

S Syracuse University

D'Aniello Institute for
Veterans & Military Families

JPMorgan Chase & Co., Founding Partner



D'ANIELLO INSTITUTE FOR VETERANS AND MILITARY FAMILIES 2021

ANNUAL REPORT

10 YEARS
OF IMPACT



VISION

A future where all individuals and families who serve in defense of our nation are empowered to thrive.

MISSION

To empower service members, veterans, and their families through actionable research, innovative programs and insightful analytics.

10 YEARS OF IMPACT

As the D'Aniello Institute celebrated its 10 years of service, with the help of long time partner, Accenture, we engaged in a strategic planning effort to set the course for the next five years. Through this process, four main goals were identified. IVMF's priority is to continue to improve the lives of transitioning service members, veterans and their families by meeting the needs of this population, supporting the veteran ecosystem by improving its capacity and convening key players; and conducting innovative research to deepen understanding of those we serve while influencing policy and legislation.

5-Year Strategic Plan

GOALS

- **Impact**
Positively impact the lives of veterans and military families through innovative and relevant programs and services
- **Longevity**
Strengthen financial position by attracting \$100M in funding by 2026
- **Influence**
Make IVMF the #1 trusted source on veterans and military families
- **Operational Excellence**
Advance the foundations of the organization to enable continued service

PILLARS

- Career Preparation and Training
- Entrepreneurship and Small Business
- Community Services
- Research and Analytics
- Higher Education

A Note from Our Executive Director



This year, our military community met some of the toughest challenges of our time with characteristic resolve. But the attributes we have come to identify as synonymous with service members, veterans, and military families - agility, resilience, tenacity, and drive - are precisely what carried us all through the pandemic.

In the face of uncertainty, we created opportunity. We met instability with innovation. Pivots gave way to perseverance. We broke barriers and set ambitious new goals. Most importantly, we stayed true to our mission to empower service members, veterans, and their families through actionable research, innovative programs, and insightful analytics.

Over the past year alone, we expanded our AmericaServes network while staying close to home. We were awarded a \$5 million grant from the U.S. Small Business Administration to connect veteran entrepreneurs to services across five states/regions, launched two new resource hubs focused on entrepreneurship and employment, and renewed long-term agreements with our founding partner, JPMorgan Chase, and major funder, Fiserv.

Though we temporarily closed our doors to in-person learning in 2020, we didn't abandon our post. Instead, we shifted focus to all virtual programming to continue to meet the changing needs of the military community. We conducted timely research to help inform solutions, focus resources, and provide actionable insights.

In 2021, we were finally able to re-open our doors in a grand way with the formal dedication of the University's National Veterans Resource Center (NVRC) at the Daniel & Gayle D'Aniello Building, the new home of the IVMF and all other military-connected serving offices. The NVRC, made possible by a transformational gift by Dan '68, H '20 and Gayle D'Aniello, will function as a bridge to forging public-private partnerships, a collaborative space to nurture academic research and actionable programming, and a forum to facilitate collaborative thought leadership - all for the purpose of advancing the social, economic, and wellness concerns of the nation's veterans and their families.

It was during this dedication, the D'Aniello Family Foundation once again showcased its commitment to not only the University but to the IVMF, with another transformational gift, an endowment of \$30 million to support the future success of the organization's training programs and its research endeavors. As a result, the IVMF will proudly be renamed the D'Aniello Institute for Veterans and Military Families.

Reflecting on the past 10 years, I am filled with gratitude to the military community for being a constant source of inspiration to design new programs and resources to fit its changing needs, to our partners for trusting in the IVMF to serve veterans and their families, and to a team who works tirelessly to provide our audience with best-in-class programs, resources, and opportunities for their post-service lives.

The momentum we built in the last decade is propelling us forward into the next phase of the IVMF's journey. We have expanded resources, innovative programs, groundbreaking research, and more to offer the military community than ever before. Together, we can look ahead with renewed confidence in our collective strength.

