



# **Never Letting a Veteran Fall through the Cracks: Collaboration with Combined Arms**

**John Smith, Southeast Texas Regional Manager, United States Marine Corps Veteran  
Jason Wise, Collaboration Manager, United States Army Veteran**

**October 25, 2022**



A redacted photograph of a military service member's uniform. The image shows a dark red jacket with several rows of medals and ribbons on the left chest. A blue and white American flag is draped across the bottom of the uniform. A large red circle with a white play button icon is centered over the medals. The text "THIS IS WHO WE ARE" is overlaid in white at the top, and "THIS IS WHO WE SERVE" is overlaid in white at the bottom. The words "COMBINED ARMS" are printed in white at the bottom center.

**THIS IS WHO WE ARE**

**THIS IS WHO WE SERVE**

**COMBINED  
ARMS**



## JOHN SMITH

Southeast Texas Regional Manager

John Smith is a 9-year Marine Corps Combat Veteran who served from 1999-2008. Once exiting the Marine Corps, like many others, he struggled with transitioning from active duty to civilian life. He knows firsthand the obstacles that transitioning service members and families face during the transitioning process. John joined the Combined Arms team in 2019 as an intake specialist. In 2020, he became the Southeast Texas Regional Manager for the Texas Veterans Network. In John's current role, he facilitates and builds relationships with Veteran Serving Organizations and local Veteran Resource Groups to ensure they are aware of and have access to the innovative Combined Arms technology. Through John's work and determination, he connects veterans to the resources they need to thrive while holding his organizational partners accountable for returning to the Veteran promptly. John leads different research projects with the VA and the USDA concerning food insecurity and helped launch veteran-specific mobile food pantries across Southeast Texas.



## JASON WISE

Collaboration Manager

Jason is a proud US Army veteran who served as a Cavalry Scout with the 1st Cav Division out of Fort Hood, TX. After serving in the Army, Jason began working with two US House of Representatives in Ohio as their constituent services representative and helping with local veteran organizations. Once the campaign season hit, he was a campaign manager for one of them and assisted with digital marketing and website design with the other. Also, during this time, he used his VA education benefits to complete a degree in business communications with Excelsior College. Jason joined Combined Arms because of his passion for assisting fellow veterans and their families with the proper resources in making them successful as they settle into their post-military civilian lives. Jason currently lives in Canton, OH, with his two German Shepherd dogs, Reagan and Teddy.



# COMBINED ARMS



## MISSION

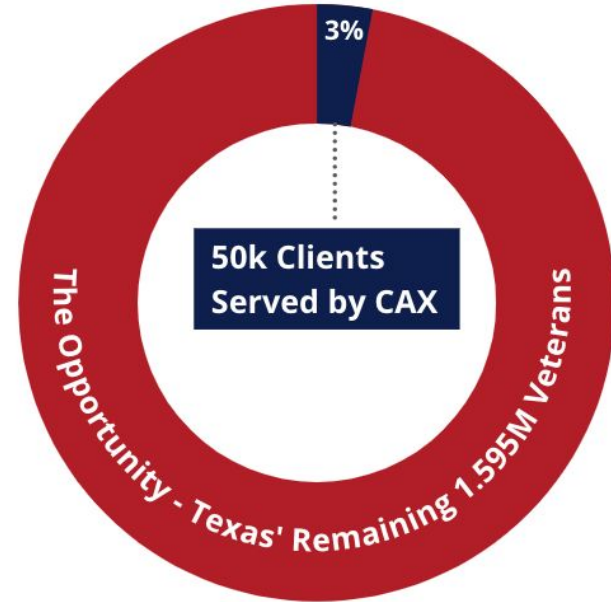
DELIVER INNOVATIVE TECHNOLOGY SOLUTIONS THAT OPTIMIZE CONNECTION TO RESOURCES AND DRIVE NETWORK WIDE EFFICIENCIES, ULTIMATELY IMPROVING THE QUALITY OF LIFE FOR VETERANS & MILITARY FAMILIES.

