

JACQUELINE JORDAN

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

With more than two decades of experience working with families through the court system in addition to providing in-home therapy, Jordan not only has a service mentality, but her past experiences help her bond with and gain the trust of veterans who need mental health or substance use services.



“I take pride in working with veterans, and I feel honored and privileged to be serving our men and women who wore the uniform.”

Jacqueline Jordan

Jordan, the daughter of a U.S. Army veteran, works as the Region 10 coordinator for the Wisconsin Department of Veterans Affairs’ Veterans Outreach and Recovery Program. Coordinators like Jordan work throughout the state to connect veterans to community services and provide case management and support with a special focus on treatment and recovery. She has an office in Milwaukee, but she’s rarely able to spend time in it, as she spends much of her days working directly with veterans throughout her region —

Milwaukee and Waukesha counties.

“I take pride in working with veterans, and I feel honored and privileged to be serving our men and women who wore the uniform,” Jordan said. “I am dedicated in providing assistance to veterans in the greater Milwaukee area by encouraging them to better themselves.”

Through the WDVA’s VORP, veterans can receive crisis services in addition to on-the-street case management in order to get them

treatment for mental health and/or substance use care, including paying for private treatment.

During one recent interaction, Jordan was contacted by a U.S. Marine Corps veteran named Robert, who was receiving treatment for his PTSD. Although he had the support of his employer, he wasn’t being paid and was unable to afford rent and other bills. In collaboration with the Wisconsin Veterans Network (VetsNet), Robert successfully completed treatment and was able to catch up on owed rent and other

bills. But despite returning to work, he wasn't going to be paid until the middle of the month.

To avoid homelessness, Jordan stepped in and sat down with Robert, finding out his needs and which resources would be best for him. With the intervention of Jordan and community partners in the Milwaukee area, Robert's burden of affording rent was relieved, and he avoided eviction.

"I don't know what I would have done if the VORP staff had not supported me because I'm finally moving forward in my life," Robert said. "I really appreciate their understanding and willingness to help me."

Collaboration with community partners is key to Jordan's job, and she works closely with County Veterans Service Officers, veteran service organizations, local government agencies, community nonprofits and others so that veterans in her area receive individualized wrap-around services such as housing, food, clothing, furniture, education, and employment.

"Working with Jackie has been a pleasure," VetsNet navigator Amy Thompson said. "Jackie is always upbeat, positive, fun, and has a great attitude no matter how hard a case may be. She has been influential in solving veterans' issues and has the heart and dedication to find the help and always demonstrates compassion for each veteran she encounters."

The WDVA's Veterans Outreach and Recovery Program started out as a pilot program in 49 counties in 2014 and recently expanded to all 72 counties in Wisconsin. Since April 2018, coordinators have helped more than 550 veterans obtain mental health services, substance and alcohol treatment and other supportive services.

If you know of a veteran in need in Region 10, contact Jackie at 414-209-2064.

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

- Mental Health Services
- Substance Abuse Treatment
- Financial Assistance
- Housing and Utilities
- Claims and Benefits Assistance
- Employment and Education
- Transportation
- Other life-sustaining services

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Amy Thompson

Wisconsin Veterans Network Navigator