



AmericaServes

People ■ Providers ■ Communities

PARTNERING TO IMPROVE THE

Marketplace of Human Services and Care



2019 Transparency Report

PREPARED BY:

Institute for Veterans and Military Families
at Syracuse University



The Institute for Veterans and Military Families at Syracuse University (IVMF) is the first interdisciplinary national institute in higher education focused on the social, economic, education and policy issues impacting veterans and their families post-service. Through our focus on delivering world-class programs and services to service members, veterans, and their families, the Institute provides the nation with impactful analysis of the challenges facing the community, captures and applies best practices, and serves as a national forum to facilitate new partnerships and strong relationships between these individuals and the organizations committed to serving their needs. AmericaServes is driven by the IVMF.

For more information, visit ivmf.syracuse.edu.



Unite Us is a technology platform reinventing the delivery of health, employment, and human services. The company is disrupting the fragmented health and human services industry by enabling government agencies and community organizations to coordinate and deliver services through networks of providers who together can better meet the comprehensive needs of their constituents. The software suite allows the utilization of real-time data by communities to make informed decisions that impact outcomes and shape programs.

For more information, visit www.UniteUs.com.



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By using our strengths to help others, Walmart and the Walmart Foundation create opportunities for people to live better every day. Walmart has stores in 28 countries, employing more than 2.2 million associates and doing business with thousands of suppliers who, in turn, employ millions of people. Our philanthropy helps people live better by supporting upward job mobility and economic development for the retail workforce; addressing hunger and making healthier, more sustainably-grown food a reality; and building strong communities where Walmart operates and inspiring our associates to give back.

To learn more about Walmart's giving, visit <http://giving.walmart.com/foundation>.

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FOREWORD

Even Great Organizations Depend on Others to Do What They Do Best



As Secretary of the United States Department of Veterans Affairs (VA) from 2014 to 2016, I was charged with carrying out its mission to fulfill President Lincoln's promise: to care for those who have borne the battle, and their families. Implicit in this mission is the responsibility to seek an answer to a fundamental question – how do we do this best, to honor and serve the men and women who have served our country? Today, I believe we've identified the how: through sound community-based approaches, coordinated with the Department of Veteran Affairs, like *AmericaServes* and other initiatives related to the VA's efforts to successfully build Community Veteran Engagement Boards (CVEB's) across the nation. CVEBs bring together stakeholders in the community with VA leaders to customize efforts to fit local need.

AmericaServes and related community-based work underway by organizations like America's Warrior Partnership, Vets' Community Connections, and others, are grounded in the idea that good outcomes are about more than simply clinical ones. By addressing the social determinants of health, these important initiatives offer the opportunity to create coordinated networks of care that deliver services to veterans and their families faster and more transparently than ever before. These networks include and supplement the VA, not replace it. By focusing on all of a veteran's needs, and the ways in which they intersect and co-occur, we can impact how they access and maintain their healthcare.

As a new member of the IVMF's Advisory Board, I have seen firsthand what these communities with *AmericaServes* networks offer, the tremendous value they have to those who are charged with caring for our veterans, the VA, and its partnering providers. The strength of *AmericaServes* comes not only from its ability to offer an easier path to solutions, but also in its propensity to be the engine that drives those offering solutions to be more effective and successful. That means working in partnership with the VA, in an integrated and connected fashion. This approach maximizes the potential of public-private partnerships, getting the very best out of what each entity in our communities can achieve. It is why I established an Office of Public Partnerships and a myriad of partnerships during my tenure.

In the ever-growing ecosystem of providers who have the expertise and capacity necessary to care for our veterans, I believe these community-based efforts, and their connectivity to VA, are the answer. They harness this collective power to provide that care in the most effective and holistic way possible. These public-private partnerships are a force-multiplier. It is my hope that our country and its leaders mobilize behind this idea, and quickly, as we move to enhance the way in which we care and support our nation's veterans and their families.

Initiatives like *AmericaServes* have the potential to truly address the needs of those we serve in the communities where they live, work, and thrive. I encourage readers to study its design, partnership model, deployment, and the impact these communities are having on the lives of America's veterans and their families across the country.

Thank you,

Robert A. McDonald

*8th United States Secretary of Veterans Affairs
IVMF Advisory Board Member*

OUR PARTNERS

There are many stakeholders that contribute to the success of this initiative. AmericaServes would like to acknowledge the support of the partners and organizations that have helped nurture and grow the effort.



In addition to serving as the technology partner for AmericaServes, Unite Us has provided strategic support to the project since its very beginning.



By providing both cash grants and pro bono consulting support, Accenture has helped IVMF move AmericaServes from conception to implementation and expansion.

OUR COMMUNITY PARTNERS

As quarterbacks in their respective communities, our coordination center partners engage with providers, clients, and stakeholders to ensure veterans and their family members receive the right care and services efficiently and successfully.

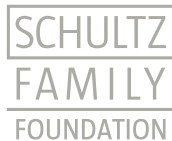


OUR AFFILIATE PARTNERS



OUR FUNDERS

AmericaServes is funded through the generous support of philanthropic and corporate partners, as well as key public sector entities. Their collective investments have transformed how veterans, service members, and military families are served within their communities and across the country.



Dear Friends and Colleagues,



Welcome to 2019 and another year's worth of insights, performance, and progress from the IVMF's groundbreaking AmericaServes initiative to transform the marketplace of services and care for veterans, service members, and their families.

Now operational in 17+ communities across 12 states and in Washington, DC, the AmericaServes model for the military-connected community represents the future of health and human service delivery: a seamless and accountable fabric of organizations across the country serving people where they live, with an emphasis on fostering transparency, efficiency, and successful outcomes.

