

Serving**Together.**  
Connecting Veterans.

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Affiliated with  **AmericaServes**

## Two Year In-Practice Review

September 1, 2020

AGUA FUND, INC.



THE MORRIS & GWENDOLYN  
CAFTRITZ FOUNDATION



# WELCOME & INTRODUCTIONS



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# AGENDA

## Welcome & Introductions

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**Laura Geller** | Investigative Reporter, WUSA9  
**Maureen Casey** | Chief Operating Officer, IVMF  
**Ann Mazur** | Chief Executive Officer, EveryMind

## Network Update

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**Amse Heck** | Director, ServingTogether  
**Christy Kenady** | NoVA Senior Manager, ServingTogether  
**Jennifer Watson** | DC/SoMD Program Manager, ServingTogether  
**Melissa Barber** | MD Program Manager, ServingTogether  
**Erica Fatal** | Peer Navigator, ServingTogether

## Community of Care

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**Vincent DelSignore** | Program Manager, IVMF  
**Mary Rachel Keville** | Research & Analytics Fellow, IVMF  
**Kendra Canty** | Senior Account Manager, Unite Us  
**Joshua Souane** | Network Health Manager, Unite Us

## Our Impact

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## Updates & Announcements

# Moment of Silence

## David Perez



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**NETWORK UPDATE**

**NETWORK SNAPSHOT**

# SERVING TOGETHER 2 YEAR SNAPSHOT

LIVE SINCE MAY 2018 | SERVING 17 COUNTIES AND D.C. WITH A VET POPULATION OF 341,200 | TOP NEED: EMPLOYMENT



1,037  
Unique Clients



2,735  
Service Requests



96  
Participating  
Organizations



233  
Unique  
Network Users\*

\*Due to the Unite DMV & Unite Maryland expansion, the count of ServingTogether users is calculated as of 4/30/2020

## CLIENT MILITARY AFFILIATION

84% Military Members & Veterans | 8% Spouses, Family Members & Caregivers | 7% Undisclosed

## GENDER

46% Male | 28% Female  
26% Undisclosed

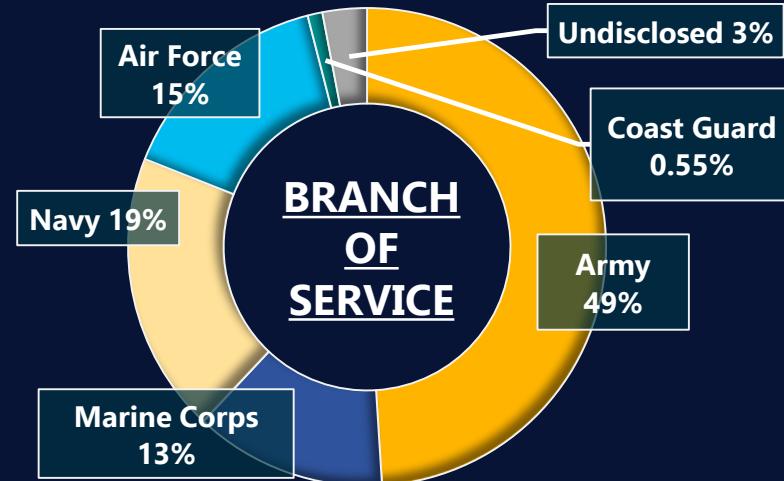
## ETHNICITY

46% Not Hispanic or Latino |  
4% Hispanic or Latino |  
50% Undisclosed

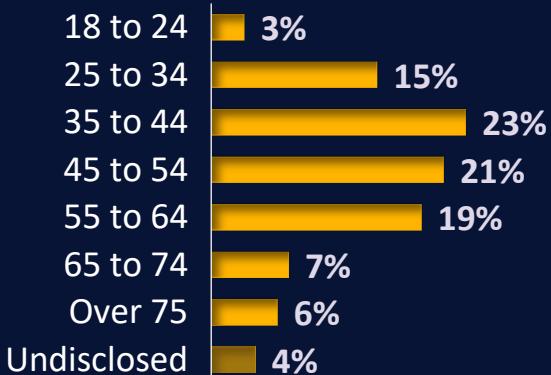
## RACE

40% Black/African American | 19% White | 4% Other | 0.9% Asian | 0.6% American Indian/Native Alaskan  
0.3% Native Hawaiian/Pacific Islander | 35% Undisclosed

