

NYServes NYC Quarterly In Progress Review

(Covering period from Nov 1, 2015 to Jan 31, 2016)

QIPR #4

 @AmericaServesHQ
@UniteVets
@IVMFSyracuseU

February 25th, 2016
NYSHealth Foundation

Agenda



10:35 – 10:45 **Welcome and Introductions**

Jim McDonough
Institute for Veterans and Military Families

10:45 – 11:30 **Network Quantitative and Qualitative Performance to Date**

Jim McDonough
Institute for Veterans and Military Families
Adam Wawrynek
NY Serves NYC Coordination Center

11:30 – 11:50 **Referral Spotlight**

Adam Wawrynek
NY Serves NYC Coordination Center

11:50 – 12:05 **Quarter 4 Challenges and Opportunities**

Jim McDonough
Institute for Veterans and Military Families
Adam Wawrynek
NY Serves NYC Coordination Center

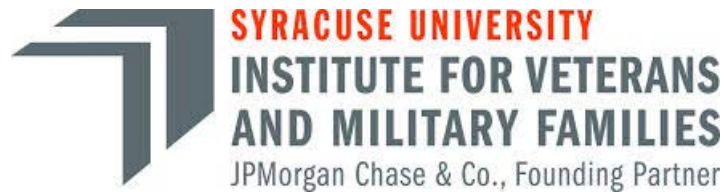
12:05 – 12:15 **Technology Updates**

Sam Kimler
Unite US

12:15 – 12:30 **Wrap-up and Q&A**

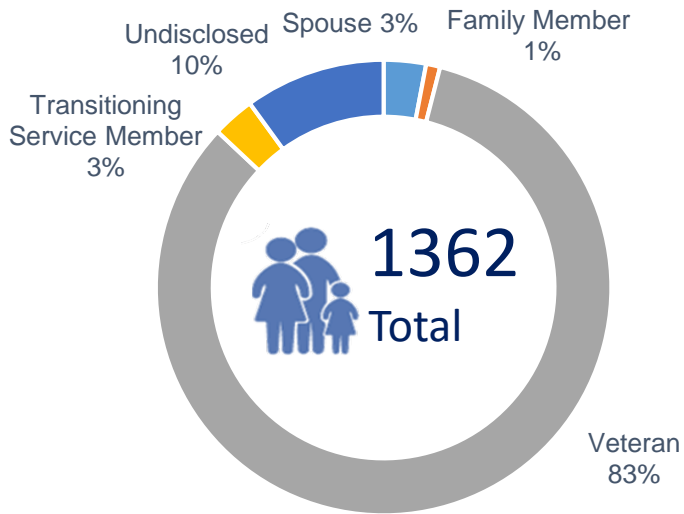
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Welcome and Introductions

