

One Year In-Progress Review

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Connecting Veterans.

A program of EveryMind.

Affiliated with  AmericaServes

July 11, 2019
Henry M. Jackson Foundation
Bethesda, MD



Thiel Family Fund



The Harry and Jeanette Weinberg Foundation

THE MORRIS & GWENDOLYN CAFRITZ FOUNDATION



Ausherman Family Foundation



100 WOMENSTRONG

WELCOME & INTRODUCTIONS



INSTITUTE FOR VETERANS AND MILITARY FAMILIES
JPMorgan Chase & Co., Founding Partner



UNITE US



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AGENDA

Welcome & Introductions

Ann Mazur | Chief Executive Officer, EveryMind
Vincent DelSignore | Program Manager, IVMF

Network Update

Michael Ball | Director, ServingTogether
Julie Riggs | MD Program Manager, ServingTogether
Christy Kenady | VA Program Manager, ServingTogether
Jennifer Watson | Peer Navigator, ServingTogether
Leah Washington | Peer Navigator, ServingTogether

Coordination of Care

Community of Care

Our Impact

Mary Bier | Account Manager, Unite Us
Gilly Cantor | Program Evaluation Manager, IVMF

Updates & Announcements

Who is in the room?

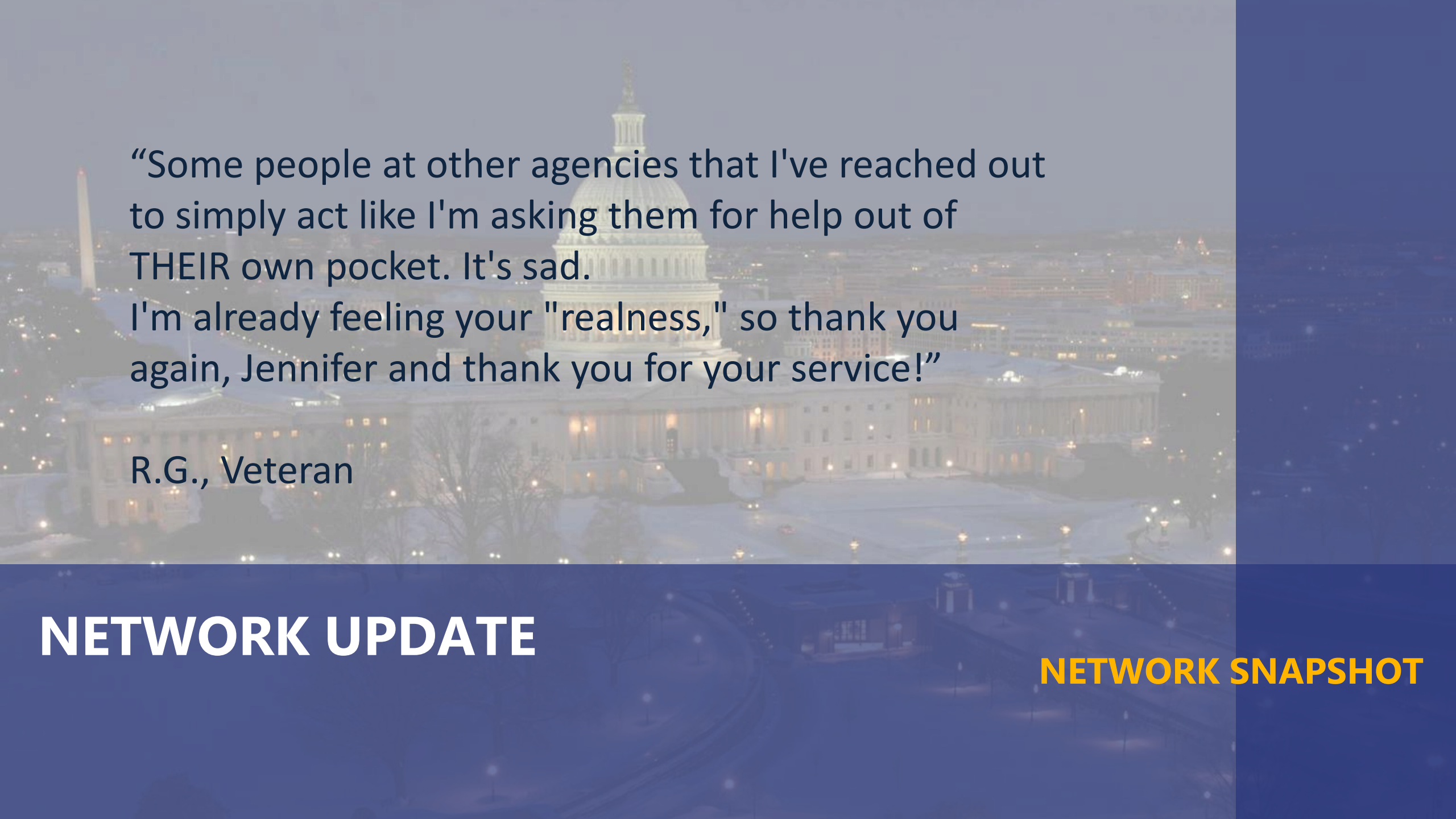
MentiMeter

Utilizing your phone or tablet go to www.menti.com



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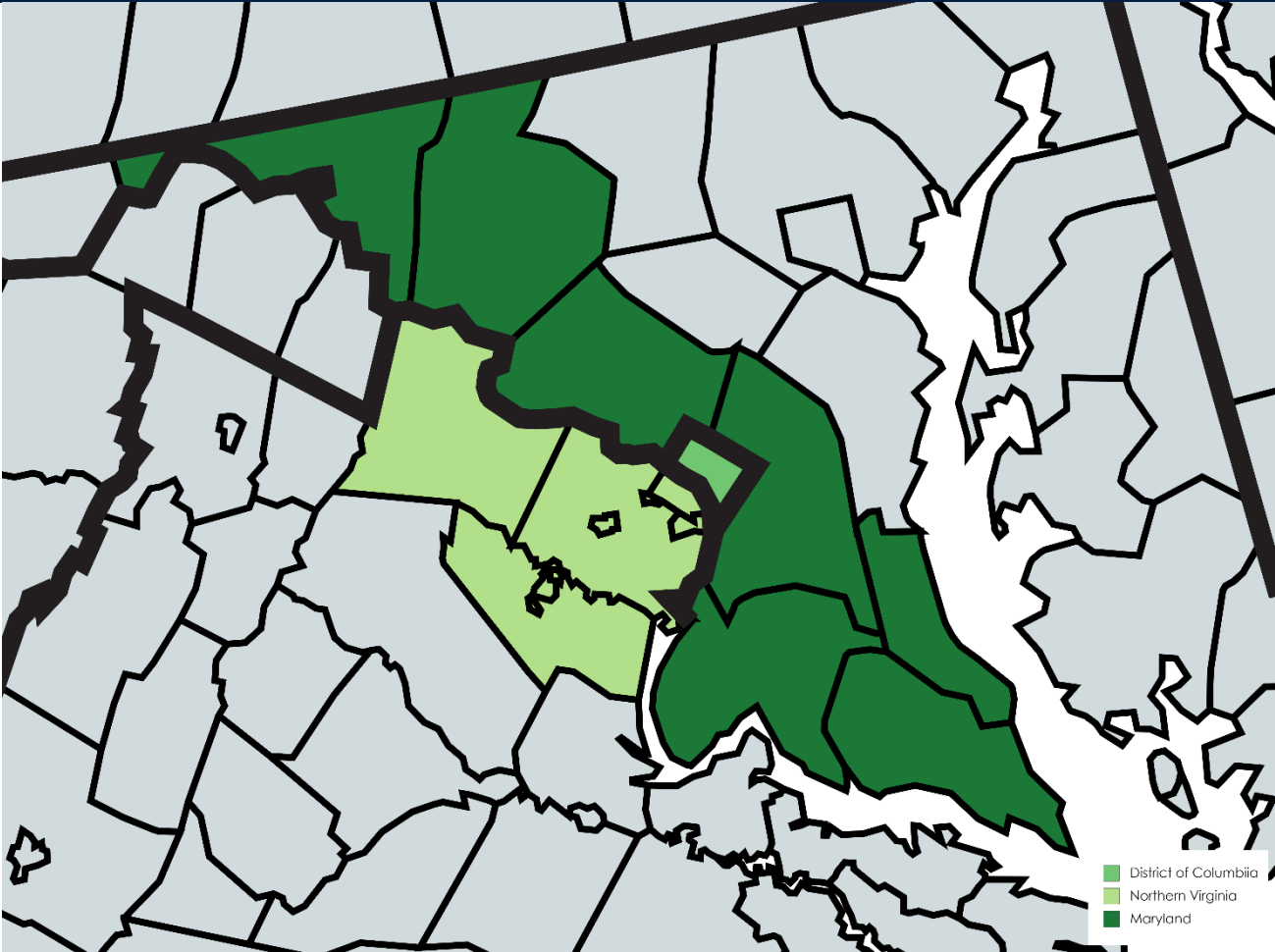
“Some people at other agencies that I've reached out to simply act like I'm asking them for help out of THEIR own pocket. It's sad. I'm already feeling your "realness," so thank you again, Jennifer and thank you for your service!”