## SERVICE ERA



## AGE



Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated

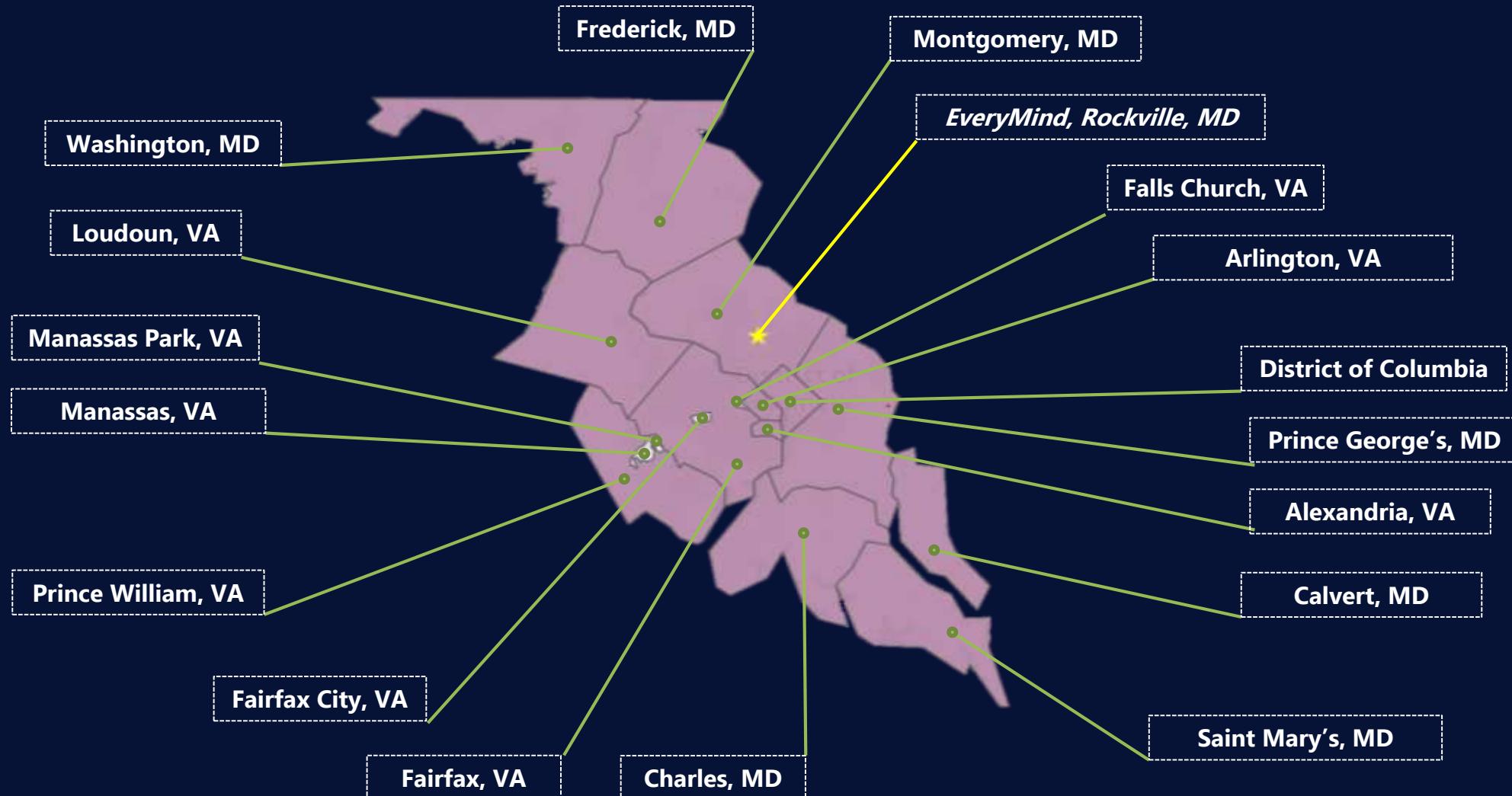


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# WHERE ARE WE SERVING?

