



10 YEARS  
OF IMPACT

In partnership with



# SyracuseServes Strategy Session 1

May 13, 2021



**Mother Cabrini**  
HEALTH FOUNDATION

# Agenda

1 Introductions

2 Why Syracuse University

3 Understanding the Veteran Landscape

4 SyracuseServes

5 How to Join the Network

6 Next Steps

7 Questions



# Introductions



# Our Team



**MAUREEN**  
Chief Operating Officer



**LISA**  
Market Lead



**LYNDSEY**  
Community of Practice



**JULIA**  
Associate Professor



**MARY RACHEL**  
Research & Evaluation Analyst

# Why Syracuse University



# Institute for Veterans and Military Families at Syracuse University



## Mission

To empower service members, veterans, and their families through actionable research, innovative programs, and insightful analytics.

Since 2011, **150,000+** transitioning service members, veterans and military families have been impacted by IVMF programs.

"I believe Syracuse University must once again become the best place for veterans. We have the capacity, we have the opportunity, to be the best in the world at providing opportunity and empowerment to the veterans of our armed forces and their families."

**–Chancellor Syverud**



# IVMF Programs & Services



- Original Research
- Policy Analysis
- Third-Party Assessment
- Program Evaluation
- Needs Assessment
- Data Visualization



- Transition Counseling
- Vocational Assessment
- Skills-Bridge Programming
- Credentialing/Certification
- Employer Engagement
- Professional Development

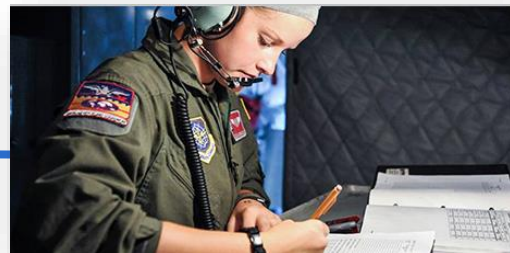


- Education & Training
- Needs Assessment
- Technical Assistance
- Network Development
- Micro-Funding
- Advocacy
- Corporate Development



- Collective Impact
- Best Practice Sharing
- Provider Education
- Provider Engagement
- Network Development
- Funding Solutions

**One**  
IVMF



# Understanding the Veteran Landscape





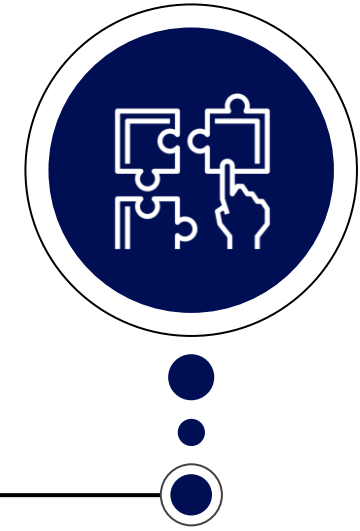
# Complex Challenges in the Veteran Community



**Access to and navigation of care and services** in communities remains an endemic issue for service members, veterans, and their families.



**No single organization can effectively address** the issue of access and navigation alone and the current resource landscape can be fragmented and siloed.



The solution lies in **addressing comprehensive needs** (i.e., social determinants of health) through an interconnected community with impact tracked start to finish.

# Community & Client Challenges

## Challenges Faced by **Veterans, Service Members, and Military Families**



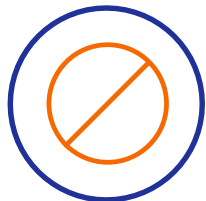
### Navigation

In a survey of >8,500 veterans, service members, and dependents, **60% identified navigating resources as the most significant challenge to transition**



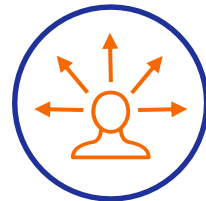
### Intake

It can be cumbersome or discouraging to submit and repeat the same information across multiple intake conversations and applications



### Eligibility

It is difficult for individuals to identify which providers are best able to meet their unique needs, eligibility restrictions, and preferences



### Co-Occurrence

Our data demonstrates an average of two requests per client, with over a third of clients experiencing more than one service need



### Scope Creep

Service providers are not equipped to help clients with needs that fall outside of their mission and areas of expertise



### Duplication

There is a lack of visibility into clients' information and previous service requests, resulting in redundant intake efforts and inability to monitor progress



### Uncertainty

Referrals to other providers are made without any visibility into their eligibility requirements, capacity, or ability to assist



### Unaccountability

Lack of appropriate data collection and measurement prevents providers and the community from ensuring quality and accountability to those they serve

# Addressing Comprehensive Needs

Sports Recreation, Spiritual Enrichment, Social Enrichment, Wellness

Social & Community



Education, Entrepreneurship

Education



Health, Mental/Behavioral Health, Physical Health, Substance Use, Individual & Family Support

