

IAVA's Rapid Response Referral Program (RRRP) 2018 Impact Report:

In 2012, Iraq and Afghanistan Veterans of America saw a need to create a safety net for transitioning veterans to connect them to the extensive, but often fragmented, network of support systems and resources available to them. RRRP is that safety net for veterans and their families nationwide. The groundbreaking, best-in-class Rapid Response Referral Program has now served over 9,100 veterans.



RRRP Program in Action:

RRRP worked with an Army veteran of Operation Iraqi Freedom who served from 2001-2014. The veteran was enrolled in school and utilizing the Post 9/11 GI Bill benefit through the Department of Veterans Affairs (VA). Due to IT issues at the VA, for several months the veteran did not receive his monthly stipend that he and his family depended on to pay their bills. The veteran was unable to support his four children, struggling to pay rent, feed his family and maintain mental stability amid the extreme stress he was experiencing. Over a period of several months, one of RRRP's Veteran Transition Managers (VTMs) worked with this veteran to understand, triage, and address his needs while providing streamlined access to referrals and overall support. His VTM swiftly connected him with two of RRRP's go-to financial assistance partners: Pen Fed Foundation Military Heroes Fund and Salute, Inc. These organizations stepped in and covered rent, utilities and a car payment to keep the veteran and his family

afloat. Simultaneously, the veteran's VTM advocated with the VA and was able to get his education benefits processed and paid.



Once the veteran's financial situation was more stable, his VTM connected him with his local Vet Center for mental health support and he reported a decrease in stress, improved mental health, and hope about the future. The veteran and his family are now on a pathway toward stability, with a bright outlook for the future.

2018 Client Quotes:

"Thanks so much brother. I am literally alive today because of you." - RRRP client

"You're the only one that's ever really kept tabs on me and at the time in my life when I needed it the most. I appreciate how consistent you've been with checking in on me, it makes me feel like I'm not alone and I deeply appreciate the support." - RRRP client

"I was literally at the point where I had lost all hope. I had never been so low for so long. And then my case manager stepped in and got me the support that I had been searching for, for way too long. Without that help, my life would still be in shambles." - RRRP client

"My case manager is a jewel in a sea of shells! She is awesome and has been so helpful, supportive and caring!" - RRRP client

"My case manager takes the time to understand my complicated needs and issues. The support she provides me has made the biggest positive impact on me since I transitioned out of the military." - RRRP client



“[VTM] has been an extremely important asset in my journey through this battle with mental health and the VA system. She reminds me of things I have told her long ago that I even forgot about. She listens and is a sincere and hard working person that connected me with the right resources that changed my life.” - RRRP client

“My case manager was able to get me access to the help I needed within days of working together. I had reached out to many organizations before IAVA and nobody could help me.” - RRRP client

RRRP 2018 Impact Metrics:

Total Cases: **649**
 Average Customer Service Rating: **4.8 (out of 5)**
 Total Referrals: **1,040**
 Average hours per case: **4**
 Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): **39**
 Clients Facing Homelessness: **99**
 Female Veterans Served: **86**
 Veteran Family Members Served: **33**
 RRRP Client Average Age: **40**
 Client Gender Breakdown: **77/23% (m/f)**
 Top 5 Referral Areas:

- Financial Assistance: **423 (42%)**
- Suicide & Mental Health: **126 (12%)**
- Employment: **125 (12%)**
- Housing & Homelessness: **94 (10%)**
- Disability Claims: **75 (7%)**

2018 Quarterly Impact Metrics

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Total Cases:	195	113	158	183
Customer Service Rating:	4.9	4.7	4.8	4.7
Total Referrals:	259	207	237	337
Hours per Case:	4.5	5.5	4	3.5
VCL Connections:	9	9	7	14
Clients Facing Homelessness:	14	9	25	51
Female Veterans Served:	19	11	21	35
Veteran Family Members Served:	6	4	15	8

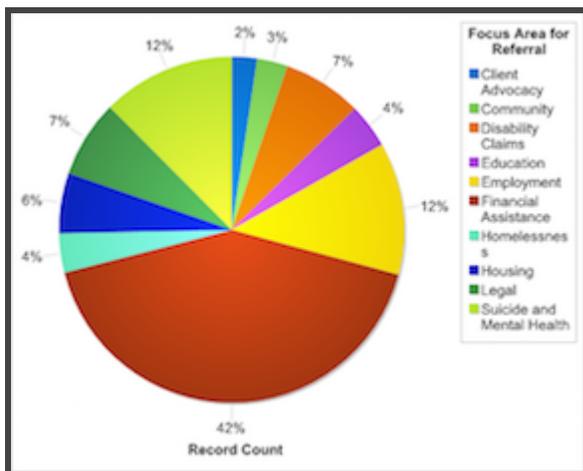
IAVA is Tracking the Trends:

Although veterans and family members reach out to RRRP with a significant range of issues, financial assistance needs continued to dominate requests that we received from veterans and families in 2018.

