NCServes

Coastal Coordinating services for Our Nation's heroes.

2 Year In-Practice Review

January 10th, 2019
Jacksonville City Hall

AGENDA

Welcome & Introductions	**Marcia Wright |** Board Chairperson, ECHSA **Jerrick Vernon |** Network Director NCServes-Coastal **Ilario Pantano |** Senior Director, IVMF **Ron Massey |** Deputy City Manager, City of Jacksonville
Coordination of Care **Community of Care**	**Mark Teachey |** Program Coordinator, Veterans Treatment Court **Jerrick Vernon |** Network Director NCServes-Coastal **Gilly Cantor |** Program Evaluation Manager, IVMF
Our Impact	**Jerrick Vernon |** Managing Director, ABCCM & NCServes Western **Gilly Cantor |** Program Evaluation Manager, IVMF **Ilario Pantano |** Senior Director, IVMF
Discussion & Announcements	**Panel Discussion** **Brianna Torres |** Outreach Specialist, NCServes-Coastal **Reeshema Walker |** DVOP, Craven County NCWorks **Lisa Ramos |** VSO, Wilmington Veteran Service Center **Nadia Mayora |** Veteran Financial Coach, cfpb contractor (AFSC)

WELCOME & INTRODUCTIONS

"The City sees NCServes Coastal as a source of information that will help us identify the needs of Jacksonville's citizens, evaluate the capability of local organizations in meeting those needs and direct City's resources and efforts to the areas of greatest need."

- Ronald Massey
City of Jacksonville

COORDINATION OF CARE

WHO ARE WE SERVING?

WHAT DO OUR CLIENTS NEED?

VETERAN SPOTLIGHTS

NCSERVES-COASTAL 2-YEAR SNAPSHOT

LIVE SINCE NOV 2016 | SERVING 20 COUNTIES WITH A VET POPULATION OF 160,172 | TOP NEED: HOUSING & SHELTER
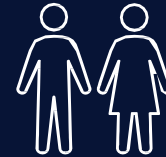
1,275 Unique Clients
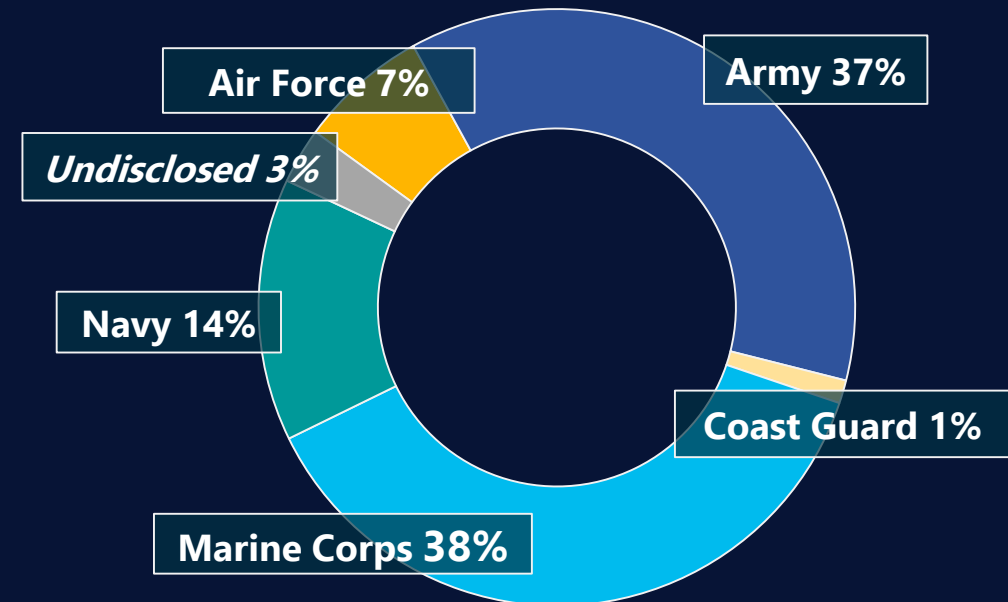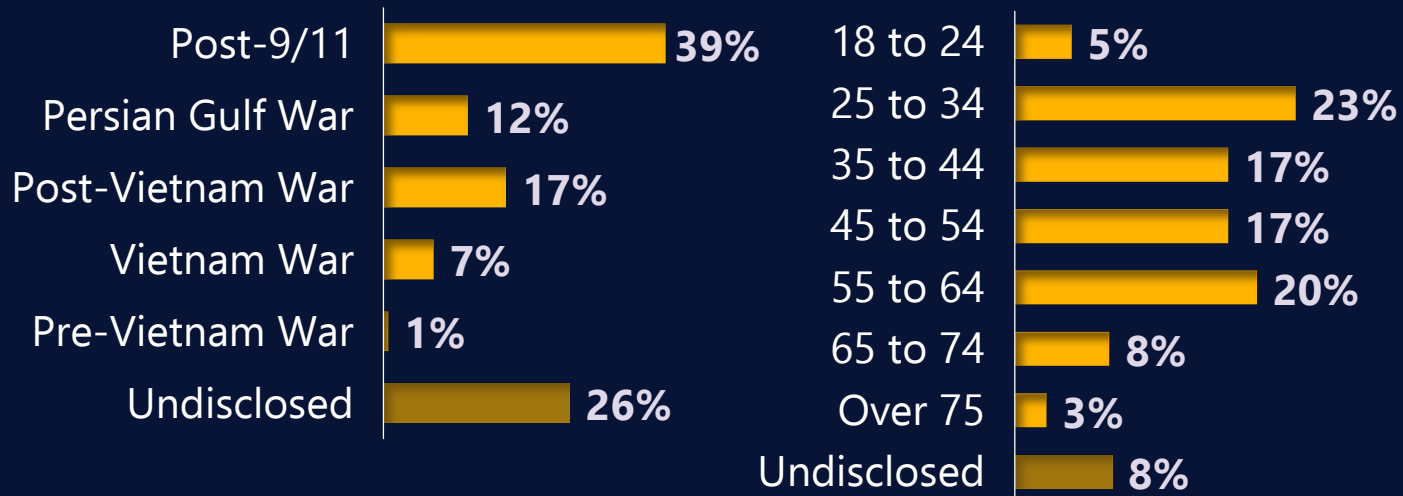
3,069 Service Requests

