



2023 ANNUAL IMPACT REPORT



How Cohen Veterans Network Is Making a
Difference For Veterans, Service Members
and Their Families





★ ★ ★

“I HAVE BEEN TO THERAPY MULTIPLE TIMES IN MY LIFE, AND I CAN HONESTLY SAY THIS WAS THE BEST EXPERIENCE I HAVE EVER HAD!...[MY THERAPIST] IS THE ABSOLUTE BEST! I CANNOT THANK HER ENOUGH FOR ALL SHE HAS DONE FOR ME!”

— Client, Cohen Clinic at Centerstone, Jacksonville, FL

★ ★ ★



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



Reflecting on the significant strides we made in 2023, Cohen Veterans Network (CVN) witnessed an intensified commitment to delivering high-quality, accessible mental health care to military communities nationwide through our expansive network of clinics and operational excellence. In alignment with this commitment, our clinics hosted and supported numerous events, fostering community engagement both within our facilities and through collaborations with community partners. The increase in VIP visits, Community Room activities, and participation in military/veteran-related community events underscores our dedication to community building, a core value at CVN.

In the pursuit of operational excellence, 2023 was marked by a deep dive into our operations, seeking efficient and cost-effective ways to maximize time and resources. Our focus on clinician retention and enhancements to CVN culture at the clinic and network levels underscored our commitment to serving our clients effectively. Financial sustainability emerged as a top priority, driving our efforts to seek new opportunities for government and philanthropic partnerships, a theme that will persist as a core element of our growth. This comprehensive approach ensures that CVN is well-positioned to continue its enduring mission.

Our successes in 2023 have set the stage for success in the future, and I am confident that CVN will continue to lead and shine as a beacon of support for those who are serving and have served our country.

I am thrilled about the strategic growth and priorities that will unfold as a result of this year’s work.

Sincerely,
Anthony Hassan, Ed.D., LCSW



★ ★ ★

“OUR EXPERIENCES WITH THE CLINIC HAVE BEEN PHENOMENAL. THE STAFF ALL AROUND THE ORGANIZATION HAVE THE UPMOST RESPECT FOR CLIENTS.”

— Client, Cohen Clinic at Endeavors, Killeen, TX

★ ★ ★



ABOUT COHEN VETERANS NETWORK



Cohen Veterans Network, Inc. (CVN) is a not-for-profit philanthropic organization [501(c)(3)] founded in 2016 that serves post-9/11 veterans, service members, and military families through a nationwide system of outpatient mental health clinics. We are making a difference every day, providing treatment

for depression, anxiety, adjustment issues, anger, PTSD, grief and loss, family issues, transition challenges, relationship problems, and children’s behavioral problems. Services are available in person or via CVN Telehealth, face-to-face video therapy. We also provide comprehensive case management services.



EXPANDING OUR REACH IN 2023



CVN continues to fulfill its promise to expand nationwide. In March of 2023, CVN opened its third clinic in Southern California, the Cohen Clinic at VVSD in Los Angeles. And in October, a second clinic in Oklahoma, the Cohen Clinic at Red Rock in Oklahoma City, was officially unveiled. With the opening of these clinics, the 23rd and 24th, CVN is one step closer to fulfilling its goal to establish 25 clinics in high-need communities nationwide.



★ ★ ★

“MY CHILDREN LOVE THEIR THERAPIST VERY MUCH AND THEY GET EXCITED WHEN THE DAY OF THEIR APPOINTMENT ARRIVES. WE ARE VERY HAPPY AND GRATEFUL FOR THE HELP THAT IS GIVEN TO THEM IN THIS PLACE.”

— Client, Cohen Clinic at Child & Family Service, Mililani, HI

★ ★ ★

REACHING MORE MILITARY FAMILIES

★ ★ ★

The network is providing high-quality, accessible mental health care to veterans and service members, as well as the entire military family (including parents, siblings, spouses or partners, children, caregivers, and others as defined by the client) both in-person and via CVN Telehealth.

2016 2023

Cared for more than **63,000** clients

Provided over **536,000** clinical sessions

Delivered over **314,000** telehealth sessions

FILLING AN IMPORTANT NEED FOR ACTIVE DUTY SERVICE MEMBERS

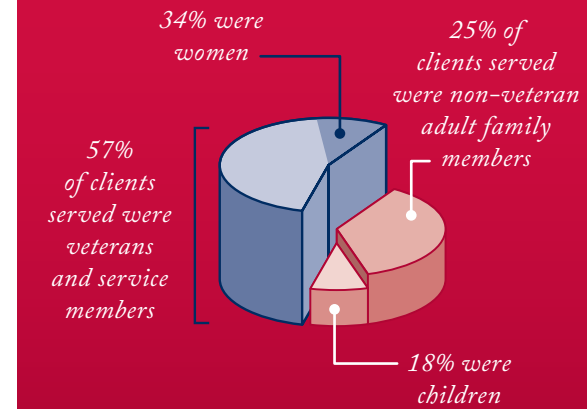
★ ★ ★

CVN continues to serve a vital role in filling gaps in care for active duty service members who face shortages in available mental health providers across the country. In 2021, Cohen Clinics began providing individual therapy to active duty service members with a TRICARE referral. The number of service members coming to our clinics has steadily risen over the past three years.

