



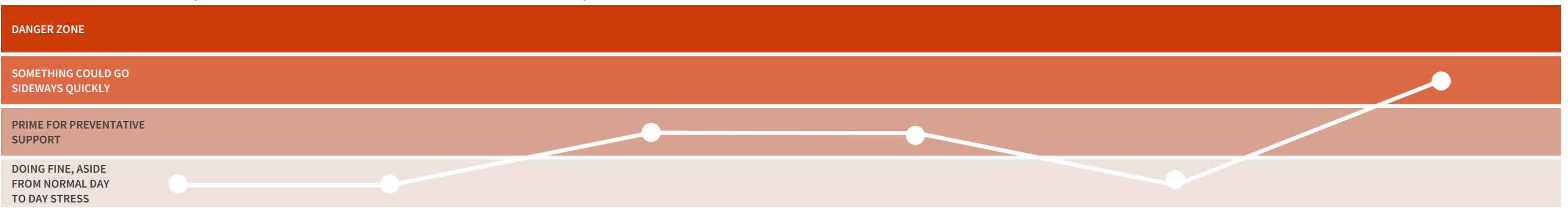
For those Piecing it Together, life trajectories tend to be a series of individual choices made one step at a time. For many, enlisting in the military was a common sense step in that it provided both discipline and options (i.e. school) for the future.

Though this type of person could benefit greatly from using VA healthcare, they would rather risk it than deal with the hassle and the disrespect that the VA represents to them.

Supported mostly by friendly faces in the neighborhood and a few close military buddies, this persona could benefit the greatest by tailored support and guidance.



ANXIETY LEVELS (I.E. OPPORTUNITIES TO SUPPORT)



COMMON NEEDS & BEHAVIORS

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|--|---|--|--|---|---|
| <ul style="list-style-type: none">• For options to become available through my time in the military• To be reminded constantly the benefits of saving money• A way to pay for school• A bit of discipline | <ul style="list-style-type: none">• To hear stories of what others have done upon leaving the military as inspiration for what I could and shoul do• Someone to connect the dots between how long I should stay in service and what else I want to do in life• Mentorship about specific options for me | <ul style="list-style-type: none">• Individual attention to make a plan that fits the needs I have a hard time realizing• At least the first couple steps in place to be able to answer the inevitable “so, what’s next?”, which is anxiety-ridden for me• To not just go back home because that feels a bit like failure• To learn NON-COGNITIVE SKILLS such as being told not knowing is okay while simultaneously urged to not sit still or stall out• Advice from and a network of veteran peers whose advice I wholly trust• To be able to see and experience a range of future opportunities, not just hear about them | <ul style="list-style-type: none">• A supportive community (bar, school, job) who knows me and my story...otherwise I feel lost quickly• Check-in mentorship focused on my whole suite of life needs ... I need additional help to get thru the shock of getting out of the military• To secure support from outside of military culture, as a way of developing CROSS-CULTURAL COMPETENCE• To not get stuck in a rut• To find a doctor that I actually connect with and can see consistently | <ul style="list-style-type: none">• Individual attention to make a plan that fits the needs I have a hard time realizing• It's still tough for me to self-organize and keep up with my needs.• I might be feeling the confusion of transition many years after getting out of the military• Support systems that continue to help me realize self-awareness• Significant lifestyle changes that can lead to isolation | <ul style="list-style-type: none">• Individual attention to make a plan that fits the needs I have a hard time realizing• Tailored healthcare advice (and a nudge)• Finding new community that fits the me I’ve grown into• Help setting up a routine that provides the consistency I don’t know how to manage |
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PLAYBOOK FOR REACHING OUT

TONE/LANGUAGE

- Always explain the purpose and reason behind something; why it matters
- Use respectful language that offers me choices and frames opportunities in terms of convenience
- Reinforce how seriously we’re taking our mission as VA, as mutual respect goes a long way

COMMON SOURCES OF SUPPORT

- A similarly motivated social and family network
- My partner and family
- 1-2 close Military buddies
- Civic and public service organizations
- Close/kindred-spirits and friendship
- Mentors, professors and bosses I’ve found along the way
- Speaking about my experiences in public

RISK FACTORS

- Loss of or inability to find a mission that is purposeful, makes the world a better place, and that I can work towards
- Working a soulless, corporate job
- Standing still for too long or the inability to feel as if I’m making progress
- Loss of financial independence
- Not being able to find kindred spirits

DO I IDENTIFY AS A VETERAN?

What kind of veteran? Being a veteran is a big part of who I am, but when I hear the word, I picture a Vietnam Veteran sitting at a VFW, which I don’t identify with or even feel invited to sit next to at one of those bars.

WHAT’S MY VIEW OF VA?

I’ve found a way to thrive on my own. Who are you again, VA? I tried once and it wasn’t convenient (or someone was rude), so I’ve literally never thought about it again. It’s for someone else; not for me.

“There’s a sense of detachment that isn’t healthy. Refocusing yourself on something is one of the biggest things”

- Jose | Austin, TX

So I stayed with my sister at her house and then moved into an apartment with her and just tried to figure out what i was doing. That apt had no internet so I kept going to Subway to get internet. I was in a small town in wisconsin... I was in a one stoplight town.

Constance | Lawrence, KS

“I realized how long it took me to actually start the transition process - of accepting civilian, being comfortable, not always wanting to be around military. A lot of that came from not having any support outside of the military.”

- Sierra | Oakland, CA