PAServes – Greater Pittsburgh
4 Year In-Practice Review

November 13, 2019
Allegheny County Department of Human Services
Pittsburgh, PA
AGENDA

Welcome & Introductions

Charles Keenan | Housing Administrator-Office of Community Services, Allegheny County – Department of Human Services
Jack Todd Wahrenberger, MD MPA | Chief Medical Officer, Pittsburgh Mercy
Senator Pam Iovino | PA State Senator, District 37

Our Impact

Jean Coyne | Senior Manager, Intervention Services & PAServes
Matt Gryskewicz | Program Administrator, PAServes
Aaron Melius | Team Leader, PAServes
Kevin Carmichael | Intake Specialist, PAServes
Rashida McElrath | Intake Specialist, PAServes
John Kaufman | Intake Specialist, PAServes
Gilly Cantor | Program Evaluation Manager, IVMF

Coordination of Care

Veteran Spotlights

Kevin Carmichael | Intake Specialist, PAServes
John Kaufman | Intake Specialist, PAServes
Aaron Melius | Intake Specialist, PAServes

Updates & Announcements

Mary Bier | National Director of Military Initiatives, Unite US
Matt Gryskewicz | Program Administrator, PAServes
Christy Kenady | Program Manager, ServingTogether
Anthony Cosby | Program Manager, AmericaServes
“I was told by family that I could rely on PAServes to help me out in my time of need and they did – more than I could have imagined.”

- PAServes Client
**PASERVES-GREATER PITTSBURGH 4-YEAR SNAPSHOT**

**LIVE SINCE OCT 2015 | SERVING 3 COUNTIES WITH A VET POPULATION OF 113,111 | TOP NEED: INDIVIDUAL & FAMILY SUPPORT**

- **4,575** Unique Clients
- **11,019** Service Requests
- **61** Participating Organizations
- **347** Unique Users

86% Military Members & Veterans
6% Spouses, Family Members & Caregivers
9% Undisclosed

**SERVICE ERA**
- Post-9/11: 26%
- Persian Gulf War: 11%
- Post-Vietnam War: 21%
- Vietnam War: 12%
- Pre-Vietnam War: 2%
- Undisclosed: 27%

**BRANCH OF SERVICE**
- Army: 50%
- Navy: 18%
- Marine Corps: 15%
- Air Force: 13%
- Coast Guard: 1%
- Undisclosed: 4%

**AGE**
- 18 to 24: 1%
- 25 to 34: 12%
- 35 to 44: 14%
- 45 to 54: 16%
- 55 to 64: 22%
- 65 to 74: 10%
- Over 75: 5%
- Undisclosed: 20%

**Data Window:** October 1, 2015 through September 30, 2019

**Top Need:** Individual & Family Support
## Key Performance Indicators

To-date snapshots as of Year 3 and Year 4

<table>
<thead>
<tr>
<th>Indicator Purpose</th>
<th>Indicator Description</th>
<th>Year 4</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network Growth</strong></td>
<td># New Requests</td>
<td>11,019</td>
<td>6,603</td>
</tr>
<tr>
<td></td>
<td># Unique New Clients</td>
<td>4,575</td>
<td>3,223</td>
</tr>
<tr>
<td><strong>Provider Activity</strong></td>
<td>% Requests from Providers</td>
<td>46%</td>
<td>47%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Made a Referral</td>
<td>75%</td>
<td>66%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Made or Received a Referral</td>
<td>96%</td>
<td>82%</td>
</tr>
<tr>
<td><strong>Coordination Center Activity</strong></td>
<td>% Accurate Referrals*</td>
<td>96%</td>
<td>99%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Received a Referral</td>
<td>81%</td>
<td>74%</td>
</tr>
<tr>
<td></td>
<td>Time – CC Referral to Match (Avg Days)</td>
<td>4.23</td>
<td>4.65</td>
</tr>
<tr>
<td><strong>Quality of Care</strong></td>
<td>Time – Total Duration (Median Days)</td>
<td>13.28</td>
<td>15.91</td>
</tr>
<tr>
<td></td>
<td>% Requests Resolved Favorably</td>
<td>85%</td>
<td>86%</td>
</tr>
<tr>
<td><strong>Co-Occurring Needs</strong></td>
<td>Avg # Requests per Client</td>
<td>2.40</td>
<td>2.05</td>
</tr>
<tr>
<td></td>
<td>% Clients with 2+ Requests</td>
<td>52%</td>
<td>45%</td>
</tr>
<tr>
<td></td>
<td>% Clients with 2+ Service Types</td>
<td>33%</td>
<td>24%</td>
</tr>
</tbody>
</table>

