



## **IAVA's Rapid Response Referral Program (RRRP) 2018 Q3 Report:**

*The groundbreaking, best-in-class Rapid Response Referral Program has now served over 8,900 veterans.*



### **RRRP Program in Action:**

RRRP worked with an Army veteran of Operation Iraqi Freedom who served from 2003-2013. The veteran has three children under the age of 10 and reached out to RRRP in dire need of financial assistance for rent and an impending utility shut-off. The veteran was unemployed and also sought mental health support for depression, PTSD and anxiety. Over a period of two 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 organizations: Operation Second Chance and Salute, Inc. Operation Second Chance stepped in and within four days was able to pay past due rent, successfully preventing eviction. Simultaneously, the veteran's VTM advocated with the electric company and was able to extend the shut-off date by two weeks.



The veteran received financial assistance within that two week period from Salute, Inc. and was able to keep the electricity and water on for he and his family. 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 and improved mental stability, confidence and happiness. Over the next month, the veteran's VTM provided ongoing support and guidance and connected him with Operation PAVE which provides specialized employment support. Through his work with Operation PAVE the veteran was able to get a job that matched his skills and experience and is now able to support his family moving forward, with a brighter outlook for the future.

#### **2018 Q3 Client Quotes:**

*"[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*

*"I have been screaming for help for years and I felt like no one was listening. You're the first person that has taken the time to listen to me, and you seem like you actually understand what I am going through." - RRRP client*

*"[VTM] has been so amazing. Honestly, she has helped me and my family so much. I will be forever grateful for her kindness and her willingness to not only listen, but to help me figure out what steps to take next during the hardest part of my life." - RRRP client*



*"I received the notice that my VA rating has been approved! This is because of your guidance, encouragement and helping me stay on track. You were patient, persistent, and a polite professional." - RRRP client*

**RRRP 2018 Impact Metrics:**

<u>2018 YTD Impact Metrics:</u>	<u>2018 Q3 Impact Metrics:</u>
Total Cases: <b>465</b>	Total Cases: <b>158</b>
Average Customer Service Rating: <b>4.8 (out of 5)</b>	Average Customer Service Rating: <b>4.7 (out of 5)</b>
Total Referrals: <b>700</b>	Total Referrals: <b>236</b>
Average hours per case: <b>3.9</b>	Average hours per case: <b>3.5</b>
Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): <b>24</b>	Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): <b>6</b>
Female Veterans Served: <b>51</b>	Female Veterans Served: <b>21</b>
Veteran Family Members Served: <b>26</b>	Veteran Family Members Served: <b>16</b>
Clients Facing Homelessness: <b>48</b>	Clients Facing Homelessness: <b>25</b>
RRRP Client Average Age: <b>39</b>	RRRP Client Average Age: <b>38</b>
Client Gender Breakdown: <b>81/19% (m/f)</b>	Client Gender Breakdown: <b>77/23% (m/f)</b>
Top 5 Referral Areas:	Top 5 Referral Areas:
<ul style="list-style-type: none"> <li>● Financial Assistance: <b>285 (41%)</b></li> <li>● Suicide &amp; Mental Health: <b>85 (12%)</b></li> <li>● Employment: <b>75 (11%)</b></li> <li>● Disability Claims: <b>62 (9%)</b></li> <li>● Legal: <b>58 (8%)</b></li> </ul>	<ul style="list-style-type: none"> <li>● Financial Assistance: <b>96 (41%)</b></li> <li>● Suicide &amp; Mental Health: <b>35 (15%)</b></li> <li>● Employment: <b>21 (9%)</b></li> <li>● Legal: <b>21 (9%)</b></li> <li>● Disability Claims: <b>19 (8%)</b></li> </ul>

*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.*

**IAVA is Tracking the Trends:**

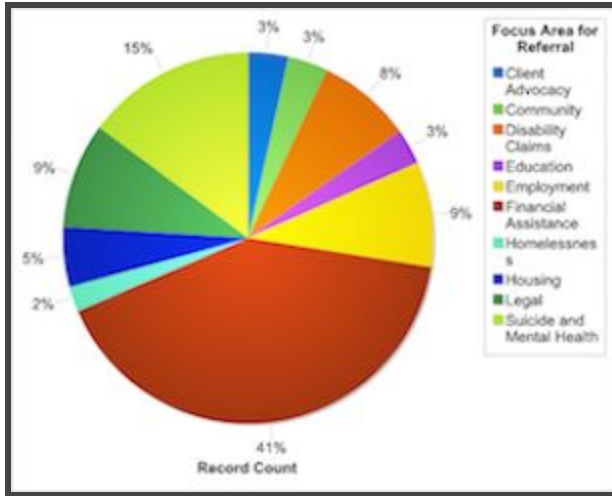
Although veterans and family members reach out to RRRP with a significant range of issues, financial assistance needs continued to dominate requests that we received from veterans and families in Q3.

