

Borne the Battle

Episode #124

Nick Armstrong – Army Veteran, Senior Director of Research and Policy at IVMF

Hosted by Timothy Lawson

(Text Transcript Follows)

[00:00:00] Opening Music

[00:00:10] OPENING MONOLOGUE:

Timothy Lawson (TL): Wednesday, December 19th, 2018. This is *Borne the Battle*. Brought to you by the Department of Veterans' Affairs. I am your host, Marine Corps Veteran Timothy Lawson. Hope everybody is enjoying the holiday season, however you recognize and celebrate. There will be no podcast next Wednesday. I'm hoping to put one out this Friday and then another one next Friday, but next Wednesday, the 26th, most likely no podcast. I don't know, we'll see. I might get inspired and still put out but I'm lowering that expectation and hoping that maybe I overdeliver. But right now that's the schedule. The scheduling has been a little disjointed this month and last month, but I've been preparing for a really exciting roll-out next year; 2019 is going to hopefully see a podcast network coming from VA. One that I hope to lead the efforts on and be a main voice in. We're going to bring in a lot more characters from inside VA, from the other administrations, and really focus on some of the things that VA offers through their benefits, health, what NCA does and their efforts, learn more about veterans and a way to use our benefits so much more. Really excited to roll that out and that's going to start with a new segment, a new podcast, a new episode from NCA focusing on the VA Veteran's Legacy Program once a week, probably on Fridays. It's going to start happening in January. More on that as we get close to the end of the year. Quick reminder: if you did not know the Secretary has his own Twitter and Instagram account. Secretary Wilkie has his own Twitter and Instagram account. He is @SecWilkie on both of those platforms. [Link to Secretary Wilkie's Twitter account: <https://twitter.com/secwilkie?lang=en>. Link to Secretary Wilkie's Instagram account: <https://www.instagram.com/secwilkie/>]. If you are interested in following him and the things that he is doing out in the veteran community, out in VA, you can follow him on those two platforms and

keep up with his messaging, with his events that he often tweets when he visits a Medical Center, stuff like that. So follow him there: SecWilkie is his handle on both Twitter and Instagram. This week's interview is with Nicholas Armstrong, an Army Veteran who is currently the Senior Director on Research and Policy up at IVMF, The Institute for Veterans and Military Families. We've already spoken to a couple people from that: Jim McDonagh, Mike Haynie, two people that have already spoken to us from IVMF. This week we have Nicholas Armstrong. He is going to talk to us about his time in the Army, his transition out, how he got involved with IVMF, and most importantly some research they did at IVFM on Veterans transitioning and how they discover and pursue benefits. It's a really interesting conversation and a very unique perspective that Nick brings to that conversation. Enjoy.

[00:03:10] Music

[00:03:14] PSA:

Man 1: I served in Vietnam.

Man 2: I served in World War 2.

Woman 1: I served in Afghanistan.

Man 3: And VA serves us all.

Man 1: No matter when you served.

Woman 1: No matter if you saw combat or not.

Man 4: There are benefits for Veterans of every generation.

Woman 2: See what VA can do for you.

Man 5: To learn what benefits you may be eligible for visit www.va.gov. That's www.va.gov.

[00:03:43] Music

[00:03:45] INTERVIEW:

Tim: Alright, let's do it! Nicholas Armstrong from IVMF. Sir, thank you so much for joining me here on *Borne the Battle*.

Nick Armstrong (NA): Thanks, Tim. It's great to be here. Great to join you.

Tim: So, Nick, we start each of these interviews with the same thing, the one thing that all of us veterans have in common and that's the decision to join the United States military. Bring us back to that day for you.

NA: Sure, it really goes back to my teenage years. My uh... It really goes back to my grandfather on my mother's side who served in World War II. Big family on that side. He served in the Normandy campaign. As we were growing up, my cousins and I, he would kind of tell us little bits and pieces of his time in service. He was an infantryman, a 19-year-old squad leader. I think he landed on day two after D-Day. Made his way over to the Battle of St. Malo and fought there. And actually... So there's a picture I have now that's framed. That is an old 1945 issue of the *Christian Science Monitor*, and in the center of it is a picture of him with his company commander. And the whole story goes that he helped translate the surrender at St. Malo. His name is Otto and his father came over from Germany, spoke fluent German. And so he tells a story of kind of sitting there and, you know, just... He always called it the "smugness" of the Nazi regimental commander, smoking his cigar. And just kind of tells a whole story about him being a part of that and then to have that. That moments are documented in time of him sort of walking the Nazi Regimental Commander, after the surrender, coming out of the fortress there. Of course, as little kids growing up, we saw him as just this legend, an icon. So that was really the spark or the motive to really want to sort of follow in those footsteps and serve. And then sort of growing up a little bit later, as I went into high school and started looking at colleges and sort of considering military service. From that, started looking at West Point as a potential option of getting a degree and serving at the same time. He, of course, told us stories of the West Point as he served with, and of course reinforced that. And so that was really what drove me to to see a way to both serve and lead and get a college education at the same time.