The nature of our annual Transparency Report is to lift back the curtain and share the details of what it means to create a better system of care for our 22,000+ clients who have reached out for more than 45,000 distinct needs in their communities. Throughout this report, we look at the people along with the processes and procedures it takes not only resolve the over 70% of these needs favorably but also what it necessitates to serve people better with each passing day. We conclude with the lessons we have learned.

Most importantly, our communities are and will remain at the center of how we best care for those who serve our country. Every service request is answered by and within individual communities striving to become more than the sum of their individual agencies, organizations, and practitioners.

We begin this year's Transparency Report by thanking each of you for your ongoing support, for without it, this initiative would not be impossible. Working alongside some of the best operational and funding partners in the nation is what makes this effort so special, none of which we take for granted. To those we serve, it is our organization's honor and privilege to have catalyzed and sustained these coordinated networks of care and services, as well as to have the opportunity to lead such important change on your behalf.

As we 'turn the page' on 2018 and begin AmericaServes operations in 2019, we remain poised for another year of strong performance driven by an engaging practice committed to higher standards of excellence. This past year has seen many gains across the initiative, and we'll walk you through them in the next few pages in a slightly new way – as seen through the eyes of our program partners and individual clients. Their faces, profiles, and observations throughout this report tell the AmericaServes story best. Through their service journeys and experiences, they are uniquely able to convey the true context, scale, and unfolding AmericaServes narrative now playing out for the military-connected community nationwide.

As AmericaServes continues to deliver upon its key tenet - serving individuals to the best of our collective ability, we remain grounded in the necessity to learn and improve as we go, while also generating the early evidence that these coordinated approaches to health and human service delivery are essential to upholding our national responsibility to those who serve our country, as well as the families who support them throughout.

Thank you again!

A handwritten signature in black ink that reads "James D. McDonough, Jr." The signature is fluid and cursive, with a large initial 'J' and 'M'.

James D. McDonough, Jr.

Managing Director, Programs and Services, Institute for Veterans and Military Families at Syracuse University

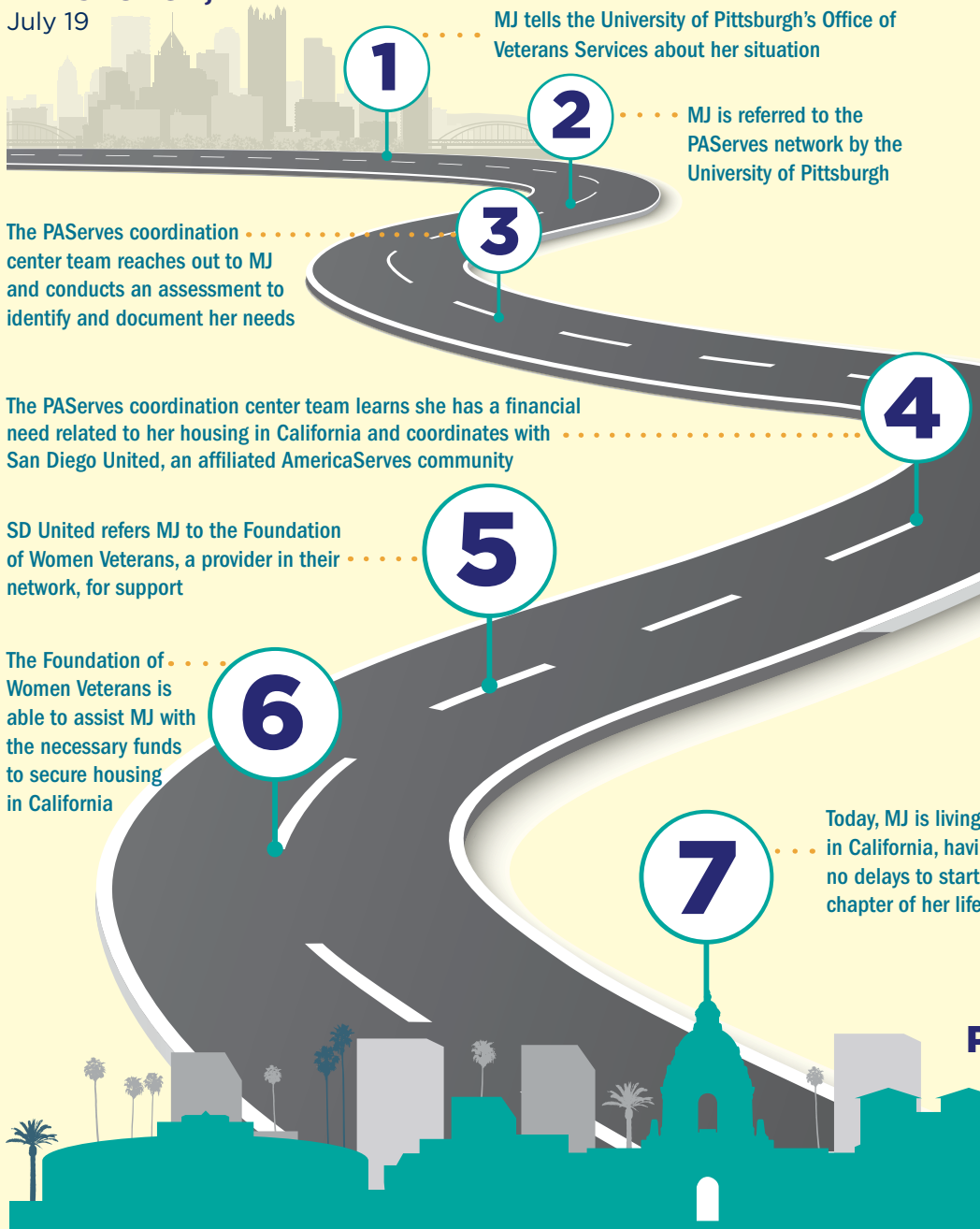
INTRODUCING AMERICASERVES THROUGH MJ'S STORY

MJ is a Navy veteran and recent graduate of the University of Pittsburgh John M. Katz Graduate School of Business. She graduated with a bachelor's degree in accounting along with a master's degree in business administration. Upon graduation, MJ planned to move from Pittsburgh, PA to Pasadena, CA after being offered a position as an accountant. She secured a place to live and was ready to begin the next phase of her career when the funds she was relying on to pay for housing were suddenly stalled due to an error in her GI Bill Housing Allowance.

