



2024 ANNUAL IMPACT REPORT



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



★ ★ ★
BY MAXIMIZING
EFFICIENCY, FOSTERING
SUSTAINABILITY, AND
DRIVING INNOVATION,
WE HAVE REINFORCED
OUR STRATEGIC GOALS
AND LAID A SOLID
FOUNDATION FOR
THE FUTURE.



★ ★ ★

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

★★★

In 2024, Cohen Veterans Network (CVN) took a deep dive into our model, refining our approach by eliminating outdated practices and strengthening our network framework. Like many organizations, we recognized that some early-stage beliefs and processes no longer fit as we matured. This year was about learning and understanding what works, what doesn't, and continuously improving to ensure we operate at our highest potential.

We remain committed to finding the right formula, whether in partnerships, funding models, or staffing structures to best support our mission. Our nationwide network, built on a social franchise partnership model, has allowed us to scale efficiently, leverage the strengths of our partners, and share capacity across organizations in meaningful ways.

In 2024, we, together, embodied everything we love about this work; creating real impact, embracing big opportunities, and tackling challenges that push us to be better.

As we close out the year, I am proud of our collective efforts. By maximizing efficiency, fostering sustainability, and driving innovation, we have reinforced our strategic goals and laid a solid foundation for the future. Our mission remains clear: to serve veterans, service members, and their families by ensuring they have access to high-quality mental health care. We will not stop until we reach those who need us most.

I am excited for what lies ahead, and I look forward to building on this momentum in 2025!

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)] 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. Care is available through the network's 22 Steven A. Cohen Military Family Clinics, serving 20 states in-person and via CVN Telehealth, face-to-face video therapy. CVN also provides comprehensive case management services to address social drivers of health such as unemployment, finances, housing, and more.