ServingTogether serves in the following locations:



Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated



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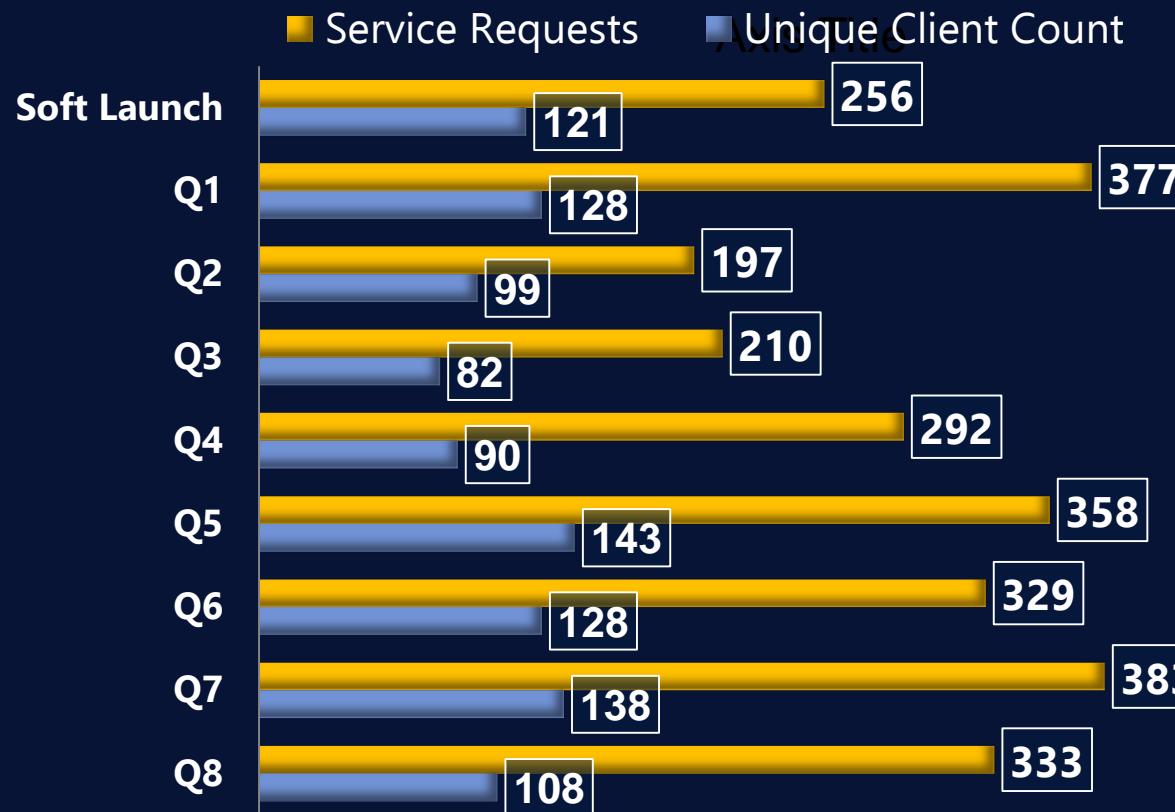


**COORDINATION OF CARE**

**WHO ARE WE SERVING?  
WHAT DO OUR CLIENTS NEED?**

# WHO ARE WE SERVING?

ServingTogether has fielded **2,735 requests** from **1,037 unique clients** to date



The service requests shown in this graph include requests from all network clients, not just new clients.

## NOTABLE STATS ABOUT MILITARY AND VETERAN CLIENTS

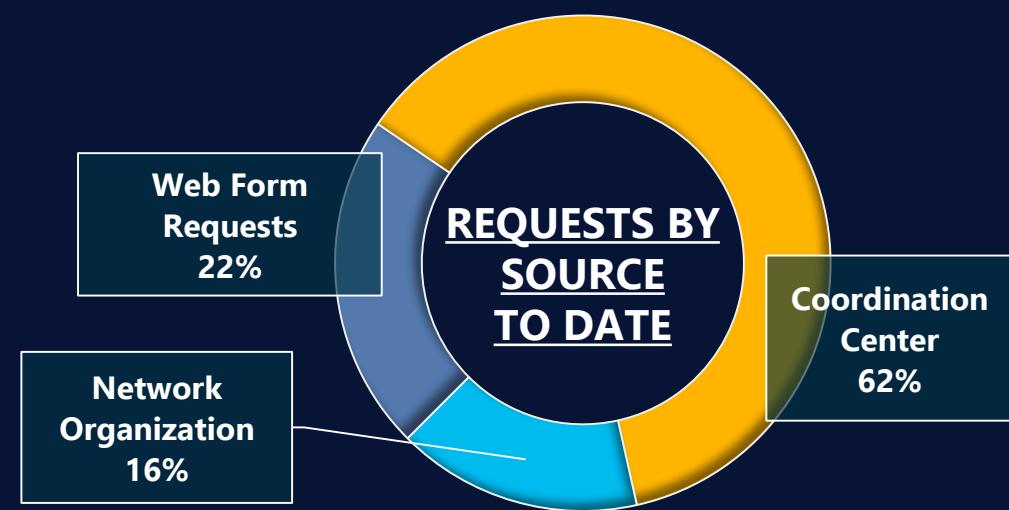
Average # of requests per client to date:  
2.64

**25%** - Female

Local Vet Pop – 17% Female

**45%** - Under 45

Local Vet Pop – 24% Under 45



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# WHAT DO OUR CLIENTS NEED?

