NY 12234.

We are a voter registration site. Please speak to your advocate if you are not registered and would like to register, or if you need any information on polling sites. If you are not registered to vote where you live now, would you like to apply to register here today?

- No because I choose not to register
- I am already registered at my current address
- I asked for and received a mail registration form

Is there anything else happening that you need help with, or anything else I should know?

CONSUMER SIGNATURE _____ **DATE** _____

ADVOCATE SIGNATURE _____ **DATE** _____
(The Advocate/Worker signs if they filled out the form)

(TO BE COMPLETED BY THE ADVOCATE/WORKER)

TO THE BEST OF MY KNOWLEDGE THIS INFORMATION IS ACCURATE.

The above named consumer has been informed of their right to confidentiality, center services and the two methods of appealing. The consumer has verified that this form is accurate.

ADVOCATE SIGNATURE _____ **DATE** _____



TACONIC RESOURCES FOR INDEPENDENCE, INC.

Independent Living Plan

Plan should be developed by both the consumer and the advocate.

Three Months Goal/Plan

Consumer Name: _____ **Date of initial visit** _____

Advocate Name: _____

What brought the Consumer to TRI?

What goals does the Consumer expect TRI to assist them in achieving and what are the target dates?

	Dates
1)	
2)	
3)	

Recommendations made by the Advocate Counselor.

1)
2)
3)

What outcome is the Consumer responsible for and what are the target dates?

	Dates
1)	
2)	
3)	

If agencies need to be contacted a target date should be indicated and by who?

	Who	Dates
1)		
2)		
3)		

No, I do not want to develop an Consumer’s Independent Living Plan at this time but I reserve the right to develop one in the future if I choose so.

CONSUMER SIGNATURE _____ **DATE** _____

ADVOCATE SIGNATURE _____ **DATE** _____

When these goals are obtained, the case should be closed.
If the consumer needs to return to TRI, a new Independent Living Plan is required!!

September 2009

Veteran Exit Survey:

https://www.surveymonkey.com/collect/?sm=d1DTerY0GwBCWfYDCswP7bIFJ5D_2FMbwJ9VDOSu_2BmPQy_2BICa5SoRLipIJWIQHafNp

Attachment 4: DD214 Example

THIS IS AN IMPORTANT RECORD
SAFEGUARD IT.

