



10 YEARS
OF IMPACT

In partnership with



SyracuseServes Strategy Session 2

June 8, 2021



Mother Cabrini
HEALTH FOUNDATION

Agenda

- 1 Introductions
- 2 Recap from Strategy Session #1
- 3 Why SyracuseServes
- 4 Reporting & Evaluation
- 5 Our Technology Partner
- 6 How to Join the Network
- 7 What's Next
- 8 Discussion



Introductions



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

Recap from Strategy Session #1



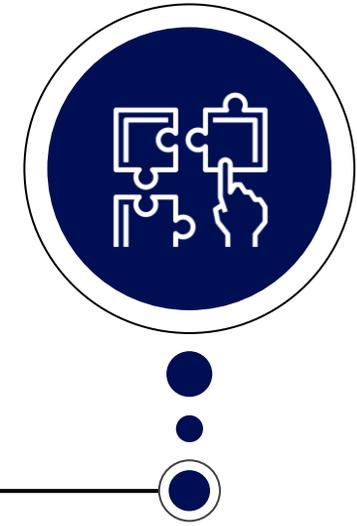
Complex Challenges in the Veteran Community



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



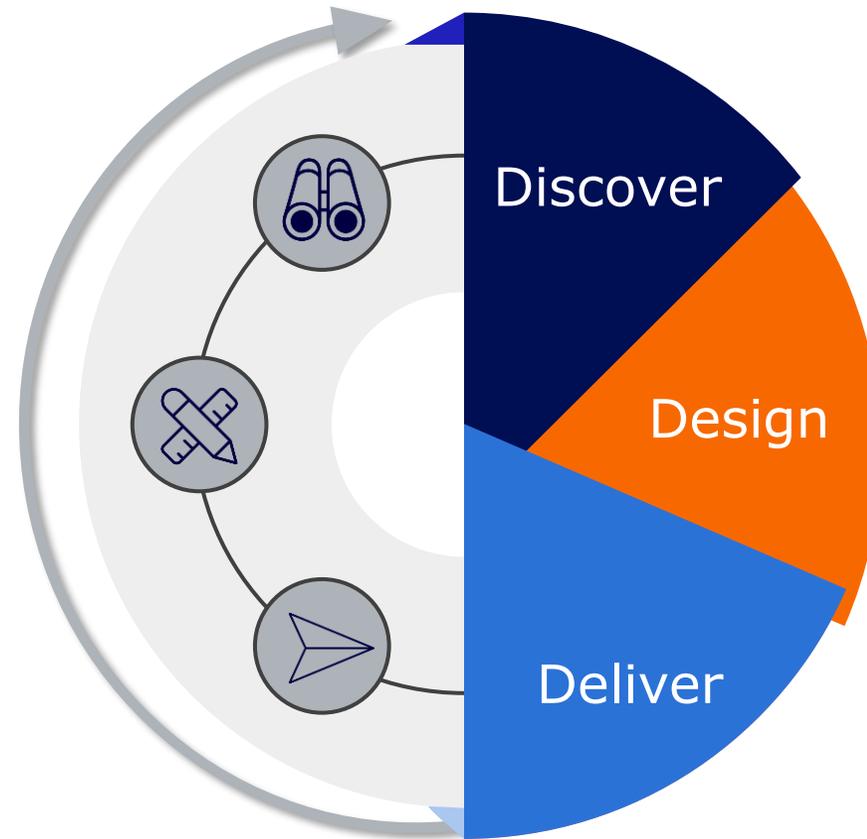
No single organization can effectively address the issue of access and navigation alone and the current resource landscape can be fragmented and siloed.



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

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

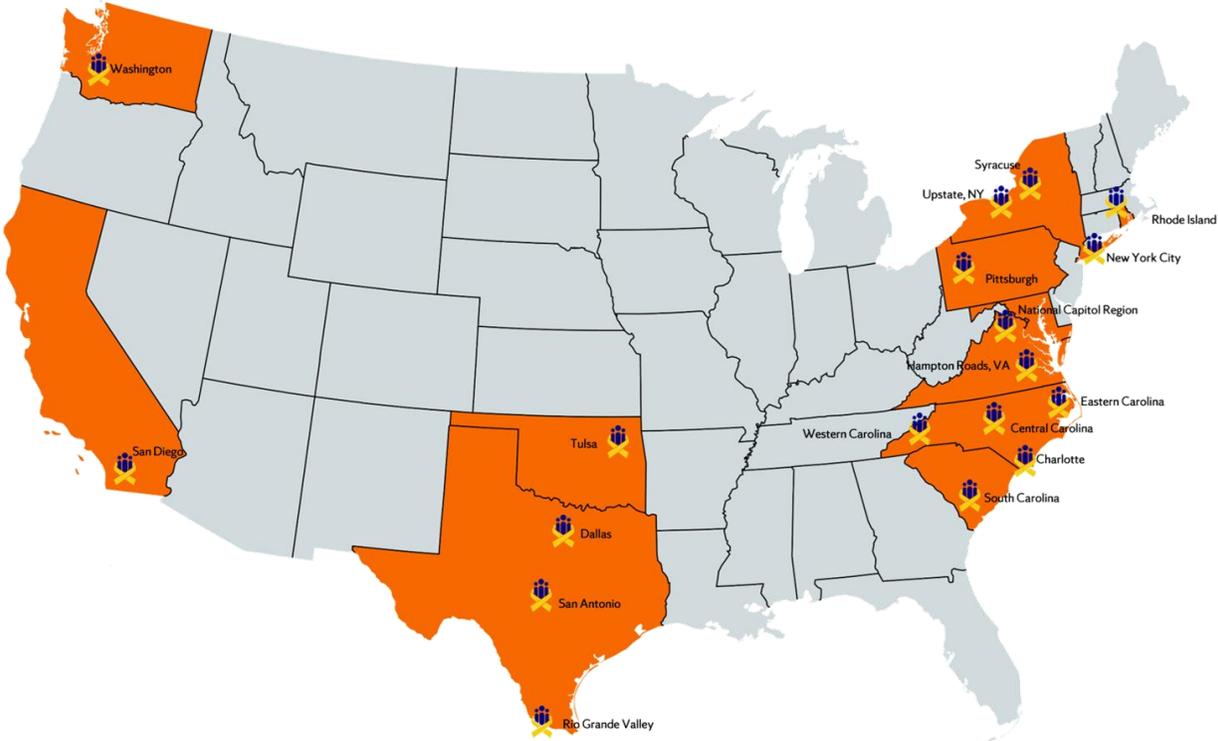
Our Communities' Impact of Coordinated Care