—**J. Michael Haynie, Ph.D.**

Vice Chancellor for Strategic Initiatives and Innovation, Founder and Executive Director of the IVMF



DANIEL A. D'ANIELLO '68, H'20

“ Dan’s love for Syracuse University goes beyond alumni loyalty or the responsibility as a trustee. The D’Aniellos are invested in our vision for serving veterans and military-connected families. It is impossible to measure the ripple effect that his leadership and support have had on our community. Thanks to the D’Aniellos, Syracuse University’s commitment to veterans will continue to grow, to aspire to new and better programs, and to make a tangible difference to those who have served our nation. ”

— **Chancellor Kent Syverud**

November, 2021

Dedication of the National Veterans Resource Center
at the Daniel & Gayle D’Aniello Building

Thank You

DEDICATION OF THE
DANIEL & GAYLE D'ANIELLO BUILDING

HOME TO THE NATIONAL VETERANS RESOURCE CENTER

NOVEMBER 2-3, 2021



Speakers, Guests, and Friends

To dedicate the new National Veterans Resource Center at the Daniel & Gayle D'Aniello building, the University hosted a variety of events and celebrations to include the official ribbon cutting, a special announcement from Dan D'Aniello '68, H '20 of a \$30 million transformative endowment fund to ensure the future success of the IVMF, remarks by Small Business Administrator Isabella Guzman, and special guest Medal of Honor recipient Britt Slabinski. In addition, many building donors attended for the unveiling of their named spaces as they toured the center that serves as the front door for all things military-connected both on and off campus.



Onward to Opportunity

IMPACT

- ▶ **9,800**
enrolled in 2021
- ▶ **109**
Installation-based cohorts delivered virtually
- ▶ **40+**
professional certifications
- ▶ **68%**
Course completion rate
- ▶ **77%** 6-month retention rate
- ▶ **78%** 12-month retention rate



Onward to Opportunity (O2O) understands the best time to train and place military families occurs before transition and not after.

With no-cost training and certifications in over 40 top-paying career fields and direct connections to military-friendly employers through our national partner, Hire Heroes USA, this career transition program utilizes in-person and online learning options to best fit the needs of transitioning service members, veterans, and their spouses.

In 2021, the IVMF, in partnership with Boeing, announced the addition of a new learning pathway to the O2O portfolio, focused on the Aerospace & Defense (A&D) industry, called Future Force. This signature offering provides both foundational training in A&D concepts and connections to in-demand industry certifications and follow-on training opportunities, resulting in a robust talent pipeline for those in the military-connected population seeking employment in the A&D industry.



Success Story Saturday



"When all you know is the military, they (O2O) help to give you a **STRONGER, BETTER SENSE OF HOW TO ENGAGE CONFIDENTLY IN THE CIVILIAN WORLD.** The networking events and other training were really helpful!"

JEROME YOUNG
CEO of the Syracuse University Center for Entrepreneurship & Innovation, President of the Syracuse University Alumni Association, and a member of the Syracuse University Board of Trustees

Syracuse University
 Institute for Veterans & Military Families

HIGHLIGHTS

New Partnerships & Initiatives

- Launched Onward to Your Career v3.0 —with programmatic updates and digital formats
- USO Employment Partnership
- U.S. Department of Labor Employment Navigator Partner

Success Story Saturday



Congrats to IVMF's **JOANNA SANSOTERRA** who was recently elected as a board member for San Diego Pride.





Work to advance the practice and policy supporting America’s military-connected community through rigorous research, measurement and evaluation, and data solutions that deliver insights and empower action.

