

HEROIC  
HONORABLE  
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DUTY  
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READY  
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SELFLESS  
INTEGRITY  
VALIANT

MISSION  
PATRIOTIC  
RESPECT  
ALWAYS  
COUNTRY  
SEMPER  
DEFEND

# Cohen Veterans Network

## 2017 ANNUAL IMPACT REPORT

How Cohen Veteran Network is Making a Difference For Veterans and their Families

### A BRIEF WORD FROM DR. ANTHONY HASSAN, PRESIDENT & CEO, CVN



In today's social media-oriented world filled with selfies, personal posts and humorous memes, the concept of self-sacrifice may seem like a quaint, old-fashioned concept. But for our veterans and their families, self-sacrifice is literally a way of life. And without their selflessness, our very freedom and safety would not be assured.

As a veteran and mental health professional, I know that this commitment often times comes at a cost. One that is frequently unseen and little understood. Many of our veterans and their family members suffer with invisible wounds that are just as difficult, if not harder, to heal than the physical ones. That is why the Cohen Veterans Network (CVN) exists — to support the mental health of the people who have made sacrifices for our nation.

Our mission is to provide critical mental health services to veterans and military family members whose needs are not fully being met by governmental and civilian providers.

In some cases, this is because the services are inaccessible or veterans and family members don't qualify for VA care. To meet this vitally important need, we are expanding our network of clinics to help provide low to no-cost, personalized, and evidence-based mental health care for all who would like our help.

This past year has been a landmark for our organization. We are growing rapidly, having added seven new clinics, expanded our central office to support our growth, and increased our ancillary programs, such as telehealth, training and risk management. We are applying the best practices we learn across our clinics to improve the quality of our care each and every day.

And we are working hard to spread the word about the Cohen clinics. Our "Back to Better" campaign has combined digital advertising, outdoor billboards, transit, and radio ads, as well as news media stories. The results have been tremendous.

We also made great strides this past year to ensure CVN remains strong today and into the future. Our ongoing efforts to secure additional local and national philanthropic support for CVN have strengthened our organization. And our efforts to establish third-party insurance reimbursement for our services, as well as obtain state grant funding is further improving our ability to help those in need.

I am extremely proud of our team of experienced professionals who really are making a difference in the lives of veterans and their families. I am heartened by what we have accomplished in 2017 and I am confident we will do even more in the years to come.

Sincerely,

**Anthony Hassan, ED. D, LCSW**  
*President and CEO, Cohen Veterans Network*



## MEET THE COHEN VETERANS NETWORK



The Cohen Veterans Network (CVN) is a not for profit philanthropic organization {501(c)(3)} focused on delivering no/low cost mental health services for post 9/11 veterans and their families. We are focused on saving lives, saving families and saving futures by improving mental health outcomes through a network of customized, outpatient clinics for veterans and their families in high-need communities, in which trained clinicians deliver holistic care.

