



IT'S OUR TURN TO SERVE YOU



***NY Serves-New York City
IPR & Focus Group – Q10***

 [@AmericaServesHQ](#)
[@UniteVets](#)
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August 25, 2017
New York, NY

Agenda



10:00 – 10:20 **Welcome and Introductions**

Vincent DelSignore
Institute for Veterans and Military Families
Juan Serrano and Anthony Silvera
NY Serves- NYC Coordination Center

10:20 – 12:00 **Creating NY Serves- NYC Network Standard Operating Procedures**

Anthony Silvera, Chuck Taylor, and Michelle O'Brien
NY Serves- NYC Coordination Center

12:00 – 12:30 **Network Data & What's Ahead**

Vincent DelSignore
Institute for Veterans and Military Families
Juan Serrano and Anthony Silvera
NY Serves- NYC Coordination Center

Welcome and Introductions



Creating NYServes-NYC Network Standard Operating Procedures

Role of the Coordination Center



- **Initial Point of Contact**
- **Referral Source**
- **Set Expectations**
- **Follow up with Customers and Providers**
- **Network Gatekeeper**

- **Organizational Profiles**
- **Receiving and Routing Referrals**
- **Access and Training**

- **VetFile Descriptions**
- **Client Follow ups**
- **Provider Follow ups**
- **VetFile Statuses**
- **Accepting/Closing VetFiles**
- **VetFile Notes**

Who Are We Serving? What Do Our Clients Need?

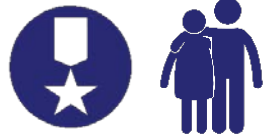
**Presentation Data:
January 1, 2015 through
June 30, 2017**

Who Are We Serving?