R.G., Veteran

NETWORK UPDATE

NETWORK SNAPSHOT

OUR SERVICE AREA



SERVING TOGETHER ONE YEAR SNAPSHOT

LIVE SINCE **DECEMBER 2017** | SERVING **12 COUNTIES + DC** WITH A VET POPULATION OF **342,317** | TOP NEED: **EMPLOYMENT**



521
Unique
Clients



1336
Service
Requests



77
Participating
Organizations



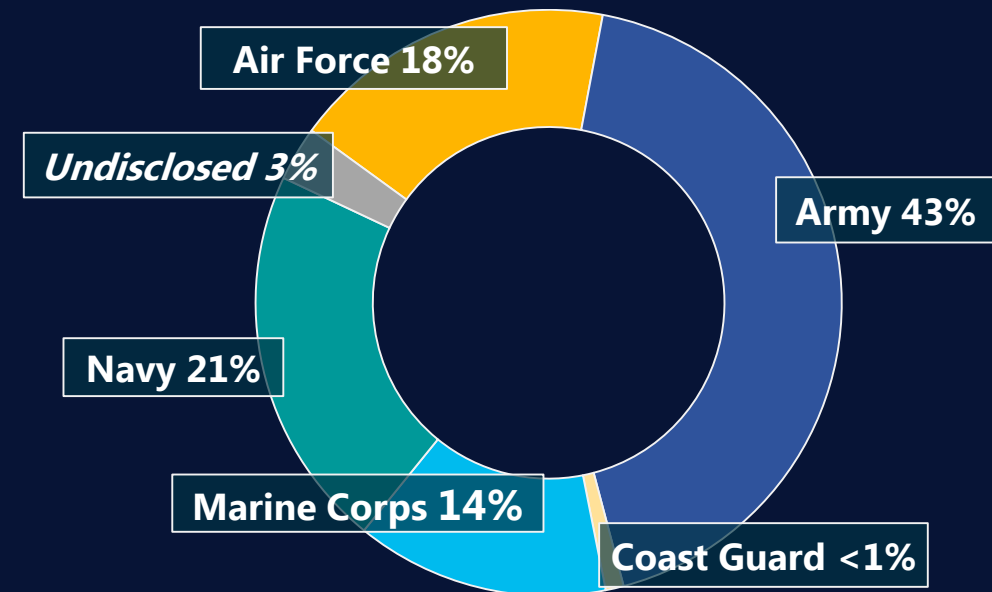
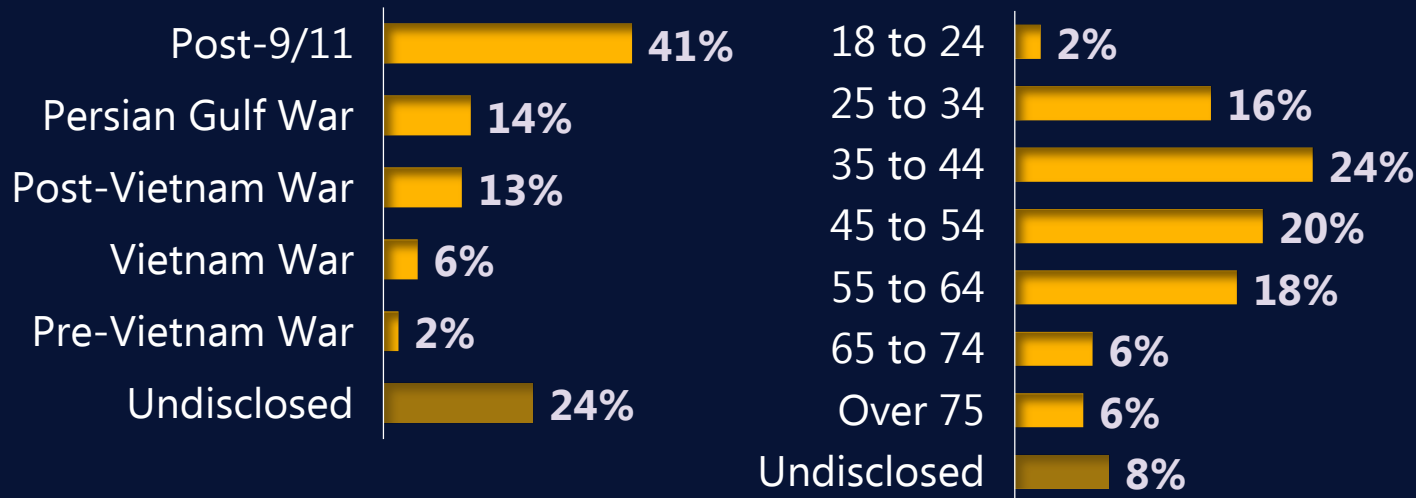
172
Unique
Network Users



80% Military Members & Veterans
5% Spouses, Family Members & Caregivers
15% Undisclosed



45% Male | 28% Female | 27% Undisclosed



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Data Window: Soft Launch (December 20, 2017) through end of Y1 (May 31 2019)