## VISION

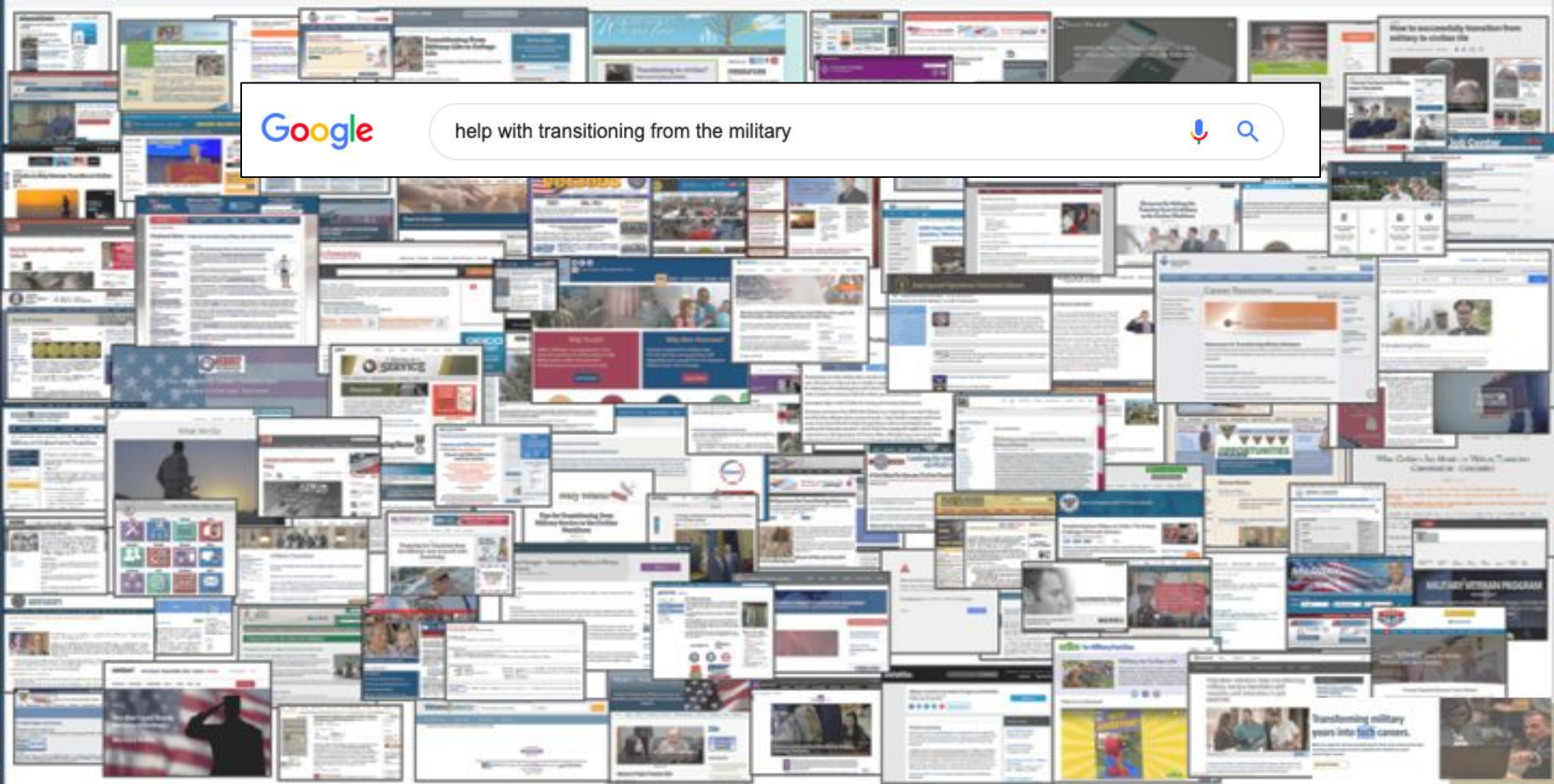
WE ENVISION A NATION WHERE EVERY VETERAN AND MILITARY FAMILY HAS ACCESS TO THE RESOURCES NEEDED TO THRIVE IN THEIR COMMUNITIES.

