

IAVA's Rapid Response Referral Program (RRRP) 2019 Q3 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 9,600 veterans.***



RRRP Program in Action:

RRRP worked with an Air Force veteran of Operation Iraqi Freedom who served from 1994-2014. The veteran, who resides in Japan, initially reached out to RRRP due to a failed transferability of the Post-9/11 GI Bill benefits to his dependent. The veteran tried to rectify the issue for over 3 years on his own prior to reaching out to RRRP. His case manager quickly assessed the situation and engaged with the Air Force Personnel Command. It was determined that the veteran's Obligation End Date stretched beyond his mandatory retirement which is in violation of Air Force policies. While engaging with RRRP's case manager over the phone, Air Force Personnel quickly amended the veteran's file and assigned a new Obligation End Date to coincide with this veteran's retirement. His GI Bill transferability was restored. The veteran's case manager continued to assist the family and helped them navigate the process of utilizing the Post 9/11 GI Bill by obtaining Certificates of Eligibility and connecting the veteran's child with the school's certifying official.



The veteran then let his case manager know he believed he was being underpaid by his VA disability compensation because it did not reflect his dependents. The case manager verified he was underpaid and worked with the VA Regional Office to ascertain the reason the veteran was not receiving compensation for his dependents. Upon further engagement, the VA reported that the veteran's dependents were on an "unverified status." Their records also showed that the VA never requested additional documentation from the veteran for verification. The case manager opened a formal inquiry with the VA and the veteran was then provided 30 days to submit the needed documentation. After collecting and submitting the documents, the veteran was granted five years of back pay totaling more than \$16,000. Thanks to his case manager's diligent efforts, the veteran is on a pathway toward a much more stable future and reports he will be able to retire early.

2019 Q3 Client Quotes:

"I truly hope you realize how much my case manager and your team at IAVA mean to my family and I and to all the others you have helped! You have really changed our lives!" - RRRP client

"Highly professional, responsive, and deeply-researched responses. My conversations with my case manager were instrumental in shaping the battlefield." - RRRP client

"My family and I are very grateful for all IAVA has done for us in this time of need!! We are thankful for all the professional assistance from my case manager with guidance on securing financial assistance. Thank you IAVA!!!" - RRRP client

"I would like to say thank you IAVA for having an organization that fights for veterans to get our voices heard all the way up to the Capital and in front of congress. I had the opportunity to work with a case manager. From the moment we first spoke about my needs, my case manager was on top of it. He was very knowledgeable about my needs. Thank You." - RRRP client



RRRP 2019 Impact Metrics:

<u>2019 YTD Impact Metrics:</u>	<u>2019 Q3 Impact Metrics:</u>
<p>Total Cases: 510</p> <p>Average Customer Service Rating: 4.9 (out of 5)</p> <p>Total Referrals: 992</p> <p>Average hours per case: 3</p> <p>Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): 66</p> <p>Clients Facing Homelessness: 137</p> <p>Female Veterans Served: 85</p> <p>Veteran Family Members Served: 43</p> <p>RRRP Client Average Age: 41</p> <p>Client Gender Breakdown: 73/27% (m/f)</p> <p>Top 5 Referral Areas:</p> <ul style="list-style-type: none"> ● Financial Assistance: 359 (36%) ● Suicide & Mental Health: 168 (17%) ● Housing & Homelessness: 138 (14%) ● Disability Claims: 78 (8%) ● Employment: 77 (8%) 	<p>Total Cases: 133</p> <p>Average Customer Service Rating: 4.9 (out of 5)</p> <p>Total Referrals: 267</p> <p>Average hours per case: 1.47</p> <p>Veterans Crisis Line Connections (vets facing the most urgent crisis like suicide): 20</p> <p>Clients Facing Homelessness: 35</p> <p>Female Veterans Served: 20</p> <p>Veteran Family Members Served: 8</p> <p>RRRP Client Average Age: 41</p> <p>Client Gender Breakdown: 76/24% (m/f)</p> <p>Top 5 Referral Areas:</p> <ul style="list-style-type: none"> ● Financial Assistance: 101 (40%) ● Suicide & Mental Health: 48 (19%) ● Housing & Homelessness: 44 (17%) ● Disability Claims: 17 (7%) ● Employment: 17 (7%)

IAVA is Tracking the Trends:

Suicide & Mental Health:

In Q3 RRRP facilitated more than three times the number of [Veterans Crisis Line](#) (VCL) referrals 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.

Housing & Homelessness:

RRRP has served nearly 2 times more clients who are either homeless or at risk for homelessness, as compared to last year. RRRP swiftly provides connections to shelters, housing and financial assistance resources ensuring stability for the entire family.