Follow MJ's journey to see how AmericaServes was able to help her find the resources she needed.

PITTSBURGH, PA

July 19



"I remember crying on the phone, I wasn't a homeless veteran and I wasn't asking for money, I just needed help with finding a solution for the issue with my housing allowance."

—MJ DeVega, Navy veteran, PAServes client



The strength of the AmericaServes model lies in its capacity in every community to match needs to solutions on behalf of providers and clients quickly and successfully.

MJ's story is only possible to tell because of a shared technology solution creating a seamless path between the teams coordinating her care from Pittsburgh to Pasadena.

PASADENA, CA

August 2

TRANSFORMING HUMAN SERVICES ACROSS THE COUNTRY

17+ COMMUNITIES ■ 12+ STATES ■ 1 SOLUTION

AMERICASERVES BY THE NUMBERS

SCALE TO DATE

17+ NETWORKS IN **12+** STATES

SUPPORTING APPROXIMATELY

850+ PROVIDERS

IMPACTING COMMUNITIES



22,000+

UNIQUE MILITARY-CONNECTED CLIENTS

45,000+

UNIQUE SERVICE REQUESTS



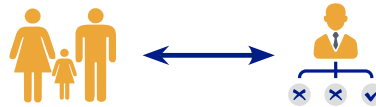
OUTCOMES

72% REQUESTS RESOLVED SUCCESSFULLY IN 2018

69% REQUESTS RESOLVED SUCCESSFULLY (2015-2017)

IN 2018, A CLIENT IS TYPICALLY MATCHED TO AN APPROPRIATE PROVIDER IN

5.5 DAYS

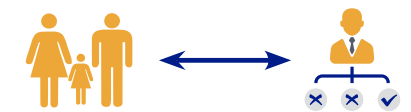


MATCHED TO PROVIDERS (2015-2017)

6.6 DAYS

IN 2018, CLIENTS WERE TYPICALLY SERVED IN

15.8 DAYS



DURATION OF SERVICES (2015-2017)

17.8 DAYS

CLIENT DEMOGRAPHICS

MILITARY SERVICE

83%

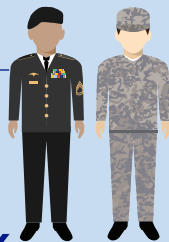
Service Member or Veteran

7%

Military Family or Caregiver

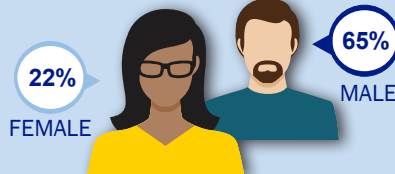
10%

Undisclosed



ALL CLIENTS/GENDER

2018



Other - less than 0.1%
Undisclosed - 13%

2015-2017



Other - less than 0.1%
Undisclosed - 16%

ALL CLIENTS/AGE



48.9

AVERAGE AGE IN 2018



48.4

AVERAGE AGE IN 2015-2017

OF SERVICE MEMBERS/VETERANS

18%

Female

39%

Pre-Gulf War



2018 MILESTONES

SDUNITED

San Diego United joins the AmericaServes family as the newest affiliate community

Conditions are set for Texas to become the next Statewide Solution

OKLAHOMA VETERAN CONNECTIONS

Oklahoma Veteran Connections joins the AmericaServes family as a new affiliate community

NYC Veterans

VetConnectNYC
An initiative of AmericaServes

NCServes

North Carolina becomes the 2nd state to secure statewide funding for coordinated care

Veterans Day 2018, NYC mayor Bill de Blasio officially announced the launch of VetConnectNYC, concluding the NYServes-NYC pilot and kicking off the next evolution in New York City's first network of care for military members, veterans, and their families.



“The secret sauce is really listening – go into the regions, do the diligent research, and build the connections needed to help the communities.”

—Meg Storer, Vice President of Community and Government Relations, 2-1-1 San Diego



“AmericaServes brings providers together better in a community, so there’s enhanced collaboration. They push on communication and best practices, and have a system that’s very logical and simple to train providers to use.”

—Pete Luitwieler, Program Manager, OKVC



“Part of what makes AmericaServes whole is that it’s community-driven. It’s championed by IVMF and powered by Unite Us, but AmericaServes wouldn’t be what it is without the communities of providers in each local region.”

—Micheline Tocco, Head of Customer Success, Unite Us

AMERICASERVES

HOLISTIC SOLUTIONS THAT ADDRESS COMPLEX NEEDS



CO-OCCURRENCE BY THE NUMBERS

AVERAGE NUMBER OF REQUESTS PER CLIENT

2.0

44% CLIENTS MAKING 2 OR MORE REQUESTS

OF THOSE CLIENTS

71% MADE REQUESTS ACROSS DIFFERENT SERVICE CATEGORIES

2015-2017

AVERAGE REQUESTS

1.76

AVERAGE REQUESTS PER CLIENT

39%

PERCENTAGE OF CLIENTS MAKING 2 OR MORE REQUESTS

AmericaServes assists not only veterans but also the family members that support them. Silke Stein is the primary caregiver for her disabled husband and is now connected to a spectrum of caregiving services as well as additional services to support her husband's care. Because Silke and her family were experiencing several needs at once, she struggled with navigating the myriad of services available. Once connected to AmericaServes, the coordination center was able to identify and prioritize her family's needs and make referrals to the most appropriate providers in the network when she was ready.

