

**IVA's Rapid Response Referral Program (RRRP) Q2 Report:**

*The groundbreaking, best-in-class Rapid Response Referral Program has now served over 8,700 veterans.*



**RRRP Program in Action:**

RRRP worked with the family of an Army veteran who served in the National Guard as an Infantryman. The veteran was traveling in Mexico with his family and sustained severe neck, spine and respiratory injuries after an accident from diving into a pool. Consequently, the veteran was transported to a local hospital in critical condition. The veteran's condition was dire and the local hospital let the family know that in order to stand a chance of survival he needed specialized and advanced care that they were unable to provide. Unfortunately the hospital wouldn't release the veteran until his family paid his medical bill of over \$50,000, while the hospital staff was unresponsive to NYU Langone Medical Center's requests for medical records to facilitate a transfer.



RRRP's [Senior Veteran Transition Manager, Policy and Partners Lead](#) jumped in to help and quickly leveraged her liaison and advocacy expertise and skills. She engaged with numerous congressional offices, legal resources and organizations, successfully getting the veteran back to the U.S. and admitted to NYU Langone Medical Center where he received top notch medical care. Without the tenacity, drive and commitment from his VTM, this veteran's life might still be hanging in the balance.

**Q2 Client Quotes:**

*"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*

*"I have so much gratitude for you and the IAVA with helping me with this. In the past this would be at the point I would just throw my hands in the air. Your emails have been a motivation to keep going." - RRRP client*

*"I'm just going to continue to keep a positive attitude, be patient and deal with matters one at a time from most to the least of importance of urgency. Thank you for your time and efforts. You have really helped me out and have been the best case worker I have worked with and I am so grateful to have been referred to you." - RRRP client*



*"It was great talking with you today! Really gave me a boost! I have so many people in my life that just don't get it, or say the wrong thing, but I know you get me and have my back- thank you!" - RRRP client*

**RRRP Program Impact Metrics:**

<u>YTD 2018 Impact Metrics:</u>	<u>Q2 Impact Metrics:</u>
<p>Total cases: <b>307</b></p> <p>Average Customer Service Rating: <b>4.9 (out of 5)</b></p> <p>Average Quality Rating by Client: <b>4.6 (out of 5)</b></p> <p>Average hours per case: <b>3</b></p> <p>Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): <b>18</b></p> <p>Female Veterans Served: <b>30</b></p> <p>Veteran Family Members Served: <b>10</b></p> <p>Clients Facing Homelessness: <b>22</b></p> <p>RRRP Client Average Age: <b>40</b></p> <p>Client Gender Breakdown: <b>81/19% (m/f)</b></p> <p>Top 5 Referral Areas:</p> <ul style="list-style-type: none"> <li>● Financial Assistance: <b>191 (41%)</b></li> <li>● Employment: <b>54 (12%)</b></li> <li>● Suicide &amp; Mental Health: <b>51 (11%)</b></li> <li>● Disability Claims: <b>43 (9%)</b></li> <li>● Legal: <b>37 (8%)</b></li> </ul>	<p>Total cases: <b>113</b></p> <p>Average Customer Service Rating: <b>4.7 (out of 5)</b></p> <p>Average Quality Rating by Client: <b>4.8 (out of 5)</b></p> <p>Average hours per case: <b>3.5</b></p> <p>Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): <b>9</b></p> <p>Female Veterans Served: <b>11</b></p> <p>Veteran Family Members Served: <b>4</b></p> <p>Clients Facing Homelessness: <b>8</b></p> <p>RRRP Client Average Age: <b>40</b></p> <p>Client Gender Breakdown: <b>81/19% (m/f)</b></p> <p>Top 5 Referral Areas:</p> <ul style="list-style-type: none"> <li>● Financial Assistance: <b>91 (45%)</b></li> <li>● Employment: <b>24 (12%)</b></li> <li>● Suicide &amp; Mental Health: <b>23 (11%)</b></li> <li>● Legal: <b>23 (11%)</b></li> <li>● Disability Claims: <b>13 (6%)</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.*

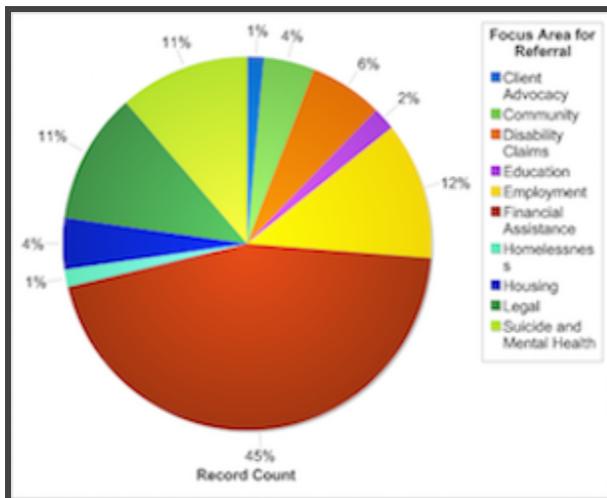
**IAVA Is Tracking the Trends:**

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 Q2.