18+ Communities

100k+
Unique Service Requests

40k+
Military-Connected Clients

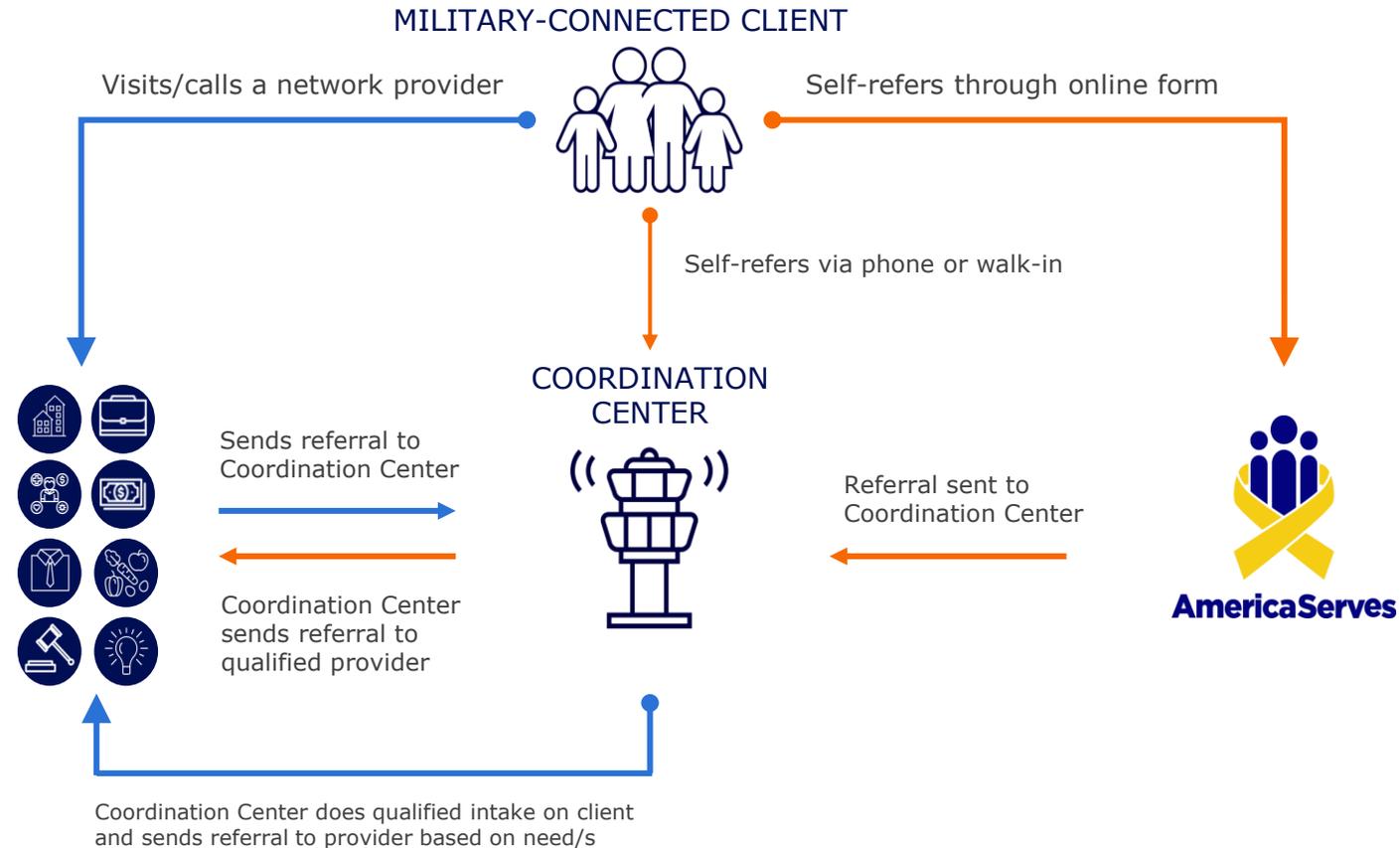
1k+ Provider Organizations



As of April 30, 2021

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.
- In some cases, as a provider, you may be able to make referrals directly to other providers in the network.

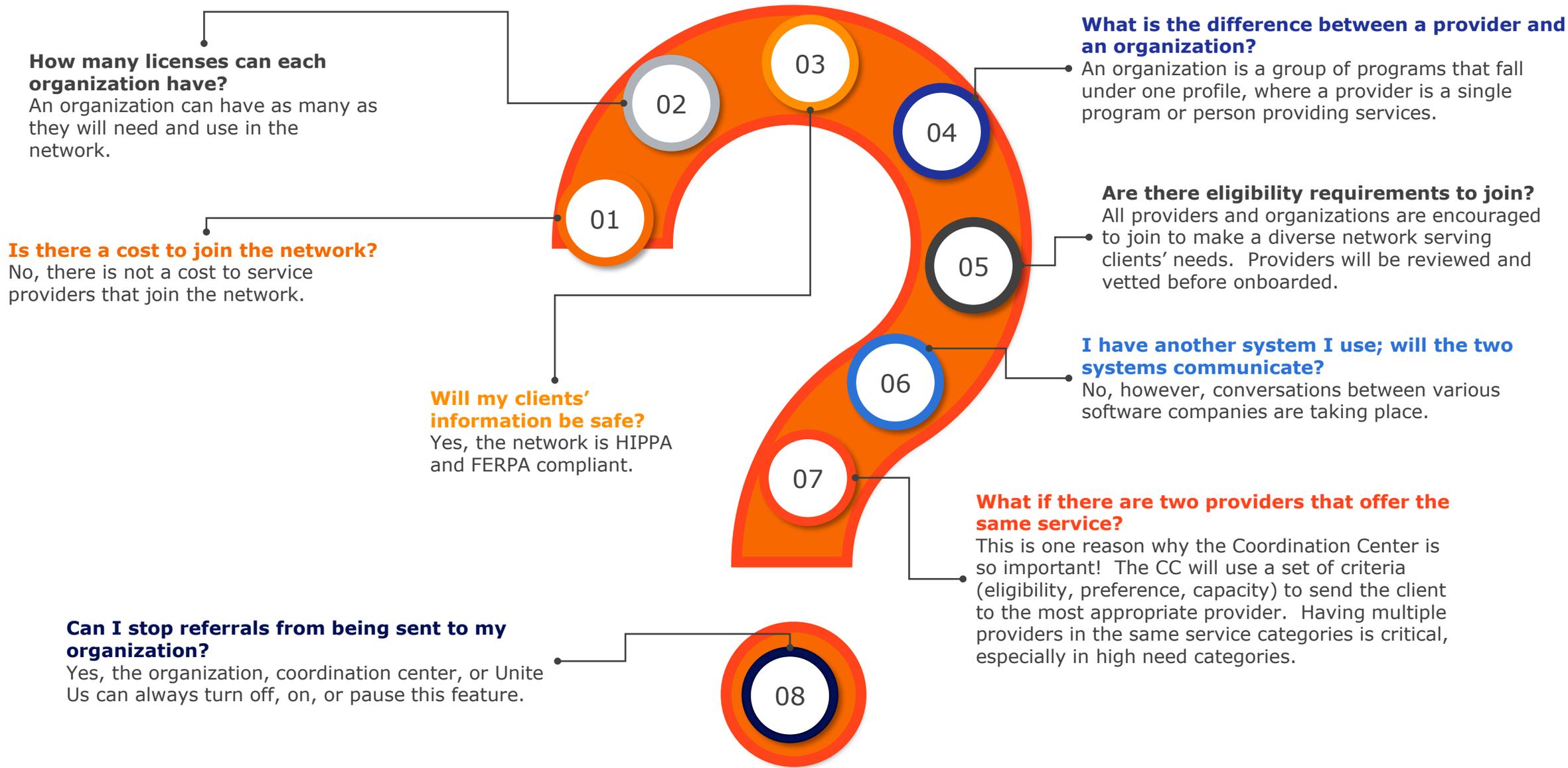


Why SyracuseServes



Why Should I Join the Network





Coordination Center Commitment to the Network

01 Providers

- Understanding eligibility & capacity
- Maintain consistent, open communication
- Provide excellent customer service

