How NASDVA.net serves
NASDVA, State Departments
of Veterans Affairs, VA and
Veterans worldwide

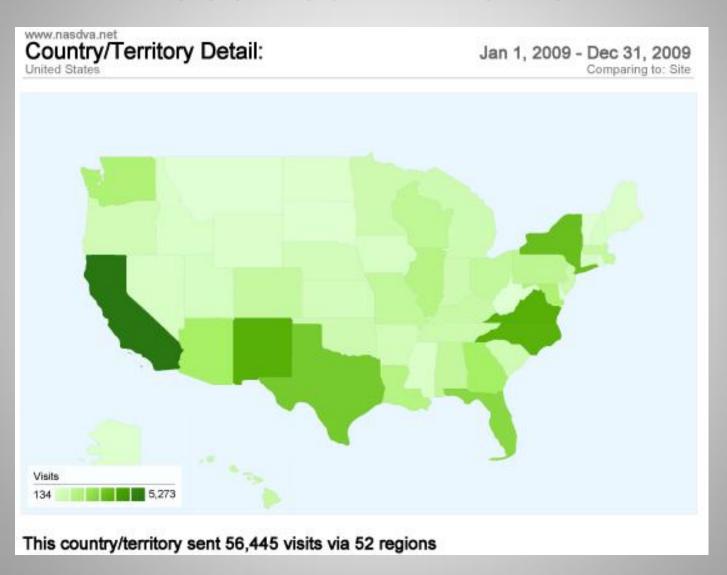
2010 NASDVA Mid Winter Conference Alexandria, Virginia February 23, 2010

> Floyd E. Vasquez Jr. VeteranService.net



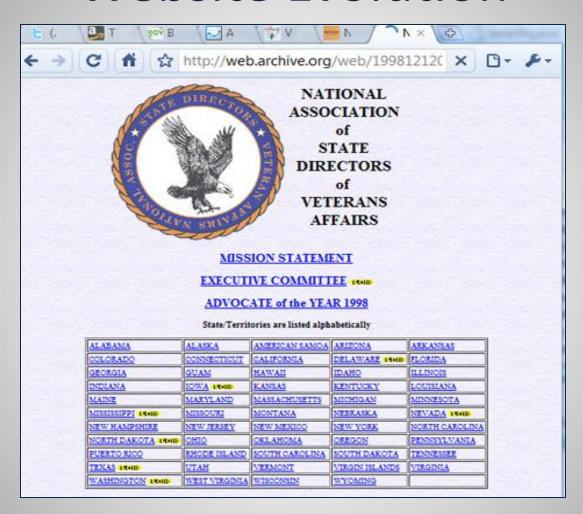
- NASDVA.net demonstrated its ability to engage the Veteran Service audience.
- 61,601 visits by 46,913 absolute unique visitors
- Served over 201,603 page views
- Average of 3.27 pages per visit
- Average visit duration 2 minutes 25 seconds.

 Over 90% of the visits to NASDVA.net were from the United States, but the network was visited by readers in 126 countries. Penetration in key countries is notable. We received visits from 116 cities in Germany, 45 cities in Italy, 116 cities in the United Kingdom, 32 cities in Japan, and locations in Iraq, Afghanistan and South Korea.



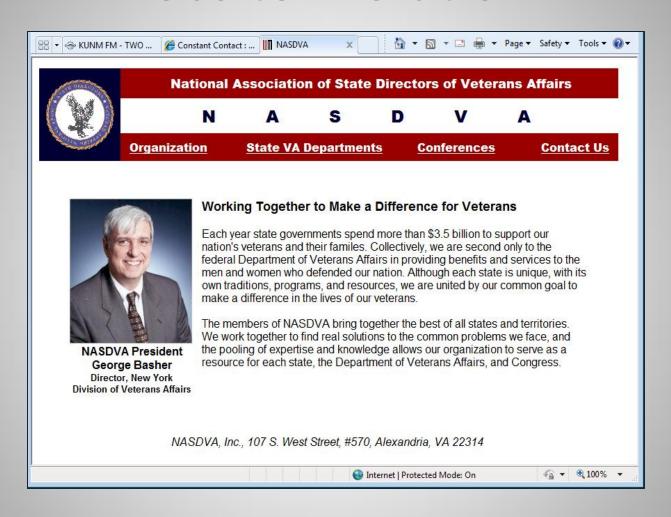
NASDVA.net received visits from 4,723 U.S.
 Cities, including 398 cities in California, 135
 cities in Virginia, 152 cities in North Carolina, 300 cities in New York, 209 cities in Texas, 186
 cities in Florida, 113 cities in Georgia, 127
 cities in Maryland, 80 cities in Washington, 180 cities in Massachusetts, and on and on.