*Data for accuracy begins Feb 2018

Data Window: October 1, 2015 through September 30, 2019
TIMELY REFERRALS

The network ensures that clients are connected to the right providers for the right services efficiently.

**Average days**

4.23  
# of Days to Match a Referral to a Provider

**Median days**

13.28  
# of Days to Close a Referral (Total Service Episode Duration)

*Timing data is measured in days, inclusive of weekends and holidays, and are calculated based on the quarter a service request was closed.*

As the volume of service requests increased by 77% from year three to year four, time to match remained under 3.5 days, on average.

**Most Requested Services**

- Individual & Family Support: 2.40
- Clothing & Household Goods: 1.07
- Housing & Shelter: 11.93
- Benefits Navigation: 8.59
- Employment: 4.61
- Transportation: 0.63

**Other Service Categories**

- Money Management: 5.68
- Income Support: 5.95
- Legal: 24.30
- Health & Wellness: 4.67
- Social Enrichment: 8.44
- Food Assistance: 9.59
- Education: 1.22
- Utilities: 3.65
- Sports & Recreation: 4.72
- Entrepreneurship: 1.04

Data Window: October 1, 2015 through September 30, 2019
SUCCESSFUL OUTCOMES

Since launch, **85%** of service requests have been resolved by the network.

**Resolved Highlights**
- The annual total of resolved requests has increased year over year.
- Most common resolved outcome is client having received services (53% of all closed)
- Second most common outcome is received information (14% of all closed)

**Unresolved Trends**
The three most common unresolved outcomes to date:
- Unable to Contact (7% of all closed)
- Other (5% of all closed)
- No Applicable Services (1.25% of all closed)

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**Most Requested Services**

- Individual & Family Support: **96%**
- Clothing & Household Goods: **96%**
- Housing & Shelter: **78%**
- Benefits Navigation: **76%**
- Employment: **74%**
- Transportation: **97%**

**Other Service Categories** (in decreasing order of demand)

- 74% - Money Management
- 85% - Income Support
- 59% - Legal
- 79% - Health & Wellness
- 85% - Social Enrichment
- 82% - Food Assistance
- 86% - Education
- 85% - Utilities
- 82% - Sports & Recreation
- 86% - Entrepreneurship

Data Window: October 1, 2015 through September 30, 2019
PASERVES - GREATER PITTSBURGH HAS GROWN FROM 16 TO 61 REGISTERED PARTICIPATING ORGANIZATIONS

Since launch:

- 51 providers have made a referral (75%)
- 55 providers have received a referral (81%)
- 65 providers have made or received a referral (96%)

Providers Making Referrals:

- Y1: 26
- Y2: 14
- Y3: 25
- Y4: 36

Providers Receiving Referrals:

- Y1: 25
- Y2: 32
- Y3: 36
- Y4: 45

Percentage calculations were made based off the historical list of providers who made or received referrals, inclusive of inactive providers (68 total providers).