02 Clients

- Facilitate accurate/timely referrals
- Ensure all client needs are met
- Right referrals to the right providers, at the right time

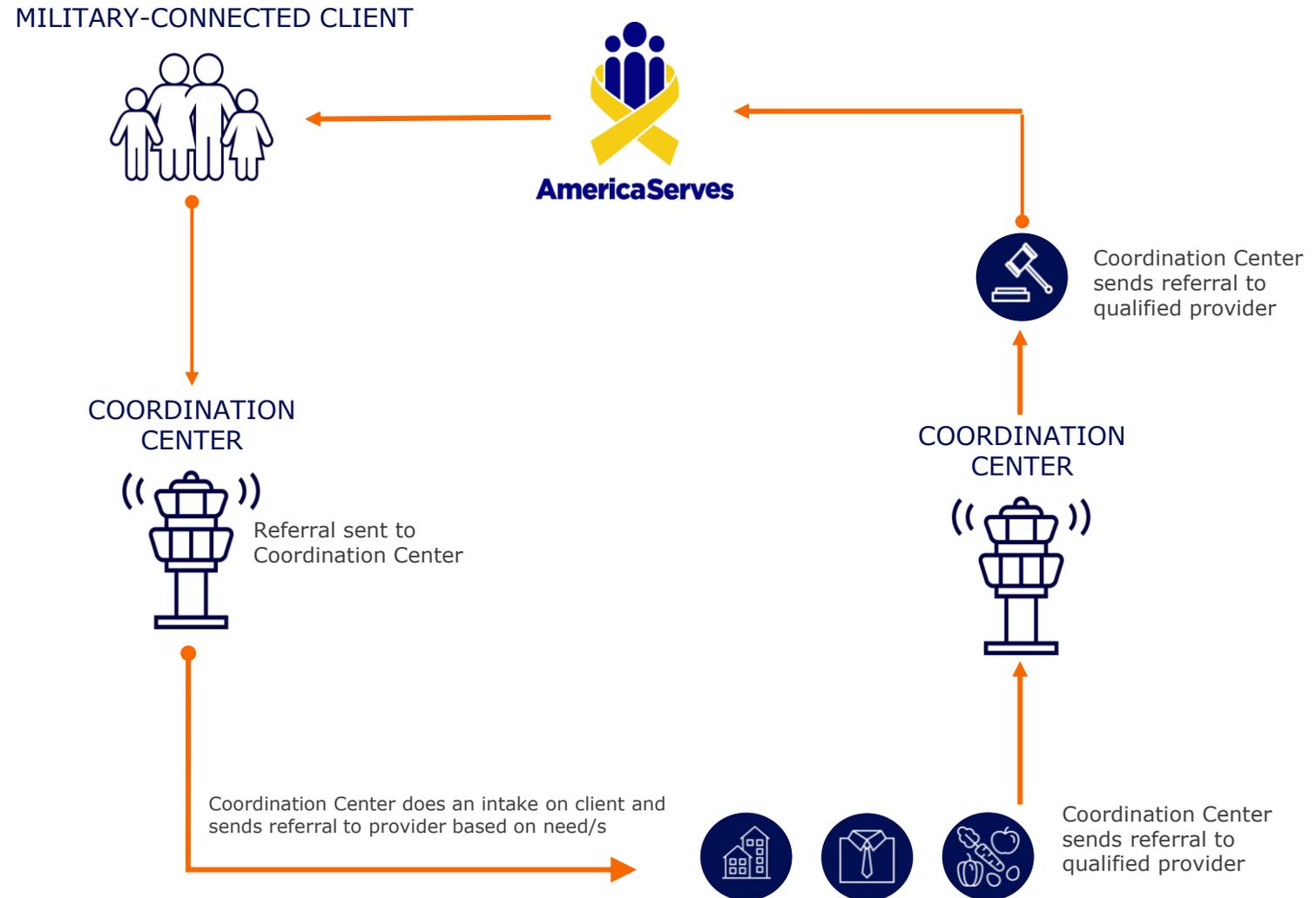
03 Community

- Accountability for performance
- Helping change human service delivery
- Drive positive outcomes that meet needs
- Reporting outcomes back to the community - transparency



Network in Action

- A veteran of the Virginia National Guard and father of four, contacted ServingTogether – coordination center
- Due to a series of post service-connected complications him and his family of six were living out of his vehicle
- Needed housing, employment, and food assistance
- After initial needs were met, veteran was on the way to work and experienced a mental health crisis, causing a car accident
- As a result, veteran was facing legal issues and did not have the proper understanding or representation to communicate how his service-connected disability resulted in the accident.
- Veteran reach out to the Coordination Center. With the assistance of the national AmericaServes network, veteran was able to come out of his legal issues with little lasting financial impact.
- Current employment:
 - Outreach specialist- Mayor's office of veterans affairs, Washington D.C.
 - Owner- Semper Sanitize LLC, Interior cleaning and landscaping, Washington D.C.

