



Institute for Veterans
& Military Families

JPMorgan Chase & Co., Founding Partner

10 YEARS
OF IMPACT

Harnessing the Power of Communities

Introducing the IVMF's Community Services

**Prepared for the New Mexico State Joint
Committee on Veterans Affairs**

August 19, 2021

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Agenda

1 Understanding the Landscape

2 Addressing the Challenges

3 Our Approach

4 IVMF Support to New Mexico

5 Partnering with the IVMF



Institute for Veterans and Military Families at Syracuse University



Mission

To empower service members, veterans, and their families through actionable research, innovative programs, and insightful analytics.

Since 2011, **150,000+** transitioning service members, veterans, and military families have been impacted by IVMF programs.

"I believe Syracuse University must once again become the best place for veterans. We have the capacity, we have the opportunity, to be the best in the world at providing opportunity and empowerment to the veterans of our armed forces and their families."

–Chancellor Syverud

Understanding the Landscape



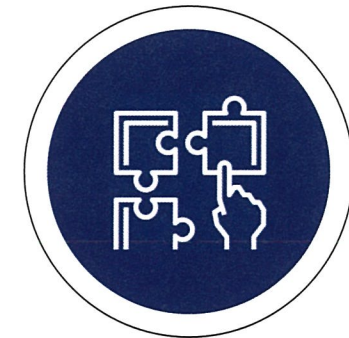
Complex Challenges in the Veteran Community



Access to and navigation of care and services in communities remains an endemic issue for service members, veterans, and their families.



No single organization can effectively address the issue of access and navigation alone and the current resource landscape can be fragmented and siloed.



The solution lies in **addressing comprehensive needs** (i.e., social determinants of health) through an interconnected community with impact tracked start to finish.

Community Mindsets Are Shifting

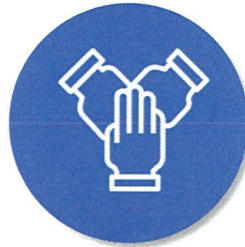
In communities across the country, we're observing a change in how needs are addressed and how resources are organized and accessed