PERSONAL DATA	1. LAST NAME-FIRST NAME-MIDDLE NAME		2. SERVICE NUMBER		3. SOCIAL SECURITY NUMBER			
	4. DEPARTMENT, COMPONENT AND BRANCH OR CLASS ARMY RA SIG		5a. GRADE, RATE OR RANK SP4	5. PAY GRADE E-4	6. DATE OF RANK DAY MONTH YEAR 29 OCT 69			
	7. U. S. CITIZEN <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	8. PLACE OF BIRTH (City and State or County) TEXAS		9. DATE OF BIRTH DAY MONTH YEAR JUN 48				
SELECTIVE SERVICE DATA	10a. SELECTIVE SERVICE NUMBER		10b. SELECTIVE SERVICE LOCAL BOARD NUMBER, CITY, COUNTY, STATE AND ZIP CODE			c. DATE INDUCTED DAY MONTH YEAR NA		
	11a. TYPE OF TRANSFER OR DISCHARGE TRF TO USAR (SEE 16)		11b. STATION OR INSTALLATION AT WHICH EFFECTED FT DIX NJ					
TRANSFER OR DISCHARGE DATA	12. LAST DUTY ASSIGNMENT AND MAJOR COMMAND SVC HRY 2D BN 6TH ARTY USAREUR		13a. CHARACTER OF SERVICE HONORABLE		13. TYPE OF CERTIFICATE ISSUED NONE			
	14. DISTRICT, AREA COMMAND OR CORPS TO WHICH RESERVIST TRANSFERRED TRF TO USAR CON GP (REINF) USAAC ST LOUIS MO		14a. REASON AND AUTHORITY AR 635-200 SPN 411 EARLY SEP FR OS		14b. EFFECTIVE DATE DAY MONTH YEAR 31 MAR 70			
	15. TERMINAL DATE OF RESERVE/UMTS OBLIGATION DAY MONTH YEAR 10 APR 73		17. CURRENT ACTIVE SERVICE OTHER THAN BY INDUCTION a. SOURCE OF ENTRY: <input checked="" type="checkbox"/> UNLISTED (First Substant) <input type="checkbox"/> ENLISTED (Prior Service) <input type="checkbox"/> REENLISTED <input type="checkbox"/> OTHER		16. TERM OF SERVICE (Years) 3		15. REENLISTMENT CODE RE-1	
SERVICE DATA	18. PRIOR REGULAR ENLISTMENTS NONE		19. GRADE, RATE OR RANK AT TIME OF ENTRY INTO CURRENT ACTIVE SVC PV-1		20. PLACE OF ENTRY INTO CURRENT ACTIVE SERVICE (City and State) SPOKANE WASHINGTON			
	21. HOME OF RECORD AT TIME OF ENTRY INTO ACTIVE SERVICE (Street, APO, City, County, State and ZIP Code)		22. STATEMENT OF SERVICE		22. YEARS MONTHS DAYS			
	23a. SPECIALTY NUMBER & TITLE 36K20 WIREMAN		23b. RELATED CIVILIAN OCCUPATION AND D.O.T. NUMBER 829.281 WIREMAN MAINT		22. CREDITABLE FOR BASIC PAY PURPOSES			
					(1) NET SERVICE THIS PERIOD 2 11 20			
					(2) OTHER SERVICE 0 0 0			
					(3) TOTAL (Line (1) plus Line (2)) 2 11 20			
				22. TOTAL ACTIVE SERVICE 2 11 20				
				22. FOREIGN AND/OR SEA SERVICE SEE 30 1 9 26				
24. DECORATIONS, MEDALS, BADGES, COMMENDATIONS, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED GOOD CONDUCT MEDAL NATIONAL DEFENSE SERVICE MEDAL VIETNAM SERVICE MEDAL SHARPSHOOTER M-14 SHARPSHOOTER M-16								
25. EDUCATION AND TRAINING COMPLETED ATP 21-114 CODE OF COND C B R TNG RVN TNG WIREMAN 8 WKS 67								
VA AND EMP. SERVICE DATA	26a. NON-PAY PERIODS TIME LOST (Preceding Two Years) NA		27a. DAYS ACCRUED LEAVE PAID NA		27b. INSURANCE IN FORCE (USGI or (SGLI) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		27c. AMOUNT OF ALLOTMENT NA	
	28. VA CLAIM NUMBER C- NA		29. SERVICEMEN'S GROUP LIFE INSURANCE COVERAGE <input checked="" type="checkbox"/> \$10,000 <input type="checkbox"/> \$5,000 <input type="checkbox"/> NONE					
REMARKS	30. REMARKS BLOOD GP 0 8 YRS ELEM (GEN) USARPAC VIETNAM 22 OCT 67 - 20 OCT 68 USAREUR GERMANY 3 JUN 69 - 5 APR 70							
	31. PERMANENT ADDRESS FOR MAILING PURPOSES AFTER TRANSFER OR DISCHARGE (Street, APO, City, County, State and ZIP Code)				32. SIGNATURE OF PERSON BEING TRANSFERRED OR DISCHARGED			
AUTHENTICATION	33. TYPED NAME, GRADE AND TITLE OF AUTHORIZING OFFICER CPT PA ASST CHIEF ENL BRANCH				34. SIGNATURE OF OFFICER AUTHORIZED TO SIGN			

DD FORM 214 1 JUL 66

PREVIOUS EDITIONS OF THIS FORM ARE OBSOLETE EFFECTIVE 1 JAN 67

☆ GPO: 1969-351-112

ARMED FORCES OF THE UNITED STATES
REPORT OF TRANSFER OR DISCHARGE

2

Attachment 5: Staff Reference Guide

This guide should be used by agency staff members to refer to in order to provide county specific information and referral whenever they work with a veteran. It explains the most common issues veterans face and what steps to take to address them.

