



IT'S OUR TURN TO SERVE YOU

WAserves
Pacific Northwest

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

MAY 10th, 2017
Seattle, WA

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The Problem

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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

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

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What AmericaServes Is and Is Not

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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

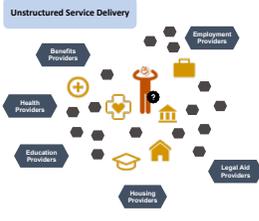
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Why AmericaServes? Problem to Solution



Pre-Launch: Greater Puget Sound area

Unstructured Service Delivery



Post-Launch: WAServes Market

Coordinated Service Provision



Registered Providers on the Platform



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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

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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.

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

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Questions?



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