Communities are becoming more informed consumers



Commissioning **Landscape Assessments** prior to designing a strategy



Moving towards more collaborative and holistic models

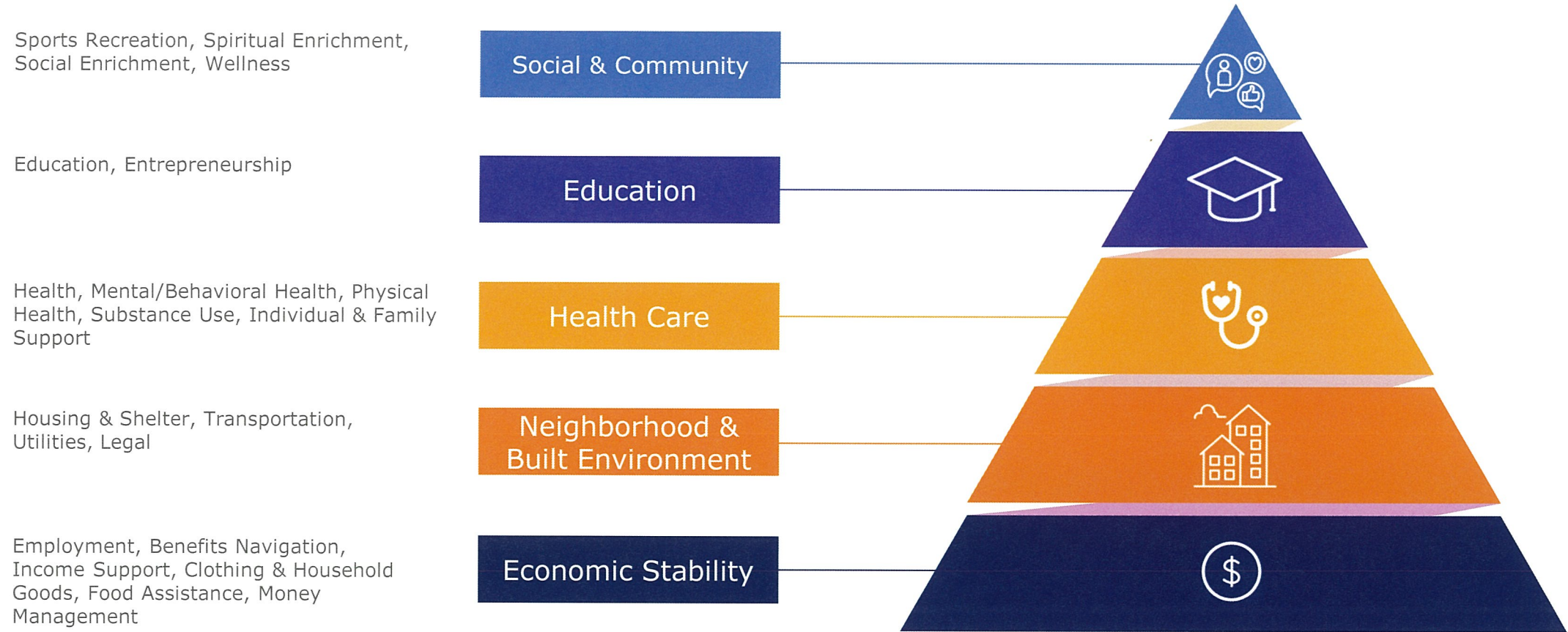


Looking to **measure** their impact on the community

Addressing the Challenges



Addressing Comprehensive Needs



Impact of Coordinated Care

102k+
Unique Service Requests




41k+
Military-Connected Clients

1k+
Provider Organizations



18+ Communities

IVMF's AmericaServes program is transforming community-based approaches to addressing the social determinants of health for service members, veterans, and their families across the country. Each community driven solution ensures military connected families easily and successfully navigate care, resources, and services in the place they call home.

- Most Requested Services:**
-  Housing & Shelter (22%)
 -  Employment (14%)
 -  Benefits Navigation (11%)

As of May 31, 2021



Coordinated Care Journey

step by step process



1



No-Wrong-Door Entry

2



Client's Need(s) Matched

3



Tailored Community-Based Care

4



Transparent Client Experience

5



Maintaining Accountability

REFERRAL: MILITARY-CONNECTED CLIENT

1. Complete "Get Assistance Form" online
2. Call Coordination Center at the toll-free phone number
3. Visit a participating network provider

COORDINATION CENTER RECEIVES REFERRAL

1. Contact client to complete intake and identify any additional need(s)
2. Match client to the right provider based on:
 - Eligibility
 - Availability
 - Capacity
3. Send referral(s) to the best matched providers

NETWORK PROVIDER(S) DELIVERS CARE AND SERVICES

1. Address need(s) of client
2. If additional needs are identified, provider can send referral back to Coordination Center for co-occurring needs to be met

Coordination Center will repeat step 2 until all needs of client are addressed

NETWORK PROVIDER(S) COMPLETE REFERRAL

1. Network Providers will close the referral after the client has been accepted to their program/service
2. Providers and Coordination Centers will be able to see their client's service journey

THE IVMF RESEARCH & ANALYTICS TEAM

- Regularly monitors and shares network data on key performance indicators, driving data-based decision making for communities. The metrics tracked are:
- Network Growth
 - Provider Activity
 - Coordination Center Activity
 - Quality of Care
 - Co-Occurring Needs

Our Approach



What We Do



Landscape Assessment

- Review of community landscape & socioeconomic info
- Identify existing collaborations & key stakeholders

Products: Landscape report, visual maps



Strategy

- Stakeholder identification & mobilization
- Identify & align strategic goals
- Develop implementation roadmap
- Establish baselines through data analytics

Products: Current state assessment, growth plan, implementation roadmap



Analytics

- Assess existing technology, tools, & data
- Assess opportunity for continued support
- Conduct data analysis

Products: KPI identification & tracking, survey design, data analysis

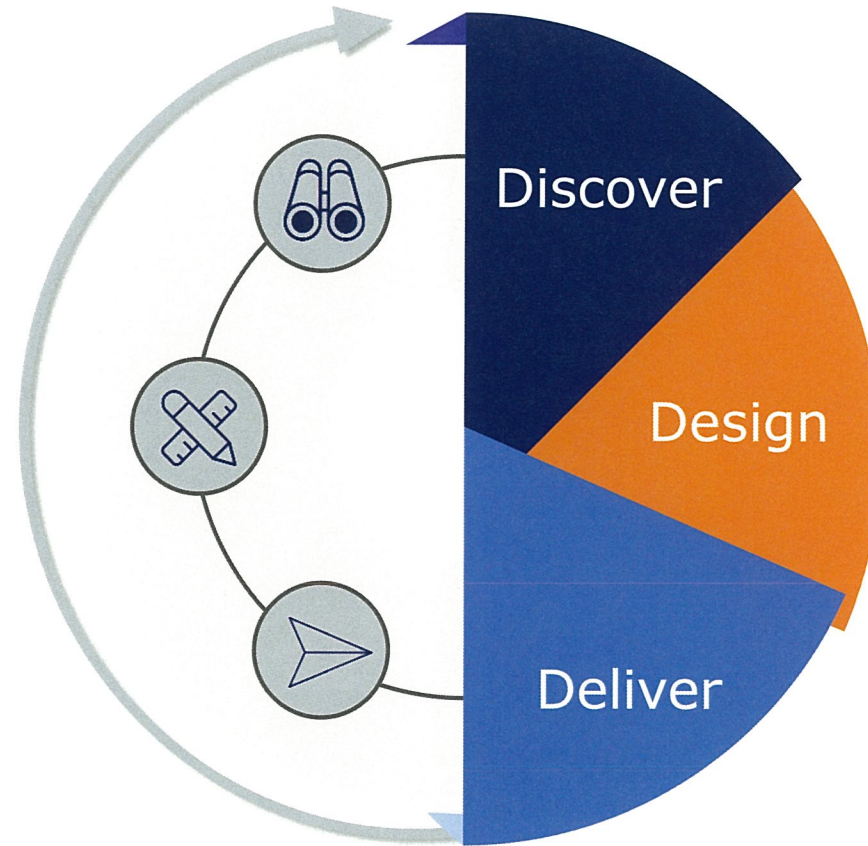


Operations

- Identify pain-points & improvement opportunities
- Conduct client journey mapping
- Provide change & training support

Products: Journey map, training resources, train-the-trainer support

How We Do It



Discover

Develop an understanding of the community and environment

Design

Identify a customized way forward with a community based on where they are.