# The Need

- Approx. 200k service members transition out of the military per year; approx. 35k veterans relocate to Texas annually
- With 45k+ veteran-serving 501c3's in the US & 1,800+ in Texas alone, the veteran serving ecosystem is highly-fragmented, inefficient, and challenging to navigate
- Only 48% of veterans believe the military prepared them well for civilian life; 47% of post-9/11 veterans report the readjustment to civilian life was difficult or somewhat difficult
- Veteran unemployment remains over 54% higher than pre-COVID levels



This is what Military members face when they Google transition programs.  
This is just the first 100 out of 45,000.





**MAKING TEXAS THE FIRST INTERCONNECTED STATE FOR VETERANS**

# **TEXAS VETERANS NETWORK**

The Texas Veterans Network (TVN) is a statewide collaborative of more than 200+ veteran-serving community-based organizations and government agencies that holistically serve the veteran and military community. Together we offer more than 1,020 resources for the military and veteran community.

**The Texas Veterans Network serves Active Duty, Reservists, National Guard, Veterans from all service eras, and their family members.**

# TEXAS VETERANS NETWORK METRICS

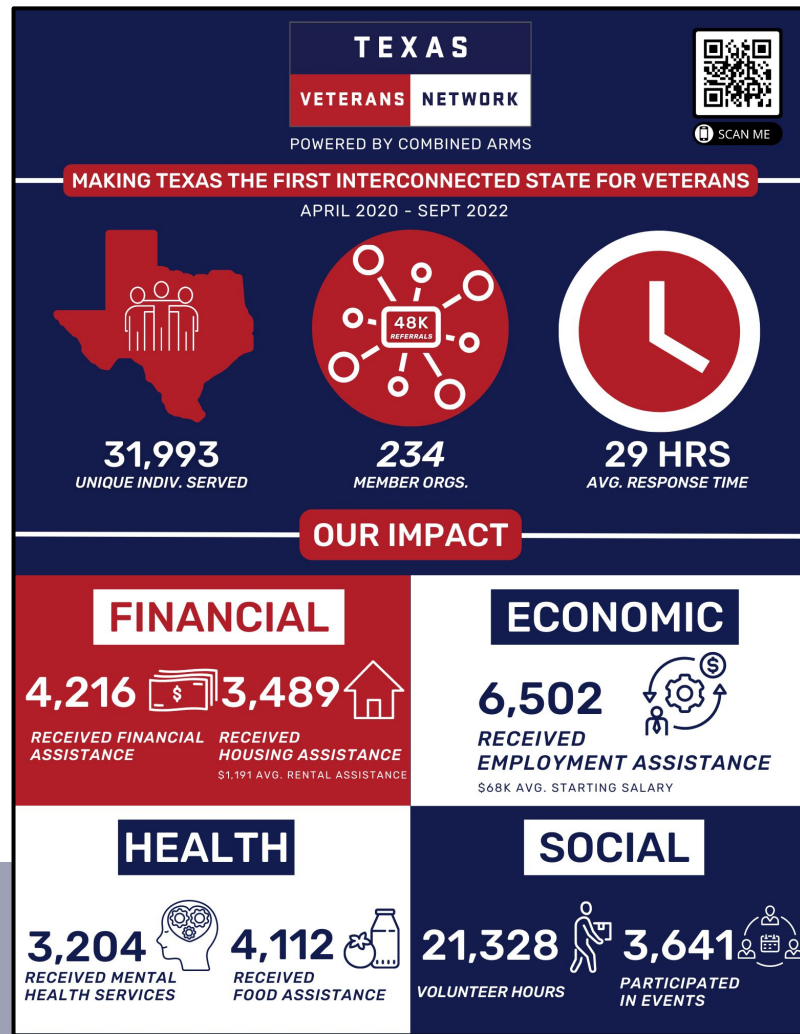


## Highest needs:

1. Financial Assistance
2. Food Assistance
3. Career Services

## Top Requested Organizations:

1. Texas Food Banks (Houston, Tarrant, Galveston, Montgomery)
2. Texas Veterans Commission
3. CLC Coin Program

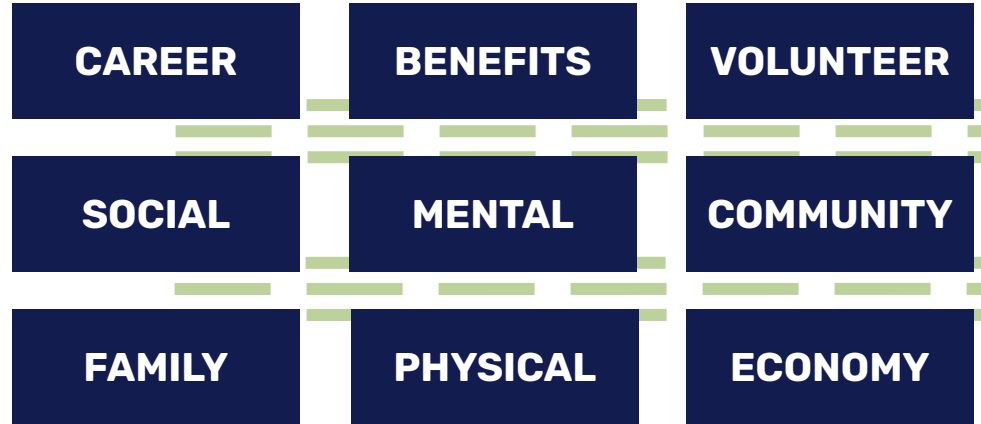




# ACCELERATING IMPACT THROUGH VALUE

**VETERANS** → **ASSESSMENT** →

WITH COMBINED ARMS' "NO WRONG DOOR" APPROACH, VETERANS CAN ENTER OUR PROGRAMS THROUGH PARTNER ORGANIZATIONS OR ANY OTHER METHOD THAT LEADS THEM TO US.



## VALUE TO VETERANS

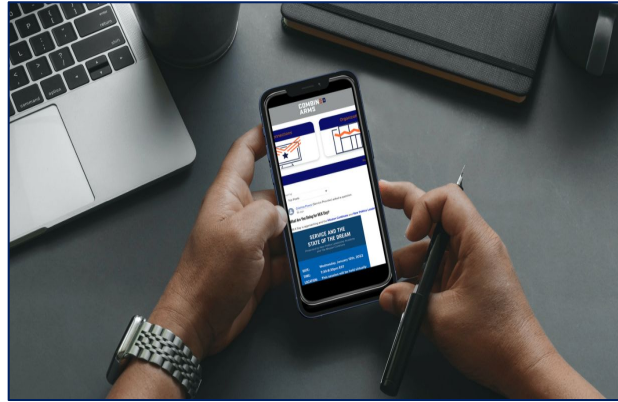
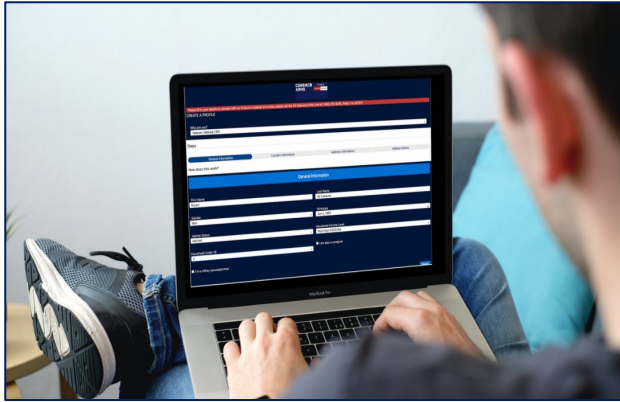
- SPEED
- EFFICIENCY
- ACCOUNTABILITY
- HOLISTIC SUPPORT