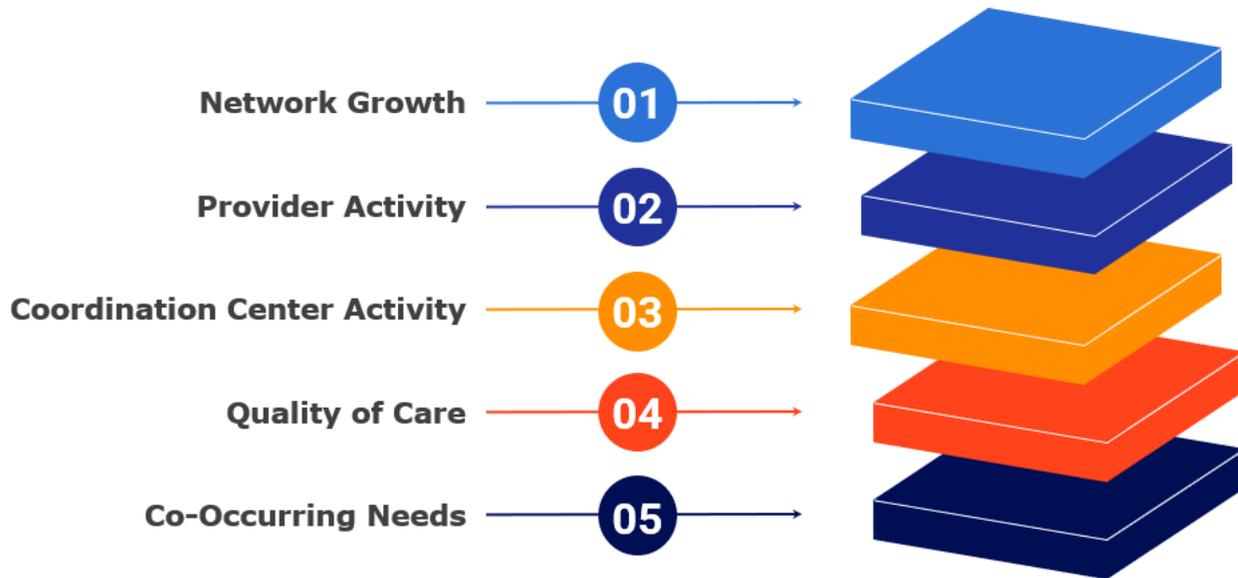


Reporting & Evaluation



Measurement & Evaluation

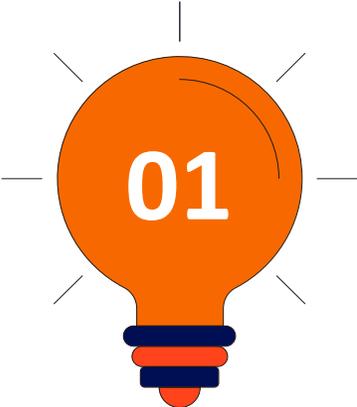
What We Measure



IVMF Research & Analytics Team

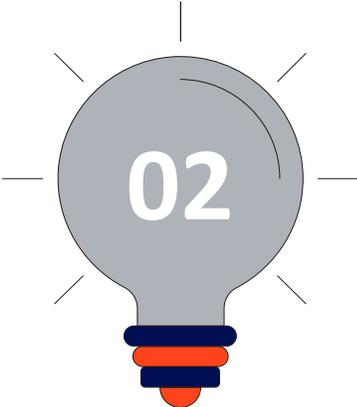
- Applied Social, Behavioral, and Policy Research
- Program Measurement and Evaluation
- Enterprise Data Solutions and Governance
- Campus-Wide & External Partnerships

Value of Reporting



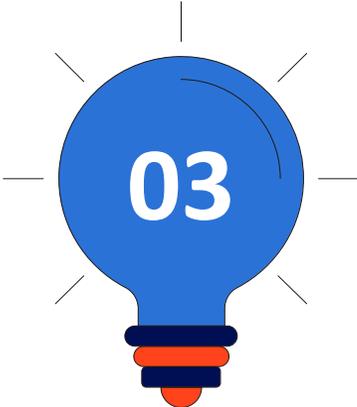
Accountability

Accountability between coordination center and network partners



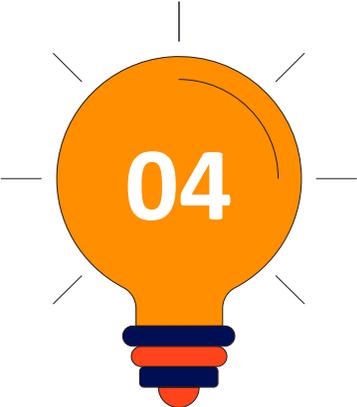
Measurement

Shared measures & community wide insights



Support

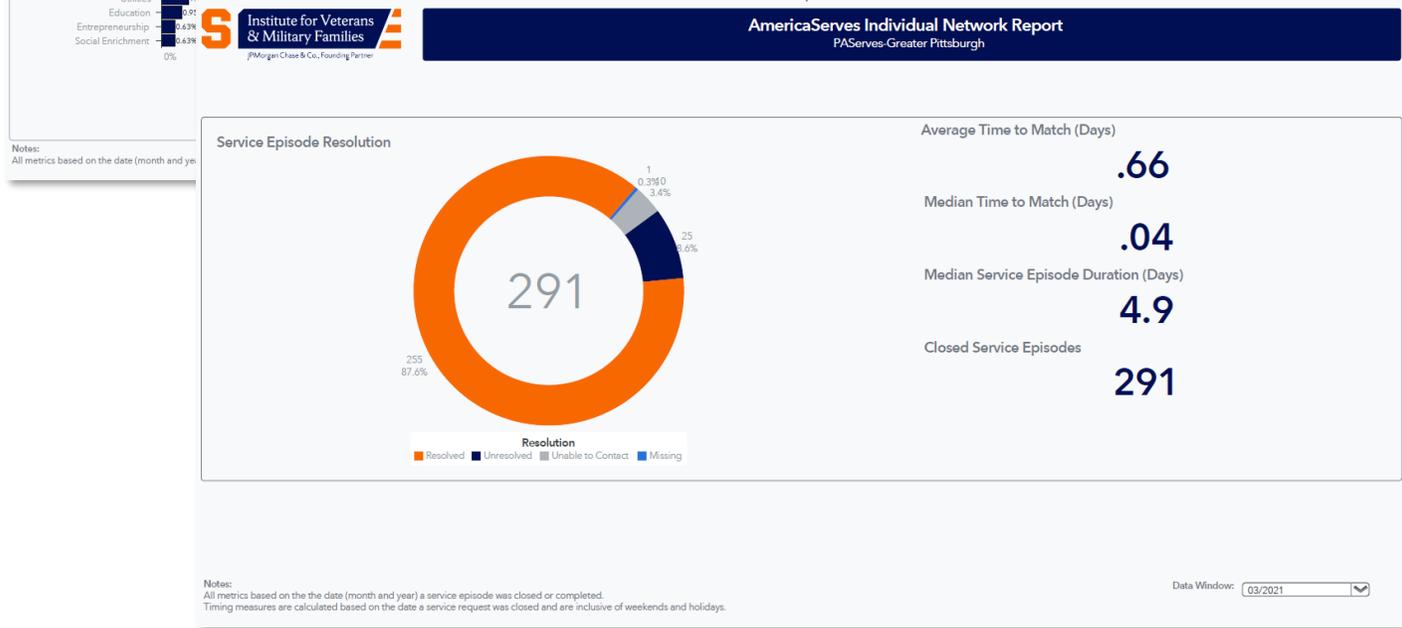
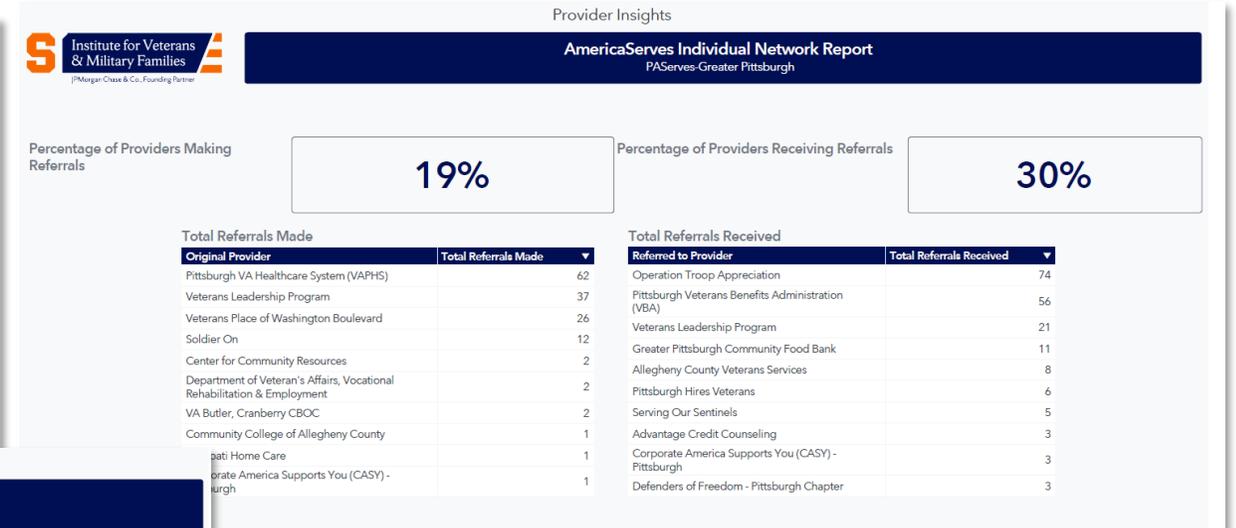
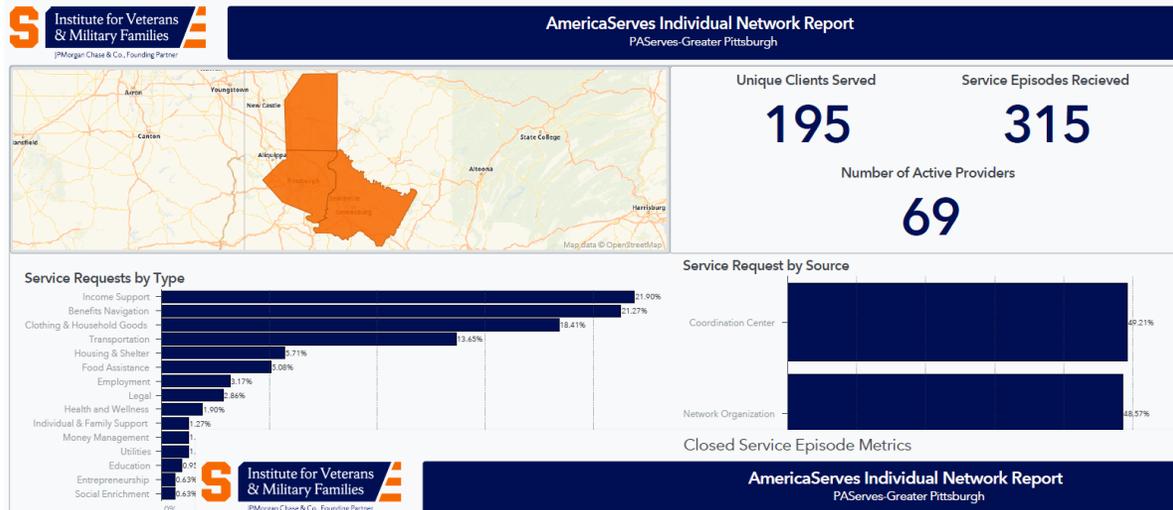
Supporting growth and shared goals