### Website Evolution



1998-2005

### Website Evolution



2006-2008





VET FAO Student

Veterana bring

perspective to

VET PAO PIVE

Countles in Running For

Oregon Vets

http://ning.it/c.i.

VET PAO The

Rootcamp for

Veberana with

Disabilities (COV)

http://ning.it/9.

Entrepreneurship

Home

14 hours ago

N Select

http://ning/bis.

unique

14 hours ago

Veterans Transition to Civilian Life Fosted by me on November 22, 2009 st 10:65pm \* Stop

Posted by M. David Hampton

10:22sm \* Stop Pasturing

IL's Operation Employ

VETERANS' DAY AT THE ARIZONA STATE VETERAN HOME

\* Stop Featuring ARIZONA VETERAN HOME STREET NAMED FOR MEDAL OF

HONOR HERO

on Decem

Veterans to Help

Posted by M. David Hampton on November 19, 2009 at 11-05em \* Stop Featuring

Arizona Governor Brewer Signs Gold Star Military Medal Law

Posted by M. David Hampton on November 9, 2009 at 11:59am \* Stop Featuring

\* Invite More

Feb 11, 2010 - Committee Meeting Notice Senate Veterans' Affairs

Rt. Feb 26, 2010 9:20 AM. Hearings to examine the President's proposed budget request for fiscal year 2011 for the Department of Veterans Affairs.

Feb 10, 2010 - Committee Meeting Notice

## NASDVA.net Web 2.0

2009-2010



### **About Us**

Purpose
Executive Committee
District Vice Presidents
Past Presidents
Honorary Lifetime Members











National Association of State Directors of Veterans Affairs

Main My Page States About Us Advocacy Data Photos Videos Blogs Events

#### Advocacy

#### BACKGROUND

NASDVA is well positioned to provide powerful insight into issues affecting the nation's veterans. Its members develop and implement state veterans' legislation and work to inform stakeholders on national veterans' legislation and other

#### TESTEMONY

Statement of Charles F. Smith. President

National Association of State Directors of Veterans Affairs, and North Carolina Assistant Secretary for Veterans Affairs

Legislative Presentation to Joint Hearing of House and Senate Committees on Veterans Affairs

March 12, 2009

Statement of John A. Scocos, President

National Association of State Directors of Veterans Affairs, and Secretary, Wisconsin Department of Veterans Affairs

House Committee on Veterans' Affairs, Subcommittee on Disability Assistance and Memorial Affairs

June 12, 2008

Joint Hearing of the Committees on Veterans Affairs of the U.S. Senate and U.S. House of Representatives

April 3, 2008

Statement of L. Tammy Duckworth, Member, National Association of State Directors of Veterans Affairs and Director, Illinois Department of Veterans Affairs House Veterans' Affairs Disability Assistance and Memorial Affairs Subcommittee May 22, 2008

#### CONTACT

To request testimony from NASDVA, please contact the President:

Terry Schow, Executive Director Utah Department of Veterans Affairs 550 Foothill Blvd. #202 Salt Lake City, UT 84108 (801) 326-2372 Fax (801) 326-2369