Since launch, 80% of overall demand has been within six service categories



**OVERALL TREND**  
Employment has been the most demanded service type since the official launch of the network in 2018



\*Health & Wellness is a roll-up of Physical Health, Mental/Behavioral Health, Substance Use, Wellness

Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated

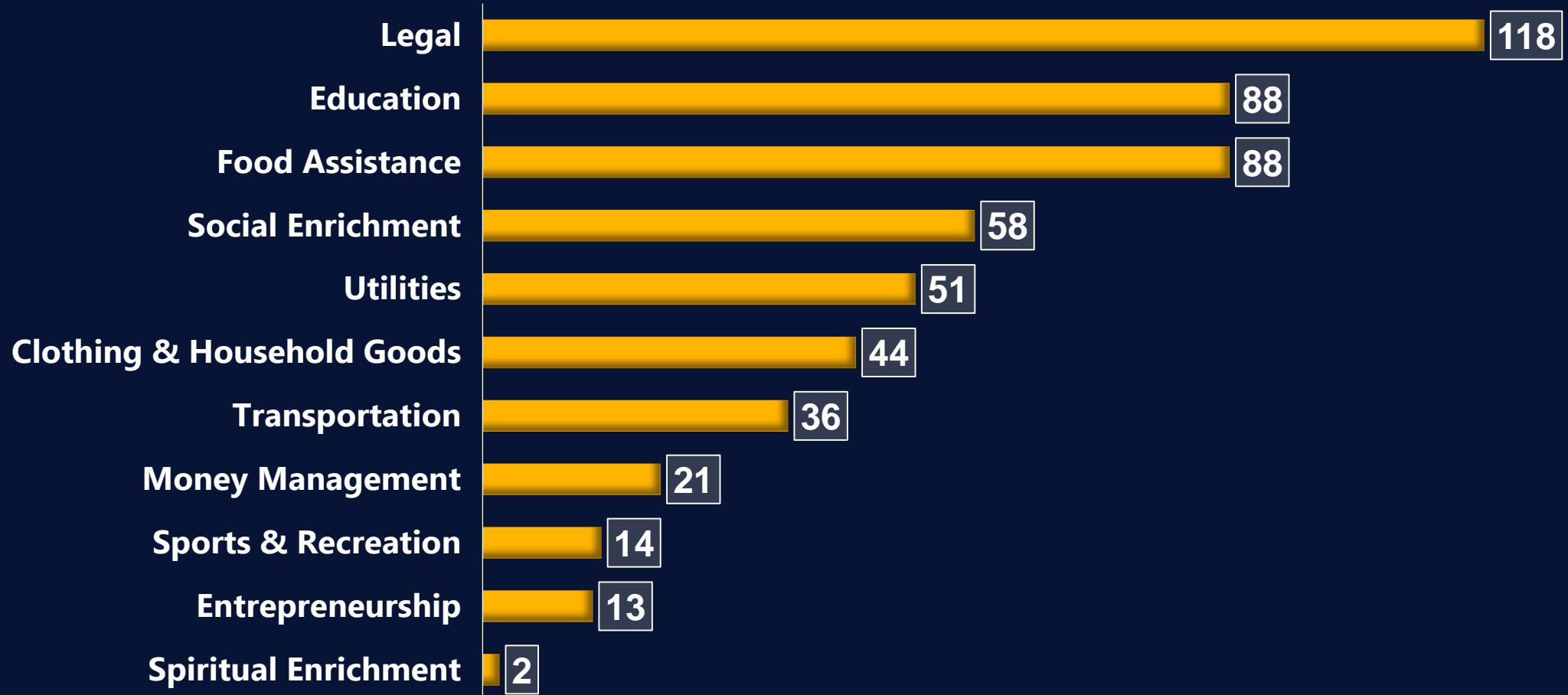


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# WHAT DO OUR CLIENTS NEED?

