



IT'S OUR TURN TO SERVE YOU



 @AmericaServesHQ  
@UniteUSHQ  
@IVMFSyracuseU

*SCServes*  
*Year 1 IPR*

August 25, 2017  
College of Charleston  
North Charleston, SC

# Agenda



9:00 – 9:15

## Welcome and Introductions

Jill Schepp

SCServes Coordination Center

Lisa DeJonge

Institute for Veterans and Military Families

Tim Taylor

Tri-County Veterans Support Network

9:15 – 9:45

## Referral Spotlight Who Are We Serving? What Do Our Clients Need?

Jill Schepp and Jon Brasington

SCServes Coordination Center

Lisa DeJonge

Institute for Veterans and Military Families

9:45 – 10:30

## How Were Our Clients Served? How Healthy Is Our Network?

Jill Schepp

SCServes Coordination Center

Lisa DeJonge and Gilly Cantor

Institute for Veterans and Military Families

10:30 – 11:00

## What's Ahead? Discussion and Questions

Jill Schepp

SCServes Coordination Center

Nicole French

Charlotte Bridge Home

Lisa DeJonge

Institute for Veterans and Military Families

# Welcome & Introductions



# Who Are We Serving? What Do Our Clients Need?

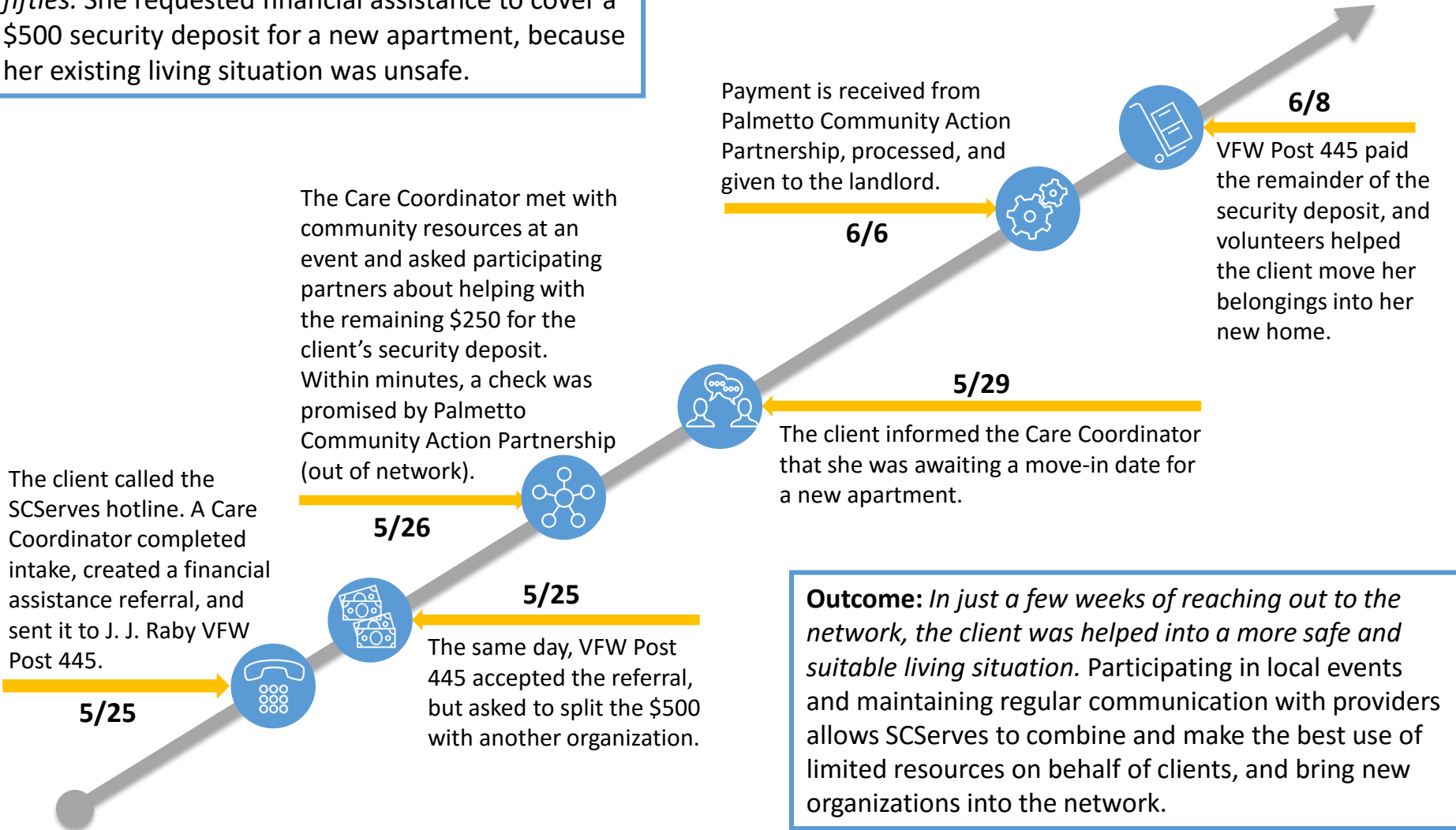
**Presentation Data:  
August 1, 2016 through  
July 31, 2017**