75 Participating Organizations

200+ Unique Network Users

75% Military Members & Veterans
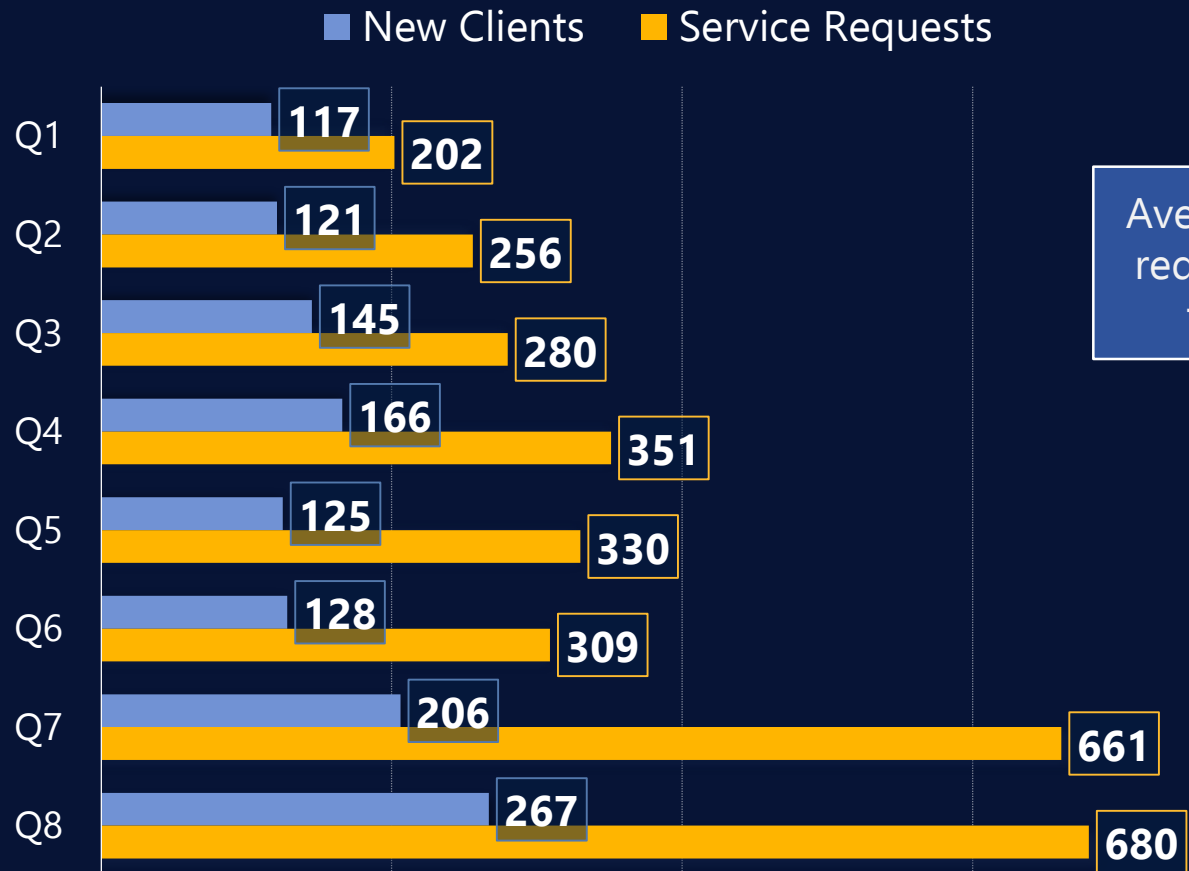**9% Spouses, Family Members & Caregivers**
15% Undisclosed

61% Male | 25% Female | 14% Undisclosed

Era	
Post-9/11	39%
Persian Gulf War	12%
Post-Vietnam War	17%
Vietnam War	7%
Pre-Vietnam War	1%
Undisclosed	26%

Age	
18 to 24	5%
25 to 34	23%
35 to 44	17%
45 to 54	17%
55 to 64	20%
65 to 74	8%
Over 75	3%
Undisclosed	8%

Army 37%
Air Force 7%
Undisclosed 3%
Navy 14%
Coast Guard 1%
Marine Corps 38%

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NCServes Coastal

Data Window :
Q1 (November 9, 2017) through end of Y1 (November 8, 2018) unless otherwise indicated

WHO ARE WE SERVING?

NCServes-Coastal fielded **3,069 requests from 1,275 unique clients** in its first two years.