Demand for Remaining Service Categories– All Time



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# SUPPORTING THE NEEDS OF OUR CLIENTS AND THEIR FAMILIES

*Divorced military spouse of an Active Duty service member called in need of legal assistance and support for her and her teenage son.*



**Military Family**



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Syracuse University  
American Services

## In-Network Referrals



Military Spouse



# MOST COMMONLY CO-OCCURRING SERVICE CATEGORIES



Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated



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**OUR IMPACT**

**TIMELINESS**  
**OUTCOMES**

**CROSS-NETWORK SNAPSHOT**

# SERVING TOGETHER HAS GROWN FROM 49 TO 96 REGISTERED PARTICIPATING ORGANIZATIONS

## Since Launch:

**32** 32% of providers have made a referral

**81** 81% of providers have received a referral

**83** 84% of providers have made or received a referral

*Percentage calculations were made based off the historical list of providers who made or received referrals, inclusive of inactive providers.*



### Providers Making Referrals



### Providers Receiving Referrals



#### TOP 6 PROVIDERS MAKING REFERRALS

Friendship Place	106
Code of Support	28
Service Coordination, Inc.	25
Northern Virginia Community College	23
Northern Virginia Veterans Association	23
The Steven A. Cohen Military Family Clinic at Easter Seals	23

#### TOP 6 PROVIDERS RECEIVING REFERRALS

Hire Heroes USA	139
Veteran Staffing Network of Easter Seals	117
Friendship Place	80
Operation Second Chance	70
Code of Support	67
Operation Renewed Hope Foundation	63

Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated

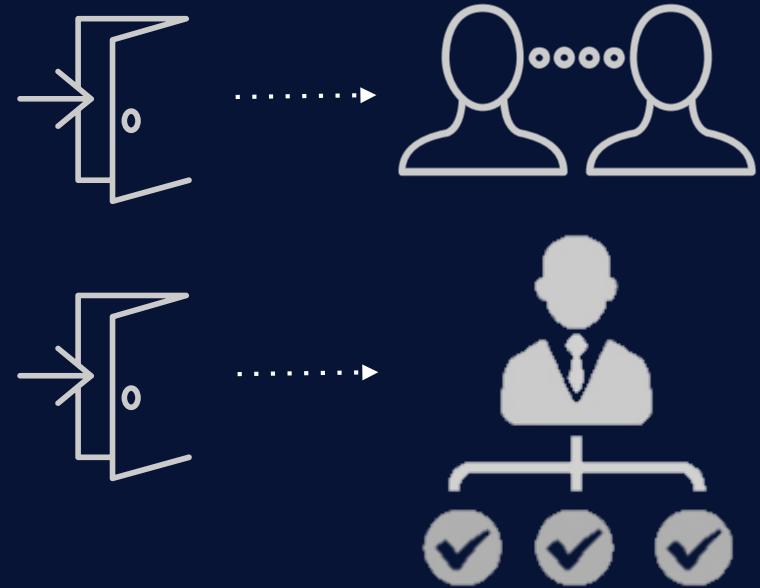


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# TIMELY REFERRALS

The network ensures that clients are connected to the right provider for the right service, more quickly.



The overall Typical Time to Match is given in both mean and median days to match. The mean time to match is not always representative of the dataset, since it can be influenced by significant outliers. The median is useful since it shows the middle point of the data and is not influenced by outliers.

## Typical Time To Match

**1.92**

Median # of Days to Match a Referral to a Provider

**6.00**

Average # of Days to Match a Referral to a Provider

## Typical Service Episode Duration

**12.92**

Median # of Days to Close a Referral

## Time to Match (Average days)

### Most Requested Services

Employment

**7.34**



Income Support

**5.02**



Housing & Shelter

**7.85**



Individual & Family Support

**4.20**



Benefits Navigation

**6.05**



Health & Wellness

**3.99**



### Other Service Categories\* (in decreasing order of demand)

**3.89** – Legal

**6.07** – Food Assistance

**1.79** – Education

**3.61** – Social Enrichment

**13.05** – Utilities

**0.56** – Clothing & Household Goods

**0.31** – Transportation

**2.13** – Money Management

**1.31** – Sports & Recreation

**3.32** – Entrepreneurship

*Timing measures are calculated based on the quarter a service request was closed and are measured in days (inclusive of weekends and holidays).*

*Data Window: December 20<sup>th</sup>, 2017 through May 31<sup>st</sup>, 2020 unless otherwise stated*



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# SUCCESSFUL OUTCOMES

Since launch, **67%** of service requests have been resolved by the network.

