

# Two Year In-Practice Review

ServingTogether.  
Connecting Veterans.

---

A program of EveryMind.

Affiliated with  AmericaServes

September 1, 2020

AGUA FUND, INC.



THE MORRIS & GWENDOLYN  
CAFritz FOUNDATION

WELLS  
FARGO



CSX

# WELCOME & INTRODUCTIONS



INSTITUTE FOR  
VETERANS AND  
MILITARY FAMILIES

SYRACUSE UNIVERSITY JPMorgan Chase & Co., Founding Partner



UNITE US

ServingTogether.  
Connecting Veterans.

A program of EveryMind.

Affiliated with  AmericaServes

# AGENDA

## Welcome & Introductions

---

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

## Network Update

---

**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

## Coordination of Care

---

## Community of Care

---

## Our Impact

---

## Updates & Announcements

**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

# Moment of Silence

## David Perez



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



**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**

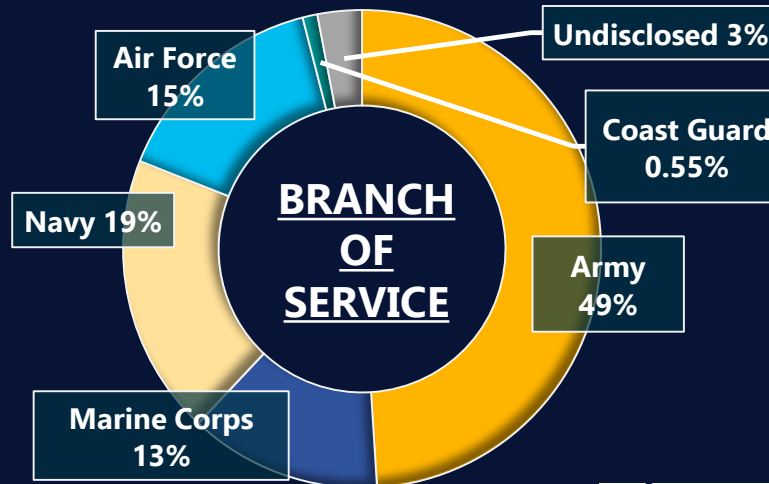
## ETHNICITY

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

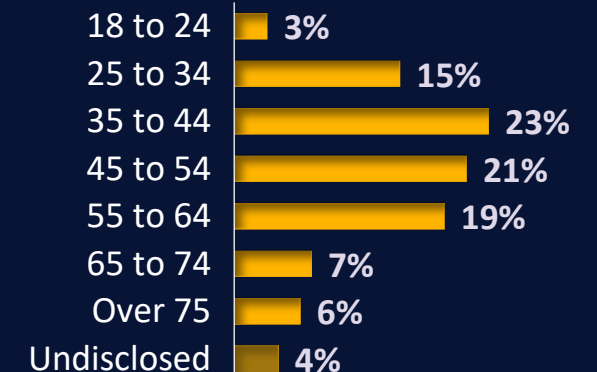