Welcome to NASDVA.net

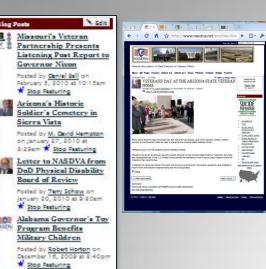
Sign Up or Sign In

- MyHealthevet
- PTSD
- Sexual Assault
- Prevention and Response. Military Health System
- Federal Benefits for Veterans Dependents and Survivors
- Culf War Illness
- Agent Orange
- HireVetsFirst
- FedsHireVets
- VetBlz.gov
- Patriot Express Loans State Departments of Veterans Affairs



## Advocacy

Background **Testimony** Resolutions **Statements** 

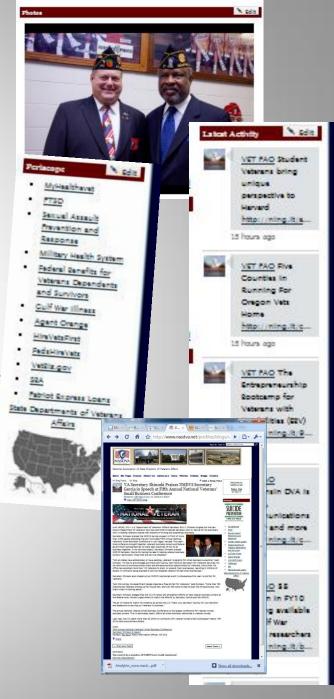


# News & Information

Blogs
SDVA News
Veteran Service Issues
Essential Links
VA Public Affairs
House and Senate Veterans Affair
Bill Trackers and more







22, 2009 at 10:25pm \* Stop VETERANS' DAY AT THE ARIZONA STATE VETERAN HOME Posted by M. David Hampton on November 19, 2009 at 11:06am \* Stop Featuring Arizona Governor Brewer Signs Gold Star Military Medal Law Fosted by M. David Hampton on November 9, 2009 at 11:59em \* Stop Featuring New Research Findings: Chronic Health Symptoms Caused by Pesticide Exposure, Worse with Greater Exposure Posted by me on November 7, 2009 at 9:24pm \* Stop New Veterans' Lottery Ticket to Benefit Illinois' Veterana Posted by me on November 2,

2009 at 11:46am \* Stop

Add a Blog Post

ARIZONA VETERAN

HONOR HERO

Veterans to Help

Civilian Life

HOME STREET NAMED FOR MEDAL OF

Posted by M. David Hampton

on December 5, 2009 at 10-92am # Stop Featuring

IL's Operation Employ

Veterans Transition to

Posted by me on November













National Association of State Directors of Veterans Affairs

Main My Page States About Us Advocacy Data Photos Videos Blogs Events

+ Invite Friends



Joey Strickland

Phoenix, AZ

United States

\*Share

Twitter.

Blog Posts

Photo Albums

Joey Strickland's Apps

Events

Photos

Videos

Joey Strickland's Page

Latest Activity

#### Profile Information

Name of your organization or unit Arizona Department of Veterans Services

Your title

State Director

I am a Government Employee or Contractor working for State Department of Veterans Affairs

I am a member of the following Veteran Service Organizations American Legion, Disabled American Veterans, Veterans of Foreign Wars, NASDVA, Vietnam Veterans of America, Military Officers Association of America

Other Memberships and additional information

National American Indian Veterans(NAIV)

#### Comment Wall (2 comments)

You need to be a member of NASDVA.net to add comments!

Join this Ning Network



At 6:28pm on January 5, 2009, Amy Cannizaro said... Hey Col! It was good to see you a few weeks back! Have a wonderful new year and enjoy that beautiful Arizona weather!



At 10:23pm on December 8, 2008, VET PAO said... Welcome, Joey! Thank you for joining. You'll find the introduction here. Arizona is #9 on the list of website visits by state. Most of the users are coming from Bullhead City and Phoenix followed by Tucson, Chandler, Glendale, Tempe, Gilbert, Sierra Vista, Paradise Valley and Bisbee. Thanks again Colonel.

