



MICHIGAN VETERANS AFFAIRS AGENCY

LIBRARIES SERVING VETERANS

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Presentation Goals

At the conclusion of this presentation, you will be able to:

1. Define what it means to be a veteran
2. Identify local, state and federal resources available for veterans and their families
3. Implement at least one recommendation to engage with more veterans in your community



Definition of “Veteran”

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Michigan

- ☐ Served in the US Armed Forces, including reserve components
- ☐ Discharged or released under conditions other than dishonorable
- ☐ Includes individual who died while on active duty

Federal

- ☐ Served in the active military, navel or air service
- ☐ Discharged or released under conditions other than dishonorable



Military Cultural Competency

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Basics

- ☐ US Air Force (Airman)
- ☐ US Army (Soldier)
- ☐ US Marine Corps (Marine)
- ☐ US Navy (Sailor)
 - ☐ US Coast Guard (Coast Guardsman) is part of Homeland Security
- ☐ US Space Force (Space War Fighters)
- ☐ Enlisted vs. Commissioned Officers
- ☐ Active Duty/Reserve/National Guard
- ☐ Myths: PTSD, Combat, Difficult transition

Beyond “Thank You for your Service”

Ask 3 Questions

1. What branch did you serve in?
2. Where did you serve?
3. What was your job?



Veteran Population

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Veteran Data	Michigan	National
# of Veterans	589,326	19,998,799
% of Adult Population that are Veterans	8.20%	6.60%
# of Women Veterans	43,095	1,882,848
% of Women Veterans	7.31%	9.41%
# of Veterans Age 65+	314,518	9,410,179
% of Veterans Age 65+	53.37%	47.00%

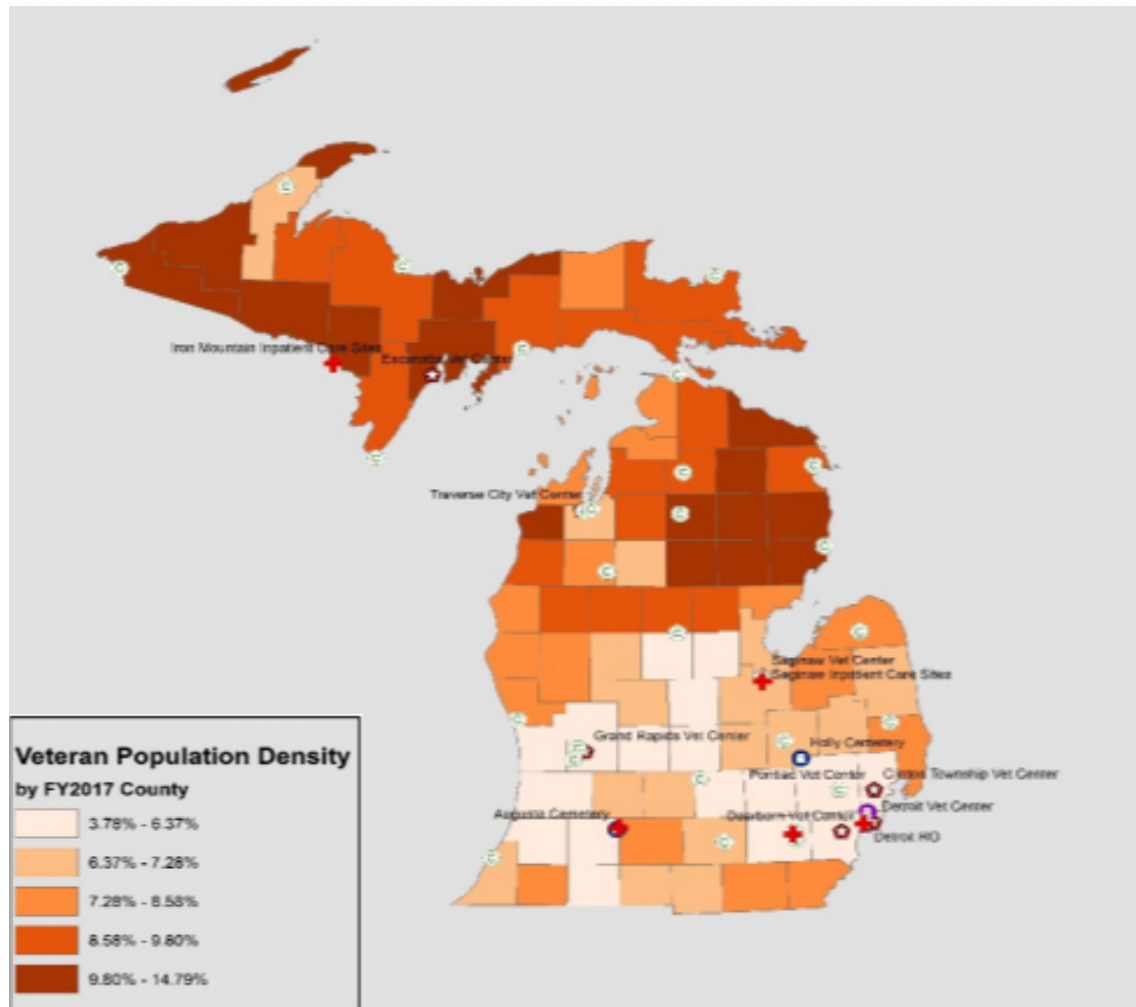
(as of 9/30/2017)