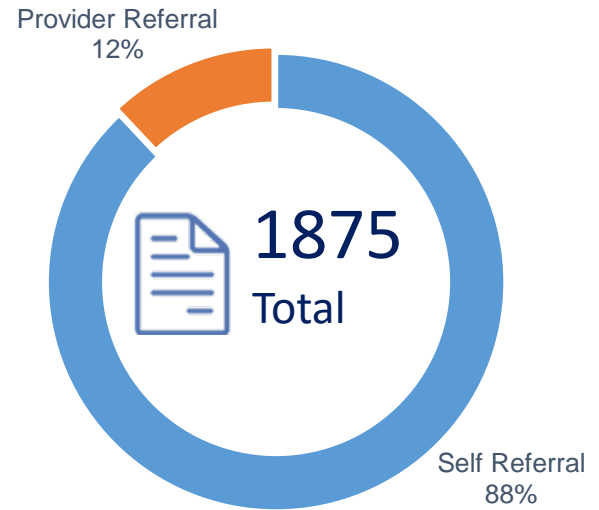


Network Quantitative and Qualitative Performance to Date

Unique Members



Unique Service Requests



2 Average Needs per Person

35%

of members who need



Education

also need



Employment

31%

of members who need



Benefits

also need



Employment

25%

of members who need



Healthcare

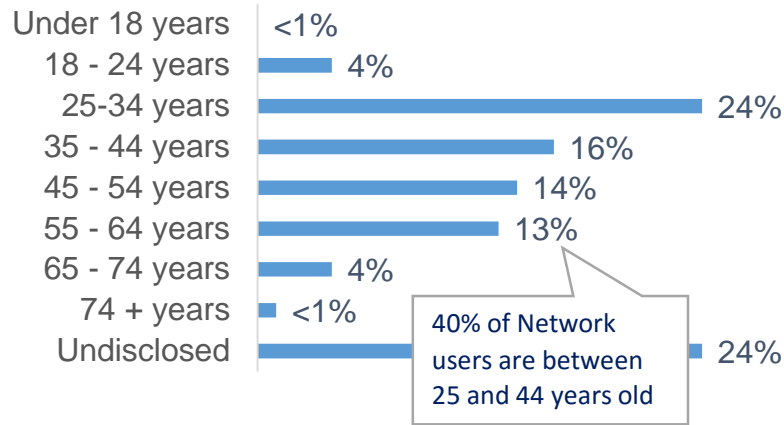
also need



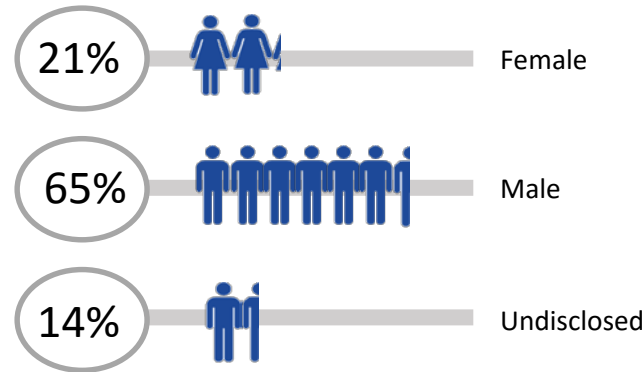
housing

Client Profile

Age



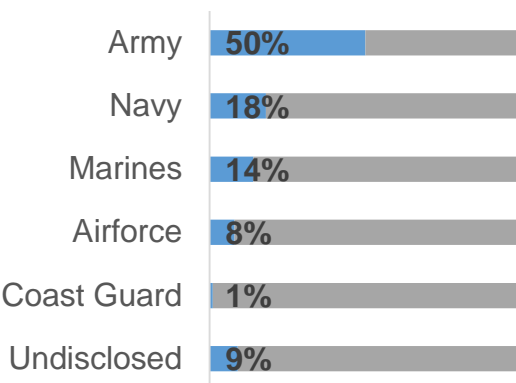
Gender



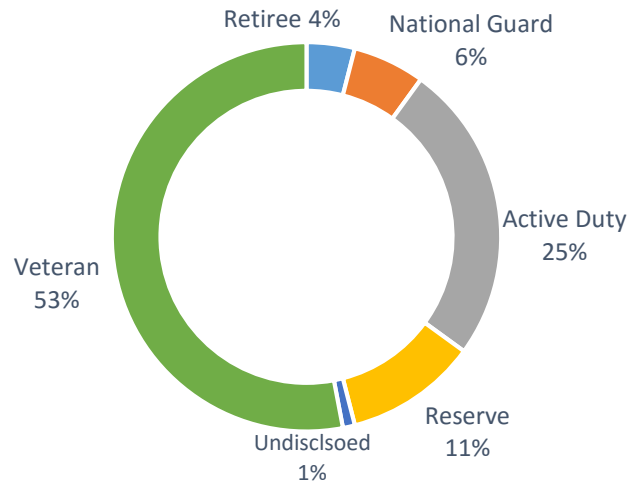
Service Requests by Borough

Borough	Percentage
Manhattan	48%
Bronx	18%
Brooklyn	16%
Queens	12%
Staten Island	2%