Health Care



Housing & Shelter, Transportation, Utilities, Legal

Neighborhood & Built Environment



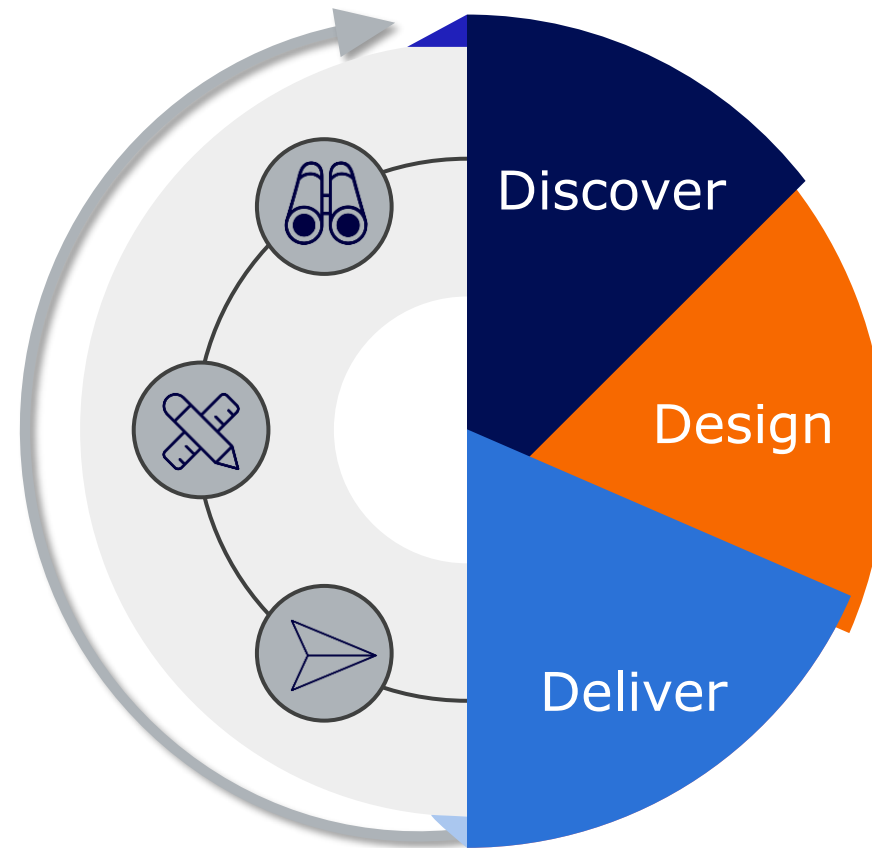
Employment, Benefits Navigation, Income Support, Clothing & Household Goods, Food Assistance, Money Management

Economic Stability



# IVMF's Approach

*meeting communities where they are*



## Discover

Develop an understanding of the community and environment

## Design

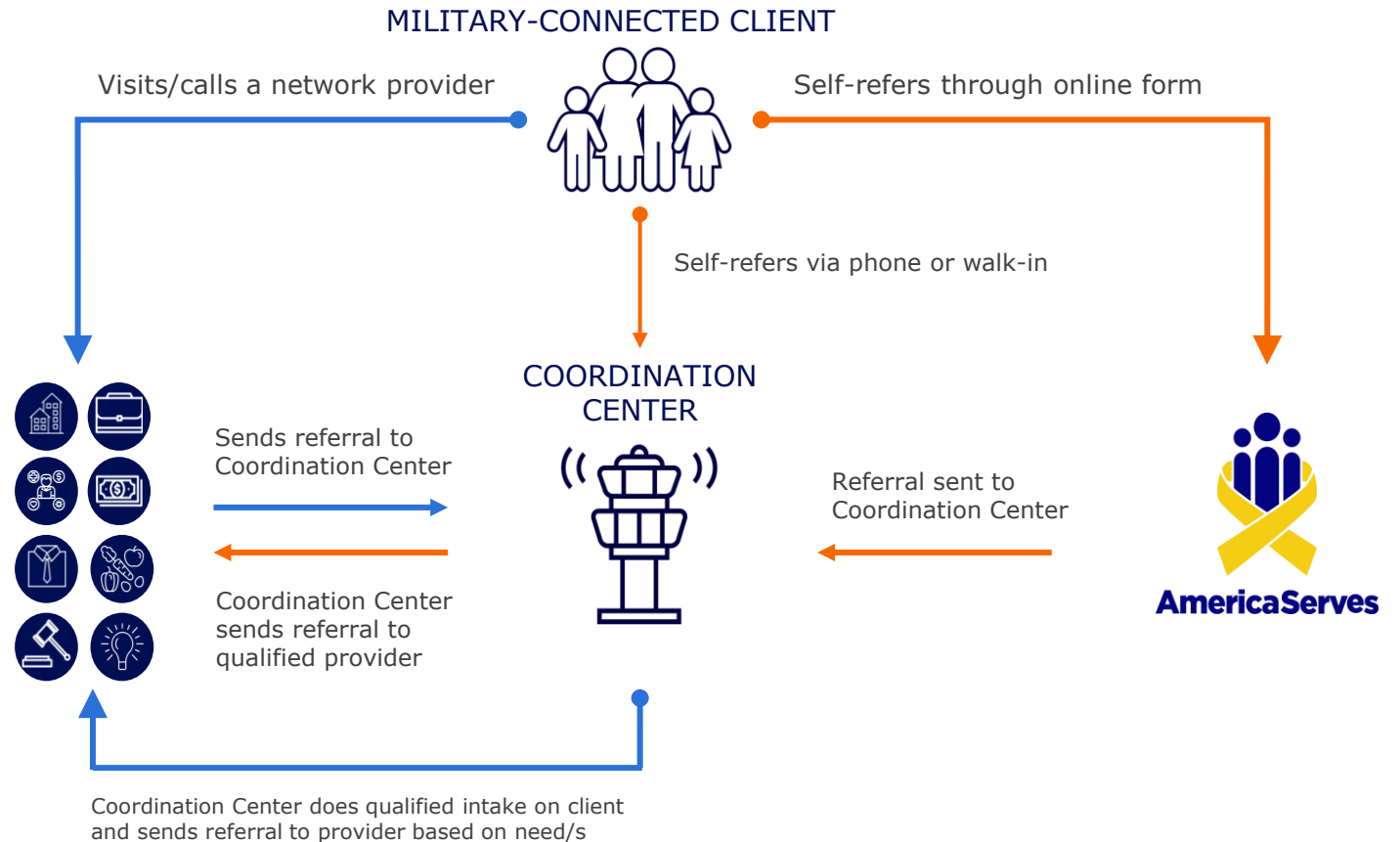
Identify a customized way forward with a community based on where they are.

