



IT'S OUR TURN TO SERVE YOU



***NY Serves-Upstate
IPR – Q2***

 [@AmericaServesHQ](#)
[@UniteVets](#)
[@IVMFSyracuseU](#)

May 8, 2017
Bausch & Lomb Public Library Building
Rochester, NY

Agenda



1:00 – 1:15

Welcome and Introductions

Jocene Henderson
NY Serves-Upstate New York Coordination Center
James McDonough
Institute for Veterans and Military Families

1:15 – 1:30

Referral Spotlights

Rachael Volpe and Penelope Friedman
NY Serves-Upstate New York Coordination Center

1:30 – 2:00

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

Rachael Volpe and Penelope Friedman
NY Serves-Upstate New York Coordination Center
Lisa DeJonge
Institute for Veterans and Military Families

2:00 – 2:45

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

Rachael Volpe and Jocene Henderson
NY Serves-Upstate New York Coordination Center
Lisa DeJonge and Gilly Cantor
Institute for Veterans and Military Families

2:45 – 3:00

What's Ahead?

Rachael Volpe and Jocene Henderson
NY Serves-Upstate New York Coordination Center
Lisa DeJonge
Institute for Veterans and Military Families

Welcome and Introductions

Introductions



United for Success



Referral Spotlights

Referral Spotlight

Coordinating Care Between Several Providers

Client Profile: A male Air Force veteran in his mid-50s went to WNY Heroes in need of financial assistance. The client fell behind on rent and his landlord took him to court. The court proceedings concluded that the client's arrears (rental and legal) were to be paid in full by 2/24/17 or an eviction warrant would be issued.

The CC contacted the landlord's attorney to verify the amount owed. The attorney could only disclose information to the client's attorney at Neighborhood Legal Services (NLS). The CC connected NLS attorney with Catholic Charities.

2/22



The CC contacted VOC / Buffalo and learned they were assisting the client with rental arrears, but could not help with legal fees.

2/21



2/21

The CC sent a referral to Catholic Charities of Buffalo.

2/21



WNY Heroes sent a referral to the CC. The CC called the client, did an intake assessment, and discovered the client was already working with VOC / Buffalo.

The CC contacted the client's Section 8 counselor and made him aware of the incident. The Section 8 counselor was grateful and stated he would follow-up with the client more closely to prevent the issue from re-occurring.

2/23



2/23



Catholic Charities accepted the referral, completed an assessment, and confirmed the amount owed from NLS. They completed and delivered a promissory note to the landlord's attorney.

