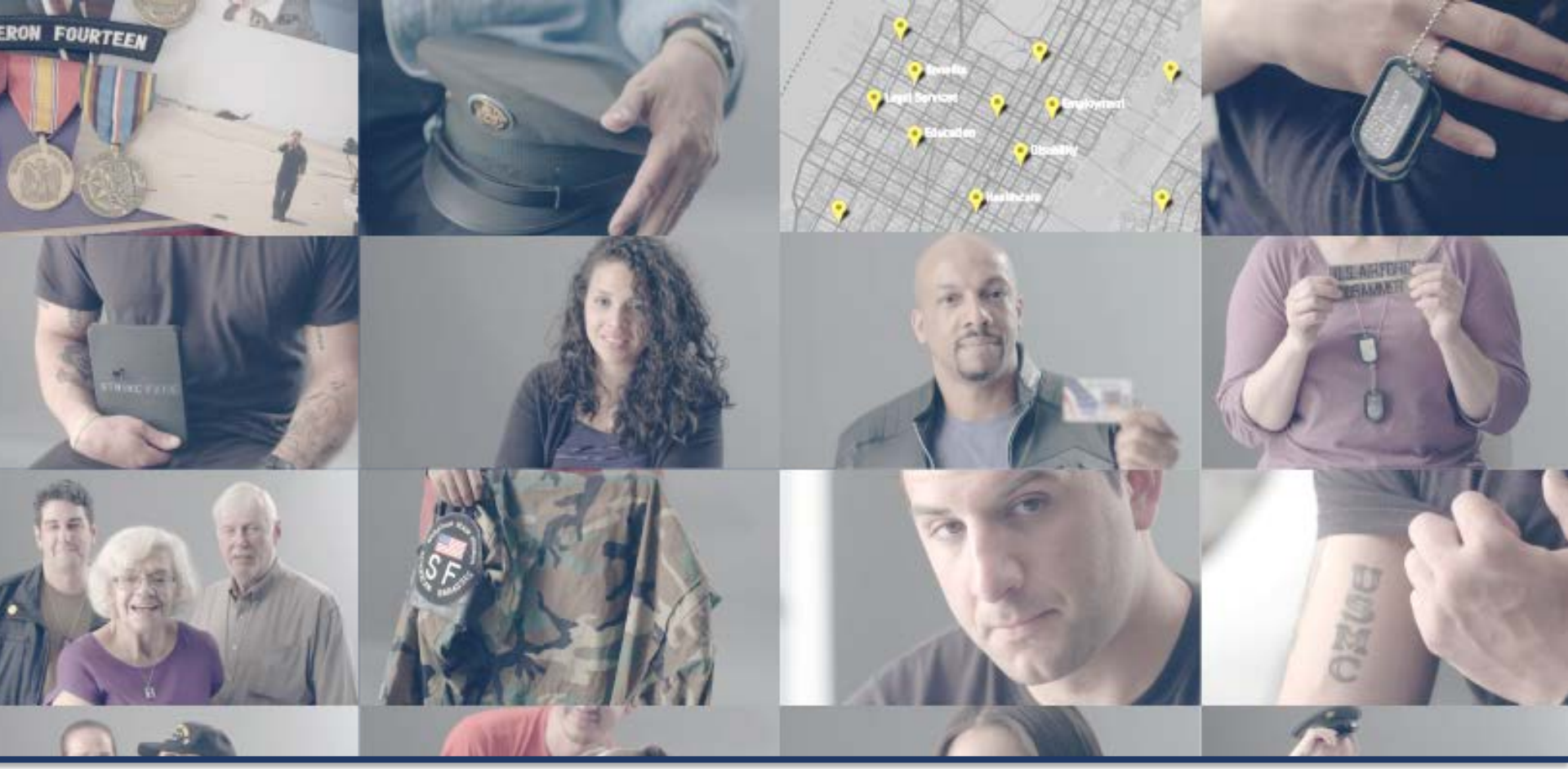


NCServes Metrolina

@AmericaServesHQ
@UniteVets
@IVMFSyracuseU

NCServes Metrolina Quarterly In Progress Review

(Covering period from Jan 30, 2016 to May 1, 2016)

