



# 2021 ANNUAL IMPACT REPORT

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

## TREATING ACTIVE DUTY



The Cohen Clinics began treating active duty service members with individual therapy in 2021. The expansion of services enabled the network to treat the entire military family at any point along their care continuum.

“There’s an obvious need. Now, we can provide comprehensive care to our active duty clients within our clinics and allow for continuity of care,” said Dr. Tracy Neal-Walden, CVN’s Chief Clinical Officer.



**IN 2021,  
WE CONTINUED TO  
PROVIDE CARE TO  
A HIGH PERCENTAGE OF  
CLIENTS VIA TELEHEALTH,  
WHICH HAS BEEN  
EXCEPTIONALLY  
IMPORTANT DURING  
THE PANDEMIC.**



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



**M**any of the challenges we collectively faced in 2020 continued throughout this past year. The stresses and strains placed on our society by the pandemic added to mental health difficulties for all too many of us across the country. These conditions have only compounded the hurdles that veterans and active-duty service members, and their families have had to face.

Despite tumultuous world events and ongoing challenges in 2021, Cohen Veteran Network (CVN) maintained stability, high-quality services, and network growth throughout the year. Our mission to treat post-9/11 veterans, activity duty service members and their families has never been more important. The success we have had this past year is a result of the strong foundation we’ve painstakingly put in place. We celebrated our five-year anniversary in 2021 and it feels like we are just getting started.

Our approach has been three pronged. We are continuing to grow our network of clinics to ensure we can reach everyone who needs our services. At the end of 2021 CVN had 19 clinics with 15 operating partners providing care in 21 states. This allowed us to help more than 11,000 clients in the past year. And our goal is to continue to grow. Telehealth continued to be a focusing during the pandemic and over 80% of all care delivered came via CVN Telehealth.

We are also constantly examining how we operate to refine and improve how our network functions. CVN was built to address mild-to-moderate care and care transition through a promise of access to the best care possible, lowering barriers for clients, and applying best practices to reduce incidence of suicide and save lives, which remains our utmost concern.

We continue to offer those crucial wraparound services, even more important during the pandemic, where we help our clients by connecting them to agencies that help address housing, food insecurity, job skills, and other essential needs that often come before or alongside addressing mental health care.

While being client focused is our priority, we continue to make strides in diversity, equity, and inclusion within our own teams. This past year, we established our first Diversity, Equity, and Inclusion Committee, along with related network-wide awareness of DEI initiatives and training.

We have aggressively modernized our data infrastructure with a new data warehouse and data analytics platforms to stay competitive and true to our vision as a learning mental health system. We are passionate when it comes to expanding our network and pushing the field of behavioral health care to new areas of growth. One thing that 2021 has proven is that CVN is needed now more than ever, as demand for our services continues to rise as COVID-19 remained a real challenge. We are rising to meet the need by supporting our clinicians, with a best-in-class training program.

Looking forward, we are set to celebrate the official openings of several new Cohen Clinics in 2022 and celebrate the impact of other locations that opened during the pandemic – all on our way toward reaching Steve Cohen’s goal of having 25 clinics across the country.

