

 @AmericaServesHQ
@UniteVets
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PA Serves: Greater Pittsburgh Quarterly In Progress Review

(Covering period from April 1, 2016 to June 30, 2016)

QIPR 3

July 20th, 2016

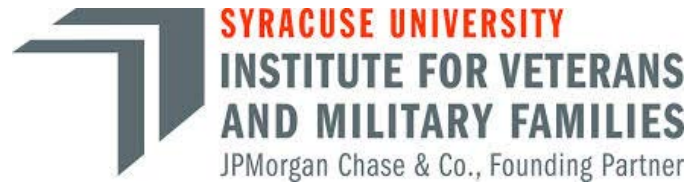
William S. Moorhead Federal Bldg.

Agenda



10:00 – 10:15	Welcome and Introductions	Stephanie Murtaugh & Jean Coyne PAServes: Greater Pittsburgh Coordination Center
		Matt Feldhaus Institute for Veterans and Military Families
10:15 – 10:30	AmericaServes: A National Movement	Jennifer DeLucia and Matt Feldhaus Institute for Veterans and Military Families
10:30 – 11:00	Network Quantitative and Qualitative Performance to Date	Jean Coyne and Mark Schiemer PAServes: Greater Pittsburgh Coordination Center
		Jennifer DeLucia and Matt Feldhaus Institute for Veterans and Military Families
11:00 – 11:15	Referral/Provider Spotlight	Michaela Diallo and Dave Roudabush PAServes: Greater Pittsburgh Coordination Center
11:15 – 11:30	Quarter 1 and 2 Challenges and Opportunities	Mark Schiemer PAServes: Greater Pittsburgh Coordination Center
		Jennifer DeLucia Institute for Veterans and Military Families
11:30 – 11:45	Technology Updates	Sam Kimler Unite US
11:45 – 12:00	Wrap-up and Q&A	All

