



IT'S OUR TURN TO SERVE YOU



NCServes

RDU/Fayetteville

***NCServes-RDU/Fayetteville
Year 1 IPR***

 @AmericaServesHQ
@UniteVets
@IVMFSyracuseU

July 20, 2017
North Carolina National Guard
Raleigh, NC

Agenda



1:00 – 1:20 **Welcome, Introductions, Keynote**

Randy Baker
NCServes-RDU/Fayetteville Coordination Center
Kelli Willoughby
USO of North Carolina

1:20 – 1:30 **Keynote**

Ray Whitaker
USO of North Carolina Pathfinder Program

1:30 – 1:45 **Referral Spotlight**

Randy Baker
NCServes-RDU/Fayetteville Coordination Center

1:45 – 2:15 **Who Are We Serving?
What Do Our Clients Need?**

Randy Baker
NCServes-RDU/Fayetteville Coordination Center

2:15 – 2:45 **How Were Our Clients Served?
How Healthy Is Our Network?**

Lisa DeJonge
Institute for Veterans and Military Families

2:45 – 3:00 **What's Ahead?**

Randy Baker and Kelli Willoughby
NCServes-RDU/Fayetteville Coordination Center
Lisa DeJonge and Ilario Pantano
Institute for Veterans and Military Families

Welcome, Introductions, and Keynote

Introductions



North Carolina

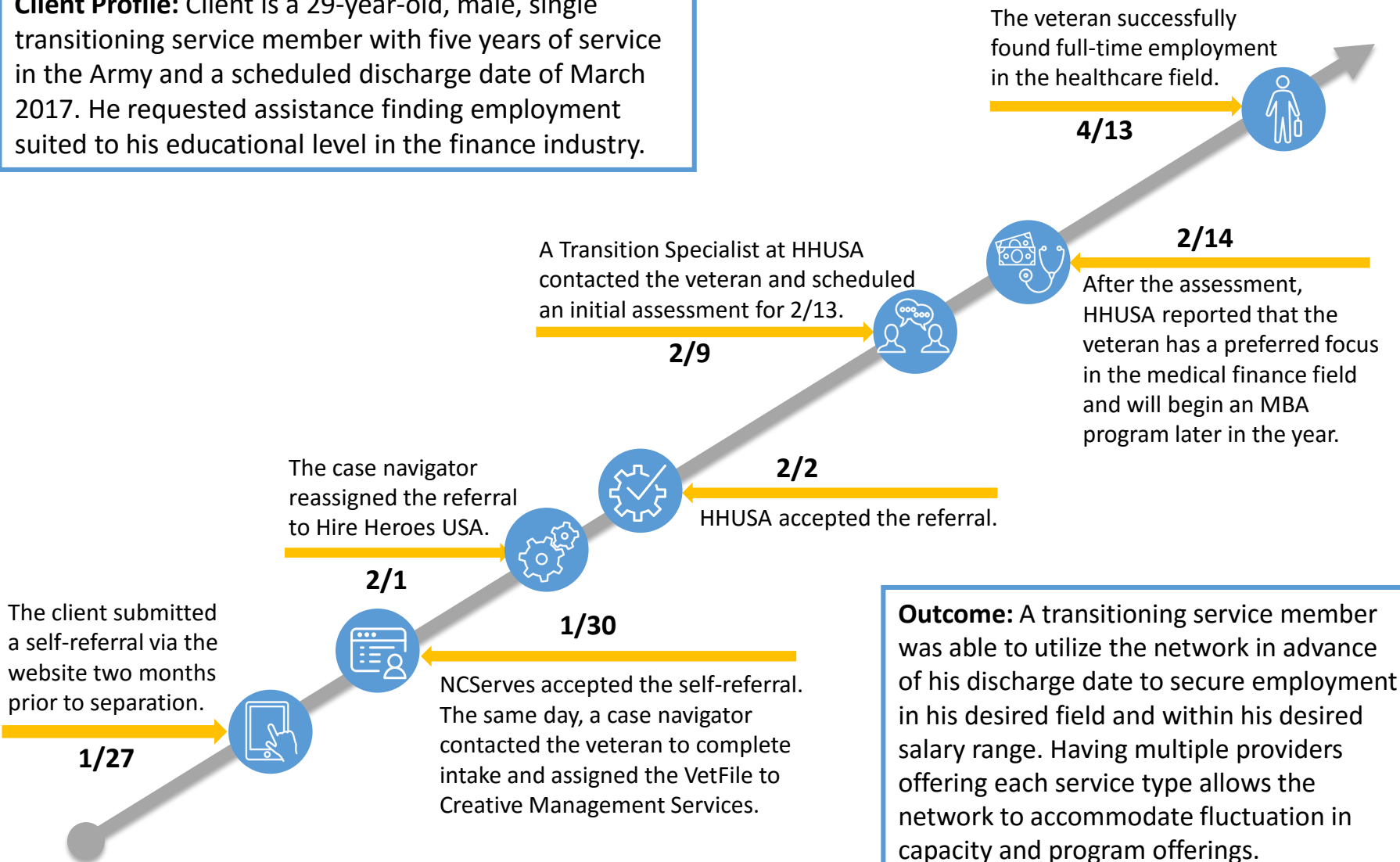


Referral Spotlight

How Were Our Clients Served?

Referral Spotlight – Transition Assistance

