



IAVA's Rapid Response Referral Program (RRRP) 2019 Q2 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 9,400 veterans.***



RRRP Program in Action:

RRRP worked with an Army veteran of Operation Iraqi Freedom who served from 2001-2014. The veteran initially reached out to RRRP reporting a financial crisis and difficulty struggling to reintegrate into civilian life. The veteran shared that she faced significant challenges with interpersonal relationships, obtaining and maintaining stable employment, and making timely payments on monthly bills. She shared with her case manager the loneliness and isolation that she felt and how she wanted to feel like she belonged and could, “make a contribution to society again.” The veteran’s case manager listened, offered support, and connected her with peer support and her local Vet Center where she began to attend individual sessions.



The veteran's case manager also swiftly linked her up with Pen Fed Foundation Military Heroes Fund, one of RRRP's go-to financial assistance referral partners. Pen Fed Foundation Military Heroes Fund provided financial assistance that ensured the veteran could maintain housing. The veteran's case manager also connected her with a financial coach who was able to help the veteran look through her monthly bills, decrease her monthly costs, and create a budget which has helped the veteran to stay current on bills. The veteran reports a decrease in stress, improved mental health, and more stable finances. She also reports feeling empowered to participate in local veteran support groups and plans to seek full time employment with the help of one of RRRP's go-to employment referral partners, Operation PAVE. The veteran reports she is taking life out of the military one day at a time and is on a pathway toward a more stable future thanks to her case manager.

2019 Q2 Client Quotes:

*"My case manager is an exceptional human being whose compassion is saving veteran lives."
- RRRP client*

"My case manager came through for me in the clutch, when it mattered the very most for me and my family." - RRRP client

"Excellent program. My case manager was very detailed and helpful. He provided me with multiple alternative solutions for my issues with step by step instructions to resolve whatever I was concerned with." - RRRP client

"My case manager came through for me and helped me access help at the VA, which was something that I hadn't been able to do on my own." - RRRP client



RRRP 2019 Impact Metrics:

<u>2019 YTD Impact Metrics:</u>	<u>2019 Q2 Impact Metrics:</u>
Total Cases: 377	Total Cases: 169
<u>Average Customer Service Rating: 4.9 (out of 5)</u>	<u>Average Customer Service Rating: 4.9 (out of 5)</u>
Total Referrals: 726	Total Referrals: 369
Average hours per case: 3.5	Average hours per case: 3
Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): 46	Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): 24
Clients Facing Homelessness: 102	Clients Facing Homelessness: 46
Female Veterans Served: 65	Female Veterans Served: 23
Veteran Family Members Served: 35	Veteran Family Members Served: 15
RRRP Client Average Age: 41	RRRP Client Average Age: 41
Client Gender Breakdown: 78/22% (m/f)	Client Gender Breakdown: 77/23% (m/f)
Top 5 Referral Areas:	Top 5 Referral Areas:
<ul style="list-style-type: none"> ● Financial Assistance: 258 (39%) 	<ul style="list-style-type: none"> ● Financial Assistance: 127 (36%)
<ul style="list-style-type: none"> ● Suicide & Mental Health: 119 (16%) 	<ul style="list-style-type: none"> ● Suicide & Mental Health: 72 (20%)
<ul style="list-style-type: none"> ● Housing & Homelessness: 94 (13%) 	<ul style="list-style-type: none"> ● Housing & Homelessness: 42 (12%)
<ul style="list-style-type: none"> ● Legal: 33 (8%) 	<ul style="list-style-type: none"> ● Legal: 37 (10%)
<ul style="list-style-type: none"> ● Employment: 31 (8%) 	<ul style="list-style-type: none"> ● Employment: 29 (9%)

IAVA is Tracking the Trends:

Suicide & Mental Health:

In Q2 RRRP saw a more than 50% increase in [Veterans Crisis Line](#) connections for at risk clients, as compared to last year. RRRP continues to be **the** front line safety net, preventing suicide and ensuring veterans and family members have swift access to the mental health support they require.