HIGHLIGHTS

Sustained growth in new business

- New research and evaluation partnerships with the VA (federal agency), Comcast, IAVA, U.S. Chamber, and Operation Gratitude

Signature accomplishments

- New report (Dec.): “Hire’ Education: Strengthening the Connections Between Employers and Student Veteran”
- Inaugural Series Release - National Survey of Military-Affiliated Entrepreneurs
- Stand To 2021 Convening (w/ George W. Bush Institute)

Key legislative accomplishments

- Onward to Opportunity Act (H.R. 4769), passed FY23 NDAA House vote and introduced as stand alone bill in U.S. Senate
- NY State Assembly (A.B. 8294). As advocated by IVMF, elevates NY Division of Veterans Services to a “Department”, w/ Cabinet-level Commissioner; introduced 10/15, awaiting committee vote
- Hosted HVAC Economic Opportunity Sub-committee professional staff at the NVRC to shape legislative opportunities in 2022

Veterans Program for Politics and Civic Engagement

- 56 participants in Fall ’21 Cohort
- 4 of 5 alumni election victories in their 2021 races (2 re-elected)



IMPACT

- ▶ **4** TESTIMONIES
Congressional (SVAC, HVAC) and State testimonies (NY, NM)
- ▶ **135** engagements with Congressional staff (in 2021)
- ▶ **+150%** growth in sponsored Award \$ (2021)
- ▶ **50%** growth in staff (2021)
- ▶ **8** new research & program evaluation projects in (CY 2021)
- ▶ **2** Launched new digital resource hubs for entrepreneurs & employers
- ▶ **350+** media and academic citations since 2019
- ▶ **450+** conferences, convenings & capitol hill appearances since 2017
- ▶ **800+** research products since 2011

IMPACT

▶ **\$5 million**

SBA grant awarded to connect veteran entrepreneurs to services

fiserv.

▶ **\$7 million**

Fiserv's renewed commitment will enhance and expand the IVMF's existing training programs for transitioning military service members and military-connected small business owners

▶ **167**

programs delivered

7 in-person | 160 virtual

▶ **400+**

total attendees at Veteran EDGE 2021

▶ **103 grads**

from 6 EBV programs



Chef Robert Irvine at EDGE Dallas 2021

No matter where they are in their entrepreneurship journey, the IVMF has the programs and resources to suit a business owner's needs. With 11 programs and resources, the IVMF equips veterans and their family members with the business tools they need to thrive.

HIGHLIGHTS

- Developed and delivered inaugural EBV-Wounded Warrior Project (WWP) program with 20 graduates
- Delivered 160 virtual training programs
 - 153—B2B programs, 1752 graduates
 - 3—EBV-Spark programs, 94 graduates
 - 1—EBV-UConn, 19 graduates
- 1—IGNITE, 95 graduates
- 3—STRIVE, 70 graduates

Awarded and Launched SBA Community Navigator Pilot Program

- 1 of only 8 national awardees; IVMF is the only awardee providing dedicated support for military-connected small businesses
- SBA Pilot Program connects businesses through the IVMF to sixteen providers representing six states providing national support



AmericaServes



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.

HIGHLIGHTS

Launched SyracuseServes

- 18th AmericaServes Community and first to be operated by the IVMF; done with partnership with the City of Syracuse

Delivered Community-Focused Thought Leadership

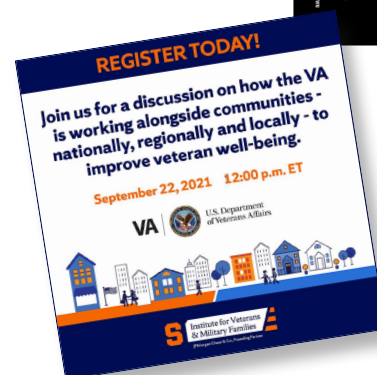
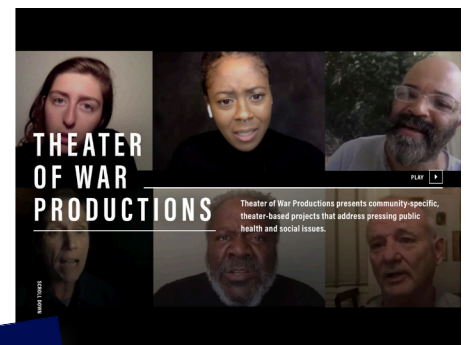
- VA and Communities: hosted webinar with stakeholders from across the VA infrastructure on how communities can more closely collaborate with the VA at the local, regional and national levels
- Acted as SMEs on Strategic Partnerships for VA/SAMHSA Governor’s Challenge Policy Academies
- Testified to New Mexico State Joint Committee on Veterans Affairs to make a case for statewide coordinated care