Client Profile: Client is a 29-year-old, male, single transitioning service member with five years of service in the Army and a scheduled discharge date of March 2017. He requested assistance finding employment suited to his educational level in the finance industry.



Outcome: A transitioning service member was able to utilize the network in advance of his discharge date to secure employment in his desired field and within his desired salary range. Having multiple providers offering each service type allows the network to accommodate fluctuation in capacity and program offerings.

Who Are We Serving? What Do Our Clients Need?

Presentation Data:
*June 1, 2016 through
May 31, 2017*

Who Are We Serving?

NCServes-RDU/Fayetteville Snapshot



562

Total Members



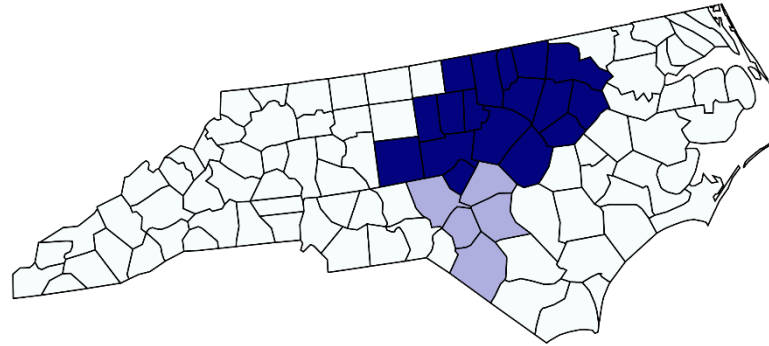
867

Total Requests

81% Veterans
7% Transitioning Service Members



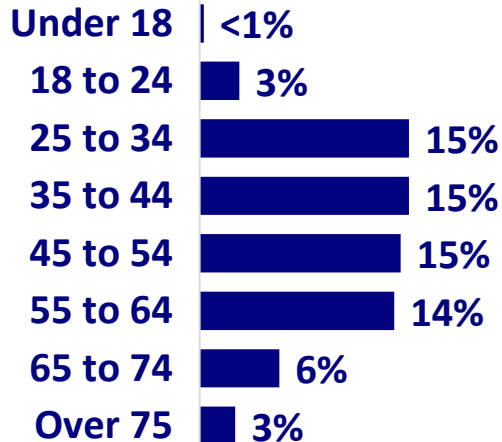
9% Spouses
3% Family Members



Counties Served

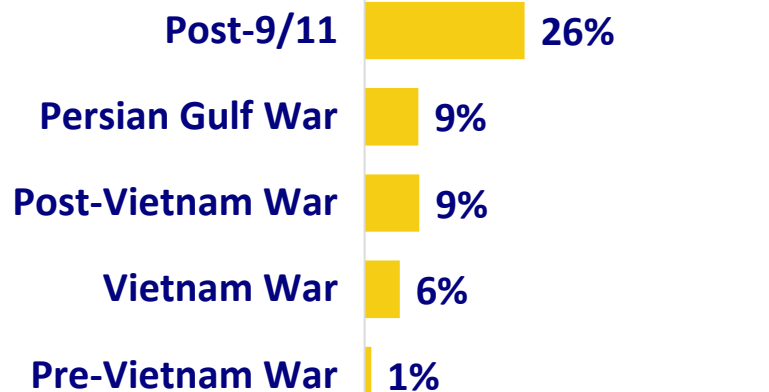
Region	Q1&2	Q3&4
RDU	325	211
Fayetteville	93	87
Coastal	55	22
Metrolina	5	2
Western	3	1
Triad	9	8
Other Networks	1	3
Out of State	11	10
Unknown	139	81