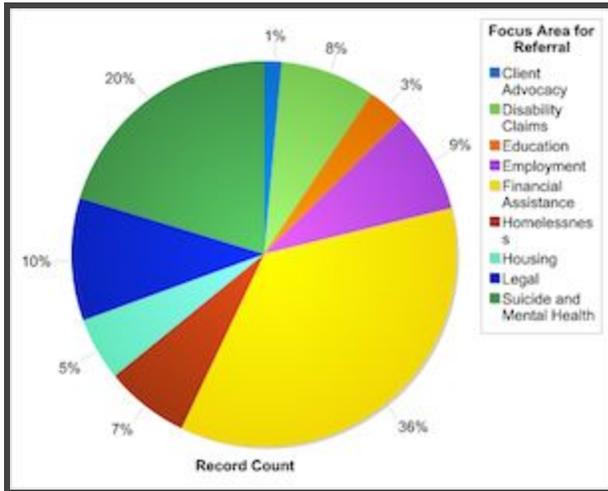
Emergency Financial Needs:

Financial assistance needs continued to dominate requests that we received from veterans and families in Q2. 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.

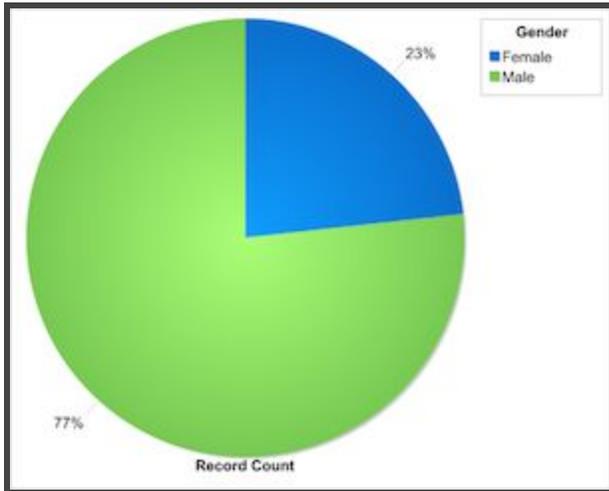
- **36%** of all referrals involved emergency financial assistance
- **80%** of those clients needed additional support and resources to resolve issues directly contributing to their financial hardship, like disabilities, lack of employment or housing, and mental health or legal challenges
- **58%** of clients who needed financial assistance also reported being unemployed

- **43%** of clients who received a [Veterans Crisis Line](#) referral also sought financial assistance
- **75%** of clients seeking emergency financial assistance were veteran families with at least one child living in the home