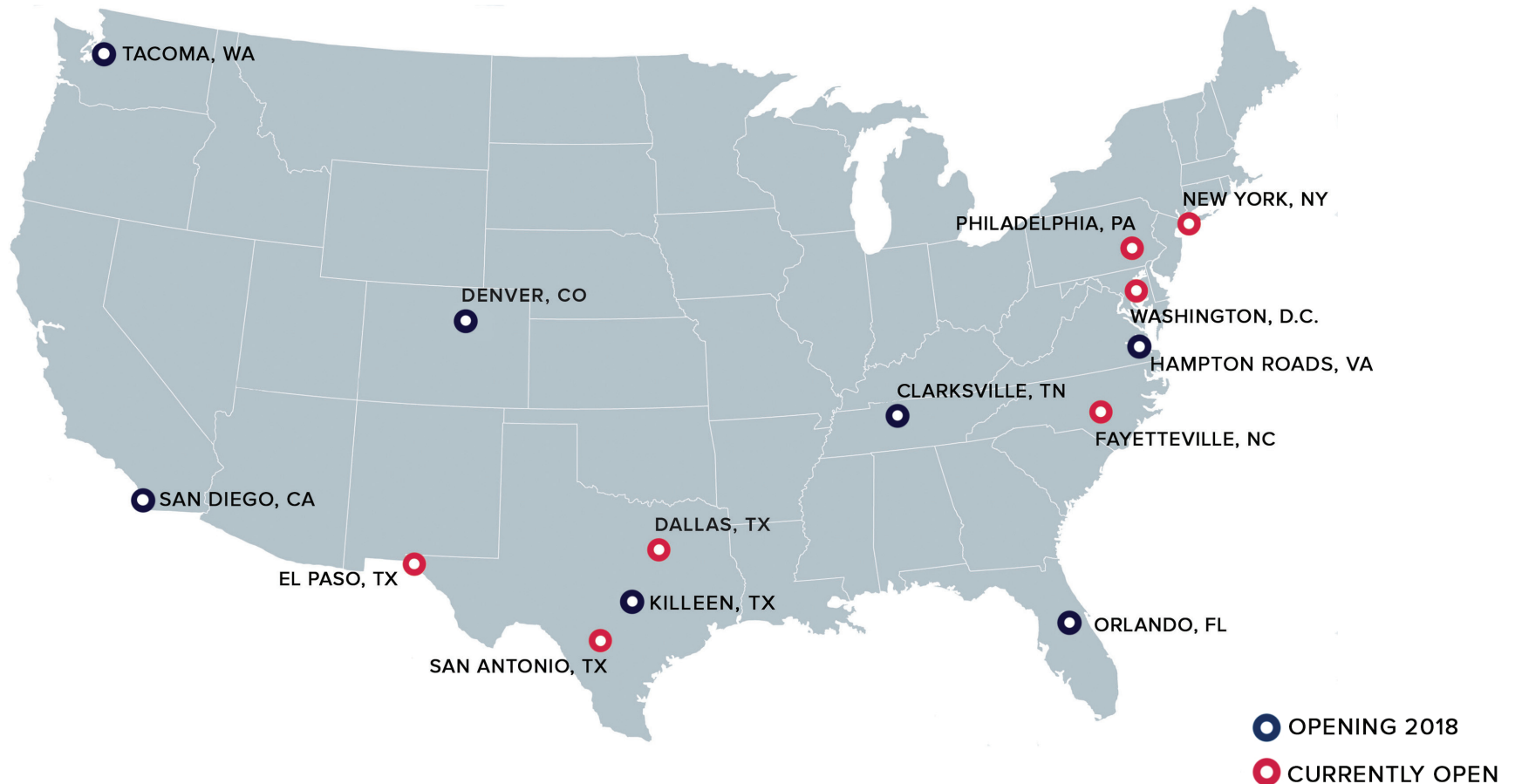
We offer client-centered, evidence-based therapy for a variety of mental health issues including,

depression, anxiety, post-traumatic stress, adjustment issues, anger, grief and loss, family issues, transition challenges, relationship problems, and children's behavioral problems. Our care is centered on therapy and consulting options. CVN's services are intended to compliment services available in each city from the local VA or other providers.

Our highly skilled clinicians and staff, many of whom are veterans themselves, have been trained to work specifically with veterans and their families. Our goal is to build the trusting and

confidential relationships necessary to provide excellent, personalized care.

One of our hallmarks is how quickly we respond to those in crisis. We are committed to same-day intake for those in need and we keep the expected wait time between first contact and first appointment to less than one week. All post 9/11 veterans and their families are eligible for treatment, regardless of insurance or the ability to pay.



## WE'RE EXPANDING TO MEET GROWING PATIENT NEEDS



CVN is expanding across the country to meet the growing needs of service members and their families. In 2017, we opened three new clinics, bringing our total to seven. Additional clinics are expected to open in 2018 in Clarksville, Denver, Hampton Roads, Killeen, Tampa, San Diego and Tacoma.

By the end of 2018, we will have launched 14 clinics, and by 2020 we plan to have 25 clinics

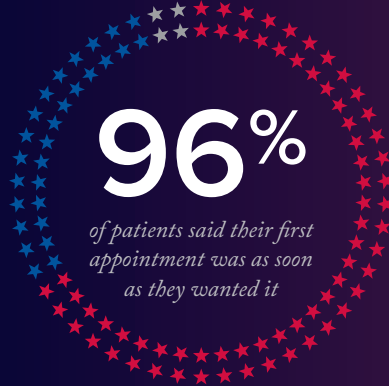
established. CVN expects to have served more than 25,000 veterans and their family members each year at Cohen Clinics by 2022.