Data Window: October 1, 2015 through September 30, 2019
# Cross-Network Snapshot

## Data Comparison – Networks at End of Year 4

<table>
<thead>
<tr>
<th>Indicator Purpose</th>
<th>Indicator Description</th>
<th>PAServes Greater Pittsburgh</th>
<th>NCServes Metrolina</th>
<th>NYServes NYC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Network Growth</strong></td>
<td># New Requests</td>
<td>11,019</td>
<td>12,519</td>
<td>5,227</td>
</tr>
<tr>
<td></td>
<td># Unique New Clients</td>
<td>4,575</td>
<td>4,802</td>
<td>3,423</td>
</tr>
<tr>
<td><strong>Provider Activity</strong></td>
<td>% Requests from Providers</td>
<td>46%</td>
<td>37%</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Made a Referral</td>
<td>75%</td>
<td>64%</td>
<td>63%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Made or Received a Referral</td>
<td>96%</td>
<td>93%</td>
<td>83%</td>
</tr>
<tr>
<td><strong>Coordination Center Activity</strong></td>
<td>% Accurate Referrals*</td>
<td>96%</td>
<td>94%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>% Providers that Received a Referral</td>
<td>81%</td>
<td>82%</td>
<td>71%</td>
</tr>
<tr>
<td></td>
<td>Time – CC Referral to Match (Avg Days)</td>
<td>4.23</td>
<td>9.11</td>
<td>23.80</td>
</tr>
<tr>
<td><strong>Quality of Care</strong></td>
<td>Time – Total Duration (Median Days)</td>
<td>13.28</td>
<td>20.11</td>
<td>30.87</td>
</tr>
<tr>
<td></td>
<td>% Requests Resolved Favorably</td>
<td>85%</td>
<td>72%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Co-Occurring Needs</strong></td>
<td>Avg # Requests per Client</td>
<td>2.40</td>
<td>2.60</td>
<td>1.50</td>
</tr>
<tr>
<td></td>
<td>% Clients with 2+ Requests</td>
<td>52%</td>
<td>59%</td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>% Clients with 2+ Service Types</td>
<td>33%</td>
<td>51%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Data represents totals / overall percentages for the first three years for each network

*Accurate Referrals = % of resolved requests managed by the first provider the client was referred to

AmericaServes’ three most mature networks have collectively fielded 28,765 requests from 12,800 clients, representing approximately half of national scale.

Compared with all AmericaServes networks, PAServes-Greater Pittsburgh is:
- Consistently leading with the share of requests resolved favorably
- Operating at the second highest scale for service requests, and third highest for unique clients
“PAServes and Defenders of Freedom helped cover our mortgage for several months while I was recovering from brain surgery. This assistance was a tremendous help to my wife and I – it kept us from getting behind on other critical expenses.”

- PAServes Client
COORDINATION OF CARE

WHAT DO OUR CLIENTS NEED?

WHO ARE WE SERVING?

VETERAN STORIES
**WHAT DO OUR CLIENTS NEED?**

Since launch, over 70% of overall demand has been within six service categories.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Number of Requests</th>
<th>Share of All Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual &amp; Family Support</td>
<td>2,004</td>
<td>18%</td>
</tr>
<tr>
<td>Clothing and Household Goods</td>
<td>1,494</td>
<td>14%</td>
</tr>
<tr>
<td>Housing and Shelter</td>
<td>1,297</td>
<td>12%</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>1,236</td>
<td>11%</td>
</tr>
<tr>
<td>Employment</td>
<td>987</td>
<td>9%</td>
</tr>
<tr>
<td>Transportation</td>
<td>874</td>
<td>8%</td>
</tr>
</tbody>
</table>

**Recent Trends:**

Individual & Family Support was the top service request per quarter from Q2-Q9. From Q10-Q15, Clothing & Household Goods became the top service request per quarter.

*Data Window: October 1, 2015 through September 30, 2019*
WHAT DO OUR CLIENTS NEED? – YEAR 3 TO YEAR 4

Service Requests: Change in Demand from Y3 to Y4

<table>
<thead>
<tr>
<th>Service Requests</th>
<th>Y3</th>
<th>Y4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual &amp; Family Support</td>
<td>135</td>
<td>122</td>
</tr>
<tr>
<td>Clothing &amp; Household Goods</td>
<td>635</td>
<td>859</td>
</tr>
<tr>
<td>Housing &amp; Shelter</td>
<td>312</td>
<td>374</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>227</td>
<td>695</td>
</tr>
<tr>
<td>Employment</td>
<td>236</td>
<td>370</td>
</tr>
<tr>
<td>Transportation</td>
<td>360</td>
<td>514</td>
</tr>
<tr>
<td>Emergency/One-Time Financial Assistance</td>
<td>125</td>
<td>564</td>
</tr>
</tbody>
</table>