## RESOLVED TRENDS

The two most common resolved outcomes to date are:

- Client Received Information (29%)
- Client Received Direct Services (21%)

## UNRESOLVED TRENDS

The four most common unresolved outcomes to date are:

- Other – 11%
- Unable to Contact – 9%
- Denied: Ineligible – 7%
- No Applicable Services Available – 2%

*Over the past two years, the network's resolution rate has increased by 8 percentage points (59% to 67%)*

## % Resolved Successfully (out of 2,634 closed requests)

### Most Requested Services

Employment

**72%**



Income Support

**62%**



Housing & Shelter

**49%**



Individual & Family Support

**71%**



Benefits Navigation

**83%**



Health & Wellness

**73%**



### Other Service Categories\* (in decreasing order of demand)

**57%** – Legal

**69%** – Food Assistance

**79%** – Education

**82%** – Social Enrichment

**74%** – Utilities

**66%** – Clothing & Household Goods

**49%** – Transportation

**85%** – Money Management

**57%** – Sports & Recreation

**85%** – Entrepreneurship

# CROSS-NETWORK SNAPSHOT

## DATA COMPARISON – NETWORKS AT END OF YEAR 2

Indicator Purpose	Indicator Description	Serving Together	NCserves Western	RIServes	NCserves Coastal
Network Growth	# New Requests	<b>2,735</b>	3,364	1,124	3,069
	# Unique New Clients	<b>1,037</b>	1,737	805	1,275
	Estimated Vet Pop*	<b>341,200</b>	59,200	59,000	162,200
	Running Provider Count	<b>96</b>	72	49	75
Provider Activity	% Requests from Providers	<b>16%</b>	36%	21%	51%
	% Providers that Made a Referral	<b>32%</b>	44%	33%	52%
	% Providers that Made or Received a Referral	<b>84%</b>	88%	76%	91%
Coordination Center Activity	% Accurate Referrals**	<b>92%</b>	93%	88%	91%
	% Providers that Received a Referral	<b>81%</b>	83%	71%	88%
	Time – CC Referral to Match (Avg Days)	<b>6.00</b>	5.33	9.43	10.92
	Time – CC Referral to Match (Median Days)	<b>1.92</b>	1.39	0.82	0.98
Quality of Care	Time – Total Duration (Median Days)	<b>12.92</b>	8.79	11.94	12.54
	% Requests Resolved Favorably	<b>67%</b>	77%	79%	72%
Co-Occurring Needs	Avg # Requests per Client	<b>2.64</b>	2.09	1.39	2.41
	% Clients with 2+ Requests	<b>57%</b>	41%	27%	49%
	% Clients with 2+ Service Types	<b>36%</b>	30%	16%	43%

Data represents totals / overall percentages for the first three years for each network.

\*Estimated vet pop is calculated as of each network's second year anniversary, to the nearest 100.

\*\*Accurate Referrals = % of resolved requests managed by the first provider the client was referred to. Accurate referrals percentages are as of V3 (February 1, 2018).

