

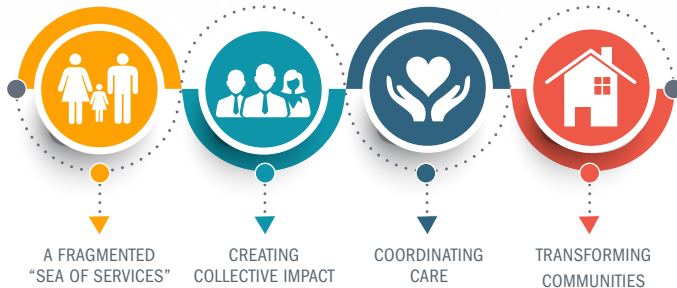


AmericaServes

WHAT IS AMERICASERVES?

AmericaServes is a series of place-based, coordinated networks of integrated services designed to transform the way veterans and their families access and navigate care and resources in communities around the country. Each technology-enabled community is part of a larger ecosystem of interconnected communities delivering accountable care. A community facing "backbone organization" creates "smart" referrals that match clients to the right providers spanning 20 health and human service categories based on eligibility, availability, and capacity. These providers in turn deliver quality services and care, with impact tracked from start to finish.

As an initiative founded by the Institute for Veterans and Military Families (IVMF) and operating in partnership with Unite Us and Accenture, AmericaServes networks currently operate in **17 communities** from coast to coast, and collectively have fielded over **48,800 unique service requests** from more than **23,500 military-connected Americans**.



Community-based, coordinated networks of services and care serving our nation's

MILITARY-CONNECTED

members and their families

17



COMMUNITIES ACROSS THE NATION

23,500+



UNIQUE MILITARY-CONNECTED CLIENTS

Coordinating Solutions for

48,800+

UNIQUE SERVICE REQUESTS



HOW DO WE WORK?

AmericaServes provides three different unique services to communities looking to transform and coordinate care.

INSIGHTS



AmericaServes analytics and performance insights are powered by the **Research and Analytics** team at the IVMF at Syracuse University. The IVMF utilizes a holistic approach to supporting and improving performance by focusing on continuous quality improvement, applied research, and data analysis, in order to improve systems of care for those we serve.

SUPPORT



AmericaServes delivers supportive services with a **high-impact high-touch** model cultivated by our uniquely skilled staff and community partners. Like Special Operations advisors, we work side by side with non-profit and human services agencies across the country, with a singular vision of improving the lives of veteran service members and their families.

PRACTICE360



AmericaServes Practice360 is a collective learning network dedicated to **educating, enabling, and supporting** providers and communities. Together, we aim to raise the level of quality, transparent, and accountable service delivery across the country. AmericaServes sponsors communities of practice at three levels: local, regional, and national.

INSIGHTS

Our insights are powered by the Research and Analytics team at the Institute for Veterans and Military Families (IVMF) at Syracuse University. The IVMF has cultivated a multi-disciplinary “action-tank” that translates insights into practices that better serve those who serve.

OUR IMPACT

Communicating data in an interactive, flexible way is at the core of our philosophy to ensure analytics influence our day-to-day work and don't sit on a shelf. The AmericaServes Insights Dashboard is the first public, dynamic dashboard that allows communities to monitor their growth and key performance indicators, program managers to identify trends across networks, and funders to observe the impact of their investments.

OUR COMMUNITIES

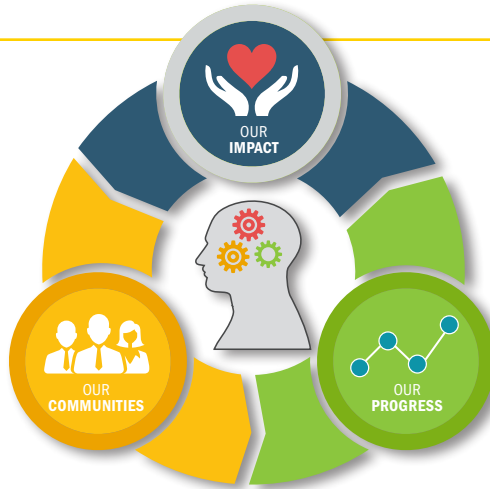
Communities around the country are increasingly demanding tools to help them collaborate and coordinate care. The IVMF's Veteran Strategic Analysis and Research Tool (V-START) provides ready-to-download insights on counties, states, and service regions around the country, specifically focused on veteran demographics and trends.