NY Serves- NYC Snapshot



87% Veterans
2% Transitioning Service Members



4% Spouses
2% Family Members
5% *Undisclosed/Other*

Most Requested Services



Referral Sources

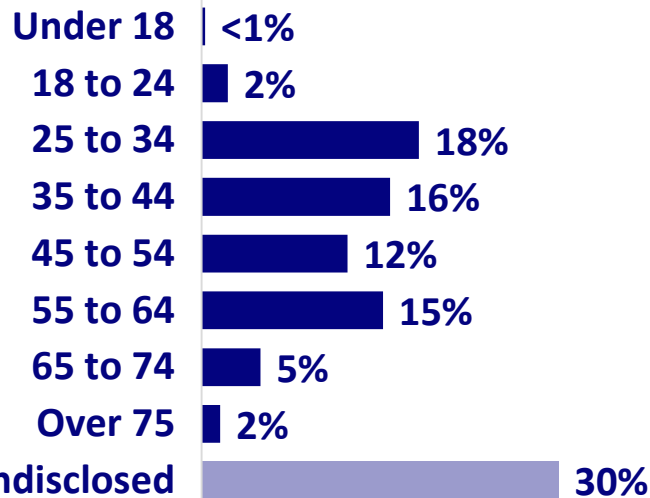


84%
Self-Referrals

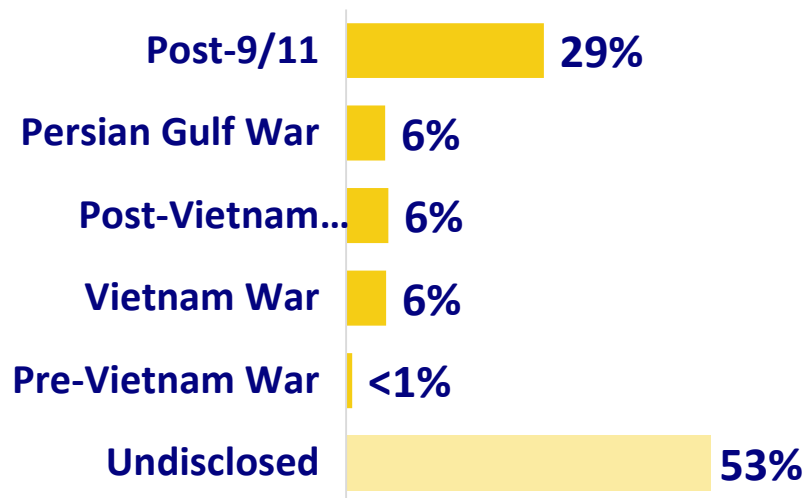


16%
Provider Referrals

Age



Service Era



Gender

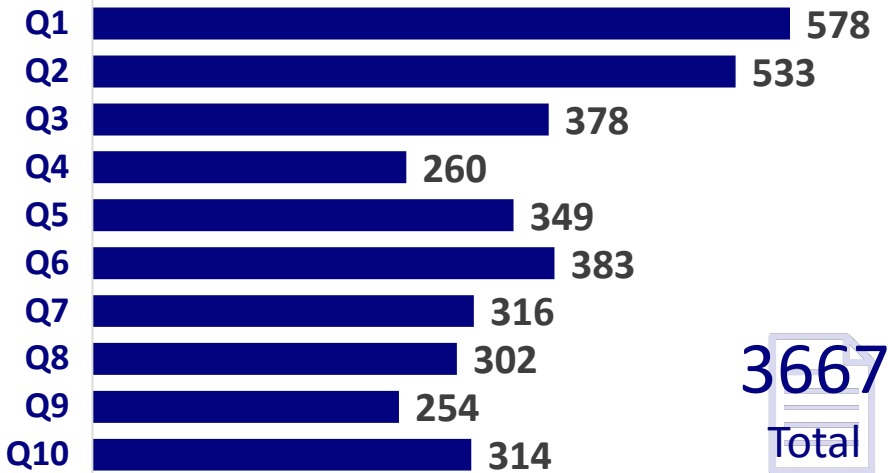


Who Are We Serving?

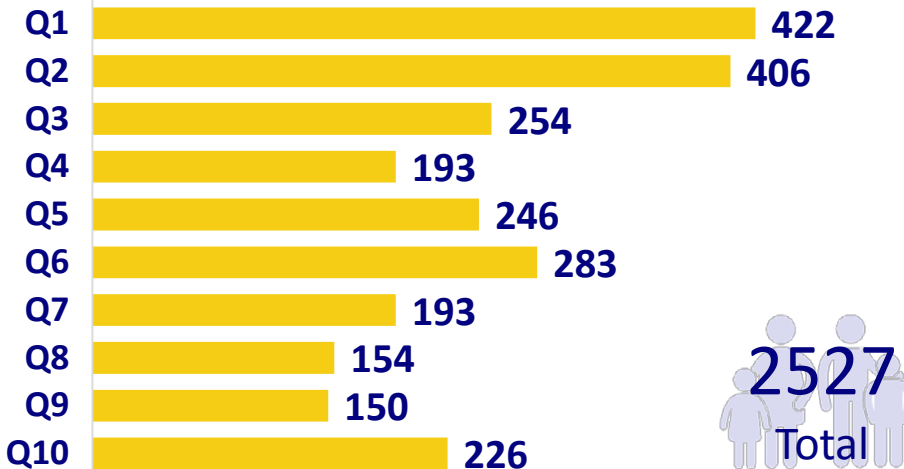
Members and Service Requests



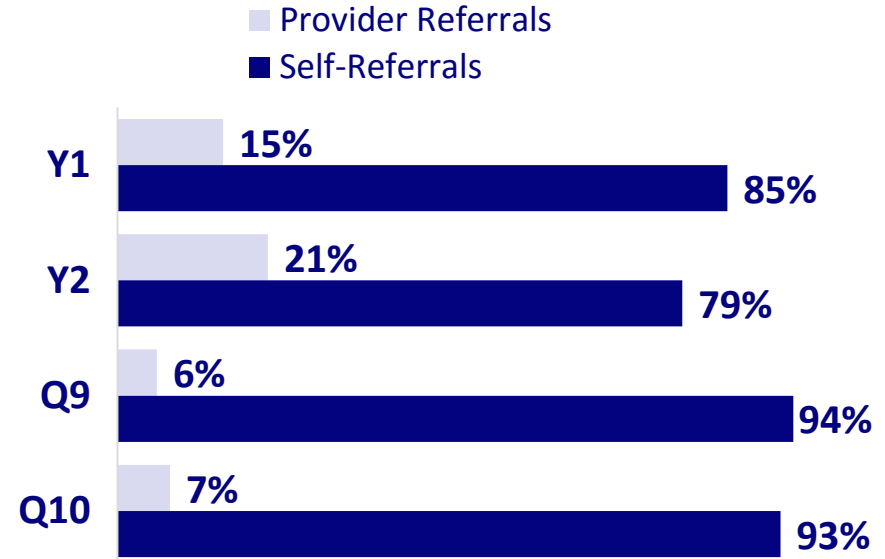
Unique New Service Requests



Unique New Members



Focus on: Referral Sources



In Q10, three out of the four most requested services in the network had an increase in the share of provider referrals.