Welcome and Introductions



THE HEINZ ENDOWMENTS

HOWARD HEINZ ENDOWMENT • VIRA I. HEINZ ENDOWMENT

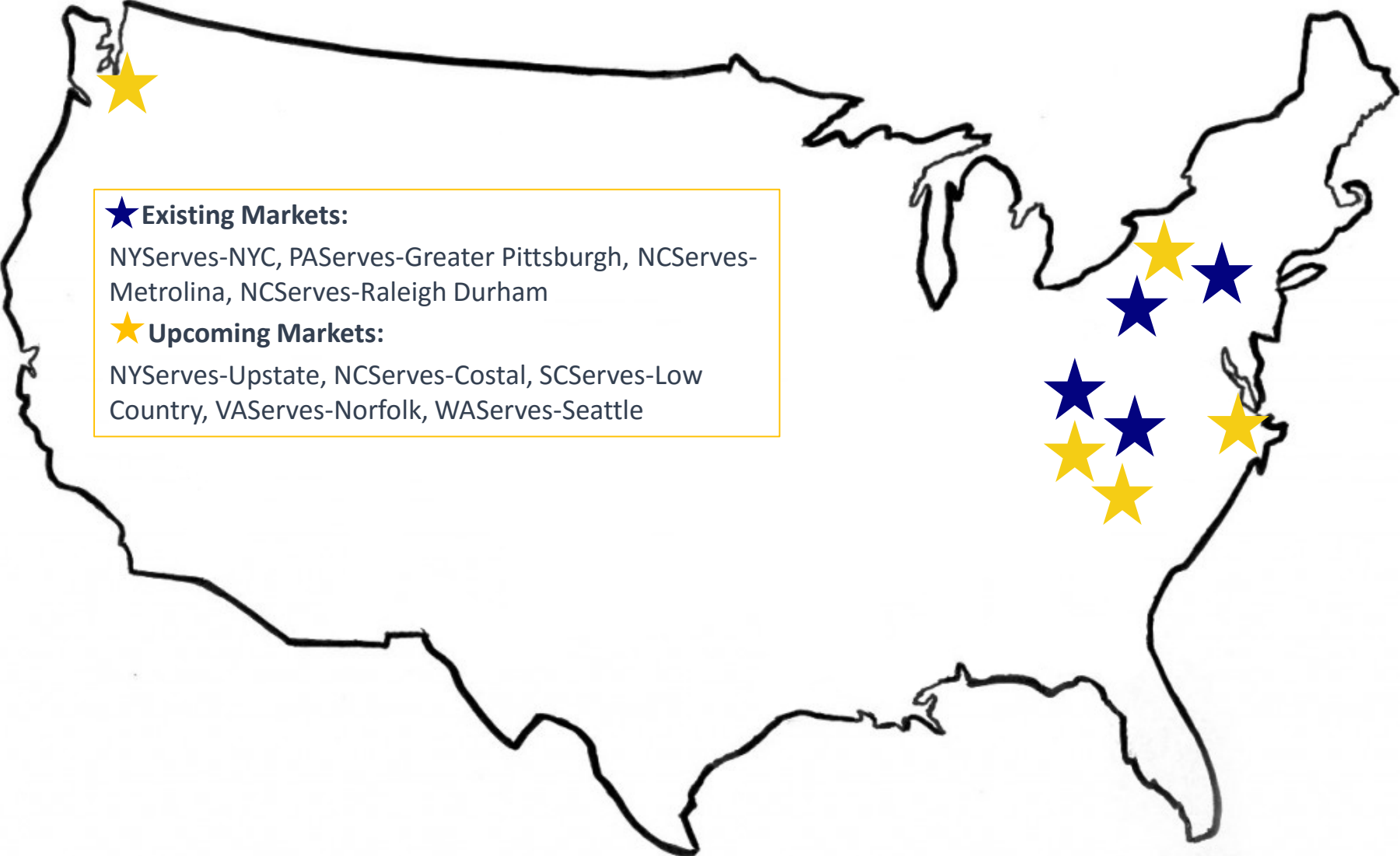
HILLMAN FAMILY FOUNDATIONS



DSF Charitable Foundation

AmericaServes: A National Movement

AmericaServes: A National Movement



★ Existing Markets:
NYServes-NYC, PAServes-Greater Pittsburgh, NCServes-Metrolina, NCServes-Raleigh Durham

★ Upcoming Markets:
NYServes-Upstate, NCServes-Costal, SCServes-Low Country, VAServes-Norfolk, WAServes-Seattle

Internetwork Referral

- Significant milestone in AmericaServes collective efforts to improve the navigation experience for veterans, servicemembers, and their families – a connection between a provider in the **PAServes: Greater Pittsburgh** network and the **NCServes: Metrolina** Coordination Center
- A call was made from a provider in the **PAServes: Greater Pittsburgh** network to the **NCServes: Metrolina** Coordination Center to assess and triage the needs of a family member that reached across state lines.
 - Represents the ideal of AmericaServes – creating interwoven networks in regions across the country that collectively change the navigation experience and outcomes for veterans, servicemembers, and their families seeking assistance.

A Provider in the **PAServes: Greater Pittsburgh** network contacted and worked with the **NCServes: Metrolina** Coordination Center to get support for a client in need.

Situation: A person from **PAServes: Greater Pittsburgh** was seeking assistance for his grandmother, a Tricare beneficiary whose husband has passed, who lives in North Carolina

Connection: **PAServes: Greater Pittsburgh** provider reaches out, gets connected with **NC: Metrolina** POC **Blake Bourne**. Explains eligibility and benefits

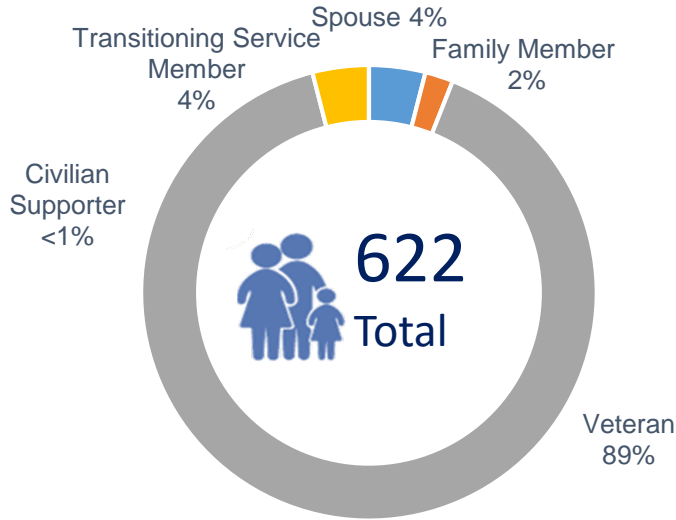
Success: Man writes heartfelt email expressing sincere gratitude towards **Blake** from **NC: Metrolina** and the helpful folks within **PAServes: Greater Pittsburgh**