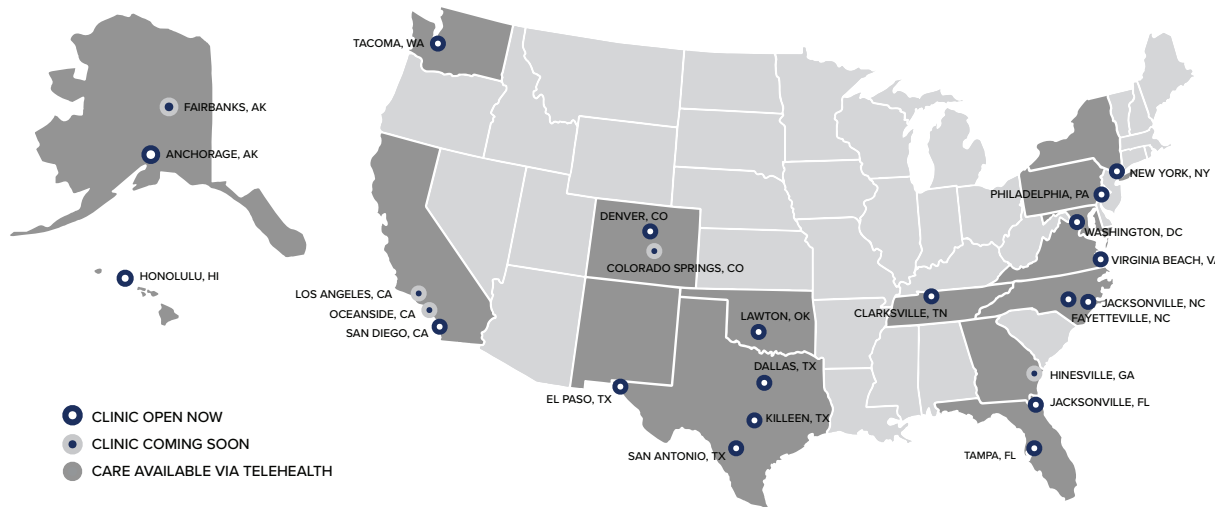


Sincerely,  
Anthony Hassan, ED.D, LCSW

## ABOUT COHEN VETERANS NETWORK



Cohen Veterans Network, Inc. (CVN) is a not-for-profit philanthropic organization [501(c)(3)] focused on delivering mental health services for post-9/11 veterans, active duty and military families regardless of their ability to pay. We are focused on saving lives, saving futures, and saving families 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.



## RAPIDLY EXPANDING TELEHEALTH SERVICES



Telehealth continues to grow as an invaluable means of delivering vital mental health therapy. In 2021, CVN provided 20,046 telehealth sessions, making up 97% of all care.

The map above shows the CVN clinics that currently offer telehealth services, as well as those which will be offering services in the near future.

## CVN CELEBRATES 5-YEAR ANNIVERSARY

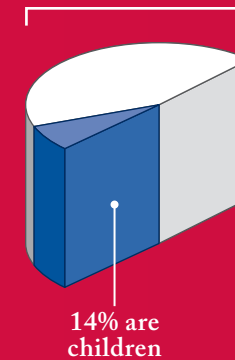


On the five-year anniversary of CVN, we had treated nearly 25,000 clients. We are continuing to expand our footprint around the country to serve even more veterans and military family members.

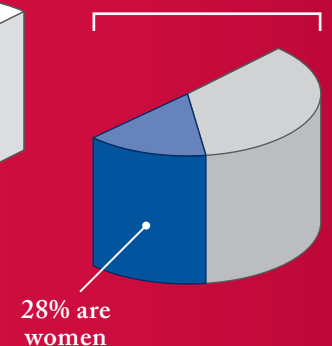
*In 2016, CVN served 1,300 patients through five clinics. In only five short years, CVN now serves over 11,000 patients through 19 clinics, and continues to grow every year.*



48% of CVN clients are non-veteran military family members



52% of all clients are veterans or service members



## FILLING GAPS IN CARE

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To fill gaps in care for those currently serving, CVN has expanded treatment eligibility to active-duty service members with a TRICARE referral. This addresses the ongoing shortages that exist in mental health care and with mental health care providers across the country. The entire network is now serving active-duty service members and their families, providing telehealth and in-person therapy.

FOR A FREE, SELF-PACED COURSE TO DEAL WITH STRESS AND WORRY, VISIT:

[www.cohenveteransnetwork.org/  
tools-for-stress-and-worry/](http://www.cohenveteransnetwork.org/tools-for-stress-and-worry/)

## CVN NAMES NEW BOARD CHAIR

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CVN announced the appointment of General Joseph L. Lengyel (Ret.) to its Board of Directors. Gen. Lengyel, a retired United States Air Force four-star general, last served as the 28th chief of the National Guard Bureau and as a member of the Joint Chiefs of Staff from August 2016 to August 2020. He retired last year after nearly four decades of service to the Air Force and the Air National Guard.



## CVN MEETS MENTAL HEALTH NEEDS IN A POST-AFGHANISTAN WORLD

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Following the conclusion of the U.S. military engagement in Afghanistan, veterans, active duty service members and their families may be experiencing strains on their mental health. CVN is acutely aware of these challenges and

is ready to provide mental health support. In addition, CVN put together helpful tips and strategies to support those whose emotions, feelings and regrets may have been reactivated by the U.S. pullout.