## VALUE TO THE COMMUNITY

- ECONOMIC IMPACT
- COMMUNITY ENGAGEMENT
- SOCIAL GROWTH
- CIVILIAN ACTIVATION

# COMBINED ARMS TECHNOLOGY

Call the Combined Arms Intake Team at 888-737-3112



## ConnectNow

- Fastest way to connect to resources
- Preferred for natural disasters or crisis situations
- Highly customizable & rapidly deployable

## Community Connector

- Inter-agency & Community Leader referral product
- Major member organization incentive

## Assessment 2.0

- Improved to >2 minute profile & assessment completion
- Enhanced user feedback mechanisms & user experience improvements
- Highly customizable

# Service Delivery Process



## Profile Creation

Clients quickly create a profile with basic contact information.



## Organization Alerted

Organization receives notification of selection & conducts outreach.



## Outcome Survey

Done! Client & Organization conduct feedback surveys.

STEP 01

STEP 02

STEP 03

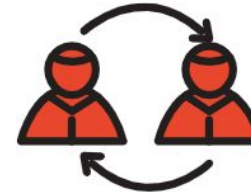
STEP 04

STEP 05



## Request Services

Clients choose resources needed, and the applicable organization auto-populates.



## Successful Connection

Organization conducts intake, procedures and connects client with services in 72 hours or less.



GIVE US YOUR FEEDBACK

# COMBINED ARMS PORTAL

Get connected to hundreds of resources for veterans and family.

FIND RESOURCES



MY CONNECTIONS



MY PROFILE



REFER A FRIEND



VETERAN STATUS INFO



How to Use Combined Arms

Please select the Service Category to see the available resources. If you want to go back to the portal home, press the 'Home' button.

**Please select the Service Category**

[Home](#)



**Workshops**



**Social Life**



**Career Services**



**Legal Assistance**



**Volunteer  
Engagements**



**Mental Wellness**



**Fitness**



**Homeless  
Assistance**

You can create 10 Connections in a day, please choose 1 resource per Service. Select the resource/resources and click the 'Next' button.

## Explore the Resources available in Career Services

Next ☰ (0)

Back

### Service Filter

Clicking on 'Service Options' will refine your search

Career Search and Placement

Interview Coaching

Professional Attire

Resume Writing

Transition Workshop

Career Coaching

2nd Chance Job Placement

Spouse Career Readiness

Career Mentoring

Comprehensive Job Services

LinkedIn Services

SkillBridge Program

Search for resource...



[Available In Your Region](#)

[Available In Your State](#)

[Available Nationwide](#)



BakerRipley

Career Search and Placement

Select

BakerRipley works closely with area employers to provide military veterans with a variety of industry, service, and corporate career paths.

Career Services

Available In Your Region



Career Gear  
Houston

Interview Coaching

Select

One-on-one interview coaching with a professional interviewing coach.

Career Services

Available In Your Region



Career Gear  
Houston

Professional Attire

Select

Career Gear assists eligible military veterans with professional business attire that will kick start them on their new career path.

Career Services

Available In Your Region



[MEMBERSHIP](#) [COLLABORATION COMMITTEES](#) [EVENTS](#) [GRANT MAP](#) [ABOUT US](#) [COMBINED ARMS](#)

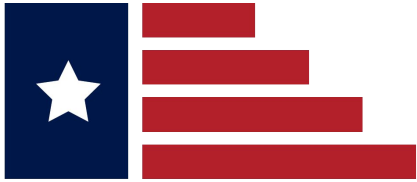
# ALL ROADS LEAD TO COLLABORATION

WITH THE COMBINED ARMS INSTITUTE

## COMBINED ARMS COLLABORATION COMMITTEES

"All roads lead to collaboration." This is our mantra at Combined Arms, and we invite you to learn more about how our Collaboration Committees impact the local, regional, and national community.