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.

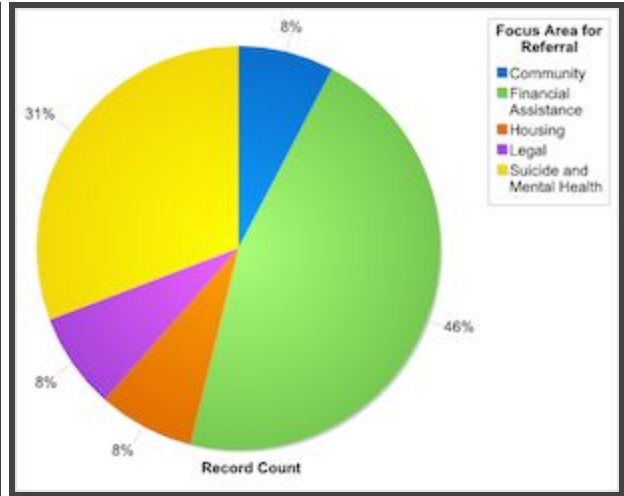
- **40%** of all referrals involved emergency financial assistance
- **80%** of these clients needed additional support and resources to resolve issues directly contributing to their financial hardship, like disabilities, lack of employment or housing, and mental health or legal challenges

- **54%** of clients who needed financial assistance also reported being unemployed
- **50%** of clients who received a [Veterans Crisis Line](#) referral also sought financial assistance
- **72%** of clients seeking emergency financial assistance were veteran families with at least one child living in the home

