

Background and Lay of the Land

Active Duty and Veterans

1. Washington State is home to over 700,000 active duty, veterans dependents
2. Largest military installations on the West coast
3. Combat training and deployments to 14 countries continues
4. Experience higher risks for problem gambling and gambling addiction
5. Risks include, individuals who are male, young, prone to risk taking or sensation seeking, use and abuse substances, experience stress, depression and PTSD

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Gambling Risks

Active Duty and Veterans

1. High debt risks mission required military “ security clearances”
2. Veterans in treatment for PTSD may be as much as 60 times more likely to have a gambling problem than age matched member of the general population.
3. Among veterans hospitalized on a VA inpatient psychiatric unit, 40% met criteria for problem gambling.
4. 40% of veterans seeking treatment for gambling report a suicide attempt.
5. Multiple barriers contribute to a lack of access to treatment
6. Historic level of benefits, resources and assistance available to veterans
7. \$ Millions of dollars in benefits and resources exclusively for veterans are left on the table ,unclaimed!



IT'S OUR TURN TO SERVE YOU



Transforming the Delivery of Resources for
Washington State's Transitioning Service
Members, Veterans and Their Families

The Problem



Challenges Faced by Veterans, Service Members, and Military Families



Navigation

In a survey of >8,500 veterans, service members, and dependents, 60% identified navigating benefits as the most significant challenge to transition



Eligibility

It is difficult to identify which providers are able to meet unique needs, eligibility restrictions, and preferences



Intake

It becomes cumbersome to submit and repeat the same information across multiple intake forms and applications



Co-Occurrence

AmericaServes data demonstrates that 35% of clients entering the network have more than one service need



Challenges Faced by Health and Human Service Providers



Scope Creep

Service providers are not equipped to meet client needs outside their mission and area of expertise



Ambiguity

Referrals to other providers are made blindly without any visibility into their eligibility requirements, capacity, or how the referral progresses



Duplication

No visibility into a client's information, history of service requests, resulting in redundant intake and request for information



Unaccountable

Lack of appropriate data collection and measurement prevents providers from ensuring quality and remaining accountable to those they

serve

Quickly navigate veterans, service members, and military families to the **right** services, resources, and care



AmericaServes provides a series of place-based efforts focusing on **coordination of service and care delivery** across 15 service domains



Using technology and a person-powered backbone of support, AmericaServes **streamlines referrals** between participating providers



Identifies appropriate services for clients from providers that can actually meet those needs



Ensures a **positive connection** between the client and providers and confirms that the clients' needs are addressed

Washington Serves

Statewide Coordinated Service Hub and Network Information Points

- A. Veterans specific shared network**
- B. No costs to clients or providers**
- C. Life long coordinated case management**
- D. Timely accurate information on evolving benefits and services**
- E. Leadership in Medicaid Transformation and teleservices**
- F. Continuous additions to network providers and partners**
- G. Continuous improvements to outreach and engagement**