## Deliver

Implement and support a community-based solution

# How Does It Work?

- A community facing backbone organization (coordination center) creates a referral that matches clients to the right services based on eligibility, availability, and capacity.
- Network providers then deliver care and services with impact tracked start to finish.



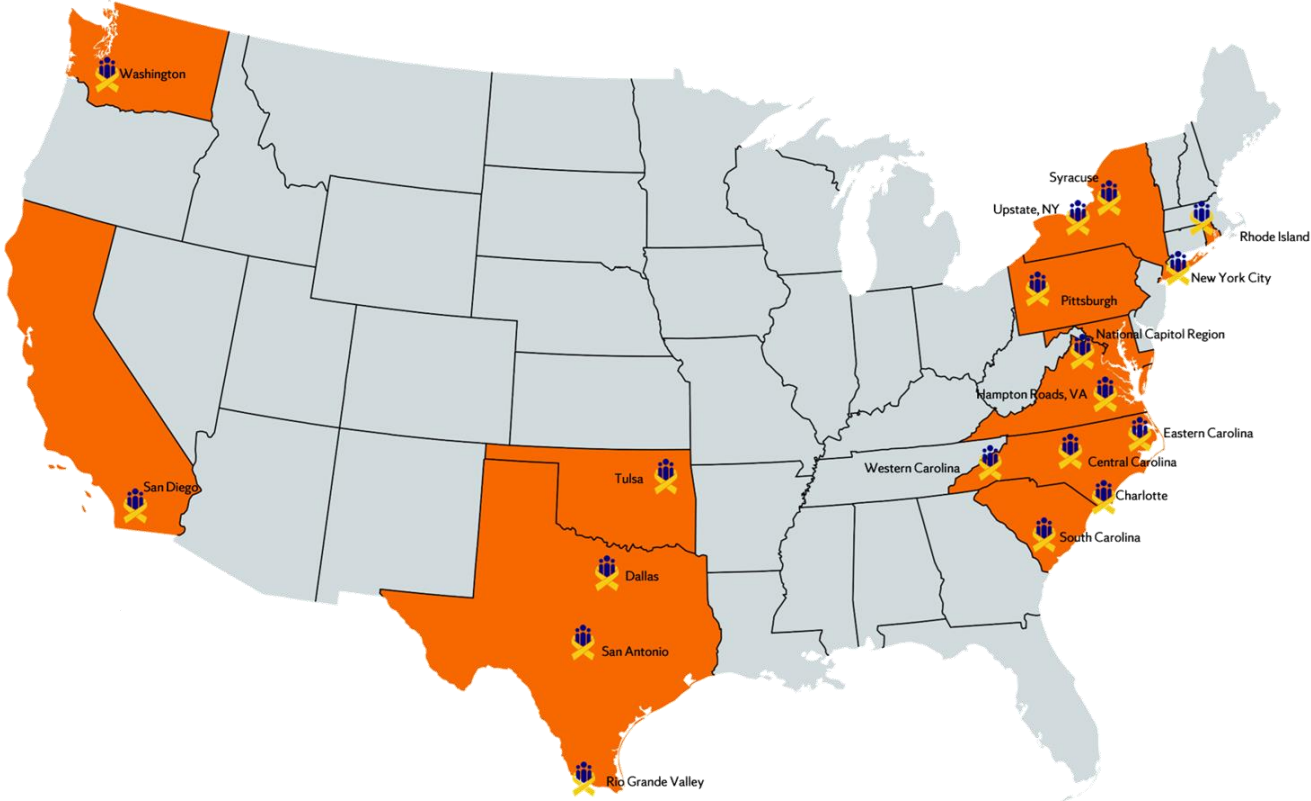
# Our Communities' Impact

## 18+ Communities

**99k+**  
Unique Service Requests

**40k+**  
Military-Connected Clients

**1k+** Provider Organizations



As of March 31, 2021



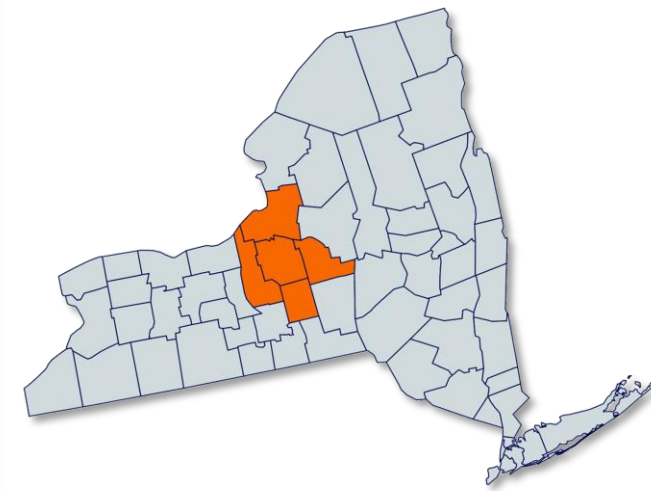
# SyracuseServes



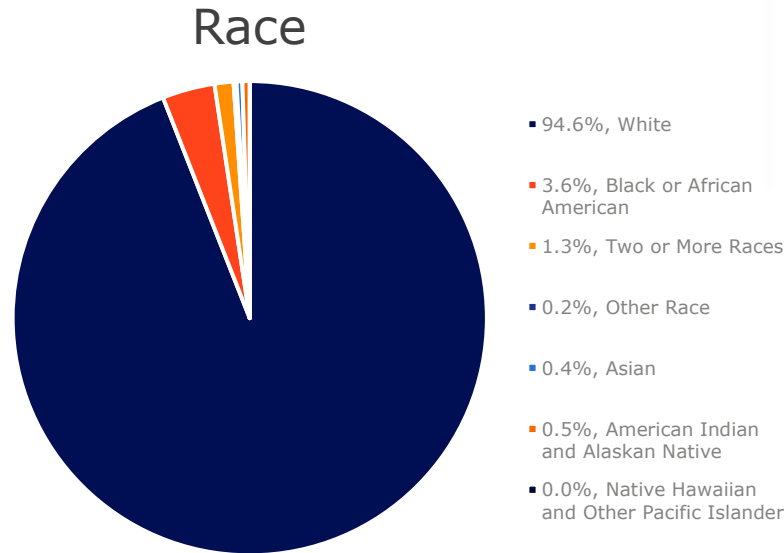
# SyracuseServes Region

**OVER 730,000**  
VETERANS ARE LIVING IN  
NEW YORK

**6%** OF ALL VETERANS IN  
NEW YORK ARE LIVING IN  
THE **SYRACUSE AREA**



## Population



## Age



## Economic Status

**\$38,491** AVERAGE ANNUAL MEDIAN INCOME  
**6.4%** PERCENTAGE BELOW POVERTY  
**5.1%** UNEMPLOYMENT RATE  
 (13% FOR NON-VETERANS IN THE SYRACUSE METRO AREA.)

**7.7%** Hispanic/Latino

## Education Level



Data Set: 2018 ACS-5 yr estimates (2014-2018) Source: Census Bureau

# About SyracuseServes



**Institute for  
Veterans and  
Military Families**

Host of the  
SyracuseServes  
coordination center.



**City of Syracuse**

Strategic partner to  
the network.



**Mother Cabrini  
Health  
Foundation**

Funder of the  
network.



**Unite Us**

Technology vendor  
allowing referrals to  
be sent across the  
network.

# Providers Currently Engaging With



- Benefits Navigation
- Clothing & Household Goods
- Education
- Employment
- Entrepreneurship
- Food Assistance
- Health
- Housing & Shelter
- Income Support
- Individual & Family Support
- Legal
- Mental/Behavioral Health
- Money Management
- Physical Health
- Social Enrichment
- Spiritual Enrichment
- Sports & Recreation
- Substance Use
- Transportation
- Utilities
- Wellness