## RACE

**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

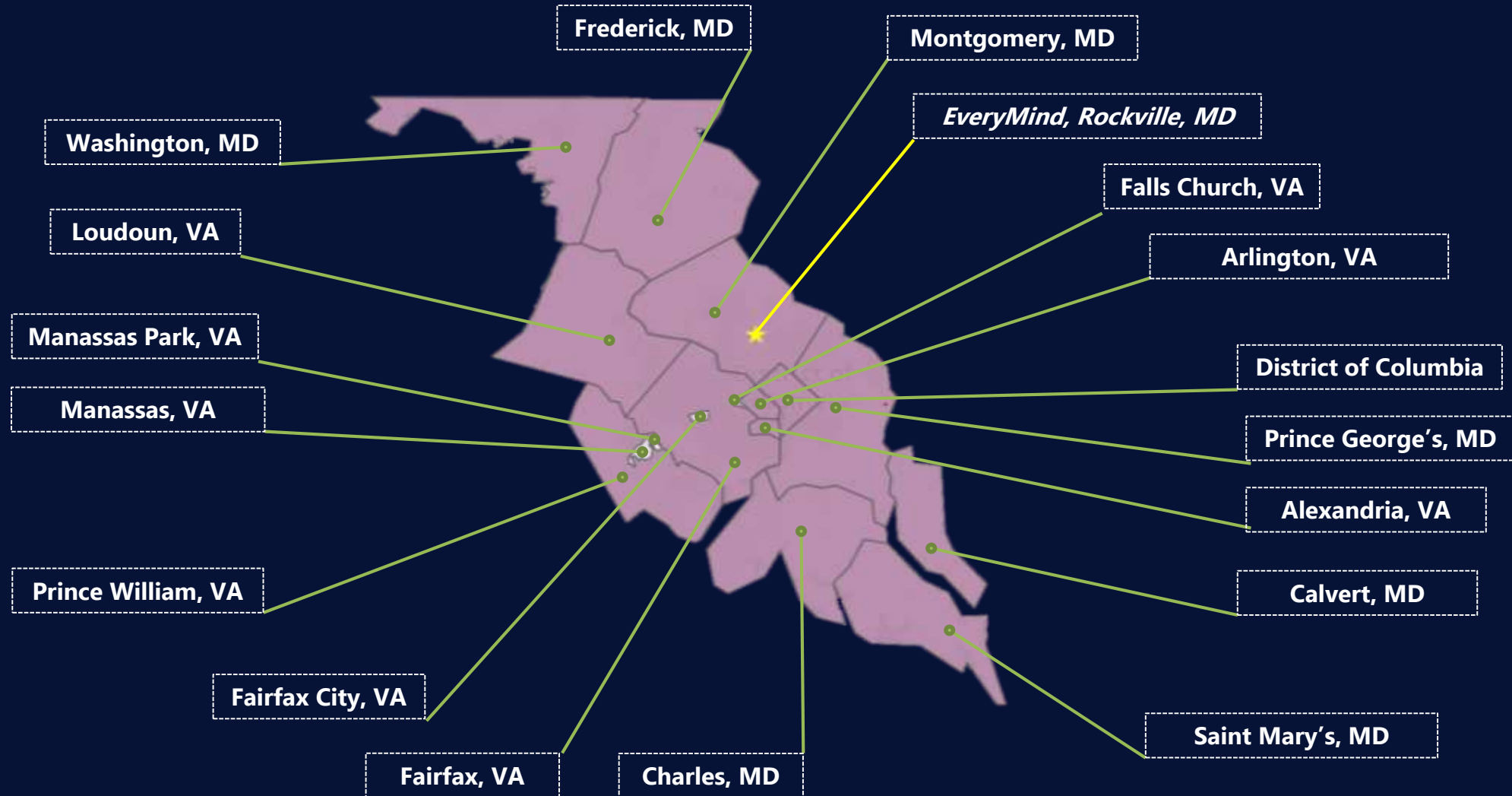


ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes

# 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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes





**COORDINATION OF CARE**

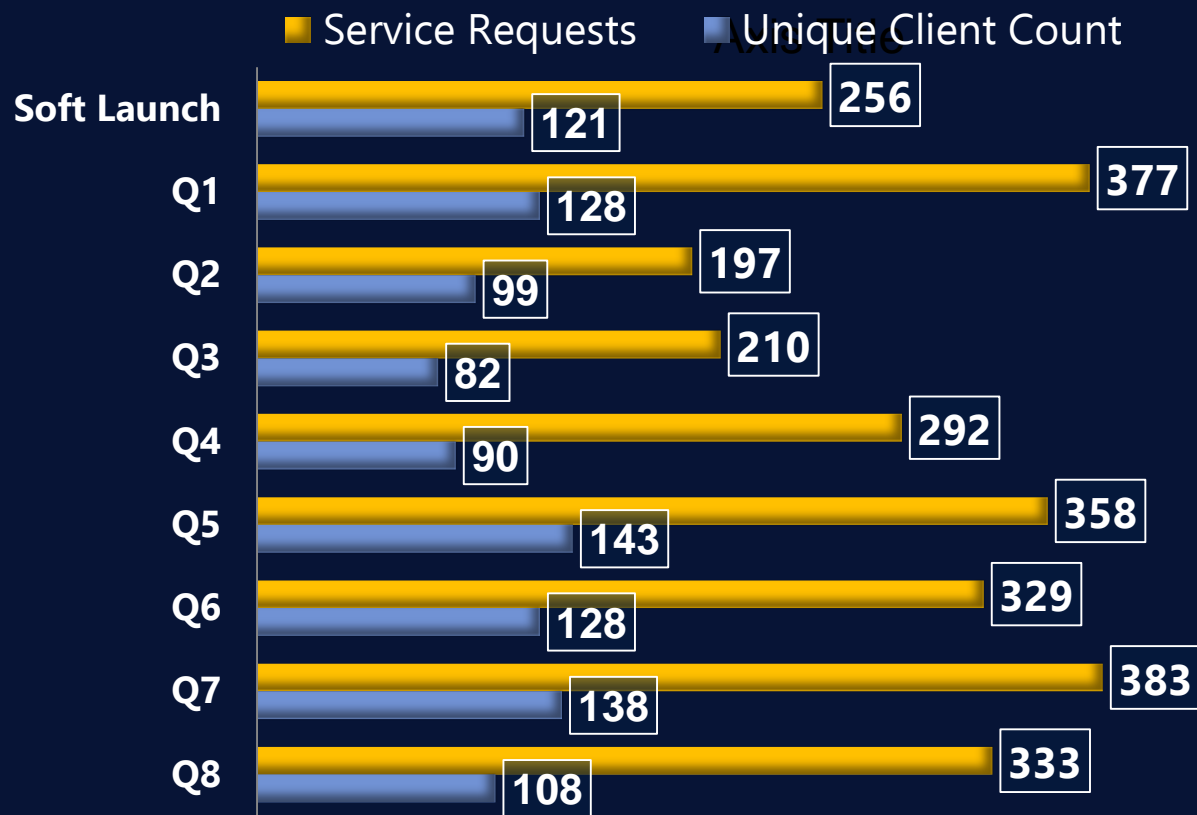
**WHO ARE WE SERVING?**

**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.

Average # of requests per client to date:  
2.64

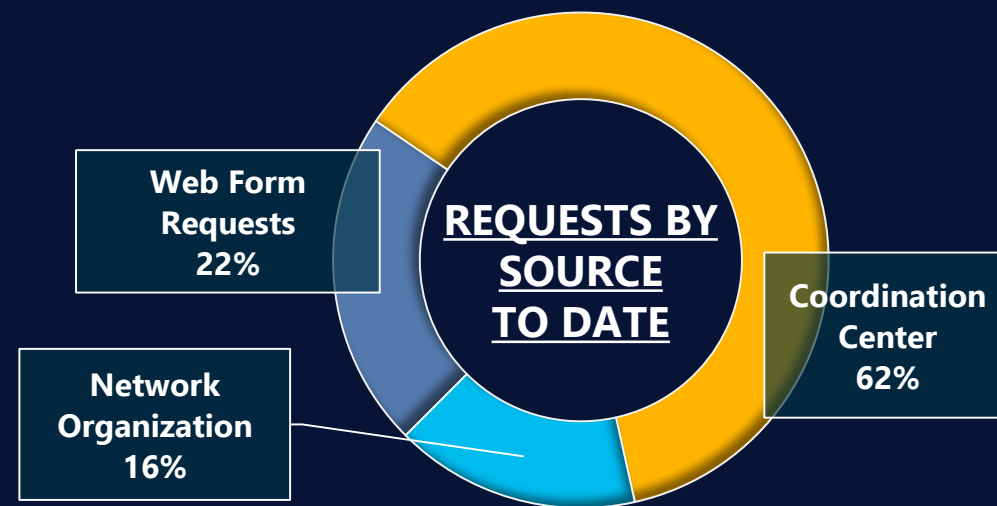
## NOTABLE STATS ABOUT MILITARY AND VETERAN CLIENTS