QIPR #3

May 12th, 2016
Central Piedmont Community College

Agenda

NCServes Metrolina

10:00 – 10:10	**Welcome and Introductions**	Jim McDonough Institute for Veterans and Military Families
10:10 – 11:10	**Network Quantitative and Qualitative Performance Referral Spotlight**	Jim McDonough Institute for Veterans and Military Families Blake Bourne NCServes-Metrolina Coordination Center Nicole French NCServes-Metrolina Coordination Center
11:10 – 11:20	**Deep Dive: Network Providers**	Blake Bourne NCServes- Metrolina Coordination Center Lisa DeJonge Institute for Veterans and Military Families
11:20 – 11:25	**Technology Updates**	Brian Longo Unite US
11:25 – 11:35	**NCServes Statewide Update**	Jim McDonough Institute for Veterans and Military Families Lisa DeJonge Institute for Veterans and Military Families
11:35– 11:55	**Quarter 3 Challenges and Opportunities Wrap Up and Q&A**	Jim McDonough Institute for Veterans and Military Families Blake Bourne NCServes-Metrolina Coordination Center

Welcome and Introductions

Introductions

NCServes Metrolina

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

CHARLOTTE BRIDGE HOME
Connecting veterans with resources, community, success

UNITE US

NC Military & Veterans Affairs

accenture
High performance. Delivered.

NCServes Metrolina

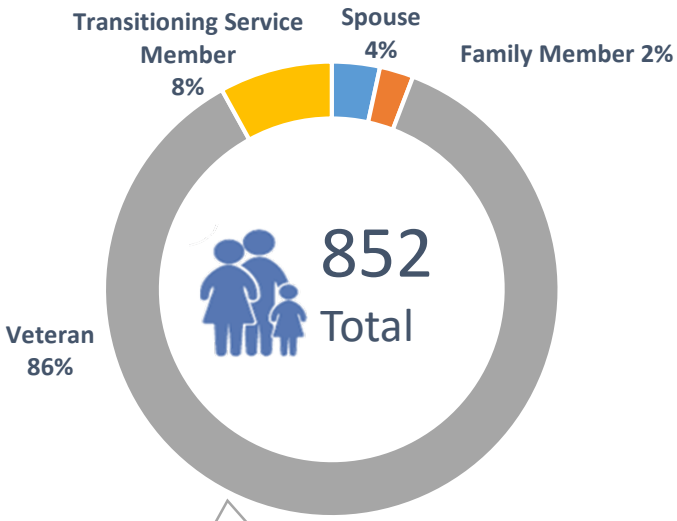
Network Quantitative and Qualitative Performance to Date

(Covering August 1, 2015 to April 30, 2016)

Network Insights

NCServes Metrolina

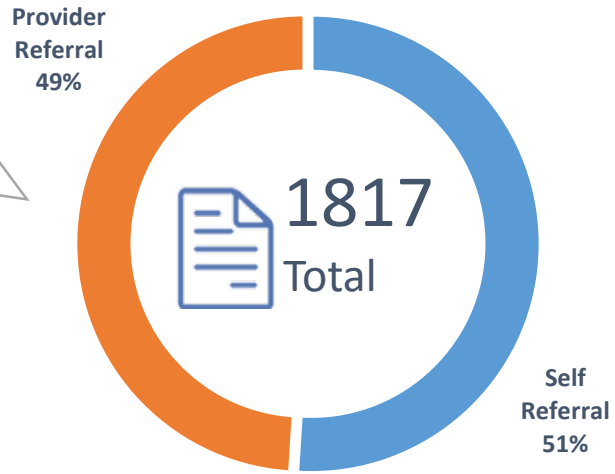
Unique Members



On average, **285** unique service members, veterans, and military family members enter into the network each quarter. NCServes – Metrolina reach remains consistent month over month

Unique Service Requests

In Q3,Provider Referrals decreased by **14%**
A decrease from 53% provider referrals in Q2 to 39% in Q3 provides an opportunity for us to assess opportunities to increase provider engagement



2 Average Needs Per Person

66% of members who need Education also need Employment

61% of members who need Healthcare also need Employment

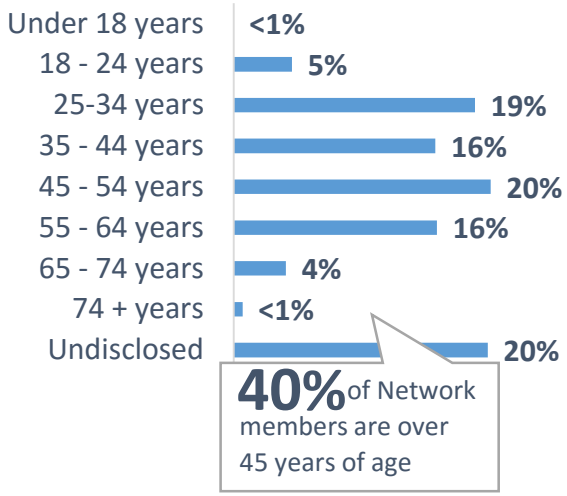
53% of members who need Benefits also need Employment