“AmericaServes is the first thing I had run across that serves the entire family, not just the veteran. There are a lot of trials that you go through and sometimes very frustrating.”

—Silke Stein



“What we realized is that just solving the first problem presented often wasn't solving the problem at all. It would simply elevate a different problem... Making the investment into AmericaServes with the IVMF really was a landmark for Accenture. We were drawing a line in the sand, saying, ‘We want to treat all of a person's needs because we know at the end of the day it will lead to a more sustainable outcome.’”

—Maggie Pollard, Senior Manager, Health & Public Service, Accenture Federal Services



SILKE'S JOURNEY



July 2017

Silke contacts the NCServes-Central Carolina coordination center for individual and family support as a caregiver

August 2017

NCServes-Central makes an out of network referral for Silke to Boulder Crest Retreat

January 2018

NCServes-Central makes additional referral to Aware Senior Care for in-home support for Silke's husband

January 2018

At that time, NCServes also makes a health referral for caregiver support to The Joel Fund

Feb.-Mar. 2018

Through the Joel Fund, Silke is connected to a photography class and therapeutic art classes

CASE NOTE: "Had a great call with Silke, registered to take a photo class and charcoal class with her daughter and said 'now I have something to look forward to'"

June 2018

NCServes-Central makes a final referral to the Wake County VSO for additional Caregiving resources - they refer Silke to the VA Caregiver Program

"I worried that we were too small for AmericaServes. But as time went on I was very pleasantly surprised to see how we did fit in and that it did work for us too. So it wasn't just the big companies, AmericaServes works for small non-profits also."

—Brooke Dickhart
Founder/President
The Joel Fund



NEW YORK CITY: FROM PILOT TO PIONEER



“The idea of bringing everything under one roof makes it a lot easier for a veteran to go to one spot to try to get all the help they need.”

—Anthony Silvera, Network Director, VetConnectNYC



“If it wasn’t for AmericaServes and those connections, who knows how long it would’ve taken

guys like us. We don’t necessarily jump at the first chance to get help with things.”

—Ryan Loya
Marine Corps veteran

VETCONNECTNYC BY THE NUMBERS



97

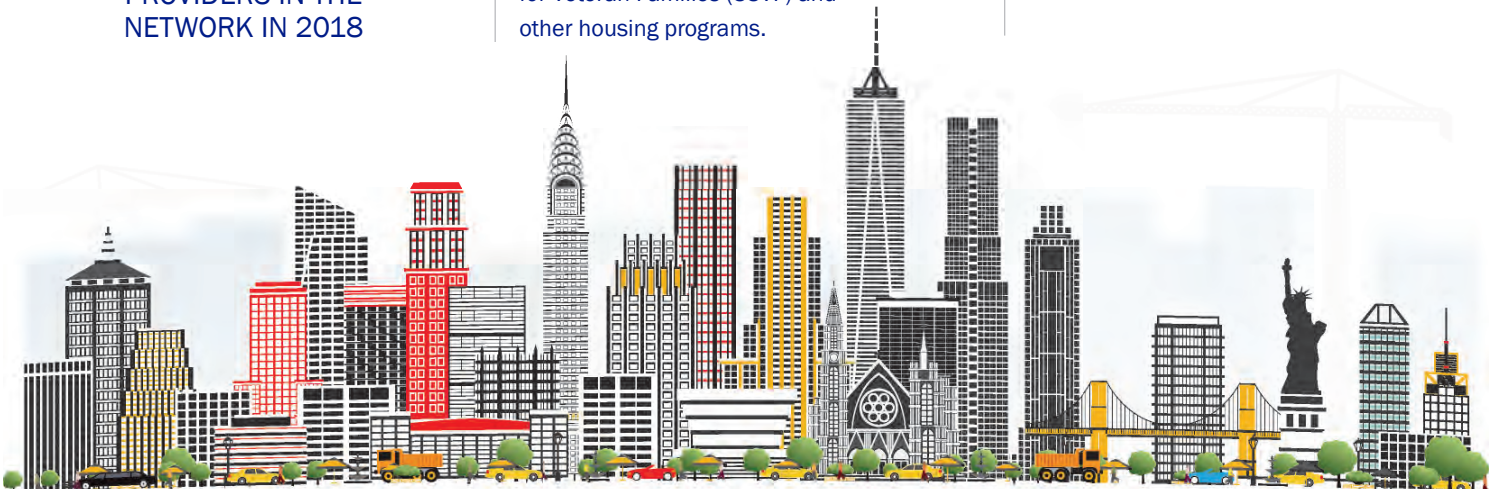
PROVIDERS IN THE NETWORK IN 2018

MOST REQUESTED SERVICE: Housing & Shelter

Clients in NYC and other cities with high costs of living struggle to find affordable housing because they don't always meet income requirements for the VA's Supportive Services for Veteran Families (SSVF) and other housing programs.

1.5 REQUESTS

The majority of clients self-refer for services. On average, clients in NYC make 1.5 requests, with about one-third making least two requests.



“Easing transition for New York City’s service members, veterans, and their loved ones is one of our agency’s top priorities. VetConnectNYC’s service and access multiplying network simplifies that process. I look forward to seeing the lives of our City’s veterans get carried to new heights – none of us can do it alone.”