Tim: Yeah. So how long... So that was 2000, right, that you graduated?

NA: Yep, yep.

Tim: So how long... How many years of service did you have?

NA: So, I served for seven on active duty. All with the 10th Mountain, surprisingly. Served initially a deployment in the Balkans, was actually in Bosnia, as part of an advance party on 9/11. Our main body of our infantry unit was scheduled to actually ship out to Bosnia on 9/11 but that was delayed. So served 7 months there and then came back, refit, moved around into a different platoon leader XO role, and, you know, prepped a unit to head to Afghanistan. In route to Afghanistan, I was pulled up to serve as a General's Aid. And then eventually made it to Afghanistan serving with our Assistant division commander in 10th Mountain. Got to see a lot of Afghanistan in that time. Came back, served another year as a sort of Second Aide Speech Writer Special Assistant to General Austin, who was the Commanding General. Then went back down to Sister Infantry Battalion in First Brigade 10th Mountain and was a Battalion Fire Support Officer for a year in Baghdad right around the 2005, 2006 mark. Came back, served a little bit longer, but then decided to transition out, head to grad school. And little did I know... I thought I'd be at Syracuse University for a year or so, and, you know, eleven years later, here I am.

Tim: Here you are. Tell me about a great friend or... Tell me about a close friend or a great leader that you had while you were in the military. You can choose either one, but tell me about that person.

NA: I had a lot of great leaders. You know, as I mentioned, worked for several folks who made it to General Officer. A lot of great leaders. I would say probably the ones... Probably two NCOs that had the most, I would say, positive impact on me as a leader. One would be... One in particular would be Sergeant First Class Brown, who was our chief of firing battery when I was a Lieutenant XO. Really, I think, you know, taught me how to not be a messed-up Lieutenant, you know? How to take care of troops, and how to be the leader that they need to be. A lot of great experience in sort of leading troops, you know, planning field problems, deploying units to GRTC. You know, we went through a lot together and I think he's had probably the greatest impact on me of just emulating what it means to be... Being a leader. You know, loves his troops but bears the responsibility of what it takes to be an officer.

Tim: Sure. You know, something I like to talk to Veterans about, especially ones that served during 2001. You know, September 11th, 2001 was such a huge turning point in both our military and in our way of lives. Can you tell me about, from your perspective where you were in the military, just the stark difference that you saw or any... Just your perspective on September 10, 2001 and September 12, 2001, just how different those two days were?

NA: Sure. I think... You know, for those of us who were especially commissioned prior to 9/11. You know, we weren't... I think the expectation, I think, for many who had signed up in terms of what they would see and experience was very different. Commission in 2000, I remember General Shinseki spoke at our graduation dinner. It was almost, thinking back on it, it was... You know, he had said in the speech like, "You guys are entering a very uncertain time, like every generation before you." It was almost like 'get ready; something's going to happen in your careers and you should be prepared for it', even though the expectations at the time in the late '90s was maybe we would... If you're lucky, you might get a deployment to, you know, Bahia or Kosovo-

Tim: Right.

NA: -and sure enough, you know, I went to 10th Mountain Division 'cause it was a great unit and most likely to deploy. And, you know, we were slated for that. But I think 9/11, really, you know... The world shifted like literally and expectations for what that would mean for us. I even think... I think we all knew that we would at some point be called to serve in Afghanistan, which that certainly happened. I don't think we quite understood what that would mean, though, for a potential, you know, military career. Today, sitting at, you know, 17 years now-

Tim: Yeah.

NA: -and what that would mean for the Force, and, you know, what that would mean for a career and a family to make that type of commitment. I don't think we were quite ready for that.

Tim: Sure, I mean so seven years active duty. You spend three years to deployed to Iraq, Afghanistan, and Bosnia, receive two bronze Stars,

Combat Action Badge, among other accommodations. What ultimately prompts your decision to get out, then?

