TO ADVANCE THE POST SERVICE LIVES OF AMERICA'S
ANNUAL REPORT
2018

IN SERVICE TO THOSE WHO HAVE SERVED

PRIORITIES

- Ensure IVMF's long-term sustainability through
delivery and access to services and care for veterans and
communities through collective impact efforts that enhance
education and entrepreneurship education and training, while
and policy issues impacting veterans and their families.

WHO WE ARE

About the IVMF

Vice Chancellor for Strategic Initiatives and Innovation,
J. Michael Haynie, Ph.D.

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

HIGHLIGHTS

PROGRAM

- Launched TXServes-North Texas and
- Expanding partnerships

GOAL

- Launched, together with long-time partner, Accenture, the
- Establish programs in 20 military installation

ACCOMPLISHMENTS AND PROGRESS

- 122K
- 70%
- 45,285
- 12+ UNIQUE SERVICE REQUESTS IN 2018
- REQUESTS RESOLVED FAVORABLY
- 12,954 CLIENTS SERVED IN 2018
- 14+ NETWORKS IN
- 70%
- 17+
- 40 HOTLINE ATTENDANCE (as of 12/2018)
- 29,954 PROGRAMS/PROVIDERS ACROSS THE COUNTRY
- 61%
- 400+ PARTICIPANTS IN 2018
- 314 V-WISE GRADUATES
- 35
- 8
- 14
- 20 IGNITE GRADUATES FROM
- 100+
- 8
- 2
- 100+
- 1
- 100+
- 1

2018
ANNUAL REPORT
TO ADVANCE THE POST SERVICE LIVES OF AMERICA'S
SERVICE MEMBERS, VETERANS AND MILITARY FAMILIES

2018

Army and Joint Forces Command.

In 2018, the IVMF provided

• One-on-one career counselling & interview coaching
• 480 B2B participants in business fundamentals modules
• 540 unique B2B participants in 2017–18

In partnership with the Small Business Administration (SBA), Boots to Business delivers a two-day introduction to small business

Among the programs offered was

800

PARTICIPANTS IN

35

NEW ALUMNI

500

CREATED MORE

65%

WOMEN

THAN

93%

IN BUSINESSES

$81

AVERAGE STARTING SALARY

65%

OF COHORT PARTICIPANTS WERE

60%

FOR ADVANCED LEARNERS

20,785

46,285

22,123

9,326

$63,338 TOTALS TO DATE

29,954

2018

• 80%

FROM 41 STATES

35

PARTICIPANTS IN

COMMUNITIES

MILITARY INSTALLATIONS

2018

MOHAST

JACK JACOBS

ASTRONAUT SCOTT KELLY

RECORD DELIVERING A VIRTUAL AND DIRECTED OUTREACH PROGRAM TO MILITARY VETERANS

ONWARD

ACCOMPANIMENTS AND PROGRESS

- Published guides focused on the financial and legal aspects of starting a business. I was surprised at the simplicity of explaining the complex
- Established first-of-its-kind four-day training intensive conference dedicated solely to

450+

PARTICIPANTS IN 2018

GENERATED BY ARSENAL PROGRAM

2500

WOMEN

IN BUSINESS STARTED

35

NEW ALUMNI

500

CREATED MORE

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In 2018, the IVMF provided programs and services to nearly 122,000 unique military-connected clients. The programs and services supported approximately 800 communities across the United States and beyond.

**TOTALS TO DATE**

- 10,966 participants
- 29,954 solutions
- 40% solution success rate
- $54,167 average salary prior to solution
- 61% solution retention rate
- 400+ Ignite Graduates
- 500+ B2B Participants

**Accomplishments and Progress**

- Successfully coordinated solutions for 4,000+ participants and in-turn managed 3,000+ referrals to external organizations.
- Averaged 17 one-on-one career counseling & interview coaching sessions per month.
- Averaged 2,000+ industry-validated trainings and certifications per month.
- Averaged 200+ active participants at a time across the Ignite programs.

**Impact**

- Ensured 77% of cohort participants were employed at least 6 months after graduation.
- Supported 800 communities by June 2019.
- Established partnerships with the USO, Prudential, USAA, and other organizations.
- Awarded $245 million in grants and donations.
- Rebranded and launched VetConnectNYC.
- Launched TXServes-North Texas and USAA Military Payday.
- Partnered with 45,285 organizations.
- Successfully coordinated military service members, veterans, and military families with the necessary tools, resources, and support to succeed.

**Highlight**

- One-on-one career counseling & interview coaching
- Industry-validated training and certifications aligned to in-demand career tracks including: Business Operations, Hospitality & Tourism, Healthcare, and Information Technology.

**About the IVMF**

The Institute for Veterans and Military Families (IVMF) at Syracuse University is dedicated to improving the post-service lives of America's service members, veterans, and military families. Through its professional staff, experts, and partners, the IVMF advances the community-based support and care coordination.

**Founder and Executive Director of the IVMF**

Professor Jack Jacobs.

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 success is greatly appreciated.