**** First and foremost, the DD 214 document is necessary to confirm the individual is a veteran. The Defense Department issues to each veteran a DD 214, identifying the veteran's condition of discharge: honorable, general, other than honorable, dishonorable or bad conduct. ****

Veteran needs typically encompass these three main categories: housing, benefits, and education.

FOR HOUSING: Veterans seeking housing should contact **WestCop** and speak to their Supportive Services for Veteran Families (SSVF) Program Coordinator, Tanisha Terry at (845) 565-2892. Their office is located at 244-250 Broadway, Newburgh, NY 12250. The purpose of the SSVF program is to promote housing stability among very low-income veteran families who reside in or are transitioning to permanent housing. They understand that homeless individuals are often unemployed, unable to work, or have such low incomes that they cannot afford housing. Some homeless individuals have disabling mental health issues, substance abuse, or physical conditions that lead to, or complicate, their homeless situation. WestCop can help veterans with a security deposit and “Hud-Vash” vouchers. Hud-Vash provides rental assistance vouchers for privately owned housing to veterans who are eligible for VA health care services and are experiencing homelessness. The WestCop coordinator will conduct an intake either at their office in Newburgh or in the Poughkeepsie area. WestCop also has funds for temporary housing solutions such as paying for a hotel. WestCop’s intake process can be lengthy and strenuous and may require things such as a birth certificate or other items a homeless veteran may not have.

As a second option, they could call **Vet2Vet** and speak to their H.E.R.O. Program Manager, Anthony Kavouras at (845) 473-2500. Their address is 253 Mansion Street, Poughkeepsie, NY 12601. An intake can be done either at TRI or MHA Dutchess. They assist the veteran with looking for permanent, sustainable housing.

•**FOR BENEFITS:** If the veteran is looking for VA pension and compensation, they should contact Marc Coviello at the **Veteran Service Organization** at (845) 486-2060. Their address is 85 Civic Center Plaza, #105, Poughkeepsie, NY 12601. They assist with filing VA claims. Some of the services available include assistance with illnesses associated with exposure to Agent Orange, Persian Gulf Hazards, service-connected disabilities, non-service-connected pension, vocational rehabilitation, medical and dental coverage, home loan guarantees and VA life insurance. They can also assist with burial benefits like a headstone or marker, burial/plot allowance and presidential memorial certificates. The dependents of veterans can apply for survivor's benefits like Dependency and Indemnity Compensation (DIC), death pensions, NYS tax exemptions and VA life insurance claims.

•**FOR EDUCATION:** If veterans are looking for education, we can refer them to local colleges. The best starting point is Dutchess Community College's Veteran Coordinator, Stewart Dawes at (845) 431-8339. His address is Hudson Hall, Room 212, 53 Pendell Road, Poughkeepsie, NY 12601.

It's important to ask veterans what their Government Issued Bill status is (GI Bill). There are two GI Bills that provide education benefits. The Post-9/11 GI Bill provides education benefits for service members who have served on active duty for 90 or more days since September 10, 2001. The Post-9/11 GI Bill can pay your full tuition & fees at school, provide you with a monthly housing allowance while you are going to school, and give you up to \$1,000 a year to use for books and supplies. At a minimum, you must have served at least 30 days of continuous active duty service after September 10, 2001 and be discharged due to a service-connected disability or served a combined 90 days of active duty service after September 10, 2001 and received an honorable discharge. The Post-9/11 GI Bill also pays a monthly housing allowance based on the zip code of the location of the school. If a veteran is homeless it is important to offer this service because the GI Bill gives them money for housing. Payments are only available while the veteran is in class and not during winter/summer breaks.

The other GI Bill is the Montgomery GI Bill, which is for veterans who served before September 10, 2001. The value of the MGIB is based on the current maximum monthly payment rate of \$1,994 multiplied by a 36-month limit. This payment rate automatically adjusts for inflation on the 1st of October each year. You receive the current rate no matter when you became eligible or begin using it. The term "36 months of benefits" refers to academic months. This means you will have up to 8 semesters or four years of traditional academic education. It does not provide housing or a book stipend for the veterans.