■ New Clients   ■ Service Requests

Quarter	New Clients	Service Requests
Q1	117	202
Q2	121	256
Q3	145	280
Q4	166	351
Q5	125	330
Q6	128	309
Q7	206	661
Q8	267	680

Average number of requests per client to date: **2.41**

The service requests shown in this graph include requests from <u>all</u> network clients, not just <u>new</u> clients.
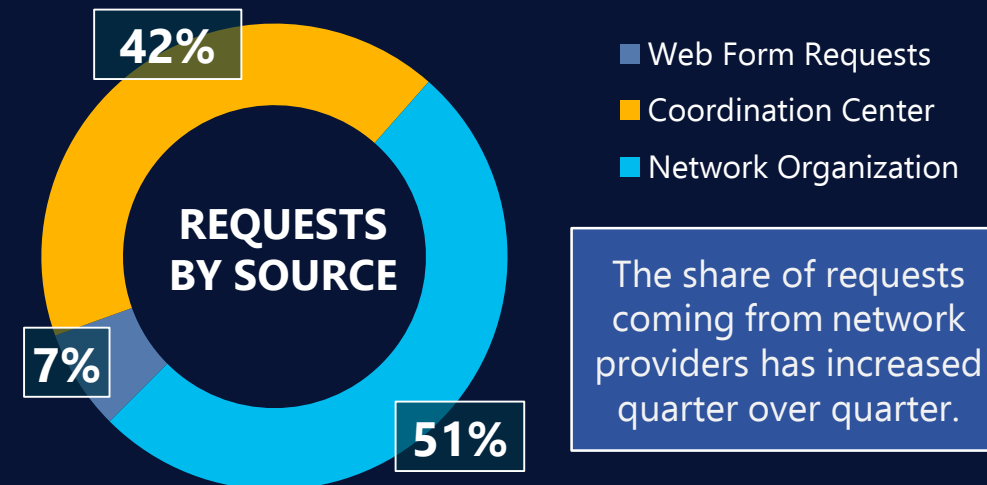
NOTABLE STATS ABOUT MILITARY AND VETERAN CLIENTS

19% - Female

Local Vet Pop – 12% Female

48% - Under Age 45

Local Vet Pop – 32% Under Age 45

REQUESTS BY SOURCE

42%
7%
51%

■ Web Form Requests
■ Coordination Center
■ Network Organization

The share of requests coming from network providers has increased quarter over quarter.

IVMF   NCServes Coastal

WHAT DO OUR CLIENTS NEED?

Since launch, 71% of overall demand has been within six service categories.

	Number of Requests	Share of All Requests
Housing & Shelter	739	24%
Employment	360	12%
Utilities	352	11%
Benefits Navigation	297	10%
Food Assistance	233	8%
Health & Wellness	213	7%

Recent Trend

In Q7 & Q8, there was a jump in service requests for Health & Wellness and Income Support:

	Q7	Q8
Health & Wellness	10%	14%
Income Support	10%	12%

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WHAT DO OUR CLIENTS NEED?.

Service Requests: Demand for the Remaining Service Types

Service Type	Count
Income Support	160
Legal	138
Money Management	126
Transportation	125
Clothing & Household Goods	112
Individual & Family Support	99
Education	68
Sports & Recreation	23
Social Enrichment	17
Spiritual Enrichment	7
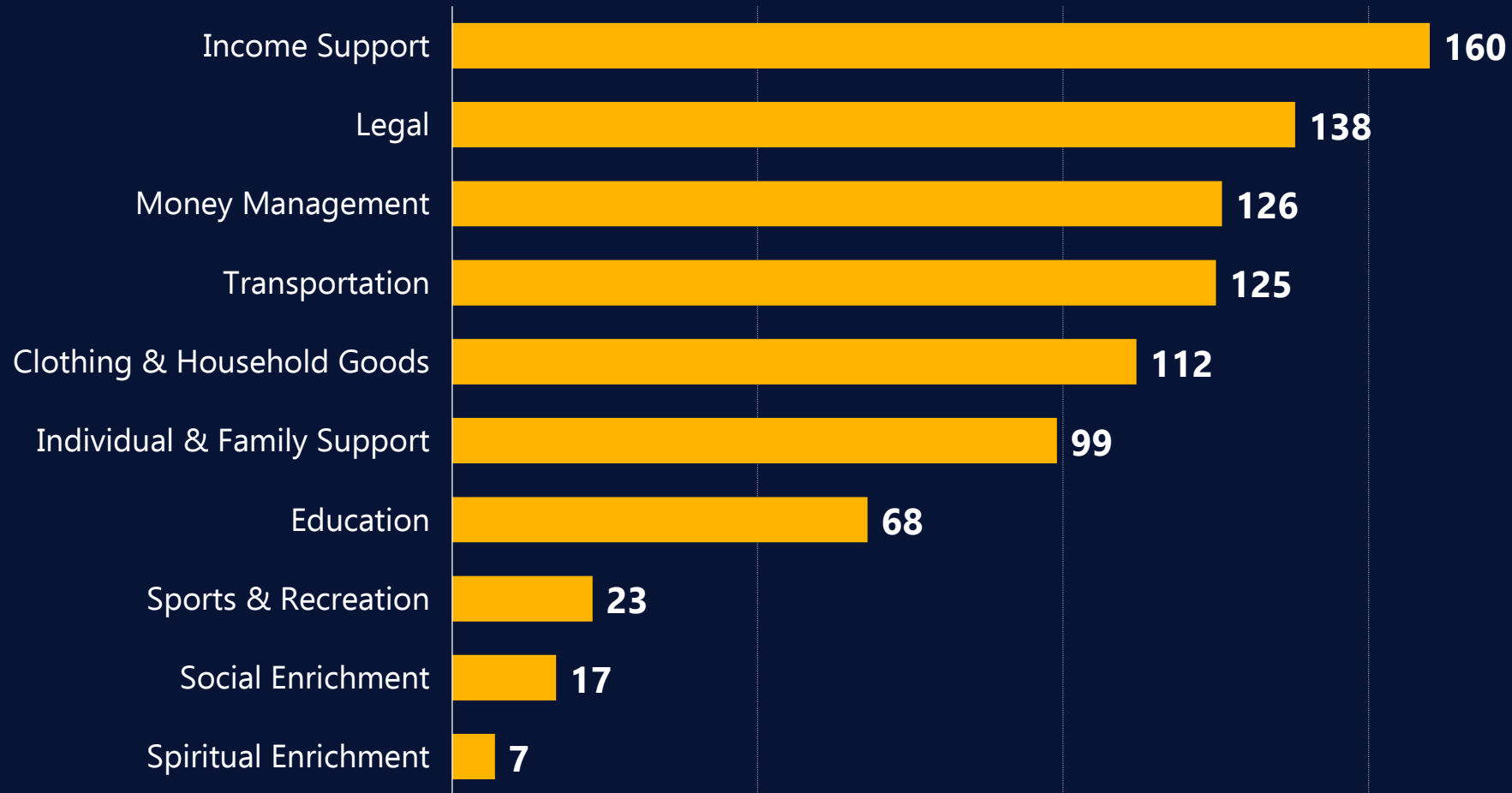
About Health Services:

The service category Health is a roll-up of four different kinds of health services:

Physical Health
Mental/Behavioral Health
Substance Use
Wellness

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WHAT DO OUR CLIENTS NEED?

Since launch, 49% of all clients have made two or more service requests.

	Total # of Clients	% of Clients with 2 or More Requests	Top 3 Co-occurring Service Categories
Housing & Shelter	573	62%	Employment (22%) Benefits Navigation (17%) Utilities (17%)
Employment	293	75%	Housing & Shelter (42%) Benefits Navigation (24%) Utilities (22%)
Health & Wellness	114	79%	Housing & Shelter (41%) Food Assistance (36%) Benefits Navigation (35%) Utilities (35%)

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HOUSING CO-OCCURRENCE

NCServes-Coastal has fielded **739 housing requests from 573 clients** – 24% of all requests to date.

Service Categories Co-Occurring With Housing

Category	Percentage
Employment	22%
Benefits Navigation	17%
Utilities	17%
Food Assistance	16%
Money Management	10%
Transportation	10%
Clothing & Household Goods	9%
Legal	8%
Income Support	7%
Individual & Family Support	7%
Education	5%
Health	4%
Physical Health	3%
Mental/Behavioral Health	2%
Sports & Recreation	2%
Social Enrichment	1%
Spiritual Enrichment	1%
Wellness	1%
Substance Use	1%
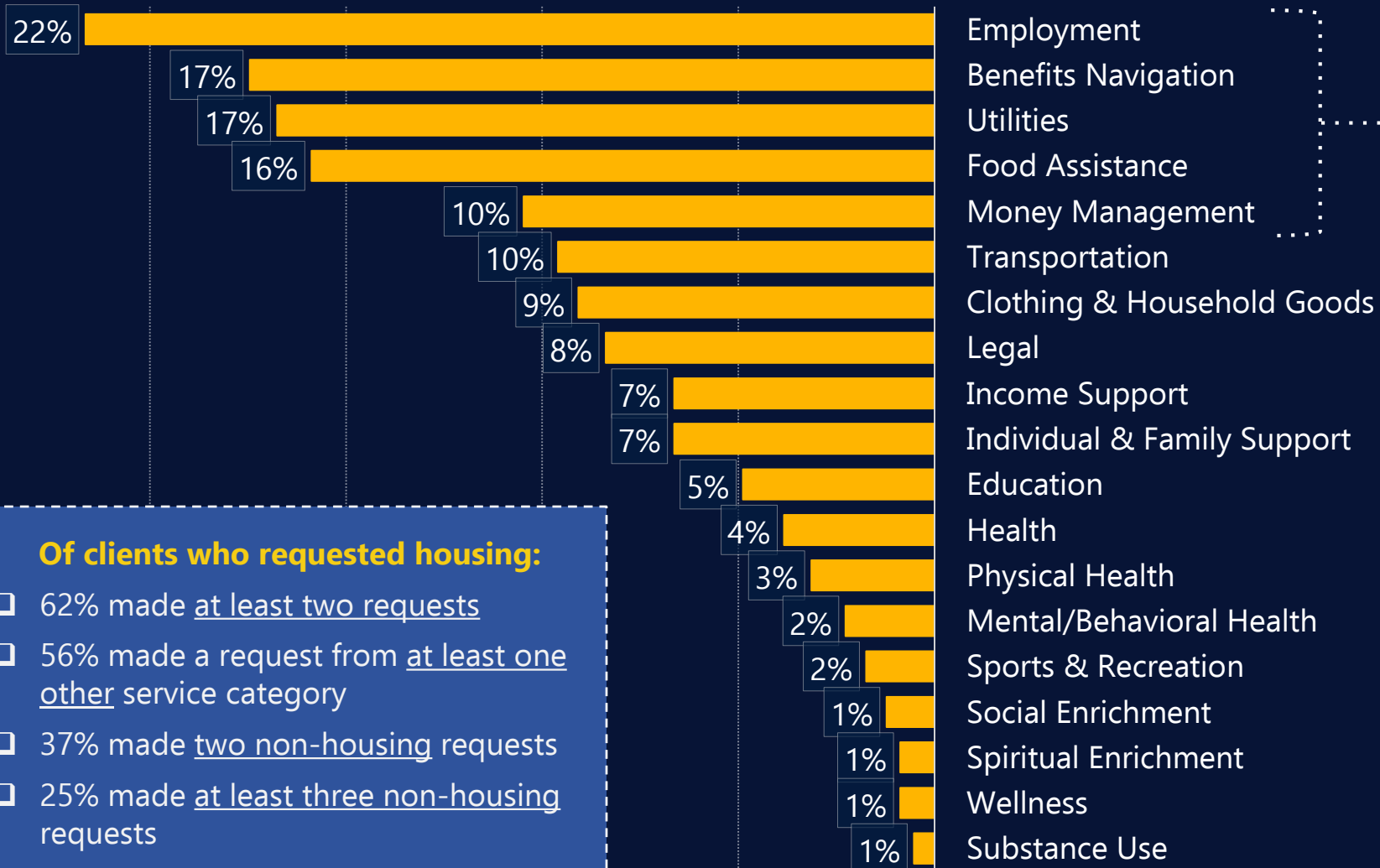
Top 5 Service Categories Co-Occurring with Housing