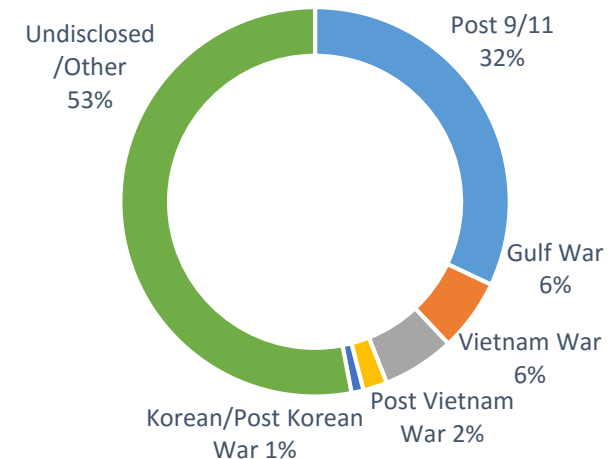
Branch of Service



Service Status

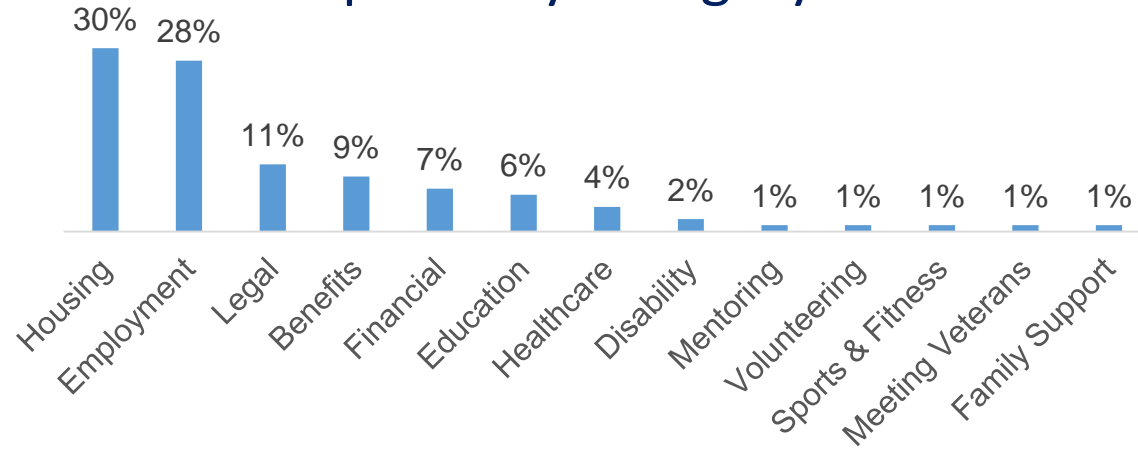


Service Era

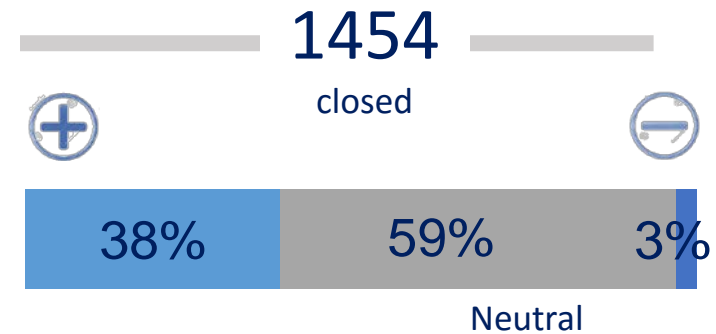


Client Needs

Requests by Category of Service

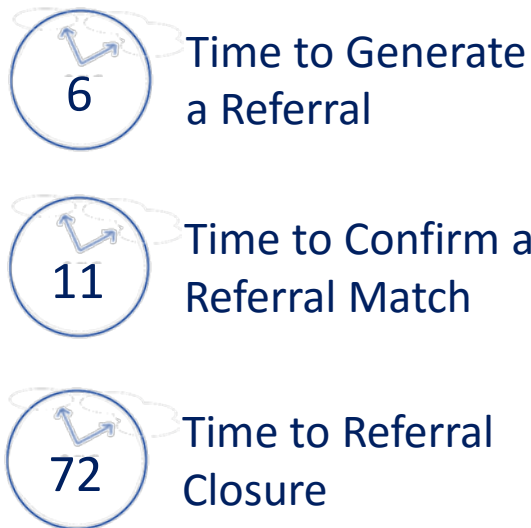


Outcomes



Average Closure Times

(in days)



Time to Achieve Outcomes (in days)





66 Participating
Organizations



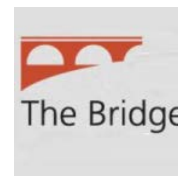
290 Practitioners

Top Referrals into the Network:

1. Urban Justice Center (39 Referrals)
2. The Bridge (38 Referrals)
3. CUCS (21 Referrals)
4. NYU Langone Military Family Clinic (16 Referrals)
5. SUS (16 Referrals)

Top Receivers of Referrals

1. SUS (257 Referrals)
2. CUCS (91 Referrals)
3. IAVA (55 Referrals)
4. CUNY Welcome Center (54 Referrals)
5. Urban Justice Center (53 Referrals)
6. Midtown Workforce1 Career Center (52 Referrals)



Network Qualitative Performance



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
	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



Network Development

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

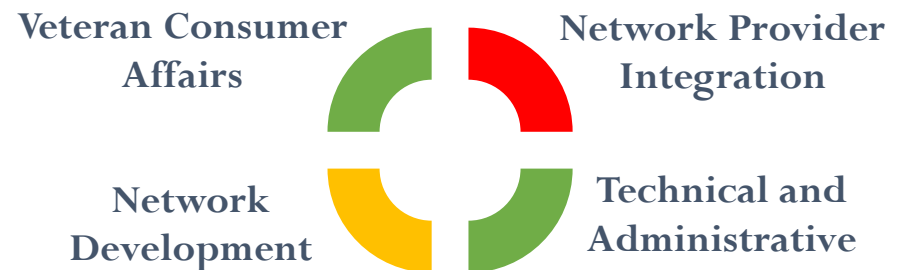
Status	Responsibilities
↓	Participate in outreach events, conduct one-on-ones with Providers, increase awareness and recognition of NY Serves
↑	Develop and maintain Provider qualifications, track and maintain current, in-depth understanding of network capabilities and program eligibility criteria
↑	Continual 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



Referral Spotlight

Referral Spotlight – Public Providers



Client Profile: US Navy Veteran, Cold War-Era; Suffering from Service Connected Disability

Client was unemployed and was not receiving any income. He approached the Veterans Benefits Administration (VBA) in hope of assistance with receiving disability benefits. The Coordination Center not only assisted with Benefits, but also connected him with Housing, Financial Assistance and Employment supports

Date: Jan 27th

VBA connected with Veteran at NY Regional Office and provided information for Network referral

Date: Jan 29th

Since the veteran was unemployed, the CC created a referral for Employment through **Workforce1**

Date: Feb 19th

Veteran obtained temporary employment. Meanwhile he also receives interview preparations, financial assistance through job search, and continues to explore other employment opportunities



Date: Jan 29th

A minor Housing need was identified and addressed on the spot by **ICL**

Date: Jan 29th

Veteran returned to VBA while NY Serves Coordination Center and Network providers were on site. A referral was created that afternoon for Service Connected Disability Compensation through with the **Single Stop**. On the same day, Veteran was able to receive transportation to Single Stop