**25%** - Female

Local Vet Pop – 17% Female

**45%** - Under 45

Local Vet Pop – 24% Under 45



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

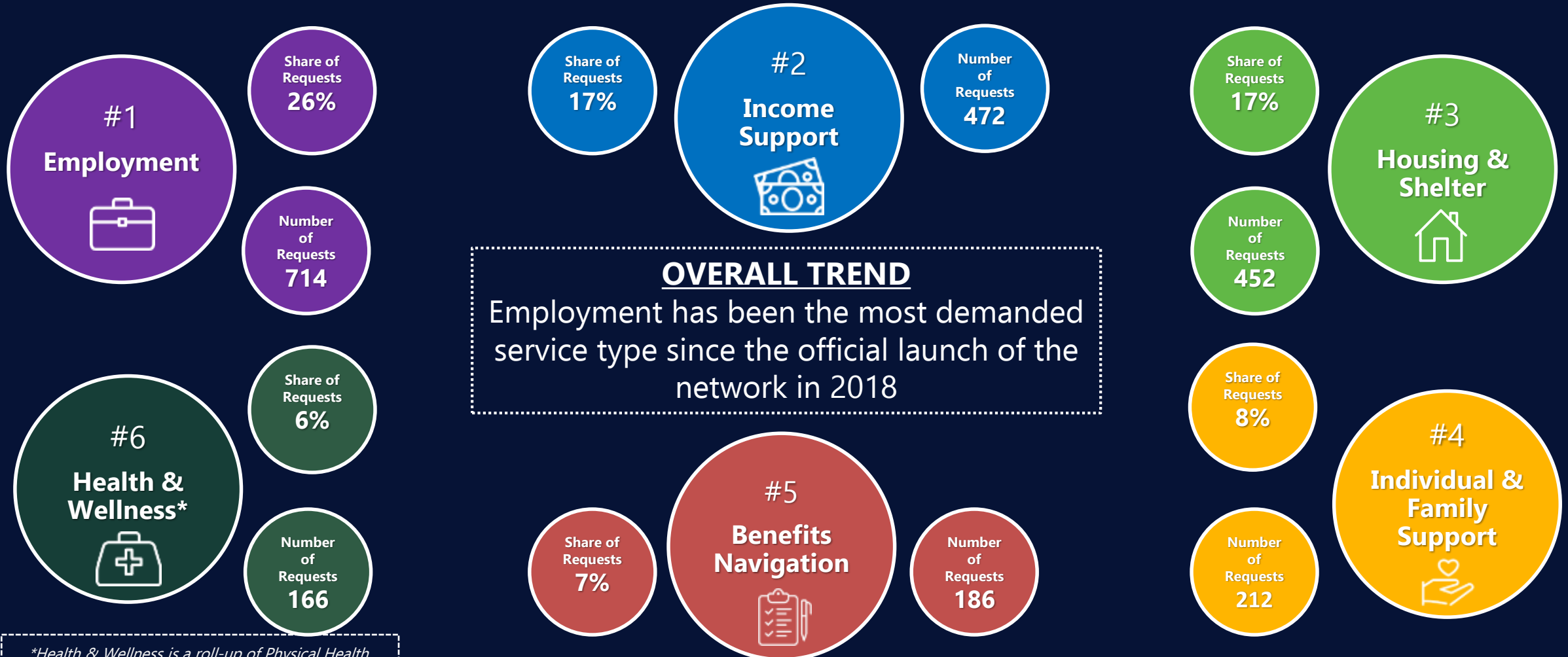


ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes

# WHAT DO OUR CLIENTS NEED?

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



*\*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

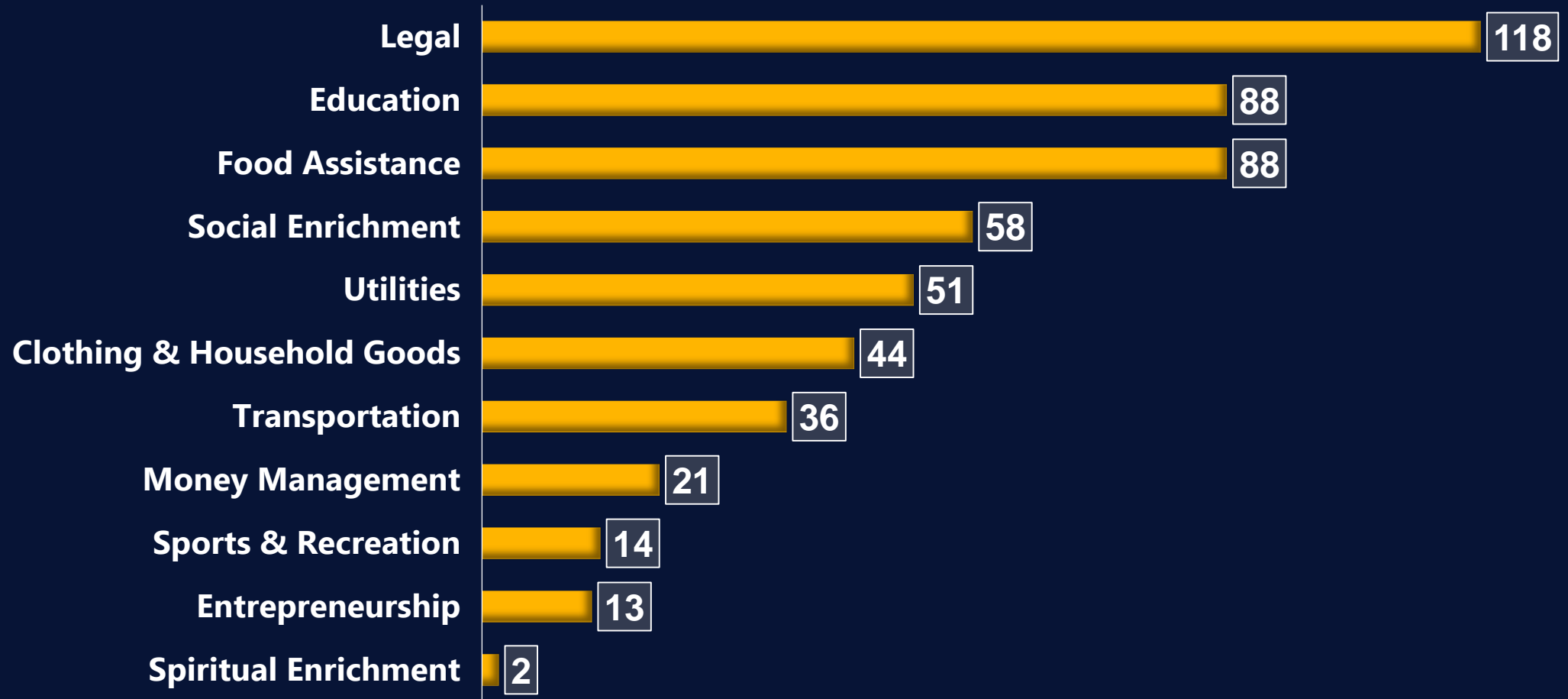


ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes

# WHAT DO OUR CLIENTS NEED?

Demand for Remaining Service Categories– All Time



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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes

# 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**



ServingTogether.  
Connecting Veterans.  
A program of EveryMind.  
AmericanSovereignty