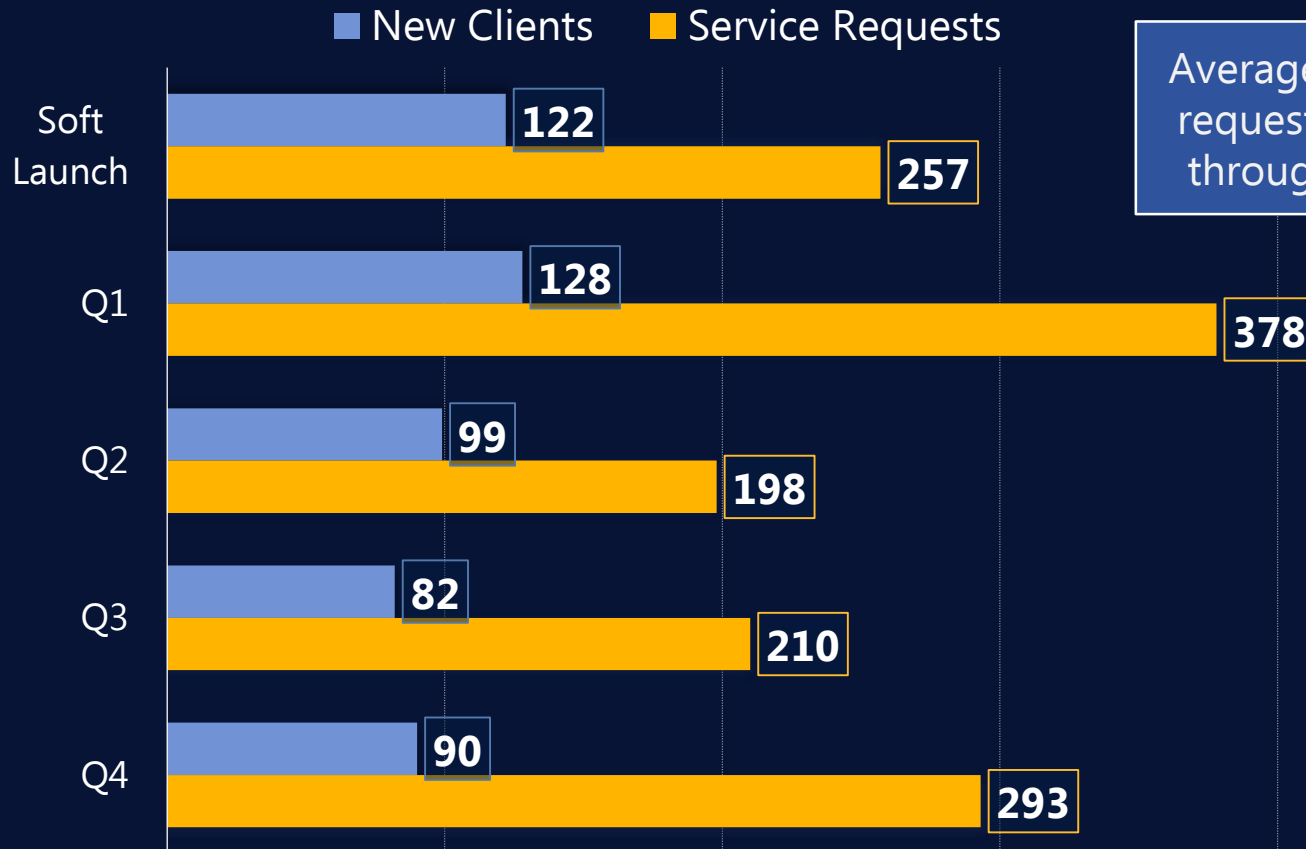
COORDINATION OF CARE

WHO ARE WE SERVING?

WHAT DO OUR CLIENTS NEED?

WHO ARE WE SERVING?

Serving Together fielded **1336 requests from 521 unique clients** since launch.



Average number of requests per client through Q4: **2.56**

The service requests shown in this graph include requests from all network clients, not just new clients.