Date: Feb 12th

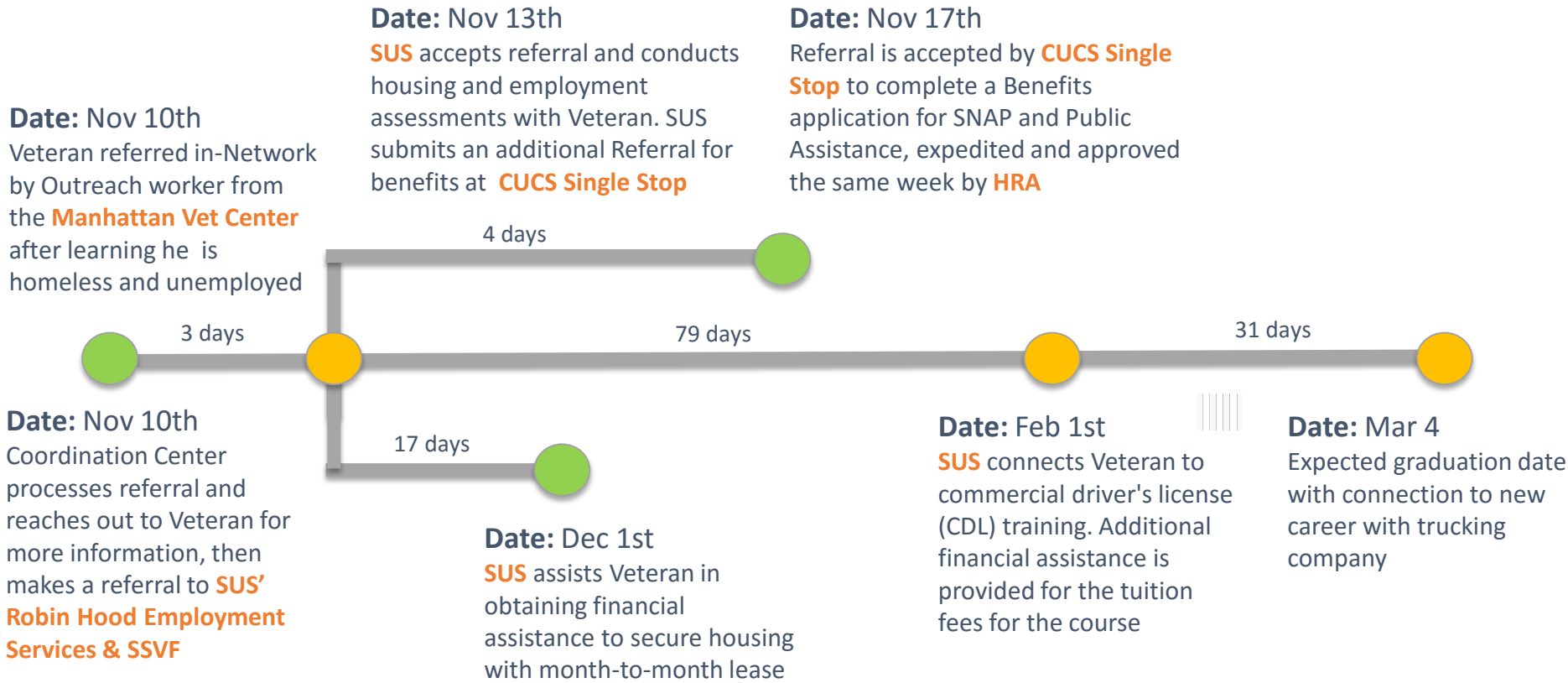
VBA and SSA Benefits applications submitted (updates pending)

Outcome: Veteran approached the Network for service connected disability benefits, but was also connected with Employment and Housing services. Veteran obtained **Financial Assistance for Job Search**, ongoing **Job Development** and Interview Prep., Housing guidance related to a dispute with his landlord, and an updated **Benefits** claim.