Loree Sutton, MD
*(Brigadier General-Retired),
 Commissioner, NYC Department
 of Veterans' Services*

EVOLUTION OF NYC



October 2013

Facilitated strategic planning sessions under Robin Hood Foundation’s leadership

October 2014

Competitively bid coordination center responsibilities – selected Services for the Underserved | Identified Unite Us as technology partner | Registered and trained NYServes-NYC Network Providers

January 2015

NYServes-NYC goes live | identified 6 distinct funders to subsidize pilot implementation

August 2016

NYServes-NYC reaches 2,000 unique clients | NYC DVS enters into negotiated acquisition to sustain NYServes-NYC

Dec. 2016

Competitively bid coordination center responsibilities and select Northwell Health

June 2017

Reached 80+ providers within the network

May 2018

IVMF leadership presents AmericaServes model at NYC Fleet Week Senior Leadership Summit attended by U.S. Navy and City Agency Officials

Nov. 2018

NYServes-NYC pilot ends and VetConnectNYC officially launches with address by Mayor de Blasio

“Our partnership with DVS is a game-changer. Our clients will be able to tap into a wealth of City resources in a streamlined way. What’s more, City agencies will now be able to connect their constituents to a trusted network of community-based providers. AmericaServes began in NYC and we are proud to be at the forefront of its next evolution: true collaboration between government and community-based organizations.”

—Vincent DeSignore
 Program Manager
 Community Services, IVMF





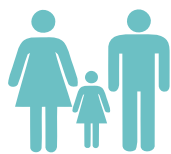
EMPOWERING PROVIDERS TO SERVE PEOPLE BEST

PASERVES BY THE NUMBERS

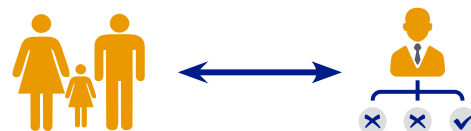
TOTAL NUMBER OF REQUESTS
7,473
2015-2018



TOTAL NUMBER OF CLIENTS
3,540
2015-2018



IN 2018, CLIENTS IN PASERVES WERE TYPICALLY MATCHED TO AN APPROPRIATE PROVIDER IN
2.6 DAYS



RESOLVED SUCCESSFULLY
88% 2018 | **85%** 2015-2017

2018

2015-2017





THE HEINZ ENDOWMENTS

HOWARD HEINZ ENDOWMENT • VIRA L. HEINZ ENDOWMENT



“With the PAServes Network, we have real data when we sit down to have discussions or planning meetings. We know the players. We know the impact. We know how invested they are in the AmericaServes model and understand that it requires collaboration, transparency, and accountability.”

—Megan Andros, Senior Program Officer
The Heinz Endowments



“Through our work at VLP, utilizing PAServes has allowed us to decrease our administrative costs. We’re able to focus that funding back into service provision. We’re not only seeing the impact in the positive outcomes, the veterans that we serve, but that it’s also, rolling down to the bottom line in organizations like VLP to fully leverage this resource. We’re not only going to excel in helping out veterans, but they’re going to excel in administering their organizations.”

—Ben Stahl, CEO,
Veterans Leadership Program
of Western Pennsylvania



“ I’ve seen AmericaServes from both ends. When I transitioned here last year, I needed a job. AmericaServes connected me to agencies, so when I moved, I had a leg up immediately on leads. Now I see AmericaServes from a provider perspective. It is even more in-depth than I thought on the external end. AmericaServes has immediate benefits to our veterans, and really cuts down the lag time for service. ”

—Timothy Jones, Former PAServes client and current Service Navigator, Veterans Leadership Program



DO YOU REMEMBER THE STORY OF THE NAVY VETERAN FROM THE 2018 TRANSPARENCY REPORT?

With the help of providers like Team Red White and Blue, Timothy was able to move from Florida to Pennsylvania and get a job at Veterans Leadership Program (VLP). A year later, Timothy is still working at VLP, helping veterans like himself, and was recently promoted to Service Navigator. At VLP, he met Army Veteran, Kevin Carmichael, a recent graduate with a degree in social work. Follow along to see how their journey unfolded.



“ They condemned the building where I lived and told me I had to find somewhere else to go and I had nowhere. So, I slept in my car for a while and then went back to the condemned apartment. There were no lights or water, so I just lived there for a while. I didn't know what services were available to me. AmericaServes knows who to call. I am forever grateful for the opportunity that I've been given. ”

—Kevin Carmichael,
Former PAServes Client and current Intake Specialist, PAServes

10/2017

After moving from Florida, Timothy is hired by VLP as a Client Assistant in Pittsburgh, where he helps veterans like himself

4/6/2018

Timothy inputs a referral from VLP for Kevin Carmichael for emergency/one-time financial assistance to help him avoid eviction

4/18/2018

The referral is received by the PAServes coordination center team - after speaking with Kevin, they make a referral to the University of Pittsburgh for employment assistance

8/10/2018

Kevin responds to a PAServes email regarding an open position at the coordination center - he is staying with a friend because his apartment was deemed uninhabitable by the Public Health Department due to damage from a landslide

PAServes makes an employment referral to VLP and a housing referral to SSVF - later that day, Kevin interviews for the Intake Specialist position with Pittsburgh Mercy

8/16/18

Kevin accepts Intake Specialist position with PAServes to begin 10/1, and is still working to find appropriate housing

9/12/18

PAServes makes an additional referral for housing to the House of Veterans and a financial assistance referral to Serving our Sentinels

9/14/18

Kevin moves into House of Veterans with his first month paid by Serving our Sentinels