#### Periscope

- MyHezithevet
- PTSD
- Sexual Assault Prevention and Response

Welcome to

NASDVA.net Sign Up

or Sign In

- Military Health System
- Federal Benefits for Veterans Dependents and Survivors
- Gulf War Illness
- Agent Orange
- HireVetsFirst
- FedsHireVets
- VetBiz.gov
- SBA

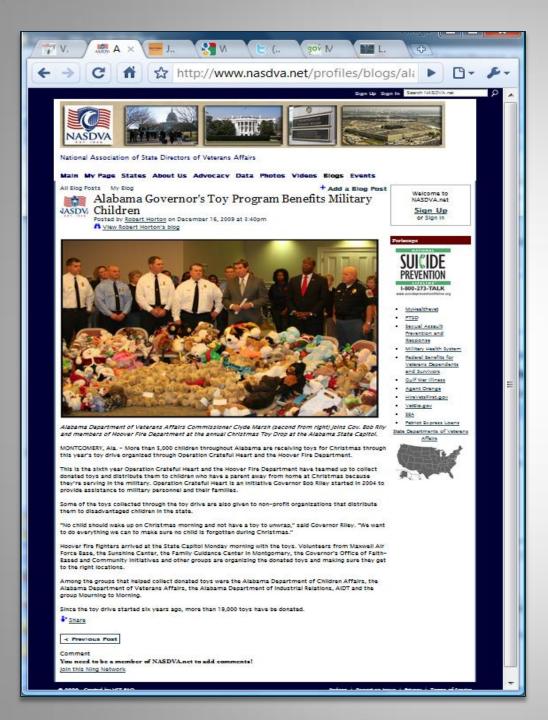
Patriot Express Loans

State Departments of Veterans Affairs



## Member **Profiles**

Blog Latest activity stream **RSS Feed** Text box Comment Wall **Photos** 



### Alabama



### Arizona



### Arizona



### Louisiana



### Nebraska



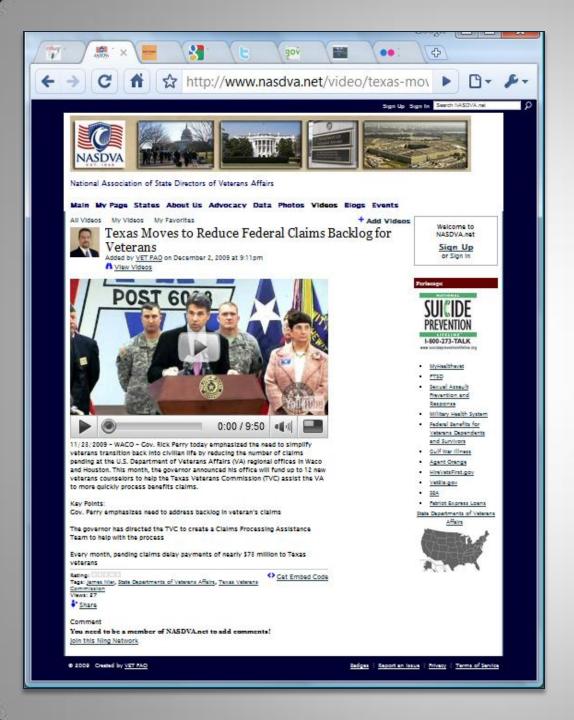
### Massachusetts



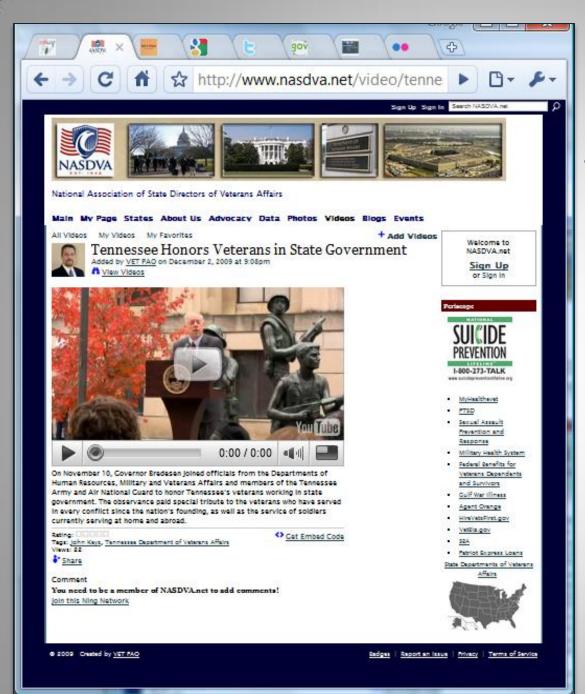
### Utah



### Illinois



### Texas



### Tennessee











National Association of State Directors of Veterans Affairs

Main My Page States About Us Advocacy Data Photos Videos Blogs Events

All Photos All Albums My Photos My Albums My Favorites Sec. Garcia & Clum Family

+ Add Photos

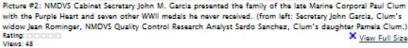
NASDVA.net Sign Up