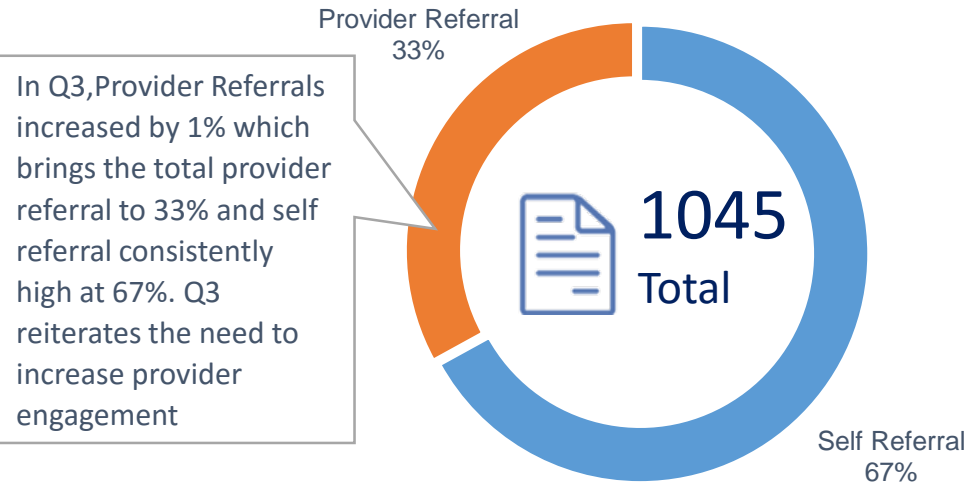
Network Quantitative and Qualitative Performance to Date

(Covering October 1, 2015 to June 30,
2016)

Unique Members



Unique Service Requests



In Q3, Provider Referrals increased by 1% which brings the total provider referral to 33% and self referral consistently high at 67%. Q3 reiterates the need to increase provider engagement

2 Average Needs per Person

On average, **180** unique service members, veterans, and military family members enter into the network each quarter. PAServes – Greater Pittsburgh has grown quarter over quarter

30%
of members who need



Healthcare

also need

26%
of members who need



Healthcare

also need

22%
of members who need



Financial Assistance

also need



Benefits



Housing

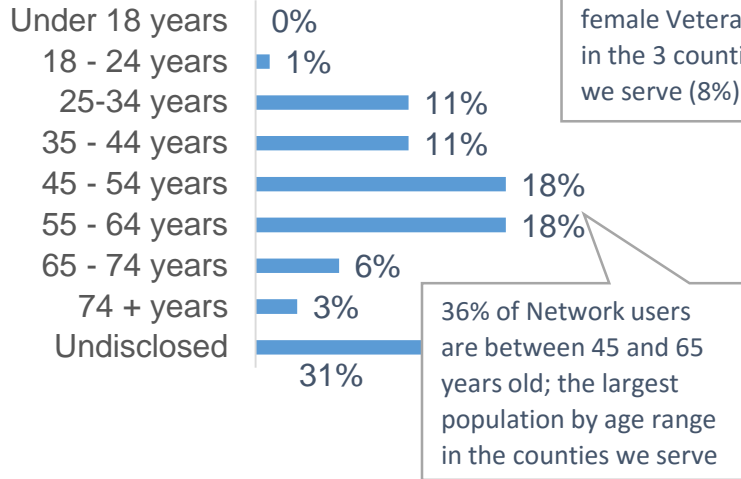


Housing

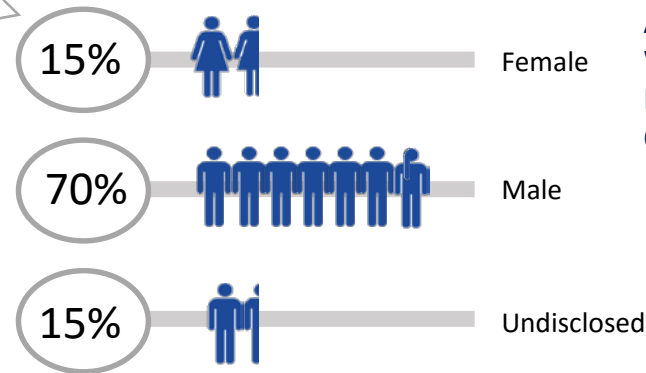
Healthcare continues to be the top requested service and in most instances, benefits assistance and housing is coupled with the need for additional wraparound supports