2/28



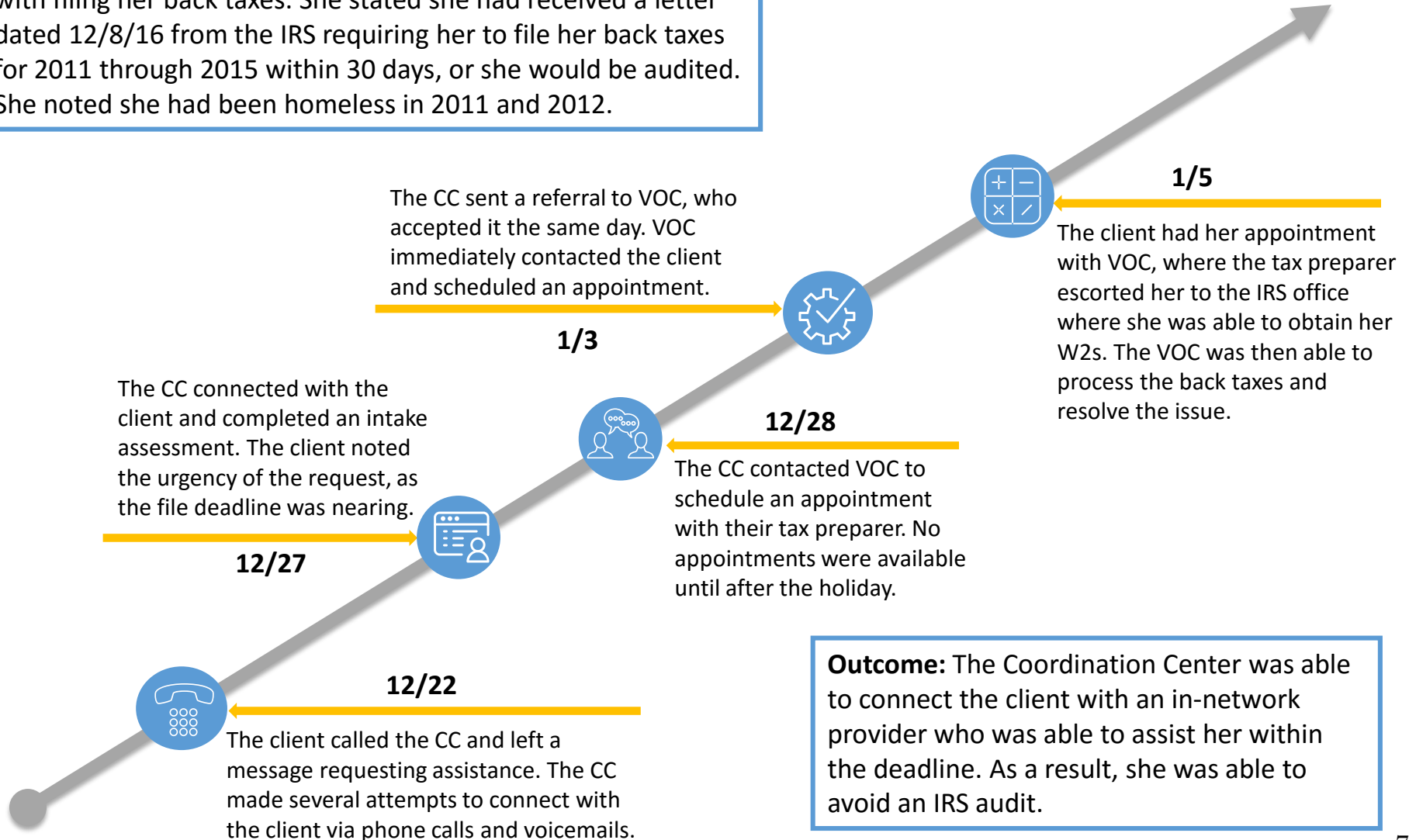
Catholic Charities completed the check request and processed the payment to the landlord's attorney.

Outcome: The CC was able to efficiently and effectively work with both in-network and out-of-network providers to prevent the client from being evicted. The Unite US software allowed for easy sharing of the documents and information necessary for services to be dispensed.

Referral Spotlight

Providing Urgent Assistance

Client Profile: A female Air Force veteran requested assistance with filing her back taxes. She stated she had received a letter dated 12/8/16 from the IRS requiring her to file her back taxes for 2011 through 2015 within 30 days, or she would be audited. She noted she had been homeless in 2011 and 2012.



Who Are We Serving? What Do Our Clients Need?

**Presentation Data:
October 1, 2015 through
March 31, 2017**

Who Are We Serving?