Age



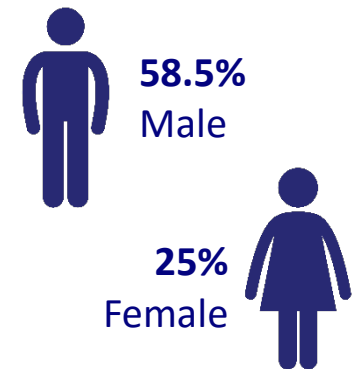
Undisclosed 28%

Service Era



Undisclosed 50%

Gender



16.5% Undisclosed

Who Are We Serving?

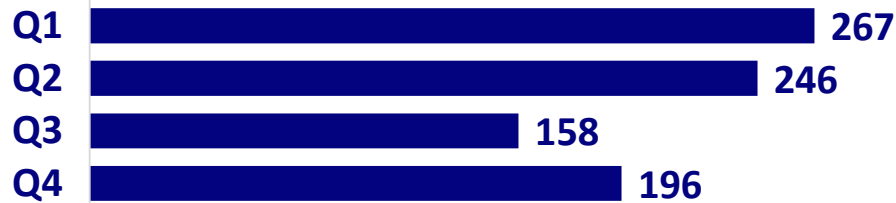
Members and Service Requests



Unique New Members

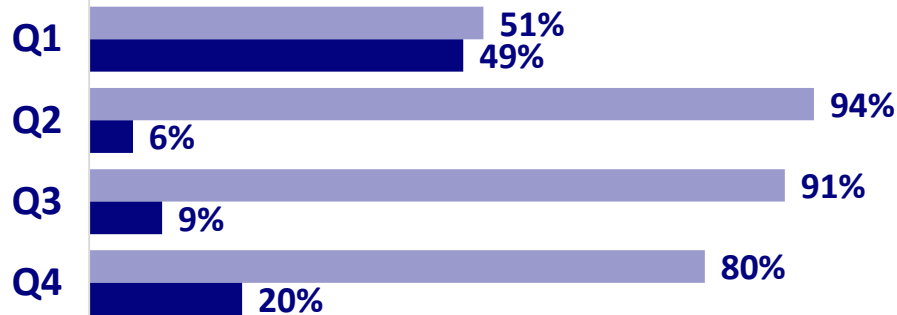


Unique New Service Requests



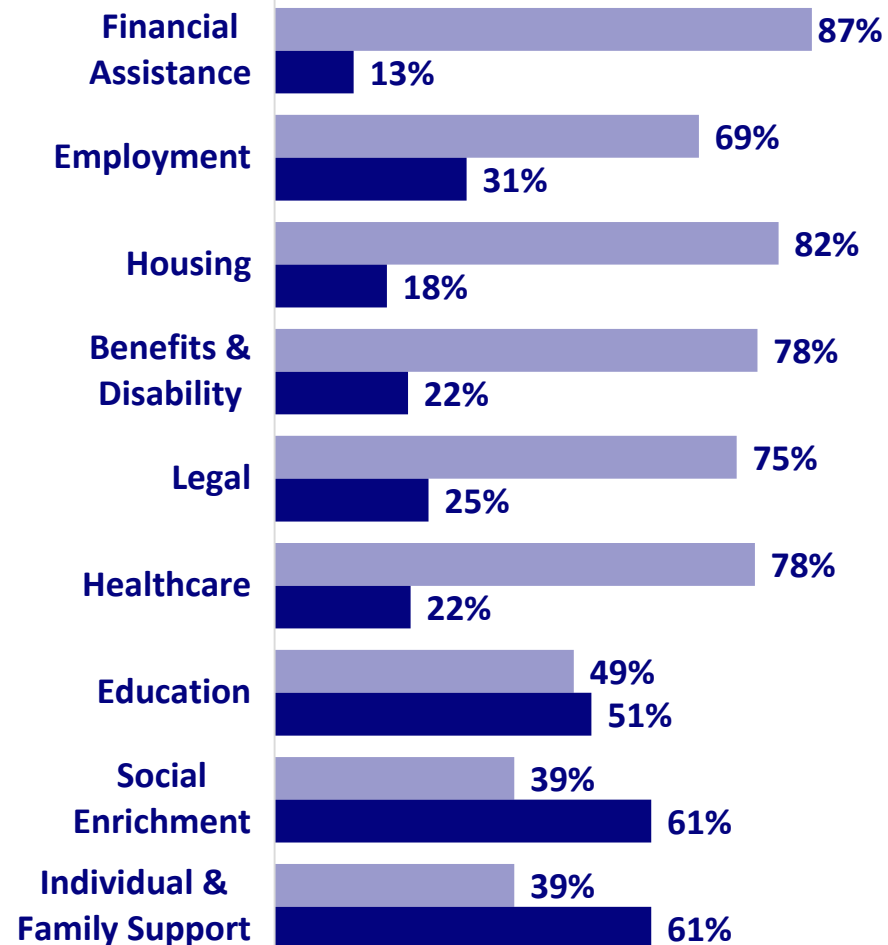
Referral Sources by Quarter

■ Self-Referrals
■ Provider Referrals



Focus on: Referral Sources by Type

■ Self-Referrals
■ Provider Referrals



What Do Our Clients Need?

Service Requests – Demand

Employment, Financial Assistance, and Housing remain the three most requested services in the network.

