

IDENTIFYING, DISTILLING, AND DISTRIBUTING BEST PRACTICES

The Issue

The Yellow Ribbon Reintegration Program (YRRP) of the National Guard Bureau (NGB) prepares and supports service members and their families for deployment, sustains them during deployment, and supports reintegration with families, the community, and employers. Through its network of service providers, NGB is committed to our nation's warriors and their families. NGB saw a need for consolidation and promulgation of best practices, which existed in diverse regions but needed to be available to a wider group of practitioners to increase performance consistency. NGB also sought to expand services in both scale and effectiveness throughout the Yellow Ribbon Reintegration Program.

Our Client's Challenge

YRRP needed to uncover best practices from the field and make them available on a national scale. These practices needed to be presented in a way that could be easily replicated or adapted; increase efficiency and cost effectiveness; and reach a broad audience of users. Accompanying training was necessary to meet the needs of a diverse set of practitioners, from newly hired to more seasoned staff members, to enable them to implement successful solutions. Further, these practices and trainings needed to be updated easily as additional best practices emerged and Department of Defense guidelines evolved.

Enter Dare Mighty Things

NGB and YRRP selected Dare Mighty Things (DMT) to develop and implement a set of standardized toolkits built from field-tested best practices. DMT consultants visited states selected by NGB to interview, observe, and collect samples of best and promising practices. Subject matter experts, state and federal government organizations, nonprofits, and local community volunteers were included in the study. DMT's systematic approach to benchmarking and training development was

designed to integrate the practices that serve the comprehensive and holistic needs of service members and their families.

Via these toolkits, NGB distributed easy-to-use best practice resources in an accessible way that included a user-friendly pocket guide to help practitioners quickly find specific resources.

The collective results will enable staff and volunteers to better prepare our nation's warriors and their families for deployment, sustain them during their deployment, and support reintegration with families, communities, and employers upon release from active duty. The toolkits will foster improved performance, reduced costs, increased efficiencies, and greater access to proven turnkey solutions.

Results

- Twelve newly designed, developed, and packaged toolkits are available to YRRP staff.
- Through the use of templates, checklists, program samples, and additional guidance, YRRP staff can easily integrate new processes and activities into their programs.
- Twelve webinars and classroom training components are available to enhance the user experience of the toolkits.
- A total of 350 resources are now available through the toolkits on the Joint Services Support Portal.