Employment continues to be the top requested service; however, in most instances, employment assistance and job training is coupled with the need for additional wraparound supports

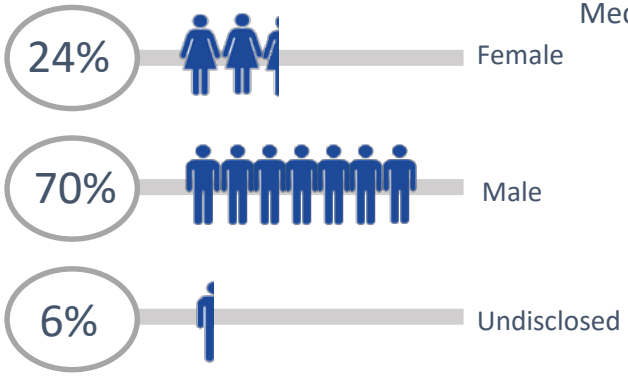
Client Profile

NCServes Metrolina

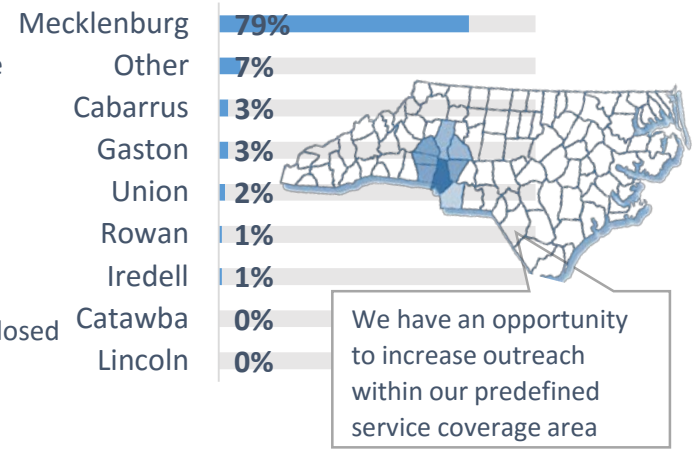
Age



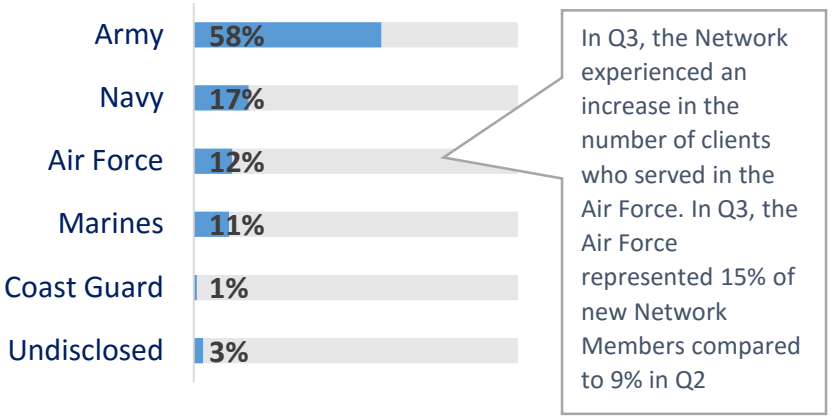
Gender



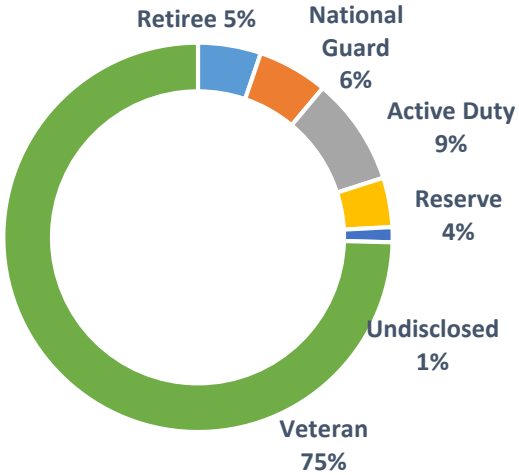
Counties Served



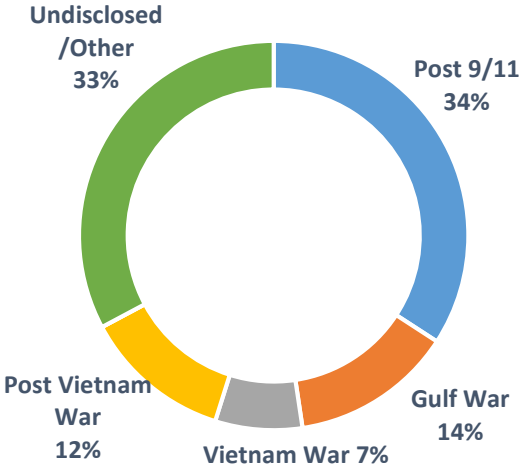
Branch of Service



Service Status



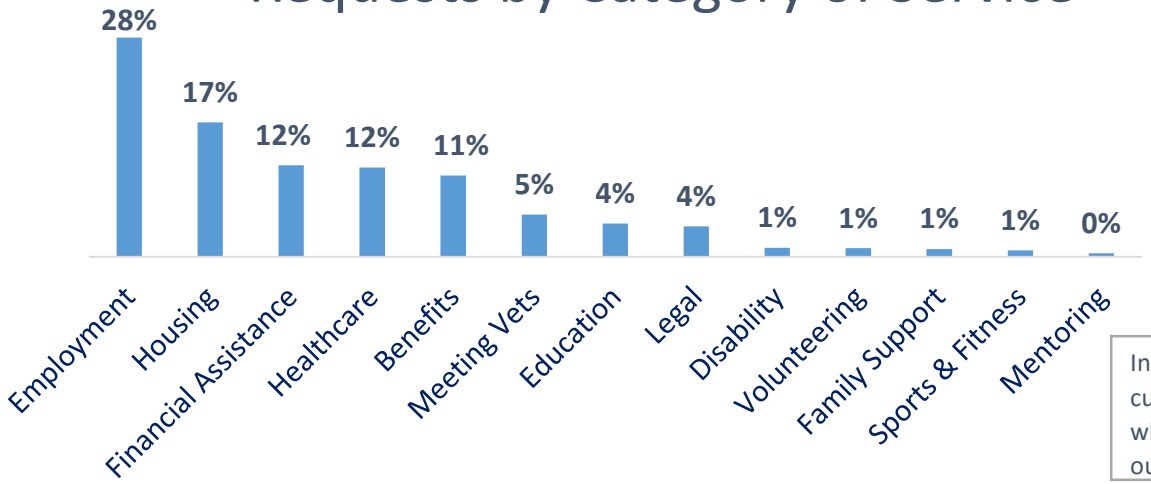
Service Era



Client Needs

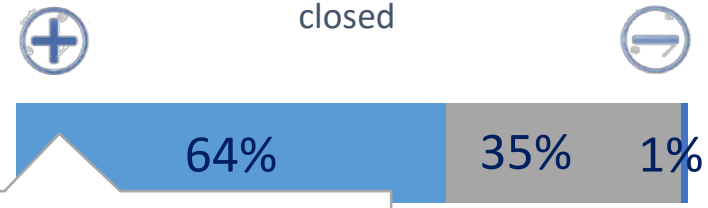
NCServes Metrolina

Requests by Category of Service



Outcomes

1246
closed



In Q2, there were 594 closed cases; cumulatively, we've increased by 110% while also increasing positive outcomes by 2%

Average Closure Times

(in days)

6.3 Time to Generate a Referral

5.1 Time to Confirm a Referral Match

51.3 Time to Referral Closure

On average, **time to referral closure increased** across all categories of service. This can be attributed to increased throughput and complexity of cases

Where we have slowest closure times, services are predominantly administered by volunteers

Time to Achieve Outcomes (in days)