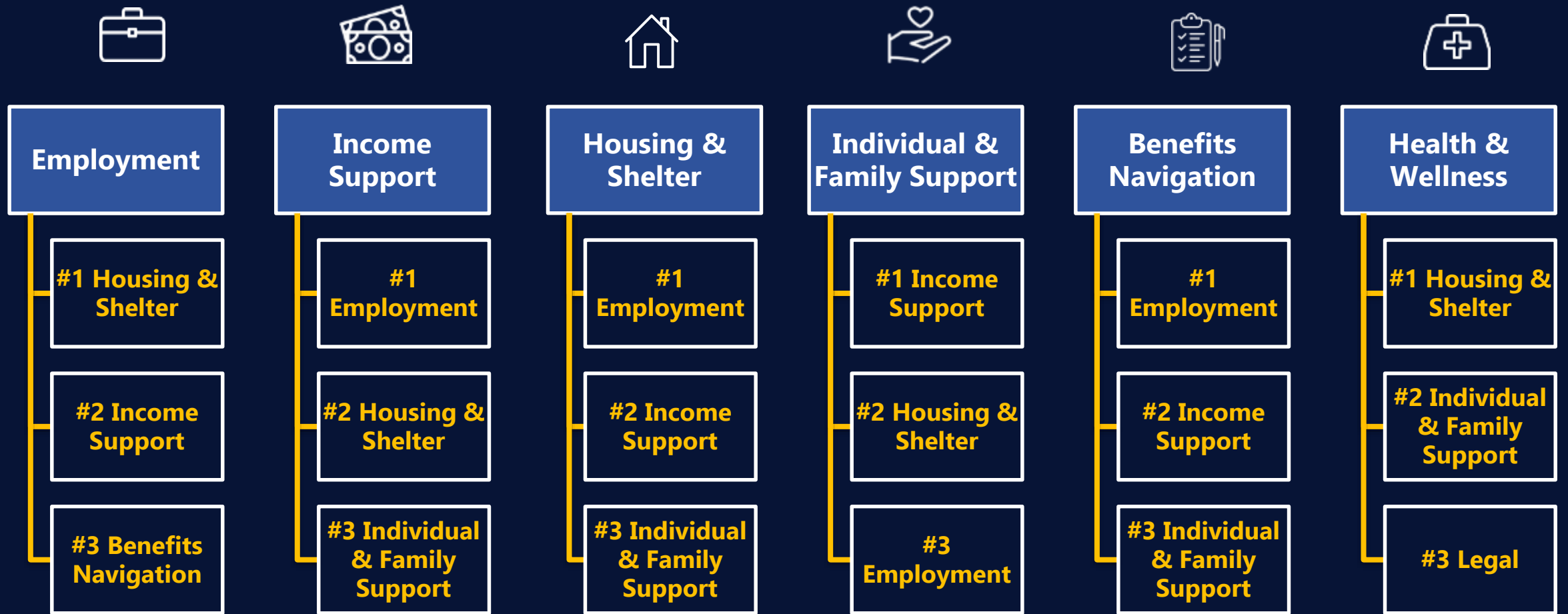
In-Network Referrals



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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



**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



### Providers Making Referrals



### Providers Receiving Referrals



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

#### 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



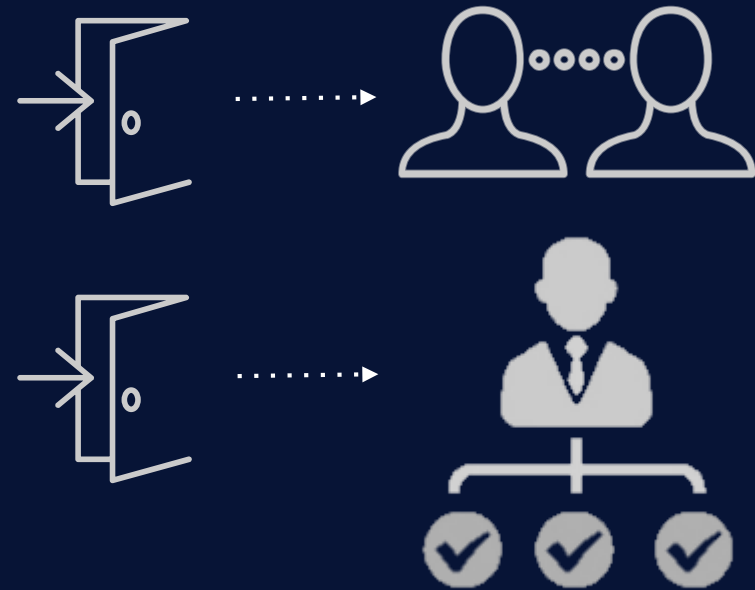
ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



# 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**



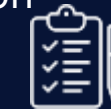
Individual & Family Support

**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).*

# 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%**



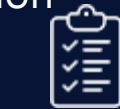
Individual & Family Support

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

Compared with its peer AmericaServes networks at the end of their second year, ServingTogether:

- ☐ Has the highest count of active providers
- ☐ Has the highest rates of co-occurrence
- ☐ Is on par with growth metrics and coordination center activity

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).