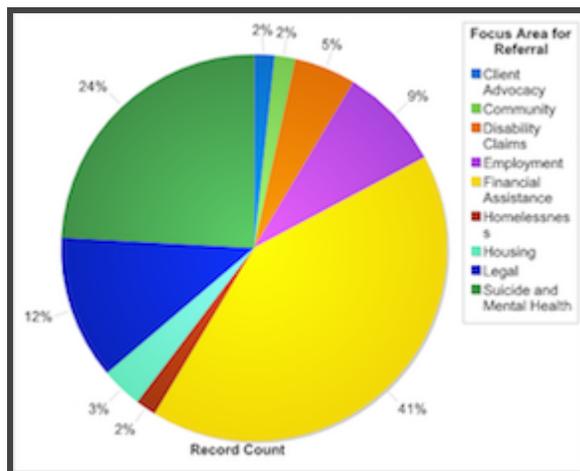
Whether veterans are looking for help getting connected with mental health support or housing resources, are seeking employment assistance, or need help troubleshooting education benefits, often, a severe financial crisis is part of the equation.

- **41%** of all referrals involved emergency financial assistance
- **88%** of these clients needed additional support and resources to resolve issues directly contributing to their financial hardship, like disabilities, lack of employment or housing, and mental health or legal challenges
- **51%** of clients who needed financial assistance also reported being unemployed
- **50%** of clients who received a [Veterans Crisis Line](#) referral also sought financial assistance
- **69%** of clients seeking emergency financial assistance were veteran families with at least one child living in the home

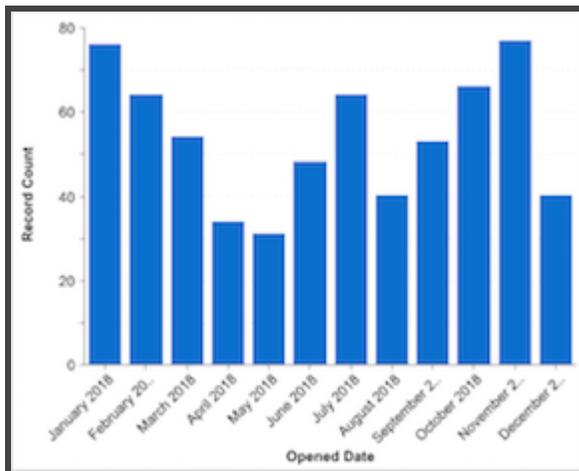
All Referrals 2018



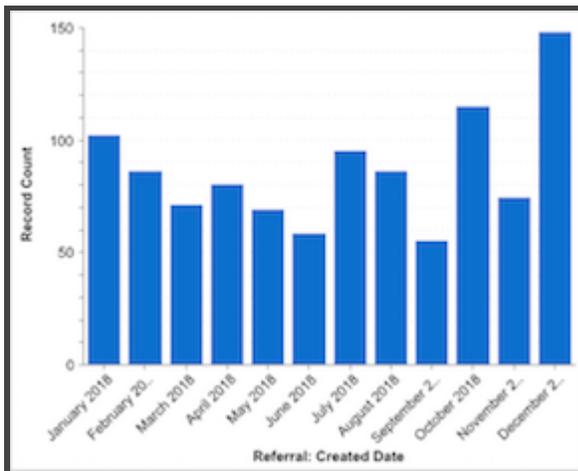
Family Member Referrals 2018



Cases by Month 2018



Referrals by Month 2018



The Program Continues to Get Stronger: RRRP 3.0

RRRP 3.0 is IAVA’s plan to continue to improve RRRP by reinvesting and aligning it with the current growth, evolving needs of the program and expanding experience of staff involved. In 2018 RRRP elevated to the next level by implementing a robust flow of RRRP communications content, utilized new tech, upgraded Salesforce infrastructure, and deepened engagement into IAVA’s advocacy programming, enhancing quality of services and expertise of staff.

- **Staff Specializations:** By incorporating specializations into RRRP team duties and responsibilities, RRRP is positioned to best serve veterans and their families by expanding overall program expertise and quality to more efficiently and effectively resolve client needs. Specializations include:
 - **Chief Services Officer** oversees the RRRP program and is an integral part of IAVA’s senior leadership team, effectively achieving RRRP goals and working with Advocacy team to best meet the needs of the veteran community
 - **Sr. Veteran Transition Manager, VA Benefits Lead** has led the way to ensure that RRRP effectively tackles difficult benefits related cases, including disability claims, health care, education and caregiver needs
 - **Sr. Veteran Transition Manager, Policy & Partners Lead** is strategically positioned in Washington, DC opening up valuable advocacy and partnership opportunities
 - **Sr. Veteran Transition Manager, Military & Faith-Based Lead** ensures critical connections for service members and veterans in need of internal and external military resources as well as support for clients accessing faith-based resources
 - **Sr. Veteran Transition Manager, Children & Families Lead** provides expertise, guidance and support for challenging needs veteran families face during and after transition