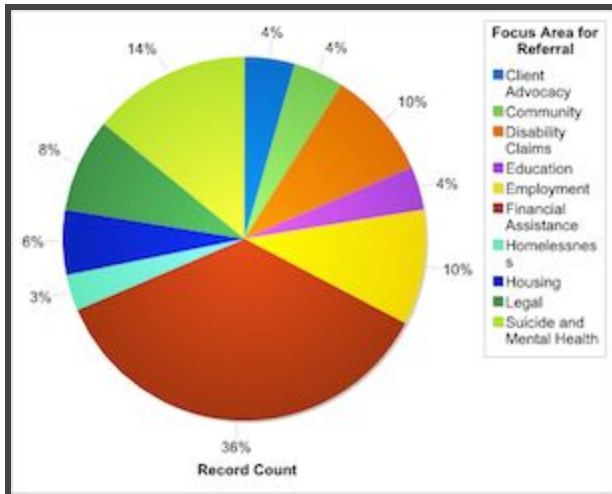
All Referrals 2018 Q3



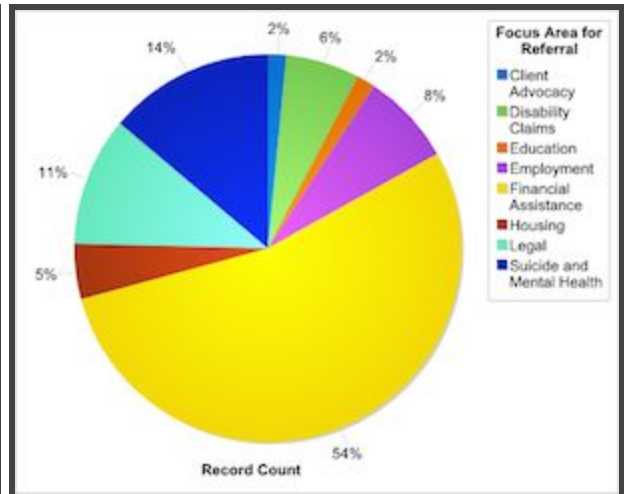
Family Member Referrals 2018 Q3



Male Vets Referrals 2018 Q3

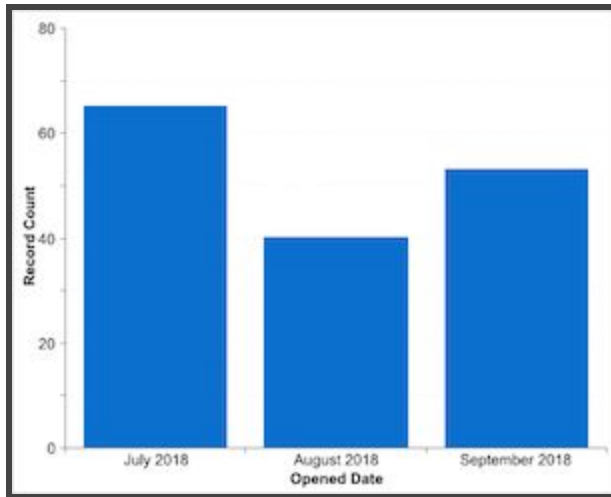


Female Vets Referrals 2018 Q3

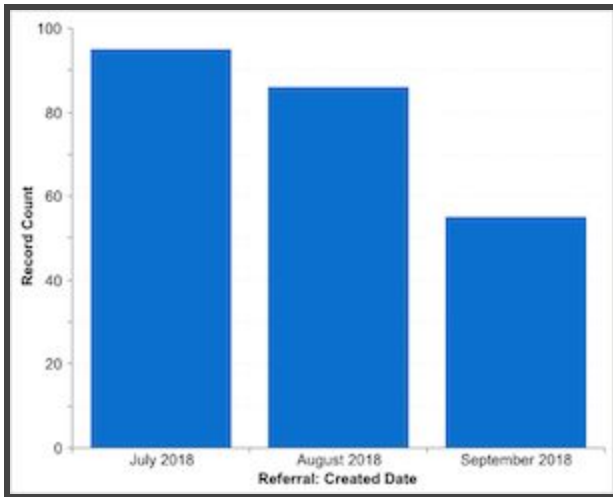




Cases by Month 2018 Q3



Referrals by Month 2018 Q3



### **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 Q3 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](#) who 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
  - [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

- **Blogs:** In Q3 RRRP effectively told the RRRP story 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. RRRP produced [9 original blogs](#):
  - [Why Talking About Suicide Prevention Matters](#)
  - [The Opioid Epidemic: A Personal Perspective](#)
  - [Support for Survivors of Military Sexual Assault](#)
  - [Everyone is Welcome](#)
  - [Five Years of Service](#)
  - [Honored to be A "Fellow"](#)
  - [Veteran Employment](#)
  - [Q2 Financial Assistance Trends](#)
  - [Q2 Quarterly RRRP Round-up](#)
- **Professional Development:** RRRP's Veteran Transition Managers (VTMs) engaged in 14 different professional development opportunities in the community strengthening partnerships, effectively advocating for the veteran community and extending programmatic reach, including:
  - RRRP's first ever [Facebook Live Quarterly](#) update reaching broader audiences in new and exciting ways
  - Testifying at a NYC Press Conference with Leading VSOs and Public Advocate Tish James, effectively defending the Post 9/11 GI Bill education benefit
  - Participating in the [New York Community Trust \(NYCT\) Leadership Fellows Program](#)
  - Engaging in a radio segment on [Connecting Vets](#) discussing the importance of suicide prevention during National Suicide Prevention Awareness Month
  - Participating in IAVA's signature leadership development program [Storm the Hill](#)
- **Leveraging Technology:** RRRP's new [Digital Intake Form](#) went live on June 4 and served 112 new clients via the form in Q3. The intake process has significantly shortened and clients are able to access help faster and more efficiently. In Q3 IAVA also created direct access to RRRP's Digital Intake Form via our online veteran community, [Virtual Veterans Hall](#)



### **IAVA Partner Highlight: VA Vet Centers**

In Q3, RRRP connected eleven veterans struggling with mental health challenges to a Vet Center, ensuring seamless access to critically important care. Vet Centers are community-based counseling centers that are funded through the Department of Veterans Affairs (VA) and provide a multitude of social and psychological services to veterans and families through readjustment counseling, including bereavement counseling for families who experience an active duty death. Vet Centers provide services to veterans that have served in any war zone or area of combat, experienced any form of Military Sexual Trauma (MST) or harassment or provided direct emergent medical care or mortuary services while serving on active military duty to the casualties of war.



All Vet Centers provide services without a time limitation, are free of cost to the veteran and have availability during non-traditional weekday hours and weekends. In addition, in order to receive care at a Vet Center, veterans do not need to be enrolled with a VA Medical Center or have a disability rating and no information will be released without written consent from the veteran, including to the VA. RRRP has referred more than 350 clients to Vet Centers across the country and relies on this important partnership to ensure that clients have access to quality, effective, accessible and life saving mental health support.

### **Looking Ahead:**

As RRRP 3.0 evolves, IAVA will 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
- 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](mailto:development@iava.org).**

**If you or veteran you know is in need of resources or support [contact us](#) today. To find out more about RRRP visit our [FAQ](#) page.**