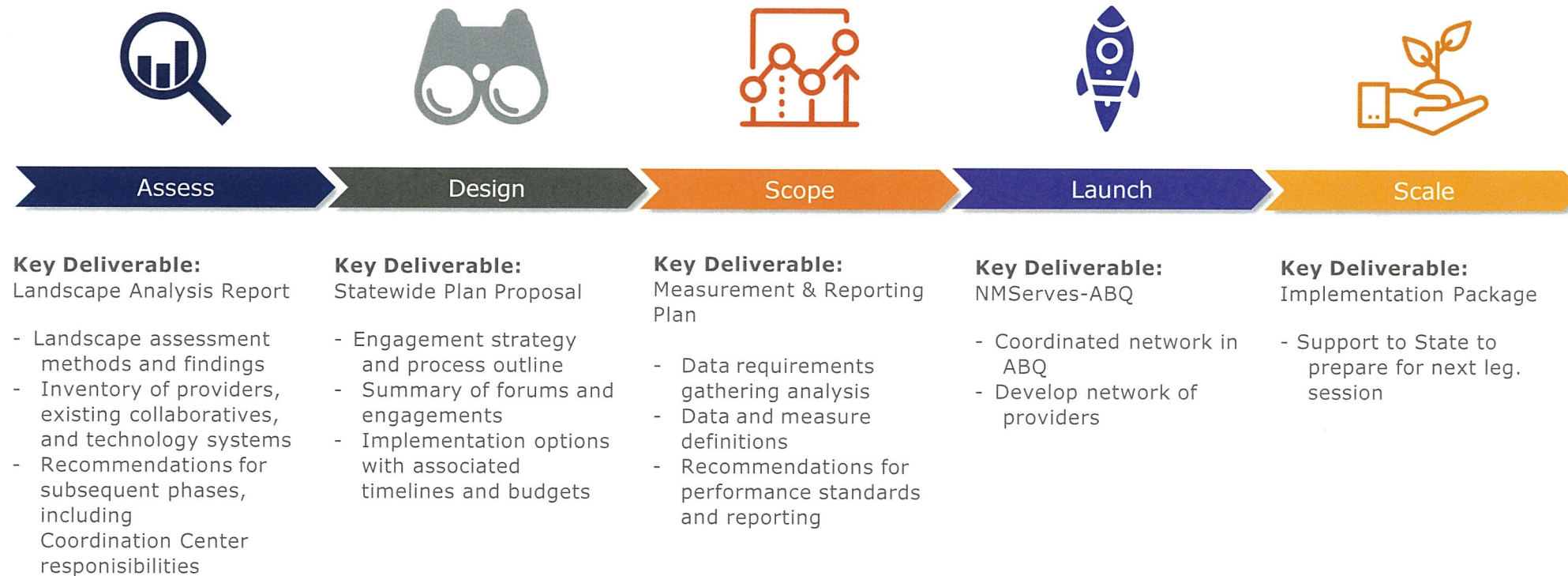
Deliver

Implement and support a community-based solution

IVMF Support to New Mexico



Our Process in Practice in New Mexico



Our Team



Community Team



ANTHONY
Employer Outreach



LISA
Program Manager



LYNDSEY
Community of Practice



VINCENT
Program Manager



GILLY
Evaluation & Capacity Building



MARY RACHEL
Research & Evaluation Analyst

Connect, Collaborate, Access, and Amplify



RESEARCH & ANALYTICS

- Original Research
- Policy Analysis
- Third-Party Assessment
- Program Evaluation
- Needs Assessment
- Data Visualization



CAREER TRAINING

- Transition Counseling
- Vocational Assessment
- Skills-Bridge Programming
- Credentialing/Certification
- Employer Engagement
- Professional Development



ENTREPRENEURSHIP

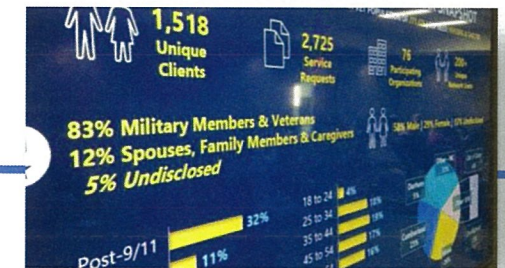
- Education & Training
- Needs Assessment
- Technical Assistance
- Network Development
- Micro-Funding
- Advocacy
- Corporate Development



COMMUNITY SERVICES

- Collective Impact
- Best Practice Sharing
- Provider Education
- Provider Engagement
- Network Development
- Funding Solutions

One
VMIF





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