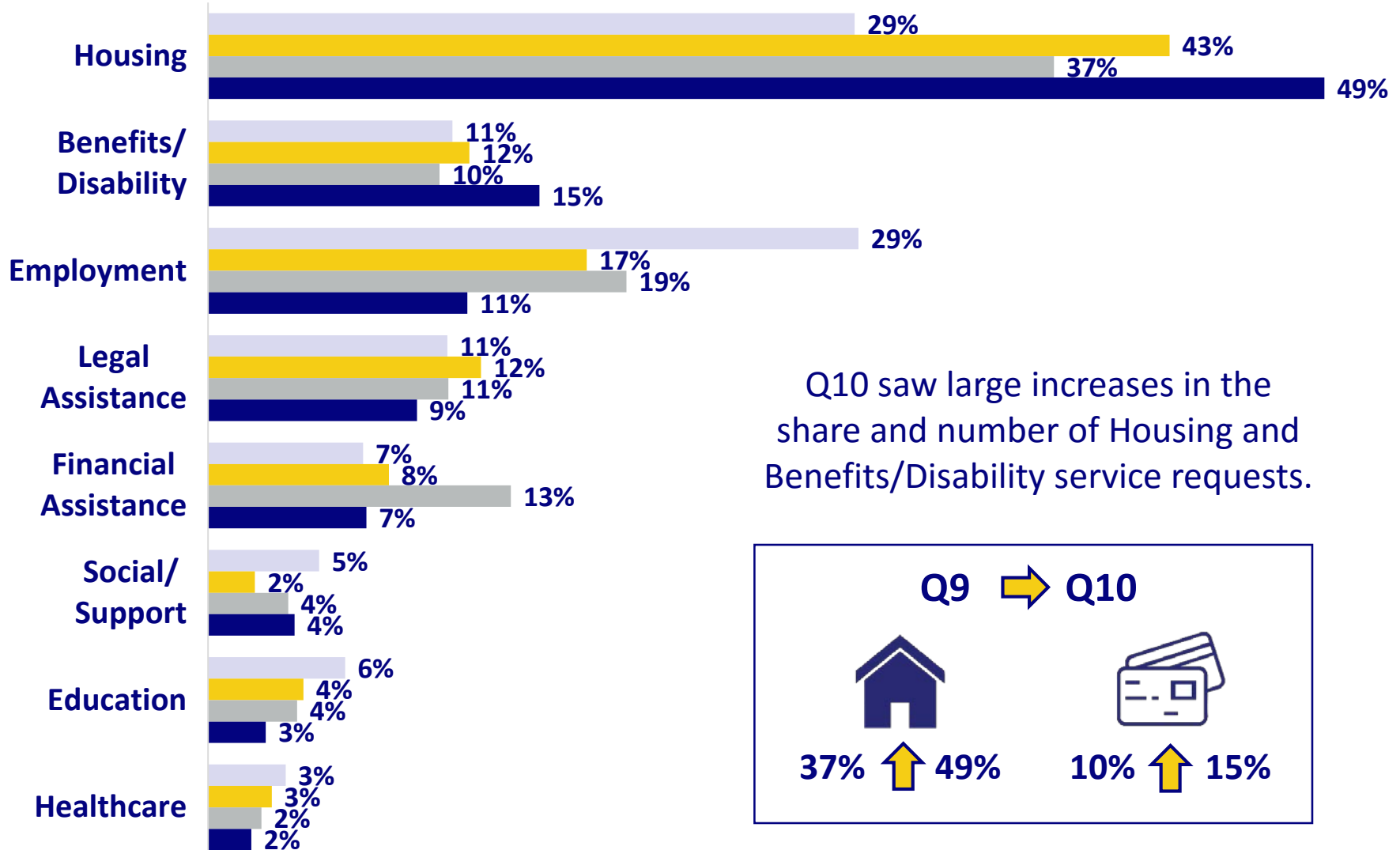


What Do Our Clients Need?

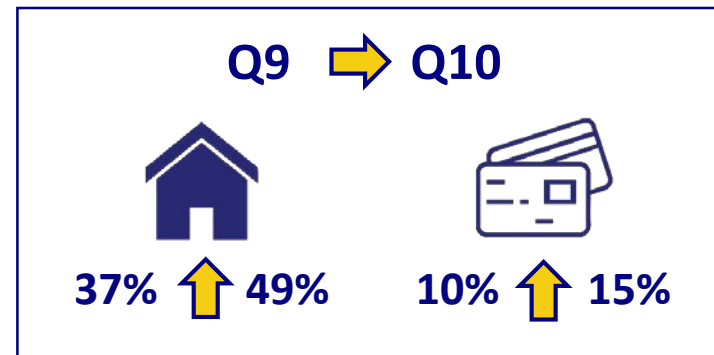
Service Requests – Demand



■ Y1 ■ Y2 ■ Q9 ■ Q10



Q10 saw large increases in the share and number of Housing and Benefits/Disability service requests.