Q1&2 → Q3&4



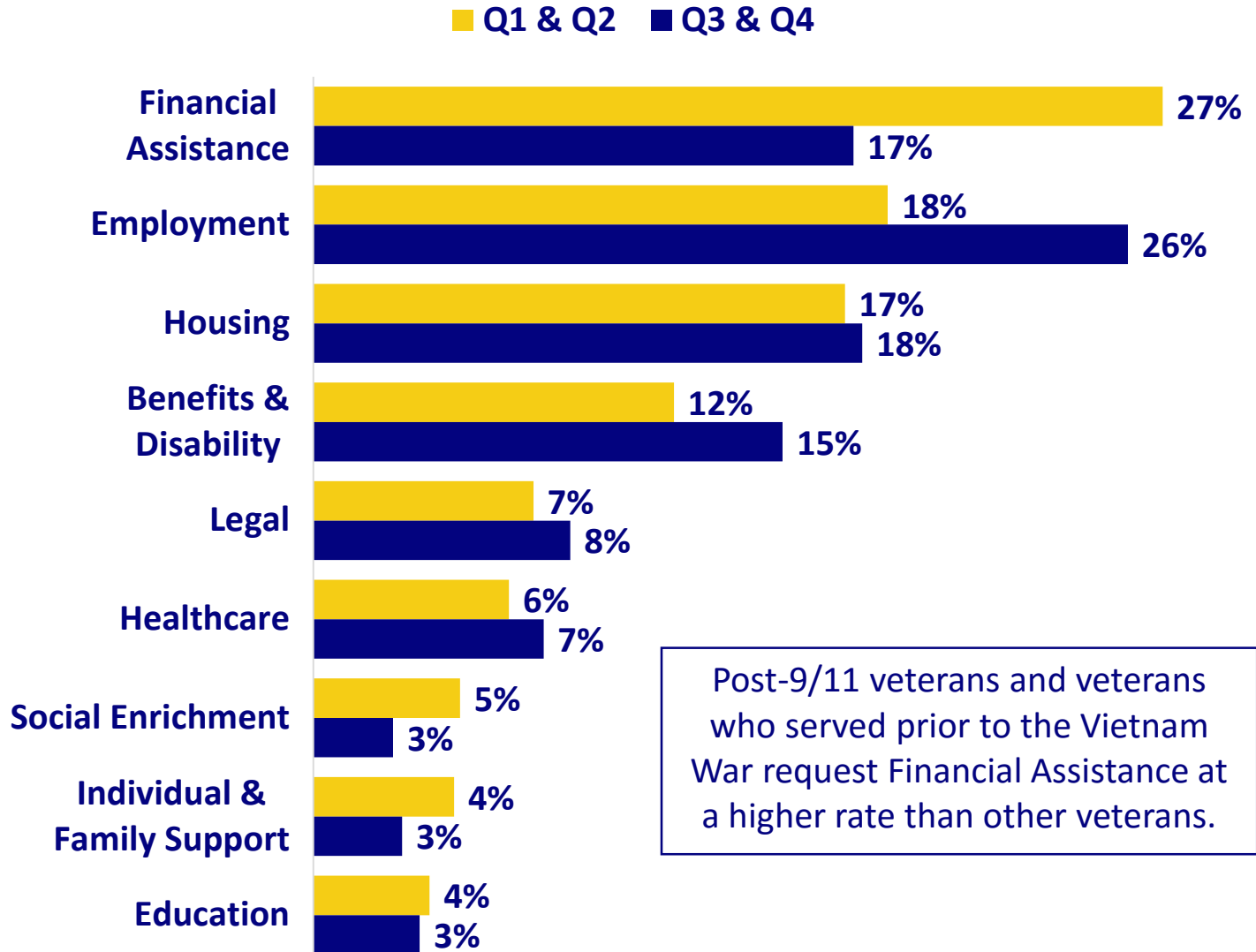
27% ↓ 17%



18% ↑ 26%



17% ↑ 18%



Post-9/11 veterans and veterans who served prior to the