Client Profile

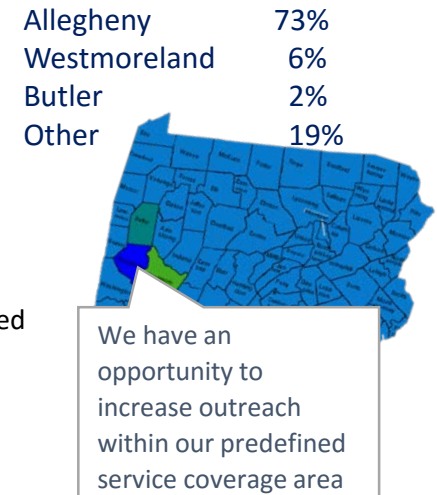
Age



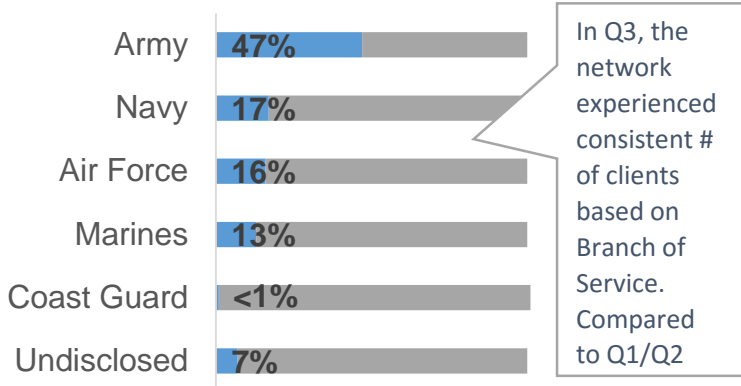
Gender



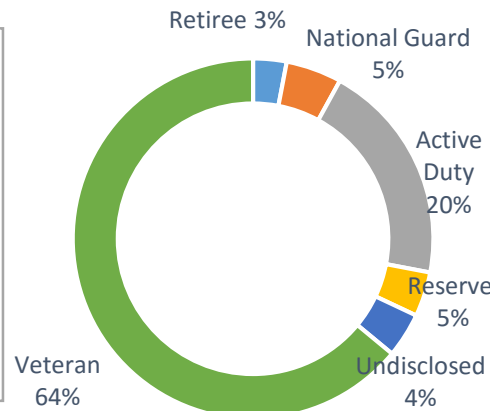
Counties Served



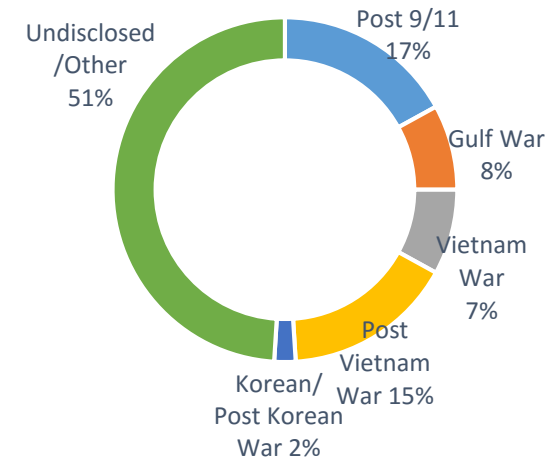
Branch of Service



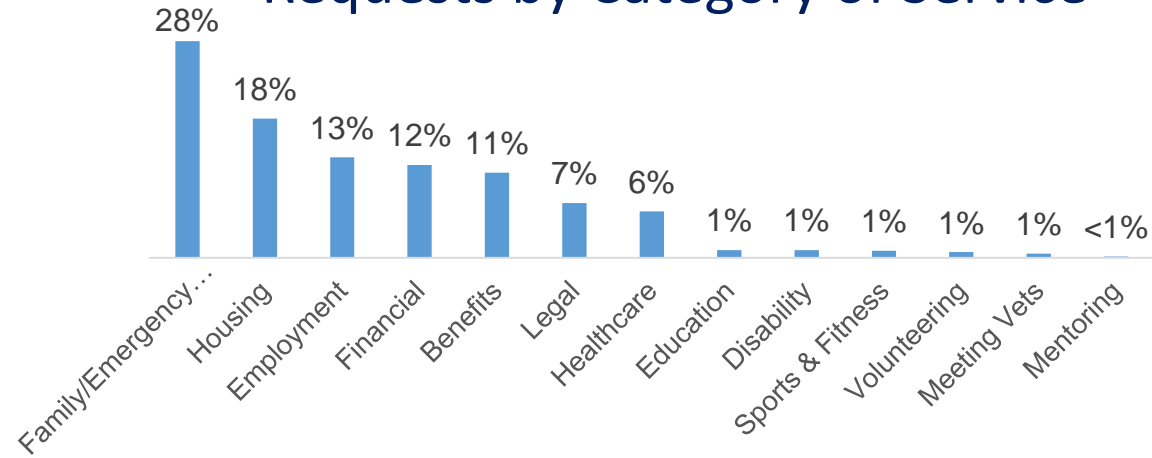
Service Status



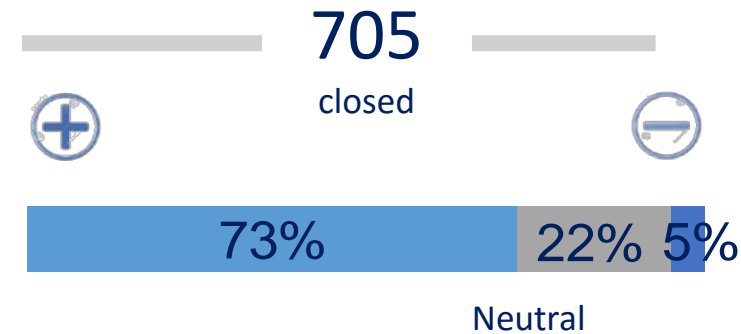
Service Era



Requests by Category of Service



Outcomes



Average Closure Times

(in days)



Time to Generate a Referral