# Referral Spotlight

## Financial Assistance Coordination



**Client Profile:** *Female, Air Force veteran in her late fifties.* She requested financial assistance to cover a \$500 security deposit for a new apartment, because her existing living situation was unsafe.



**Outcome:** *In just a few weeks of reaching out to the network, the client was helped into a more safe and suitable living situation.* Participating in local events and maintaining regular communication with providers allows SCServes to combine and make the best use of limited resources on behalf of clients, and bring new organizations into the network.

# Who Are We Serving?

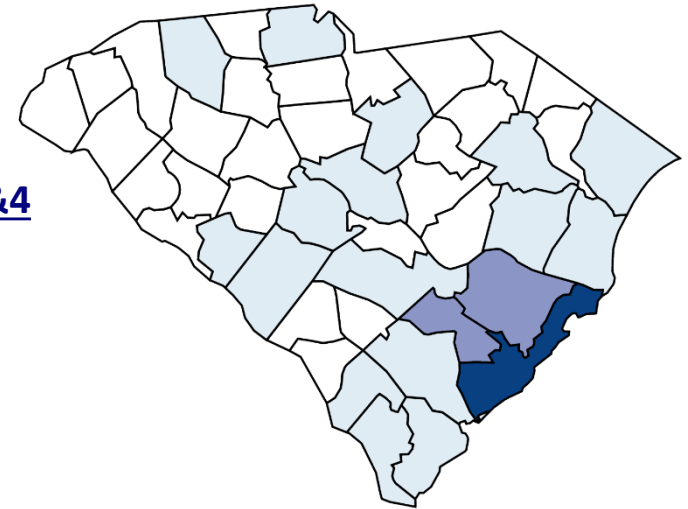
## SCServes Snapshot



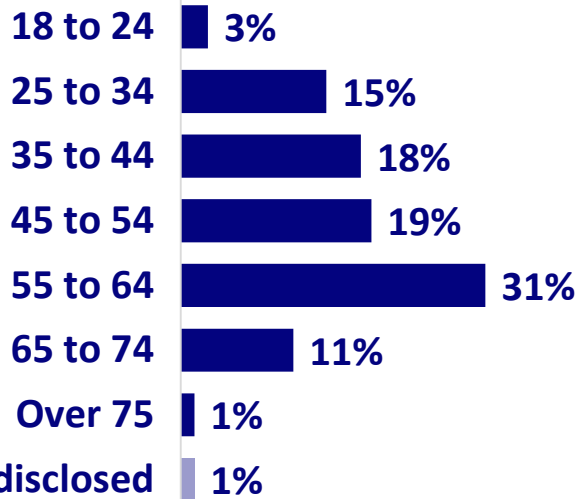
- 83% Veterans
- 5% Transitioning Service Members
- 5% Spouses, Caregivers, and Family Members
- 7% Undisclosed