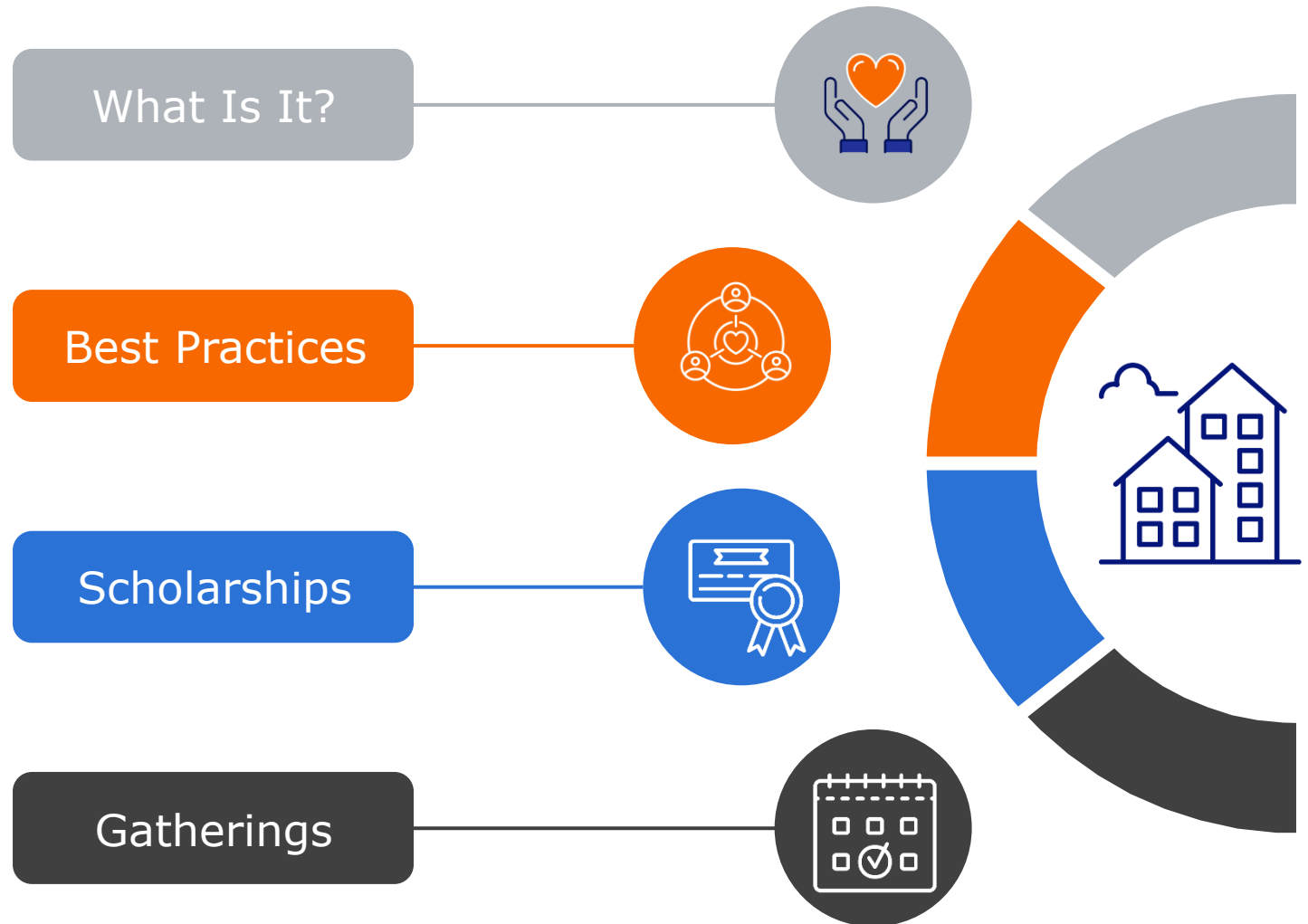
# Community of Practice

Platform of 18+ coordination centers, 1,000+ organizations and thousands of individual practitioners serving veterans and their families **exchanging ideas** and **discussing best practices**.

Opportunity to join and participate in **local** CoP with Syracuse providers to activities in the community. You'll also be part of the larger, **regional** CoP joining other providers.

Each spring, two scholarship opportunities are available for coordination center and provider totaling \$4,000 to **support professional development**.