Alberto Cazares, U.S. Air Force Master Sergeant
To advance the post service lives of America’s service members, veterans, and their families, the Institute for Veterans and Military Families (IVMF) focuses on research, policy analysis, and measurement and evaluation to ensure IVMF’s long-term sustainability and to deliver insights that empower the advancement of the post service lives of transitioning service members, veterans, and their families.

**About the IVMF**

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. The Institute, supported by the University and program evaluations. The IVMF also supports a distinguished advisory board, along with public and private partnerships.

**Our Mission**

Through its professional staff, experts and partners, the Institute for Veterans and Military Families (IVMF) works to advance the post service lives of America’s service members, veterans, and their families. The Institute’s mission is to serve America’s service members, veterans, and their families by building healthier military-connected communities through: education, training, practice, and policy.

**Professor Stephen Falcone**

Founder and Executive Director of the IVMF

**Shawn G. Anderson**

Vice Chancellor for Strategic Initiatives and Innovation, University of Albany

The Institute for Veterans and Military Families is an organization that focuses on the post-service lives of service members, veterans, and their families. It addresses the areas of career preparation and employment, education, health, housing, and community services.

**Making a Difference**

MAKING A DIFFERENCE

Foster a robust Community of Practice where communities across the nation that serve veterans, service members, and their families.

**Serving Together in the National Capital Region**

Successfully Coordinated Solutions for communities by June 2019

**SPECIALTY TRACKS:**

- **V-WISE ENTREPRENEURS**
- **IGNITE**
- **VET50**

**ACCOMPLISHMENTS AND PROGRESS**

- **Established partnerships with the USO, Prudential, USAA, and Hire Heroes USA.**
- **Place 30,000 transitioning service members, veterans, and their families in employment**
- **Enroll 750 online learners per month (on average)**
- **Supporting approximately 20,785 communities by June 2019.**
- **10,966 TOTALS TO DATE ENROLLED IN 2018**
- **3,200 PARTICIPANTS IN 2018**
- **$600K**
- **$63,338**
- **$245M)**

**Positions:**

- **Military and veteran affairs professionals**
- **Educators**
- **Researchers**
- **Policy analysts**
- **Community engagement specialists**

**INCOMES:**

- **$800,000 in funding through grants, contracts, and sponsorships.**
- **$1M in revenue through sales of publications and programs.**

**Awards:**

- **2018**
- **2019**
- **2020**

**Highlights:**

- **New partnership with the City of New York, formerly NYCServes, on Veterans Day in November.**
- **Serving together in the National Capital Region.**
- **900+ CLIENTS SERVED IN 2018.**
- **45,285 PROVIDERS ACROSS THE COUNTRY.**
- **125+ CROSS-NETWORK REFERRALS.**
- **86% REQUESTS RESOLVED FAVORABLY.**
- **70% UNIQUE SERVICE REQUESTS IN 2018.**
- **61% PROGRAM COMPLETION AND MILITARY OPERATIONS AT SEA.**
- **10,966 TOTALS TO DATE ENROLLED IN 2018.**
- **3,200 PARTICIPANTS IN 2018.**
- **$600K**
- **$63,338**
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**RIGHT PERSON, RIGHT PROVIDERS:**

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- **$600K**
- **$63,338**
- **$245M**

**About the Founding Research Fund:**

- **$3,200,000,000 (2018)**
- **593 (2018)**
- **563,338 (2018)**

**2018**

**ANNUAL REPORT**

TO ADVANCE THE POST SERVICE LIVES OF AMERICA’S SERVICE MEMBERS, VETERANS AND MILITARY FAMILIES
After recognizing the need to support growing veteran-owned businesses, the signature EBV program is a three-phase approach focused intently on training, job portability research, and military-connected entrepreneurship.

**PROGRAM HIGHLIGHTS**
- 18,400 applications were received for the 2018 ARSENAL program.
- 11,400 applications were received for the 2018 VETNET program.
- 7,200 veterans and military-connected individuals participated in the 2018 ARSENAL program.
- 6,600 veterans and military-connected individuals participated in the 2018 VETNET program.

**RESEARCH & EVALUATION HIGHLIGHTS**
- $10,000,000 in gifts were provided to the Institute for Veterans and Military Families (IVMF).
- $17,241,898 in gifts were provided to the IVMF over two years.
- 25% increase in earned media placements with 500% increase in Instagram followers.
- 100% job placement rate for student veterans at Syracuse University.
- 8% increase in annual giving.

**DEVELOPMENT HIGHLIGHTS**
- $126,400.12 from the Kauffman Foundation.
- $7,231,896 from Bank of America Charitable Foundation.
- $18,400,000 in gifts from the National Endowment for the Arts.

**SUPPORT SERVICES HIGHLIGHTS**
- 25% increase in earned media placements with 500% increase in Instagram followers.
- 100% job placement rate for student veterans at Syracuse University.
- 8% increase in annual giving.

