



THE BROOME COUNTY VETERANS SERVICES AGENCY

The VSA

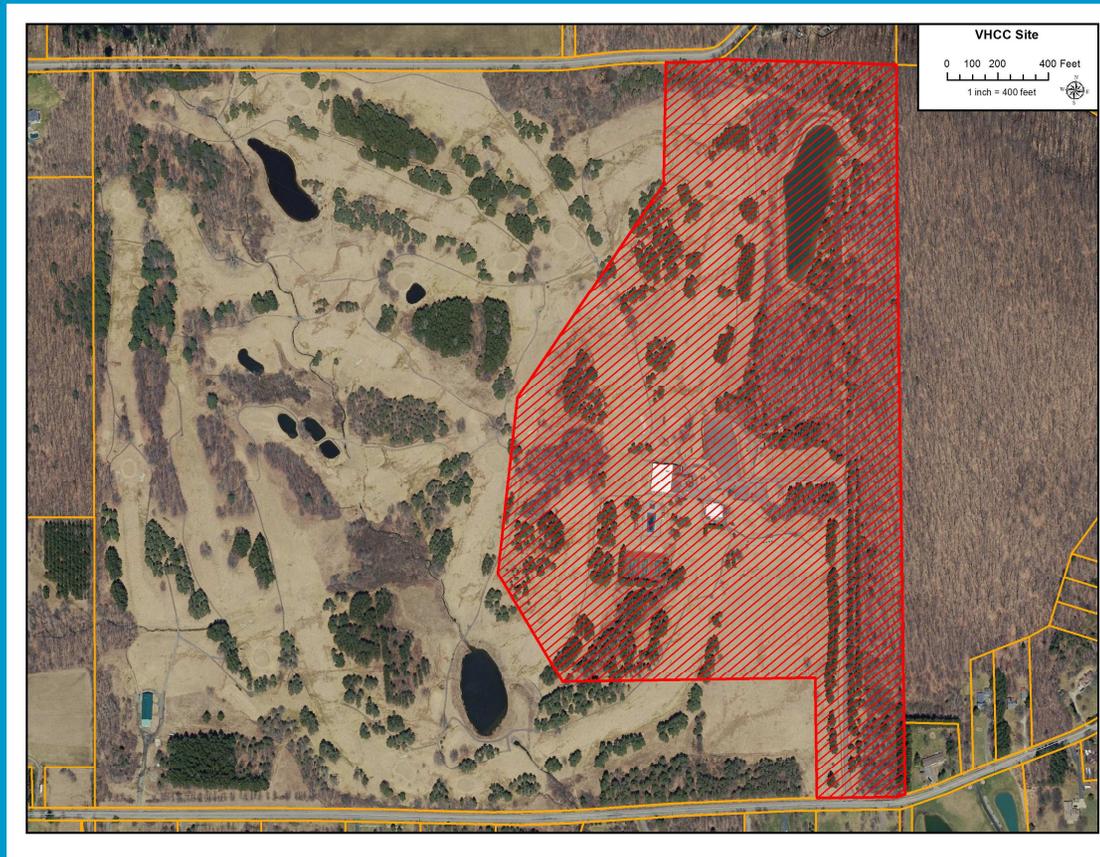


OVERVIEW

- One-stop shop campus for veterans services and programs
- Facility to serve 13,000 veterans in Broome County
- Welcoming, safe, quiet place for veterans & families to receive services



3115 WEBB RD., TOWN OF BINGHAMTON



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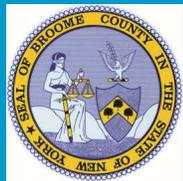
FINANCES

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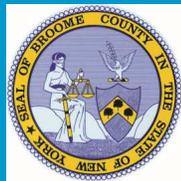
FINANCES

- Purchase price: \$750,000
 - Includes 18,000 sq. ft building, pro shop and 80 acres
- Renovation cost estimate: \$2.3 million
- Total project cost: \$3.1 million



GRANTS

- Regional Economic Development Council Award: \$620,000
- Requested SAM Grants
 - NYS Assembly: \$500,000
 - NYS Senate: \$1 million



PHASE 1 RENOVATION

- Building shell improvements – insulation, roof replacement, & window replacement
- Facility code compliance – energy efficiency (heating), ADA access (restroom upgrades & elevator access)
- Site upgrades –ADA parking and external access
- Complete first floor renovation – allocation of space to create modern workflow environment to include:
 1. Office space for Veterans Services Agency, STVSG, Clear Path for Veterans
 2. Common space for gathering, canteen events, etc.
 3. Rehabilitate / cleanup commercial kitchen



AGENCIES

- **Broome County Veterans Services Agency**
- **Southern Tier Veterans Support Group**
- **Clear Path for Veterans Inc.**



SERVICES

- Veteran Benefits
- Canine Program
- Peer/Wingman Programs
- Canteen Meals
- Veterans Forums



PARTNER SERVICES

- Community Gardens - VINES
- Workforce Development
- CCE – Veterans in Agriculture
- Art Projects and Murals



Cornell University
Cooperative Extension
Broome County



american**job**center
Broome-Tioga Workforce New York



BROOME COUNTY VETERANS SERVICES AGENCY

- Assisted 750 veterans in 2018
- Filed almost 300 claims for benefits in 2018, resulting in \$195,000 in monthly awards and \$750,000 in retroactive awards for veterans and their families
- Claims and contacts have increased by 25% and 12% respectively from 2016 to 2018