Fastest

26.9 Legal

37.5 Financial Assistance

38.1 Education

Slowest

75.3 Sports & Fitness

73.9 Volunteering

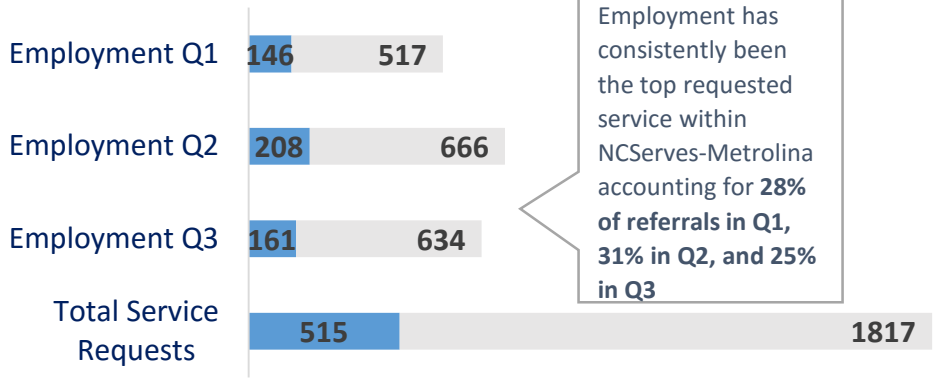
69.1 Employment

Client Needs Deep Dive

Employment

NCServes Metrolina

Employment Demand



Employment has consistently been the top requested service within NCServes-Metrolina accounting for **28% of referrals in Q1, 31% in Q2, and 25% in Q3**

Average Employment Case Closure Times

(in days)

Time to Generate a Referral

Time to Confirm a Referral Match

Time to Referral Closure

While it takes over **2x as long to generate** an Employment referral than the average of all service domains, once matched, it takes **1.6 days less to confirm a referral match**

Employment Outcomes

302

closed

Neutral

Sample Positive Outcomes:

- Employed Full Time (43%)
- Received Job Counseling (24%)
- Employed Part Time (7%)
- Received Job Training (2%)

Sample Neutral Outcomes:

- Unable to Contact (78%)
- Veteran Refused Service (14%)

Referral Spotlight

NCServes Metrolina

Client Profile: US Army Veteran, 1974-1977 (Honorable); 1977-1985 (OTH Discharge)
Recently divorced 46 yr. old veteran. Served 11 years of active duty. Was homeless and living in the Men's Shelter when he was entered into the Network by the NCWorks Career Center

Date: Aug 11
Referral Details: After realizing that the veteran is homeless, **NCWorks** Career Center creates Vet File (VF) for housing assistance

3 days

Date: Aug 14 & Sep 15
Coordination Center (CC) creates housing VF and verifies a bed is available at Men's Shelter. CC and SSVF personnel (**SSVF 1**) meet 1:1 with veteran and fiancé (also a veteran) the following month to review person centered goals and SSVF program criteria

46 days

Date: Sep 28
Veteran secures employment at Waffle House

23 days

Date: Oct 20
Veteran loses employment for lack of stable transportation

50 days

Date: Dec 8
Goodwill creates 2nd employment case

77 days

Date: Feb 22
Goodwill closes employment case positively – veteran "Obtained Full-Time Employment" as Office Mgr. at Mattress Firm

78 days

Date: Oct 30
Veteran requests to be referred to a new SSVF provider (**SSVF 2**) who agrees to pay for emergency housing at hotel

69 days

Date: Jan 6
SSVF 2 assist veteran in signing a lease. Veteran requests financial assistance for deposit (referred out of Network)

43 days

Date: Feb 17
SSVF 2 closes housing case positively – "Received Permanent Housing"

Outcome: Veteran approached network with **Housing** need. After losing job, he reentered the Network to secure new **Employment.** He also used the Network to identify a different SSVF provider to better address his person centered **Housing** goals

Network Qualitative Performance

NCServes Metrolina

Key:

- Meeting or exceeding target
- Approaching target; monitoring for improvements
- Under-performing; requires remedial action
- Trending up this quarter
- Trending down this quarter

Veteran Consumer Affairs

Integrate assessment tools to solicit feedback from veterans and military families. Use results to identify service gaps and recommendations to integrate or modify services

Status	Responsibilities
^	Systematically track each veteran or family member through their service lifecycle
^	Capture balanced feedback from veteran and Provider
^	Categorize and report on recommendations for Coordinated Network improvement

Network Provider Integration

Utilize expertise to deliver a managed care system that ensures appropriate access, utilization, and effectiveness