Developed New Approach to Provide Technical Assistance for Communities

- Secured first technical assistance contract with the Delaware Office of Veteran Services to conduct a statewide landscape assessment

IMPACT

- ▶ **106,100+**
requests for services
- ▶ **43,400+**
veterans, service members, and military family members served
- ▶ **1,084**
community partners across the country
- ▶ **76%**
service requests resolved favorably



THEATER OF WAR PRODUCTIONS

Operations



ENROLLMENT SERVICES

- Reviewed/processed more than **21,500** applications
- Made/Received more than **22,300** Phone Calls re: program participation
- Hosted **15** Webinars (11 O2O; 1 EBV; 3 O2O PMP Bootcamp)

ALUMNI SERVICES

- Reached more than **9,000** Alumni Services Initiatives
- Hosted **19** VetNet webinars on topics such as Business Certifications, Financial Literacy, Interviewing, and Employer Panels
- Fulfilled **1,200+** Resource Requests through Post Program Support
- Held **7** Alumni Events and delivered **20** Alumni Presentations
- Provided **nearly \$800,000** in pro bono and discounted resources to IVMF Alumni
- Added **17** resources with new partnerships and expansion of current partnerships

COMMUNICATIONS

HIGHLIGHTS



▲ 25%
INCREASE IN MEDIA COVERAGE

▶ 100+
NATIONAL NEWS STORIES



▶ SOCIAL MEDIA **▶ 250,000+** ENGAGEMENTS
indicates key success metric on how people are interacting with our content (replies, sharing, clicks, etc.)

WEB TRAFFIC

News Section had **▲ 122%**
more visitors indicating content is engaging

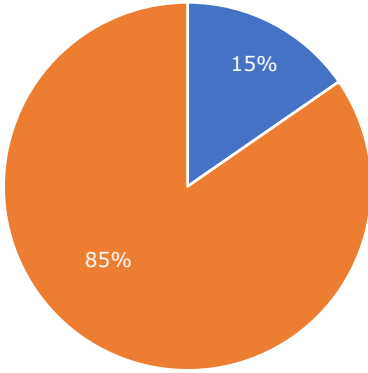
Contact Us Page **▲ 17%**
more visitors meaning they are interested in more information

Application page had **▲ 13%**
more traffic meaning more people are going direct to applying for our programs

Research section pages had **▲ 309.5%**
increase in visitors meaning our content is an important resource