**COMBINED ARMS INSTITUTE**

**COLLABORATION**

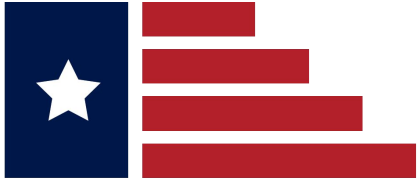
## Elevating the Military/Veteran Ecosystem of Support

The Combined Arms Institute  
utilizes these **THREE PILLARS**  
as the core of our work.

**ADVOCACY &  
RESEARCH**

**VSO 2.0**





**COMBINED ARMS INSTITUTE**



**THE NEXT STEP OF  
YOUR VETERAN SERVICE  
ORGANIZATION'S  
JOURNEY**



**ELEVATING THE MILITARY/VETERAN  
SERVING ECOSYSTEM**



## COMBINED ARMS INSTITUTE

### BENEFITS OF MEMBERSHIP

#### **EXPAND YOUR MISSION: Capabilities & Brand Awareness**

- Client referrals through technology platform
- Access to more than 200 member organizations and over 1000 resources throughout the nation to connect clients to for continuing/holistic care
- Strongly aligned missions (you support them we support you)
- Support veterans and family members with multi-layered needs

#### **REDUCE REDUNDANCIES: Lower Costs & Increase Quality of Services**

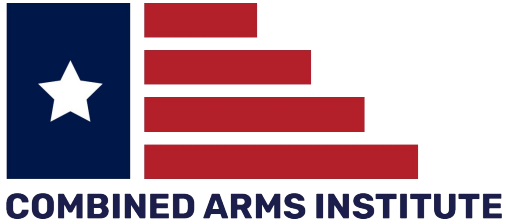
- Single point of entry for veterans to navigate difficult landscape of so many VSOs (add numbers by state/nation)
- Work with each other instead of competing for funding - focus on unique mission of your organization = philanthropic support (fundors want to support a specific cause)
- Higher impact/quality of services
- Coordination and management of resources and services rather than the acquisition of additional resources (resource dependency theory)

#### **COLLABORATE: Join Best-in-Class Veteran-Serving Organizations**

- All roads lead to collaboration - the antidote to fragmentation
- No wrong door approach
- Share best practices/foster innovation

#### **SUPPORT CLIENT OUTCOMES: Research & Advocacy**

- Expedited veteran engagement achieves positive outcomes for veterans and family members
- Access to data and demographics to help with market research (measuring communities)
- Collective impact, common agenda and shared measurements
- Combined Arms collects, analyzes, interprets and reports data to member organizations
- Advocate for aligned policy agenda and stay on top of policy developments that impact collective efforts