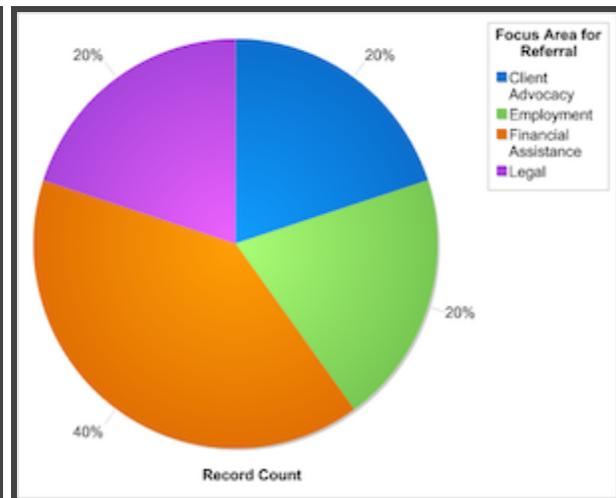
Whether veterans are looking for help getting connected with mental health support or housing resources, are seeking employment assistance, or need help troubleshooting education benefits, often, a severe financial crisis is part of the equation.

- **45%** of all referrals involved emergency financial assistance
- **90%** 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
- **59%** of clients needed financial assistance also reported being unemployed
- **67%** of clients who received a [Veterans Crisis Line](#) referral also sought financial assistance
- **76%** of clients seeking emergency financial assistance were veteran families with at least one child living in the home