Data Window: October 1, 2015 through September 30, 2019
COMMUNITY SPOTLIGHT: DEFENDERS OF FREEDOM

Bryan Watson
President, DOF
EMERGENCY/ONE-TIME FINANCIAL ASSISTANCE: SNAPSHOTS

✓ Accuracy: 97%
✓ Avg Time to Match: 5.34 days
✓ Resolution - Resolved: 85%
✓ Unable to Contact: 8%
✓ Unresolved: 7%

DEFENDERS OF FREEDOM - by the numbers
✓ Veterans Assisted: 78
✓ Total Amount Spent: $100,977.90
  = Housing Assistance: $58,854.49
  = Transportation Assistance: $12,885.07
  = Utility Assistance: $17,995.44
  = Misc. Assistance: $10,242.35

KPI Data represents all PAServes Emergency/One-time financial assistance requests
WHO ARE WE SERVING?

PAServes-Greater Pittsburgh has fielded 11,019 requests from 4,575 unique clients over four years.

CLIENTS & SERVICE REQUESTS – ANNUAL GROWTH

<table>
<thead>
<tr>
<th>Year</th>
<th>Unique Clients</th>
<th>New Clients</th>
<th>Service Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y1</td>
<td>923</td>
<td></td>
<td>1594</td>
</tr>
<tr>
<td>Y2</td>
<td>1301</td>
<td>1421</td>
<td>2527</td>
</tr>
<tr>
<td>Y3</td>
<td>1007</td>
<td>1173</td>
<td>2491</td>
</tr>
<tr>
<td>Y4</td>
<td>1344</td>
<td>1686</td>
<td>4407</td>
</tr>
</tbody>
</table>

- Unique Clients
- New Clients
- Service Requests

The shaded bars represent the portion of the unique client count represented by new clients.

NOTABLE STATS ABOUT MILITARY AND VETERAN CLIENTS

14% - Female
Local Vet Pop – 8% Female

13% - Over 65
Local Vet Pop – 57% Over 65

Average number of requests per client:
To Date: 2.41
Year 4: 2.60

In October 2019, the network achieved the highest number of service requests per month to date - 717 service requests for 299 unique clients (152 of those clients were new).

Data Window: October 1, 2015 through September 30, 2019
COMMUNITY SPOTLIGHT: VETERANS LEADERSHIP PROGRAM

Patti Gerhauser
Women Veterans Program Coordinator/
Crisis Team, VLP

U.S. Navy Veteran
What is your marital status?

- Single (never married): 44.7%
- Married, or in a domestic partnership: 36.8%
- Widowed: 15.8%
- Divorced: 3.2%
- Separated: 0.0%

38 responses

Are you a parent or legal guardian?

- Yes: 31.6%
- No: 68.4%

38 responses

Do you have any children aged from 0 to 12 living at home with you, or who you have regular responsibility for?

- Yes: 65.8%
- No: 34.2%

38 responses

What is your current employment status?

- Employed full time (40+ hours per week): 60.5%
- Employed part time: 16.8%
- Unemployed and currently looking for work: 7.3%
- Unemployed and not currently looking for work: 3.2%
- Student: 1.8%
- Retired: 7.9%
- Self-employed: 1.3%
- Unable to work: 2.1%
- Employed and currently looking for work: 0.0%

38 responses
Total years of collective service: 384
Average years of service: 10.1
Inclusion/Recognition
• Stereotypes of gender, sexual orientation, race, etc.
• Exclusivity/unwelcoming VFW and American Legion
• Women Veterans conflicted about vets status

Domestic Violence
• 5/11 experienced domestic violence in the past; all dual-military/veteran
• Support, education, resources (LGBTQ+ specific), VSO w/ focus on MST

Outreach/Awareness
• Website/master calendar/collective newsletter
• Navigating services/care – Am I eligible for care? What am I eligible for?

