A. BRIEF OVERVIEW OF AGENCY SETTING
The American Red Cross' unwavering commitment to members of the U.S. military, its veterans and their families continues to grow and develop more than a century after Clara Barton first recruited nurses to support the U.S. Army. Today the Red Cross is meeting the needs of a changing military and expanding service to veterans. Red Cross support of military members and their families enhances morale and contributes to increased operational capability in several ways.

B. DESCRIPTION OF CLIENT GROUP
This position will be working with both active duty US Military Members and veterans.

C. LEARNING OPPORTUNITIES
This position is twofold;

1) Help provide crisis intervention and family follow up for active duty service members who receive a Red Cross message. The student will learn how to deal with people in the most stressful times (deaths, illnesses, etc.)

2) Program development for a new program for veterans. Seventy percent of all veterans receive no care from the veteran's administration. Veteran Service Officers exist for the benefit of obtaining compensation benefits. Outreach in getting the veterans services they earned is more than compensation. Medical, employment, education and training, life insurance, pensions, dental, and programs for dependents and survivors exist.

The goal of this program is to help develop a new type of veteran representative. The title will be American Red Cross Service to Armed Forces Guide. Red Cross is ran largely by volunteers. A training program needs to be put together, to train the SAF Guide how to guide the veterans on services and solutions within the existing programs.

The American Red Cross has a US Congressional mandate to represent veterans and their dependents. The American Red Cross is a recognized veteran's service organization. The ultimate goal is to develop a certification course these veterans

D. EXPECTATIONS OF STUDENTS
Critical thinking skills, flexibility, neutrality.