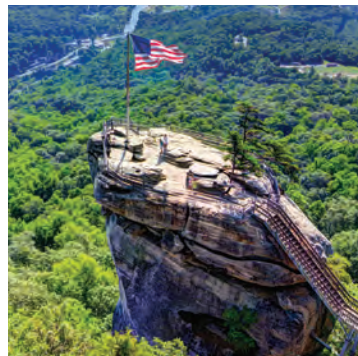
With Kevin's basic needs of housing and employment met - he is working on long term goals including improving his credit score to purchase a home

10/4/18

PAServes refers Kevin to Team Red, White & Blue for social enrichment



NCSERVES STATEWIDE COORDINATION: FOUR NETWORKS PROVIDING SEAMLESS CARE



NCSERVES BY THE NUMBERS

TOTAL NUMBER OF REQUESTS
19,623
2015-2018

RESOLVED SUCCESSFULLY
73% 2018
69% 2015-2017

TOTAL NUMBER OF NEW CLIENT
8,364
2015-2018

IN 2018, CLIENTS IN NCSERVES WERE TYPICALLY SERVED IN
15.1 DAYS

2015-2017
20.8 DAYS



Anthony Ricardo Thompson is an Air Force veteran who served on active duty before being discharged under honorable conditions. Today, Ricardo is living at the Men's Shelter of Charlotte and was recently hired at a local greenhouse, working in the horticulture field. Now that his employment needs have been met, he is looking forward to securing stable, long-term housing.



“If you need help and don’t know where exactly to go, I would go to AmericaServes because they have the resources and can point you in the right direction to meet the needs that you currently have.”

—Ricardo Thompson, Air Force Veteran

“AmericaServes allows us to work collectively, rather than just collaboratively. The community is prepared and equipped to do everything for the veteran.”

—Annie Jones, Veterans Specialist, Men's Shelter of Charlotte

RICARDO'S STORY



March 6

Veterans Bridge Home (VBH) meets Ricardo at an outreach event where he requests information on employment

March 22

NCServes-Metrolina makes a referral to NCWorks for employment | NCWorks identifies that Ricardo would like assistance in obtaining an IT related job along with help with his resume

March 26

NCServes-Metrolina makes a referral to Asheville Buncombe Community Christian Ministry (ABCCM) for assistance with training and certifications in the IT field | NCServes also makes an employment referral to Goodwill for additional resume assistance

March 28

Out of network referrals are made to HuntSource and Queens Associates for information on IT related employment

“Before this groundbreaking network, service members, veterans and their families faced a fragmented health and human services system and were unable to receive the right care within a reasonable amount of time. Today, NCServes provides the coordinated network and technology needed to connect veterans and their families to the resources they need, while allowing for the tracking of system-wide outcomes that support system improvement. Because this coordinated system of care created should be the standard in how we serve all North Carolinians, North Carolina has leveraged NCServes and expanded its scope to create a statewide coordinated network serving all North Carolinians.”

—Jeff Smith
Military and Veteran Program Liaison,
North Carolina Department of Health
and Human Services



