



IT'S OUR TURN TO SERVE YOU



Transforming the Delivery of Resources for
Greater Puget Sound's Transitioning Service
Members, Veterans and Their Families

MAY 10th, 2017
Seattle, WA

1

The Problem

Challenges Faced by Veterans, Service Members, and Military Families

Navigation
In a survey of >8,500 veterans, service members, and dependents, 60% identified navigating benefits as the most significant challenge to transition

Intake
It becomes cumbersome to submit and repeat the same information across multiple intake forms and applications

Eligibility
It is difficult to identify which providers are able to meet unique needs, eligibility restrictions, and preferences

Co-Occurrence
AmericaServes data demonstrates that 35% of clients entering the network have more than one service need

Challenges Faced by Health and Human Service Providers

Scope Creep
Service providers are not equipped to meet client needs outside their mission and area of expertise

Ambiguity
Referrals to other providers are made blindly without any visibility into their eligibility requirements, capacity, or how the referral progresses

Duplication
No visibility into a client's information, history of service requests, resulting in redundant intake and request for information

Unaccountable
Lack of appropriate data collection and measurement prevents providers from ensuring quality and remaining accountable to those they serve

2

What AmericaServes Is and Is Not

AmericaServes Is...

Innovative
The nation's first, scalable Collective Impact initiative serving military-connected members

Flexible
Meeting communities where they are, AmericaServes is tailored to the needs of local providers and the clients they serve

Interconnected
A Continuum of Interconnected Networks of comprehensive services, resources and care

AmericaServes Is Not....

Exclusive
AmericaServes welcomes veterans of all eras, eligibility, and discharge status

A Replacement...
AmericaServes encourages providers to focus on what they do best - only when the provider is unable to serve all the needs of the client should they refer them

Cumbersome
The AmericaServes platform rides above existing internal systems and is tailored to only capture enough information to make a smart referral

3

Why AmericaServes? Problem to Solution

Pre-Launch: Greater Puget Sound area

Post-Launch: WAServes Market

The AmericaServes Solution

Quickly navigate veterans, service members, and military families to the **right** services, resources, and care

AmericaServes provides a series of place-based efforts focusing on coordination of service and care delivery across 15 service domains

Using technology and a person-powered backbone of support, AmericaServes **streamlines referrals** between participating providers

Identifies appropriate services for clients from providers that can actually meet those needs

Ensures a **positive connection** between the client and providers and confirms that the clients' needs are addressed

IT'S OUR TURN TO SERVE YOU

Think: "Concierge Service"

As a Provider, you no longer need to know all the resources in the market place. Now you have a back office support team that does the matchmaking for you.

AmericaServes' Opportunity in Practice



The AmericaServes Transparency Report includes outputs and outcomes from each of the live AmericaServes Networks. Throughout this coming year, we'll continue to refine and report on our Key Performance Indicators (KPIs).



https://lvmf.syracuse.edu/wp-content/uploads/2016/11/AmericaServes_Transparency_Report_final.pdf

7

Questions?



Ilario Pantano
t 910.616.9961
e igpantan@syr.edu

Mike Schindler
t 206-795-5890
e mschindler@opmilfam.com

8