Become part of the larger IVMF and AmericaServes ecosystem, gaining access to additional **learning opportunities** and experts across the veteran and military landscape.



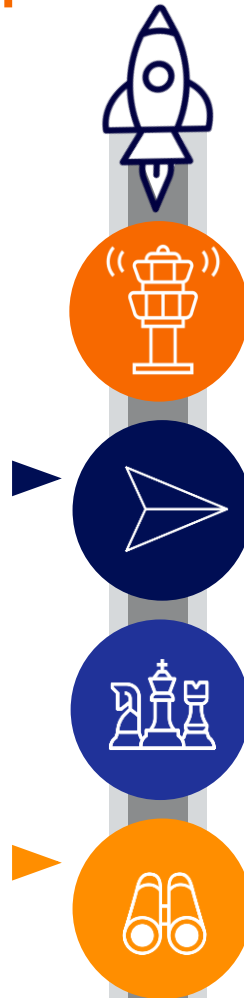
# SyracuseServes Launch

## June 23

Host launch event for SyracuseServes at NVRC. Officially open referral network.

## Feb - May

Identify & meet with Syracuse community providers and area leaders.



## After Launch

Continue engaging with providers, coordinate care and services for Syracuse's service members, veterans, and their families.

## May 13 & June 8

Host Strategy Sessions with Syracuse community | Onboard providers.

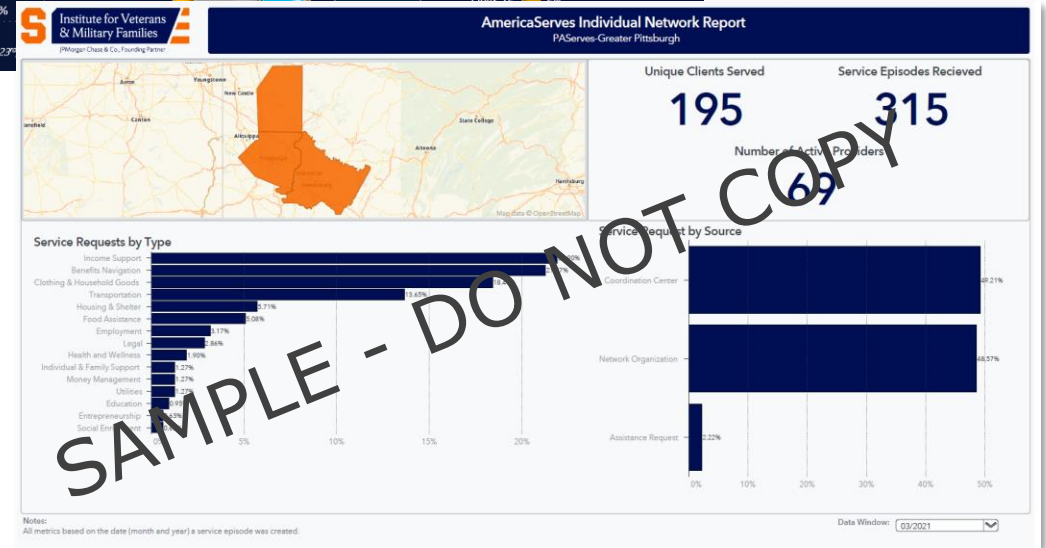
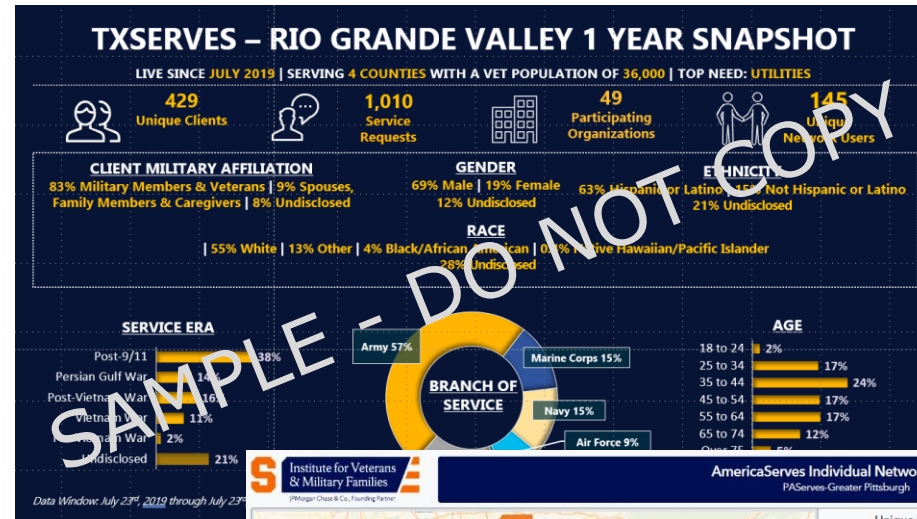