NOTABLE STATS ABOUT MILITARY AND VETERAN CLIENTS

25% - Female

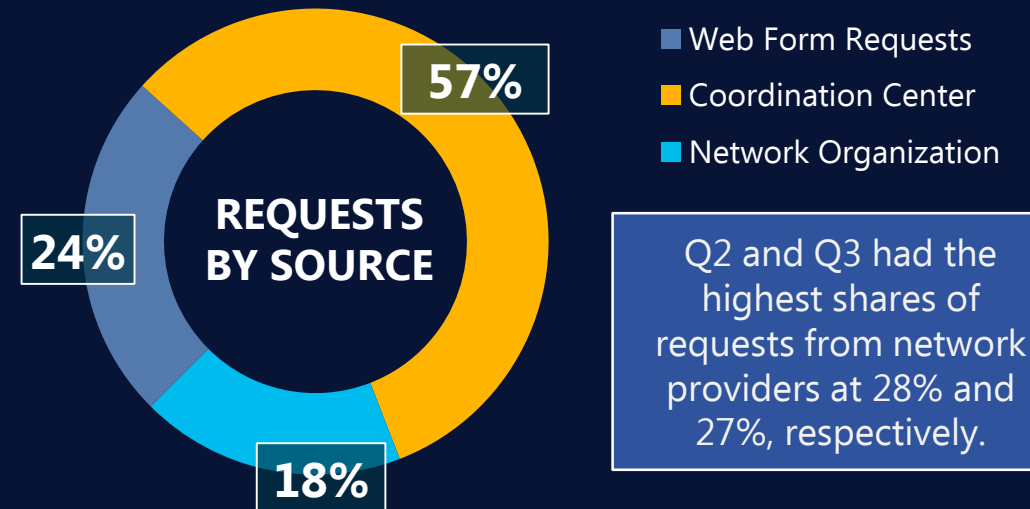
Local Vet Pop – 16% Female

46% - Under Age 45

Local Vet Pop – 24% Under Age 45

27% - Between 35 to 44




Most common age range



Q2 and Q3 had the highest shares of requests from network providers at 28% and 27%, respectively.

WHAT DO OUR CLIENTS NEED?

Since launch, two-thirds of overall demand has been within three service categories.

	Number of Requests	Share of All Requests
 Employment	380	28%
 Housing & Shelter	279	21%
 Income Support	240	18%



Recent Trends

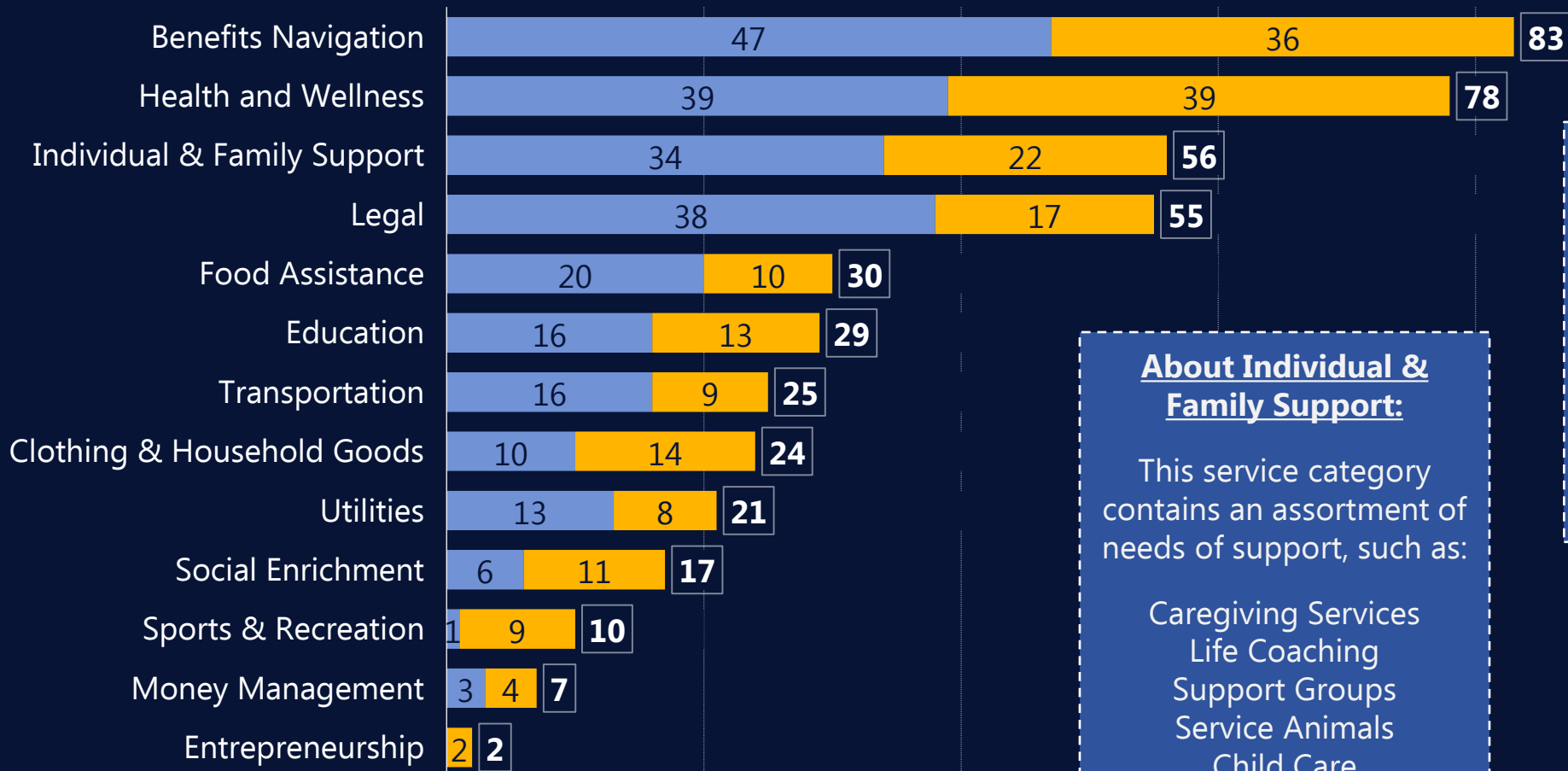
Q3 highest quarter for Employment demand with 34.29% of service requests.
Q2 saw a high of 29% in Income Support, reduced to 22% in Q3 and 14% in Q4.
Housing and Shelter support has consistently decreased since soft launch, until Q4:
Soft Launch: 31% | Q1: 24% | Q2: 21% | Q3: 10% | Q4: 14%
Health and Wellness high of 11% in Q4.