Impact

Telling a story through data and reporting

Individual Dashboards



Frequency: Monthly
 Scope: Network
 Access: PDFs via email
 Purpose: Quick glance at network performance for one month. High level metrics, quality of care, provider activity

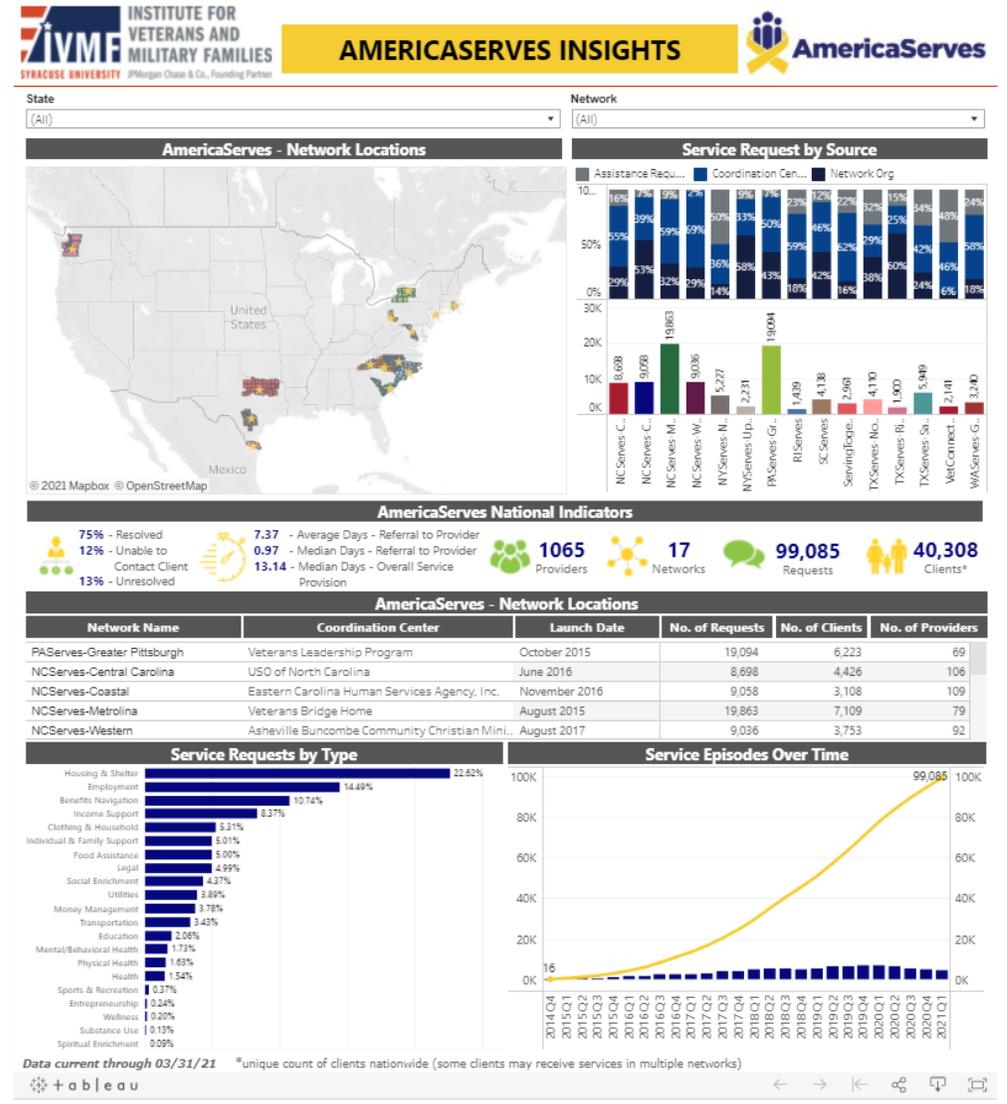
National Dashboard

Frequency: Monthly

Scope: Program (18 Communities)

Access: Public facing tableau embedded in AmericaServes website

Purpose: Central location for all time performance metrics at a program level and by network