# Value of Reporting

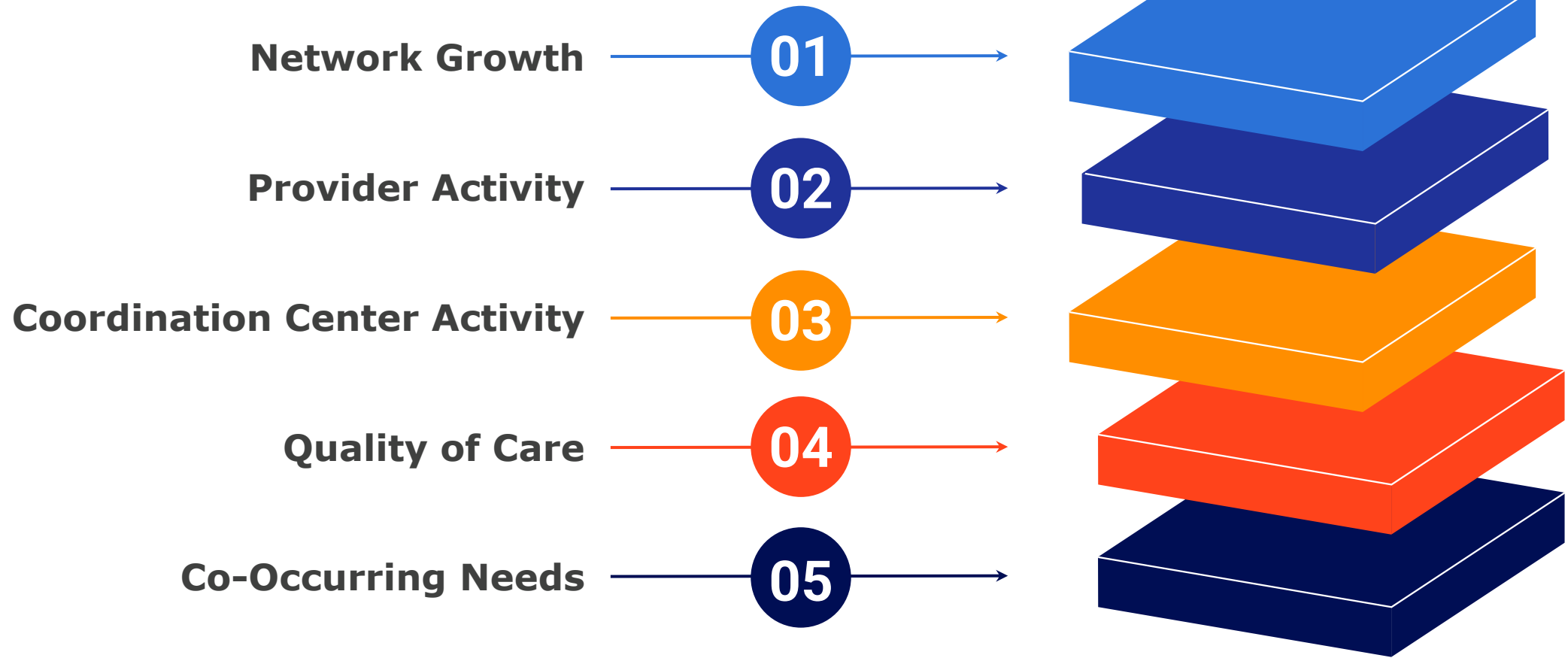
Accountability  
between  
Coordination Center  
and Network Partners

Shared Measures &  
Community Wide  
Insights

Supporting Growth  
and Shared Goals



# What Do We Measure?



# Research & Analytics

## Objective

To advance the practice and policy supporting America's military-connected community through rigorous research, measurement and evaluation, and data solutions that deliver insights and empower action.

## Approach

IVMF's research and analytics team anchors the Institute's programs and services and empowers government, private industry, higher education, and philanthropic organizations to effectively address today's toughest challenges facing the veteran and military community.

## Differentiator

Programs and Research alignment, learning, and synergy; Campus-wide reach back; Multi-disciplinary team; Analytics capacity—people, process, tech, culture.