or Sign In Previous Next

JASDV, Added by Ray Seva on June 15, 2009 at 9:46am







Share Twitter

You need to be a member of NASDVA net to add comments!

Join this Ning Network

- MyHealthevet
- Sexual Assault Prevention and Response

Welcome to

- Military Health System
- Federal Benefits for Veterans Dependents and Survivors
- **Culf War Illness**
- Agent Orange
- HireVetsFirst
- FedsHireVets
- VetBtz.gov
- Patriot Express Loans State Departments of Veterans Affairs



### State Departments of Veterans Affairs

### New Mexico



### **VET PAO**

### **NASDVA Surveys**











#### **NASDVA Survey**

500 character(s) left.

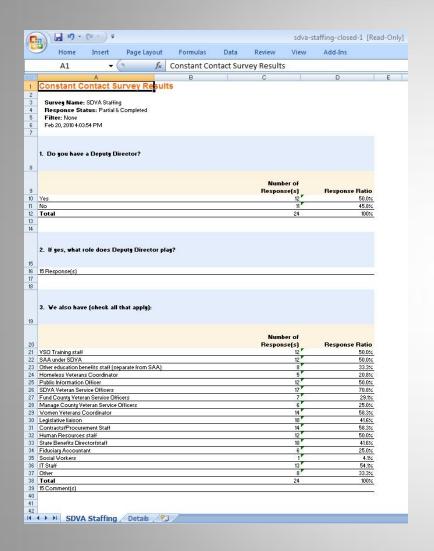
 The VA has asked for an update on the Secretary's communication to us last week asking for our help contacting the Colleges and Universities in our states to submit the paperwork in a timely fashion to insure student GI Bill payments are not delayed.

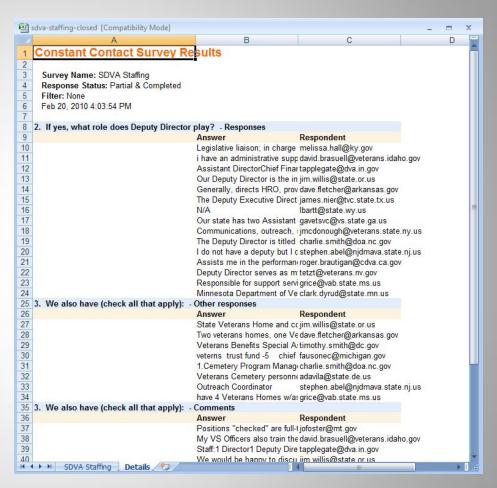
#### Please select all responses that apply.

