



**Peak Military
Care Network**

connecting people to resources

**2016 PMCN
ANNUAL
REPORT**

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ABOUT PMCN

PMCN connects military service members, veterans and their families to essential resources by creating collaborative relationships with community, military and VA partners, who receive education and ongoing training from PMCN.

PMCN helps service members, veterans and their families navigate support systems through web-based and call-in information and assistance to find the services that are the best fit, walking beside them every step of the way.

We work with 40 partner agencies to provide a full range of services to support military members, veterans and their families, including making sure that community organizations understand military and veteran culture and are aware of resources available through the community. PMCN also works closely with the VA and other military organizations in order to better meet military and veteran needs.

MISSION

PMCN connects military service members, veterans and their families to the highest quality resources provided by our trusted community partners.

2016 Impact

800+

service members, veterans and their families obtained information & assistance & navigation support from PMCN

Assistance Included:



FINANCIAL



HOUSING



EMPLOYMENT



BEHAVIORAL
HEALTH

93%



awareness of community resources

82%



opinions of community support systems



38

partner agencies



32,000

service members, veterans and families assisted by PMCN Partner Agencies



350+

service providers trained in 11 sessions on military and veteran culture

96%



of knowledge to help collaborate and better meet military and veteran needs

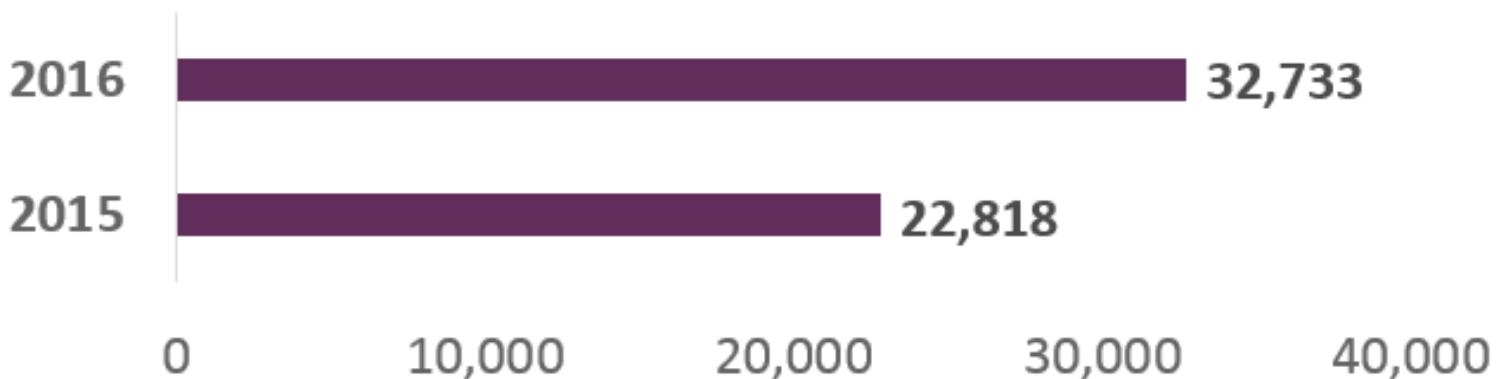
PMCN PROGRAMS

Information and Assistance

PMCN provides a central source of information for service members through call-in, face to face & web-based services. PMCN offers a proactive Network of Care website for secure record storage.

