



Peak Military  
Care Network

connecting people to resources

# 2017 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.

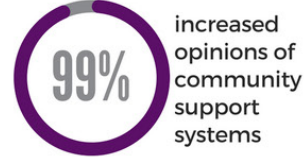
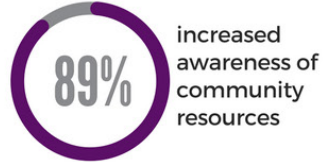
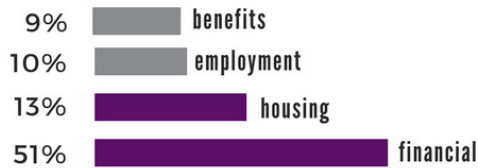
We work with 41 partner agencies to provide a full range of services to support military members, veterans and their families, including making sure that community organizations understand military and veteran culture and are aware of resources available through the community. PMCN also works closely 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.

**1200** Military service members, veterans & family members served

**Assistance included:**



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**41**

PMCN Partner Agencies



**104,000+**

service members, veterans & families assisted by PMCN Partner Agencies



**338**

service providers trained in 11 sessions on military & veteran culture



**97%**

of service providers trained said trainings will help meet military and veteran needs



**EDUCATION & OUTREACH**



# 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 that offers many features, including a comprehensive, searchable resource directory and community calendar, as well as secure storage of electronic records.

Network of Care website had 96,019 visits in 2017

- 10% increase over 2016

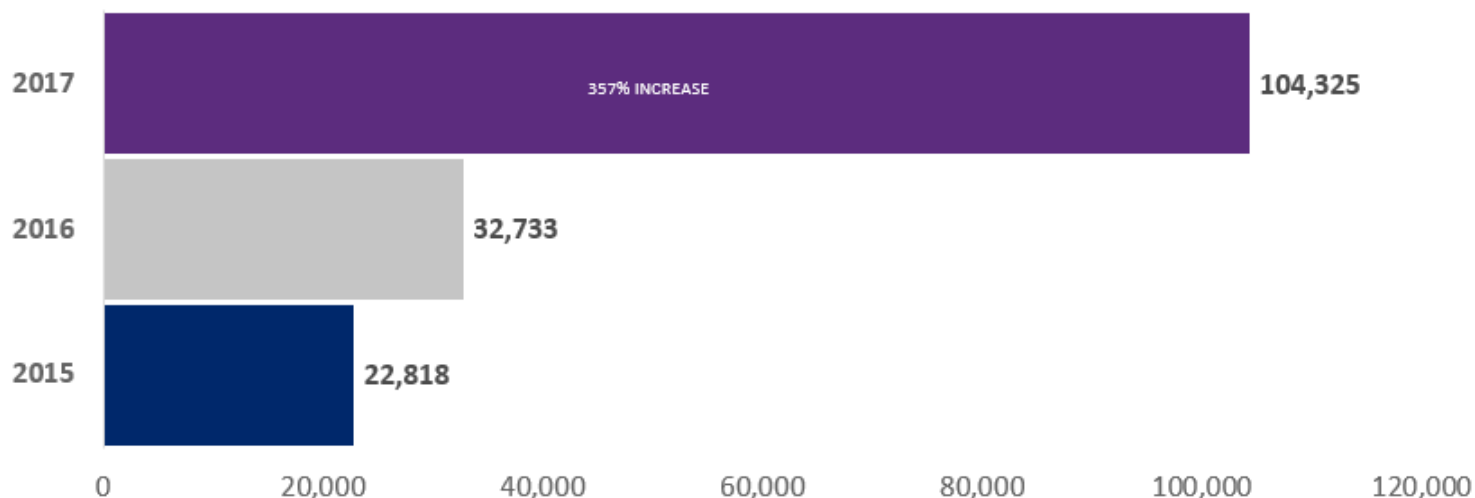
PMCN staff directly assisted more than 1,200 military service members, veterans and their families

- 60% increase over 2016
- 99% of callers expressed increased opinions of community supports after contacting PMCN

Both partners and individuals and families assisted by PMCN indicated increased awareness of available resources

- 97% of partner trainees said trainings will help meet military and veteran needs
- 99% of callers said awareness of resources increased after contacting PMCN