Michigan ranks
#11 in total
Veteran Population



Veteran Population Density

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National Center for Veterans Analysis and Statistics, MI State Summary



Federal Veterans Administration

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- ☐ Veterans Health Administration
- ☐ Veterans Benefits Administration
- ☐ National Cemetery Administration



Veterans Health Administration Facilities

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- 5 VA Medical Centers
 - ▣ Ann Arbor
 - ▣ Battle Creek
 - ▣ Detroit
 - ▣ Iron Mountain
 - ▣ Saginaw
- 28 VA Community Based Outpatient Clinics (CBOCs)
- 8 Vet Centers



Veterans Health Administration

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- ❑ Must apply for services
- ❑ Each medical benefits package is unique
 - ▣ Depends on income level, disability rating and military service history
- ❑ Receive care at VA or in community
- ❑ Services include standard medical care, vision, dental, assisted living/home health care, mental health and prescriptions



Veterans Benefits Administration

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Detroit Regional Benefit Office

- Veterans must apply for benefits
- Can work with an Accredited Veteran Service Officer to assist with the claims process
- Includes:
 - ▣ Disability Compensation
 - ▣ Pension (based on income)
 - ▣ Home Loans
 - ▣ Veteran Readiness & Employment
 - ▣ Education Benefits



National Cemetery Administration

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Active: Fort Custer (Augusta), Great Lakes (Holly)

Historic: Mackinac Island and Port Huron

□ Burial Benefits

- ▣ Gravesite in national cemetery
- ▣ Perpetual care
- ▣ Government headstone or marker
- ▣ Burial Flag
- ▣ Presidential Memorial Certificate



Mental Health & Suicide Prevention

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**Veterans
Crisis Line**

1-800-273-8255 PRESS 1



State Veteran Resources

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- ❑ **Michigan Veterans Affairs Agency**
 - ▣ 1-800-MICH-VET, michiganveterans.com
- ❑ **Michigan Veterans Homes**
- ❑ **Veteran Designation on Driver's License, Plates**
- ❑ **Disabled Veterans**
 - ▣ Property Tax Exemption
 - ▣ Hunting/Fishing License
 - ▣ SDVOB Pricing Preference
- ❑ **Michigan Veterans Trust Fund Emergency Grant Program**
- ❑ **Veteran Navigator Program**
- ❑ ...



Michigan Veterans Affairs Agency

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Central coordinating agency, providing support, care, advocacy and service to veterans and their families

- ❑ Michigan Veterans Resource Service Center
- ❑ Michigan Veterans Trust Fund
- ❑ Targeted Outreach
- ❑ Strategy
- ❑ Comms/Marketing
- ❑ 4 pillar approach



Veterans Homes in Michigan

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- ❑ Grand Rapids Home for Veterans (Under construction)
- ❑ Jacobetti Home for Veterans, Marquette
- ❑ New Home in Macomb County (completed 2021)