Time to Confirm a Referral Match



Time to Referral Closure

Time to Achieve Outcomes

(in days)

Fastest



Meeting Veterans



Family Support



Healthcare

Slowest



Disability

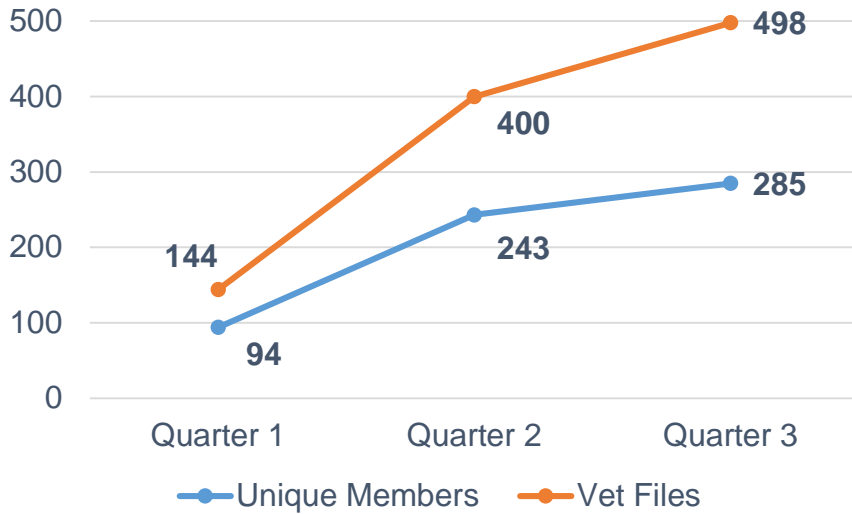


Education



Mentoring

Quarterly Demand

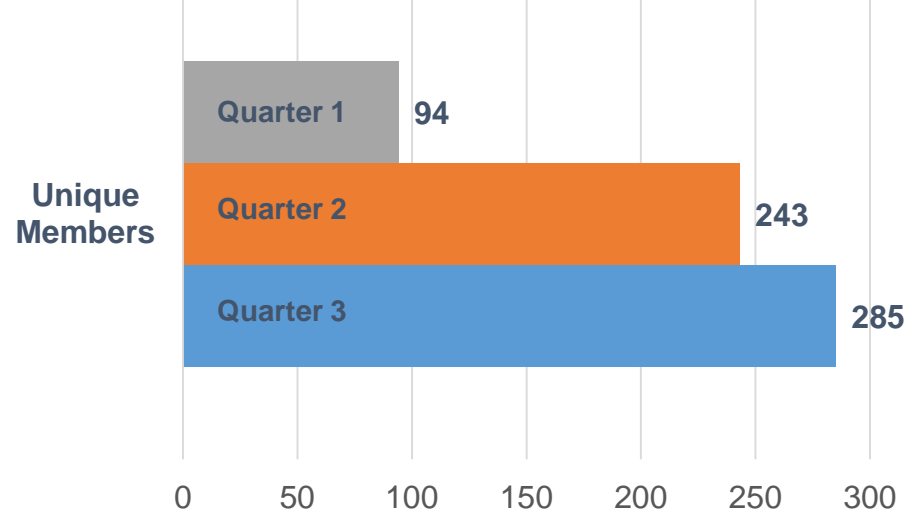


Quarter over quarter, we continue to see tremendous Network growth – both in the number of unique members entering into the Network and the number of Vet Files created