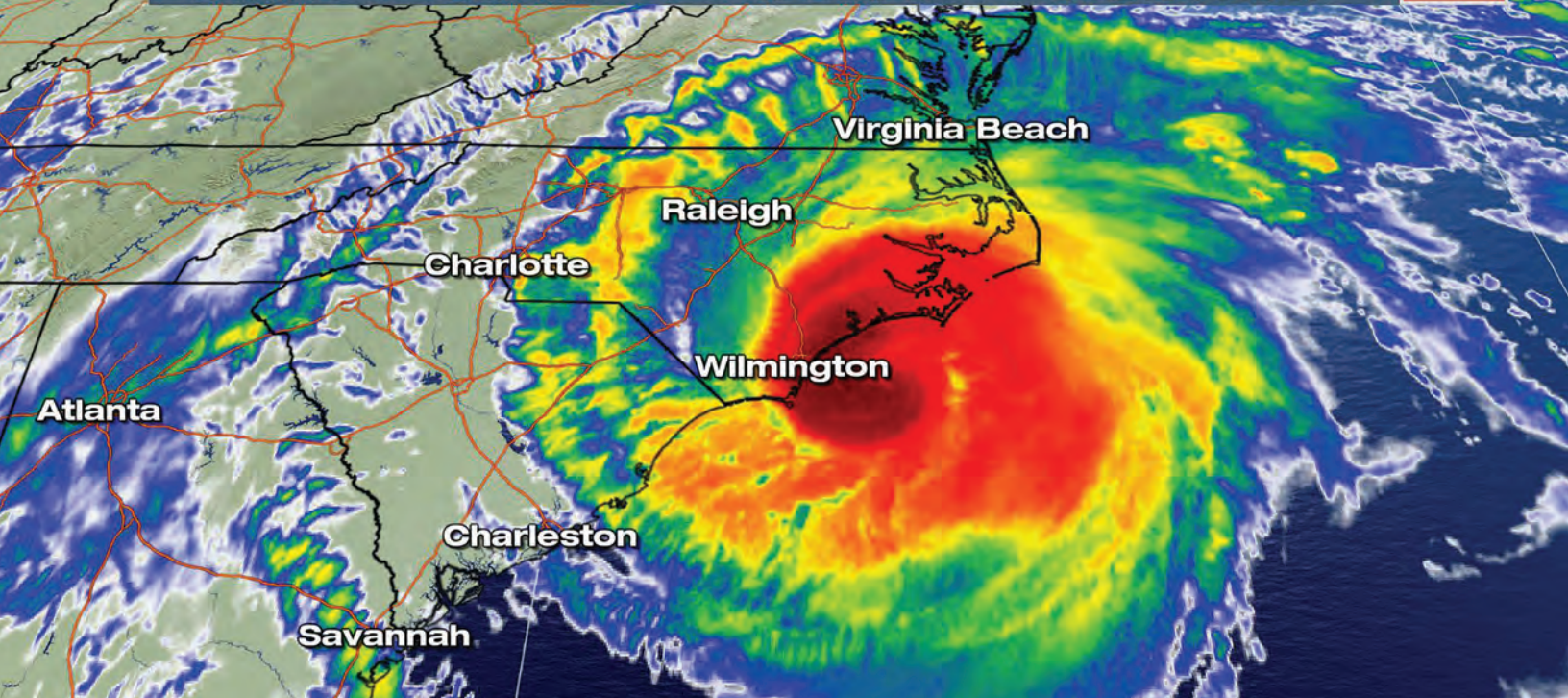
W HURRICANE FLORENCE

WINDS:
90 MPH

PRESSURE:
958 MB

MOVEMENT:
W 6 MPH

LOCATION:
34.2 N 77.6 W



NCSERVES IN ACTION HURRICANE FLORENCE

“ Hurricane Florence hit the Carolina coast hard. Veteran families and service providers alike found themselves evacuating their homes and searching for resources – including the coordination center. We were forced to evacuate but did not want to abandon our role of coordinating services, especially in a critical time. Thanks to the power of the network we did not have to! Our access to Unite Us technology, Community of Practice standards, and our sister network NCServes-Western allowed continued coordination of services for residents on the coast without skipping a beat. This unity allowed us in Jacksonville to focus on care for our families with confidence, knowing that our veteran and military families would still have access to care.”

—Jerrick Vernon, Network Director, NCServes-Coastal

DISASTER & RECOVERY BY THE NUMBERS



96 CLIENTS ACROSS ALL NCSERVES NETWORKS REACHED OUT FOR DISASTER-RELATED ASSISTANCE – **OVER 200** REQUESTS WERE MADE

173



REQUESTS CAME FROM THE HARDEST HIT AREA – NCSERVES-COASTAL

WITH THE SUPPORT OF ALL NCSERVES NETWORKS...

94% OF NCSERVES-COASTAL'S REQUESTS HAVE BEEN CLOSED

91% HAVE BEEN RESOLVED FAVORABLY



“ There was no hesitation in reaching out our hand to support; our sister networks are family, and we are all working together to continue our service. ”

—Brandon Wilson, Network Director, NCServes-Western



“ Military-connected communities are no stranger to lending a helping hand to our neighbors in need. When Hurricane Florence ravaged the coast of North Carolina this September, our NCServes-Coastal network was able to seamlessly shift their operations onto three inland coordination centers. All this took was a phone call to Unite Us and five minutes to set up. This allowed the Coastal team to evacuate while all the veterans, service members, and military families in the affected area were still supported in the network. ”

—Mary Bier, Account Manager, Unite Us

THE POWER OF THE NETWORK DURING A CRISIS



Sept. 11

The NC coastal community is under a mandatory evacuation order due to Hurricane Florence's impending landfall | Because of NCServes-Coastal coordination center's proximity to the evacuation area, their team is temporarily displaced | A Preparedness Plan is enacted for NC and SC to ensure veterans and their families receive support during the storm | NCServes-Western assumes responsibility of NCServes-Coastal's referrals and operations

Sept. 12

A veteran is forced to evacuate his family of 7 from Jacksonville to Cherokee, NC | Harrahs Hotel offers free nights to all evacuees, where the family is able to stay

Sept. 17

The veteran and his family calls the network for help | NCServes-Western inputs a referral to the local VSO office

Sept. 18

NCServes-Western follows up with the family and identifies a need for fuel and clothing | A \$50 gas card is donated along with 2 boxes of clothes and a \$30 grocery card

Sept. 19

After an additional follow up, NCServes-Western identifies the family is still displaced and needs temporary lodging

Sept. 20

NCServes-Western successfully connects the family to FEMA and assists them in registering for relief | The family travels to return to their home

Sept. 21

FEMA visits the family and completes an assessment of hurricane damages | The family is on the path to recovery

Sept. 25

NCServes-Coastal goes back online with NCServes-Western for backup coverage

“Although the hurricane was downgraded in severity, the effects were still catastrophic. The contingency plan became a vital part of operations across the Carolinas pre, during and post hurricane efforts. The most impactful lesson learned was that we can surge support from one network to another anywhere across the country during a natural disaster.”



—Lisa Murray, Program Manager, Community Services, IVMF

MORE STATES ADOPT COORDINATED SOLUTIONS



“AmericaServes can provide you and your organization a way to look at things differently and assess the landscape and really understand your client.”

—Tyrone Smith, Operation Stand Down Rhode Island



“AmericaServes has 100% of my endorsement because of the data. Data drives change. Data should drive the funding. Data should drive the services needed to be provided to our veterans and their families, and those AmericaServes initiatives provides us that vehicle to deliver those services.”

—Kasim Yarn
Director of Veteran Affairs, Rhode Island

RISERVES BY THE NUMBERS

TOTAL NUMBER OF REQUESTS
661

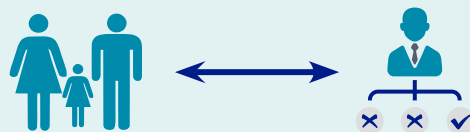


TOTAL NUMBER OF CLIENTS
445

CLIENTS IN RISERVES ARE TYPICALLY MATCHED TO AN APPROPRIATE PROVIDER IN



4.3 DAYS



RESOLVED SUCCESSFULLY

74%





“TXServes should be expanded in communities across the state to achieve as much coverage as possible utilizing their

web-based case management system. Such a system would help make Texas a national model for service delivery to our military members, military families, and veterans.”