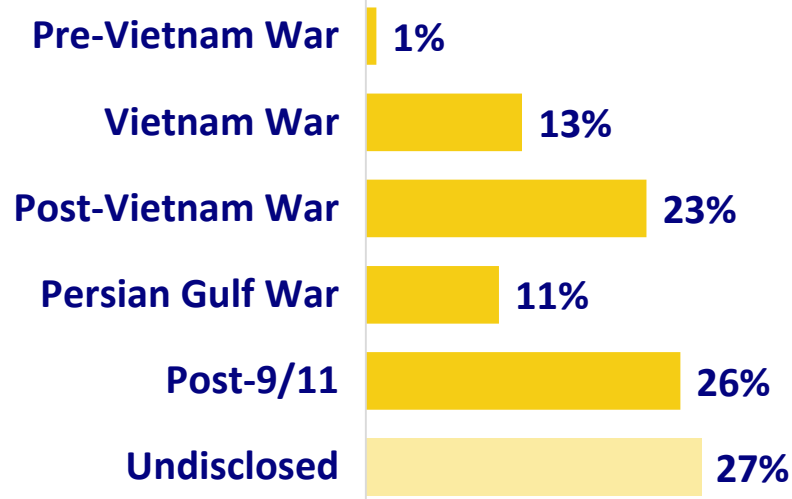
<u>Counties Served</u>	<u>Q1&amp;2</u>	<u>Q3&amp;4</u>
Charleston	118	67
Berkeley	27	27
Dorchester	27	21
Other SC Counties	25	36
<i>Out of State</i>	6	9
<i>Unknown</i>	235	50