Learn More: cohenveteransnetwork.org

TACOMA, WA

LOS ANGELES, CA

OCEANSIDE, CA

SAN DIEGO, CA

COLORADO SPRINGS, CO

OKLAHOMA CITY, OK

LAWTON, OK

EL PASO, TX

DALLAS, TX

KILLEEN, TX

SAN ANTONIO, TX

CLARKSVILLE, TN

WASHINGTON, DC

VIRGINIA BEACH, VA

JACKSONVILLE, NC

FAYETTEVILLE, NC

HINESVILLE, GA

JACKSONVILLE, FL

TAMPA, FL

○ CLINIC OPEN NOW

● CARE AVAILABLE VIA TELEHEALTH



IMPACT IN ACTION: CVN CARE BY THE NUMBERS

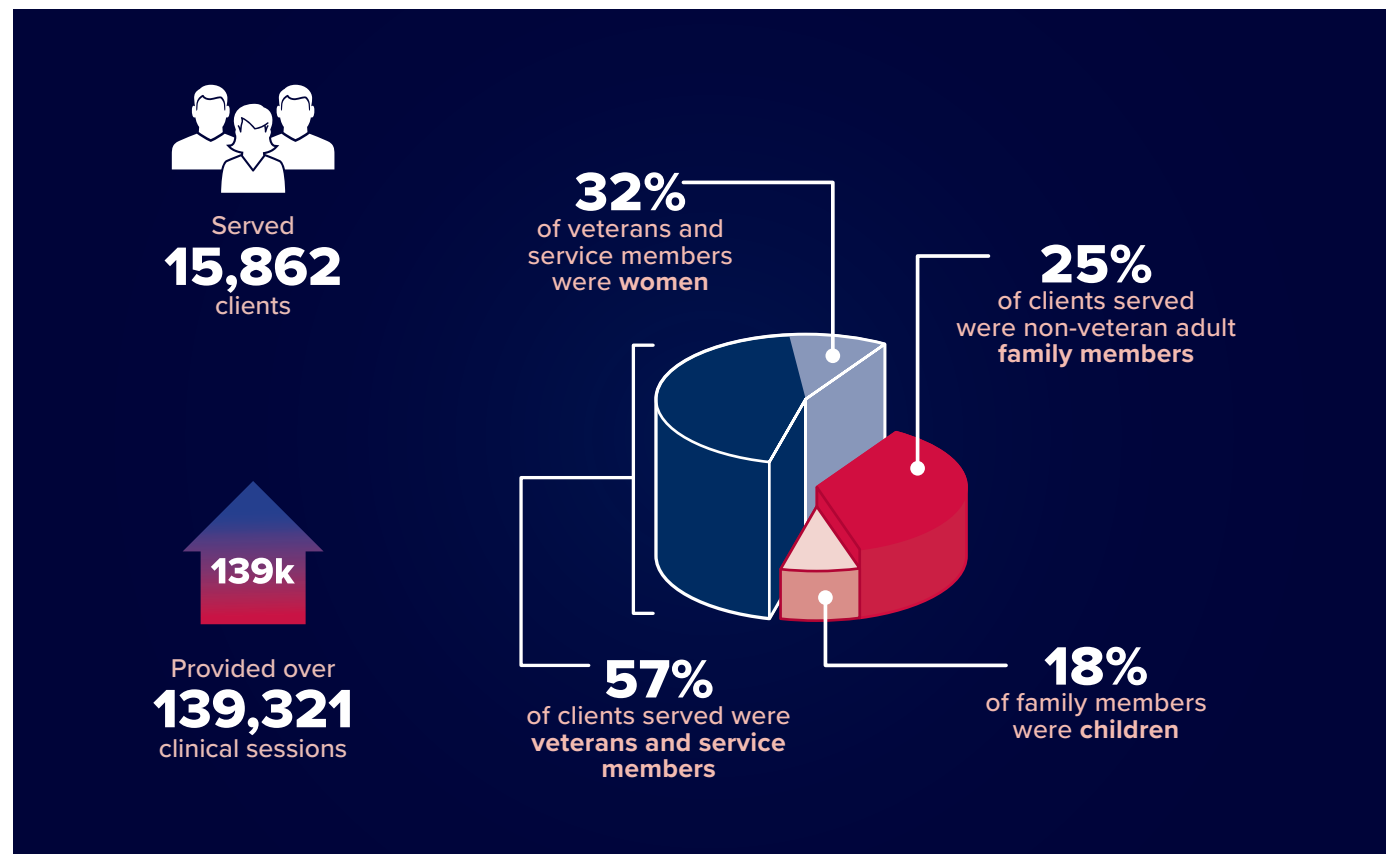


There is an urgent demand for high-quality, accessible care for military families. This past year, we are proud to have fulfilled our promise to bring vital services to those in need.

Since inception in 2016, CVN:



In 2024 alone, CVN:



FILLING THE GAPS IN CARE FOR MILITARY FAMILIES

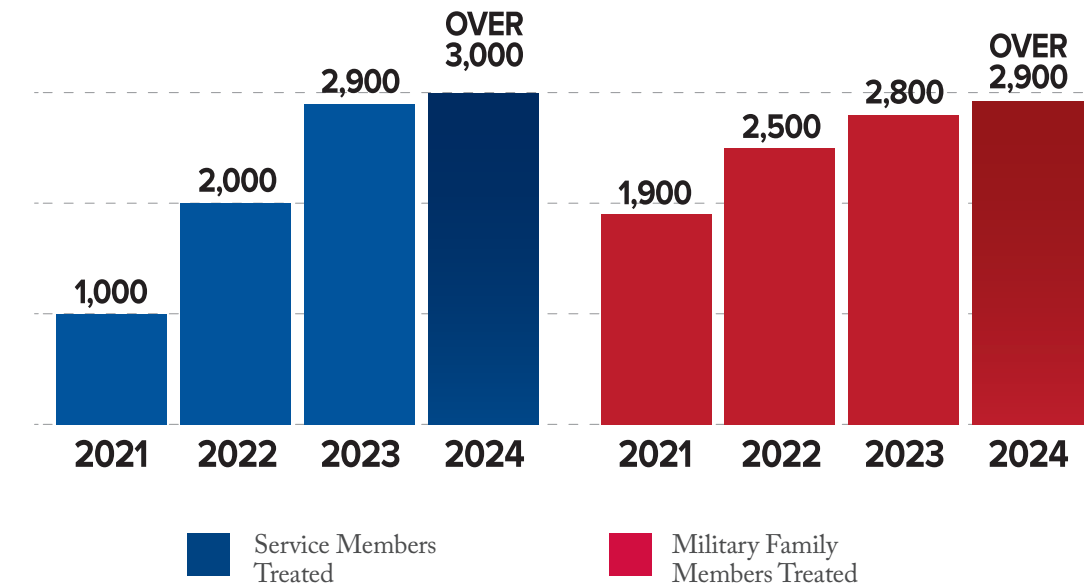
★★★

The need for expanded access to high-quality mental health services for service members and their families is critical, particularly in the face of shortages in available mental health providers across the country.

CVN is doing its part to fill in this gap in care, helping ensure those in need have access to high-quality services. The number of active duty service

members and their families coming to our clinics has continued to increase over the last 4 years since the network began serving active duty. The growing demand for care at CVN clinics highlights the network's trusted support and vital role in expanding access to essential mental health services.

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



"We are very blessed to have the Cohen Clinic; it has genuinely been a life saver, and the evening hours make it possible to receive care."

— Client, Silver Spring Clinic

ENHANCING CARE THROUGH CLINICAL TRAINING

★★★



At CVN, we are dedicated to delivering the highest quality care. To achieve this goal, we provide a robust array of clinical trainings to ensure our staff and clinicians, both inside and outside of our network, have access to expert guidance and the latest evidence-based therapies.

As a result of a generous grant from USAA, CVN was able to provide additional specialized trainings for treating youth and families. These included external-facing webinars available to the field at no cost. Learn more about training opportunities at cohenveteransnetwork.org/training.

In 2024, CVN furthered its impact on the field with:



2,908
individuals
participated in
41
trainings



2,073
Continuing
Education
Certificates
granted



5,960
Continuing
Education
Credits
granted

SHAPING THE NEXT GENERATION OF CLINICIANS

★★★

CVN continues to invest in career development opportunities for clinical graduate students while advancing the practice of evidence-based care. Our Fellows program supports recently graduated or early career clinicians as they work towards independent clinical licensure.

Because of a notable grant from Face the Fight, three designated Suicide Prevention Fellows were able to complete advanced training in suicide prevention interventions this past year.

In 2024, our Cohen Clinics supported:

44
Fellows

10
Fellows' promotions
to clinician positions

86
Clinical and
non-clinical Interns

ENSURING AN OUTSTANDING CLIENT EXPERIENCE

★★★

Making sure our clients have the very best experience at our Cohen Clinics is among CVN's top priorities. We measure their satisfaction through our Client Experience Survey. Highlights from 2024 include:

87%

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

86%

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

88%

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

90%

clients who **would recommend** our services to friends and family members

"Delivering high-quality mental health services for veterans, active duty service members, and their families is the core of our mission. While outcomes are a key measure of success, client satisfaction also plays a pivotal role," explained CVN Chairman of the Board Gen. Joseph L. Lengyel, USAF (Ret.) "The experiences our clients have at our Cohen Clinics help gauge how well we're fulfilling our mission. If accessing our clinics and services is seamless and supportive, it affirms that we're meeting our commitment."

★★★★★

"I don't believe anybody's going to go through therapy at Cohen and not feel better on the other end."

— Mike, Navy Veteran





A LEARNING MENTAL HEALTH SYSTEM: THE POWER OF CVN-IQ



CVN is a high-performing, continuously learning-mental health system that uses data-driven insights to enhance care. Every day, we collect and analyze data to ensure our clinics deliver on the promise of accessible, high-quality mental health care. To further this commitment, in 2022, we established the Cohen Veterans Network Institute for Quality (CVN-IQ), a dedicated collaborative research institute focused on building knowledge, driving innovation, and advancing the field of mental health.