WHAT DO OUR CLIENTS NEED?



Demand for the Remaining Service Categories:

■ Soft Launch to Q2 ■ Q3 to Q4



About Individual & Family Support:

This service category contains an assortment of needs of support, such as:

- Caregiving Services
- Life Coaching
- Support Groups
- Service Animals
- Child Care

About Health Services:

The service category Health is a roll-up of four different kinds of health services:

- Physical Health
- Mental/Behavioral Health
- Substance Use
- Wellness

VETERAN STORY:

Female Veteran in need of emergency assistance for accrued childcare fees for \$1,023. Without daycare, she risked losing her job.



Air Force Veteran



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In-Network Referrals



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COMMUNITY OF CARE

PROVIDER SPOTLIGHT

PANEL DISCUSSION

SERVINGTOGETHER HAS GROWN FROM 49 ORGANIZATIONS AT SOFT LAUNCH TO 77 ORGANIZATIONS TODAY

Since Soft Launch:

25

32% of providers have made a referral

51

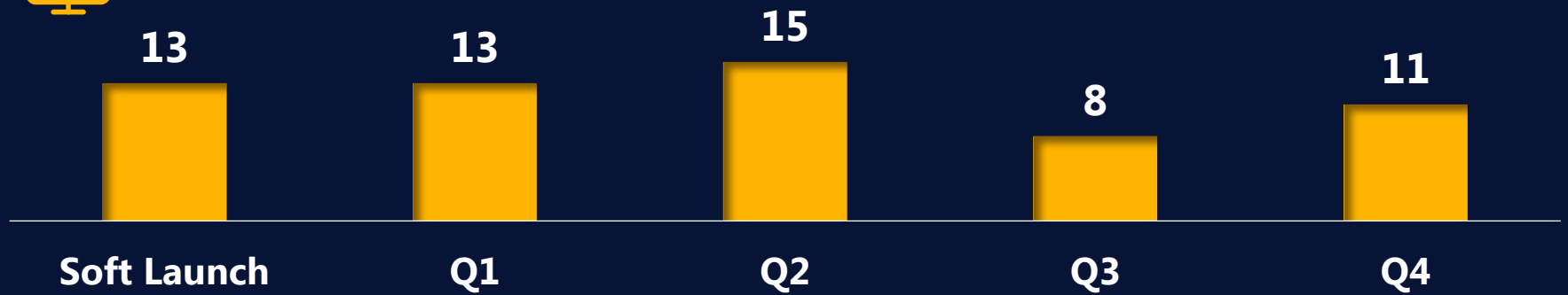
66% of providers have received a referral

55

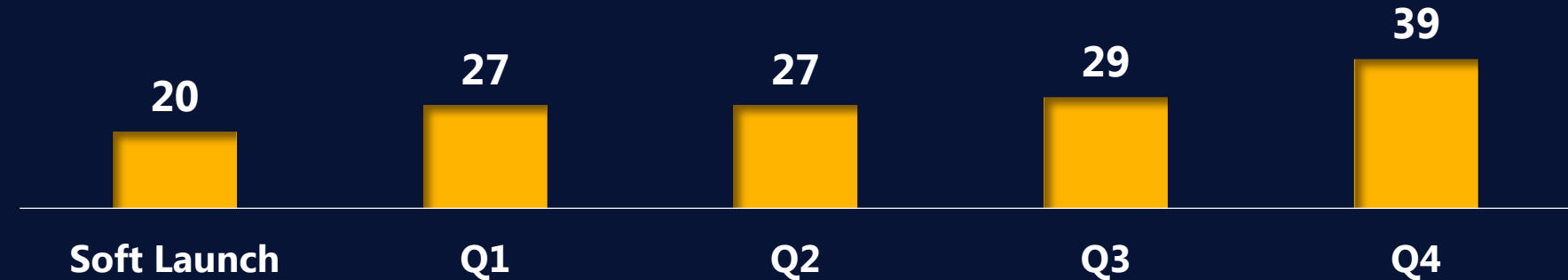
71% of providers have made or received a referral



Providers Making Referrals



Providers Receiving Referrals





Chris Pitocchelli, Outreach Specialist



Mission:

"Friendship Place's mission is to empower people experiencing or at risk of homelessness to attain stable housing and rebuild their lives. Our vision is a DC region and a nation in which every person has a place to call "home."