SAN TERROR POLICE AND	•
Our SAA is sending letters to certifying offi	cials at approved colleges and universities.
I contacted our Board of Regents and requested that they send letters to all college and university presidents.	
I contacted our State Education Department univeristy presidents.	and requested that they send letters to all college and
We issued a press release based on VA's	call for timely submissions.
We posted a link to the press release on ou  We were contacted by Tammy Duckworth  Other  Comment:	
	*
₹	F 2

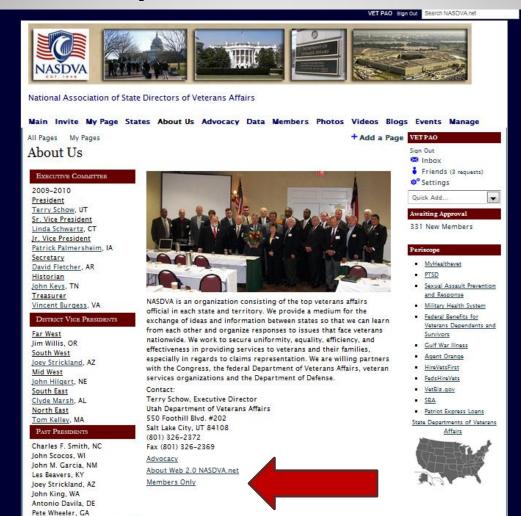
Finish

### **NASDVA Survey Results**





## Surveys Accessible 24/7



HONORARY LIFETIME MEMBERS

Ray Boland William S. Biggs

## Why do we need a website?

- To direct Veterans and others to SDVA websites
  - The 2<sup>nd</sup> most visited page on NASDVA.net is the links page for all State Departments of Veterans Affairs
  - 40% of website visitors exit NASDVA.net from the SDVA Links page.
  - Fair to assume many users who exit from the front page are going to an SDVA website.

## Why do we need a website?

- To educate and inform visitors and members on the role State Departments of Veterans Affairs play in the care of the nation's Veterans.
  - Blogs, Videos, Photos
  - SDVA and other state news and issues from around the country.
  - NASDVA resolutions, testimony, statements, data and surveys.
  - 1 Stop access to current news from VA, House and Senate Committees on Veterans Affairs, GovTrack and more via RSS feeds.

### Who Visits NASDVA.net?

- Veterans on commercial networks worldwide
- U.S. Department of Veterans Affairs (2,647) and other Federal Agencies
- State & Local government, VSOs
- U.S. Senate (41)
- U.S. House of Representatives (166)
- Department of Defense networks worldwide
- Educational institutions
- News Media

Visits cited are 2009 statistics via Google Analytics

## Elephant in the Room



### Before and After Enlistment

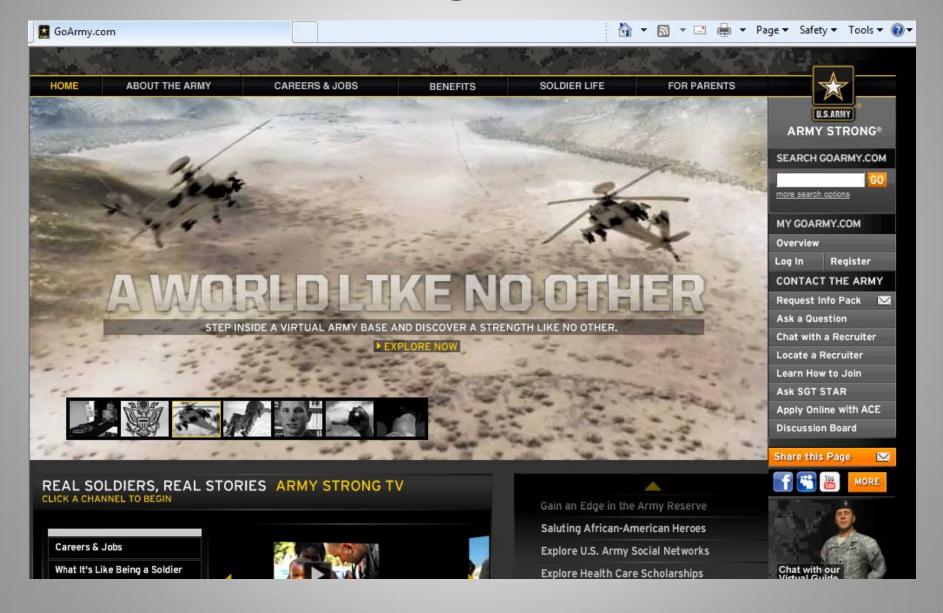
- Military recruiting advertising increased 98
  percent in constant dollars from fiscal year
  1998 through fiscal year 2003 from \$299
  million to \$592 million.
- As of 2003 Advertising cost per enlisted recruit has nearly tripled to \$1,900.