Status	Responsibilities
^	Leverage each Network Provider's strengths and assets to promote teamwork and partnerships among Providers to improve the quality of care and outcomes for veterans and their families
^	Take findings from the needs-led intake/assessment with each veteran or family member to develop a customized plan to meet their needs based on the veteran's needs, location, criticality, eligibility criteria, and existing Provider partnerships
v	Ensure the fewest number of "handoffs" between Providers as possible, employ the minimal number of service Providers necessary to serve the range of veteran's needs, and balance the referrals throughout the network to ensure equity

Network Qualitative Performance

NCServes Metrolina

Network Development

Implement and test process modifications and improvements. Record and enforce onboarding criteria for Network Providers. Increase awareness about Network in the community

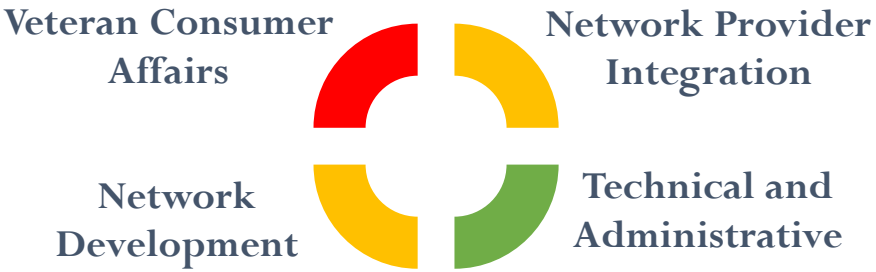
Status	Responsibilities
^	Participate in outreach events, conduct one-on-ones with Providers, increase awareness and recognition of NCServes
^	Develop and maintain Provider qualifications, track and maintain current, in-depth understanding of network capabilities and program eligibility criteria
v	Continual engagement with Non-Network Providers to add to improve the service offerings in the network
^	Develop and deliver orientation program training
^	Systematically integrate procedural enhancements and improvements

Technical and Administrative

Facilitate process control, program management, and communication to Network Providers

Status	Responsibilities
^	Initiate and maintain communication with service Providers toward making accurate, timely referrals and tracking the progress of service delivery
^	Hold service Providers accountable for driving positive outcomes toward meeting each of the veteran or family member's identified needs
^	Modify existing processes as needed based on veteran and Provider feedback
^	Document and publish process modifications

Overall Scorecard



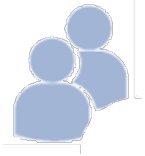
NCServes Metrolina

Deep Dive:
Network Providers

Provider Insights

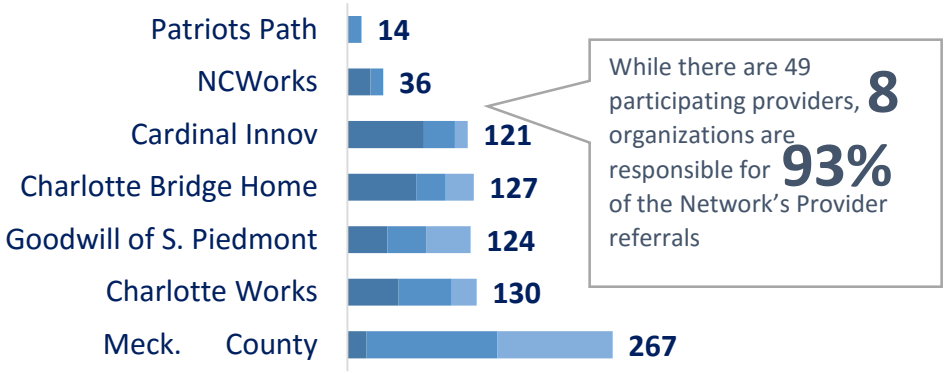
NCServes Metrolina

49 Participating Organizations

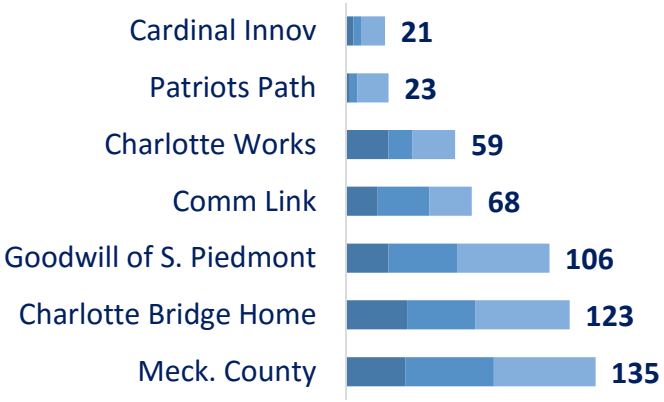


125 Practitioners

Top **Referrers** into the Network



Top **Receivers** of Referrals



	Meck. County	Charlotte Works	Goodwill of S. Piedmont	Charlotte Bridge Home	Cardinal Innov	NCWorks	Patriots Path
Q1	19	51	40	69	77	23	0
Q2	132	54	39	29	31	13	14
Q3	116	25	45	29	13	0	0
Total	267	130	124	127	121	36	14