Local Veteran Resources

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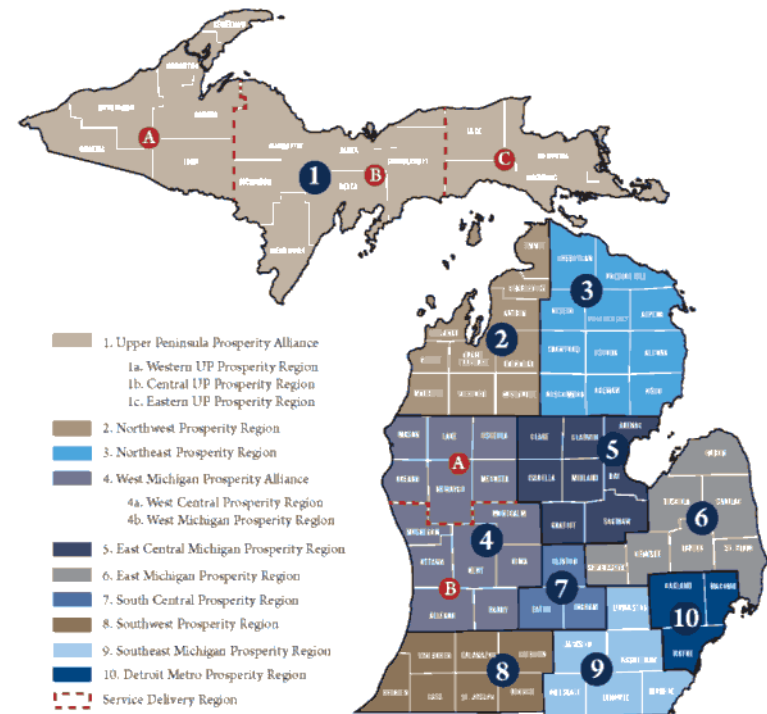
- ❑ County Veteran Service Offices
- ❑ Veteran Service Organizations (American Legion, VFW, etc.)
- ❑ Accredited Veteran Service Officers
- ❑ Veterans Community Action Teams
- ❑ MVAA Community Outreach and Regional Engagement (CORE) partners

Veterans Community Action Teams (VCAT)

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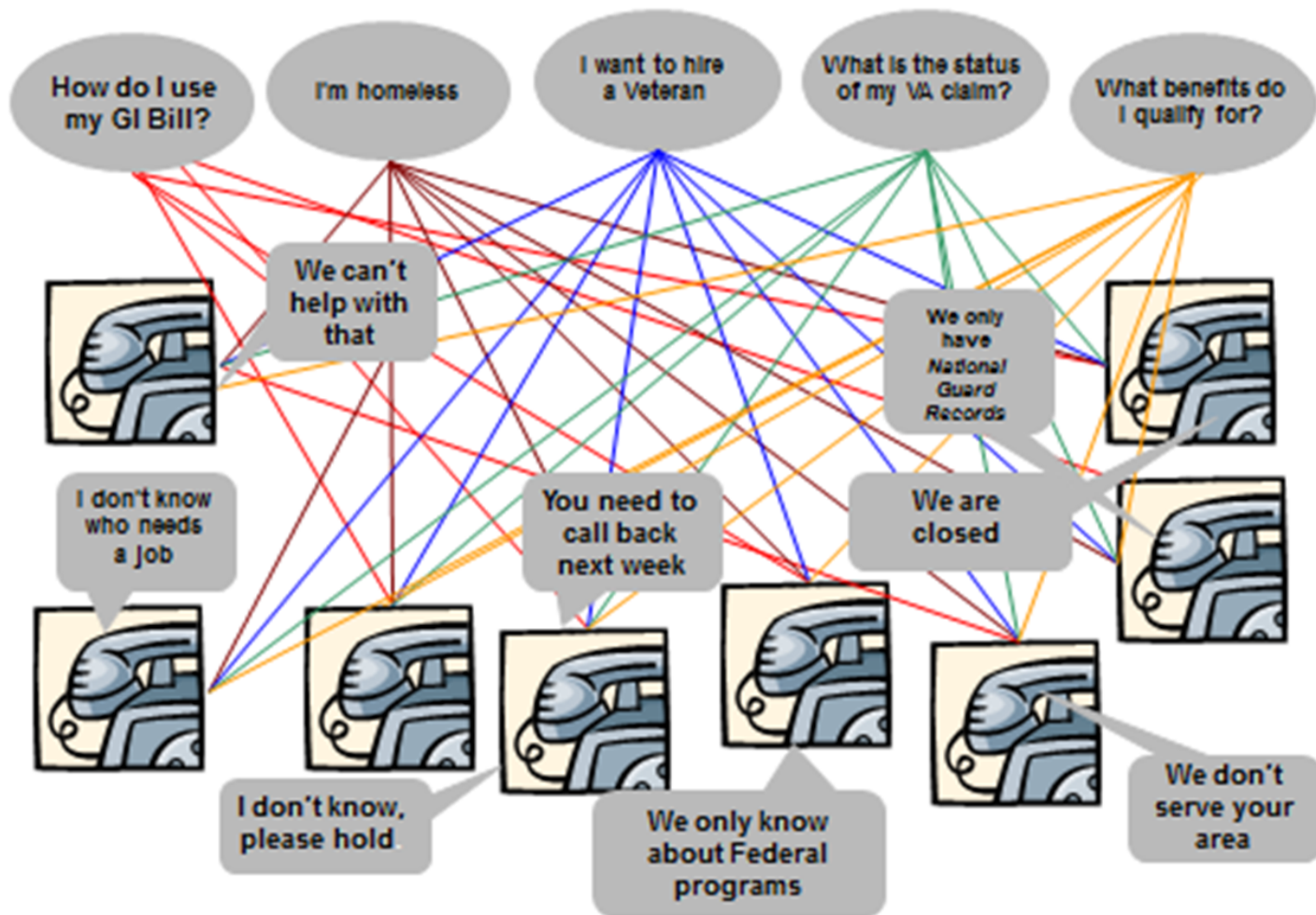
□ CORE Partners