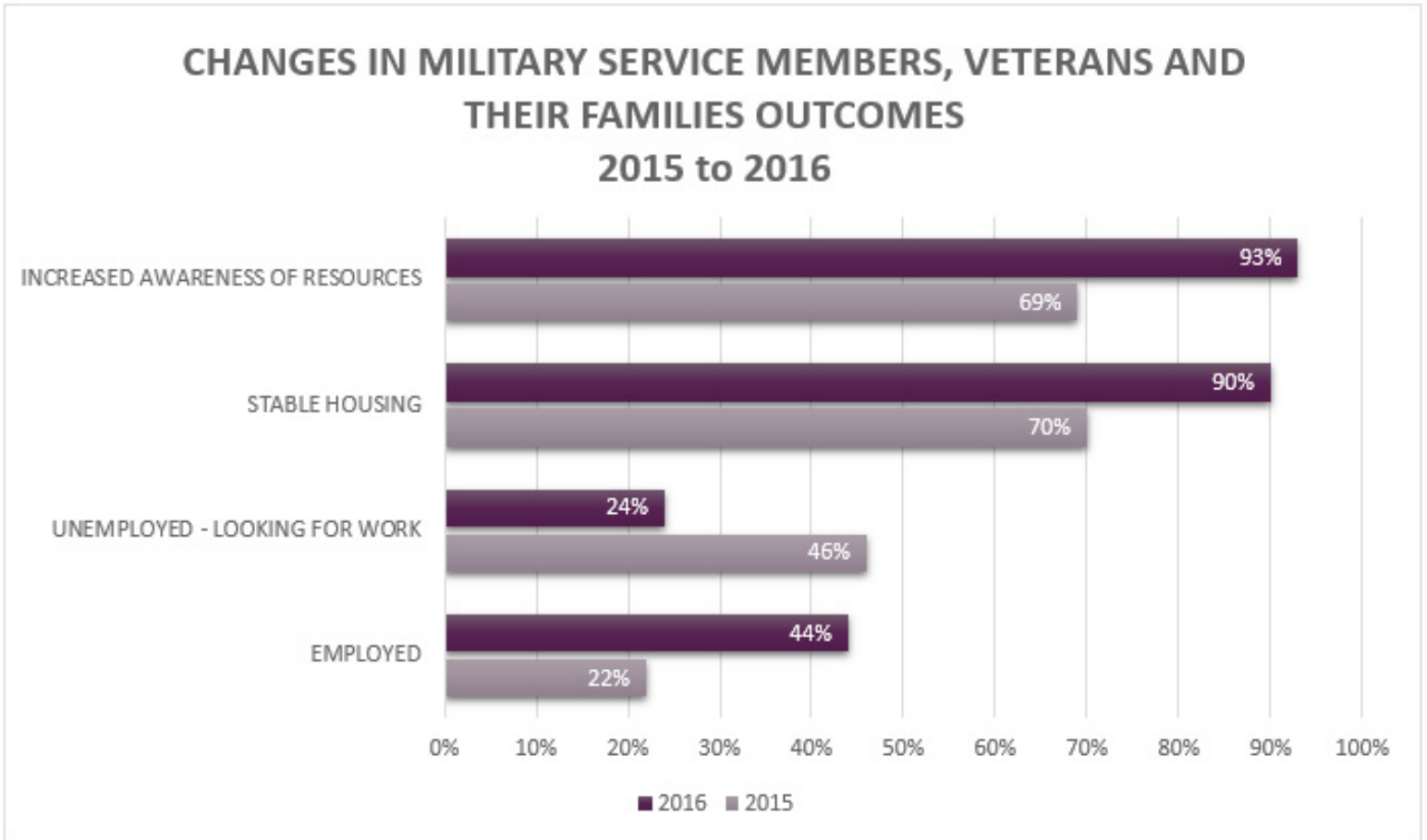
- Network of Care Website had 86,901 visits in 2016
 - 28% increase from 2014
- Served 800 military service members, veterans and their families
- Increase Awareness of Resources
 - 96% of trainees say Awareness increased
 - 93% of callers say Awareness increased, a 35% increase over 2015

VETERANS, SERVICE MEMBERS & THEIR FAMILIES SERVED BY PARTNER AGENCIES JANUARY THRU JUNE 2016*



Navigation

PMCN walks beside families, guiding them through complex systems of care; ensuring assistance every step of the way. PMCN refers clients to our trusted & vetted partners.



- Provide veterans, service members, and their families with centralized resources
 - Website visits increased 28% from 2014 start
 - 21,000 people saw PMCN tweets about resources
 - Callers reported 784 referrals to local agencies
 - Increase Follow Through on Referrals
 - 73% of callers followed through, compared to 75% in 2015
- Improve Utility of Referrals
 - 63% of callers report that referrals met their needs, compared to 48% in 2015

Education and Outreach

PMCN creates collaborative relationships with community partners ensuring warm hand offs. We educate & train on cultural competences for best practices.