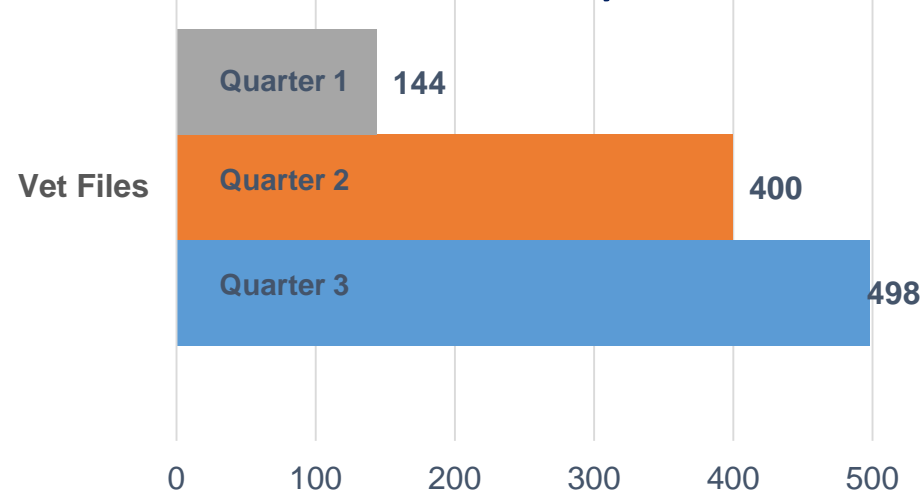
From Quarter 1 to Quarter 3 there was a **203%** increase in the number of unique individuals entering into the Network in a single quarter

From Quarter 1 to Quarter 3 there was a **245%** increase in the number of Vet Files created in a single quarter

Network Members by Quarter



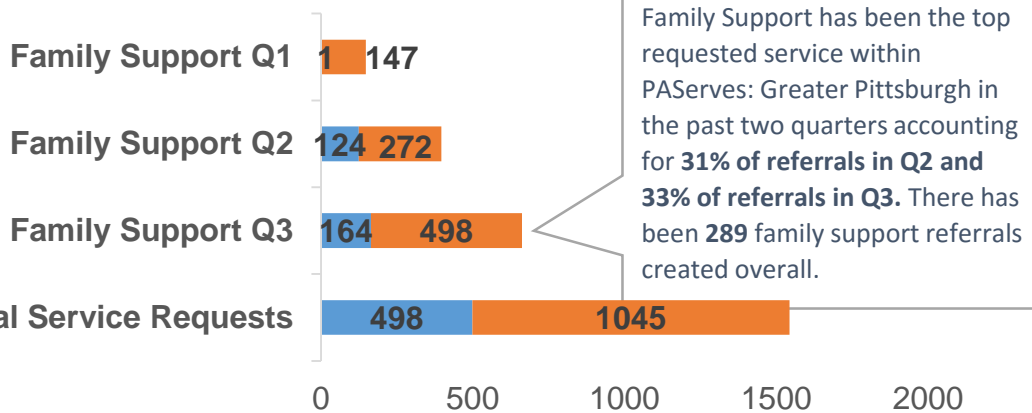
New Vet Files by Quarter



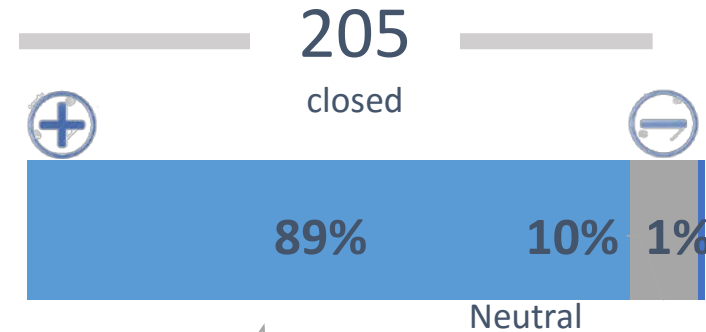
Client Needs Deep Dive

Family Support

Family Support Demand



Family Support Outcomes



Average Family Support Case Closure Times

(in days)

4.3 Time to Generate a Referral

.5 Time to Confirm a Referral Match

19.1 Time to Referral Closure

It takes 1.6 days less to generate a referral and 4x shorter of time to confirm a referral compared to the average of all service domains. Once confirmed, it takes 10 less days than average of other domains to close.