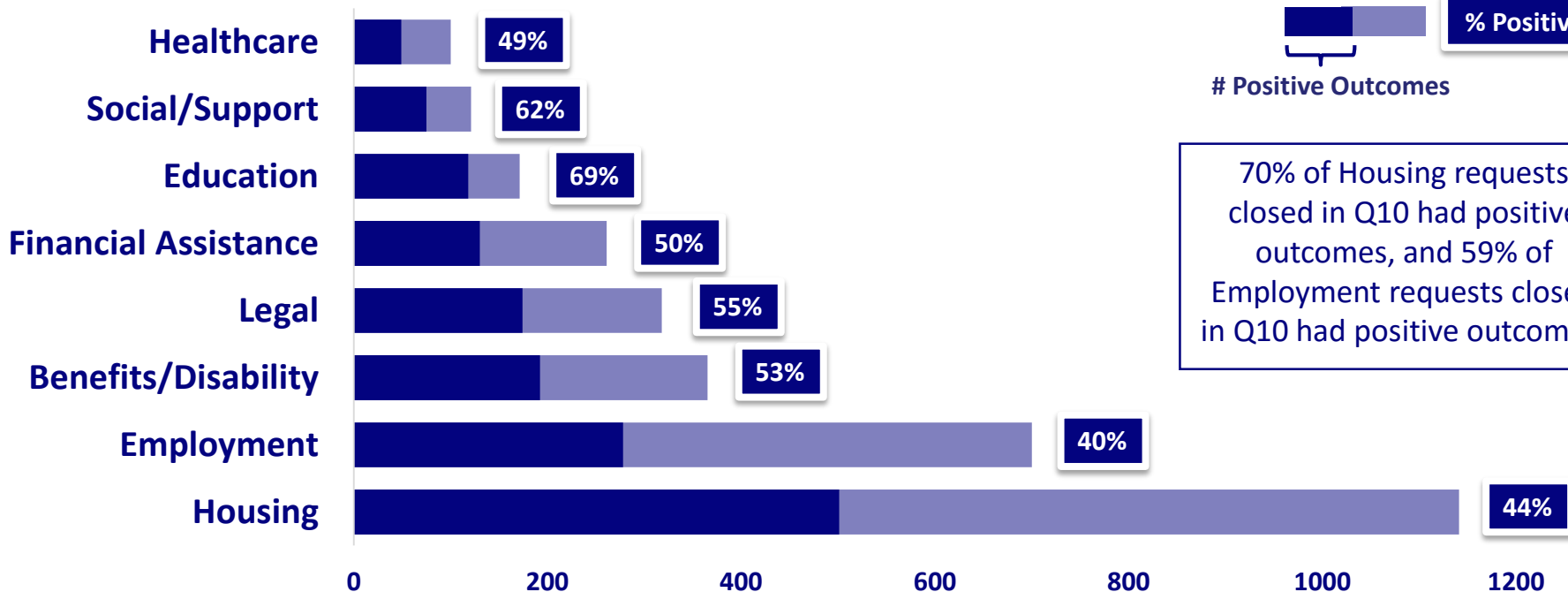
**How Were Our Clients
Served?
How Healthy is Our
Network?**

How Were Our Clients Served?

Service Requests – Closure Outcomes



Closed Referrals – Positive Outcomes



Closed Referrals



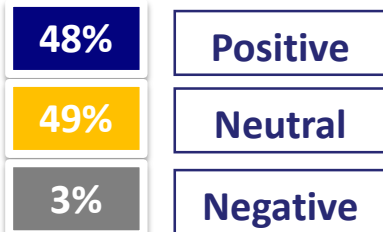
% Positive

Positive Outcomes

70% of Housing requests closed in Q10 had positive outcomes, and 59% of Employment requests closed in Q10 had positive outcomes.

Outcomes of Closed Referrals

From Q1 to Q10, the share of closed referrals with **positive outcomes** has increased from 39% to 60%.



Most Frequent Closure Statuses

Out of All Closed Referrals...

15% Received Information
13% Other Positive
12% Received Services

32% Unable to Contact
9% No Applicable Services
8% Veteran Refused Service

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: 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: A new provider survey is in development. It will be piloted in NCServes-Metrolina and then rolled out to each network later this year.

How Healthy Is Our Network?

Provider Growth and Engagement



Providers Making Referrals

	Making Referrals	Providers in Network	% Making Referrals
Y1	32	67	47%
Y2	35	79	44%
Q9	5	80	6%
Q10	7	84	8%

Providers Receiving Referrals

	Receiving Referrals	Providers in Network	% Receiving Referrals
Y1	40	67	59%
Y2	41	79	52%
Q9	28	80	35%
Q10	27	84	32%

Provider Engagement and Referral Distribution Are Increasing
 In the month of July, NY Serves-NYC received referrals from 5 unique providers and distributed referrals to 22 unique providers.

What's Ahead?



- **NYCDVS**
 - Contract negotiations on-going with IVMF
 - Mentoring Initiative
- **Focus Groups**
 - Connecting with service provider groups (housing, legal, etc.) to see how NYServes—NYC can best support your work
- **AmericaServes' Customers**
- **Unite US—Version 3**
 - More information to come later in the fall about our network's migration to Version 3 of the Unite US Software
- **Announcements**

Thank you!