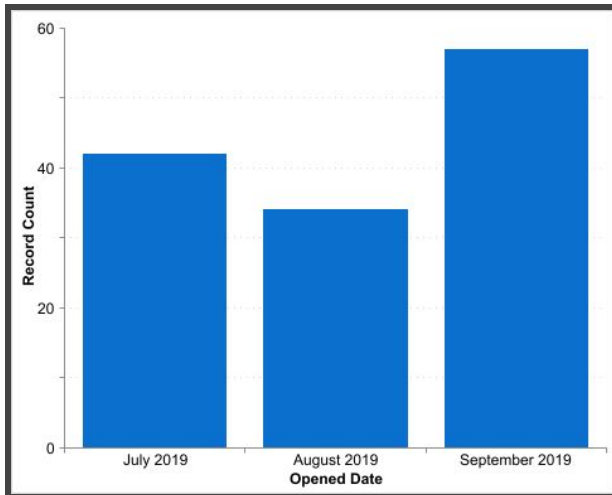
Emergency Financial Needs:

Financial assistance needs continued to dominate requests 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.

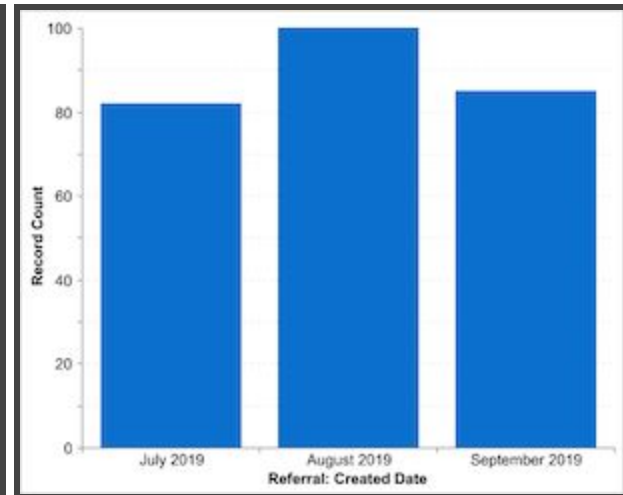


- **40%** of all referrals involved emergency financial assistance
- **80%** of those clients needed additional support and resources to resolve issues directly contributing to their financial hardship, like disabilities, lack of employment or housing, and mental health or legal challenges
- **44%** of male veterans sought financial assistance as compared to **34%** of female veterans and **45%** of veteran family members
- **48%** of clients who needed financial assistance also reported being unemployed
- **40%** of clients who received a **Veterans Crisis Line** referral also sought financial assistance
- **32%** of clients seeking emergency financial assistance were veteran families with at least one child living in the home