OUR PROGRESS

Our In-Progress Reviews (IPRs) and other ongoing reports illustrate the evolution and impact of our communities over time, in order to pinpoint best practices and apply them to new communities and other sectors seeking to better coordinate care.

SUPPORT

From communities that are just beginning to explore more purposeful collaboration, to those seeking soup-to-nuts support in implementing a networked care model, to those who are actively managing coordination initiatives, what makes the AmericaServes team different is our capacity to support all communities on their path to better serve those who served.



AmericaServes Practice360™

AmericaServes Practice360 is a collective, community-based learning network fueled by innovation and emerging practice.

Our 17 communities across five regions represent an interconnected practice made up of groups of people who share a passion for serving military connected families. They strive to do it better as they interact regularly and share their experiences and learnings. AmericaServes sponsors communities of practice at three levels: local, regional, and national where the learnings from one continuously improve the others.

Practice360 encompasses recurring collaborative learning activities (gatherings, trainings conferences, etc.), professional development, and the sharing of meaningful content to stimulate our communities into higher, more sophisticated forms of service delivery.



NATIONAL

17 NETWORKS IN **12**

STATES AND THE NATION'S CAPITAL
SUPPORTING APPROXIMATELY

900 PROVIDERS

IMPACTING COMMUNITIES

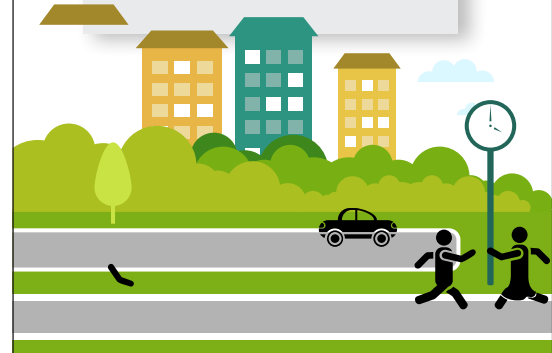
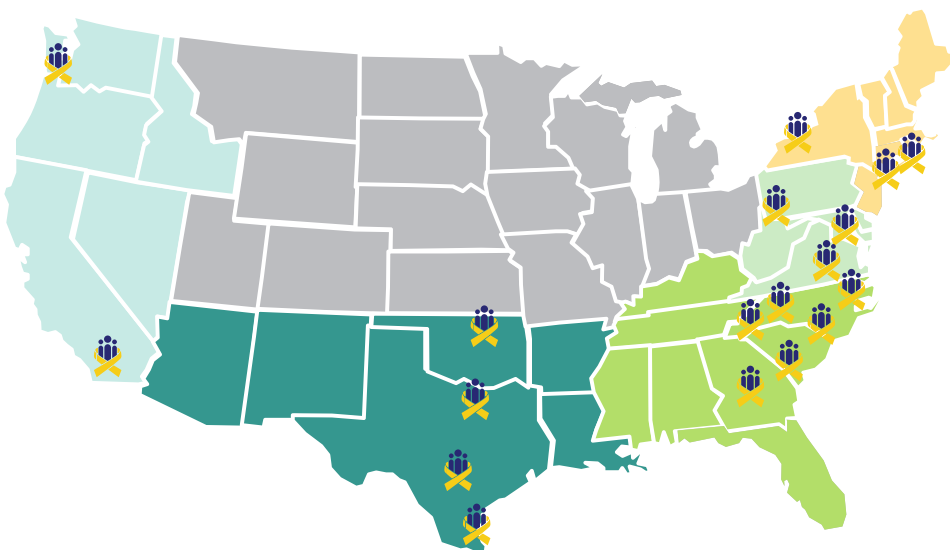
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4/2019