

## CHANDLER MILLER

Goes to work every day with one mission: **Assist Veterans in need.**

It's been a task she has been responsible for as the Region 2 coordinator of the Wisconsin Department of Veterans Affairs' Veterans Outreach and Recovery Program. Working with unserved and marginalized populations the last several years, Miller gained a passion for the career. As she became more connected with Veterans services, her focus soon shifted to helping homeless Veterans.



*“Veterans deserve our help just as much, if not more, as they’ve helped us.”*

Chandler Miller

“There were several individuals that I met during my time (in my previous position) that really made me realize that they didn’t recognize the validity of their service, or their Veteran status no matter the length of time served,” Miller said. “I started working alongside the VORP coordinator who really helped me decide that transitioning to the VORP was going to be a great decision.

Miller is one of 11 VORP coordinators across Wisconsin who connect Veterans with community services and provide case management and support with an

emphasis on treatment and recovery. She has an office in La Crosse, but is rarely able to spend time in it. Instead, much of her day involves working directly with Veterans in her region, which includes La Crosse, Monroe, Juneau, Adams, Wood, Jackson, Trempealeau, and Buffalo counties.

Veterans involved in the WDVA’s VORP can receive crisis services and on-the-street case management so that they can get treatment for mental health and/or substance use care, including paying for private treatment.

VORP coordinators like Miller work closely with County Veterans Service Officers, Veteran service organizations, local government agencies, community nonprofits and others so that Veterans can receive individualized wrap-around services such as housing, food, clothing, furniture, education and employment.

Miller recently met a Veteran who had been staying in a shelter for several months. She worked to connect him with community resources and stable housing.

“I’m happy that the VORP found me and has been helping me with finding a house,” the 71-year-old Veteran said. “I don’t have much family around anymore and it’s nice to have someone check in on me every week, even if it’s just to say hello and see how I am doing. I am grateful that someone cares.”

The Veteran was interested in relocating to Crawford County, and Miller coordinated with the case manager at the Salvation Army of La Crosse to help him apply for several housing options in the area. She also coordinated with a financial counselor to help him create a budget plan so that he can sustain affordable housing once secured.

The WDVA’s Veterans Outreach and Recovery Program started out as a pilot program in 49 counties in 2014 and has since expanded to all 72 counties in Wisconsin. Since the program’s inception, coordinators have helped hundreds of Veterans obtain mental health services, substance use disorder treatment and other supportive services.

If you know of a Veteran in need, contact Miller at 608-306-0390.

#### **Veterans Outreach and Recovery Program**

The Veterans Outreach and Recovery Program (VORP) connects Veterans to community services, provides case management and support, with a special focus on treatment and recovery.

#### **VORP staff work with community partners and professionals to provide assistance and connection to:**

- Mental Health Services
- Substance Use Treatment
- Financial Assistance
- Housing and Utilities
- Claims and Benefits Assistance
- Employment and Education
- And many other services

*“In this line of work we don’t always get to see the end result of someone’s journey ... Even if it’s for a small group, we are so grateful that the VORP is taking care of our Veterans and able to be a part of their journey from start to finish. It’s heartwarming being able to hear how someone has become successful and is finally able to breathe and enjoy life again.”*

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**Carrie Jick**  
Salvation Army Case Manager