Vietnam War request Financial Assistance at a higher rate than other veterans.

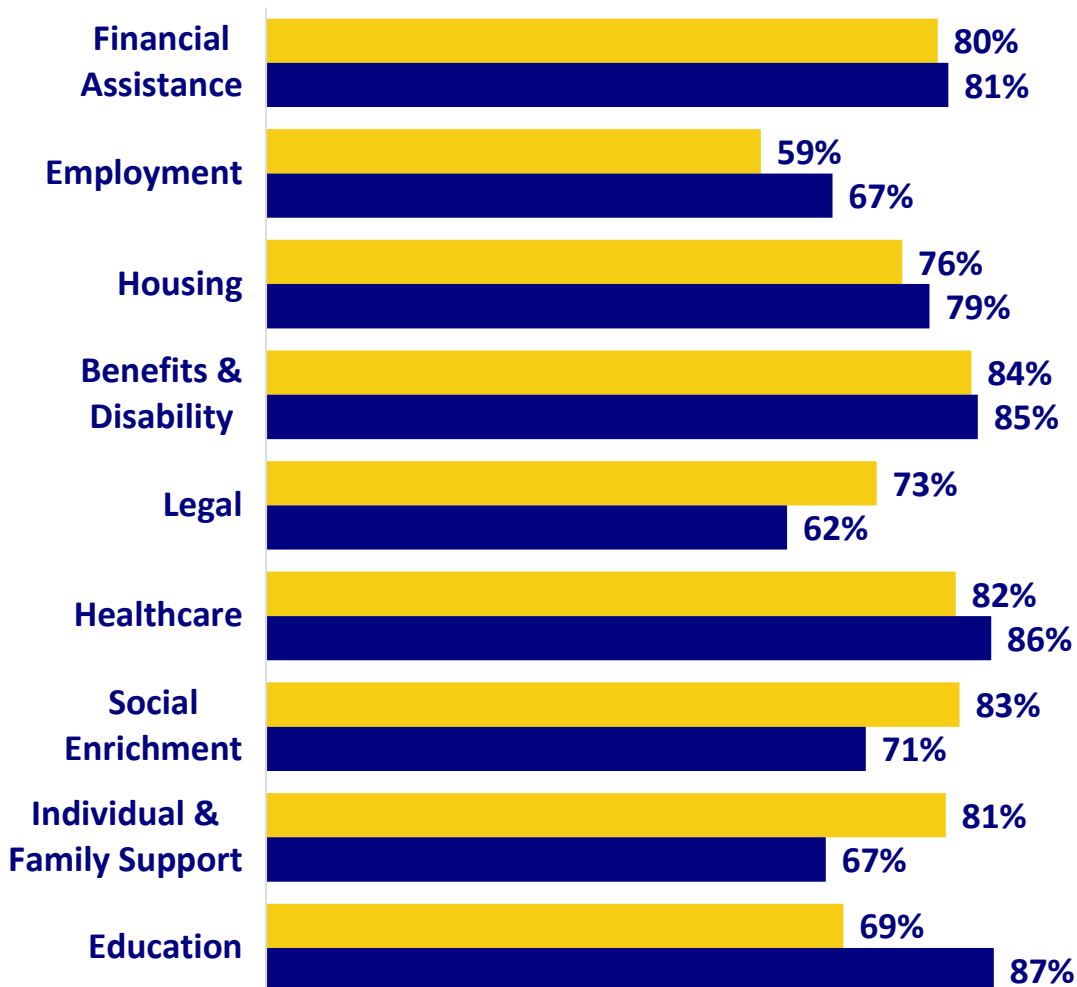
How Were Our Clients Served?

