

Find the best plan for transition challenges

Lauri: My job is to find the best plan for the veteran that walks in the door and I don't care who gives it, it just needs to be best for that veteran and that frees me up a lot. So if a vet needs to come in and has some type of a challenge the biggest part is finding the opportunity for them to create their new normal. We can't make anybody who they were even yesterday. So we just need to make sure that we honor everything that they have gone through whether it is a World War II Veteran or an OEF/OIF veteran. There are memories and there is trauma that you go through, but we need to honor that and get them to move forward. Part of that is developing a new normal. If one option isn't going to work then we go on to the next one. The first one might not always fit, whether it is the VA, a Vet center, private psychiatric care, but then we go to the next. I think that coming in and establishing that creditability it takes one. For me it is one veteran who has trusted that we have done the right thing and we have found the right way for his path to a new normal and he tells his friends. That has also allowed us to open the door up for the Korean vets, the World War II vets, and the Vietnam veterans who didn't have all of the options available that we do now.



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