



## Who We Are

We are exclusively focused on improving the effectiveness and efficiency of veteran services across the public and private sector. NAVSO is a 501(c)(3) nonprofit organization dedicated to improving the lives of veterans and military families. We do this by providing essential resources to those who serve them: we **commission research**, offer **educational programing**, offer **direct consultation**, use technology to join together veteran-serving organizations in a national network to improve **collaboration/partnerships**, and **facilitate the evaluation** of meaningful services.

## Our Focus Areas and Client Services

NAVSO provides essential resources to those who serve veterans and military families so they are more effective in meeting their needs. Collectively, these services improve the veteran services marketplace so families find quality programs when and where they are needed:

- **Research:** NAVSO oversees and funds evidence-based, actionable research concerning the evolving needs of veterans and military families and the leading solutions facilitating their success.
- **Educate:** NAVSO educates service providers via research results, provides quality benchmarks and shares best practices while providing actionable ways to implement them in their community. NAVSO educates through online webinars, speaking engagements and conferences.
- **Consult:** NAVSO experts advise veteran-serving organizations, government agencies and corporations to help them identify key areas of need and to improve their services for veterans and military families.
- **Collaborate:** NAVSO facilitates collaboration by creating a shared vision around high-impact, evidence-based benchmarks. Through the NAVSO network, member organizations have access to toolkits and shared data; participate in national task forces; and connect with like-minded organizations and other stakeholders such as government agencies, corporations and philanthropy.
- **Evaluate:** NAVSO provides quality benchmarks and helps organizations measure the effectiveness of their programs. NAVSO believes evidence-based decision-making will ultimately help more organizations deliver higher-quality services to more veterans and their families.



## Benefits of Working With NAVSO

The benefits of this centralized approach are:

- **Connection.** NAVSO connects like-minded professionals from across the nation through an online portal that allows them to dramatically expand their network, better meet client needs and continually improve their services.
- **Collaboration.** Solving complex problems often requires complex solutions and multiple partners. Organizations support one another and work together to improve veteran services as a whole, rather than working alone.
- **Learning.** Our network serves as a testing ground for improving veteran services; organizations are able to learn from one another and from industry experts to develop and share best practices. Organizations gain access to the latest research and literature, as well as training webinars and online courses, to ensure their service delivery remains relevant and focused on the evolving needs of veterans and their families.
- **Success.** Each organization aims to have a measurable impact on veteran education, employment, housing, healthcare, financial, and/or well-being outcomes. NAVSO helps them deliver high-quality solutions.

Contact us to explore how you can partner with NAVSO, invest in NAVSO or benefit from our services.

Founder & CEO: Chris Ford

ctford@navso.org

703-594-7940

You Serve Them. We Serve You.™

## 2015-16 Highlights

Hosted inaugural Call of Duty Endowment Partner Summit to uncover best practices in veteran employment placement services.

Launched Veteran's Voice™, a feedback, review and rating service for veteran-serving nonprofits seeking to build their online brand and garner real-time feedback from clients served.

Partnered with the Spine Foundation and RAND to launch a critically important study on spine disability among service members and veterans. Given the potential concerns regarding spinal disorders among military veterans, as well as the potential significant health, psychosocial, and economic consequences, it is critical to better understand spine-related disability in this important population.



Fostered meaningful partnerships between organizations seeking to deliver high-quality services to meet holistic needs of veterans and military families. Moderated >125 Forum topics between service providers who connected with peers to improve their services.

Assisted Fortune 50 Companies with veteran employment initiatives, nonprofit organizations with strategic program reviews and guided philanthropic foundations towards grant decisions promising higher ROI.

Delivered webinars to ~1,400 registrants on the evolving needs of veterans and leading practices to help them. Coupled with nearly 200 documents in our Library and 70 online courses, our Education services are helping organizations improve their service delivery.

*More than 850 organizations, companies or agencies served in our first 12 months! Collectively, these providers touched more than 100,000 veterans, service members or family members last year alone.*

*And we're just getting started...*