NA:

Really it was, I love the Army, loved who I got to work with, people who were great. The mission, there's nothing quite like it, but it was time from just from a perspective at home and the toll it was taking. And, you know, just worn out. I needed a break but, you know, sort of thinking through that transition, had an engineering background. Wasn't really super motivated to go into the engineering field necessarily? Still felt like I, you know... Needed to find some other outlet to continue to serve and was fortunate to find a great grad program here at Syracuse, just an hour down the road from Fort Drum. So, I went and entered grad school and pursued a master's degree in public policy and administration. So that was my first sort of decision point in transition of like, "As I figure out what I'm going to do for the next stage of life, maybe go back to grad school and sort of sort through it." In the middle of that was fortunate to hook up with some really high-quality faculty here and a research center initially focused in national security and counterterrorism, so that seemed like a great opportunity to sort of continue my focus in the security field and work for them while I was pursuing my grad degree. Just there at the right time and just as this institute was about to grow, moved into a full-time research role with them and decided to keep going to school. Never in my... Never in the cards did I think pursuing a doctoral degree was there, but with some great mentors here and just the great environment that's here at Syracuse, had the fortune to keep going to school while working. And then six years with them, in the midst of that, my now current boss who is an Air Force officer, Mike, he- Former Air Force officer and business school professor- started a little bootcamp for Veterans with disabilities in the mid-2000s here and that one little program that was supposed to be his summer hobby, you know, grew and he had more universities coming to us to think of ways that they could deliver the same program and started to build a consortium. And then one program turned into another program. Fast forward to 2011 they created an Institute for Vets and Military Families here at Syracuse and as they were forming this institute around some of these programs that they were delivering for Veterans and their families, I hooked up with Mike and we wrote a few papers together along the way. As they were looking to grow the Institute, came on and joined the team in 2014 to help build out the research side of the Institute. The Institute's definitely not a typical institute you would find

at a higher ed campus that usually starts with the research mission. We actually did it backwards but, I think, to our benefit in the sense of the broader vision behind it is that the Institute, the vision, is really around helping to leverage all of the talent and the the human capital that sits on a university campus in a way that can sort of advance the lives of Veterans, transitioning service members, and their families. We are a little... We are unique in that sense in that we deliver training and education opportunities in different areas for the military community and then we pair that up with research that is focused on that and also measurement in program evaluation so that it's aligned.

Tim: Pick one or two moments or, or, or... What would you call it?... Studies, you know, projects that you put up, that you took upon in this research that really had an impact there at IVMF or something that really was sort of breakthrough for Veterans and for those efforts.

NA: Sure, there are several. But the one that we always kind of go back to was a study that we did in 2014 through a Google grant that was originally intended to take a look at how Veterans are transitioning into higher education. You know, like how are they fitting in on campuses? Like what are they facing in terms of both, you know, what's working, what's not? What are their successes? What are the barriers that they see for both entering higher education and completing their degrees? So we launched a big survey with a bunch of partners, including VA, to distribute it to, across- and the Student Veterans of America- to distribute across the country. Had a turnout of over 8500 participate in the study. But what we did is we took a bigger picture view, kind of framing it from the view of transition. Not just transition to higher education, but transition generally. And one of the, you know... We asked a battery of questions, almost a hundred questions and had a great turnout, even despite that. But there was one question that I really think helped inform the direction of the Institute and how we would frame and design our programs going forward. And what we asked... We asked folks based sort of on common knowledge of what we kind of tend to hear anecdotally, what are the various challenges that Veterans face in transition and gave them this laundry list of different potential barriers and asked them, you know, what... Rank order what you experience as your top transition challenges, and expecting that employment would be at the top of the list. Employment was actually number two but sort of like navigating all the benefits and

services that are available to them was the top cited challenge in that. And from that, I think, it really helped us ...

Tim: Sorry. In that, where does that start? Like do they... Does that start as far back as the TAPs class that they took getting out of the military? Is that something they start realizing a year out? Like when... Do you have data on that on when the average Veteran is finding it to be most challenging to navigate benefits?

NA: So, from that study, we didn't look at... We weren't quite sure what to even expect. Obviously, that would be a great way to slice that. To understand 'okay at what point did you... were you experiencing the greatest difficulty in sort of navigating and finding information on all of these'? But-

Tim: 'Cause I can imagine that-

NA: -Unfortunately we didn't have-

Tim: -Sorry I don't mean to interrupt-

NA: Yeah.

Tim: But I can imagine that a lot of the cases are of Veterans that when, as they are transitioning out, don't think about the benefits that they'll need.