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33%



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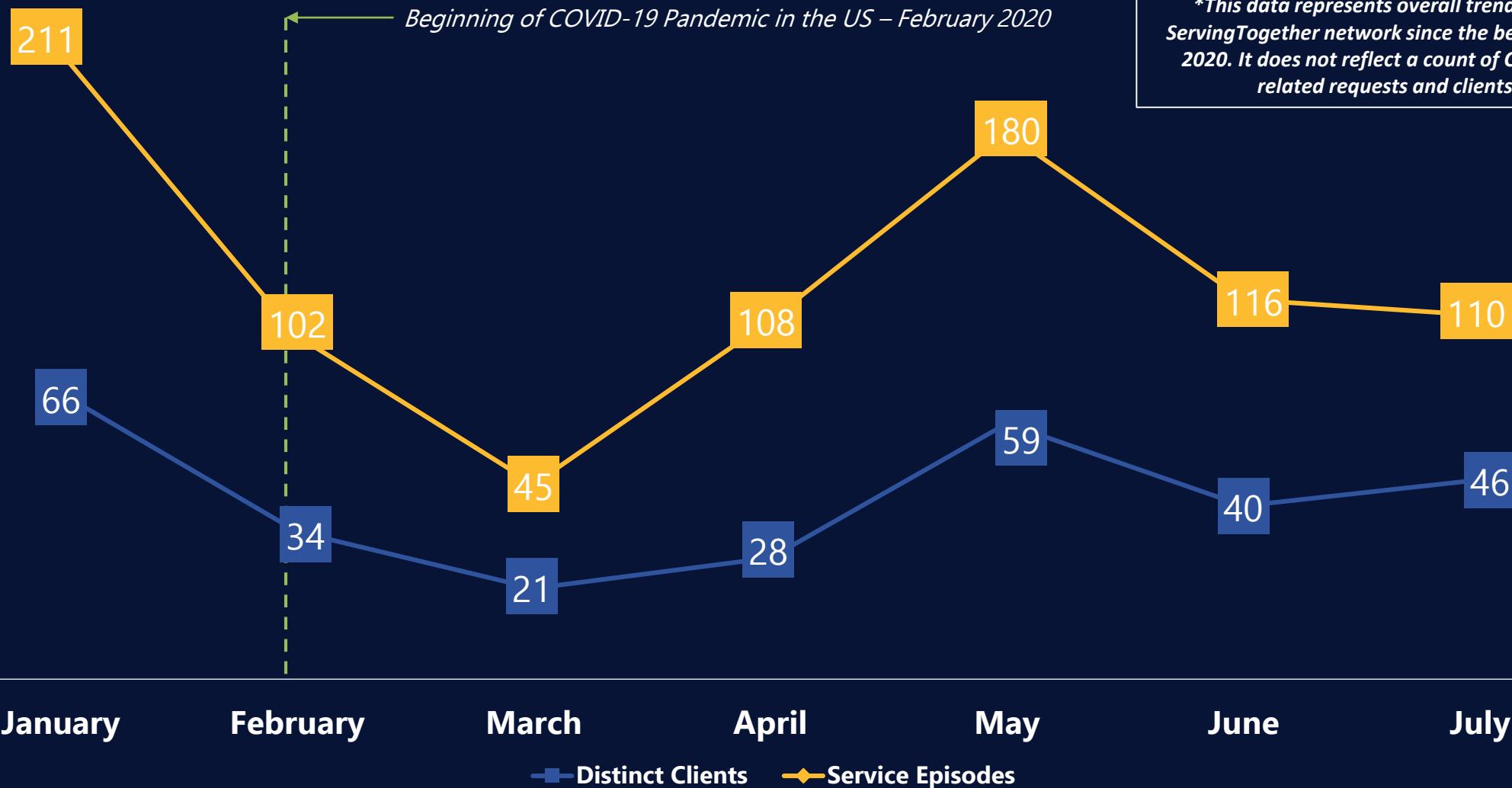


# COVID-19 UPDATE

# DATA TRENDS

# SERVINGTOGETHER – DATA TRENDS

## Changes In Service Episode & New Client Volume – 2020\*



Data Window: January 1<sup>st</sup>, 2020 through July 31<sup>st</sup>, 2020 unless otherwise stated