SOUTHERN TIER VETERANS SUPPORT GROUP



Clear Path for Veterans

Supporting the Journey Home

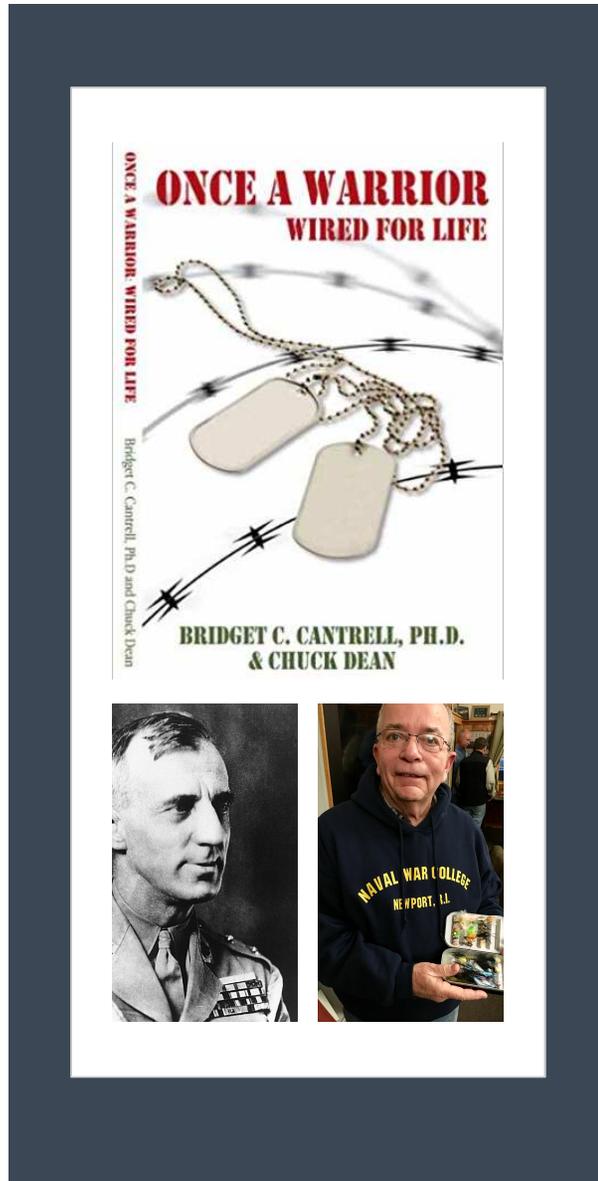


Clear Path
FOR VETERANS
SUPPORTING THE JOURNEY HOME™

Lifecycle of a Warrior



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Community Response

Boys (and now girls) with a normal viewpoint are taken from the fields, offices and factories and put into ranks. Put shoulder to shoulder they are entirely changed. We use them for a while and suddenly we discharge them and ask them to make another “about face.” This time they are asked to do their own self adjusting. They were no longer needed, so we scattered them into our communities ...

Smedley Butler, USMC – WWI (left)

Our Headquarters



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Our View



Our Message:



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Why We're Here



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Mission & Vision

Our Mission

Recognizing the responsibility of communities to help those who serve, Clear Path for Veterans empowers service members, veterans and their families through supportive programs and services in a safe, respectful environment.

Our Vision

To be *the* Veteran Service Organization (VSO) that Veterans turn to in order to improve their physical and emotional well-being and general sense of self-worth



Clear Path[™]
FOR VETERANS
SUPPORTING THE JOURNEY HOME[™]

Our Programs

Dogs2Vets
December 2010

- Wellness Launched in 2012
- Peer Support & Canteen launched in 2013
- Employment & Female Veteran launched 2015



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Who We Serve



And Families



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Programs & Services

Canine Programs

Integrative Medicine

Peer Support & Referrals

Canteen & Culinary Events

Social Engagement

Warriors Working

Six Dimensions of Wellness



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How We Deliver

Core Purpose

To Enable Veterans to Live a Healthy and Happy Life

Our Promise

At CPV you'll find a welcoming environment where you will connect with people who understand you and that will provide you with the skills or activities needed for you to be more relaxed, feel better emotionally and physically and overall improve your well-being.

****Value Proposition** – We are the only VSO that helps veterans significantly improve their well-being by offering a welcoming environment and programming focused on three key areas:

1. Social Connectivity
2. Physical and Mental Wellness
3. Job Readiness



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Net Promoter Score

- THE FACT THAT CPV HAS A WORLD CLASS NET PROMOTER SCORE OF 72.7% SAYS VOLUMES ABOUT THE QUALITY OF THIS ORGANIZATION

First, some background: In 2003, business strategist Fred Reichheld published an article in the Harvard Business Review titled “One Number You Need to Grow”. Anything over +50 is excellent, and over +70 is considered world-class

Company	NPS
USAA 	80
Costco 	78
Nordstrom 	75
Apple/iPhone 	70
Amazon 	69
Southwest 	66



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Life Cycle of a Warrior



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How We Sustain Our Model

- SupportClearPath.com
- Sponsor or Attend an Event
- Volunteer
- Spread the Word
- Joseph Dwyer Grant



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QUESTIONS?