How Were Our Clients Served?

Service Requests – Closure Outcomes

Percent Positive Outcomes by Service Type

■ Q1 & Q2 ■ Q3 & Q4



Outcomes of All Closed Referrals

76%

Positive

23%

Neutral

1%

Negative

Most Frequent Closure Statuses

Out of All Closed Referrals...

30% Received Information
18% Referred Out-of-Network
16% Other Positive

17% Unable to Contact

1% Other Negative

How Were Our Clients Served?

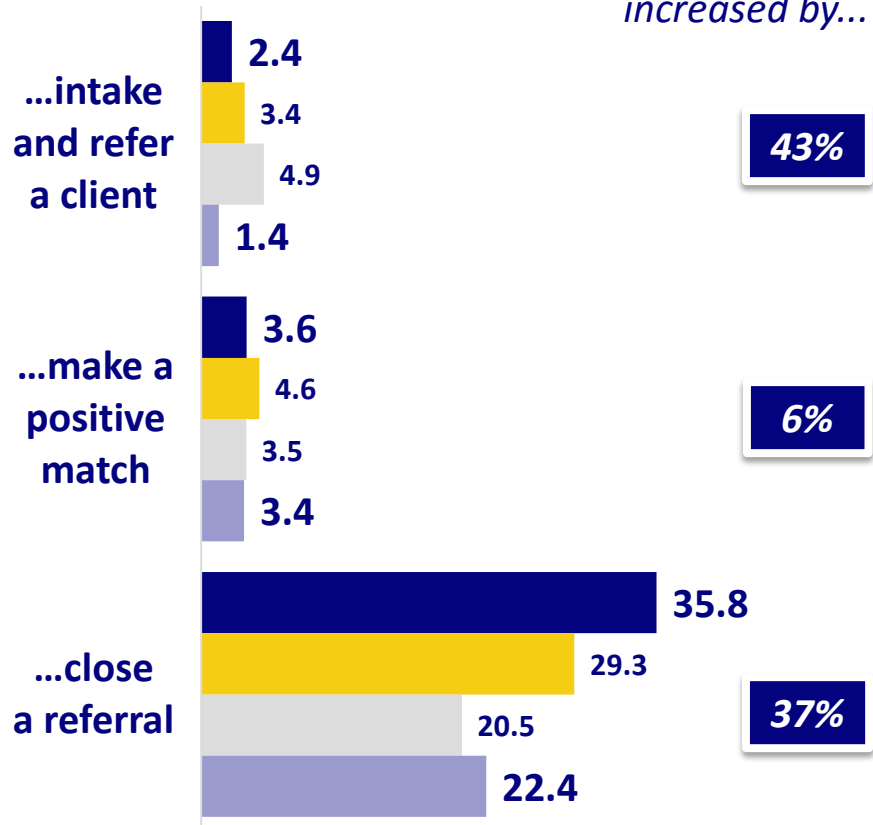
Timeliness of Service



All Services by Quarter

■ Q1 ■ Q2 ■ Q3 ■ Q4

Time in days to...