**IVMF’s research and evaluation team continued work with the George W. Bush Institute and the Travis Manion Foundation to advance the practice and policy supporting America’s military-connected community through rigorous research, insights that empower action.**

**NEW PUBLICATIONS**
- *The Force Behind the Force Series: Veterans in the STEM Workforce Brief* (December 2018)
- *Job Portability Research Brief* (June 2018)

**HONOR ROLL OF DONORS**
- Mr. Clifford J. Ensley
- Ms. Michelle Edwards
- Mr. Adam T. Edwards
- Mrs. Nancy S. Donnelly
- Mrs. Deborah A. Barnes
- Capt. Edward E. Balaban
- Mrs. Theresa Anderson
- Mrs. Mari Schrimshaw
- Ms. Stephanie Salanger
- Ms. Katherine Peet
- Lt. Col. Michael Novakovic
- Mr. Steven R. Moeller
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- Mr. Daniel J. Hopkins and Mrs. Maureen P. Robbins
- Mr. William E. DeMarle
- Mr. Kenneth P. Cardarelli
- Ms. Monica Cahill
- Mr. Mrs. Elizabeth Urciuoli
- The Institute for Veterans and Military Families Inc.
- $113.9M in gifts were provided to the IVMF in 2018.
- $126,400.12 from the Kauffman Foundation.
- $7,231,896 from Bank of America Charitable Foundation.
- $18,400,000 in gifts from the National Endowment for the Arts.
SUPPORT SERVICES
ready military-connected small businesses
Unique program focused intently on training,

AND OTHERS

1165

HIGHLIGHTS

start a successful business and if I did, I would have failed.'

two partner universities. The intensive training events focus

EVENTS

“This was an extremely valuable program that moved me

180+

GRADUATES

144

RESEARCH, EV ALUA TION & ANAL YTICS

IN MEDIA,

• Published a national report outlining an enterprise

GOAL

• Founded a new data solutions and management team

PROGRAM

To advance the practice and policy supporting America's

FOUNDATION.

therapy, respectively.

employment and military families' use of creative arts

and military-connected entrepreneurship

Institute, the R + A team formed a new data management

study veteran entrepreneurship

$12,640,412

214 DONORS TOTALING

30 GRANTS AWARDERD TOTALING

30 GRANTS AWARDERD TOTALING

18,400

• Regular contributor (twice monthly) to CBS Eye on

TOTAL VIEWS

ALMOST

9

• Formally launched an alumni outreach strategy to bring IVMF program graduates together with the Syracuse University

alumni community to offer additional learning experiences and create lasting connections. Inaugural year included alumni

engagement across all metrics.

engaged in the most of LinkedIn with increased

including Six Sigma Green Belt, Project

Develoopment

inter-relations between veteran talent acquisition, development, and retention

care coordination and data sharing, drivers of military-connected entrepreneurship, and

potential affiliates (FLA)

launched the first national digital advertising and direct response

in the space (Borne the Battle and Beyond the Uniform)

to the following individuals who made

year that honor or memorialize our friends,

Mr. Robert C. Warden

Mr. Albert Smith and Mrs. Eleanor Smith

Mr. Bill Luconti

Mr. Harold L. Gerecht

Mr. William F. McIntyre

Mr. William E. DeMarle

Mr. Kenneth P. Cardarelli

Mr. Timothy J. Byrne

IN MEMORY OF MR. HAROLD LEE

IN MEMORY OF MR. WILLIAM F. McINTYRE

IN MEMORY OF MR. WILLIAM E. DEMARLE

IN MEMORY OF MR. KENNETH P. CARDARELLI

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Brice Stone, Ph.D.
Rosalinda Maury, M.S.

To advance the practice and policy supporting America's military-connected community through rigorous research, evaluation, and analytics, IVMF's research and evaluation team continued their important work in 2018. Their efforts are outlined in the 2018 IVMF Annual Report on Research, Evaluation, and Analytics.

**And Others**

26 AND OTHERS

Brice Stone, Ph.D.
Rosalinda Maury, M.S.

- Published a national report outlining an enterprise model to nurture academic research, actionable programming, and impactful partnerships for veterans and military families.
- Created new government partnerships including the George W. Bush Institute and the Travis Manion Foundation.
- Designed the R & A team to be an evaluation and assessment partner for key relationships.
- Established the institute as a “go-to” voice of influence and authority in media, professional networks, and scholarly circles.
- Increased INREVENUE IN 2018
- Conducted research and evaluation for the Syracuse University Office of Veteran and Military Affairs.
- Conducted employment and military families’ use of creative arts and portability and military family absentee voting knowledge challenge grants.
- Contributed to the institute as a regular contributor (twice monthly) to CBS Eye on Veterans (broadcast on 90 stations across the U.S.) and a satellite media tour.
- Secured 27 aired interviews with Executive Director.

In 2018, IVMF released a report titled “An Enterprise Model for Academic Research and Actionable Programming for Veterans and Families,” which detailed the key findings of their work in 2018.

The institute’s research and evaluation team continued to expand their impact in 2018, with a focus on advancing the practice and policy supporting America’s military-connected community. Their efforts included publishing a national report, creating new government partnerships, and contributing to media and scholarly circles.

In summary, the institute made significant strides in 2018, establishing itself as a leading voice of influence and authority in the field of veteran and military affairs. Their work continues to have a positive impact on veterans and military families.