# **Collaboration Committees** **“Stronger Together”**

**Wellness**

**Professional Growth**

**Education**

**Essential Services**

**Family**



**COMBINED ARMS INSTITUTE**

**COMBIN**   
**ARMS**

**2440 Hours**

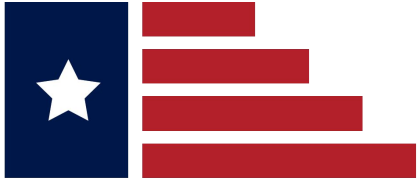
**Professional Development**

**15 Events - 52 SMEs**

**Events, Webinars & 1 Military Connected Course**

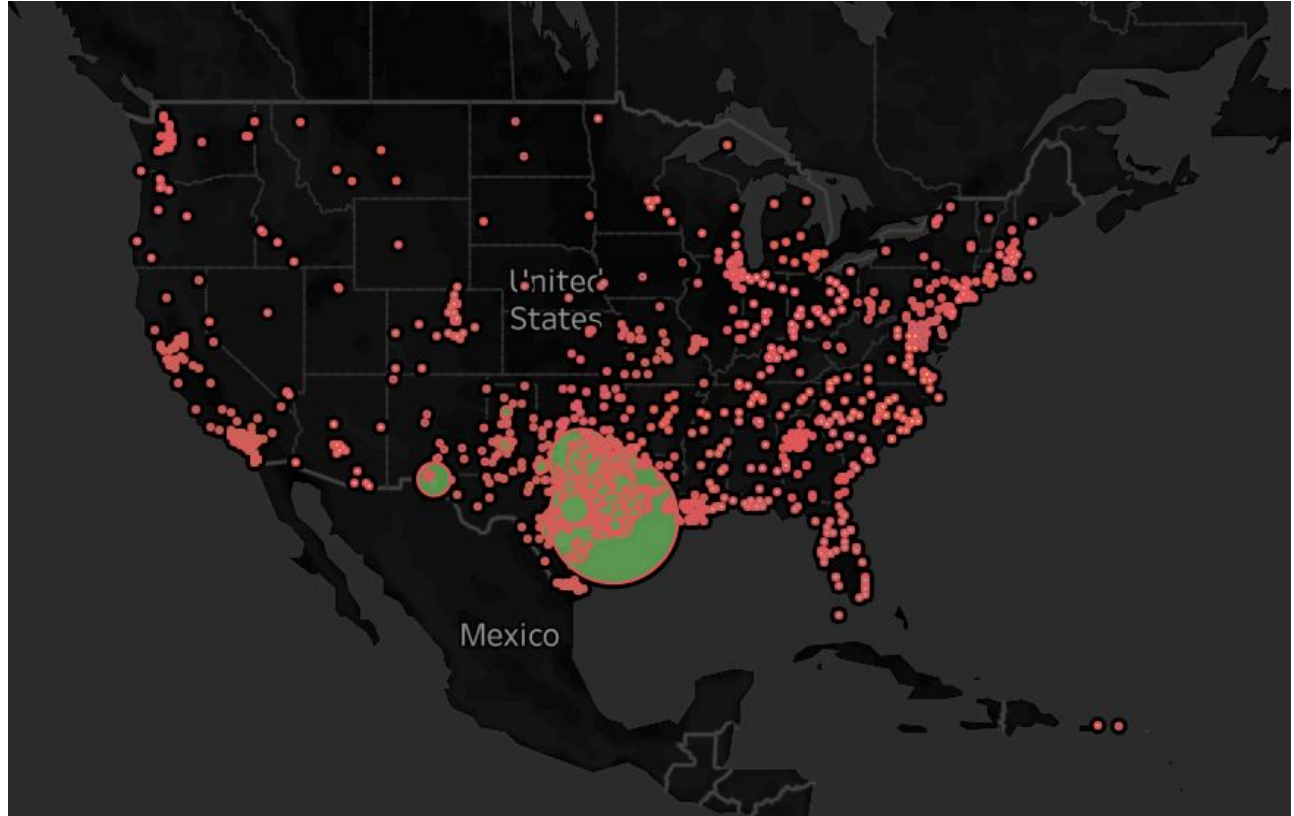
**1 Convening - 5 Committees**

**Professional Growth, Wellness, Essential Services, Family/Caregiver, Education**



COMBINED ARMS INSTITUTE

# Member Org National Growth



# MEMBER ORGANIZATIONS



GRAND CANYON  
UNIVERSITY™



**MARINE FOR LIFE**  
CONNECTING MARINES WITH OPPORTUNITY



**ENDEAVORS**

**WARRIOR-SCHOLAR  
PROJECT**



# COMBINED ARMS IN THE COMMUNITY



# CALL TO ACTION

Help us ensure that veterans are connected to the resources that they need to thrive!

- Become a [Community Connector](#) to connect Veterans to resources
- Promote the Texas Veterans Network
- Encourage veteran students to create a profile





# RESOURCES FOR VETERANS & MILITARY FAMILIES

Call our Intake Team at 1-888-737-3112

Quick Connect: [bit.ly/combinedarmsus](https://bit.ly/combinedarmsus)

Create a Profile: [www.combinedarms.us](https://www.combinedarms.us)



Mental Wellness \* Volunteering \* Family Services \* Education \* Career Services \* Financial Assistance \* Legal Services \* Social Connectedness  
233 Member Organizations (45 National Partners)

# ANY QUESTIONS?

# COMBINED ARMS