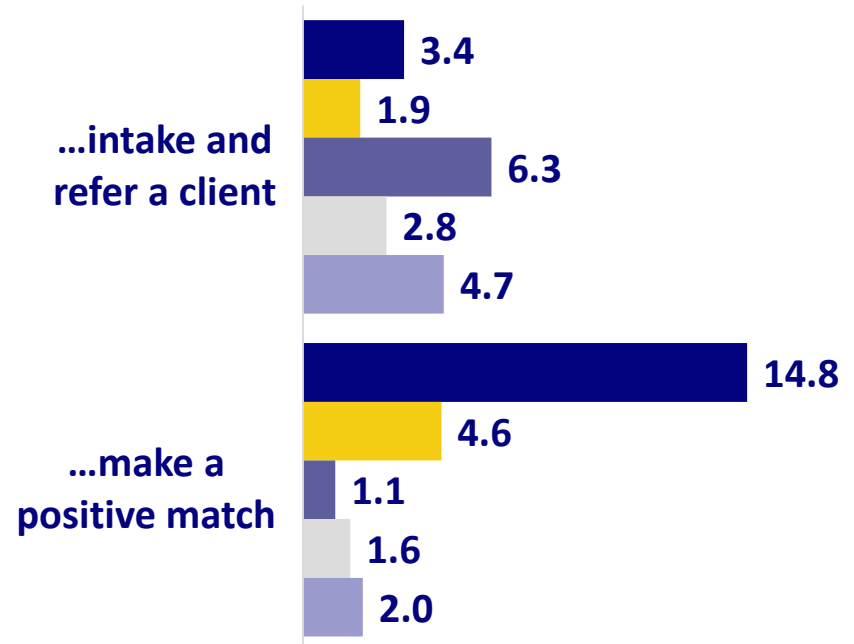


Most Requested Services

The amount of time to close a referral can vary across service types, but creating and confirming a positive match can be a useful measure to compare across services.

■ Benefits ■ Employment ■ Financial Assistance ■ Housing ■ Legal

Time in days to...



How Were Our Clients Served?

Feedback Surveys



Proposed Surveys to Assess Client and Provider Experience

Client Feedback Plan

Survey: Conduct phone survey of clients in all networks

Analyze: Quantitative and qualitative results

Pilot: Test revised web/text surveys

Sustain: Ongoing surveys (multiple methods)

**First Phone Survey:
Summer/Fall 2017**

Dedicated staff will be hired to reach out to clients.

Continuous Feedback: Beginning Fall 2017

New collaboration with an expert at the Maxwell School at Syracuse University who will help us test and revise survey content and outreach methods to increase response rates and quality of feedback.

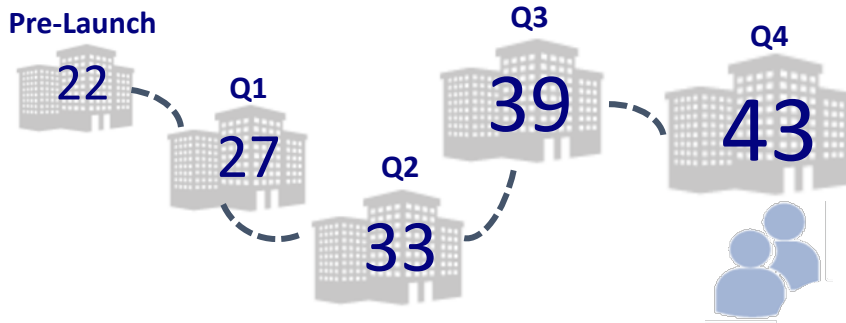
Provider Feedback Plan

Goal: To ensure the network is enhancing our collective ability to serve veterans and military families.
Plan: NCServes-Metrolina recently piloted a survey and will be used to develop a survey for rollout to each network later this year.

How Healthy Is Our Network?

How Healthy Is Our Network?

Provider Growth and Engagement



Today we have:

44 Providers
81 Practitioners

As of Q4...

42% of Providers Have Made a Referral

60% of Providers Have Received a Referral

Providers Making Referrals in Q4

20% of the VetFiles created in Q4 were referred to the Coordination Center by Providers.

# of VetFiles Referred in Q4	# of Providers	% of Providers
0 Referrals	39	91%
1 to 5 Referrals	2	5%
6 to 10 Referrals	-	-
11 to 20 Referrals	1	2%
Over 20 Referrals	1	2%
Total # Providers in Q4	43	-

Providers Receiving Referrals in Q4

44% of VetFiles created in Q4 were distributed to Providers by the Coordination Center.

# of VetFiles Received in Q4	# of Providers	% of Providers
0 Referrals	25	58%
1 to 5 Referrals	13	30%
6 to 10 Referrals	3	7%
11 to 20 Referrals	1	2%
Over 20 Referrals	1	2%
Total # Providers in Q4	43	-

How Healthy Is Our Network?

