The Community’s Journey:
NCServes - Metrolina at Two Years and Beyond

October 26, 2017

North Carolina Governor’s Working Group on Veterans, Service Members, and their Families
Ilario Pantano

Senior Director, Institute for Veterans and Military Families

Frmr. Assistant Secretary for Veterans Affairs, NC Department of Military and Veteran Affairs
Our Journey

Today, we will be highlighting our origins and our impact in three areas: our outcomes, our clients, and our providers.

1. Our Origins
   From building blocks to impact
   
2. Our Impact
   2A. Our Outcomes
      “Right Service”
   2B. Our Clients
      “Right Person”
   2C. Our Providers
      “Right Provider”

3. Looking Forward
   Where is NCServes going next? How can we get there?
1. OUR ORIGINS

The Rise of NCServes - Metrolina
“BEFORE UTILIZING THE PLATFORM, WE WERE AT THE MERCY OF ASSISTING VETERANS BY GIVING THEM A LIST OF COMMUNITY PROVIDERS.”

JANENE MCGEE
MECKLENBURG COUNTY VETERAN SERVICES
REGISTERED PROVIDER AND PARTNER, NCSERVES - METROLINA
The building blocks of our network began in 2015. The AmericaServes model, created and implemented by the IVMF, focuses on a unique approach to care coordination.
Beginning with a pioneering partnership between the IVMF and Walmart Foundation, NCServes – Metrolina relies on strong community and national partners to invest in a collaborative solution.
Our public-private partnerships are the strength of this network, allowing us to better serve our veterans.

**PARTNER: THE VALUE OF OUR MODEL**

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**BUILD**

**SUSTAIN**

**PARTNER**

**PIONEER**

**TRANSFORM**

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**IMPROVE REACH IN OUR COMMUNITY**

Partners, such as Mecklenburg County, VA, DoD & National Guard, and State of NC have aided in the network’s development.

**Can Be A Provider/ Train Other Providers**

**Increase Presence in Communities**

**Relationships in Communities**

**EXPAND INTO NEW SERVICE CATEGORIES**

Partners allow us to grow and expand our presence in new service categories.
PIioneer: Metrolina as a Model for a Regional Community of Practice

NCserves – Metrolina was our pioneer. SCServes, NCServes RDU/Fayetteville, Coastal, and Western networks launched via our partners in these areas.
In 2017, NCServes – Metrolina & NCServes – RDU/Fayetteville migrated onto an upgraded platform with better visibility, reporting, and transparency allowing for better care for veterans.

We trained up network users on Version 3 of the Unite US software – allowing them to more efficiently track client cases and serve their providers.
THE EVOLUTION OF NCSERVES

2015
Community launched a network that is coordinating services

2016
Enlisting support from public + private stakeholders

Evolving into broadest state utilization of the model

BUILD

SUSTAIN

PARTNER

PIONEER

TRANSFORM

Expanding impact through relationships

Enhancing technology to innovative new versions!

BUILD

SUSTAIN

PARTNER

PIONEER

TRANSFORM
Through our coordinated network, we have better served clients, providers, and improved service delivery outcomes.

2. OUR IMPACT
5 NETWORKS SERVING 5,000 CLIENTS

AmericaServes - Network Locations

Referral Source Type

- Assistance Request
- Coordination Center
- Network Organization

NCerves-Coastal: 7%
NCerves-Metrolicina: 8%
NCerves-RDU/Fayetteville: 28%
NCerves-Western: 8%
Outside Service Area: 6%
SCServes: 6%

NCerves-Metrolicina: 52%
NCerves: 18%
NCerves-RDU/Fayetteville: 30%
NCerves-Western: 31%
Outside Service Area: 24%

Total Networks: 5
Total Requests: 10631
Total Clients: 4884

71% closed requests resolved with a positive outcome
253 Providers
250 PROVIDERS SERVING 11,000 REQUESTS