NA: Mhmm.

Tim: And then so when they finally come to a point where they... You know, a lot of Veterans getting out think like, "Oh there's other people that need it more than I do," or, "I don't trust the VA, I'm not going to even bother trying to apply for benefits"-

NA: Yeah.

Tim: -or whatever it may be. -

NA: Yep.

Tim: One to five years down the road they realize, "Oh man, I really should-

NA: Yeah.

Tim: - get this looked into." I think they're so disconnected from that mindset that I think it's difficult to go. I mean, benefits, especially with VA and outside of VA,-

NA: Yeah.

Tim: -it's intimidating-

NA: Yep.

Tim: - to navigate it all. And the further you are away from your military mindset, further away from those resources that are so readily available to you, I think that the more difficult it is. So, I'd be really interested to hear when, at what point, the average Veteran is starting to attempt to navigate their benefits.

NA: I think all that is true and, you know, obviously it's probably unique to the individual, but certainly we think of this too. I mean, I transitioned and really didn't start thinking about, like you said, "Okay I've got terminal leave coming up. I'll figure it out then. Give me my paperwork. Let's get this done and then I'll start job hunting." That was 2007. A lot has gone in to improving the TAP program especially, but now you're seeing more programs that are popping up that recognize the fact that, you know, both operational constraints on the DOD of, you know, like... They still have the mission and it's hard to let soldiers go, but at the same point we're just not the best-informed consumers of all that is out there as we're in that 3-6-month window. And so I think that the non-profit and private sector space is starting to recognize that and designing programs that help folks get better informed about what is available to them. You know, and in position opportunities, in employment, for example, like our program on work opportunities, career skills programs under the Skill Bridge Authority operating on 18 military installations now. That is essentially an extended complement of TAP. So it's only folks who have completed the TAP, the mandatory TAP program, can then elect to go into this industry-specific skills training program, and receive additional instruction on specific career fields' industries, obtain certifications, and then get linked direct to employers that are looking to interview Veterans in specific fields. So, starting to build those pipelines and sort of... Both help on the supply

side in helping to inform those that are in transition about what's available and prepare them, but also connecting them to the demand side and ease that navigation for employment, as one example. But to your point, too, on the back end after folks have taken the uniform off and, you know, they transition back to either their hometown, in or around the installation they separated from, or pursue some other new opportunity, either for a new job or school, it can be daunting understanding who is who in a new community and who should I turn to for what? And navigating those local services is also a challenge. And, you know, that same thing informs the community-based work that we've been involved in with an initiative called 'America Serves' which has been an effort that we've launched in partnership with communities that are looking to build coordinated networks of services and care, to do so in a way that helps ease that navigation so that organizations can make trusted referrals between themselves. So if a Veteran in a community, you know, walks into one provider but exhibits needs for something else, like say, "I need a job and financial assistance," but that employment provider can't provide financial assistance, these networks allow for that trusted referral between those organizations to help ease that navigation challenge.

Tim: Yeah. So, you know, we've... You're actually third in a series of interviews we've done with IVMF staff. We've talked to Mike Haynie and Jim McDonough.

NA: Yeah.

Tim: So the audience is sort of familiar with some of the concepts and the efforts of IVMF, but I think something that maybe hasn't really been brought up and I'm wondering if maybe you can shed light on this, because you're doing a lot of the research, like when you do this research and you get this data, like who are you sharing that with? How is that both benefitting your efforts there at IVMF and then also where are you bringing that outside of the university to like share with the Veteran community or other industries?

NA: Yeah.

Tim: Who's getting that data to then benefit the Veterans and their families?

NA:

So, I think one of the unique things about what we do, partly, I mean, to your point, in the sense that we are trying to link research and evaluation with the programs we deliver. So there is that synergy in the sense that, you know, because we have folks who are actually delivering programs on the ground, we've got that direct-access to sort of what are the leading challenges or issues and the types of research questions that we should be asking versus just sitting up in an academic bubble of doing research for the sake of research. So I think that's one benefit and then we also have the ability to help inform, back to the point around this navigation challenge, of leveraging the research we do and in the research of others to help inform the work that we do and make sure it's in line with best practice, etc. But also in the sense that because we work with... Well we sit on the University campus, you know, we are very much like a non-profit in the sense that we deliver these programs and, you know, are working alongside other providers in communities so there's a non-profit audience, there's a philanthropic audience, there's certainly an industry audience, especially around a lot of the employment work that we do and the research that we do with that. Then there's also a policy audience. For example, we wrapped up an independent assessment of the Veterans' Employment Initiative that was launched through an Executive Order in 2009 by President Obama. So worked with the Office of Personnel Management to review all the hiring retention data of Veterans over the last seven to eight years, did a survey with them. And so each study we do, the audiences tend to be a little bit different- the primary audiences- but we also work to try to translate the research itself in ways that are meaningful or engaging to different audiences. So usually with each study we'll have some longer technical report but also pull out infographics and executive summaries for different audiences as a way to help make what we do relevant and actionable versus just sitting up on a shelf or on a website somewhere. If that helps...