In 2024, CVN-IQ leveraged data and client insights to identify opportunities to enhance mental health care, focusing on suicide prevention among veterans, service members, and their families. With support from the Face the Fight Foundation, CVN-IQ conducted data analytics to develop predictive models of suicide risk in CVN clients. An additional qualitative study was undertaken to better understand client's experiences with CVN's comprehensive suicide risk assessment and prevention ecosystem, leading to findings which informed clinical practices and training. Additionally, CVN researchers launched a project to develop and implement evidence-informed lethal means safety and suicide

prevention training for clinicians treating women veterans and service members at-risk.

This year, CVN-IQ advanced the mental health field by publishing several research reports addressing suicide risk and prevention as well as social drivers of health in military community members.

The institute also participated in scientific knowledge building by publishing studies related to topics including telehealth and prediction of mental health outcomes using machine learning (AI) accepted by highly regarded, peer-reviewed journals, including:

- Psychological Services
- Clinical Psychology and Psychotherapy
- Journal of Psychiatric Research
- Clinical Psychology: Science and Practice

Learn more: cohenveteransnetwork.org/CVNIQ



“I have been incredibly taken care of by the whole staff. When our veteran son unexpectedly died by his own hand the staff helped us navigate grief. Every single person from my phone, to front desk, to intake interview, and counseling have been - and are - life giving.”

— Client, Lawton Clinic



OUR CORE VALUES AT WORK



CVN prides itself on its commitment to the core values of integrity, community, and excellence. These principles shape who we are and guide how we engage with clients, partners, colleagues, and local communities — always with respect, empathy, and understanding. In 2024, we demonstrated these values through CVN's Day

of Giving & Reflection, which afforded our teams an opportunity to reflect, learn and give back in a meaningful way. Through various acts of service at more than 28 local community events, we reinforced our dedication to community and exhibited the power we have to make an impact.



GOING BEYOND MENTAL HEALTH



At CVN, our mission extends beyond providing mental health services to military families; we are committed to addressing the broader social factors that impact overall health and well-being. In December 2024, CVN donated \$22,000 to local food banks in communities served by its 22 Steven A. Cohen Military Family Clinics, with each receiving \$1,000 to support local military families, veterans, and their neighbors in need.

One of the organizations we contributed to, BEAM, a hunger relief nonprofit in Jacksonville, Florida, expressed gratitude for the donation, stating it

“not only supports our mission but strengthens our shared commitment to helping military veterans, active-duty service members, and their families.”

This initiative reflects CVN's holistic approach to care, recognizing those social drivers of health — such as food insecurity, employment, insecure housing, and education — are critical to overall well-being. Through CVN's case management services, clients can access essential resources to navigate these challenges, ensuring they receive comprehensive support beyond mental health care.

COHEN CLINICS WELCOME KEY LEADERS

★★★

Over the past year, the impactful work of the Cohen Clinics attracted a range of distinguished visitors, including government leaders, lawmakers, and officials from key sectors related to veterans' services and support. These visits, which included tours of multiple clinic locations across the country, highlight the increasing recognition of, and interest in, our work in supporting veterans and military families.



EXCELLENCE ACROSS THE BOARD

★★★

At CVN, we are focused on continuous improvement, ensuring our clinics deliver the highest standard of care. In 2024, we launched the Continuous Quality Improvement (CQI) training series, a cross-discipline initiative focused on enhancing clinic support and operational excellence. The training series was designed to

address opportunities for growth, equipping our clinic teams with the tools to refine practices, optimize operations, and improve patient care. By providing targeted feedback and refining our processes, we ensure that our clinics continuously evolve to meet the needs of those we serve.