★★★ FOR HELPFUL TIPS TO COPE, VISIT: ★★ ★

[www.cohenveteransnetwork.org/cvn-leaders-speak-out-on-the-mental-health-impacts-of-afghanistan-crisis/](http://www.cohenveteransnetwork.org/cvn-leaders-speak-out-on-the-mental-health-impacts-of-afghanistan-crisis/)

## COMMUNITY CELEBRATIONS IN 2021

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We celebrated the efforts of two clinics which opening in 2020 during the pandemic, holding Community Celebrations in Lawton, OK (October) and Jacksonville, NC (December)





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“I AM EXTREMELY SATISFIED WITH MY TIME AT THE CLINIC AND APPRECIATE THE KINDNESS OF EVERY STAFF MEMBER I EVER SPOKE WITH. I RECOMMEND THE CLINIC TO ANY MILITARY MEMBER THAT I MEET WHO MAY BE IN NEED OF SERVICES. THE THERAPIST MADE ME FEEL COMFORTABLE, AND ALWAYS VALIDATED MY THOUGHTS, FEELINGS AND EXPERIENCES. I NEVER FELT LIKE I DIDN'T BELONG.”

— Client, Tampa Clinic

### STRONG CLIENT SATISFACTION RATINGS

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Once again the Cohen Clinics are being rated highly in a number of key areas by our clients.

*The top marks for 2021 include:*

**81.8%** *of clients received their first appointment as soon as they wanted it.*

**88.5%** *of clients rated the quality of care provided by the clinic (on a scale of 1-5), either a 4 or 5.*

**88.4%** *of clients agreed or strongly agreed that their needs were met by the clinic.*

**89.5%** *of clients who would recommend our services to friends and family members.*

### MAINTAINING THE HIGHEST QUALITY OF CARE

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Our efforts throughout the year earned several accolades, driven by our ability to deliver care and quality digital resources during the pandemic.

In Spring 2021, OnlineTherapy.com named CVN as the Best Online Therapy for Veterans (Best On-Demand Care). The Digital Health Awards in Spring 2021 awarded CVN with a Bronze Award for CVN Presents (Web-based Digital Health: Web-based Resource/Tool) and gave us a merit mention for CVN Telehealth (Connected Digital Health: Telehealth/Remote Patient Monitoring).



## TESTIMONIALS



“FROM INITIAL PHONE CONTACT, EVERYTHING RE: ONBOARDING PROCESS, APPOINTMENT SCHEDULING AND REPRESENTATIVE INTERACTION/ COMMUNICATION HAS BEEN EXCEPTIONAL! AS A RETIRED NAVY CHAPLAIN, I ONLY WISH I HAD COHEN CLINIC AS A REAL-TIME REFERRAL RESOURCE!”

— Client, Mililani CI



“THE TELEHEALTH OPTION IS GREAT. I FEEL MORE CONFIDENT IN MY ABILITY TO HANDLE WHATEVER CHANGE OR TRANSITION COMES MY WAY. I AM BETTER EQUIPPED TO COPE.”

— Matt, Army National Guard Veteran



“FROM WHEN I MADE MY FIRST CALL TO COHEN TILL NOW THERE HAS BEEN A SIGNIFICANT CHANGE IN ME, I'M ABLE TO CONTROL MY ANGER, ANXIETY AND DEPRESSION AND I FEEL LIKE A COMPLETELY DIFFERENT PERSON. I'M SO THANKFUL FOR THE SUPPORT I'VE RECEIVED DURING MY TREATMENT, ESPECIALLY FROM MY CLINICIAN, FRONT DESK AND PRESCRIBER.”

— Client, San Diego Clinic



“I DIDN'T KNOW I WAS CAPABLE OF BEING HAPPY AND I AM. NOW WHEN I THINK ABOUT THE CARE THAT I RECEIVED AT CVN, IT COMES DOWN TO HOW TO REACT OR RESPOND TO A TROUBLING SITUATION. MOST OF US WHO SUFFER FROM DEPRESSION OR ANXIETY, ESPECIALLY US VETERANS, ARE TRAINED TO REACH RIGHT AWAY. I LEARNED TO TAKE A STEP BACK FIRST. MY HOPES FOR THE FUTURE ARE NOW VERY HIGH.”

— Darcel, Army National Guard Veteran



## BUILDING A SUSTAINABLE FUTURE



In order to ensure CVN's viability for the long-term, the network has employed a three-pronged sustainment strategy. Efforts at developing these sustainment channels in 2021 have continued to gain traction.

### CHARITABLE CARE FOR 2021



CVN's founder, Steven A. Cohen, continued his unwavering support during the second year of the pandemic. In the past year, CVN invested over \$28 million in grants to our Cohen Clinic partners. ★

Results of financial support include:

#### STATE GRANTS

**\$9.7 million raised**

up 6.1M from 2020

#### PHILANTHROPY

**\$2.5 million raised**

up 2.4M from 2020

#### INSURANCE REIMBURSEMENT

**\$2.1M collected**

up 1.2M from 2020