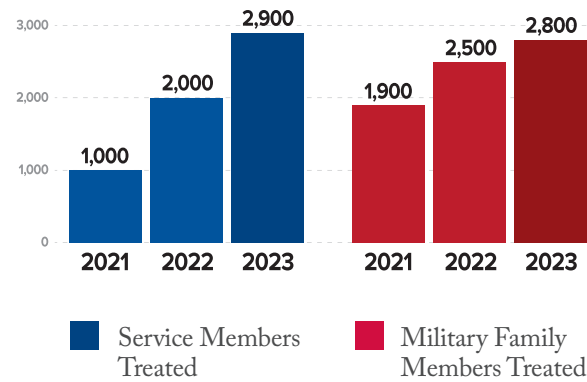
“The need for access to high-quality mental health care for service members is acute,” says CVN Chairman of the Board Gen. Joseph L. Lengyel, USAF (Ret.) “As the demand for our services continues to grow among active duty, CVN remains committed to leveraging our capabilities to help ensure that they receive the support and care they deserve.”

In 2023 alone, CVN:

Cared for more than **14,000** clients



The following are the number of active duty service members that have sought care at our Cohen Clinics:



ENSURING A POSITIVE CLIENT EXPERIENCE

★ ★ ★

CVN is sharply focused on delivering the most positive client experience from beginning to end. The success of this commitment is reflected in the high client satisfaction marks recorded in 2023:



87.4% of clients would recommend our services to friends and family members

86.8% of clients rated the quality of care (on a scale of 1-5), either a 4 or 5

84.6% of clients agreed or strongly agreed that their needs were met by CVN

75.7% of clients received their first appointment as soon as they wanted it

With an eye toward continuous improvement, CVN engaged in an End-to-End Process Review in 2023, which included a comprehensive, detailed evaluation of clinic procedures. The results and insights will be used to ensure continuous enhancements. This is part of CVN’s commitment to provide the very best experience for our clients.



★ ★ ★

**LIFE CHANGING...
MY THERAPIST PULLED THE
THREADS ON COUNTLESS EVENTS
THAT WERE INSTRUMENTAL IN
MAKING ME A BETTER HUSBAND,
FATHER AND SON...I WAS A LITTLE
APPREHENSIVE AT FIRST, BUT AFTER
THE FIRST REAL SESSION,
I COULD FEEL THE DIFFERENCE IN
ALL FACETS OF MY LIFE.”**

— Client, Cohen Clinic at
Centerstone, Fayetteville, NC

★ ★ ★

HARNESSING THE POWER OF DATA TO IMPROVE CLIENT CARE

★ ★ ★

In today’s increasingly digital world, harnessing the power of data is more important than ever. CVN is data-driven in its approach to improving client care. In 2023, CVN completed its migration to the Cerner Electronic Health Record (EHR) platform along with a state-of-the-art data hub.

As a result, CVN’s Network Information Systems team was able to develop dashboards that deliver access to real-time data to help inform our evidence-based care. Armed with this data, CVN can learn and continuously improve in order to provide the best care and experience for our clients.



IMPACTING THE MENTAL HEALTH FIELD

★ ★ ★

Suicide prevention remains a top priority for CVN given that military and veteran suicides remain at high levels. In an effort to advance the field of mental health and support service members and their families, CVN conducted extensive research on clinical decision-making in suicide risk assessment.

benchmarks and measurement-based care throughout the field of mental health. The network simultaneously launched the CVN Measurement-Based Care Training Toolkit. Also available at no cost, it is a comprehensive set of training materials designed to help mental health professionals incorporate measures to enhance quality of care.



Funded by a grant from USAA, CVN was able to evaluate and explore opportunities to enhance clinical suicide risk stratification, a process by which mental health providers determine an individual’s level of suicide risk and identify the appropriate level of care.

This led to the development of the CVN Suicide Risk Stratification Training Package for Clinicians. Available to the field at no cost, the training package is designed to help mental health providers enhance their clinical skills around understanding and managing suicide risk.