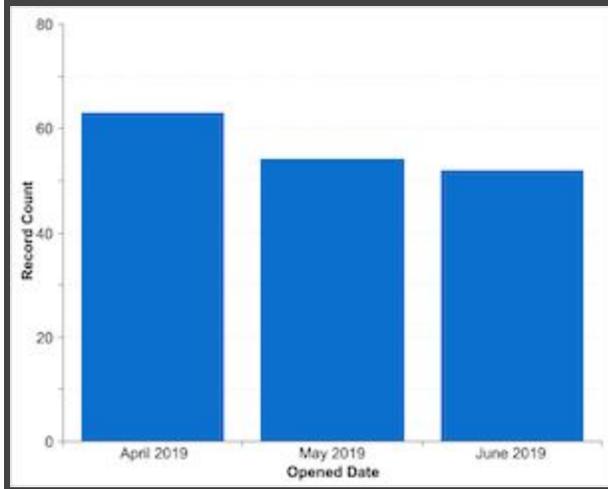
All Referrals 2019 Q2



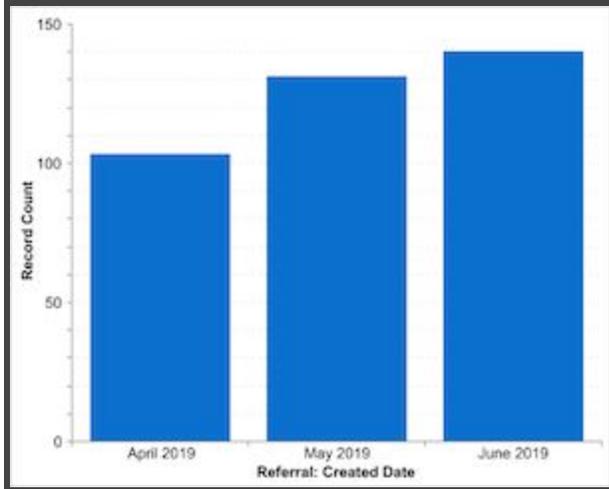
Gender Breakdown 2019 Q2



Cases by Month 2019 Q2



Referrals by Month 2019 Q2





RRRP Leads the Way as Rising Thought Leader:

RRRP team members have vast knowledge, experience and expertise regarding the issues that impact our community most. RRRP continues to emerge as a rising thought leader in the veteran community and beyond.

Expertise on Suicide Showcased in the Media:

- Our case managers have years of experience effectively intervening and supporting those at risk for suicide and we understand the many factors that contribute to a veteran contemplating or acting on suicide. In Q2 RRRP joined the national conversation as a rising thought leader in the space.
 - Military.com [published an article](#) on RRRP and our critical role in combating suicide and ensuring that veterans and families have swift access to quality support and resources
 - IAVA's [Chief Services Officer](#), Hannah Sinoway was interviewed by the [Minneapolis Star Tribune](#) about recent suicides on VA property, highlighting the ongoing unmet needs for many struggling with mental health challenges
 - Sr. VTM [Ashley Wegmann](#) provided a unique and insightful perspective in [a blog](#) on seasonality and its impact on suicidality

RRRP Advocates and Shares Knowledge:

- In Q2 the RRRP team produced blogs, wrote op-eds and delivered testimony, highlighting topics that intersect with IAVA's advocacy work and ensuring our community's voices were heard.
 - Sr. Case Manager [Vadim Panasyuk](#) wrote an eye opening [op-ed](#) on GI Bill transferability issues that was published in the Military Times. Vadim also delivered powerful testimony at the [NYC Council](#) calling on the VA to name its hospital in Manhattan after American Revolutionary War heroine Margaret Corbin





- Case Manager [Dennis Higgins](#) outlined the need for VA cannabis research in a [recent blog](#). Dennis also wrote an [insightful piece](#) bringing light to the complicated relationship between classified information and seeking mental health treatment
- Sr. Case Manager [Julienne Williams](#) provided a powerful perspective in a [blog on opiate use](#) and the dangerous impacts for veterans, servicemembers and their families
- [Chief Services Officer](#), Hannah Sinoway provided a Q1 update on RRRP impacts and outcomes via [Facebook Live](#)

IAVA Partner Highlight: Crisis Text Line

[Crisis Text Line](#) provides free, confidential, 24/7 support for those in crisis and provides support through trained volunteer crisis counselors. With over 100 million messages processed to date, Crisis Text Line recognizes the increasing need for those experiencing emotional pain and is growing quickly. This organization launched in August 2013 and within 4 months was being used in all 295 area codes in the US.



Crisis Text Line has found that the top 3 issues that military and veterans text about are relationships, depressions/sadness and stress/anxiety and are twice as likely to talk about finances, sexual assault and grief than their civilian counterparts. Crisis Text Line provides critical front line support and acts as an effective safety net for those in need of immediate and easily accessible help. Crisis Text Line and IAVA recently entered into a formal partnership and veterans, service members and family members in need of support can text "RISING" to 741741 to be connected with immediate help.

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.

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.