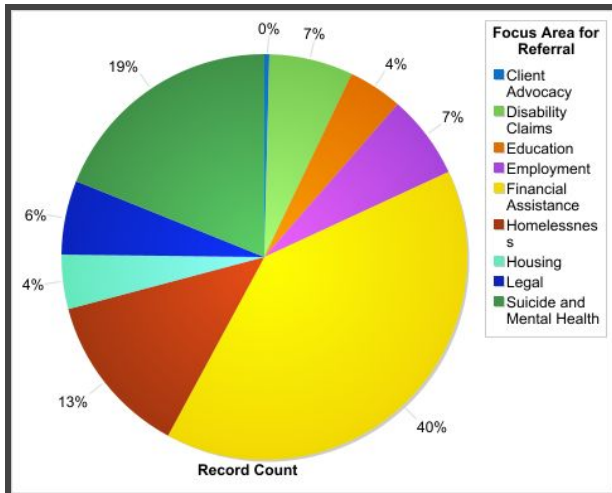
Cases by Month 2019 Q3



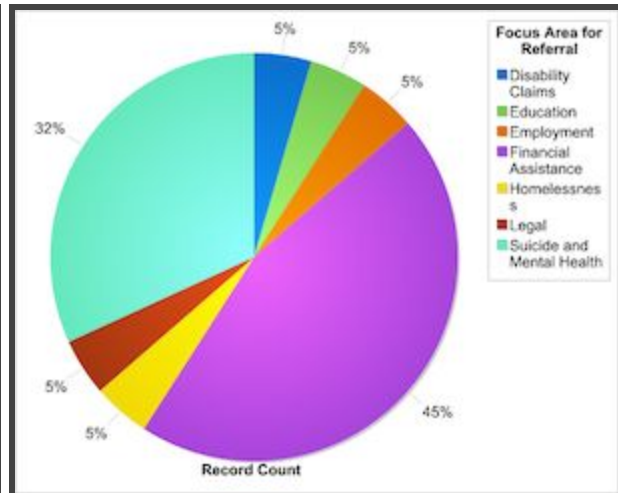
Referrals by Month 2019 Q3



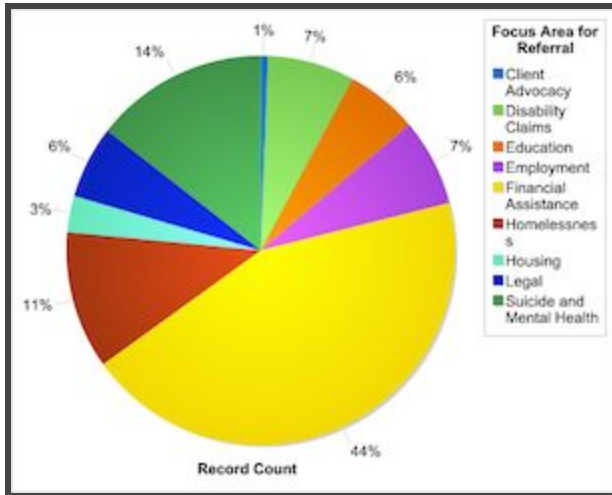
All Referrals 2019 Q3



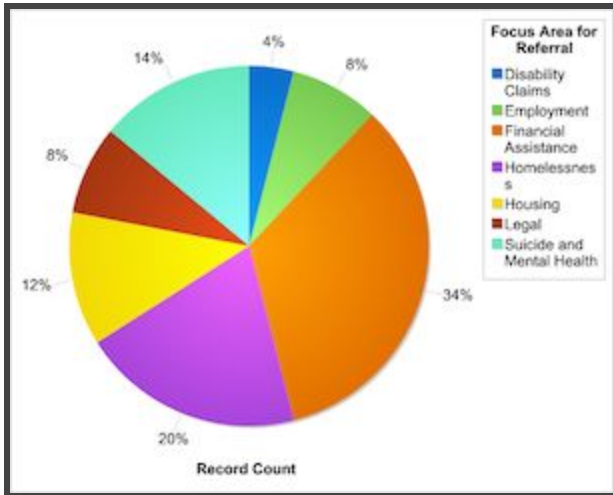
Family Member Referrals 2019 Q3



Male Vets Referrals 2019 Q3



Female Vets Referrals 2019 Q3



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.

RRRP Advocates and Shares Knowledge:

- In Q3 the RRRP team produced blogs, delivered testimony, and attended networking events highlighting topics that intersect with IAVA’s advocacy work and ensuring our community’s voices were heard.
 - Senior Case Manager, [Vadim Panasyuk](#) wrote an exceptional [blog](#) calling attention to transition stress, tight eligibility criteria for assistance programs and the dangerous impacts for veterans. Vadim also delivered powerful testimony at the [NYC Council Committee on Veterans](#) regarding New York City Department of Veterans' Services’s oversight of VetConnectNYC





- Case Manager [Dennis Higgins](#) attended the opening of the Monroe County office with Congresswoman Susan Wild (PA-7) in Schnecksville, PA and discussed [IAVA's Big 6 Priorities](#). Dennis also attended the 2019 New York VA Mental Health Summit "Improving the Mental Health of Veterans and Their Family Members." This 7th Annual Community Mental Health Summit provided an opportunity to network and learn how to enhance the mental health and well-being of veterans and their family members through increased collaboration with the VA
- [Director, Client Services](#) Ashley Wegmann provided a Q2 update on RRRP impacts and outcomes via [Facebook Live](#)

IAVA Partner Highlight: Pen Fed Foundation - Military Heroes Fund

[Pen Fed Foundation's Military Heroes Fund](#) provides wounded veterans, military families, and caregivers with financial assistance to help fill the critical gap that exists for many veterans when transitioning back to civilian life. The foundation focuses its support for our warriors that struggle with financial hardship while also experiencing physical and psychological challenges. Through their partnership with [ClearPoint](#), they also provide the crucial and often overlooked financial counseling component to match any cash assistance they are able to provide.



The Military Heroes Fund also provides additional support for military caregivers by assisting with childcare costs while wounded veterans in their care receive medical services, whether at the VA or the private sector. This impactful organization continues to provide essential resources and has received more than 115 referrals from RRRP. The Military Heroes Fund has successfully intervened to help keep our clients and their families housed, prevented utility shut-offs and stepped in to assist with auto and insurance payments, thus greatly contributing to their overall financial well-being.

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.