In 2023, CVN also released a white paper, *Establishing Benchmarks for Outpatient Mental Health Care: A Call to Action with Consensus Recommendations*. It offers recommendations on how to best advance the use of standardized

TRAINING IN THE SPOTLIGHT

★ ★ ★

CVN remains firmly committed to training and professional development to ensure staff and clinicians, both inside and outside of the network, have access to the latest evidence-based, and evidence-informed therapies. This focus on training is essential to CVN’s consistent quality of care.

In 2023:



1,367
individuals
participated in
32
trainings



999
Continuing
Education
Certificates
granted



5,595
Continuing
Education
Credits
granted

GROWING OUR SCHOLARS & FELLOWS PROGRAMS

★ ★ ★

To help develop the next generation of clinicians, CVN has two important programs:

CVN Scholars Program
Supporting qualified clinical interns, externs, and students in their graduate programs.

CVN Fellows Program
Helping recently graduated or early career clinicians working towards clinical licensure.

In 2023, these programs had:

- **111 interns** active at CVN clinics
- **30 fellows**, doubling the number accepted over 2022



★ ★ ★

“[MY THERAPIST] WAS AND IS, ONE OF THE MOST IMPORTANT PARTS OF MY JOURNEY TO ADDRESS MY MENTAL HEALTH OVER THE LAST TWO YEARS! THE TOOLS AND ADVICE HE SHARED, HELPED ME BECOME THE PERSON I AM TODAY. MY FAMILY AND I WILL NEVER BE ABLE TO SAY THANK YOU ENOUGH!”

— Client, Cohen Clinic at Valley Cities, Tacoma, WA

★ ★ ★



FIRST LADY JILL BIDEN ★ ★ ★

VISITING DIGNITARIES

★ ★ ★

The good work being done by CVN continues to be recognized. In 2023, a number of dignitaries, including those in The White House, state and local elected officials, military leadership, and community stakeholders, visited our Cohen Clinics.

Amongst these were First Lady Jill Biden, who visited the Cohen Clinic at VVSD in Oceanside, CA as part of The White House’s Joining Forces initiative to support military and veteran families, caregivers, and survivors. Oklahoma Governor

Kevin Stitt was on hand for the opening of the Cohen Clinic at Red Rock in Oklahoma City, OK. Hawaii Governor Josh Green, M.D. toured the Cohen Clinic at Child & Family Service in Mililani, HI. Alaska Lt. Governor Nancy Dahlstrom visited the Cohen Clinic at Alaska Behavioral Health in Anchorage, AK. And Tennessee Governor Bill Lee met with the team at the Cohen Clinic at Centerstone in Clarksville, TN.

DIVERSITY, EQUITY & INCLUSION AT THE HEART OF CVN

★ ★ ★

Diversity, equity and inclusion (DEI) are at the heart of CVN and its mission. During the past year, DEI initiatives were focused on employee recruitment, board membership, and enhancing processes and policies throughout the organization. Support for learning opportunities was increased

through DEI-focused workshops and presentations at clinics throughout the country. This emphasis on DEI demonstrates the value CVN places on cultural dexterity and making sure everyone feels welcome and appreciated across the network.

MEDIA HIGHLIGHTS

★ ★ ★

An important part of helping veterans, service members, and their families is by making them aware of the services and support offered at CVN’s clinics and in normalizing mental health care to help reduce stigma. This requires spreading the word through national and local media coverage. The past year was another banner one in terms of sharing the message about CVN’s life-saving services. Team members from Cohen Clinics across the country offered invaluable insights on topics that are of pressing concern for the military community.

The following are highlights of some of the many media reports from 2023:



First Lady Jill Biden Visits Cohen Clinic in Oceanside, CA



Cohen Clinic Opens in Oklahoma City, OK



Spotlight on Suicide Prevention



Managing PCS Season



Yoga for Mental Health

★ ★ ★

“[MY SON’S THERAPIST] IS ABSOLUTELY AMAZING! SHE HAS LITERALLY SAVED MY SON’S LIFE AND CONTINUES TO HELP HIM. WHEN SHE WAS OUT OF TOWN, THE DIRECTOR STEPPED IN TO TALK MY SON DOWN AND HELP HIM TO REMEMBER HIS VALUE. I CAN’T THANK THIS CLINIC ENOUGH.”

— Client, Cohen Clinic at Hope for the Warriors, Jacksonville, NC

★ ★ ★



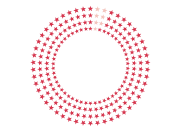
COMMUNITY PARTNER SURVEY

★★★

As in past years, in 2023 CVN conducted its Community Partner Survey, measuring the impact of our services on the community. Gathering such feedback is key to continually improving CVN’s services and maximizing our effectiveness.