NYServes-Upstate Snapshot



91% Military
Member or
Veteran



37%
Legal
Assistance

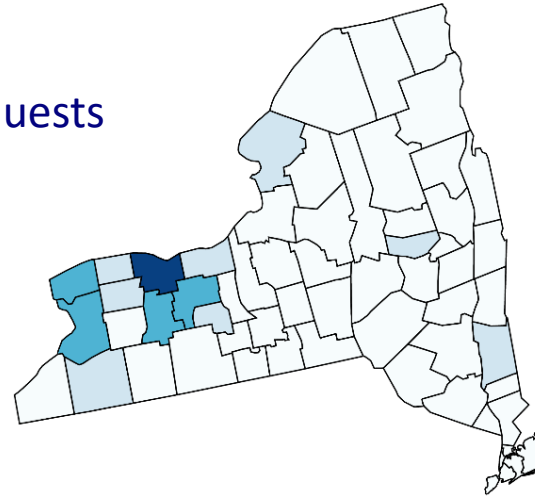


3% Spouse or
Family Member



6% *Undisclosed*

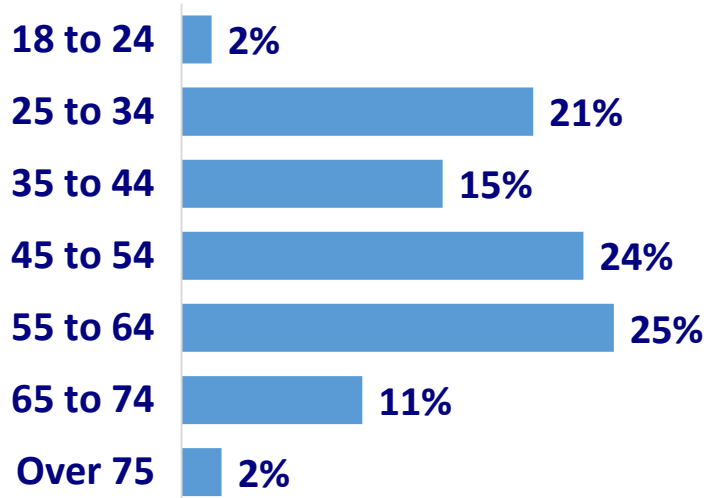
17%
Housing &
Shelter



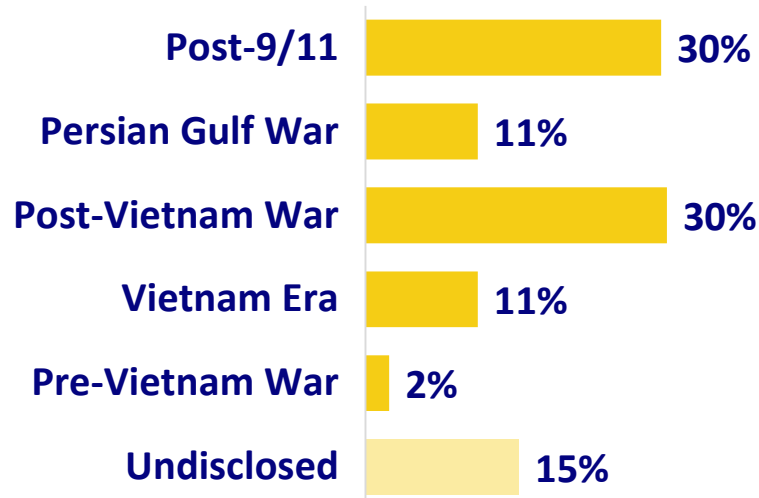
Counties Served

County	# Clients	
	Q1	Q2
Monroe	40	47
Erie	5	7
Niagara	3	5
Ontario	3	2
Livingston	2	2
Other	4	3
<i>Undisclosed</i>	28	18
Total	85	84

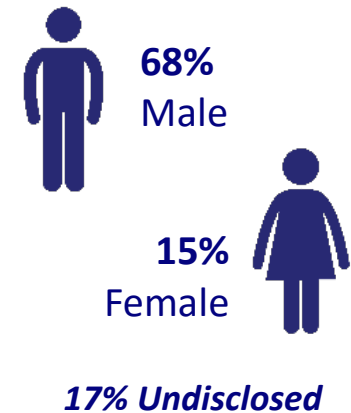
Age



Service Era



Gender



Who Are We Serving?

