



2018 ANNUAL REPORT

TO ADVANCE THE POST SERVICE LIVES OF AMERICA'S SERVICE MEMBERS, VETERANS AND MILITARY FAMILIES

About the IVMF

WHO WE ARE

The Institute for Veterans and Military Families (IVMF) is the first interdisciplinary national institute in higher education focused on the social, economic, education, and policy issues impacting veterans and their families. Through its professional staff, experts and partners, the IVMF delivers leading programs in career, vocational, and entrepreneurship education and training, while also conducting actionable research, policy analysis, and program evaluations. The IVMF also supports communities through collective impact efforts that enhance delivery and access to services and care for veterans and their families. The Institute, supported by the University and a distinguished advisory board, along with public and private partners, is committed to advancing the lives of those who have served in America's armed forces and their families. For more information, visit ivmf.syracuse.edu.

OUR MISSION

To advance the post service lives of America's service members, veterans and military families.

PRIORITIES

- Deliver impactful, best in class programs and services that are informed by research and evaluation in the areas of career preparation and employment, entrepreneurship and small business training, and community-based support and care coordination.
- Deliver insights that empower the advancement of the post service lives of transitioning service members, veterans and their families through objective actionable research, policy analysis, and measurement and evaluation.
- Ensure IVMF's long-term sustainability through increasing program participation and funding; improving operations; and enhancing communications, marketing and engagement.

IN SERVICE TO THOSE WHO HAVE SERVED



"On behalf of our entire team, I extend our sincerest gratitude for the opportunity to work and serve beside you. Your support of our mission, programs, and future coupled with our commitment to service and innovation, fuels our collective success. We are excited and hopeful for what is to come this year for America's service members, veterans, and their families."

J. Michael Haynie, Ph.D.
Vice Chancellor for Strategic Initiatives and Innovation,
Founder and Executive Director of the IVMF

MAKING A DIFFERENCE

In 2018, the IVMF provided programs and services to nearly 22,000 service members, veterans and their families

MORE THAN **122K+** SERVED—AND GOING STRONG



ACCOMPLISHMENTS AND PROGRESS

PROGRAM

Build, grow and support thriving coordinated networks in communities across the nation that serve veterans, service members and their families holistically, efficiently and effectively. Foster a robust Community of Practice where best practices can be shared and scaled among health and human service organizations.

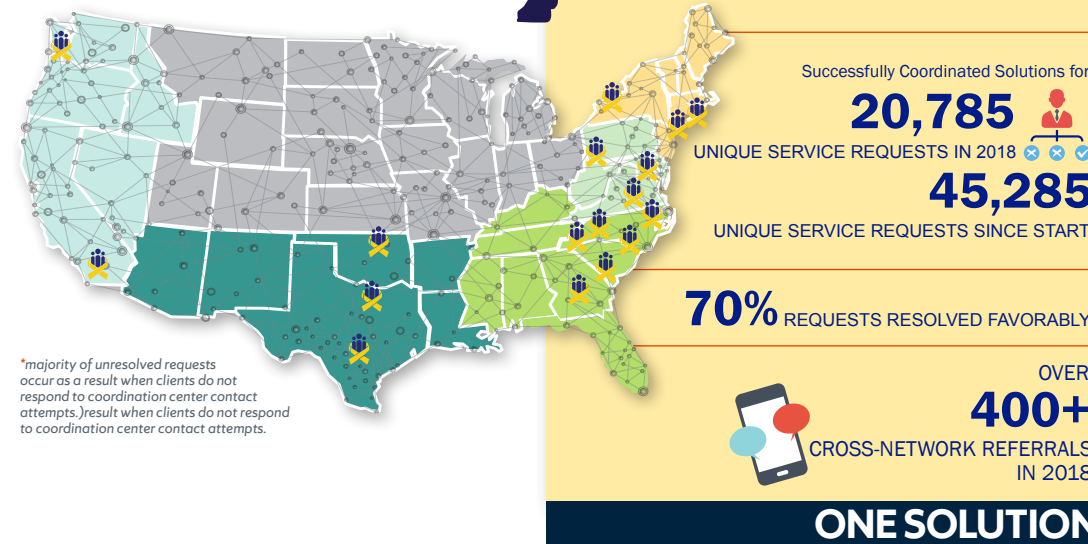
GOAL

The AmericaServes team and its partners nationwide exist to transform services and care coordination for the nation's military-connected members and their families by building healthier military-connected communities together.