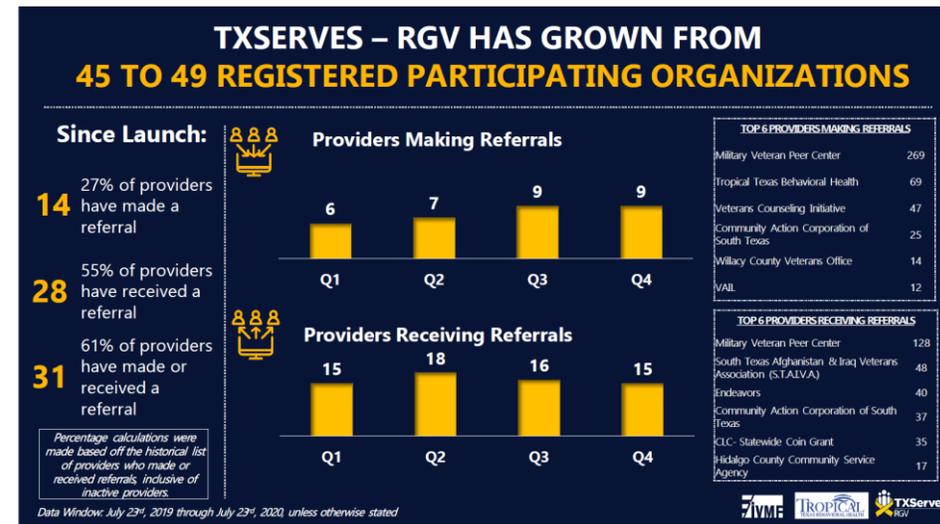
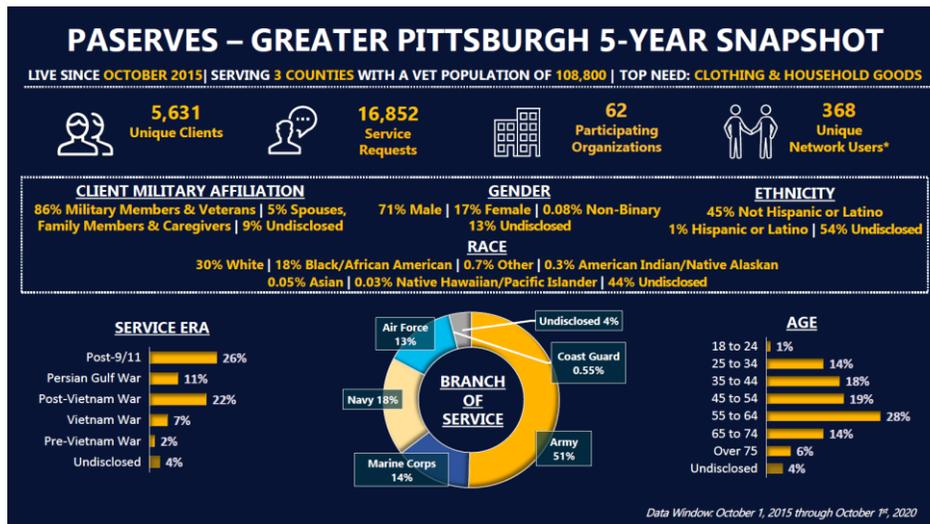
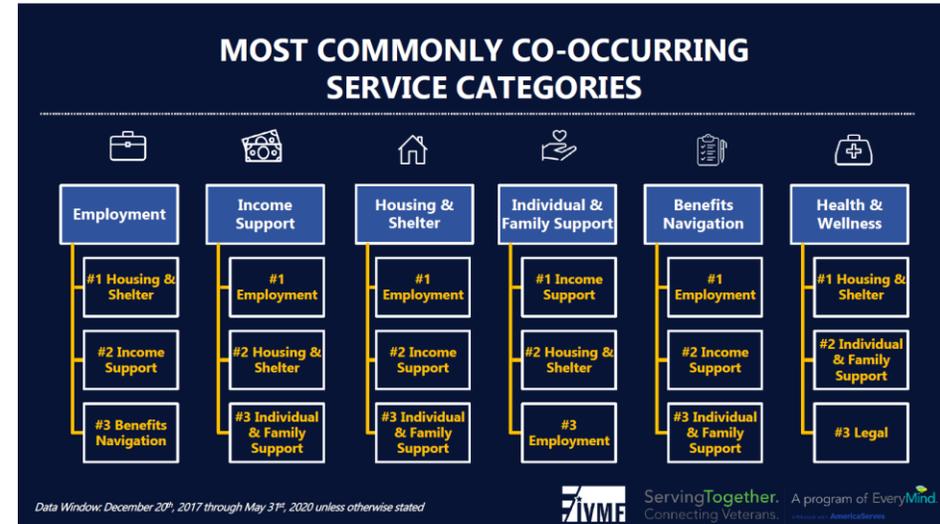


In-Progress Reviews

Frequency: Annual/semi-annual

Scope: Network

Purpose: Deep dive on network performance over lifetime. Examines performance metrics, demographics, and network activity. Data dee dive complements discussion of network impact, community and client stories.



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.

