

VSPE Veteran Serving Organization

Impact Highlight

The Warrior Alliance

VSPE funded The Warrior Alliance (TWA) for two cycles of VSPE between 2018 and 2021. TWA is an Atlanta-based organization which serves as a 'backbone' to connect Veterans and their families to the services they need. Their mission is to transition Veterans and their families from military service to a fulfilling civilian life within their communities. They work in collaboration with local, regional, and national partners. TWA and their partners strive to understand the root causes of suicide, take preventive action, and ultimately reduce Veteran suicide.

TWA identified a need for a smooth and timely Veteran intake process and workflow in their Veteran service model prior to VSPE. They focused on developing a detailed evaluation plan in their first year in VSPE. TWA used formative evaluation to identify gaps and opportunities in their Veteran services model to improve Veteran experience, satisfaction, and outcomes. The evaluation revealed that they were not capturing critical data about Veterans' needs and well-being. This convinced TWA to begin collecting qualitative data, which provides information about why or how something may be happening, alongside their quantitative data, which provides information about if something is happening or not.

TWA used the evaluation findings to:

- **Improve their collaborative approach by creating a seamless and integrated service network that Veterans can use when seeking assistance transitioning from military service to civilian life.**
- **Optimize their Veteran services model, care process, and increase their capacity to serve Veterans.**
- **Implement a quality-of-service survey to assess Veteran well-being as part of intake and ongoing case management.**
- **Use both qualitative and quantitative data (mixed methods) to better assess their program.**

TWA developed a process to improve the TWA program workflow, business operations, and optimize their service network in their second year of VSPE. This VSPE project focused on evaluating the partner management function of their Veteran services model to be sure they were meeting the needs of partners and Veterans in their collaborative approach. They used their evaluation findings to improve the overall model and review gaps in the network. The model helped them to:

- **Streamline and standardize processes for identifying and onboarding partners, engaging Veterans, and managing the overall system.**
- **Increase data collection and reporting of data measurements across their Veteran service provider network, which doubled in size.**
- **Provide valuable insights and buy-in to partners as the organization's initiatives continued to expand.**

This 2019 VSPE project established processes for selecting and evaluating partners that wish to join the network. They developed and sustained evaluation of the partner's programs through quarterly reporting on internal and partner dashboards. The dashboards inform TWA of partner needs within 13 Georgia counties. They intend to expand across all Georgia counties within three years and eventually to other states.

Benefits of these processes include the following:

- TWA's partner network has grown from 17 to 35 community partners and over 50 active platform users between 2018 and 2020.
- TWA partnered with the Major League Baseball's Atlanta Braves through the Braves Foundation in 2021, moving their offices physically within the Battery Atlanta, home of the Atlanta Brave's Stadium at Truist Park. The new facility, called [The Warrior Alliance Home Base](#), enabled TWA to increase Veteran and family participation and engagement, which can increase Veterans' connection to others and reduce suicide risk.
- TWA's outreach increased by more than 500 Veterans (35% increase) in 2022. These outreach initiatives allowed them to:
 - launch a corporate Veteran care program to enhance Veteran job retention and family support,
 - establish a Veteran Employee Resource Group community impact model, which includes multiple organizations with a common agenda
 - enlist a coalition of service partners for upstream mental wellbeing and health services, and
 - develop partnerships within the Technical College System of Georgia to increase access to career opportunities for Veterans across the state.
- TWA expanded their program innovation to include a statewide Veteran legal service network which aims to address and reduce risk factors that stem from legal issues. This is an upstream risk factor for Veterans.



VSPE allowed TWA to develop skills to create and use quantitative and qualitative data (mixed methods) to evaluate and improve their programs. These skills equipped them to build an evaluation framework that is replicable and adaptable to their other upstream Veteran suicide prevention programs. TWA Chief Executive Officer, Scott Johnson, shared that since participating in VSPE, **“evaluation has become an integral part of their culture and is embedded into every operational aspect of the organization.”**

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