- ▣ Extension of MVAA to each region
- ▣ Community collaboration
- ▣ State, county, and local government coordination
- ▣ Veteran outreach coordination



Challenge: Where do veterans turn for assistance?

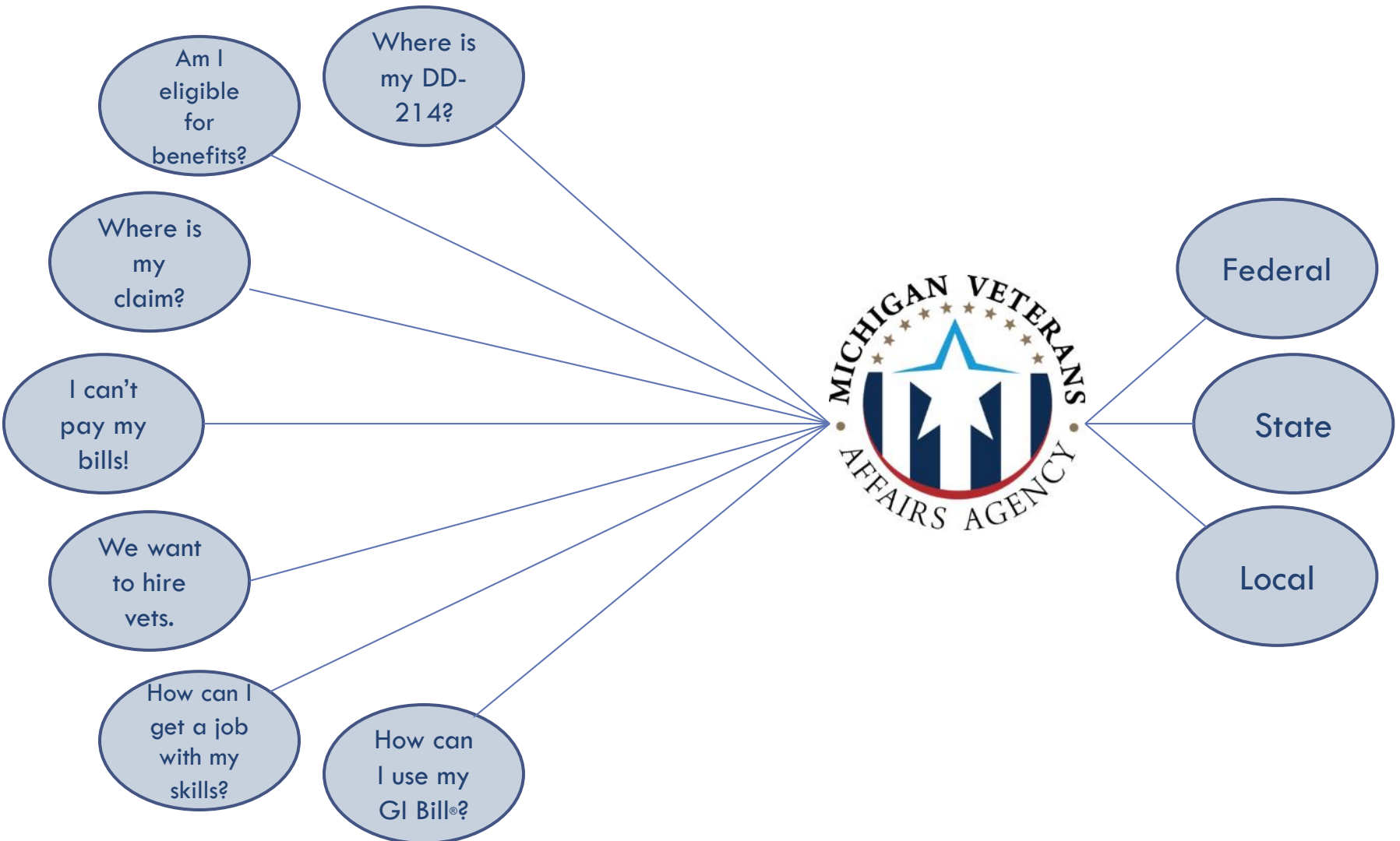
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Solution: MVAA

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Libraries = Force Multiplier

“Libraries can play this role in helping to extend the outreach capacity of military and veterans’ organizations, allowing them to reach service members, veterans, and caregivers who are in need of support but unaware of or disillusioned with military and veterans’ organizations.”