Additionally, 21% of clients who requested housing returned to the network for <u>additional housing assistance</u>

Of clients who requested housing:

- ❑ 62% made <u>at least two requests</u>
- ❑ 56% made a request from <u>at least one other</u> service category
- ❑ 37% made <u>two non-housing</u> requests
- ❑ 25% made <u>at least three non-housing</u> requests

Average # of Requests per Housing Client

2.99

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VETERAN SPOTLIGHTS

Dominique F.
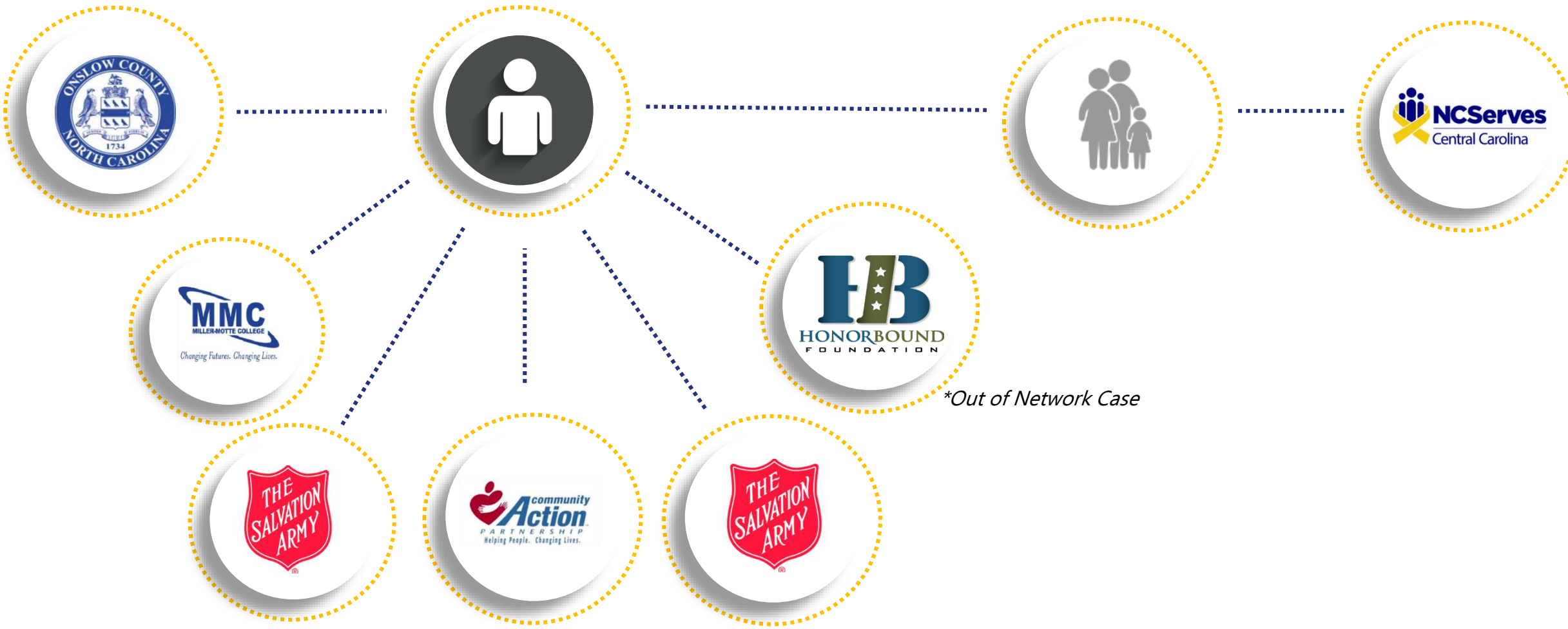- 31 year-old
- Marine Corps Veteran
- 80% disabled

Ryan L.
- 30 year-old
- Marine Corps Veteran
- 100% disabled, combat wounded

MARINE CORPS LEAGUE
SEMPER FIDELIS

NCServes
Coastal

VETERAN SPOTLIGHT: DOMINIQUE F.