HIGHLIGHTS

- Launched TXServes-North Texas and Serving Together in the National Capital Region
- Partnered with two new affiliates—Oklahoma Veterans Connection and San Diego United 2-1-1
- Rebranded and launched VetConnectNYC, formerly NYC Serves, on Veterans Day in partnership with the City of New York
- Awarded **\$600K** from the Walmart Foundation to be distributed across five Regional Community of Practice Champions

Walmart Foundation



ONWARD TO OPPORTUNITY

ACCOMPLISHMENTS AND PROGRESS

PROGRAM

Deliver end-to-end career preparation support for the military-connected community on installations and on-line by providing:

- Industry-validated training and certifications aligned to in-demand career tracks including: Business Management, Information Technology, and others
- One-on-one career counselling & interview coaching via strategic program employer partner, Hire Heroes USA (HHUSA)

GOAL

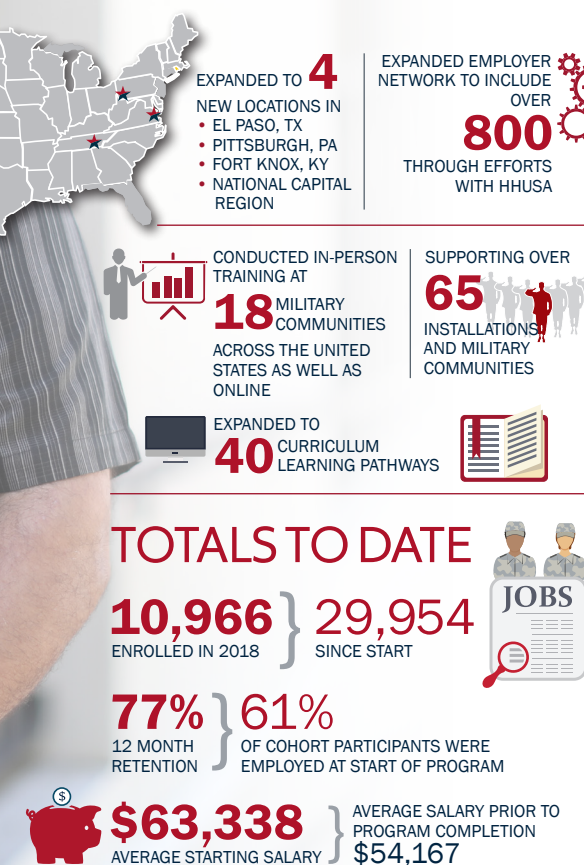
- Establish programs in 20 military installation communities by June 2019
- Enroll 750 online learners per month (on average) with quarterly in-person cohorts averaging 75 learners per cohort on each installation
- Place 30,000 transitioning service members, veterans and/or their spouses in employment or enhanced employment by 2022

HIGHLIGHTS

- Implemented a centralized advising model resulting in a more aligned delivery and support approach for installation and distance learners.
- Launched, together with long-time partner, Accenture, the IVMP Community for Online Resources and Engagement Portal (IVMF CORE)- a one-stop shop and platform for advisors, installation teams and participants to track participant progress, manage communications between staff and participants, increase collaboration between cohorts and installation, and create a connected, engaged community.
- Established partnerships with the USO, Prudential, USAA, Boeing, SAS and others to increase participation

"We are parents to two young boys, so the online program was conducive to our schedules. Alberto worked on the course early mornings and I worked late at night in a tag-team effort to successfully complete the PMP program."

Alberto Cazares, U.S. Air Force Master Sergeant (Ret.) and Kristin Cazares, U.S. Army - Specialist



ARSENAL

ACCOMPLISHMENTS AND PROGRESS

\$245M GENERATED BY ARSENAL PROGRAM PARTICIPANTS IN 2018



Released, in partnership with Inc. Magazine, the Vet50—the first-ever list of the fastest-growing veteran-owned businesses in the country.

Leaders from the ARSENAL team continued to show expertise and presence in the veteran business ownership space attending and speaking at a number of leading events including the American Legion's 100th National Convention, GrowCo and Inc.'s Day of Mentoring.



PROGRAM

In partnership with the Small Business Administration (SBA), Boots to Business delivers a two-day introduction to small business ownership training globally, along with a follow-on program focused on business fundamentals and market research

HIGHLIGHTS

- For the second year in a row, B2B hosted a program onboard an active supercarrier, the USS Wasp (USS Ronald Reagan in 2017) while conducting military operations at sea
- 540 unique B2B participants in 2017-18
- 480 B2B participants in business fundamentals modules

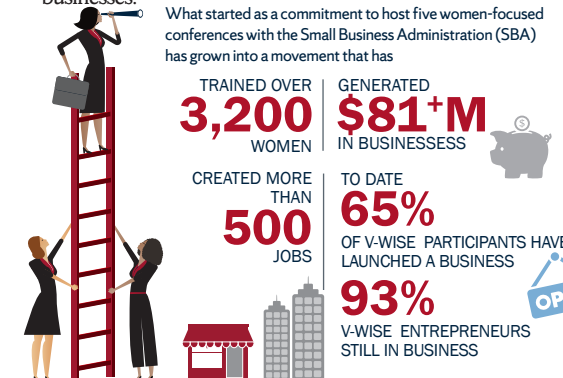
SUCCESSFULLY TRAINED PARTICIPANTS IN **8** COUNTRIES **35** MILITARY COMMUNITIES

LAUNCHED **2 NEW** SPECIALTY TRACKS: **HOSPITALITY & FOOD SERVICE** **SOCIAL ENTERPRISE**



PROGRAM

Specifically for women veterans and spouses/partners, V-WISE and IGNITE are three-phase training programs with the first focused on start-up, and the latter on successful early-stage businesses.



HOSTED LANDMARK 20TH PROGRAM IN SAN DIEGO TRAINING OVER 300 PARTICIPANTS

TRAINED NEARLY 200 PARTICIPANTS IN PITTSBURGH