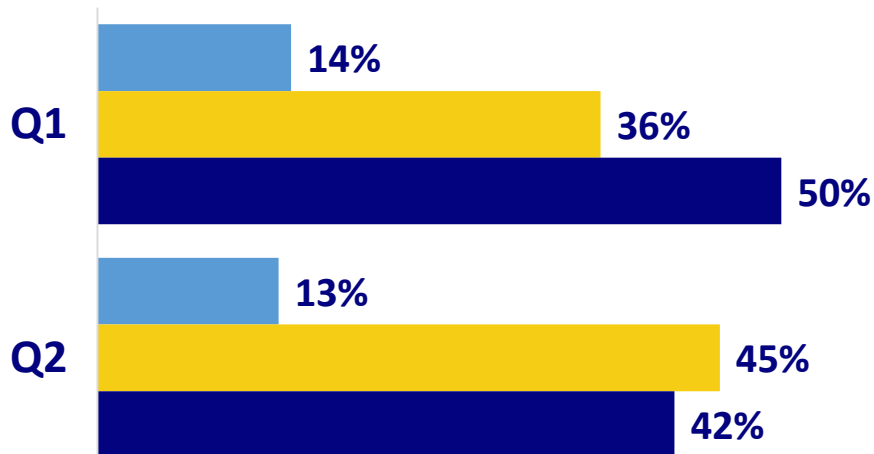
Members and Service Requests

Unique New Service Requests



Case Sources

- Assistance Request
- Coordination Center
- Network Organization



Unique New Members



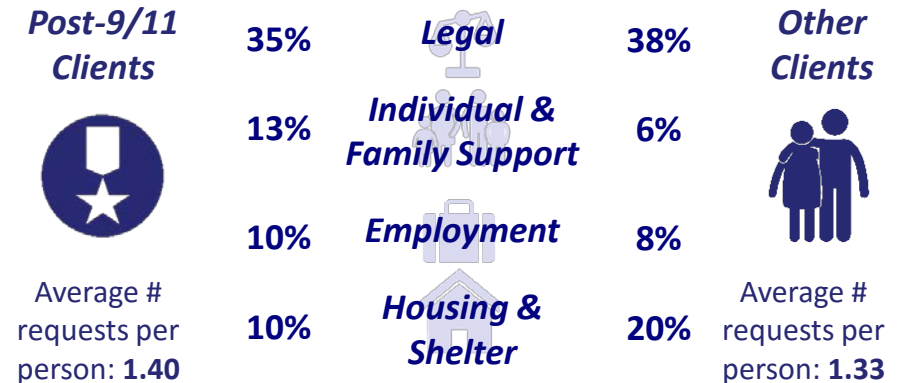