(LeMire, 2017, pg. 46)

Force Multiplication

A factor or a combination of factors that gives personnel or weapons the ability to accomplish greater things than without it.

https://en.wikipedia.org/wiki/Force_multiplication



Why should libraries help?

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- ❑ Content providers vs. community collaborators
- ❑ Relationship builders who avoid duplicating work done by other organizations
- ❑ Knowledge Managers – employees with master's degrees in *the science of information*
- ❑ Assist with bridging gaps in knowledge about military/veteran culture
- ❑ Assist organizations with outreach and community support
- ❑ Creative collaboration at the local level so that the United States can continue to support an all-volunteer military.
- ❑ Information!



How can libraries support Veterans?

- Know key people/organization to contact for any veteran issues
 - ▣ MVAA, VA, County, Regional Coordinators
- Build a collection of materials appropriate for veterans, service members and their families
- Have section on your website
- Provide meeting space for veteran organizations
- Provide programs beyond Veteran's Day:
 - ▣ employment, resume building, a veteran history program
- Veterans Crisis Line (800-273-8255, Press 1)



Examples in Michigan

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- Libraries hosting Veteran Service Officers
 - ▣ Pere Marquette Library, Clare, 1st, 2nd and 4th Thursday, 8-4
 - ▣ West Iron Library, Iron River, 2nd and 3rd Friday, 8-4
- Libraries with “Veterans” in their name
 - ▣ Trenton Veterans Memorial Library
 - ▣ Veterans Memorial Library, Mt. Pleasant (Chippewa River District Library)
 - ▣ Riverview Veterans Memorial Public Library
 - ▣ Southgate Veterans Memorial Library



Veterans Connect @ the Library (California)

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The screenshot shows a web browser displaying the homepage of the Veterans Connect @ the Library website. The browser's address bar shows the URL calibrariesforveterans.org/index.html. The page features a large blue banner with the text "veterans connect@ the library" in orange and white. To the right of the banner is a photograph of a soldier in camouflage uniform holding a small American flag, with a young girl hugging him from behind. Below the banner is an orange navigation bar with links: Home, About, Contact, FAQ, Librarians, PR Toolkit, Training, Veterans, and Volunteers. The footer section includes three circular icons: a star for "For Veterans", an open book for "For Librarians", and a hand for "Volunteers". On the right side of the footer, there is a "Social Media" section with a Facebook icon and a "Search the Site" section with a Google Custom Search input field. At the bottom of the page, a line of text reads: "California public libraries, in partnership with California Department of Veterans Affairs, are".

<https://calibrariesforveterans.org/index.html>



Shasta Public Libraries – Online Resources

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Shasta Public Libraries

Anderson Burney Redding

Go

☒ Catalog ☐ Site

Advanced

Home

| The Library

| Catalog

| Events

| eLibrary

| Services

| Collections

| About Us

My account

Veteran Resources

Check out our [Veterans Collection](#)

Veterans Resource Center

Are you a veteran? Do you have questions about housing? Come to the Fireside Room on the 2nd floor of the Redding Library, Wednesdays from 1-3pm and speak to a representative who can connect you with security deposits, first month's rent, utility deposits, and more.

Walk-ins are welcome; no appointments are necessary.

Veterans Resource Center

- **1st & 3rd Wednesdays from 1pm - 3pm** @ in the Redding Library Foundation Meeting Room



Veterans Connect @ the Library

Meet with a volunteer trained by CalVet to help California veterans and their families find information on the resources they need and the benefits they have earned through military service.

Veterans Connect

- **Tuesdays from 10am - 12pm** @ In the Redding Library Foyer

**veterans
connect@
the library**

<http://www.shastalibraries.org/veteran-resources-591>



Resources

- ❑ Michigan Veterans Affairs Agency
 - ❑ Michigan Veterans Resource Service Center
 - ❑ www.MichiganVeterans.com or 1-800-MICH-VET
- ❑ Veterans Crisis Line (800-273-8255, Press 1)
- ❑ Veteran Community Action Teams (VCATs)
- ❑ VA (Veterans Health Administration & Veterans Benefit Administration) <https://www.va.gov/find-locations/>
- ❑ County Veteran Service Offices
- ❑ Accredited Veteran Service Officers
- ❑ Veteran Service Organizations (i.e. American Legion, VFW)
- ❑ National Resource Directory (www.nrd.gov)



References

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