Provider Engagement

Provider Leaderboard

Providers Making Referrals

Q1	Dress for Success Triangle	95
	USO of North Carolina	17
	Wake County VSO	6
	Volunteers of America of the Carolinas	2
	Passage Home Inc.	2

Q2	Dress for Success Triangle	5
	USO of North Carolina	5
	NC Veterans Business Association	2

Q3	USO of North Carolina	11
	Disability Rights North Carolina	2

Q4	USO of North Carolina	23
	Operation Supply Drop	14

Highlight: Core Provider Efforts

*What does it mean
to become a core provider?*

- **Meet 1 on 1** with point of contact
- Keep **registration form information current**
- **Buy-in at all levels** of your organization
- Ensure **licenses and training are up to date** for the appropriate staff members
- **Become an ambassador** to other providers
- Receive **ongoing feedback on progress**

*Goals for core providers AND
all providers in the network:*

Referrals

- Core providers: 4-7 vetfiles/month
- All providers: 2 vetfiles/month (on average)

Events

- All providers: input one event/month onto the calendar and cover at least one community event/year

How Healthy Is Our Network?

Cross-Network Snapshot



Key Performance Indicators: Networks at 1 Year

Indicator Purpose	Indicator Metric	NCServes RDU/Fayetteville	NYServes NYC	NCServes Metrolina	PAServes Pittsburgh
Growth	# New Clients	130	200	327	315
	# New Requests	196	268	798	574
Reach / Balance	% Self-Referrals	80%	78%	53%	66%
	% Provider Referrals	20%	22%	47%	34%
Engagement (Provider / CC)	% Making 2+ Referrals/Quarter	5%	12%	21%	21%
	% Receiving 2+ Referrals/Quarter	26%	31%	33%	33%
Timeliness	Time to Intake and Refer a Client	1.38 days	5.4 days	7.2 days	7.6 days
	Time to Match a Referral	3.38 days	7.9 days	6.3 days	2.6 days
	Time to Close a Referral	22.38 days	91.9 days	59.3 days	40.3 days
Appropriateness	% Positive Outcomes	73%	46%	71%	75%

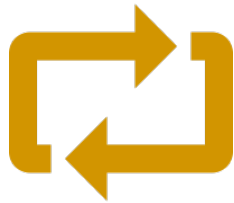
What's Ahead for NCServes- RDU/Fayetteville?

What's Ahead?

Upgrade to V3

NCServes – RDU/F is upgrading to the newest version of the platform – Version 3!

What is Version 3 and why are we moving to it?



Improved Workflow

Referral and case functionality better reflect your real-life process



More Visibility

Follow all your clients' cases/referrals from intake to outcome, even for cases/referrals not managed by you



Robust Reporting on Service Level & Clients

New real-time dashboards!



Better Representation of Your Programs & Eligibility Criteria

Allows for easier referral matching and tracking

What's Ahead?

Platform Upgrade to V3 – Next Steps

Version 3 is scheduled to go live in late August. Until then, we are committed to getting you all trained on the new platform.



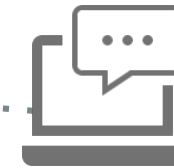
SAVE THE DATE: AUGUST 17

An in-person Training Session on Version 3 (Link TBD) will serve as your next network Focus Group Meeting



MIGRATION UNDERWAY!

On the IVMF and Unite US side, we are making sure that all of your data in V2 is reflected in V3.



ASK QUESTIONS

We are available by email if you have any questions on what to expect with this exciting new platform!

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sam@uniteus.com

What's Ahead?

Updates



- **Coordination Center**
 - Next Focus Group on August 17 will be your Version 3 Training!
- **Community of Practice & Learning Opportunities**
 - Carolinas Community of Practice – Nicole French
 - Participate in regular calls
 - Stay tuned for a Carolinas CoP convening this fall!
 - National Community of Practice
 - Successful conference in New York City, May 3-4
 - 2017 CoP focus will be on data definitions and provider engagement
 - Discussion board: <http://americaserves.org/communities/discussion-board/>
 - Military Culture 101 (MC101): <http://americaserves.org/communities/mc101/>
- **Community Announcements**
- **Questions and Discussion**

THANK YOU!