### SERVICE MEMBERS, VETERANS & THEIR FAMILIES SERVED BY PARTNER AGENCIES 2015 - 2017

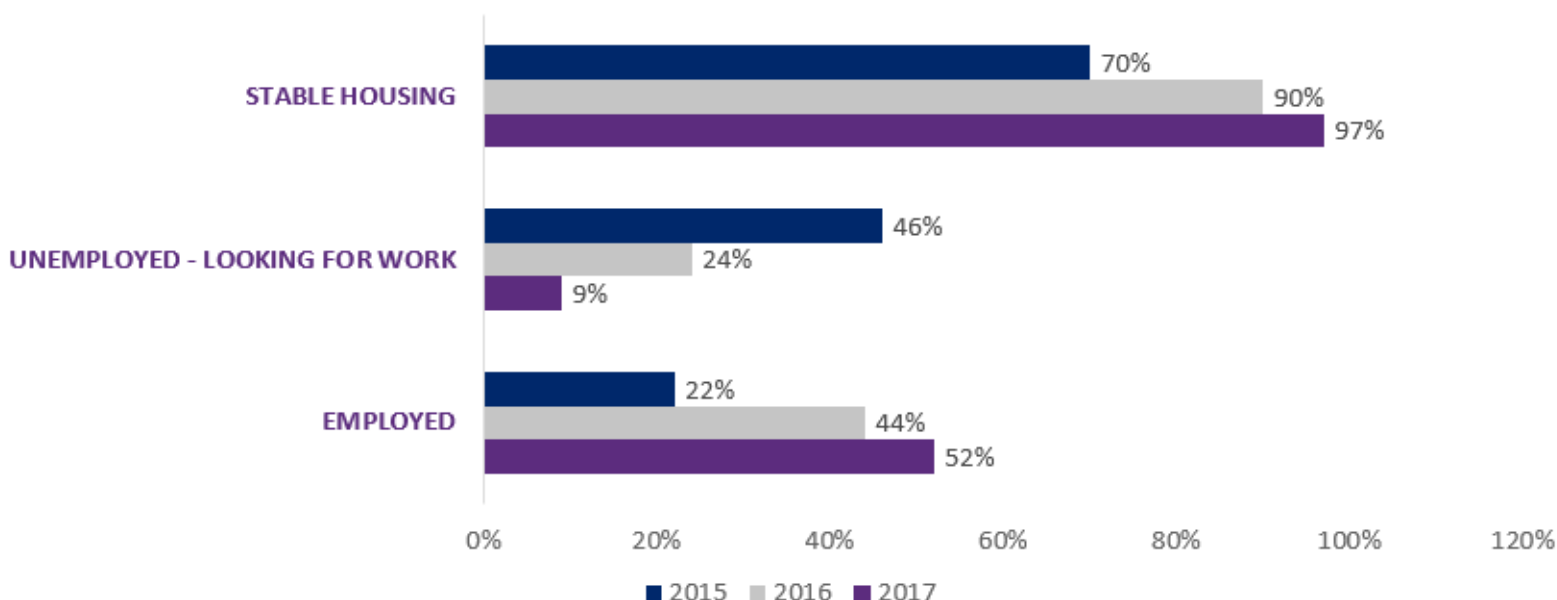


# Navigation

PMCN walks beside families, guiding them through complex systems of care and ensuring assistance every step of the way. PMCN refers clients to our trusted & vetted partners, and we follow-up to make sure individuals' and families' holistic needs are met.

## CLIENT OUTCOMES AFTER FOLLOW-UP

2015 to 2017



PMCN provides veterans, service members, and their families with centralized resources

- Website visits have increased 42% since 2014
- 65,000 people saw PMCN tweets about resources, more than triple 2016 totals
- PMCN staff made 835 referrals to local agencies to assist PMCN clients

With PMCN's increased capacity to provide navigation assistance, PMCN has been able to facilitate increased follow-through and efficacy of referrals

- 87% of callers followed through and connected to referred agencies, compared to 73% in 2016
- 88% of callers report that referrals met their needs, compared to 63% in 2016

# Education and Outreach

PMCN creates collaborative relationships with community partners, ensuring warm hand-offs so individuals and families are connected to critical services. We educate & train partners on military and veteran cultural competencies for best practices and conduct outreach to those who may need assistance.

PMCN conducted 11 trainings in 2017 for 338 community, military and VA service providers

- 97% of trainees say they learned things that will help them meet the needs of veterans, service members and their families
- 93% say they will collaborate with others as a result of the training
- Understanding of training topics increased significantly as a result of the workshops

PMCN participated in more than 80 outreach events, connecting with more than 3,600 service members, veterans and family members, in addition to social media and other outreach activities

- 11,000 people saw Facebook posts about issues affecting veterans, service members and their families

## PMCN's Collective Impact

PMCN's aims to build and expand a collaborative network of community service providers to increase system efficiencies, decrease duplication of services & leverage resources.

- 83% of Partners shared data on services to veterans, service members and their families in 2017
- PMCN Partner Agencies served more than 100,000 veterans, service members and their families
- Veterans, service members and their families make up 21% of Partner Agency clients
- Partner Agencies reported receiving 700 referrals from other Partner Agencies
- Partner Agencies made more than 1,600 referrals to other Partner Agencies
- Partner Agency data collection and reporting continues to improve, but partners continue to need help with tracking, data collection & reporting

# 2017 ANNUAL REPORT RECOGNITION

## Honoring the Brave Sponsors



Aerospace Corporation  
ANB Bank  
Boecore, Inc.  
Colorado Technical University, Inc.  
Community Health Partnership  
HB&A  
James Ross  
Law Office of Thomas M. James, P.C.  
Pennica Financial Group  
Penrose-St. Francis Health Services  
Purpose Planning  
UC Health Memorial Hospital



ADD STAFF, Inc.  
Kirkpatrick Bank  
Nor'wood Development Group  
Rusinak Real Estate  
Stockman Kast Ryan + Co

## 2017 Grants

United Health Foundation  
El Paso County  
Anschutz Foundation  
Telligen Community Initiative  
USAA Foundation  
Mountain Spouses Club



# FINANCIALS

## 2017 Public Support and Revenue

Total: \$425,948

Gifts/Grants/Contributions- 98.9%

Interest/Other- .01%

In-kind- 1%

## 2017 Expenses

Total: \$479,680

Program Expenses - \$419,969

Management & General Operations - \$45,470

Fundraising Expenses - \$14,241