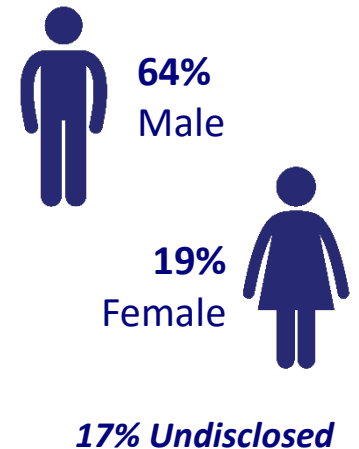
### Age



### Service Era



### Gender



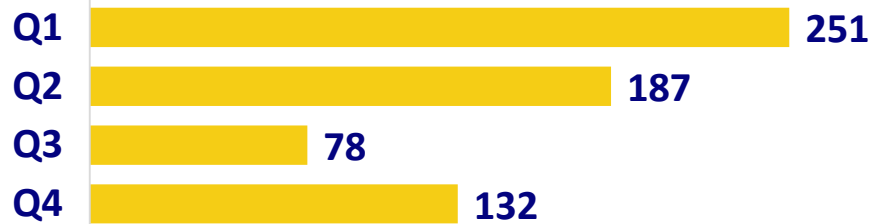


# Who Are We Serving?

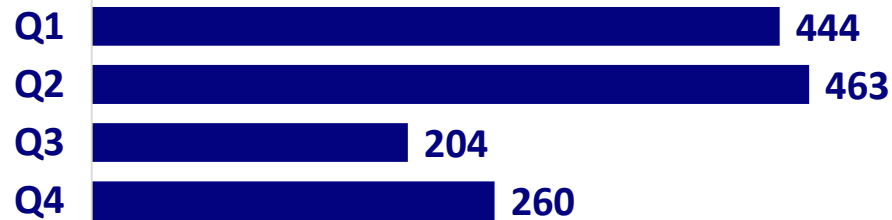
## Members and Service Requests



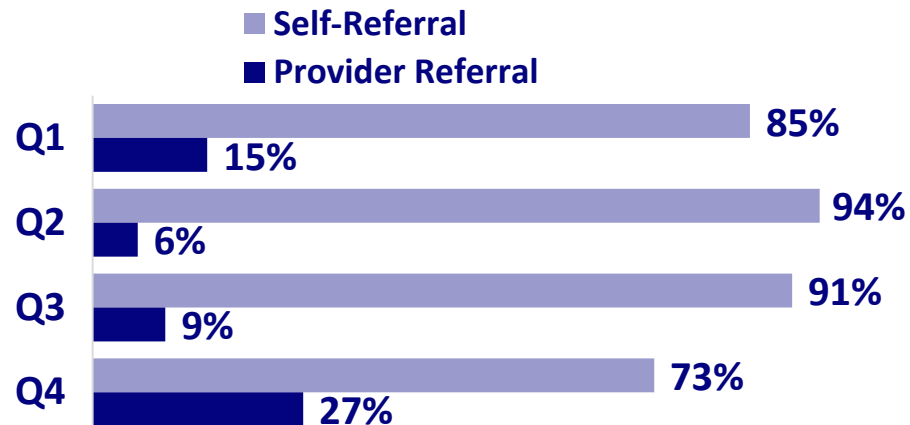
### Unique New Members



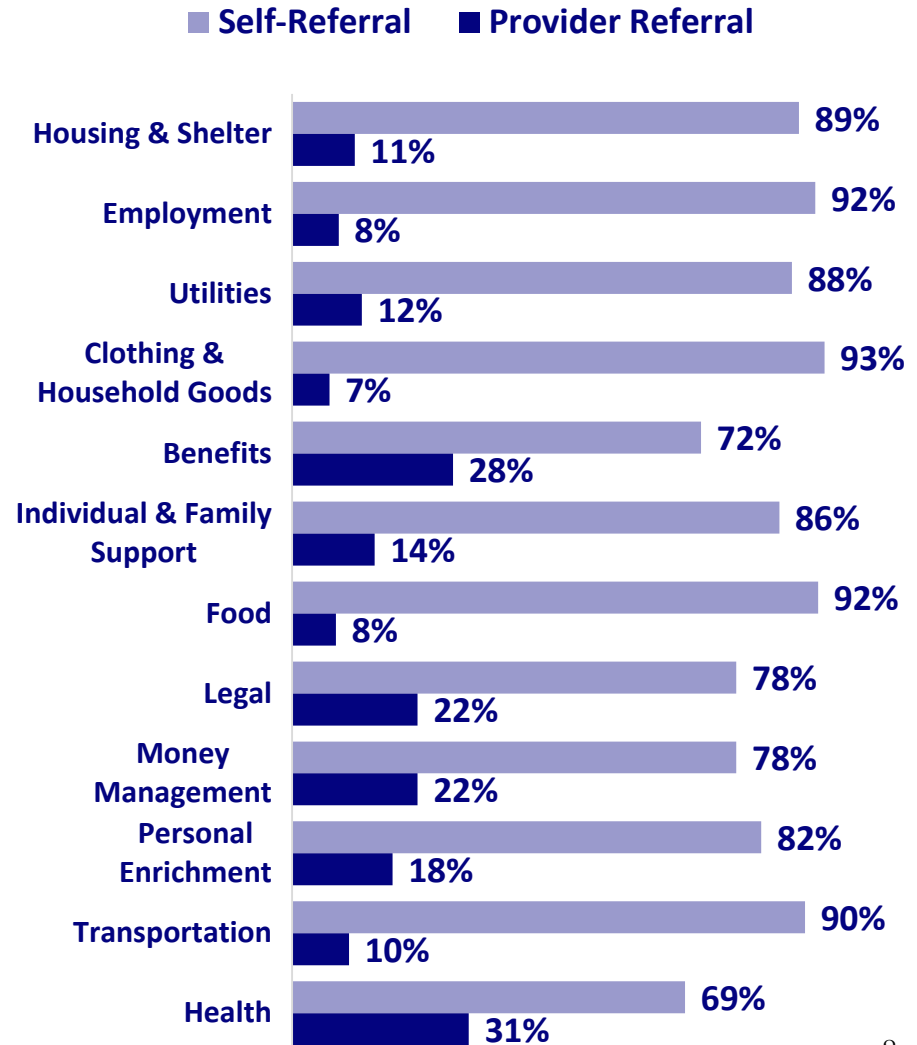
### Unique New Service Requests



### Referral Sources by Quarter



### Focus