Our Technology Partner

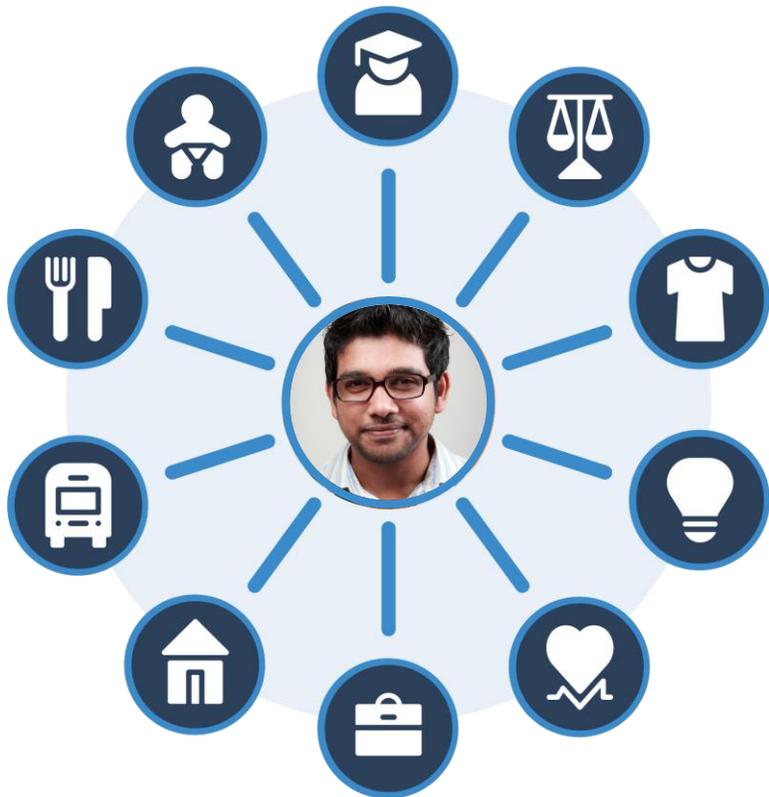




SyracuseServes & the Unite Us Platform

06/08/2020

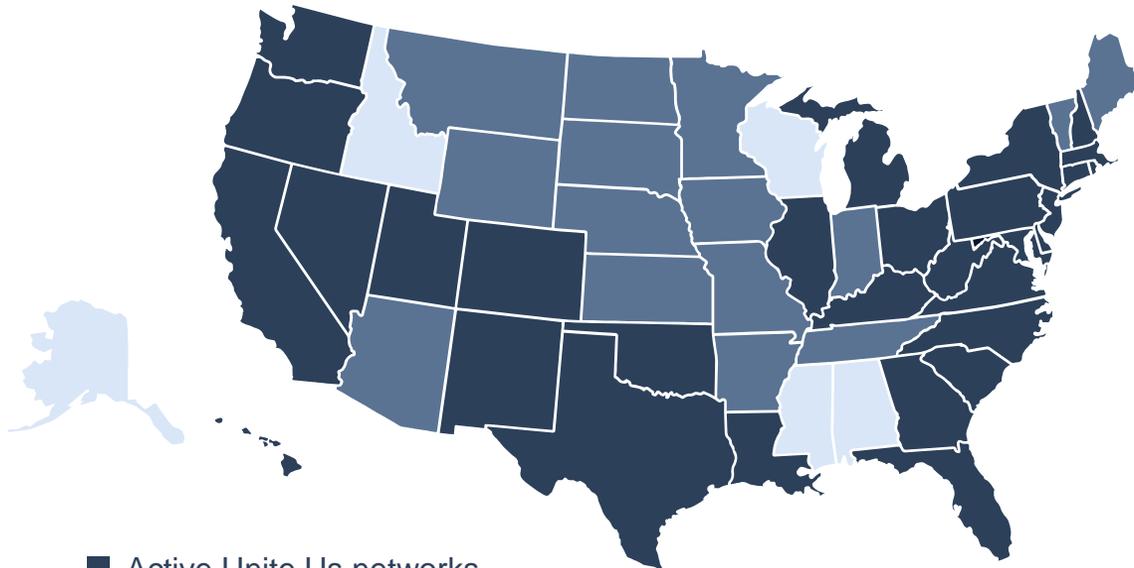
What's the goal?



Through SyracuseServes, we're **building a community of partners across Syracuse**, equipped with the tools they need to collaborate across sectors and **create a more equitable community.**

Our Connection to this Work

Our veteran-founded digital infrastructure supports individuals seeking services across the nation.



- Active Unite Us networks
- Unite Us networks in progress
- No active networks



Unite New York

Founded and Operating Since 2018



CNY CARE COLLABORATIVE



a.H.I

Alliance
FOR BETTER HEALTH



12,350
Clients
Served

18,378
Referrals

479
Active
Orgs

976
Active
Programs

Next Steps



Unite Us Training Options

- *Register for Tuesdays LIVE Webinars or complete self-paced Coassemble Course*
- *Links in chat & to be emailed after*
- *Post-Launch SyracuseServes workflow session*



Fill Out a Partner Registration Form

- *Receive emailed registration form to input information so your org is added to platform with an accurate profile, including any requirements*
- *Will receive individual user activation emails 7-10 days after registration*



SyracuseServes Network Launch - June 23!

- *Go Live!*
- *Attend launch event either in person or by streaming online*
- *Start sending referrals to the SyracuseServes Coordination Center*