*Out of Network Case

VETERAN SPOTLIGHT: RYAN L.

*Out of Network Case
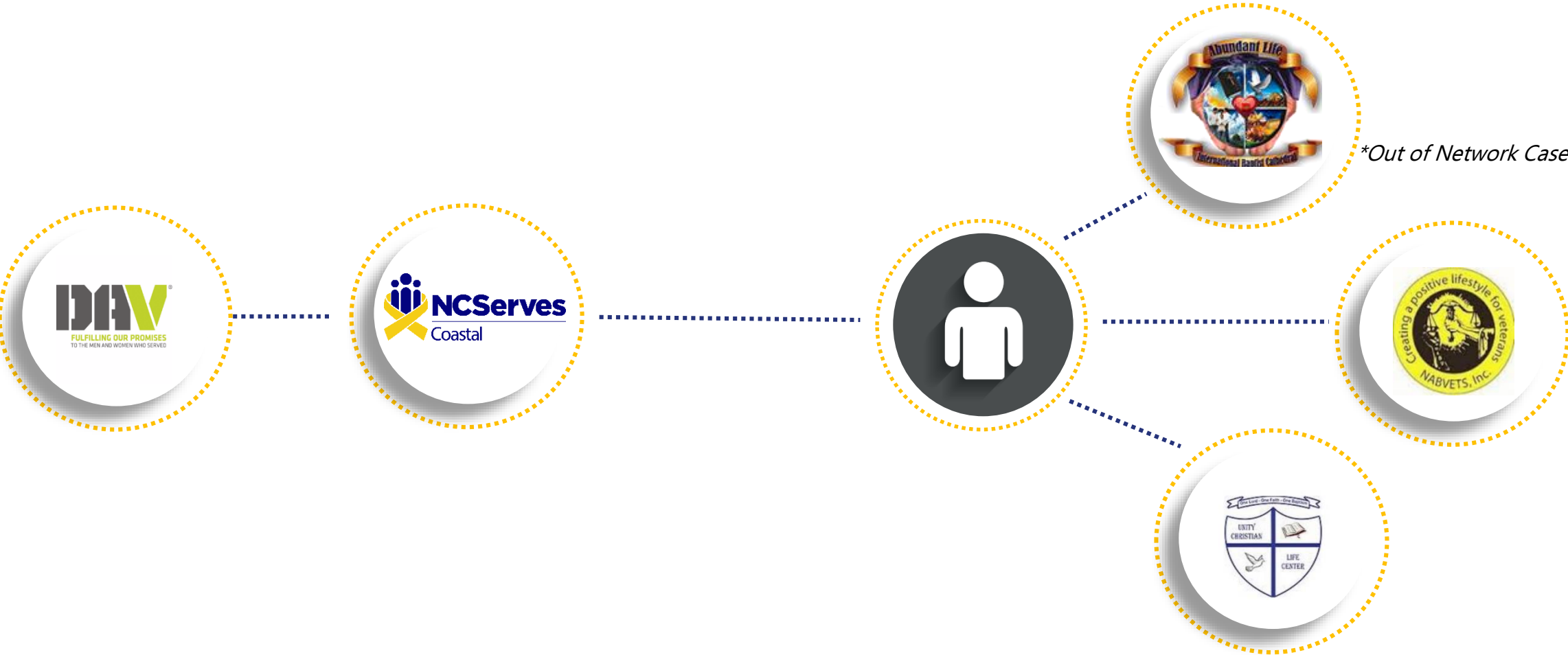
COMMUNITY OF CARE

GROWTH & ENGAGEMENT

DISASTER & RECOVERY

TRAILBLAZER AWARD

NCSERVES-COASTAL HAS GROWN FROM 15 TO
75 REGISTERED PARTICIPATING ORGANIZATIONS
(130 Unique Programs)

Since launch:

39

52% of providers have made a referral

66

88% of providers have received a referral

68

91% of providers have made or received a referral

Providers Making Referrals

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
6	12	12	14	13	15	27	20
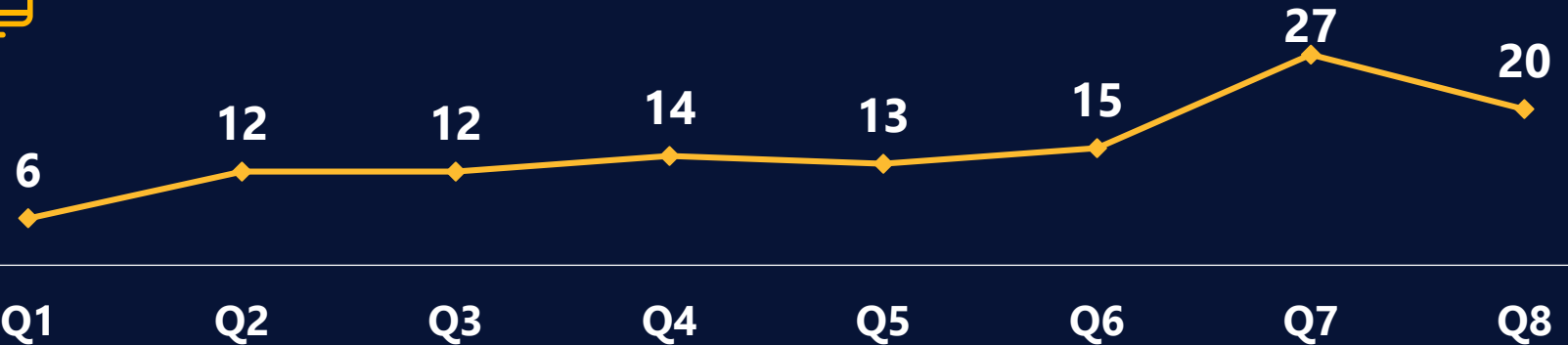
Providers Receiving Referrals
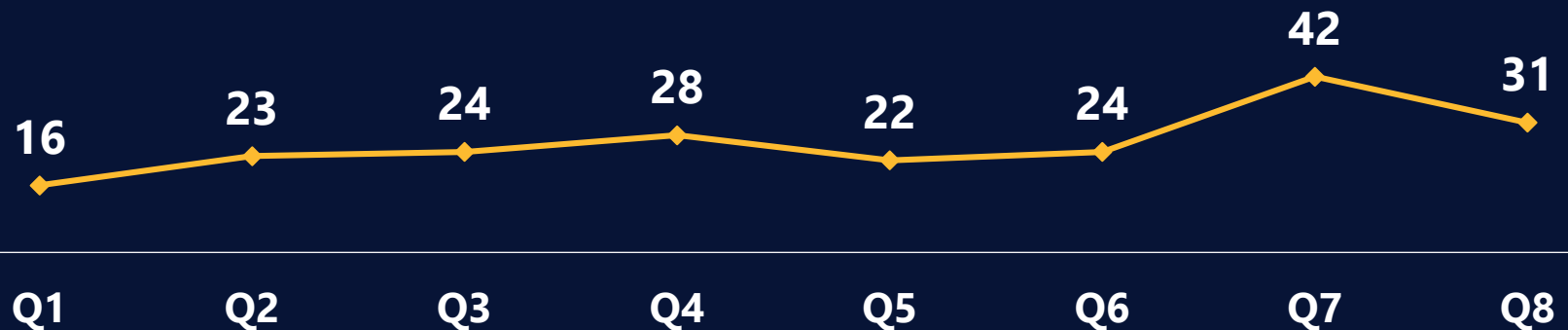
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
16	23	24	28	22	24	42	31

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As a senior leader of Community Services at Camp Lejeune recently noted, "We, on base, used to pride ourselves in being self-sufficient—Hurricane Florence changed that and created a new reliance on community collaboration."
NC Serves Coastal is a proud part of that collaboration.

-Jacksonville Daily News, Editorial, Jan 7, 2019

DISASTER & RECOVERY

DISASTER & RECOVERY

96 clients across North Carolina made 207 service requests, the vast majority of which were specifically reported as disaster related.

16 Clients

had previously sought services within NCServes prior to the hurricanes

173 Requests

were served by NCServes-Coastal with the help of its sister networks

## Spotlight on NCServes-Coastal's Hurricane Response:

- ✓ 62% of requests came from providers as opposed to individual clients
- ✓ The top 7 service categories made up 75% of the requests for services. These categories represent fairly high urgency needs (see table)

94% of the requests that came in during this time period have been closed. Of the closed requests, 91% have been resolved favorably.

Service Category	# Requests
Housing & Shelter	36
Income Support	21
Clothing & Household Goods	20
Food Assistance	19
Utilities	14
Mental/Behavioral Health	9
Individual & Family Support	7
Education	6
Employment	6
Benefits Navigation	6
Money Management	5
Wellness	5
Legal	5
Physical Health	4
Spiritual Enrichment	3
Social Enrichment	1
Sports & Recreation	1
Transportation	1

OUR IMPACT
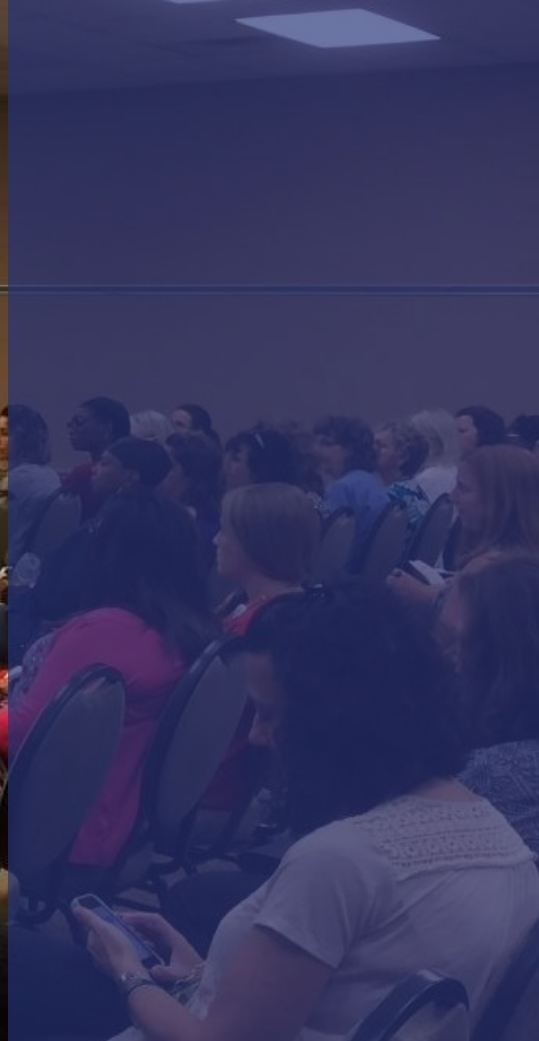
TIMELINESS

OUTCOMES

CROSS-NETWORK SNAPSHOT

TIMELY REFERRALS

The network ensures that clients are connected to the right provider for the right service, more quickly.