Network Providers **Johnson C. Smith University, Central Piedmont CC**, and **Urban Ministry Center** increased utilization in Q3

	Meck. County	Charlotte Bridge Home	Goodwill of S. Piedmont	Comm Link	Charlotte Works	Patriots Path	Cardinal Innov
Q1	32	33	23	17	23	2	4
Q2	48	37	37	28	13	4	4
Q3	55	51	50	23	23	17	13
Total	135	123	106	68	59	23	21

Network Providers **Hire Heroes USA, Legal Services of Southern Piedmont NCWorks,** and **Family Endeavors also** received > 10 referrals in Q3

Focus Group Insights

NCServes Metrolina

Members

- Transportation
- Childcare
- Employment/Legal
- Case Management

Network

- Messaging
- Peer Support
- Learning/Growth

Community

- Visibility
- Support
- Data & Impact

High Participating Providers

Community Link
Family Endeavors
Goodwill Industries
Legal Services
Mecklenburg County
NCWorks
Queens University

Hosted: 3rd Wed of Every Month 11:30-1:30
<u>Next Focus Group</u>: May 18th @ Queens Univ.

Welcome New Providers

NCServes Metrolina

NC Veterans Business Association

- Access to business training/services
- Mentoring and procurement opportunities

Urban Ministry Center

- Connect to resources (from ID to Housing, depending on situation)
- Provide basic needs (toiletries, blankets, etc.)
- Daily Soup Kitchen, Showers, Laundry, Telephone & Mail
- Nurse (M-F a.m.) and Dental Van (2nd Friday). These services for homeless only
- Transportation (to DSS, DMV, SS, clinics)
- Counseling (ID or prescription assistance, food and other referrals)
- Support groups (grief, women's)

Veterans Entering Transition

- Peer to Peer Counseling, Family Counseling
- Health, Wellness, Nutrition Counseling & Holistic Healing
- Financial & Legal Services
- Education
- Spiritual & Religious Guidance
- Career Management & Entrepreneurship

Creative Management Staffing Services

- Employment Services

NC Veterans Pro Bono Network

- Pro bono legal services

Technology Updates

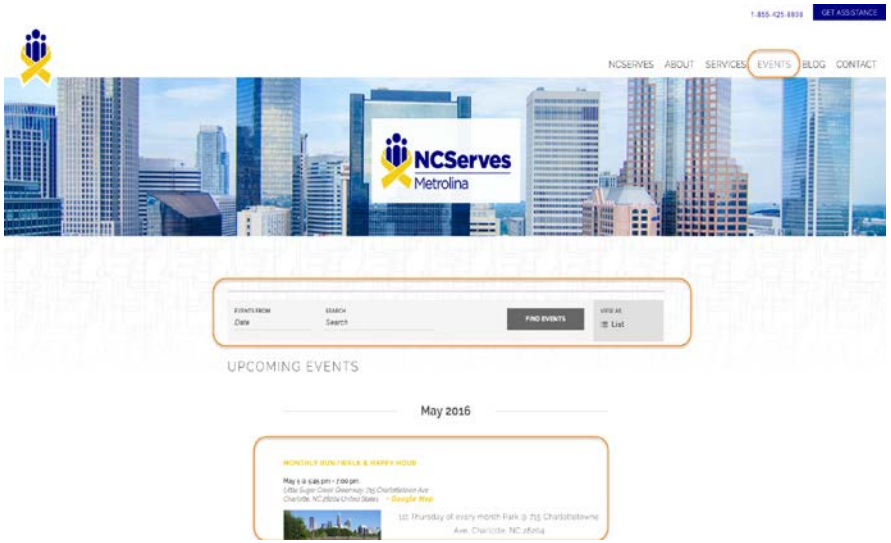
Technology Updates

NCServes website revamp:

- Community Centric
- Events Page
- Blog Page

Unite US Version 3:

- Person Centered Approach
- Features Encouraging Collaboration
- Increased Information Tracking
- Enhanced Referral Process
- Universal Search

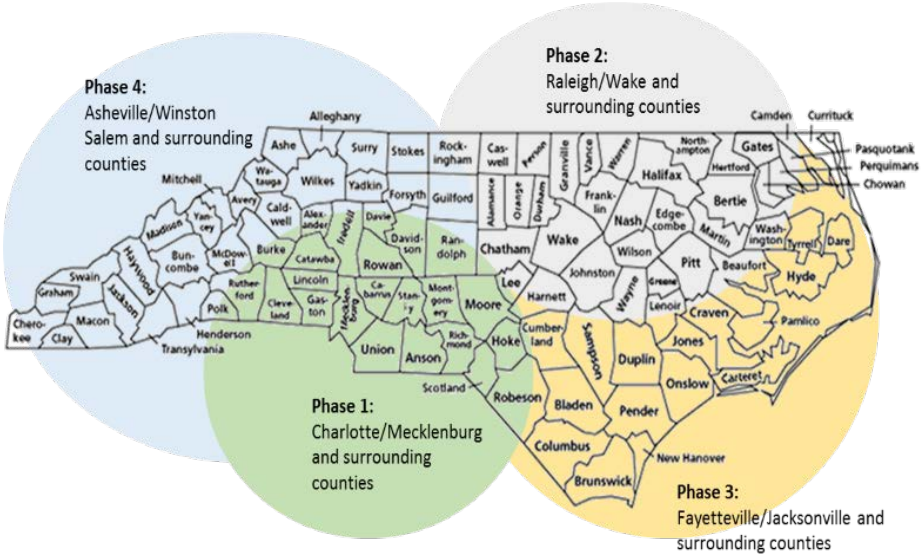


NCServes Statewide Expansion

NCServes – Statewide Expansion

NCServes Metrolina

- NCServes Raleigh/Durham: Go Live June, 2016
  - USO of North Carolina competitively selected as Coordination Center
  - Over 50+ providers currently onboarding and being trained
- NCServes Jacksonville/Fayetteville: Go Live late 2016
  - IVMF currently working with key leaders in Onslow County to socialize expansion
  - Presented to Cumberland County Community Blueprint
  - Strategy sessions kicking off in Jacksonville in May 2016
- NCServes Asheville/Winston-Salem: Go Live mid-2017



NCServes Metrolina

Challenges and Opportunities

Wrap Up and Q&A

Challenges and Opportunities

NCServes Metrolina

- **PROVIDER ADOPTION:**

  47% (23 of 49) Providers have created a Service Request (VetFile) – **13% improvement since Q2**

  93% (819 of 884) of Provider Referrals were entered into the network by only 8 Organizations

- **PROCESS AND STANDARDS:**

  Increase efficiency of **handoffs**

  Best-In-Class Care Coordination = timely and accurate referrals, acceptance and execution

  Assign → **Accept** → **In –Progress** → **Close**

  Open the lines of communication across network

  Give ourselves credit for the work being done

- **DATA INTEGRITY:**
  - NCServes reporting features informs the community:

    Who is requesting services?

    What are they requesting

    Where are they referred (if available)?

    How long does it take?

    What is the outcome?
  - Reporting is only as good as Data entered. (***necessary fields, although not required)***

    "Dates Served"

    "Service Era"

    "Discharge Status"
  - Community needs detailed information to develop a clear understanding of who we serve

Wrap-up and Q&A

Next Steps and Q4 Objectives

NCServes Metrolina

- **Network Engagement**:
  - Process for referrals
  - Onboarding and registration
  - Focus on adoption o*ne practitioner at a time*
  - Meet providers where they are and how they want to receive information
  - Newsletters and focus group follow-up
  - Utilize and publicize website: www.ncserves.org
- **Measurement and Evaluation:**
  - Capture feedback from Network Members monthly
  - Data analysis: Understand trends; utilize insights to drive performance
  - Establish provider measurements
- **Outreach**:
  - Include community and organization leaders
  - Invite leaders and philanthropic partners to focus groups and IPRs
  - Share events with providers and leaders outside of the Network

Next IPR:

Date: 2nd Week in Aug

Location: TBD

1 Year Milestone!