NA:

Yeah. What do you personally enjoy about the work? What sort of fulfillment do you get out of it?

NA:

Well one is to see the work, actually, you know, folks engaging with the work that we do. That, to me, is fulfilling in the sense of, you know, while I enjoy doing research, you know, like doing research in ways that helps inform and improve the human condition, especially for... Like, generally speaking, are actually helping folks serve our community better. And that, to me, is what makes this all worth it. And of course, I

can't say enough about the quality of people we work with day in, day out. The team that I have is exceptional. A lot of bright folks and students, as well, that sit on this campus are engaged in our work. It's a really neat place here in the community, and culture that we've created here at the University and how folks are really and truly engaged around the work and our mission. It's really something.

Tim: Yeah, absolutely. Tell me about a skillset or an experience you had while you were in the military that you feel is contributing to your success today?

NA: Oh gosh. I think the military, we always... Well, I mean we always call ourselves... Our boss is an entrepreneurship professor, and we like to think of our organization- even though we've grown up quite a bit over the last several years- we like to think of ourselves as an entrepreneurial shop, and I think a lot of that draws back to the fact that service members are constantly thrown with challenges. Especially as leaders, you're thrown a mission. You may not have everything you need for it or have all the perfect set of information, but you kind of figure it out. I think taking that attitude and sort of that mentality has been one that has served us well as an organization of being able to find opportunity and create value in the face of constrained resources. Especially in a higher education setting where what we do is a little atypical from a typical higher education perspective, in terms of delivering services like we do. So that's one. I think a lot of leadership, just lessons learned from those who have worked with, as well, has been helpful. Being able to manage in all directions, particularly up and across, you know. Being able to think and understand what's going on, the bigger picture a couple levels up, and being able to speak to that, but also communicate it across and down and reinforce the 'why', the 'why we're doing what we do'. Especially when it comes to research and being able to connect it. And connect it to how folks are, you know, addressing real-world problems and trying to do things better, day in, day out, and improve what they do, and how they serve Vets has been another.

Tim: Tell me about a Veteran or a Veteran organization that you're familiar with, other than IVMF, that has you excited about what they're doing right now?

NA: Oh there are so many. I can't help but to draw back to my days volunteering with Team Red, White, and Blue.

Tim: Sure.

NA: A fantastic organization. They've uh... In terms of being able to be an organization that helps folks connect with their community, I think those types of organizations. Travis Manion foundation is another one. Team Rubicon. Those that are really tapping into the civic-mindedness and the public service motivation that Veterans have and being able to leverage that as an asset in ways that help sort of bridge the civ-mil divide, I think, is huge. A lot of great organizations that have popped up over the last, you know, five to ten years that are really doing important work. And I think will be huge for the community and for the country and for the next several decades, for sure.

Tim: Absolutely. One thing I really appreciate about organizations like Mission Continues, Team Rubicon,-

NA: Yep, yep.

Tim: -Team Red, White, and Blue-

NA: Yep.

Tim: -is like their mission isn't inherently Veteran, right?

NA: Right.

Tim: Their mission is to support their community and support others, but they're finding ways to serve Veterans through that mission. I think that's what makes them really unique.

NA: Right.

Tim: So, Nick, I appreciate your time, appreciate all your insights on IVMF, your military service, what's going on over there at Syracuse. Is there anything that, about your research, about the efforts of IVMF that we haven't touched on yet today that you were hoping to talk about?