Women's Empowerment
• Women's history, lifelong learning, mentorship, outreach to newly transitioning vets

Professional Opportunities
• Networking, internships, small business education, training/cert opportunities

Women's Access
• Family friendly events, childcare, safety considerations (environment)
PREVENTION SERVICES – YEAR 3 TO YEAR 4

Change in Demand from Y3 to Y4

<table>
<thead>
<tr>
<th>Service</th>
<th>Y3</th>
<th>Y4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>236</td>
<td>370</td>
</tr>
<tr>
<td>Social Support*</td>
<td>61</td>
<td>169</td>
</tr>
<tr>
<td>Education</td>
<td>24</td>
<td>88</td>
</tr>
</tbody>
</table>

*Includes Social Enrichment and Sports & Recreation

Data Window: October 1, 2015 through September 30, 2019

8/10 veterans who fall within mid to upper socio-economic status, are not aware of the resources in the local Pittsburgh Community.
O2O, a program of the IVMF, utilizes an online learning platform to help active duty, selected reserve, veterans, and military spouses learn business, technology, and customer service skills to accomplish their personal and professional goals.

PAServes & O2O have partnered on 4 cohorts over 11 months.

During the October cohort, PAServes assisted 24 individuals with 125 requests.
VETERAN STORY: Joanne

Joanne’s Goals:

Currently –
Build financial savings

Short Term –
Relocate to Delaware to be near family

Long Term –
Retire and spend more time enjoying life and loved ones
VETERAN STORY: Joanne

In-Network Referrals

Veterans Healthcare System

Veterans Benefits Administration

Veterans Administration

PAServes Greater Pittsburgh

Serving Our Sentinels

Operation Troop Appreciation

Pittsburgh Mercy: A Heritage of Hope

Joanne received 3 additional Out-of-Network referrals to:
Treasure House Fashions and Goodwill
VETERAN STORY: Joanne

“Unfortunately, being new to the job, I could not afford to do the surgery at that time and had to put it off for as long as I could.”

“When I went to the VA Hospital, I was referred to PAServes... and after being referred to PAServes, Kevin, Rashida and all of the staff there helped me immensely.”

“I also want to mention (Serving Our) Sentinels and (Veterans Leadership Program) VLP, who were also great in this and provided me with the support I needed.”

“I intend to let every veteran that I know, make them aware, of these services... I think that PA has the best programs in existence.”
VETERAN STORY: James

James’ Goals:

Currently –
Enrollment in Community College of Allegheny County

Short Term -
Enrollment in Onward to Opportunity

Long Term –
Connection to Small Business Association to launch his own business
VETERAN STORY: James

In-Network Referrals

James received 4 additional Out-of-Network referrals to:
City of Pittsburgh, PA Wounded Warriors, Veterans of Foreign Wars and Pittsburgh Hires Vets
VETERAN STORY: Matt

Matt’s Goals:

Currently –
Complete and graduate from the O2O program

Short Term –
Enrollment in Community College of Allegheny County

Long Term –
Buy his own home
Matt received 1 additional Out-of-Network referral to: Brentwood VFW
UNITE US AND THE COORDINATED CARE COMMUNITY

- Consent by Attestation
- Change to Legal Service Type and Viewing Permissions
- Electronic Health Record (EHR) Integration
**Mental Health First Aid Training**

- First training of 2020 – February 6, 2020
- Training will be held at Pittsburgh Mercy
- Sign-up sheet in the back for those interested

**Regional Community of Practice**

- Final training held locally here in Pittsburgh – focus on Housing & Human Center Design

**AmericaServes Updates**

- AmericaServes Update
- TXServes Spotlight
“I appreciate PAServes getting me to the right places to receive the help that I needed. I am grateful I didn’t have to do all of the work alone.”

- PAServes Client
PAServes – Greater Pittsburgh
4 Year In-Practice Review

THANK YOU