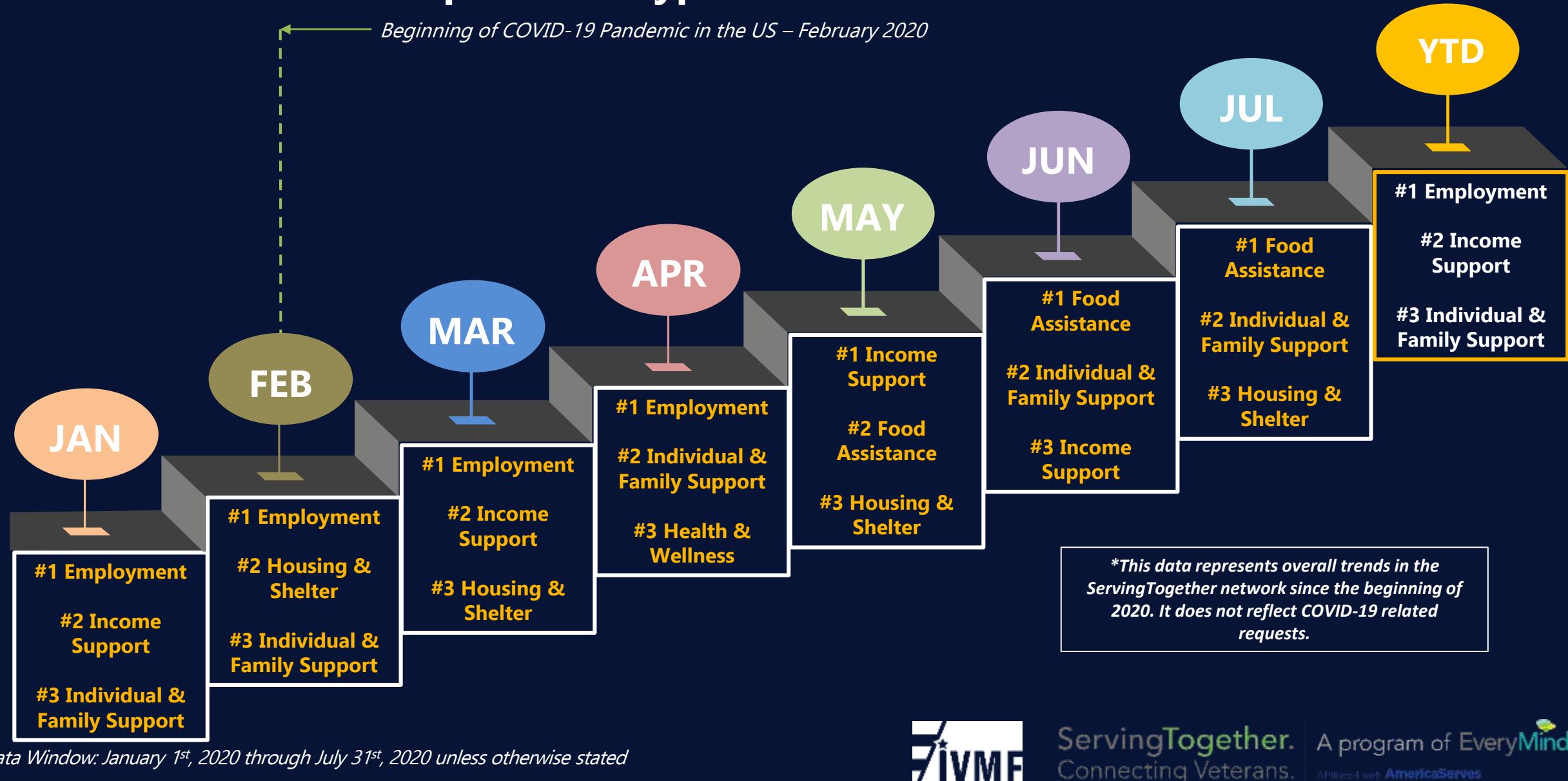


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# SERVINGTOGETHER – DATA TRENDS

## Top Service Types Per Month – 2020\*



# SERVING CHANGING NEEDS DURING COVID-19

## In-Network Referrals



# UNITE US AND THE COORDINATED CARE COMMUNITY

## Kendra Canty | Senior Account Manager, Unite Us

- About the network's growth and expansion
- Kaiser Permanente's role in the expansion
- Future of the network



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# Questions?



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# BREAKOUT SESSIONS

## Select Your Breakout Session

**Change Your Name, add 1. or 2. before your name to select:**

- 1. Top Military and Veteran Needs in the NCR During COVID-19*
- 2. Mid-Atlantic Community Network Expansion & Provider-To-Provider Walk-Thru with Unite Us*

*To change your name:*

*Right click on your video image. Select “rename”. Enter 1 or 2 before your name. Enter OK.*

# MID-ATLANTIC COMMUNITY NETWORK EXPANSION & PROVIDER-TO-PROVIDER WALK-THRU WITH UNITE US



**Kendra Canty**  
Unite Us  
Senior Account Manager



**Joshua Souane**  
Unite Us  
Network Health Manager



# TOP MILITARY AND VETERAN NEEDS IN THE NCR DURING COVID-19

**David Muir, Senior Vice President, Veteran Staffing Network**



**Patrick Campbell, Senior Emergency Manager for Mass Care Operations and Operations Chief for the Food Security Task Force, Montgomery County**



**John Pomory, Director of Supportive Services for Veterans Families Program (SSVFP), Sheppard Pratt**



**Moderated by: Karishma Sheth, Chief Program Officer, EveryMind**



# UPDATES & ANNOUNCEMENTS



## Regional Community Of Practice

- ✓ Regional Lead Expansion
- ✓ More Events This Fall!



## Expanding Our Reach

- ✓ Aligning with Strategic Partners
- ✓ Interagency Referrals with VetLex and Connect NSV
- ✓ Advisory Board
- ✓ Ambassador Program



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# CALL TO ACTION

How can you help build the network?

- **Make referrals** – the key to network success
- **Help us spread the word** – more providers will increase capacity
- **Join our Community of Practice** – grow with us

Ready to get more involved?  
Contact Christy Kenady at [ckenady@every-mind.org](mailto:ckenady@every-mind.org)

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## Two Year In-Practice Review

# THANK YOU!

**Slides and recording will be shared soon!**



# Serving Together

## Two Year In Practice Review

**Thank you for joining us.  
We will begin shortly.**



# Serving Together

## Two Year In Practice Review

Thank you for joining us.  
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The Steven A. Cohen  
Military Family Clinic

# ServingTogether Two Year In Practice Review

Thank you for joining us.  
We will begin shortly.



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# Serving Together

## Two Year In Practice Review

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