MILITARY RECRUITING: DOD Needs to Establish Objectives and Measures to Better Evaluate Advertising's Effectiveness, GAO-03-1005, September 2003

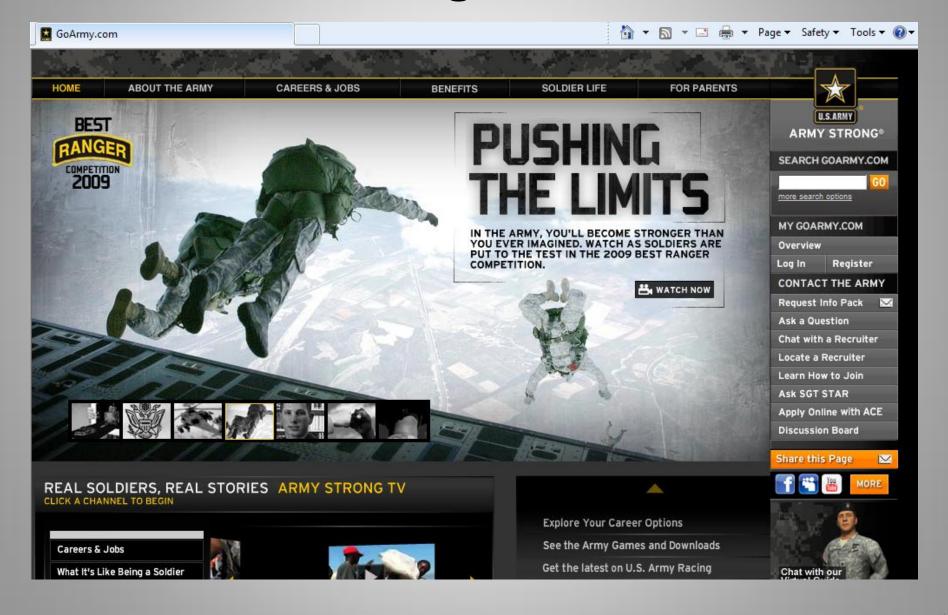
## Recruiting Outreach



## Recruiting Outreach



### Recruiting Outreach



# Veterans Outreach via Communications Media

- Television Advertising
- Radio Advertising
- Online Advertising
- Promotional Sponsorships
- Outdoor Signage
- Social Media Sponsorship