Get in Touch

 www.NewYork.UniteUs.com

Tracy Jo Ingram

Account Manager

tracyjo.ingram@uniteus.com

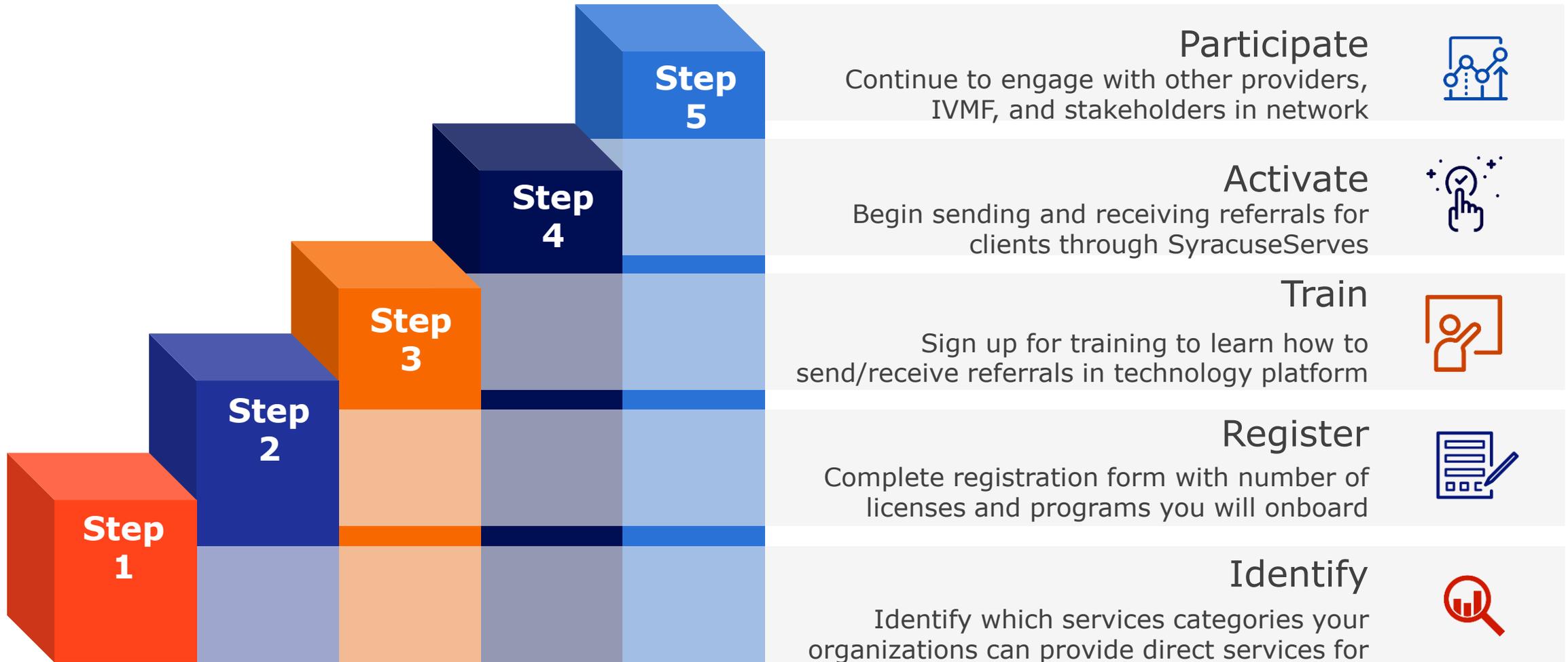
Follow Us



How to Join the Network



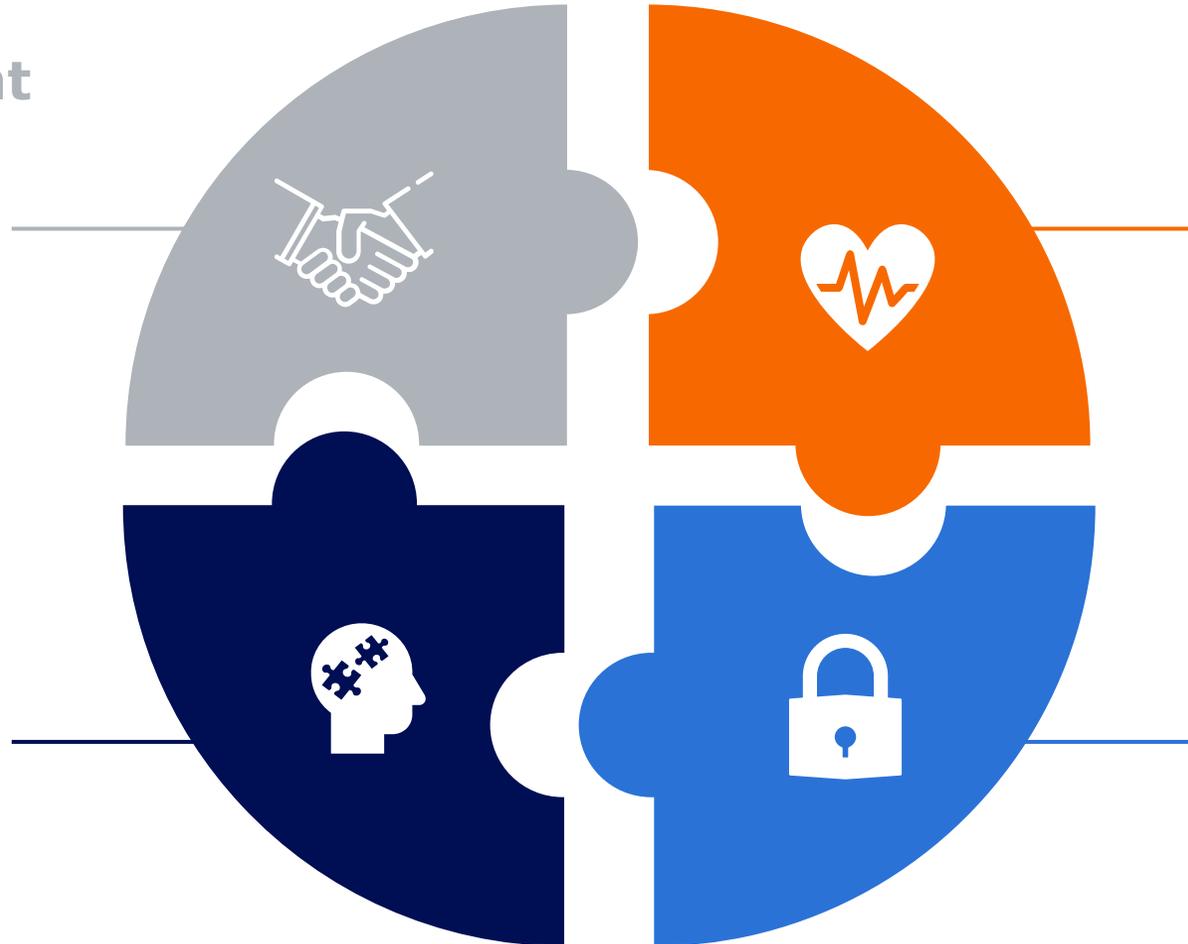
How to Join the Network



Security and Information Privacy

Informed Consent

Requested by the system **once** before the 1st 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

What's Next



SyracuseServes Launch



Questions





Institute for Veterans
& Military Families

JPMorgan Chase & Co., Founding Partner

10 YEARS
OF IMPACT

ivmf.syracuse.edu

315.443.0141



IVMFSyracuseU

For More Information:

Lisa Murray

lmdejong@syr.edu | 585-752-2239



Appendix



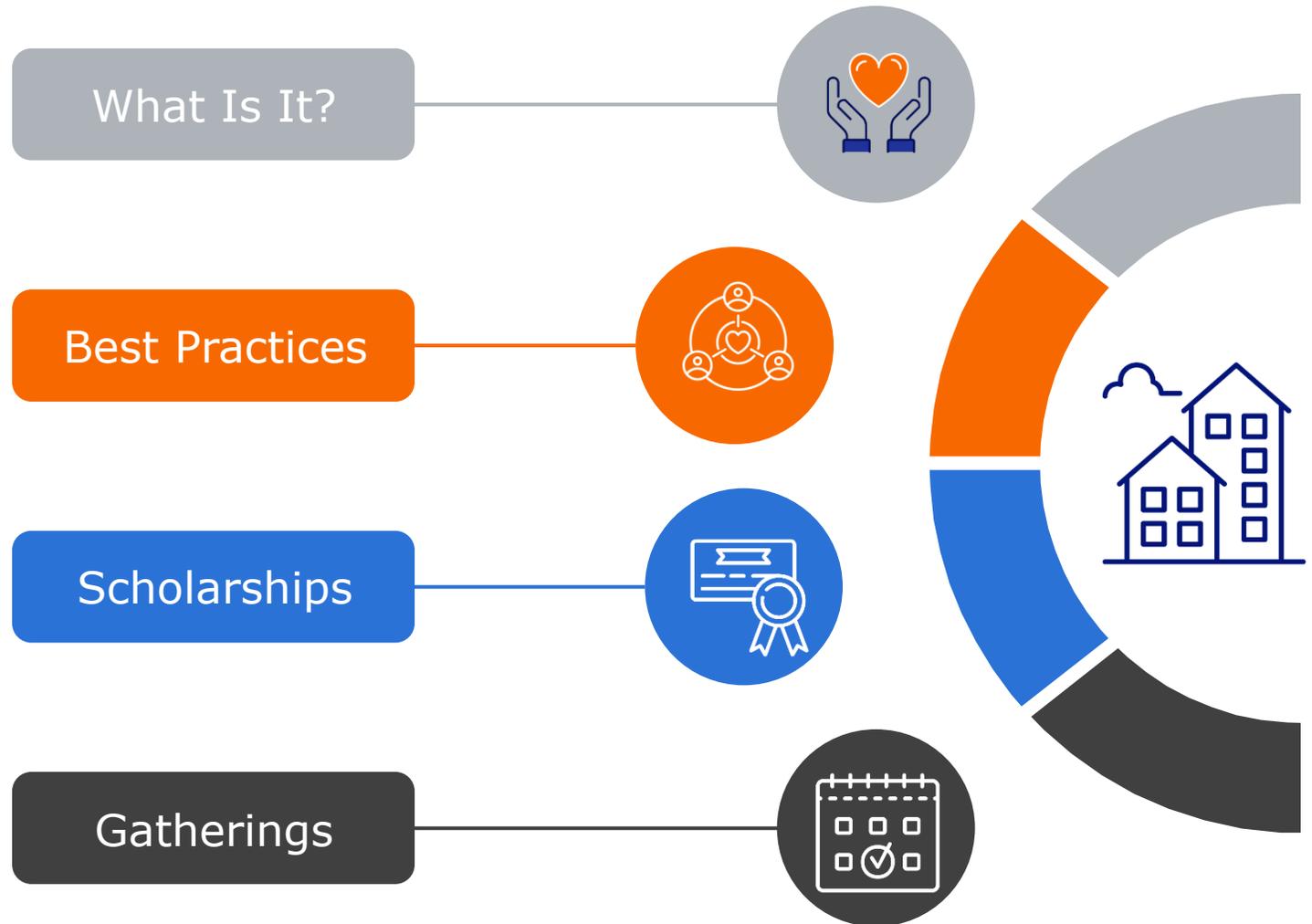
Community of Practice

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.



Our Team



MAUREEN
Chief Operating Officer



LISA
Market Lead



LYNDSEY
Community of Practice



JULIA
Associate Professor



MARY RACHEL
Research & Evaluation Analyst

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