## Primary Competencies

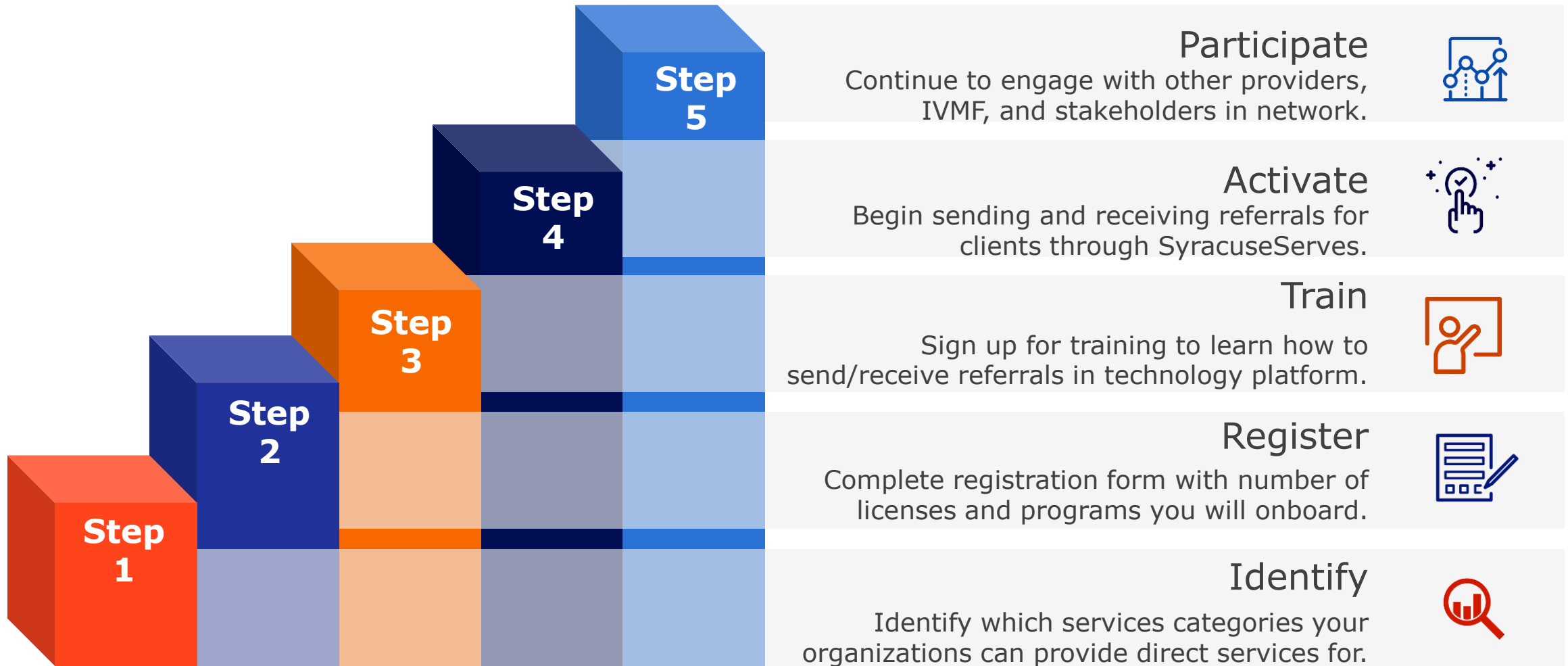
1. Applied: Social, Behavioral, and Policy Research
2. Program Measurement and Evaluation
3. Enterprise Data Solutions and Governance



# Join the Network



# How to Join the Network



# Security and Information Privacy

## Informed Consent

Requested by the system **once** before the 1<sup>st</sup> referral is made. Clients consent to their info shared in order to receive services from network providers through various methods



## Compliance

Compliant with Health Insurance Portability and Accountability Act (HIPAA) & Personally Identifiable Information (PII) Standards

## Protected Info

Is restricted from view based based on users' viewing permissions. (e.g. outcomes for mental health or legal)

## Data Storage

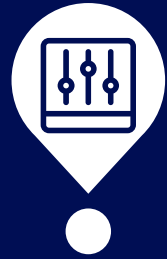
Compliant with Security & Data Storage Standards and Breach & Enforcements Rules



# Next Steps



# Upcoming Events



Strategy  
Session #2  
June 8th

Register 10am

Register 2pm



Network  
Launch  
June 23rd

Watch Live



Employment  
Opportunity  
Program Manager

Share with your  
network

# Provider Survey #1

Purpose

Data Use

Timeline

Incentives

Follow up



Institute for Veterans  
& Military Families

JPMorgan Chase & Co., Founding Partner

10 YEARS  
OF IMPACT

## SyracuseServes - Provider Survey #1

### Introduction and Consent

#### Understanding collaboration:

The big picture goal of this survey effort is to understand which ingredients of collaboration are most important when creating better systems of care for the military-connected population. In order to do that, we need to establish a baseline about the community, and then check in with you to see what's changed. Over time, we hope to paint a picture about what works by combining your critical input with system data about clients, services provided, and outcomes.

[Click here to complete the survey](#)

Your input will help us better serve you and those you serve.



Institute for Veterans  
& Military Families

JPMorgan Chase & Co., Founding Partner

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IVMFSyracuseU

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# Appendix



# IVMF's Traction in Coordinated Care

2014

In a survey of >8,500 veterans, service members, and dependents, **60% identified navigating resources as the most significant challenge to transition.**



2015

"Driving Collective Impact" tour to 14 **cities seeded conditions for a collective impact** model in local communities.



2016

Scaled coordinated care across 7 communities in 4 states. Strategic shift in **analyzing data to measure impact and track performance.**



2017

Community of Practice established. Created opportunity for **sharing resources, insights, & best practices** across all networks.