Provider Panel

Angela Allmon, Program Transition Coordinator

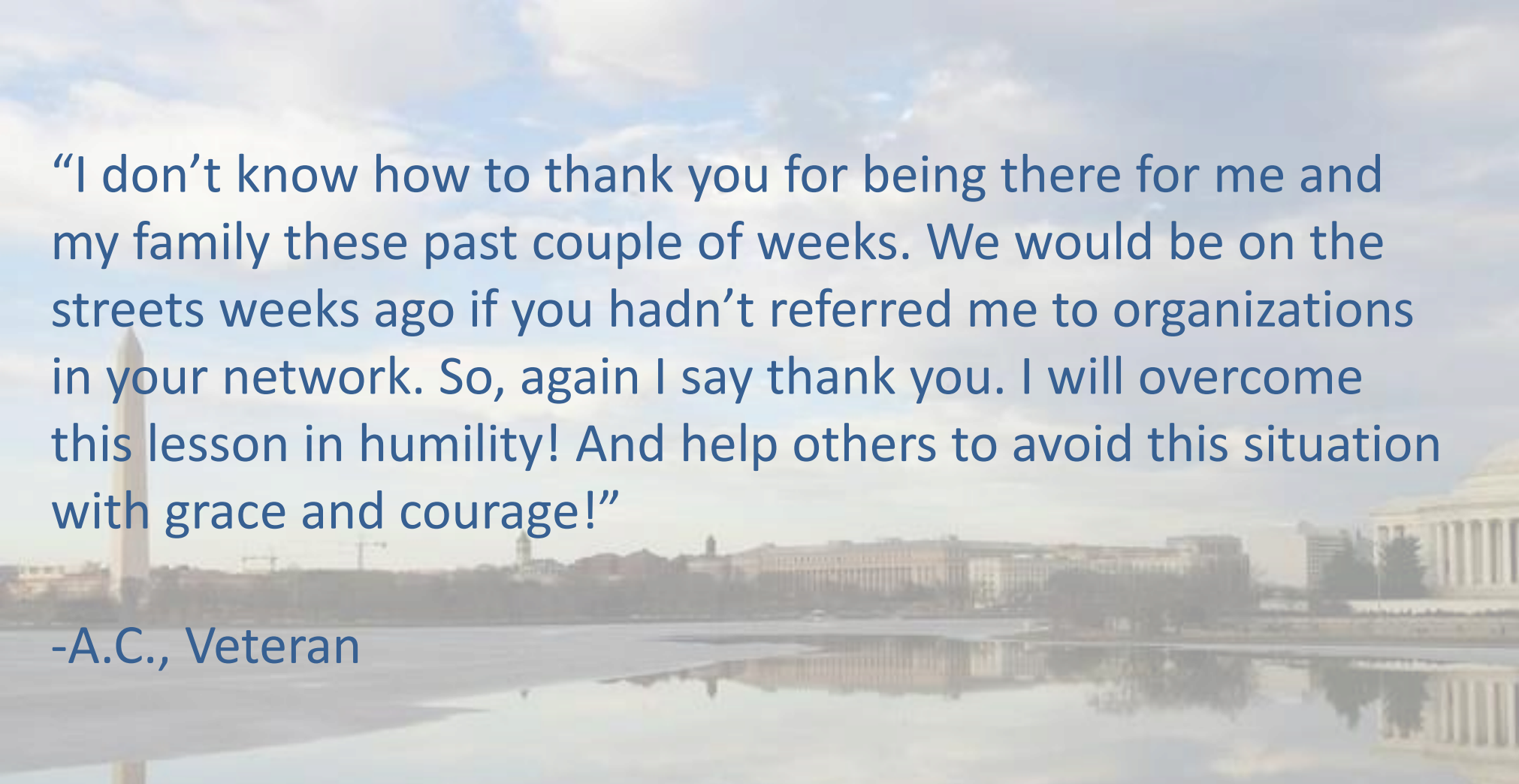


Brittany Jones, Senior Veteran Resource Specialist



Douglas Silvern, Veterans Case Management





“I don’t know how to thank you for being there for me and my family these past couple of weeks. We would be on the streets weeks ago if you hadn’t referred me to organizations in your network. So, again I say thank you. I will overcome this lesson in humility! And help others to avoid this situation with grace and courage!”

-A.C., Veteran

OUR IMPACT

TIMELINESS

OUTCOMES

CROSS-NETWORK SNAPSHOT

TIMELY REFERRALS

The network ensures that clients are connected to the right providers for the right services efficiently.



Average days

7.94

of Days from Referral to Provider Acceptance



Median days

14.84

of Days from Request Start to Finish

Time measures are calculated based on when a service request is closed.