PARTNER AGENCY SERVICES SUMMARY

(First Half of 2016)

- Partner Agencies served 32,733 veterans, service members and their families
- Veterans, service members and their families make up 15% of Partner Agency clients
- 86% of Partner Agencies provided service data
- Partner Agencies received 391 referrals from other Partner Agencies
- Partner Agencies made more than 1,000 referrals to other Partner Agencies
- Just over half of Partner Agencies shared referral data
- Partner Agencies need help with tracking, data collection & reporting

REVIEW OF PMCN GOALS

- Increase understanding of needs of veterans, service members & their families (VSMF).
 - 96% of trainees say they learned things that will help them meet the needs of VSMF
 - Understanding of training topics increased significantly after the workshops
 - 20,941 people saw Facebook posts about VSMF issues
- Build a collaborative network of community service providers to increase system efficiencies, decrease duplication of services & leverage resources
 - 86% of Partners shared data on services to VSMF
 - Partner Agencies served 32,733 VSMF in the first half of 2016
 - Partner Agencies made more than 1,000 referrals to other Partners
- Become the go-to source for leadership in meeting the needs of VSMFs
 - 352 community members were trained in 2016
 - 96% say they will collaborate with others as a result of the training
 - 72% of callers will tell others about the PMCN Call Center

(VSMF = Veterans, Service Members and Families)

THANK YOU DONORS!

United Health Foundation
El Paso County
El Pomar Foundation
Anschutz Foundation

COLORADO GIVES DAY DONORS:

Bernd McConnell
Teresa Schwartz
Milady Blaha
Anna Nurmi
Ellen Fisher
Stephen Dant
Steven Kuhr
G. Wesley Clark
Brian Grady
Buddy Newton
Merrill Jacobson
Ed Anderson
Michelle Slattery

FINANCIALS

2016 Public Support and Revenue

Total: \$474,826

Gifts/Grants/Contributions - 99%

Interest/Other - .01%

In-kind - .09%

2016 Expenses

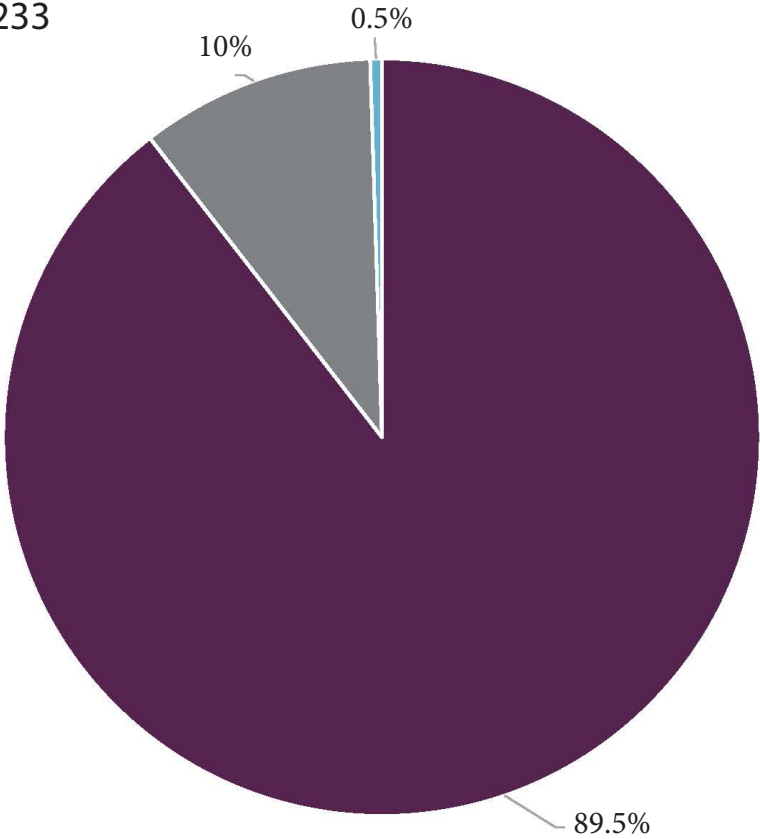
Total: \$360,633

Program Expenses - \$322,495

Management & General Operations - \$36,233

Fundraising Expenses - \$1,905

2016 PMCN Expenses



■ Program Expenses ■ Management & General Operating ■ Fundraising Expenses