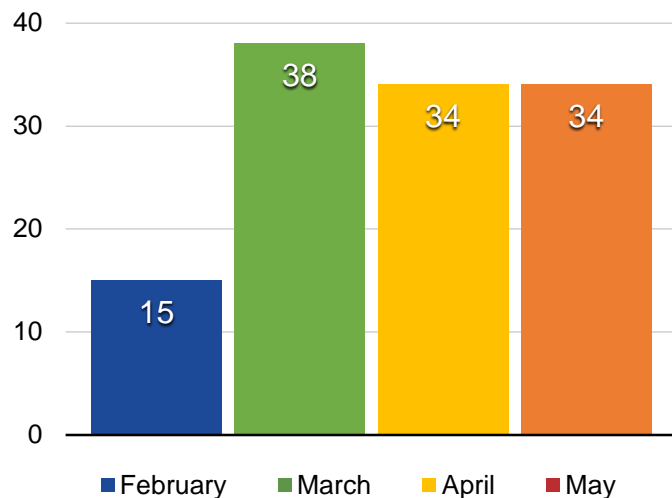
Sample Positive Outcomes:

- Received Services (56%)
- Bed Ordered (28%)

Sample Neutral Outcomes:

- Closed (10%)

Referrals Created by Month- 2016



PAServes: Greater Pittsburgh is leading the entire AmericaServes program in VHA engagement

Standing Out: Highest VHA Engagement



1.9
Average needs per individual referred



12
Practitioners in the network



71 Cases Closed

100 % Closed Positive

Provider Insights

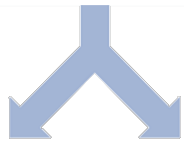
Providers are making strides towards engaging with their fellow Network Providers and leveraging the Network more effectively:



146 Practitioners



37 Participating Organizations








59%
Making Referrals

57%
Receiving Referrals

Sample of Providers who are increasing their engagement with the Network (making/accepting Referrals)






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 Development

Implement and test process modifications and improvements. Develop 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 PAServes
▲	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 & Provider Spotlight

Referral Spotlight – Public Provider

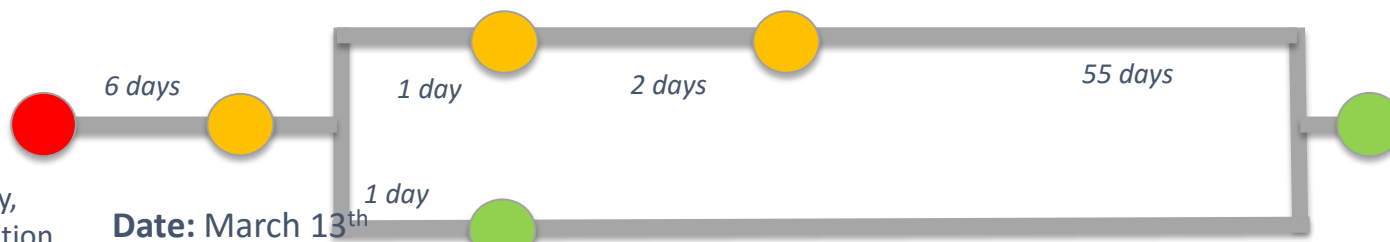


Client Profile: Client is a Post 9/11 Air Force Veteran that had recently separate from 7 years of active duty in need of VA Healthcare and assistance with finding out the status of his pending claim for his service connected disability.

Date: March 7th
Veteran contacted **PAServes: Greater Pittsburgh** Coordination Center for assistance..

Date: March 14th
VA Healthcare System also commented regarding his pending claim, “client should receive a call within the next couple days to schedule an initial primary care appointment.”

Date: March 16th
Veteran was contacted and schedule for initial primary care appointment for 3-22-16. **VA Healthcare Systems** updated file notes to reflect new information.



The same day, the Coordination Center created his **veterans file** and emailed the veteran VA Form 1010EZ to complete

Date: March 13th
Veteran returned to **Coordination Center** for assistance in filling out form 1010EZ, accompanied with his **DD214** which was added to his file.

Date: March 14th
VA Healthcare System received file and commented “Veteran is eligible and enrolled in **VA Pittsburgh Healthcare system**. Enrollment letter mailed out today.

Date: May 10th
Veteran called into **PAServes: Greater Pittsburgh** Coordination Center to report he received award letter and will begin to receive funds for his service connected disability.