on: Referral Sources by Type



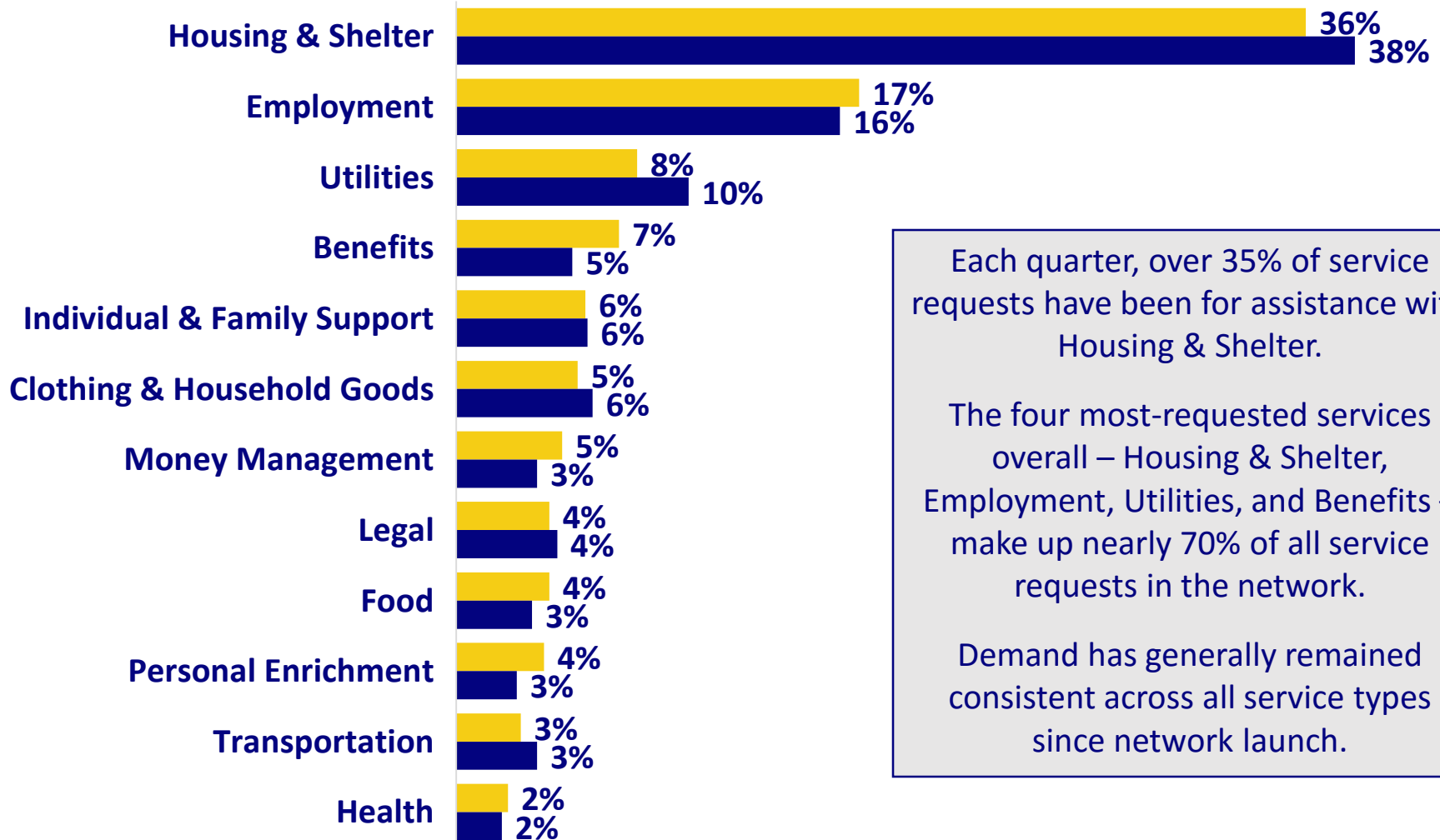


# What Do Our Clients Need?

## Demand for Services



■ Q1 & Q2 ■ Q3 & Q4



Each quarter, over 35% of service requests have been for assistance with Housing & Shelter.

The four most-requested services overall – Housing & Shelter, Employment, Utilities, and Benefits – make up nearly 70% of all service requests in the network.

Demand has generally remained consistent across all service types since network launch.

# How Were Our Clients Served?

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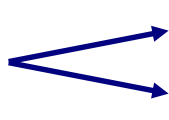
## Resolution & Outcomes



### Closed Service Requests: Resolved & Unresolved as of Year 1



**1,184**  
Closed



**892 Resolved**

**75%**

**292 Unresolved**

**25%**

197 cases are still open:

66 from Q1 & Q2

103 from Q3 & Q4

### Closed Service Requests: Outcomes

#### Out of 892 Resolved Requests...



**453** Received Services

**223** Received Information



**114** Client Self-Resolved

**59** Referred Out of Network

**43** Other

#### Out of 292 Unresolved Requests...



**105** Unable to Contact

**65** Other



**47** Duplicate Referral

**46** Did Not Receive Services

**29** Client Refused Services

#### Focus on: Out-of-Network Referrals

**386 out of 1,184 closed requests – just under a third – were served by out-of-network providers. Of those:**



**349** were resolved

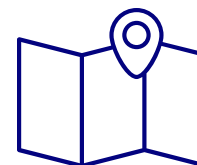


**37** were unresolved

**Of the 349 resolved out-of-network requests:**

**290** have a more specific outcome

**59** do not have a specific outcome

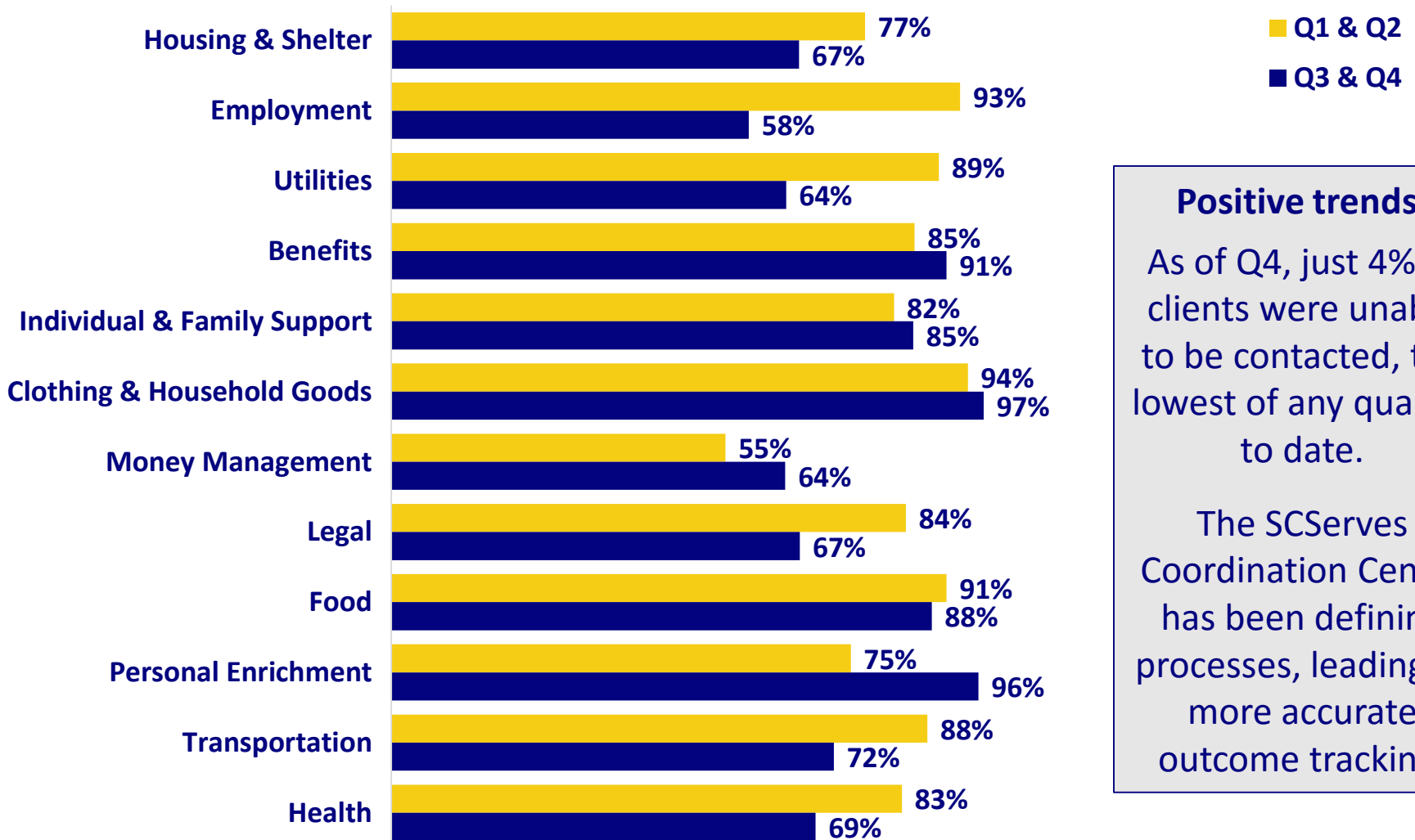


# How Were Our Clients Served?

## Service Requests – Resolved Requests



### Percent Resolved Requests by Service Type



#### Positive trends:

As of Q4, just 4% of clients were unable to be contacted, the lowest of any quarter to date.

The SCServes Coordination Center has been defining processes, leading to more accurate outcome tracking.

# 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.*

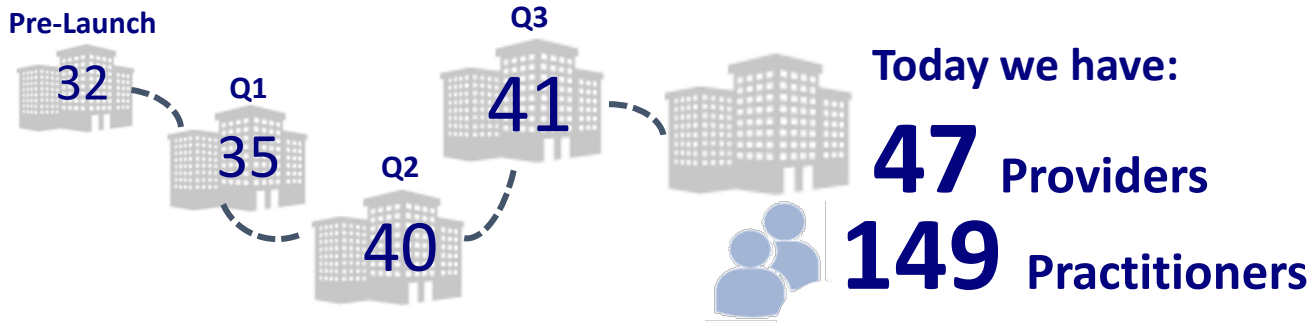
#### Provider Feedback Plan

*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?