Focus on: Post-9/11 Veterans

44% of clients who report their service era are Post-9/11 vets.

Age: 12% are over 45

Gender: 24% are female

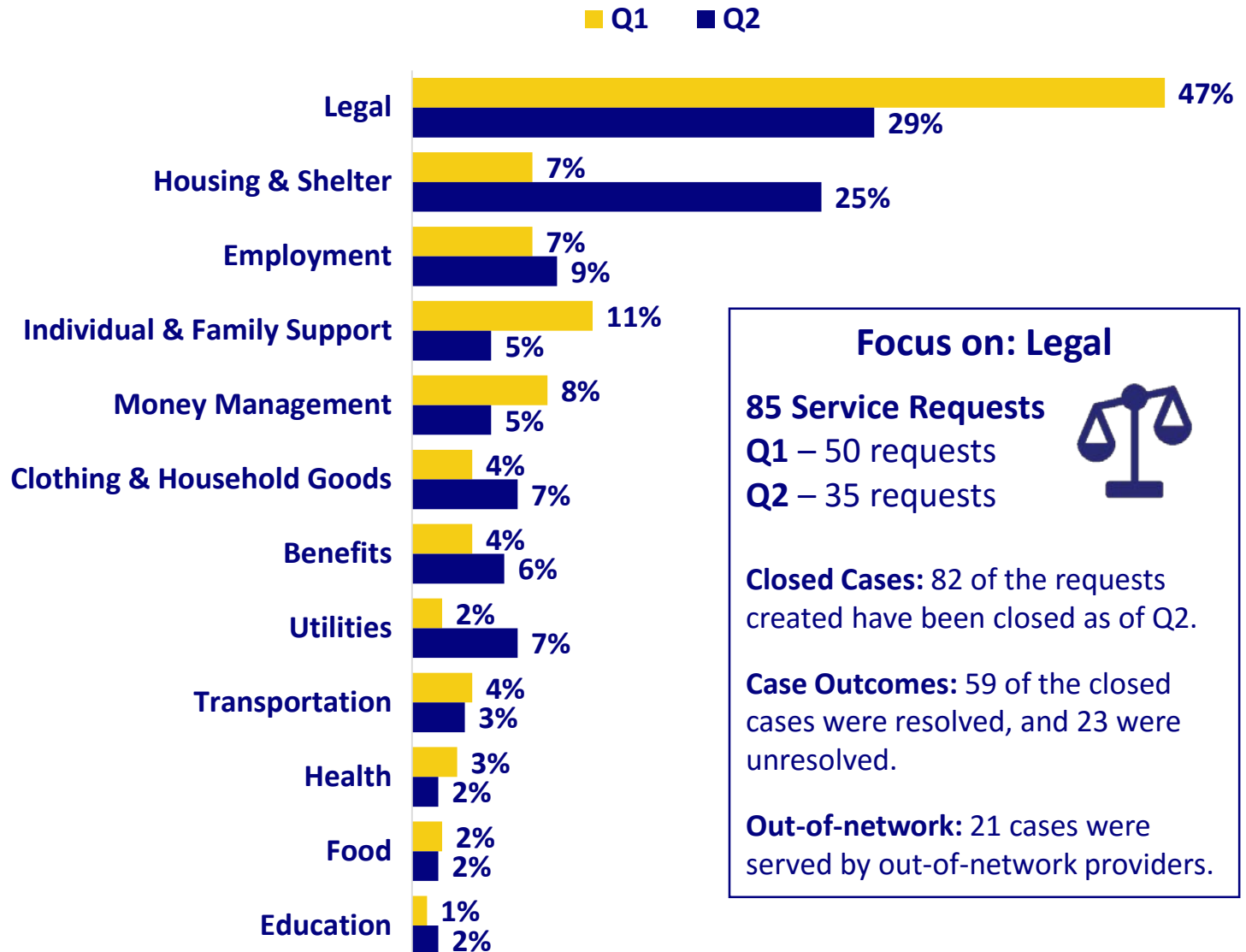
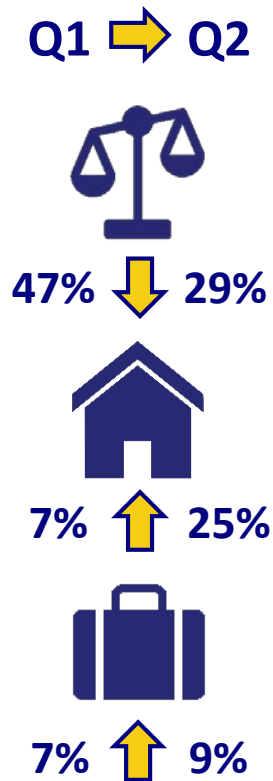
Share of Requests