Further expanding our reach, CVN is poised to become part of the VA's new integrated public/private system of care solution to serve many more veterans.

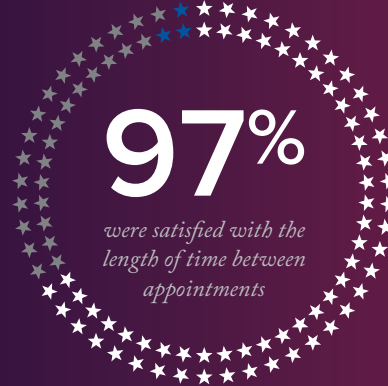
"I FEEL LIKE I WILL BE ABLE  
 TO GET THE HELP I NEED,  
 AND SOME NEW COPING  
 SKILLS THAT WILL HELP ME  
 GET THROUGH THE DAY."

★  
★  
★

## PATIENT SATISFACTION



- ★ 68% *Strongly Agree*
- ★ 28% *Agree*
- ★ 4% *Disagree*



- ★ 68% *Strongly Agree*
- ★ 29% *Agree*
- ★ 3% *Disagree*



- ★ 73% *Strongly Agree*
- ★ 24% *Agree*
- ★ 3% *Disagree*

## DEVELOPING NEW FUNDING SOURCES TO SUPPORT OUR VITAL MISSION



In 2017, we made great strides in securing local and national philanthropic support for CVN as part of our ongoing effort to extend the impact of Mr. Cohen's significant founding pledge. Our long-term sustainment strategy is designed to sustain, advance and endow our growing family of Cohen Clinics now and into the future.

In addition to our philanthropic efforts, we are actively pursuing the establishment of third-party insurance reimbursement and state grant funding. To date, we have secured an insurance reimbursement

contract for our Texas clinics and hope to extend this to all CVN clinics in the near future.

Grants are another important source of funding for our organization. This past year, we secured \$2.9M state grant matching funds to support our Dallas, El Paso, and Killeen, Texas clinics. And we recently submitted additional matching funds proposals for our Dallas, San Antonio, and El Paso clinics under two Texas State grant mechanisms.

As we work toward our ambitious goal of opening 25 clinics across the country, CVN continues to make improvements in every aspect of our operations and care delivery.

**"EVERYTHING WAS TERRIFIC FROM MY FIRST PHONE CALL TO THE CLINIC TO MY LAST VISIT WITH MY COUNSELOR."**



## ADVANCING THE FIELD



As we work toward our ambitious goal of opening 25 clinics across the country, CVN continues to make improvements in every aspect of our operations and care delivery.

During this past year, we overhauled our clinic audit process, which allows us to quickly disseminate best practices across the network. For example, we have standardized the clinic intake process, enabling us to reduce no-shows, reduce time between the first call and the first appointment, and improve client assignment to the appropriate provider.

We are also reaching more patients in rural areas using CVN Telehealth, our innovative remote patient access tool. We plan to have Telehealth available in four of our clinics (Dallas, Penn, San Antonio and El Paso) and will look to increase this rollout over time.



## SCHOLARSHIPS

We're working diligently to recruit and hire the most qualified, well-trained, culturally competent staff for our clinics. To achieve this goal, we've put in place an incentive program, providing funds to our clinics to hire interns post-graduation. Retaining these outstanding personnel is important to the continuity of the care we provide.

## RESEARCH

In 2017, CVN funded a study with RAND on "Training Mental Health Practitioners to Meet the Needs of Veterans: Development of a Training Program Assessment Tool."

We are also currently working on a follow up to an earlier qualitative study. This new study will focus on "Girls in the Barracks: Life in a post-combat garrison."