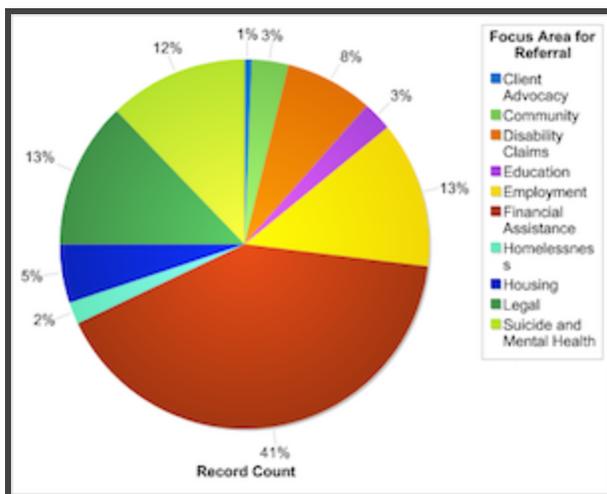
**All Referrals**



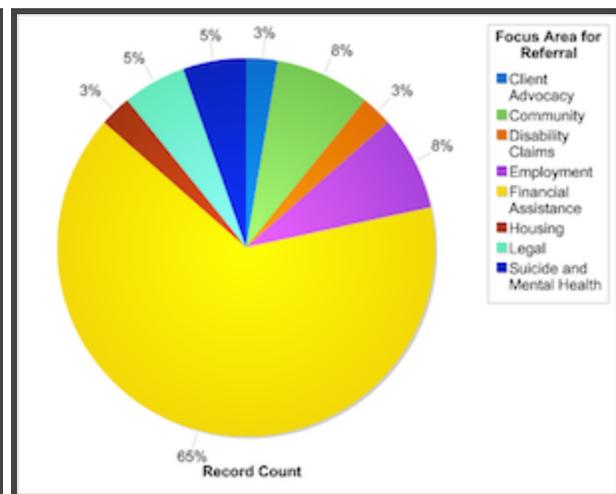
**Family Member Referrals**



**Male Vets Referrals**

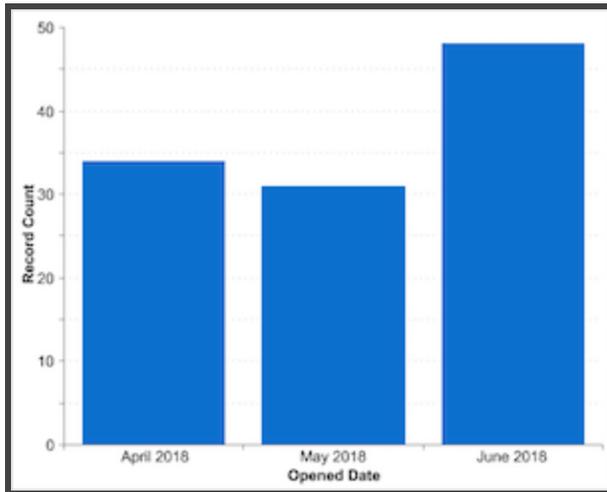


**Female Vets Referrals**

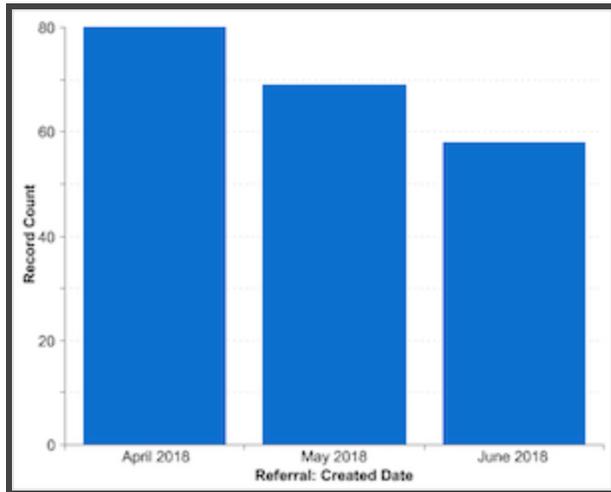




**Cases by Month Q2**



**Referrals by Month Q2**



### **The Program Continues to Get Stronger: RRRP 3.0**

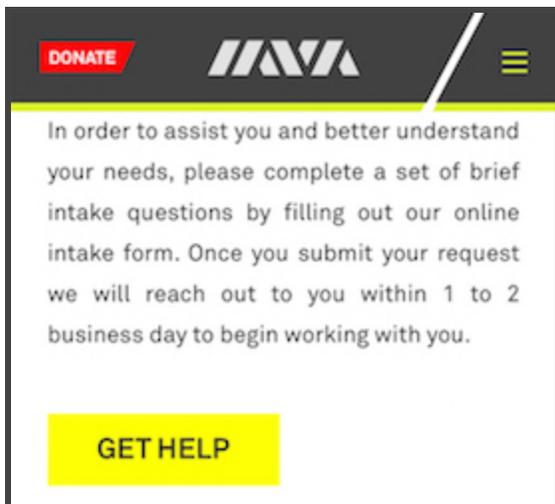
RRRP 3.0 is IAVA's plan to continue to improve RRRP by reinvesting and aligning it with the current growth, evolving needs of the program and expanding experience of staff involved. RRRP 3.0 includes implementing a robust flow of RRRP communications content, utilizing new tech and upgrading Salesforce infrastructure, smoothing workflow, deepening engagement into IAVA's advocacy programming and offering advanced professional development opportunities for RRRP team members.

RRRP 3.0 rollout was on March 1 and in Q2 RRRP elevated to the next level by expanding the expertise of team members, continuing to deliver high quality services to clients, leveraging technology and effectively telling the RRRP story:

- By incorporating specializations into VTM duties and responsibilities, RRRP is positioned to best serve veterans and their families, by deepening overall program expertise and quality to more efficiently and effectively resolve client needs. Specializations include:
  - Sr. Veteran Transition Manager, Operations & Outreach Lead has led the way to ensure effectiveness and efficiency in delivering high quality services and telling the RRRP story
  - 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
- RRRP's heroic Veteran Transition Managers (VTMs) **engaged in 15 different professional development opportunities** in the community providing presentations, strengthening partnerships and extending their reach including: IAVA's signature leadership development program [Storm the Hill](#), [Aspen Institute Socrates Program](#), [TAPS](#), Veteran Treatment Court stakeholder meetings, presentations at [Spring Fertility](#) and [Service to School's](#) Memorial Day Summit, Office of MH and Suicide Prevention Stakeholder meetings, and a [Vets in the Valley](#) event.
- In Q2 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 the expertise of VTMs. RRRP **produced 10 original blogs** highlighting VTM professional development, [trends in client needs](#), the new [digital intake form](#), [Military Sexual Assault](#), [fertility challenges](#), [victim impact](#), the need for [increased funding](#) and [more](#).
- RRRP's new [digital intake form](#) went live on June 4 and served 33 new clients via the form in its first month. The intake process has significantly shortened and clients are able to access help faster and more efficiently.



### **IAVA Partner Highlight: Veterans Crisis Line**

In Q2, RRRP connected nine veterans to the [Veterans Crisis Line](#) (VCL) which means that **every week and a half VTMs connected a veteran that was either currently suicidal or at imminent 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.



VCL is a confidential, 24/7 toll-free hotline that connects veterans in crisis with qualified and experienced Department of Veterans Affairs responders via telephone, online chat, and text. VCL's primary function and goal is to prevent suicide and ensure that veterans and family members have the support they need.

Since 2007, VCL has answered over 3.3 million calls and initiated the dispatch of emergency services to callers in crisis more than 93,000 times. IAVA's Rapid Response Referral Program and the VCL have been in partnership since RRRP launched in 2012 and has connected nearly 215 clients to this life saving resource.

**Looking Ahead:**

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

- Telling the RRRP story in new and innovative ways by engaging in increased reporting and quarterly events to promote our work and extend our reach
- Leveraging technology to improve efficiency and effectiveness and seamless access to services
- Expanding expertise of team members to include specialized trainings and engagement opportunities
- Leveraging VTM specializations to strengthen and build partnerships

**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. 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.**