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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



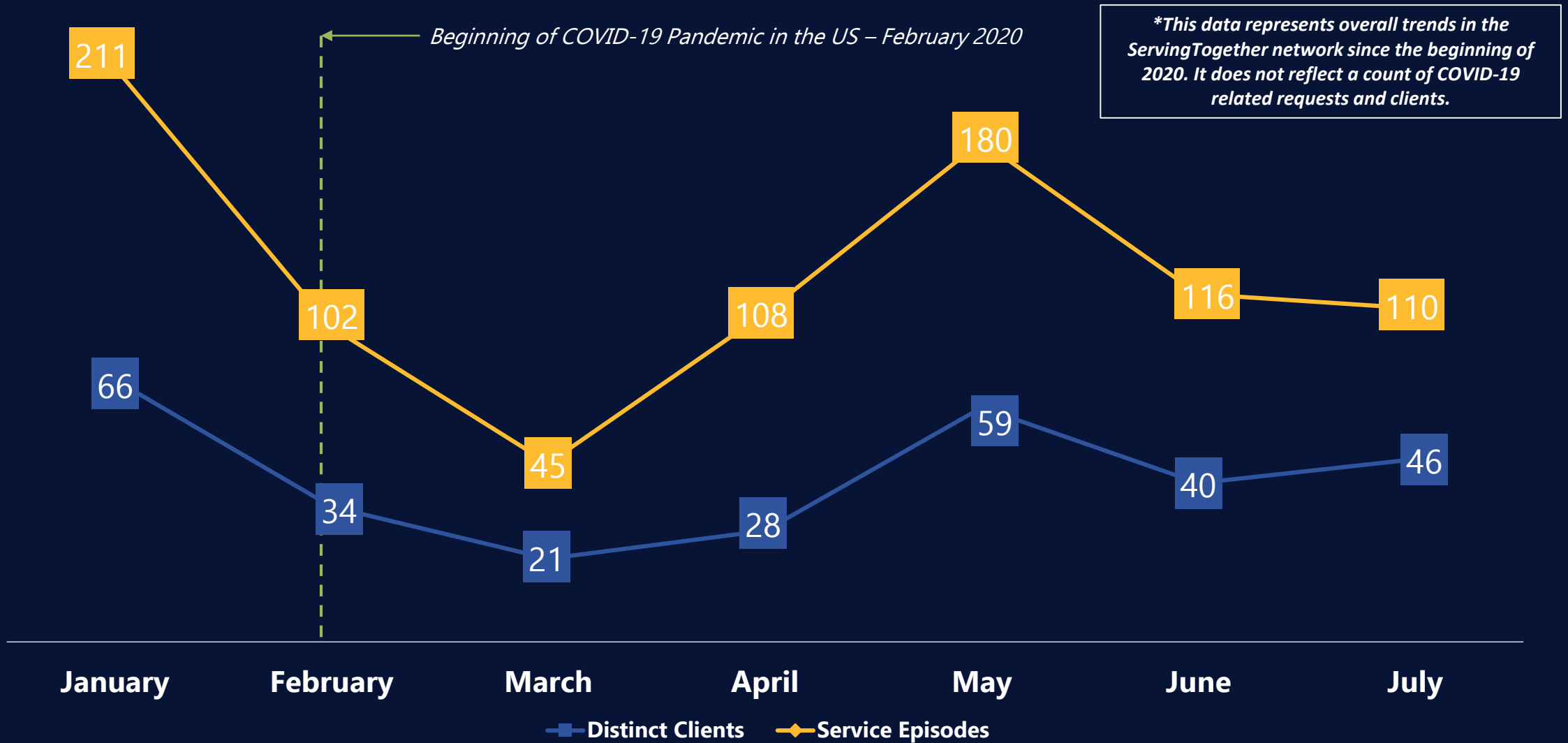
# COVID-19 UPDATE

**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

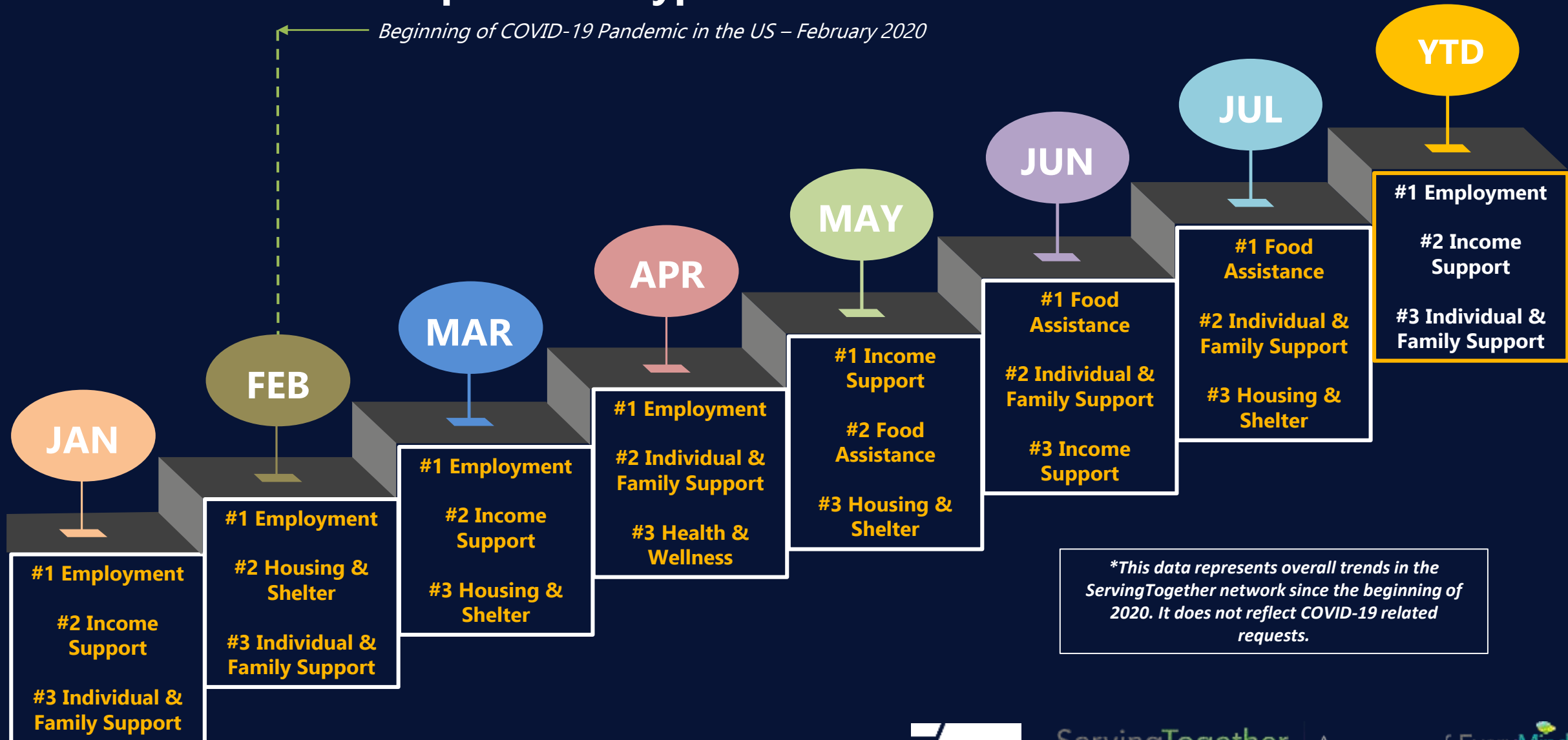


ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes

# SERVINGTOGETHER – DATA TRENDS

## Top Service Types Per Month – 2020\*



*\*This data represents overall trends in the ServingTogether network since the beginning of 2020. It does not reflect COVID-19 related requests.*

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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with: AmericaServes

# SERVING CHANGING NEEDS DURING COVID-19

## In-Network Referrals



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
with care from AmericaServes.

# 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**



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



# Questions?



Serving**Together**.  
Connecting Veterans.

A program of Every**Mind**.  
Affiliated with **AmericaServes**

# 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



ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with AmericaServes



# 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)**

## Two Year In-Practice Review

ServingTogether.  
Connecting Veterans.

A program of EveryMind.  
Affiliated with  AmericaServes

# THANK YOU!

## Slides and recording will be shared soon!



# ServingTogether

## Two Year In Practice Review

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



# ServingTogether

## Two Year In Practice Review

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





# ServingTogether

## Two Year In Practice Review

Thank you for joining us.  
We will begin shortly.





# ServingTogether

## Two Year In Practice Review

Thank you for joining us.  
We will begin shortly.

