USE CASE

SAP Veteran Use Case

Use Case Name: Veterans

Use Case Description: According to the Substance Abuse and Mental Health Services Administration (SAMHSA), "the demanding environments of military life and experiences of combat, during which many veterans experience psychological distress, can be further complicated by substance use and related disorders. Many service members face such critical issues as trauma, suicide, homelessness, and/or involvement with the criminal justice system."

- Approximately 18.5% of service members returning from Iraq or Afghanistan have post-traumatic stress disorder (PTSD) or depression, and 19.5% report experiencing a traumatic brain injury (TBI) during deployment.
- Approximately 50% of returning service members who need treatment for mental health conditions seek it, but only slightly more than half who receive treatment receive adequate care.
- According to an assessment by the Departments of Housing and Urban Development (HUD) and Veterans Affairs (VA), nearly 76,000 veterans experienced homelessness on a given night in 2009. Some 136,000 veterans spent at least one night in a shelter during that year.
- Mental and substance use disorders caused more hospitalizations among U.S. troops in 2009 than any other cause.
- 70% of homeless veterans experience a substance use disorder.
- 50% of veterans suffer from chronic pain. (SAMHSA).

Veterans and their families have unique behavioral health needs and a unique culture. We need to be hands-on in our approach. Service members are prone to substance use disorders based on injuries, experiences, and traumatic environments. Veterans have additional complications when transitioning back to civilian life that influence their risk of developing a substance abuse disorder.

- Workforce: A study from ZipRecruiter and Call of Duty Endowment, stated 1/3 of veterans are underemployed leaving many veterans to live paycheck to paycheck. Many military occupations are not transferable to the civilian workforce resulting in few options when entering employment. (National Coalition for Homeless Veterans).
- Housing: 10% of homeless people are veterans. 3 of 4 homeless veterans experience mental and/or substance use disorders. (SAMHSA).
- Healthcare: Many veterans are unwilling or unable to access services available to them from the VA. These individuals seek care within their communities with employer-sponsored coverage.

Because of this, the Commonwealth of Pennsylvania wants to be proactive in addressing the needs of veterans that put them at a higher risk for a substance use disorder – lack of housing, healthcare resources, and workforce training/employment.

Actors:

- Military Families

- Veterans
- Veteran Owned Businesses
- Providers
- Community Support Groups
- Commonwealth VA County Directors

Triggers:

- Lack of interactive consolidated view of resources for veterans to support veterans holistically
- Lack of proactive outreach to veterans and veteran families to prevent substance use disorder
- Inability to connect needs with community resources digitally

Pre-conditions:

- Lack of consolidated information about veterans
- Manual applications for assistance services for veteran cohort (homeless, healthcare, workforce)
- Static PDF of resources available without easy navigation or understanding of eligibility

Post-conditions:

- Consolidated website or application to educate and connect veterans and veteran families with resources available to meet needs (access to behavioral health resources, housing, workforce)
- A 360º view of veterans for internal use to provide proactive outreach for those at risk for substance use disorders.

Normal flow:
1. A veteran is living paycheck to paycheck and dealing with chronic pain. A concerned family member is searching for information to help. They pull up an application and quickly identify resources within close proximity to help the veteran.
2. A veteran logs into the application where his or her information is stored. Information for forms of various assistance programs are populated and eligibility or recommendations are determined/given.
3. A 360º view of the veteran allows county directors or Pennsylvania Department of Military and Veterans Affairs' vetted volunteers to proactively reach out to veterans to inform them of critical services through various channels.
4. A veteran owned (or any) business that's hiring can post to the resource application of jobs available for veterans.

Summary

Unfortunately, many veterans don't get the help they need once home. Their skillsets may not

transfer to a civilian job or they may be unable to find adequate housing. Some of these veterans end up homeless. We want to stop this crisis before it happens and proactively push out information to the right people at the right time.

By understanding the contributing factors leading some veterans to substance use disorders, the Commonwealth can proactively equip internal agencies and external users with an application or website that allows them to easily understand resources available to meet the basic needs of veterans by location and eligibility (housing, health, and workforce).

Resources are currently documented in PDFs and referenced in static reports. Connecting with these resources is cumbersome and applications are redundant between levels of government, nonprofit organizations, and agencies.

In addition, events, postings, and updates are published from government and external stakeholders are posted online in a PDF. This information needs to get to veterans in the way that best communicates to them whether it be through mail, online, mobile or through loved ones. Think of creative ways to build a community support system by getting this information out to the people it's meant to serve.

Possibly connect and build off of the use case named Opioid Resources Application – where datasets are being consolidated to create a view of resources available for substance use disorders.

Potential Data Sources:

- PA Open Data Portal: https://data.pa.gov
- Federal Bureau of Labor Statistics: https://www.bls.gov/
- Local dataset for Alleghany County/Pittsburgh: https://catalog.data.gov/dataset/bigburgh-social-service-listings
- County Directors for PA Veteran Affairs: https://www.dmva.pa.gov/veteransaffairs/Documents/Outreach-and-Reintegration/countyprint.pdf

Potential Information Sources:
- Veterans Affairs Resource Guide 2018: https://www.dmva.pa.gov/veteransaffairs/Documents/GAC_VA_ResouceGuide2018.pdf
- External Veteran Affairs Digest: https://www.dmva.pa.gov/stateveteranshomes/Pages/default.aspx.
- DDAP Get Help page - https://apps.ddap.pa.gov/gethelpnow/
- PA Gov information - https://www.pa.gov/guides/opioid-epidemic/
- Pittsburgh Homeless Application - https://www.bigburgh.com/app.html#/who

Sources:
- SAMHSA: https://www.samhsa.gov/veterans-military-families
- Kasperkevin, Jana. The veteran unemployment rate is down but that doesn't mean they are

doing great. MarketPlace. 2017. Retrieved from https://www.marketplace.org.
- National Coalition for Homeless Veterans:
  http://nchv.org/index.php/news/media/background_and_statistics/