Outcome: PAServes assisted the Veteran with filling out form 1010EZ and submitting the claim to the VA Healthcare system. VA Healthcare system processed the claimed and the veteran was eligible for and enrolled in the VA Pittsburgh Healthcare System and later received his award letter to receive funds for his service connected disability.

Referral Spotlight – Non-Profit Provider



Client Profile: Client is a post Vietnam veteran in his 50’s with one deployment and honorable discharge. He contacted PAServes himself seeking assistance with alcohol abuse, having recently incurred his second DUI. The veteran reports feelings of depression and anxiety and sought outpatient drug and alcohol treatment. With PAServes help, he was referred to Pittsburgh Mercy and is now enrolled in AOD Intensive Outpatient.

Date: June 21th
Veteran reached out to **PAServes: Greater Pittsburgh** requesting help with drug and alcohol abuse.

Date: June 27th
Veteran had his scheduled intake assessment with **Pittsburgh Mercy** for drug and alcohol abuse.



Date: June 21th
The **Coordination Center** contacted **Pittsburgh Mercy** intake on behalf of the veteran. On the same day MBH contacted veteran and scheduled an intake assessment.

Date: June 30th
Veteran is enrolled in AOD Intensive Outpatient therapy at **Pittsburgh Mercy**. Will seek employment once veteran feels more stable.

Outcome: Veteran’s need for **outpatient drug and alcohol therapy** was addressed within **9 days** from reaching out to **PAServes: Greater Pittsburgh** Coordination Center.

Challenges and Opportunities

Challenges and Opportunities



PROVIDER ADOPTION:

- **59%** of Providers have created referrals, **57%** have received and processed referrals. **41%** have made *and* received Referrals.
- Coordination Center is working closely with Network Providers to increase their engagement with the Network and with each other to better serve the community in a coordinated manner, building off of each others' strengths:
 - We would like to see more referrals coming from Providers, which in turn helps capture more accurate information on the clients' needs and decrease lead time in connecting them to services
 - We will continue to reach out to the veteran/transitioning service member community directly, increasing their awareness of the self-referral options available to them online and through the toll free Network number



SERVING THE UNDERSERVED POPULATION:

- The Network would like to reach out to more younger veterans (under 30) as well as transitioning service members.
 - * The Network **succeeded** in serving **female** veterans, at almost 2x the population.
 - We will continue to seek opportunities for **outreach** and be present at events in which we can connect with the community
 - We also invite **Network Providers to share** any **insights** and suggestions they may have for us

ACCURACY & REPORTING:



- The PAServes platform provides reporting features, which are continuously improved. However, reporting is only as good as data entered. "Dates Served", "Service Era" and "Deployment Info" are all necessary fields, although not required. Community needs detailed information to develop a clear understanding of who we are serving
 - Unite Us updated the platform to include a more detailed, visual reporting portal. Additionally, closure statuses were updated for a more accurate capture of Service outcomes, added more service eras & date served fields
 - Coordination Center is working to ensure that information is completed, but needs Network Providers' support

Technology Updates

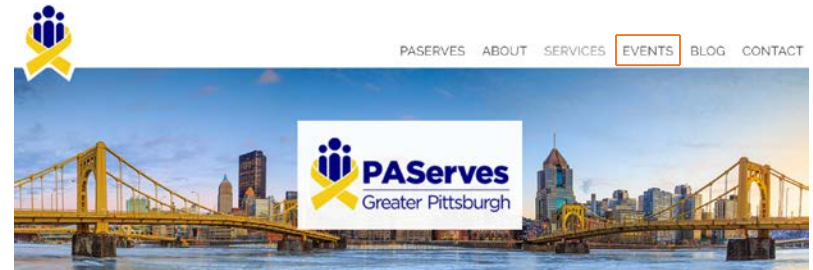


PAServes website revamp:

- Community Centric
- Events Page
- Blog Page

Unite US Version 3:

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



UPCOMING EVENTS



Wrap-up and Q&A

Wrap-up and Q&A

Next Steps and Q4 Objectives



- **Network Engagement:**
 - Reach out to *underserved demographics*
 - Work towards reaching *each Provider's potential* within the network
 - Focus on adoption *one practitioner at a time*
 - Newsletters and *Provider Meetings* follow-up
 - Utilize and publicize website: www.paserves.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 Provider Meetings and IPRs
 - *Share events* with providers and leaders outside of the Network

Next IPR:

Date/Time:

October 20th, 10am-12pm

Location:

Father Ryan Art's Center
McKees Rocks, PA

Year Milestone!