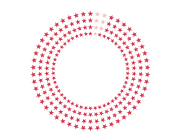
Results of the 2023 survey included:



★ **93%** of community partners indicated the Cohen Clinic is very important to local service members, veterans, and military families in their community

9.2/10

When asked to rate the level of trust of the Cohen Clinic to comparable community offerings



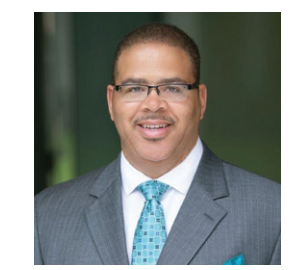
★ **91%** of community partners indicated the Cohen Clinic is very effective at keeping its promise of delivering accessible mental health care

9.5/10

When asked how likely they were to recommend a Cohen Clinic to an eligible friend or family member

WELCOMING A NEW BOARD MEMBER

★★★



In March, CVN welcomed a new member to its board of directors, highly accomplished health care industry executive and Army veteran, Courtney Billington. Head of Government Affairs for Johnson & Johnson, North America, he began his career as a Quartermaster officer in the U.S. Army, retiring honorably after serving with the 18th Airborne Corps at Fort Campbell, KY and in Operation Desert Storm. Courtney is an invaluable addition to the board, bringing considerable experience to help further CVN’s vital mission.

GOING BEYOND CVN

★★★

In 2023, CVN was selected as a technical advisor to the California Department of Veterans Affairs (CalVet) for the implementation of the California Veterans Health Initiative’s (CVHI) Veteran Mental Health Support Network, which will expand access to mental health-care for veterans and their families across the state.

Supporting this important effort is in perfect alignment with CVN’s goal to help advance the field. CVN brings considerable knowledge and experience in assisting CalVet build their network, with the objective of reducing veteran suicide.



AWARDS & RECOGNITION

★ ★ ★

CVN continues to be acknowledged for its work as the network fulfills its mission in supporting veterans, service members, and military families.

In 2023, CVN earned the following recognition:



Modern Healthcare



2023 PRNEWS Nonprofit Awards



DotCOMM Awards



Web Awards



★ ★ ★

“THIS CLINIC HAS SAVED MY LIFE. I AM SO GRATEFUL FOR THE CARE I’VE RECEIVED HERE. I’VE ALREADY REFERRED FAMILY AND LOVED ONES HERE FOR CARE.”

— Client, Cohen Clinic at UPenn, Philadelphia, PA

★ ★ ★



PARTNERSHIPS KEY TO BUILDING A SUSTAINABLE FUTURE

★ ★ ★

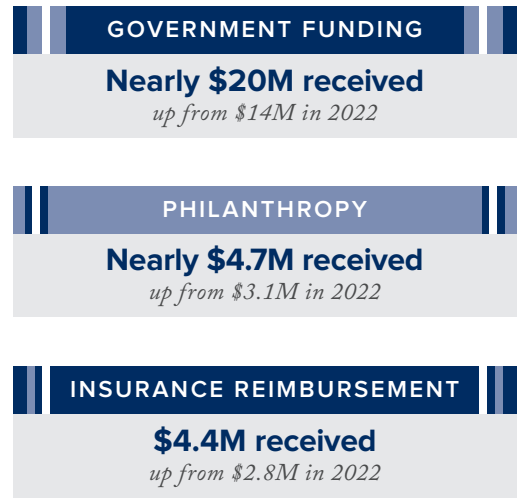
For CVN, 2023 proved to be our most successful year in terms of securing support from important public partners. Local government officials are seeing CVN’s impact on their communities and recognizing that there is a tremendous return on investment in partnering with the network. For many governments, the value of public-private partnership is clear, offering veteran and military constituents mental health services they might not otherwise receive. In 2023, partnering communities and governments included Tennessee; Texas; Pierce County, Washington; Georgia; Pennsylvania; Florida; Virginia; Oklahoma; North Carolina; Maryland; and California.

Such public-private partnerships are key to ensuring that critical services are available when veterans, service members, and their families need them.

CHARITABLE CARE FOR 2023

★ ★ ★

In keeping with his ongoing commitment to support the critical work of CVN, founder, Steven A. Cohen, continued to generously provide grants to our Cohen Clinic partners this past year. In 2023, he personally invested \$53M to support the network.



SUPPORTING CVN’S VITAL MISSION THROUGH CORPORATE PARTNERSHIPS

★ ★ ★

Delivering care to those who need it most is an undertaking that requires considerable collaboration and resources. In 2023, CVN’s corporate partners stepped up in a big way, supporting this crucial work.



Some of these partnerships included:



“CVN Fellows Program: Growing a Needed Clinician Pipeline & Developing a Workforce”



“Training & Improving Clinician Competency to Support Military Youth”

“CVN Fellowship for the Care of Military, Veterans & Their Families”

“Enhancing CVN’s Suicide Assessment & Prevention Ecosystem”



Hidden Helpers Collaboration