NA: Hmm... No, I think we covered it pretty well. A lot of exciting new work coming out for us over the next year. You know, really trying to take a bigger-picture look at how can we help support, you know, broader enterprise. Sort of not just 'whole of government' but 'whole of the nation' approaches to supporting and delivering services in care. Inclusive of the VA, but also other federal agencies, state and local governments, what they deliver and driving toward holistic approaches, would be one. Really, we're also focused on looking at Veteran entrepreneurship, in particular. In looking at how folks are accessing different resources as they're sort of going through their entrepreneurial journeys, either from just starting out and starting to think about starting a business versus those that have established businesses, and what works for them in terms of helping them support, sustain, and grow their business, is another one. And then looking at from an employment perspective of... You know, there's been a lot of focus over the last decade or so on the employment situation. Unemployment is at a record low now but we're really focused on how can we support Veterans, not just gaining that first job and getting a good fit right out of the military, but how can we design programs that support folks career growth and employability, especially given the rapid change in the workplace today and all the technological advances and how that's going to shape the workforce of the future. How are we setting folks up, not just for that first job, but to be competitive in the workplace, really, over their career.

Tim: Yeah. Wonderful. Nick, I really do appreciate your time, appreciate all your insight. Thank you for all the work you're doing at IVMF, and most of all, Sir, thank you for your service to our country.

NA: Oh thanks, Tim, it's a pleasure. I'm glad to join you today.

[00:40:12] Music

[00:40:16] PSA:

Man 1: My grandfather served in World War II. Spending time with him were the best memories of my life. I became a physician at VA because of my grandfather so I can help others like him. I can't imagine working with better doctors or a more dedicated staff. I'm fulfilling my life's mission with the help of my team and thanks to these Veterans. I'm proud to

be a doctor at VA. I'm proud to honor my grandfather every day. Search VA careers to find out more.

[00:40:43] CLOSING MONOLOGUE:

Tim:

Big thanks to Nick for joining me and for IVMF continuing to bring forward really great Veterans that are doing amazing things up there with that research, with that initiative at Syracuse University. We actually have... We already have another one on the calendar. I believe in January I'm going to be talking to another member from IVMF so even more perspective and insight coming from that organization. IVMF.syracuse.edu [Link to IVMF webpage] is where you can go if you want to learn more about the Institution and about that initiative up at Syracuse.

This week's Medal of Honor citation reading is for Daniel Inouye. Service is United States Army, Division Company E, 442nd Regimental Combat Team. Conflict, World War II. Year of honor is 1945. Citation reads: "For conspicuous gallantry and intrepidity at the risk of his life above and beyond the call of duty. Second Lieutenant Daniel K. Inouye distinguished himself by extraordinary heroism in action on 21 April 1945, in the vicinity of San Terenzo, Italy. While attacking a defended ridge guarding an important road junction, Second Lieutenant Inouye skillfully directed his platoon through a hail of automatic weapon and small arms fire, in a swift enveloping movement that resulted in the capture of an artillery and mortar post and brought his men to within 40 yards of the hostile force. Emplaced in bunkers and rock formations, the enemy halted the advance with crossfire from three machine guns. With complete disregard for his personal safety, Second Lieutenant Inouye crawled up the treacherous slope to within five yards of the nearest machine gun and hurled two grenades, destroying the emplacement. Before the enemy could retaliate, he stood up and neutralized a second machine gun nest. Although wounded by a sniper's bullet, he continued to engage other hostile positions at close range until an exploding grenade shattered his right arm. Despite the intense pain, he refused evacuation and continued to direct his platoon until enemy resistance was broken and his men were again deployed in defensive positions. In the attack, 25 enemy soldiers were killed and eight others captured. By his gallant, aggressive tactics and by his indomitable leadership, Second Lieutenant Inouye enabled his platoon

to advance through formidable resistance, and was instrumental in the capture of the ridge. Second Lieutenant Inouye's extraordinary heroism and devotion to duty are in keeping with the highest traditions of military service and reflect great credit on him, his unit, and the United States Army." We honor his service. That wraps up episode 124. Thank you so much for taking the time to listen. I know there's a lot of options out there for entertainment, so I do appreciate you spending your time listening to these amazing Veteran stories and the insights that they bring on the Veteran community. Be sure to follow us on social media @DeptVetAffairs on Twitter [Link to VA Twitter page: https://twitter.com/DeptVetAffairs?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor] and Instagram [Link to VA Instagram page: <https://www.instagram.com/deptvetaffairs/?hl=en>] and Facebook.Com/VeteransAffairs [Link to VA Facebook page: <https://www.facebook.com/VeteransAffairs>]. Please take a moment to leave a rating and review on your podcatcher of choice be that Google play, iTunes, Spotify, or Stitcher Radio. We'll be back on Friday with a conversation with someone from the Federal Trade Commission on Operation Donate with Honor. Until then I'm Timothy Lawson, signing off.

[00:44:09] Music