Referral Spotlight – Non-Profits



Client Profile: US Army/USAR OIF Veteran, 2003-2007
 Separated male Veteran became homeless in NYC after relocating, and is unable to find meaningful employment



Outcome: Veteran addressed needs for **Housing and Unemployment**, obtaining **Financial Assistance** for both **housing placement startup costs (security deposit, broker fee and rent)** and **CDL training and licensing fees**, along with being connected to immediate **Public Benefits**

Challenges and Opportunities



PROVIDER ADOPTION:

- The NY Serves Coordination Center experienced staff turnover during the past performance period, leading to a brief hold on provider meetings (January- February 2016) and a temporary slow-down in network interaction. NY Serves staff, alongside the Unite Us team, coordinated closely during the transition period to ensure that clients were connected to services as seamlessly as possible, while simultaneously planning for a revamped Provider Engagement Strategy:
 - The Coordination Center will resume **hosting provider meetings** to focus in-network provider services, leverage network strengths and encourage increased provider referrals
 - The groups will also help troubleshoot broader network concerns, share best practices and successes, work to better understand Providers' struggles with services and/or the Network functionality, and identify solutions to increase provider engagement and frequency of network usage



PROCESS & TIMING

- Similar to the previous period, many Network clients enter the network with complex requests, and several require intensive support
- We must continue to Increase the efficiency with which we connect to community resources, not only by making **more efficient handoffs**, but also by ensuring providers follow up with **additional service referrals rapidly** as they develop
- Need to close the gap from Vetfile acceptance, updates and case closure through more direct follow up with provider staff members who are actually delivering the service, when necessary.



Volume of Referrals

- The Network would like to see an increase in **provider-driven referrals** , rather than relying too heavily on individuals to initiate their first NY Serves interaction. Beyond enhancing provider adoption, we continue to increase NY Serves **direct outreach** at member events, employment and benefits fairs, schools, high-traffic areas at VHA and VBA locations, etc. to refer clients for services immediately (simultaneously increasing direct referrals into the network and reducing lead times)

Technology Updates



Updated Reporting Metrics and Interface



Added Trainings and Webinars



Weekly Report



Consolidated Newsletter



Updated Provider Onboarding Process



Meeting with Providers

- Capture feedback
- Recommendations for Improvements

Wrap-up and Q&A

- **Outreach and Network Engagement:**
 - Focus on *diversity* of Providers that are utilizing the Network
 - Reach a *more balanced distribution* of referrals from Network Providers

- **Measurement and Evaluation:**
 - Capture *monthly feedback* from Network users and present on findings at the next IPR
 - Increase *data analysis* to understand trends and improve performance and efficiency

Q&A

Legal Assistance and Housing: 32 year old GWOT Navy veteran, homeless and facing numerous legal challenges related to past housing court matters, consumer debt, and several rejections for disability benefits. He moved out of the shelter through NYServes in-network services and was connected to ongoing legal aid for the first time.

“Everyone said my legal case was too complicated and would not touch the issue until now... finally I am being processed for everything, including my benefits...a good lawyer is helping me, and on top of it I have my own place again.”

“...the ‘agency’ in Harlem connected me with legal and helped me get a One Shot Deal. I am still working with them to make sure we never reach this point again...”

Emergency Housing: 40 year old male Army Veteran and father of one, facing imminent eviction. They needed immediate assistance to avoid losing their apartment and becoming homeless.

Financial Assistance: 40 year old Air Force veteran was being interviewed in Long Island for well-paying job but needed assistance paying for transportation on LIRR.

“Thank you for the round trip tickets to my interview. I am a finalist for the position now and expect to be hired next week! “

“...the ‘agency’ is helping me get the discharge on my DD214 corrected so I can access my VA housing benefits... thank you for connecting us.”

Legal: 62 year old woman Army Veteran, household of 3 adults, seeking discharge upgrade for housing purposes.