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## Provider Growth and Engagement



**As of Q4...**  
**30%** of Providers Have Made a Referral  
**62%** of Providers Have Received a Referral

### Providers Making Referrals in Q4

25% of service requests in Q4 were referred to the Coordination Center by Providers.

# of VetFiles Referred in Q4	# of Providers	% of Providers
0 Referrals	38	81%
1 to 5 Referrals	6	13%
6 to 10 Referrals	1	2%
11 to 20 Referrals	1	2%
Over 20 Referrals	1	2%
<b>Total # Providers in Q4</b>	<b>47</b>	-

### Providers Receiving Referrals in Q4

39% of service requests in Q4 were distributed to Providers by the Coordination Center.

# of VetFiles Received in Q4	# of Providers	% of Providers
0 Referrals	27	58%
1 to 5 Referrals	16	34%
6 to 10 Referrals	1	2%
11 to 20 Referrals	2	4%
Over 20 Referrals	1	2%
<b>Total # Providers in Q4</b>	<b>47</b>	-



# How Healthy Is Our Network?

## Provider Engagement



### Provider Leaderboard *Providers Making Referrals*

Q1	Tri-County Veterans Support Network	46
	College of Charleston	6
	Military Community Connection	6

Q2	Tri-County Veterans Support Network	19
	College of Charleston	4
	Joint Base Charleston	2

Q3	Military Community Connection	9
	Tri-County Veterans Support Network	6
	Augusta Warrior Project	2

Q4	Tri-County Veterans Support Network	24
	Augusta Warrior Project	20
	Military Community Connection	8
	College of Charleston	4
	Berkley County Veterans Affairs VSO	3
	Charleston County Veterans Affairs	2
	Veterans on Deck	2
	Spiritual Support Outpost Network	2

### 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 all providers in the network:*

#### Referrals

SCServes encourages you to make at least one referral in the next 30 days, or reach out to get retrained or relicensed if you need a refresher!

#### Events

SCServes is combining network focus groups with Tri-County Veterans Support Network meetings, in order to foster increased community collaboration and participation.

# How Healthy Is Our Network?

## Cross-Network Snapshot



### Key Performance Indicators: Networks at 1 Year

Indicator Purpose	Indicator Metric	SCServes	NCServes RDU/Fay	NYServes NYC	NCServes Metrolina	PAServes Pittsburgh
<b>Growth</b>	# New Clients	132	130	200	327	315
	# New Requests	260	196	268	798	574
<b>Reach / Balance</b>	% Self-Referrals	73%	80%	78%	53%	66%
	% Provider Referrals	27%	20%	22%	47%	34%
<b>Engagement (Provider / CC)</b>	% Making 2+ Referrals/Quarter	19%	5%	12%	21%	21%
	% Receiving 2+ Referrals/Quarter	30%	26%	31%	33%	33%
<b>Timeliness</b> <small>*timing reports expected soon for V3 networks</small>	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
<b>Appropriateness</b>	% Positive Outcomes	72%	73%	46%	71%	75%

# What's Ahead for SCServes?

# What's Ahead?

## Updates, Questions, and Discussion



- **AmericaServes in the Carolinas and beyond**
  - Expanding reach across the Carolinas:
    - NCServes-Western is live, making five networks across North and South Carolina!
  - New networks live or in progress:
    - TXServes-San Antonio is live and RIServes is launching this fall
    - Dallas, TX and Washington, DC are in the planning stages / additional networks planned in 2018
- **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 – 2017 focus on data definitions and provider engagement
    - Successful conference in New York City, May 3-4
    - Discussion board: <http://americaserves.org/communities/discussion-board>
  - Military Culture 101 (MC101): <http://americaserves.org/communities/mc101/>
- **Technology**
  - Contact [support@uniteus.com](mailto:support@uniteus.com) to register for the new e-learning platform!
- **Community Announcements, Questions, and Discussion**

**THANK YOU!**