AmericaServes - Network Locations

<table>
<thead>
<tr>
<th>Network Name</th>
<th>Coordination Center</th>
<th>Launch Month/Year</th>
<th>No. of Requests</th>
<th>No. of Clients</th>
<th>No. of Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCServes-Metrolina</td>
<td>Charlotte Bridge Home</td>
<td>August 2015</td>
<td>6,312</td>
<td>2,563</td>
<td>57</td>
</tr>
<tr>
<td>SC Serves</td>
<td>Augusta Warrior Project</td>
<td>August 2016</td>
<td>1,746</td>
<td>806</td>
<td>50</td>
</tr>
<tr>
<td>NCServes-RDU/Fayetteville</td>
<td>USO of North Carolina</td>
<td>June 2016</td>
<td>1,395</td>
<td>900</td>
<td>50</td>
</tr>
<tr>
<td>NCServes-Coastal</td>
<td>Eastern Carolina Human Services Agency, Inc.</td>
<td>November 2016</td>
<td>956</td>
<td>495</td>
<td>47</td>
</tr>
<tr>
<td>NCServes-Western</td>
<td>Asheville Buncombe Community Christian Ministry</td>
<td>August 2017</td>
<td>226</td>
<td>126</td>
<td>49</td>
</tr>
</tbody>
</table>

Service Requests by Type

<table>
<thead>
<tr>
<th>Request Type</th>
<th>No. of Requests</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>Money Management</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Benefits</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Legal</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Individual &amp; Family Support</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Clothing &amp; Household Goods</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Sports &amp; Recreation</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Spiritual Enrichment</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

Service Episodes Over Time
EXPERIENCE & LEARNING ENABLES SPEED AND ACCURACY --- THEY GO HAND IN HAND

The two year old Metrolina (Charlotte) network ensures that the client receives more accurate care, quicker.

*It didn’t start that way.*

<table>
<thead>
<tr>
<th>Q2</th>
<th>Days to Match a Referral to a Provider</th>
</tr>
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<tbody>
<tr>
<td>15.65</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>Days to Match a Referral to a Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.44</td>
<td></td>
</tr>
</tbody>
</table>
WE SEE OUTCOMES LIKE KERRI ANN’S EVERYDAY.

THE CORNERSTONE OF NCSERVES IS AND ALWAYS HAS BEEN: THE RIGHT SERVICE, QUICKER.

ACCURACY
The client receives the service that aligned with their initial need due to the data-driven nature of the platform and the referral network.

SPEED
The client receives the service quicker than they ever had before because of the tight provider network and the easy-to-use care coordination system.

Outcomes are key
KERRI ANN, 38-YEAR OLD TRANSITIONING SERVICE MEMBER, ENTERS THE NETWORK

KERRI ANN SUBMITS A REQUEST
The client expresses a need for health services.

THE CC RECEIVES THAT REQUEST

THE CC ACTS ON THAT REQUEST AND OPENS “HEALTH”

GIVEN CENTER FOR MINDFUL TRANSITION’S HEALTH FOCUS, THEY ACCEPT THE REFERRAL
On 4/11/2017

THE CC SENDS THE REFERRAL OUT TO A NETWORK PROVIDER
DUE TO NCSERVES – METROLINA, KERRI ANN RECEIVES THE RIGHT SERVICE.

CENTER FOR MINDFUL TRANSITIONS MEETS WITH KERRI ANN

KERRI ANN RECEIVES THE SERVICE

THE CASE IS CLOSED AND MARKED AS RESOLVED/SUCCESSFUL

On 4/28/2017

Kerri Case study
KERRI IS NOT ALONE. CLIENTS ARE DIVERSE.

NCServices – Metrolina has served as that one-stop-shop for more than **2,563 military-connected people** since inception.

**2,563 Clients**

- **26%** FEMALE
- **7%** MILITARY SPOUSES & FAMILY
- **32%** AGED 45 TO 54
- **19%** POST-VIETNAM WAR ERA

NCServices – Metrolina has fielded **5,761 requests**
TO FULFILL ALL OF THESE REQUESTS, WE HAVE CREATED A TRUSTED PROVIDER NETWORK
OUR PROVIDERS ARE COMMITTED TO IMPROVING HOW CARE IS DELIVERED

MECKLENBURG COUNTY VETERAN SERVICES OFFICE

A PIONEER

Since 2015, Mecklenburg County Veteran Services has committed to referring into the network and fielding referrals submitted to them. The platform has changed the way they have delivered services.

