

Pittsburgh can be #1 for Veterans, Service Members and their Families.

Pittsburgh has an opportunity to lead the nation in caring for veterans and military families by leveraging a strategy of Public Private Partnership (P3) built upon the local successes of the past two years. Starting in 2015, the **Heinz Endowments**, in addition to other local philanthropic organizations, the **Hillman Family Foundation**, **DSF Charitable Trust**, and the **PA Veterans Trust Fund** through the **PA Department of Military and Veterans Affairs**—have invested over \$1.2 Million in building a first of its kind coordinated network of care and service delivery in Greater Pittsburgh's Allegheny, Butler, and Westmoreland Counties.

Economic Impact of military presence in Pennsylvania

The state of Pennsylvania is home to multiple DOD installations, which contribute \$12.7 billion to the state economy and account for 1.9% of the state's GDP. Pennsylvania is home to 57,919 defense personnel (active, civilian, guard/reserve) and as of 2015 was home to 939,069 veterans, making Pennsylvania the 4th highest veteran populated state.

The Greater Pittsburgh region has realized that attracting and retaining this highly skilled population positively affects their community and the economy. Veterans and military families provide a competitive advantage, fueling private sector growth and enabling military installations. However, in order to retain this population and successfully transition these individuals into the evolving workforce, states must actively and competitively provide tailored services, resources, and care that address their unique needs.

Coordination Networks

Pittsburgh's coordinated network, known locally as PAServes, belongs to a nationwide AmericaServes movement (TX, WA, NC, SC, NY, PA, RI, SC, VA) designed by Syracuse University's Institute for



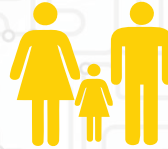
Veterans and Military Families (IVMF) to comprehensively address the needs of the population and catalyze improved access to services in order to support success in civilian life.

By integrating research and practice into PAServes and other networks around the nation, IVMF has cultivated an innovative and impactful coordinated network, designed to be a comprehensive service delivery system of services, resources, and care involving over 50 human service providers and more than 200 practitioners from across the public, private, and nonprofit sectors in this vibrant community. Locally, this effort is led by venerable Pennsylvania non-profit partner, Pittsburgh Mercy.

No Shortage of Services. The Challenge is Navigation.

Greater Pittsburgh's veterans, service members, and their families face challenges daily as they attempt to navigate the hundreds of agencies, non-profits, and local programs potentially available to them.

#1 CHALLENGE → NAVIGATING BENEFITS



60% of veterans and their families agree this is the biggest challenge

What if instead of growing government, the solution was coordinating the thousands of already existing programs?

Finally, a statewide effort to drive accountability.

The AmericaServes Journey

Every day, AmericaServes communities coordinate services, resources, and care for veterans of all eras. Ryan, a Post 9/11 veteran, is one of thousands who are struggling. He needs both financial and legal assistance. He submitted an online assistance request to his local AmericaServes Network stating, "I need help with many things. I'm all alone and cannot really depend on anyone."



Ryan searches the web and finds his local AmericaServes Network's self-referral page, and requests assistance with Legal and Financial services. He electronically signs the informed consent and submits his request for assistance.



AmericaServes

The request is immediately routed to the local Coordination Center for action. The Coordination Center assesses the request and contacts Ryan to complete the intake assessment.



Ryan provides his information, preferences, and eligibility criteria to the Network.



The Coordination Center monitors Ryan's referrals on the AmericaServes technology platform. Once his needs are met, the referrals are marked as closed. Through the Coordination Center's efficient approach, Ryan received accurate services for his needs.



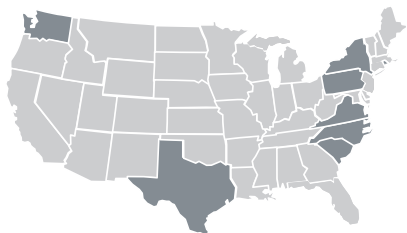
The legal and financial providers each accept their referral and contact Ryan to further assess his needs and provide assistance. Ryan works with the providers to access legal and financial services.



AmericaServes

With this info, the Coordination Center creates two electronic referrals for Ryan; one for legal services, and one for financial services.

AmericaServes National Indicators



21,484
TOTAL REQUESTS

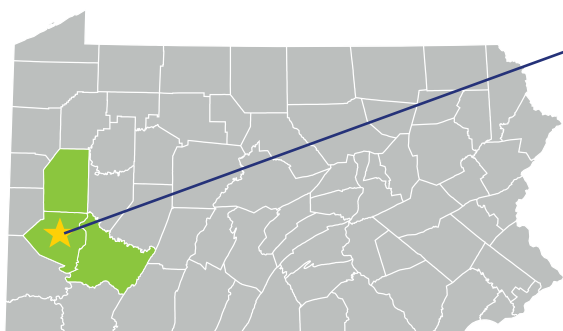
Of the total closed requests
69%
RESULTED POSITIVE OUTCOMES

12
TOTAL NETWORKS

605
TOTAL PROVIDERS

11,413
TOTAL CLIENTS

PA Serves-Greater Pittsburgh Indicators



Network Name	Coordination Center	Launch Date
PA Serves-Greater Pittsburgh	Pittsburgh Mercy	October 2015

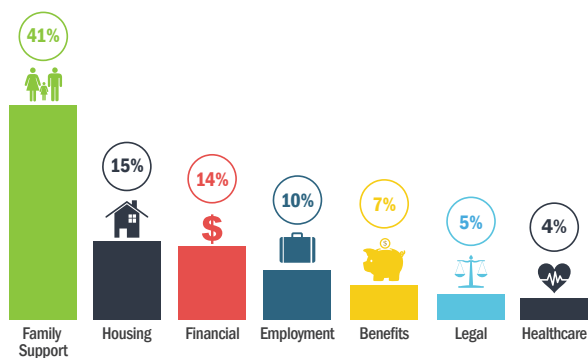
4,381
TOTAL REQUESTS

2,387
TOTAL CLIENTS

Of the total closed requests
84%
RESULTED POSITIVE OUTCOMES

51
TOTAL PROVIDERS

SERVICE REQUESTS BY TYPE



Other service types requested <1%: Education, Meeting Vets, Disability, Volunteering, Meeting Supporters, Sports & Fitness, and Mentoring

SERVICE EPISODES OVER TIME