- [Veteran Transition Associate](#) provides front line support by conducting intakes and ensuring the veterans that reach out to RRRP have the help they need to access services

Content: In 2018 IAVA effectively told the RRRP story in new and exciting ways and reached larger audiences than ever before, with a focus on the people's lives that have been changed and expertise and relevant personal experiences of VTMs:

- Weekly [RRRP Impact Reports](#)
- First ever [Facebook Live Quarterly Update](#)
- Radio segment on [Connecting Vets](#) discussing the importance of suicide prevention during National Suicide Prevention Awareness Month
- [Live Television](#) debut discussing personal experience with veteran suicide
- RRRP produced 26 original blogs, including:
 - [Why Talking About Suicide Prevention Matters](#)
 - [The Opioid Epidemic: A Personal Perspective](#)
 - [MSA & the Role of the Victim Advocate](#)
 - [Severe GI Bill Payment Issues Continue](#)
 - [Bridging the Military Civilian Divide](#)
 - [Everyone is Welcome](#)
 - [Veteran Employment](#)

Professional Development: In 2018, RRRP's Veteran Transition Managers (VTMs) engaged in **60 different professional development opportunities** in the community strengthening partnerships, effectively advocating for the veteran community and extending programmatic reach, including:

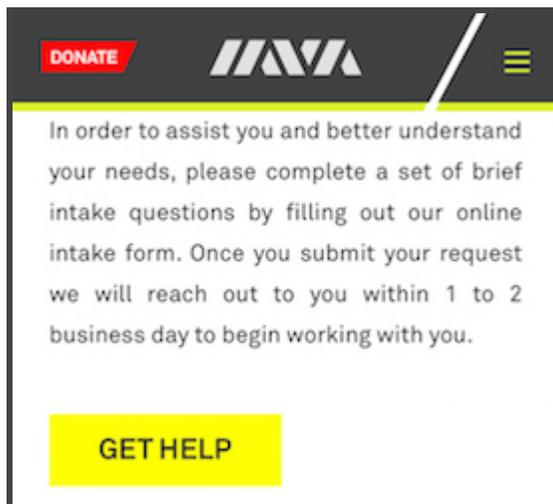
- Completing the prestigious [New York Community Trust \(NYCT\) Leadership Fellows Program](#)
- Participating in IAVA's signature leadership development program [Storm the Hill](#)



- Engaging in interviews with the press discussing issues that impact our community most, like the article by [MEL Magazine](#) addressing stigma of PTSD and the impact on veteran employment
- Contributing to [Veteran Treatment Court](#) development
- Delivering powerful testimony at New York City Press Conferences, [New York State Assembly Committee on Veterans Affairs](#), and [NYC Committee on Veterans](#), effectively advocating for veterans and their families



Leveraging Technology: RRRP's new [Digital Intake Form](#) went live in 2018 easing accessibility to care for veterans and families nationwide. The intake process has significantly shortened and clients are able to access help faster and more efficiently. In 2018 IAVA also created direct access to RRRP's Digital Intake Form via our online veteran community, [Virtual Veterans Hall](#), ensuring that IAVA's membership has direct access to immediate help





IAVA Partner Highlight: Veterans Crisis Line

By working directly with the [Veterans Crisis Line](#) (VCL), IAVA is literally preventing veteran suicide. In 2018, RRRP connected **39 veterans** to the Veterans Crisis Line (VCL) which means that about **every week and a half VTMs connected a veteran that was either currently suicidal or at-risk of suicide with life-saving support**. RRRP relies on this critical partnership with the Department of Veterans Affairs (VA) to keep veterans and families safe by ensuring that our clients who are in crisis are connected with trained VCL responders to prevent suicide.



IAVA's Rapid Response Referral Program and the VCL have been in partnership since RRRP launched in 2012, and has connected nearly 240 veterans to this life-saving resource.

Looking Ahead:

As RRRP 3.0 evolves, IAVA will continue to effectively meet the needs of clients by:

- Expanding expertise of team members to include pathways to accrue clinical hours towards advanced licensure, specialized trainings and engagement opportunities
- Telling the RRRP story in new and innovative ways by engaging in increased reporting and quarterly media events to promote our work and extend our reach
- Inform, develop and deliver testimony at local and state agencies to ensure that the needs of the veteran community are acknowledged and effectively met
- Leveraging VTM specializations to continue to develop, strengthen and build relevant referral partners
- Working closely with IAVA's Advocacy team to ensure effective representation of client needs related to IAVA's [Big 6 Policy Agenda](#)
- Leveraging technology to improve efficiency, effectiveness and seamless access to services

IAVA is changing and saving lives daily. This program is currently funded by generous grants from Cigna Foundation, The Resnick Family Foundation, and The Kahlert Foundation, Inc. Thank you for your continued support. To learn more about RRRP and how to support this program, please contact development@iava.org.