## Anger, Betrayal, Denial, Disillusionment, Frustration, Depression, Confusion, Rage



#### Post Traumatic Stress Disorder

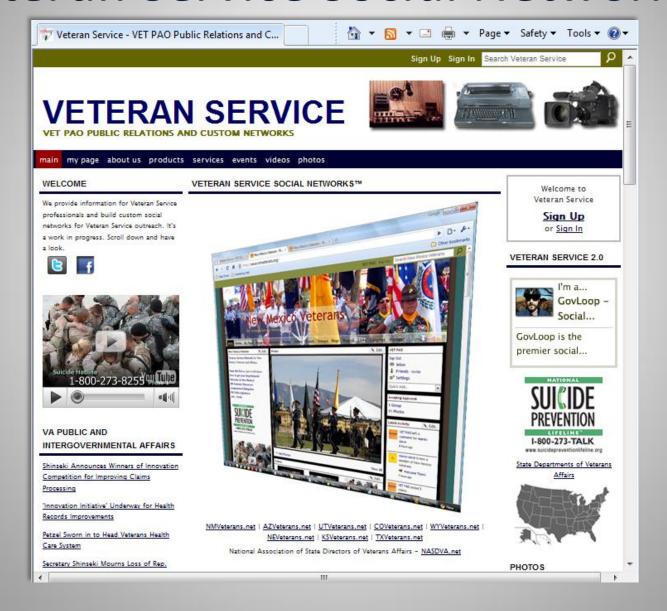


### Suicide



#### Getting Real - 1 Size Does Not Fit All

- Information is available for the motivated and persistent who seek it.
- VET PAO Veterans social media outreach in support of social work oriented positive outcomes. See Dod's <u>RealWarriors.net</u> and Defense Centers of Excellence <u>http://www.dcoe.health.mil/</u>.
- Creative: Cool, honest, positive, friendly, sincere, forgiving, enlisted, creative, fun, entertaining – your site?
- Local: Local involvement and multimedia coverage essential for establishing loyal base.





#### NMVeterans.net



# CNM's 1st Annual Veteran's Support Services Fair Commissional Included New Microsol Victoria & Patrilly Support Services, Mill Support Color of Support Services, Visit Support Services, Visit Support Services, Visit Support Victoria Color of Support Victo

#### NMVeterans.net



# F-16 ride Vertical to 16,000 ft Judged by VET 93/0 on January 50, 2010 at 1:05om F-16 ride Vertical to 16,000 ft

#### NMVeterans.net



#### Veteran Service Social Networks™

<u>Feature</u>	<u>Veteran Service</u> Networks	SDVA / VA website	<u>Facebook</u>
Deliver an audience of Veterans seeking info on benefits and services	X	X	Х
Deliver an audience of Veterans disenchanted with military service, VA, and government	Х		
Provide custom, regional, people-oriented <i>environment</i> conducive to effective communication of Veteran Service messages	Х		
Immediately support and enhance outreach, internal and external communications	Х	Х	
Provide reliable Veteran Service news, information and resources	X	Х	
Use leading social networking technology	X		Χ
Have a fundamental Veteran Service orientation	Х	Х	
Feature VARO, VA Medical Center, CBOC and Vet Center content	Х		
Foster collaboration with SDVAs, VSOs, local and tribal governments, community, etc.	Х		
Be responsibly moderated, to include compliance with VA privacy and other rules	Х	X	Х
Exist outside of bureaucratic or political control	Х		
Have an independent media orientation	Х		
Be supported through local advertising and promotion	Х		

#### Your SDVA/VA/VSO

- Listening
- Talking
- Energizing
- Supporting
- Embracing

#### Social Media Relationships with

- Creators
- Critics
- Collectors
- Spectators
- Inactives

Bullet point terminology from *Groundswell* by Charlene Li, Forrester Research, Josh Bernoff, Harvard Business Press ©2008 Forrester Research.

#### Veteran Service Social Networks™

#### Ready to Deploy today

Alabama - ALVETERANS.NET
Arizona - AZVETERANS.NET
Colorado - COVETERANS.NET
Florida - FLVETERANS.NET
Idaho - IDVETERANS.NET
Kansas - KSVETERANS.NET
Louisiana - LAVETERANS.NET
Missouri - MOVETERANS.NET
Montana - MTVETERANS.NET

New Mexico - NMVETERANS.NET
Nevada - NVVETERANS.NET
Oklahoma - OKVETERANS.NET
Oregon - ORVETERANS.NET
Texas - TXVETERANS.NET
Utah - UTVETERANS.NET
Washington - WAVETERANS.NET
Wyoming - WYVETERANS.NET

Long-term regional Business model: \$1 per Veteran per year Start-up/Seed capital: More states = less cost \$20-\$60K Annual Texas, Florida ++

**Recruiting Board Members/Investors** 

# VisionBroadcast, Inc. Veteran Owned Small Business

#### Contact:

Floyd E. Vasquez Jr.
President
7104 Montano Rd NW
Albuquerque, New Mexico 87120

(505) 980-1028

pao@visionbroadcast.net

http://www.veteranservice.net

VET PAO™ Veteran Service Social Networks ™

#### Thank you.