

Building Capacity for Community Based Services Serving Veterans: Lessons Learned from the TRIAD Fund

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San Antonio Area Foundation
Where Giving and Community Connect

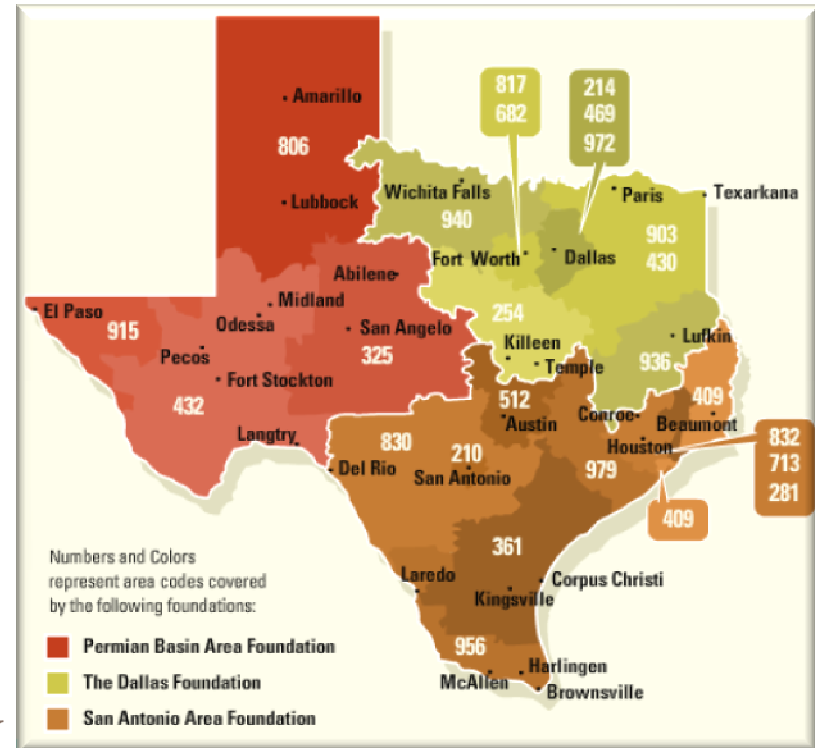
TRIAD Fund – Statewide Effort to Assist Families Impacted by Deployment

Grant from Iraq Afghanistan Deployment Impact Fund of the California Community Foundation

- \$30 million initiative in Texas
- 3 community foundations
- \$12.5 million to SAAFDN
- SAAFDN re-granted over \$11.9 million
- 94 projects at 47 agencies
- Served over 36,000 troops, veterans, family members
- 3rd grant for technical assistance
- Florida BrAlve another \$15 million

Statewide Collaboration

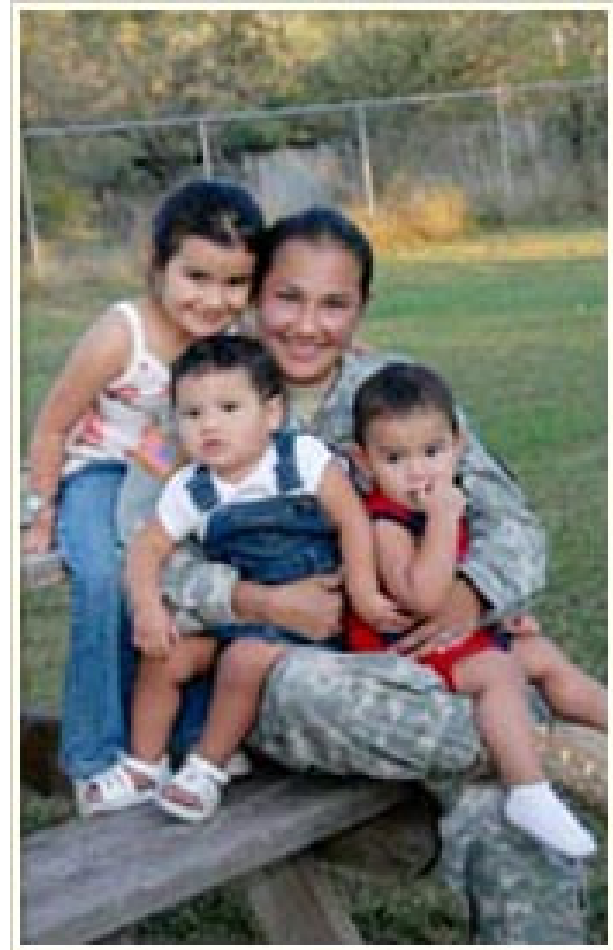
- Geographic divisions
- Meetings with military
- Shared web site
- Common application and deadlines
- Publicity
- Statewide survey
- Statewide conferences
- Operated independently



Unmet Needs of Military Families Impacted by Deployment

Survey of Military Families

- National Guard and Reserves often isolated
- One-stop source for information and referral
- Financial assistance to address emergency needs
- Mental health services
- Programs to support families during and after deployment
- Reintegration activities for spouses and children
- Childcare



Best Practices for Community-Based Agencies

- Address needs of whole person
- Serve the family
- Establish relationships with the military community
- Conduct ongoing outreach
- Utilize social networks
- Value peer relationships
- Collaborate with other agencies
- Be nimble and responsive
- Utilize nonprofit management practices

Connecting with Resources

United Way of San Antonio and Bexar County 211 Texas Military Access Project

- Trained Call Specialists
- Military Background
- Resource Database
- Case Management and Adv
- Expanded to South Texas
- Outreach Coordinators
- Back-up for Other Call Centers
- Chat Function



The Worklife Institute

- Counseling, legal assistance and family mediation
- Career evaluation and job search as point of access
- Friendly environment
- Hired an OEF/OIF veteran
- Extensive outreach: “We go where the service person and their families are”
- Network with other providers
- Partnerships
- Responsive

Vets4Vets

- Provide peer support to OEF/OIF veterans
- Hire staff who are OEF/OIF veterans
- Identify other veterans
- Hold regular meetings and weekend workshops
- Transportation, lodging, food and activities
- Emphasis on female veterans
- Particularly important in areas without a nearby military installation

Recommendations for Funders

- Recognize that this is complex work
- Need to be proactive
- Oversight is key
- Foster collaboration and information sharing
- Offer training and technical assistance
- Keep abreast of emerging needs
- Share lessons learned

Contact Information

For more information

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