2018

Growth to 17 networks. Increased awareness from state and local **governments on importance of coordinated care** in communities.



2020

Network maturity & sustainability. 6 out of 17 networks **transitioned to local ownership.**

# Value of Coordinated Care



## Value to People

Addresses navigation challenges and co-occurring needs through a no-wrong door approach to holistic care coordination across 20+ service categories.

*"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." – Client, North Carolina*



## Value to Providers

Maximizes resources by ensuring clients are served by the best-fit providers and maintains accountability and history to ensure long-term success.

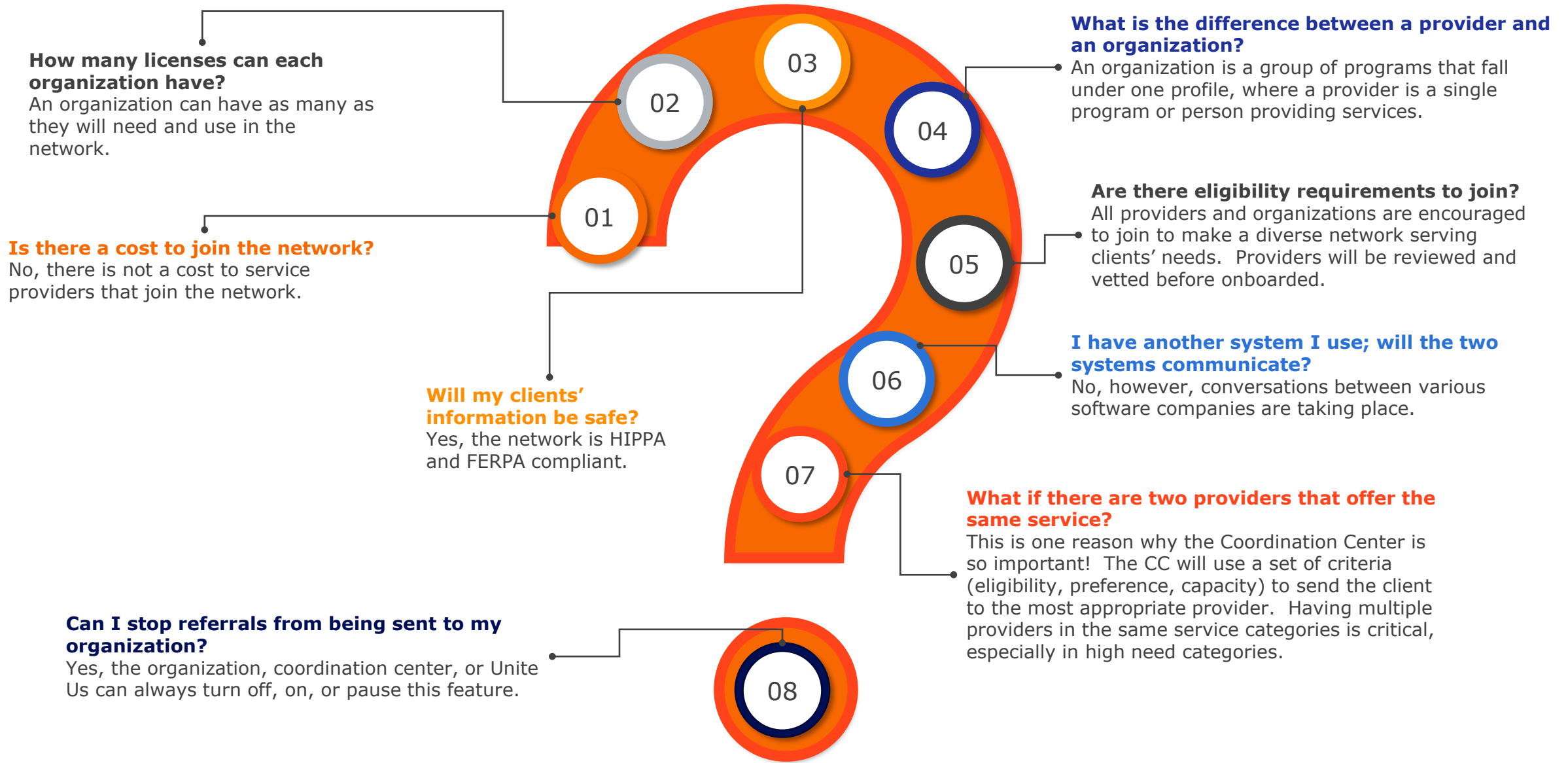
*"Utilizing AmericaServes has allowed us to decrease our administrative costs. We're able to focus that funding back into service provision. We're not only seeing the impact in the positive outcomes for the veterans that we serve, but that it's also rolling down to the bottom line." – Provider, Pennsylvania*



## Value to Communities

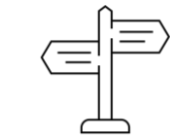
Shared technology enables continuous measurement and research, and communities of practice allow for sharing knowledge and insights; all focused on transforming how we care for people in communities.

*"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." – Rhode Island State Director of Veterans Affairs*





# SyracuseServes Service Categories



Benefits Navigation



Housing



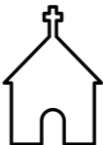
Social Enrichment



Clothing & Household Goods



Income Support



Spiritual Enrichment



Education



Individual & Family Support



Sports Recreation



Employment



Legal



Substance Use



Entrepreneurship



Mental/Behavioral Health



Transportation



Food



Money Management



Utilities



Health



Physical Health



Wellness