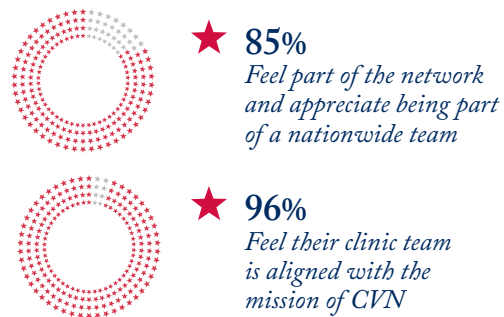
SERVING OUR CLINICS: NETWORK SATISFACTION SURVEY

★★★

CVN is committed to being a strong partner to our clinics and fostering an exceptional work environment — both of which directly impact care for the veterans, service members, and

families we serve. This dedication is reflected in the results of our eighth annual Network Satisfaction Survey, which gathers objective feedback from clinic teams across the country.

Some of 2024's survey highlights include:



MEDIA HIGHLIGHTS

In 2024, CVN continued to amplify awareness of our critical services through national and local media coverage. By sharing impactful stories and expert insights, we helped normalize mental health care, reduce stigma, and ensure that veterans, service members, and their families know where to turn for support. See CVN media stories at cohenveteransnetwork.org/media-center. Here are a few highlights from 2024:




Medal of Honor recipient speaks out about mental health



Killeen clinic helping military families



New tools aim to prevent suicide after service for veterans



Military couples "often" lonely, survey finds



CVN'S #REVERSEHERIPPLE SUICIDE PREVENTION CAMPAIGN

AWARDS & RECOGNITION

★★★

CVN's commitment to excellence in serving veterans, service members, and military families has earned continued recognition. In 2024, we received the following awards:



Modern Healthcare:
Chief Clinical Officer
Dr. Tracy Neal-Walden



PRSA Silver Anvil Award:
Best Strategic PR Campaign of the Year
"Reverse the Ripple" Suicide Prevention.



Modern Healthcare:
Best Places to Work in Healthcare
2nd Year in a Row



GDUSA Design Award:
Winner
CVN Case for Support

See additional CVN Awards and Recognitions: cohenveteransnetwork.org/awards



[This clinic] “eliminated any barriers that would keep me from getting mental help especially having child care. This is the only clinic I know that has this service. Each staff member is so respectful and kind. I feel safe at this clinic.”

-Client, Hinesville Clinic

BUILDING A SUSTAINABLE FUTURE, ONE PARTNERSHIP AT A TIME



An important part of CVN’s mission is to build a sustainable business model that ensures vital care is available for the long term. A key part of that model is public-private partnerships. To that end, 2024 was a banner year for the network, achieving new levels of support from public partners. Local and state government officials have come to recognize the impact of CVN’s services on their communities and return on investment from a partnership with the organization. These partnerships not only drive CVN’s mission forward but also establish a strong foundation for enduring care and support for those who have served.

In 2024, CVN partnered with Texas, Tennessee, North Carolina, Maryland, Georgia, Oklahoma, Virginia, California, Addison, Texas, and Pierce County, Washington.

Beyond partnerships, CVN received its first federal award from a Congressionally Directed Spending Request designated for the Cohen Clinic in Alaska.



GOVERNMENT FUNDING

Nearly \$21.6M received

up from \$20M in 2023

PHILANTHROPY

Nearly \$9.2M received

up from \$4.7M in 2023

INSURANCE REIMBURSEMENT

\$5.6M received

up from \$4.4M in 2023

GENEROUS SUPPORT FROM OUR FOUNDER



CVN founder, Steven A. Cohen, has consistently shown unwavering support of the critically important work being done by this organization. This past year, he continued his commitment to CVN through his generous grants to our Cohen Clinic partners.

COMMUNITY PARTNERSHIPS: WORKING TOGETHER



Ensuring access to care and preventing veteran suicide requires thoughtful and strategic collaboration. In 2024, CVN’s corporate partners were instrumental in this effort, supporting key initiatives that expanded mental health services and strengthened suicide prevention efforts. We are deeply grateful for their commitment and partnership in this vital work.

POWERED BY



COHEN VETERANS
NETWORKS