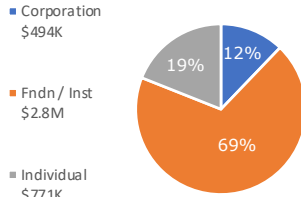
OPERATIONAL BUDGET

Total Revenue: \$26.4M

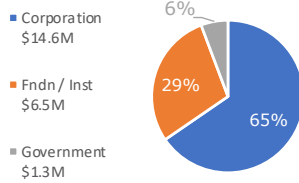


■ Gifts \$4.1M ■ Grants \$22.4M

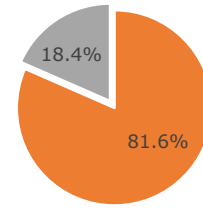
Gifts: \$4.1M



Grants: \$22.4M

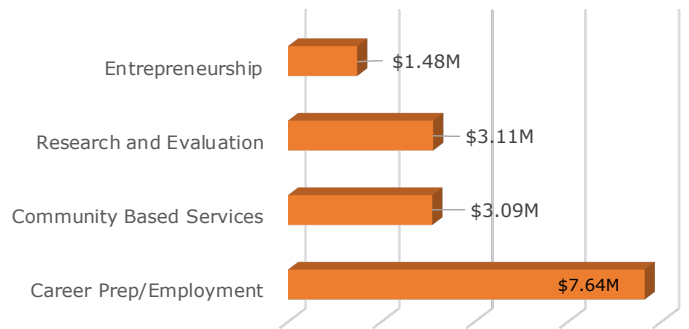


Total Expenses: \$18.8M



■ Programmatic \$15.3M
■ Operations (including Fundraising) \$3.5M

Programmatic Expenses \$15.3M



NOTE:
FY 21 (7/1/2020 through 6/30/2021)

Development

HIGHLIGHTS

- D’Aniello Family Foundation **\$30M** endowment for IVMF future sustainability
- Fiserv **\$7 million** renewal for entrepreneurship & small business ownership training
- SBA **\$5M** Community Navigator Pilot Program grant for small businesses
- Schultz Family Foundation **\$3M** for career preparation and training
- Boeing **\$4.5M** for aerospace and defense career training development
- Johnson & Johnson **\$250K** for entrepreneurship and career preparation training
- The Heinz Endowments **\$446K** for veteran and military families policy advocacy
- USAA **\$1.3M** for research, career preparation programming and Employment Hub



The D’Aniello Family



Funded through the generosity of donors, the IVMF is a grant and gift funded organization delivering eleven national programs mainly free of charge thanks in large part to the support of those donors and other partners. Financial support helps fund the training programs enabling those who have volunteered to serve our country find success when they return to the workplace, to higher education, to communities.



2021 EVENTS



VISITORS TO THE NVRC



COL. EILEEN COLLINS '78, H'01
U.S. AIR FORCE (RET)



MAJ. GEN. MILFORD BEAGLE
COMMANDING GENERAL OF THE U.S. ARMY
FORT DRUM & 10TH MOUNTAIN DIVISION



CHARLES E. SCHUMER
SENATE MAJORITY LEADER/U.S. SENATOR (NY)



PAUL E. FUNK II
17TH COMMANDING GENERAL, U.S. ARMY TRAINING
AND DOCTRINE COMMAND (TRADOC)



BRITT SLABINSKI
MEDAL OF HONOR RECIPIENT



ISABELLA CASILLAS GUZMAN
U.S. SMALL BUSINESS ADMINISTRATOR (SBA)



JOHN KATKO
U.S. CONGRESSMAN, NEW YORK



RICHARD M. JONES '92, G'95, L'95
EXECUTIVE VICE PRESIDENT, GENERAL TAX COUNSEL,
CHIEF VETERAN OFFICER | CBS CORPORATION | IVMF
ADVISORY BOARD



RYAN MCMAHON
ONONDAGA COUNTY EXECUTIVE

Syracuse University's D'Aniello Institute for Veterans and Military Families (IVMF) is the first national institute in higher education singularly focused on advancing the lives of the nation's military, veterans, and their families. Through its professional staff and experts, and with the support of founding partner JPMorgan Chase & Co. as well as U.S. Navy veteran, IVMF Advisory Board Co-Chair, University Life Trustee and Co-Founder & Chairman Emeritus of the Carlyle Group Daniel D'Aniello '68, H'20 and his wife, Gayle, the IVMF delivers leading national programs in career and entrepreneurship education and training, while also conducting actionable research, policy analysis, and program evaluations. The D'Aniello Institute also supports veterans and their families, once they transition back into civilian life, as they navigate the maze of social services in their communities, enhancing access to this care working side-by-side with local providers across the country. The IVMF is committed to advancing and empowering the post-service lives of those who have served in America's armed forces and their families. For more information, visit ivmf.syracuse.edu.



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