COMMITTED TO SERVING CLIENTS BETTER...

750 Referrals Created
478 Referrals Received

REFERRALS CREATED IN THE FOLLOWING AREAS % OF TOTAL Referrals

<table>
<thead>
<tr>
<th>Area</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>41.7%</td>
</tr>
<tr>
<td>Money Management</td>
<td>17.7%</td>
</tr>
<tr>
<td>Employment</td>
<td>16.9%</td>
</tr>
<tr>
<td>Benefits</td>
<td>9.7%</td>
</tr>
<tr>
<td>Other</td>
<td>14.0%</td>
</tr>
</tbody>
</table>
THEY ARE WORKING TO EXPAND THE NETWORK AND DEEPEN IMPACT

GOODWILL INDUSTRIES OF THE SOUTHERN PIEDMONT

A NETWORK LEADER

Since inception, Goodwill of SP has used this network to accomplish their mission to have access to other providers. As a super user, they have built partnerships to expand reach and touch to clients across the service region.

COMMITTED TO SERVING CLIENTS BETTER...

480 Referrals Created

456 Referrals Received

REFERRALS CREATED IN THE FOLLOWING AREAS

<table>
<thead>
<tr>
<th>Area</th>
<th>% of Total Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>50.8%</td>
</tr>
<tr>
<td>Housing &amp; Shelter</td>
<td>11.9%</td>
</tr>
<tr>
<td>Benefits</td>
<td>10.2%</td>
</tr>
<tr>
<td>Money Management</td>
<td>7.9%</td>
</tr>
<tr>
<td>Other</td>
<td>80.8%</td>
</tr>
</tbody>
</table>

Diane Weekley
Director, Career Development Services

REFERRALS CREATED: 480

REFERRALS RECEIVED: 456
Our initial focus has been from the start to connect a veteran, family member, or transitioning service member to a service that aligns with their needs.

We have more than 250 providers in our (5) Carolina networks focused on serving their clients through the referral platform and knowledge exchange network.

Our 11,000 outcomes are continuing to show greater impact to clients – more timely and appropriate referrals are being made across the board.
3. LOOKING FORWARD

Where are we going?
NOW, HOW DO WE DEEPEN OUR IMPACT EVEN FURTHER? TOGETHER?

**OUR GOAL:** TO BRING YOU ALL INTO OUR NATIONAL COMMUNITY OF PRACTICE

WE ARE LAUNCHING A “NATIONAL COP” FOR PROVIDERS, CARE COORDINATION CENTERS, AND COMMUNITY PARTNERS TO EXCHANGE BEST PRACTICES AND IMPROVE COMMUNITY CARE
WHAT WILL THE NATIONAL COMMUNITY OF PRACTICE LOOK LIKE?

**NATIONAL COP**
Composed of all national network coordination centers and providers

**REGIONAL COP**
Composed of all regional coordination centers (e.g. Carolinas CoP)

**LOCAL COP**
Composed of local CC and providers

- **Analytics:** Receiving continuous & accurate analytics to drive activity
- **Technical Assistance:** Accessing better training and network support
- **Leadership Network:** A clear cadence of "best practice" workshops

**Best Practices Sharing**

**Analytics/Reporting**
Lessons Learned

National CoP
HOW DO WE GET THERE?

1. ARE YOU A PROVIDER OR CC?
   Our National CoP is set to launch in January. More information coming soon.

2. VISIT WWW.NCSERVES.ORG
   Learn more about where we have come since inception.

3. SUBMIT A REFERRAL FOR YOUR CLIENTS TODAY!
   Work with your LOCAL CC to ensure that you are serving your clients through our community care coordination solution!
Thank You and Questions

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