## IMPROVING DIAGNOSES



*Patients at Intake:*

**69%** met the threshold for moderate to severe depression

*Patients after treatment:*

**57%** with depression symptoms were below the "clinical threshold"



*Patients at Intake:*

**69%** with a score indicating Generalized Anxiety Disorder

*Patients after treatment:*

**59%** with anxiety symptoms were below the "clinical threshold"



*Patients at Intake:*

**78%** of veterans with a score that meets the "clinical threshold" for PTSD

*Patients after treatment:*

**49%** with potential PTSD symptoms no longer met the "clinical threshold for the diagnosis"



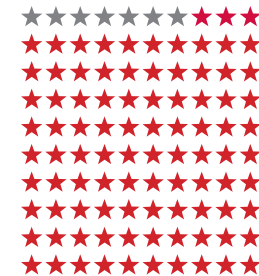
## PATIENT OUTCOMES

*Patients after treatment:*



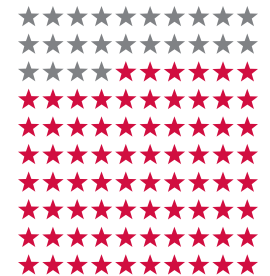
**70%**

reported they were able to function better at work



**93%**

reported they could now “effectively deal with” their problems



**76%**

reported improvements in relationships with family and friends



“SAVED MY LIFE, MY MARRIAGE,  
AND MY SANITY.”



## CHANGING LIVES ONE VETERAN (AND FAMILY MEMBER) AT A TIME



The Cohen Veterans Network clinics are making a real, tangible difference in the everyday lives of countless veterans and their family members. In fact, our clinics treated 1,449 patients in 2017 alone. Since the inception of CVN, we have helped nearly 5,000 veterans and their families deal with mental health-related issues.

We are committed to serving and supporting the people who have sacrificed so much for our country. Our efforts are clearly helping.

## OUR DEDICATED TEAM MEMBERS



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We are committed to serving and supporting the people who have sacrificed so much for our country. Our efforts are clearly helping. Our skilled clinicians and staff have been trained to work specifically with veterans and their families. Many are veterans themselves. We are committed to developing trusting and confidential relationships with the goal of providing the best, personalized care.

*Here's a snapshot of just a few of our incredible team members:*

**BEN** works in outreach at our El Paso clinic. Having served in the Air Force for 25 years, he brings the same pride, passion and dedication to helping clinic patients. "I know there is a big stigma about mental health, but let me reassure you that whenever you come into our clinic, you will be treated like family. I'm proud to be here and part of this team."

**TRACY** is clinic director in (insert location). After 24 years in the Air Force serving as a Colonel, she brings her leadership skills and health psychologist training to support the important mission of the clinic. "We're able to provide vital services to individuals who may be struggling to find mental health services.

And we've been able to select very highly qualified clinicians so that the care and service we provide is top notch."

**HEATHER** is a case manager in our Fayetteville clinic. Having recently completed her service with the (insert branch of military), she cares deeply about the mission of the organization. "Here at the Cohen Veterans Network, we are a family. And being part of a family means that we take care of our own — not just our staff but every patient and their families that come through our doors."

**TYMPANY** is an intake coordinator in Dallas. She brings a high level of enthusiasm along with

“STAFFED BY PROFESSIONAL AND CARING PEOPLE WHO DEMONSTRATE THEIR CARE OF VETERANS AND THEIR FAMILIES. WILLING TO GO THE EXTRA MILE TO HELP AND SUPPORT.”



professionalism to her job. Tympany has made it her mission to really get to know the clinicians so she can best match patients to the right clinician for the best outcome. "I want veterans to understand all the services that CVN provides for them and their families regardless of discharge status."





## STRENGTHENING THE COMMUNITIES WE SERVE



While we are a national organization, CVN is really about helping local communities and the families of our service members. Throughout the year, our local clinics engaged in numerous community activities designed to raise awareness. We networked with first responders departments, veteran-facing agencies and educational systems, participating in various programs and events at the community level. Our team members



**“THE CLINIC HELPED MY FAMILY BECOME STRONGER IN WAYS I HAD NO IDEA IT COULD HAPPEN.”**

regularly met with community leaders, organizational heads, and influential individuals in the veteran community to educate them about the services and support the Cohen Clinics provide. In addition, we serve on various veteran committees, boards, and panels that focus on the needs of the local veteran community. Our continuing goal is to be a reliable resource for guidance on identifying and supporting veterans and families seeking vital mental health services, helping to strength the communities we serve.

### LOOKING AHEAD

In 2018, CVN brought together clinicians and marketers to map out a comprehensive plan for

a public awareness campaign to combat the stigma surrounding mental health treatment for veterans. The Warrior Care Network and others have joined us in an Anti-Stigma Campaign to be rolled out this year.

Also this year, we will be rolling out Zero Suicide, a comprehensive clinical and administrative framework for suicide prevention, which is so critically important for the veteran community.

In 2018, CVN will continue to open new clinic locations to better bring care to more veterans and their families. ★