—Governor Abbott’s Committee To Support The Military 2018 Report

“There’s literally no wrong entry point to the services veterans need... If they go in for marital counseling and it’s determined they need résumé support for a job application and some temporary support to make those car payments, those connections can be made instantaneously.”

—TD Smeyers, President and CEO of United Way Tarrant County



“One key feature of TXServes San Antonio being a successful program is the engagement of many different stakeholders within the TXServes Advisory Board members – including providers, agencies, and clients – to discuss community, knowledge and elevate community issues. Our Advisory Board members help to maximize the use and efficient allocation of resources, as well as provide expert opinions and community buy-in for the TXServes services.”

—Gary Timpson, Network Director, TXServes-San Antonio run by Alamo Area Council of Governments



“There are more resources for veterans than for anyone else. The number one problem that veterans and their families have is finding those resources. AmericaServes can solve the problem of getting the right person with the right eligibility criteria to the right organization in the least amount of time.”

—Sean Hanna, Senior Director of Veteran Engagement, Meadows Mental Health Policy Institute

TXSERVES BY THE NUMBERS



MOSTED REQUESTED SERVICES





A COMMUNITY OF PRACTICE AMERICASERVES PRACTICE 360

**PRACTICE 360 ENABLES
LEARNING AND INTERCONNECTED
COMMUNITIES**

200+  **WEBINARS, EVENTS,
AND CONVENINGS
IN 2018**

409  **CROSS-NETWORK
REFERRALS TO DATE**

254  **BETWEEN
SERVES
NETWORKS**

155  **BETWEEN
AMERICASERVES
NETWORK AND OTHER
UNITE US NETWORKS**

In October 2018, existing and prospective AmericaServes communities, affiliate networks, key stakeholders, and guests speakers came together in Dallas, TX at Equest, an equine therapy provider in the TXServes-North Texas network. During this two-day symposium, our partners shared ideas, questions, and lessons that set the conditions for a healthy, interconnected community of practice that will drive performance into 2019 and beyond.

“The times our partners come together for the Community of Practice – nationally, regionally, and locally - are so valuable. We depend on each other to find solutions to our common challenges because so few others are doing the work we’re doing at this scale. And, as an analyst, it’s a unique privilege to have such a willing audience to learn from our collective data, always collaboratively and with an eye toward improving the way we care for those we serve.”

– Gilly Cantor, Program Evaluation Manager, IVMF





“ One of our biggest challenges in the beginning was and has been finding trusted partners that we can work with to meet the needs that we can't. Now you've got a proven model that's been out there in the country doing this in a lot of other metropolitan areas. That's huge. ”

—Jeff Hensley
Director of Counseling and Veteran Services, Equest.

CONNECTING REGIONS TO DRIVE PERFORMANCE

“ We have followed the journey of this work over time, and it continues to be work that sets itself apart in helping communities leverage incredible resources and deliver solutions to our service members and military families in a way that is seamless, transparent, and consistent. ”

—Kathy Cox, Senior Manager, Walmart Foundation



“From what I’ve observed, the most effective organizations at creating community and social impact are those that continue to look within themselves to improve. That’s why the AmericaServes Community of Practice is so innovative – it takes the 17 coordination centers, 850+ providers, and thousands of practitioners doing this work and gives them the medium to exchange ideas and discuss best practices. AmericaServes is improving practice to continue to grow performance in creating positive outcomes for military-connected people, and at the beginning of 2019, the scale and impact is unprecedented.”

—Daniel Cohanpour
Consultant and Nonprofit Community Lead,
Accenture Federal Services



Recognizing our collective responsibility to help communities develop best-in-class services and care for their military connected populations, this past year we began aligning AmericaServes communities regionally to more fully leverage the talented and dedicated teams now supporting our efforts across the country. Now organized into five distinct regional geographies, AmericaServes communities are actively engaged in improving both their level of professional competencies to serve clients, as well as building greater organizational capacity to extend their reach in these communities. It is our collective aim that the regional layer of our practice will help us diffuse learning faster across the nation, driving performance and better outcomes for those we serve.



“2-1-1 San Diego is excited to be part of the AmericaServes family through its SD United initiative, and even more so to partner with the IVMF more broadly to bring these important solutions to the forefront of conversations about coordinated care, addressing the social determinants of health, and providing more transparency and learning around client outcomes.”



—Bill York, Executive Vice President
2-1-1 San Diego

The end state for AmericaServes is oriented toward positively influencing the broader health and human service delivery systems that underpin the nation’s ability to care for its citizens. 2019 marks an important turning point for the IVMF and its business partner, Unite Us. This year, the IVMF will begin introducing its AmericaServes initiative to national-facing health and human service efforts and convenings. Our goal is to communicate what we’ve learned from the work innovative communities are doing from coast to coast, in order to improve the way we address the needs of America’s military-connected families. Together with Unite Us, a leading driver of technology advancements within today’s health and human service sector, the IVMF is committed to extending its AmericaServes initiative to help the nation build and sustain better methods of care and service coordination for all of its citizens.

LOOKING FORWARD

“The accumulated lessons, learning, and evidence of impact in AmericaServes communities over the past four years must be documented, studied, and shared widely. These insights hold transformative potential, not only for communities improving veterans’ access to comprehensive services, but also for the future of our nation’s health and human services delivery system.”

—Nick Armstrong, Senior Director, Research and Evaluation,
IVMF



“The AmericaServes movement has helped us, as a company, be able to teach, educate, and implement in the broader health and human service delivery market, which I think is a testament to the model that IVMF built.”

—Dan Brillman, CEO, Unite US



STAY IN TOUCH



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