Time from Referral to Provider Acceptance (average days)

Most Requested Services

Employment

9.02



Housing & Shelter

8.99



Income Support

5.56



Benefits Navigation

5.42



Health and Wellness

4.30



Individual and Family Support

7.23



Other Service Categories* (in decreasing order of demand)

2.81 - Legal

4.73 - Food Assistance

13.81 - Education

0.03 - Transportation

0.08 - Clothing & Household Goods

16.75 - Utilities

1.16 - Social Enrichment

1.58 - Sports and Recreation

2.38 - Money Management

2.86 - Entrepreneurship

*Timing data is measured in days, inclusive of weekends and holidays, as well as inclusive of out of network closures.

SUCCESSFUL OUTCOMES

Since launch, **62%** of service requests have been resolved favorably by the network.

Of the 18 possible RESOLVED Closure Types:

- ❑ Most common outcome is received information (23% of all closed)
- ❑ Second most common resolved outcome is client having received direct services (19% of all closed)
- ❑ Other leading closure types:
 - Serviced by Another Network Provider (8%)
 - Client Self-Resolved (5%)
 - Other (4%)
 - Referred Out of Network (2%)

UNRESOLVED TRENDS

The three most common unresolved outcomes to date:

- ❑ Other – 141 (11% of all closed)
- ❑ Unable to Contact – 122 (10% of all closed)
- ❑ Ineligible for Services – 114 (9% of all closed)

% Resolved Favorably
(out of 1257 closed requests)

Most Requested Services

Employment

73%



Housing & Shelter

43%



Income Support

56%



Benefits Navigation

79%



Health and Wellness

70%



Individual and Family Support

58%



Other Service Categories* (in decreasing order of demand)

49% - Legal

69% - Food Assistance

59% - Education

50% - Transportation

61% - Clothing & Household Goods

81% - Utilities

94% - Social Enrichment

56% - Sports and Recreation

71% - Money Management

50% - Entrepreneurship

VETERAN STORY:

Female veteran staying in a motel with her caregiver and young son. Had no food for the family, no money to pay her motel stay for the next month and she was struggling with employment due to legal issues from the past.



Navy Veteran



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In-Network Referrals



CROSS-NETWORK SNAPSHOT

DATA COMPARISON – NETWORKS AT END OF YEAR 1

Indicator Purpose	Indicator Description	Serving Together	NCServes Western	TXServes San Antonio	NCServes Coastal
Network Growth	# Unique Clients	521	744	1,155	549
	# Unique Requests	1,336	1,283	2,081	1,089
Provider Activity	% Requests from Providers	18%	40%	28%	49%
	% Providers that Made a Referral	32%	33%	31%	35%
	% Providers that Made or Received a Referral	71%	77%	65%	76%
Coordination Center Activity	% Providers that Received a Referral	66%	77%	63%	76%
	Time – CC Referral to Provider Match (Avg Days)	7.94	5.42	4.47	5.45
Quality of Care	% Accurate Referrals	93%	91%	90%	87%
	Time – Request Start to Finish (Median Days)	14.84	14.09	14.15	14.25
	% Requests Resolved Favorably	62%	73%	66%	75%
New Metrics: Co-Occurring Needs	Avg # Requests per Client	2.56	1.72	1.80	1.98
	% Clients with 2+ Requests	57%	42%	38%	51%
	% Clients with 2+ Service Types	33%	31%	30%	45%

As of the end of May, AmericaServes networks fielded over 54,800 requests from over 25,800 clients across the country.

Compared to its peer AmericaServes networks, ServingTogether has:

- Comparable in growth to western and coastal Carolina networks
- Highest amount of co-occurring needs
- Similar time from request start to finish

*Data represents totals / overall percentages for the first year for each network since soft launch date
Note: Not every network had a soft launch period, and soft launches varied in length*



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**UPDATES &
ANNOUNCEMENTS**

UNITE US: TECH UPDATES

EXPANDING OUR OUTREACH

REGIONAL CoP

UNITE US AND THE COORDINATED CARE COMMUNITY

Mary Bier | Account Manager, Unite Us

Software Updates:

- Sensitive Service Types & Populations: Making it easy to protect client data
- Electronic Health Record (EHR) Integration: Connecting healthcare and social services
- Business Intelligence (BI) Tool: Providing meaningful data and insights to users
- Consent by Attestation: Adding a new way to collect consent



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UPDATES & ANNOUNCEMENTS



Regional Community Of Practice

- ✓ Network Users Open Forum
- ✓ RFP – Regional Lead
- ✓ Mark your calendar July 24



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What are your training and data needs?

MentiMeter

Utilizing your phone or tablet go to www.menti.com

Takeaways and Call to Action

What is the impact of the network?

- More efficient use of provider time
- Preventing veteran re-traumatization

How can you help build the network?

- Make referrals – the key to network success
- Help us spread the word – more providers will increase capacity

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THANK YOU!

Providers, please stay for a short networking session