What Do Our Clients Need?

Service Requests – Demand

Legal, Housing & Shelter, and Employment are the three most requested services in the network.



Focus on: Legal

85 Service Requests 

Q1 – 50 requests
Q2 – 35 requests

Closed Cases: 82 of the requests created have been closed as of Q2.

Case Outcomes: 59 of the closed cases were resolved, and 23 were unresolved.

Out-of-network: 21 cases were served by out-of-network providers.

How Were Our Clients Served?

How Were Our Clients Served?

Cases – Resolution & Outcomes

Closed Cases: Resolved & Unresolved as of Q2



212
Closed



149 Resolved

70%

63 Unresolved

30%

In both Q1 and Q2, the NYServes-Upstate network resolved over 70% of closed cases.

Closed Cases: Outcomes

Out of 149 Resolved Cases...



55 Received Information



44 Received Services

Out of 63 Unresolved Cases...



31 Unable to Contact

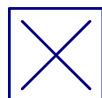


19 Refused Services

Focus on: Out-of-Network

96 closed cases were served by out-of-network providers.

Of those:



21 were unresolved



75 were resolved

Of the 75 resolved out-of-network cases:

45 have a more specific outcome

30 do not have a specific outcome



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 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.

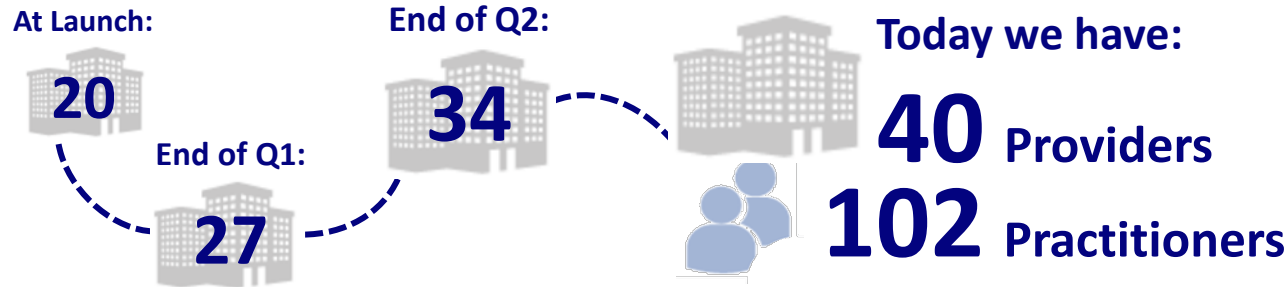
Provider Feedback Plan

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?

How Healthy Is Our Network?

Provider Growth and Engagement



As of Q2...
21% of Providers Have Made Referrals
35% of Providers Have Received Referrals

Providers Making Referrals as of Q2

Referrals Sent to the Coordination Center

by Providers: 139

Total Referrals: 181

# of Referrals Made	# of Providers	% of Providers
0 Referrals	27	79%
1 to 5 Referrals	3	9%
6 to 10 Referrals	-	-
11 to 20 Referrals	2	6%
Over 20 Referrals	2	6%
Total # Providers	34	-

Providers Receiving Referrals as of Q2

Referrals Sent to Providers by Coordination

Center: 109

Total Referrals: 181

# of Referrals Received	# of Providers	% of Providers
0 Referrals	22	64.5%
1 to 5 Referrals	8	23.5%
6 to 10 Referrals	1	3%
11 to 20 Referrals	1	3%
Over 20 Referrals	2	6%
Total # Providers	34	-

How Healthy Is Our Network?

Cross-Network Snapshot



Key Performance Indicators: Networks at Q2

Indicator Purpose	Indicator Metric	NYServes Upstate	NYServes NYC	NCServes Metrolina	PAServes Pittsburgh	NCServes RDU/Fay	SCServes
Growth	# New Clients	169	406	297	241	184	235
	# New Requests	229	533	659	397	246	566
Reach / Balance	% Self-Referrals	53%	92%	47%	61%	95%	84%
	% Provider Referrals	47%	8%	53%	39%	5%	16%
Engagement (Provider / CC)	% Made 2+ Referrals	21%	12%	21%	15%	8%	14%
	% Received 2+ Referrals	32%	40%	43%	30%	25%	28%
Timeliness (available for V3 beginning in June)	Time to Intake and Refer a Client	-	8.4 days	7.2 days	7.6 days	1.9 days	-
	Time to Match a Referral	-	4.8 days	6.3 days	2.6 days	3.8 days	-
	Time to Close a Referral	-	28.3 days	59.3 days	40.3 days	13.5 days	-
Appropriateness	% Resolved Cases	70%	39%	66%	66%	75%	92%

How Healthy Is Our Network?

Goal Setting



- **Growth/Reach**
 - Continue steady outreach to clients in the service region
 - Maintain balanced self / provider referral ratio
- **Engagement – Provider and Coordination Center**
 - Maintain the engagement of the existing providers making / receiving referrals
 - Continue bringing more out-of-network providers into the network
- **Timeliness**
 - Coming soon: Unite US will be able to report on timing data beginning in June
- **Appropriateness**
 - Maintain the share of closed cases that are resolved
- **Feedback**
 - Coming soon: Client and Provider surveys
- **Learning**
 - Engage with the Community of Practice:
<http://americaserves.org/communities/community-of-practice/>
 - Military Culture 101 (MC101): <http://americaserves.org/communities/mc101/>
 - Attend focus groups and share knowledge with fellow providers

What's Ahead for NYServes-Upstate?

What's Ahead?

Updates

- **Coordination Center**
 - Look for emails regarding upcoming events
- **AmericaServes Community of Practice**
 - Creating opportunities for providers to connect in person and online
 - 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/>
- **Technology**
 - Why do you log into Unite US?
 - Digital Referrals vs. Phone/Email/Etc.
 - Advantage of Creating Provider Referrals
 - New & Improved Training Registration
 - **Need Training or Assistance?** Email: sam@uniteus.com
- **Announcements**
- **Questions and Discussion**