Average days

10.92

of Days to Match a Referral to a Provider

Median days

12.54

of Days to Close a Referral (Total Service Episode Duration)

In Q8, the average time it took to match a client to the appropriate provider was 4.88 days.

Timing data is measured in days, inclusive of weekends and holidays, and is calculated based on when a service request was closed

Time to Match (Average days)

Most Requested Services

Housing & Shelter
13.41

Employment
3.19

Utilities
10.51

Benefits Navigation
3.74

Food Assistance
11.77

Health & Wellness
5.65

Other Service Categories*
(in decreasing order of demand)

3.86 - Income Support

4.76 - Legal

13.42 - Money Management

43.58 - Transportation

10.93 - Clothing & Household Goods

16.92 - Individual & Family Support

69.85 - Education

0.60 - Sports & Recreation

7.63 - Social Enrichment

8.69 - Spiritual Enrichment

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SUCCESSFUL OUTCOMES

Since launch, **72%** of service requests have been resolved by the network.

RESOLVED TRENDS

❑ Most common resolved outcome is client having received direct services (29% of all closed)
❑ Second most common outcome is received information (18% of all closed)

UNRESOLVED TRENDS

The four most common unresolved outcomes to date:
❑ Unable to Contact – 437 (16% of all closed)
❑ No Applicable Services – 119 (4% of all closed)
❑ Client Refused Services – 76 (3% of all closed)
❑ Other – 62 (2% of all closed)

% Resolved Favorably
(out of 2,790 closed requests)

Most Requested Services

Housing & Shelter
71%

Employment
61%

Utilities
74%

Benefits Navigation
79%

Food Assistance
84%

Health & Wellness
68%

Other Service Categories*
(in decreasing order of demand)

65% - Income Support

50% - Legal

71% - Money Management

71% - Transportation

94% - Clothing & Household Goods

83% - Individual & Family Support

77% - Education

74% - Sports & Recreation

76% - Social Enrichment

67% - Spiritual Enrichment

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CROSS-NETWORK SNAPSHOT
DATA COMPARISON – NETWORKS AT END OF YEAR 2

Indicator Purpose	Indicator Description	NCServes Coastal	SCServes	NCServes Central	PAServes Pittsburgh	NCServes Metrolina	NYServes NYC
Network Growth	# New Requests	3,069	2,791	2,725	4,121	5,776	3,145
	# Unique New Clients	1,275	1,390	1,518	2,224	2,345	2,183
Co-Occurring Needs	Avg # Requests per Client	2.41	2.01	1.80	1.85	2.45	1.44
	% Clients with 2+ Requests	49%	47%	39%	40%	61%	30%
	% Clients with 2+ Service Types	43%	34%	33%	19%	58%	27%
Provider Activity	% Requests from Providers	51%	33%	31%	42%	37%	17%
	% Providers that Made a Referral	52%	42%	43%	60%	49%	63%
	% Providers that Made or Received a Referral	91%	83%	%	%	%	%
Coordination Center Activity	% Accurate Referrals*	91%	92%	-	-	-	-
	% Providers that Received a Referral	88%	79%	84%	71%	62%	66%
	Time – CC Referral to Match (Average Days)	10.92	5.46	7.76	5.55	8.22	25.52
Quality of Care	Time – Total Duration (Median Days)	12.54	27.01	15.22	15.07	28.86	34.91
	% Requests Resolved Favorably	72%	73%	69%	84%	69%	45%

Data represents totals for the first two years for each network
Accurate Referrals = % of resolved requests managed by the first provider the client was referred to
Some accuracy data unavailable due to migration from V2 to V3

Compared with other networks across the country, NCServes-Coastal is:
- ✓ Above the national average on overall service duration and requests resolved favorably
- ✓ Receiving a higher share of provider referrals from an active and engaged provider base

DISCUSSION & ANNOUNCEMENTS

PROVIDER PANEL DISCUSSION

UPDATES

ANNOUNCEMENTS

Reeshema Walker
Disabled Veterans Outreach Program
Specialist
NCWorks Career Center – Craven County

Lisa Ramos
Veterans Service Officer
Wilmington Veteran Service Center

Nadia Mayora
Veteran Financial Coach, CFPB
Contractor, Armed Forces Service
Corporation

PROVIDER PANEL DISCUSSION

UPDATES & ANNOUNCEMENTS

New Providers

- ✓ Rolling Thunder Chapter NC-5
- ✓ Leading Into New Communities (LINC)
- ✓ The Good Shepherd

Local Community of Practice

- ✓ Restarting Focus Groups
- ✓ Advisory Board pilot
- ✓ Satellite office in Wilmington

Regional Community of Practice

- ✓ Carolinas Community of Practice
- ✓ Power of Statewide Solutions

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THANK YOU

Join us for Unite Us training immediately following the IPR!