



**Peak Military  
Care Network**

connecting people to resources

# 2018 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.

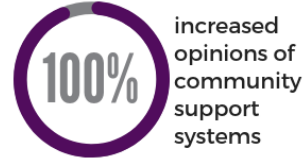
We work with 40+ partner agencies to provide a full range of services to support military members, veterans and their families, including making sure that community organizations understand military and veteran culture and are aware of resources available through the community. PMCN also works closely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

**1700** military service members, veterans & family members were served

**Assistance included:**



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**45**

PMCN Partner Agencies



**100,000+**

service members, veterans & families assisted by PMCN Partner Agencies



**322**

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 102,844 visits in 2018:**

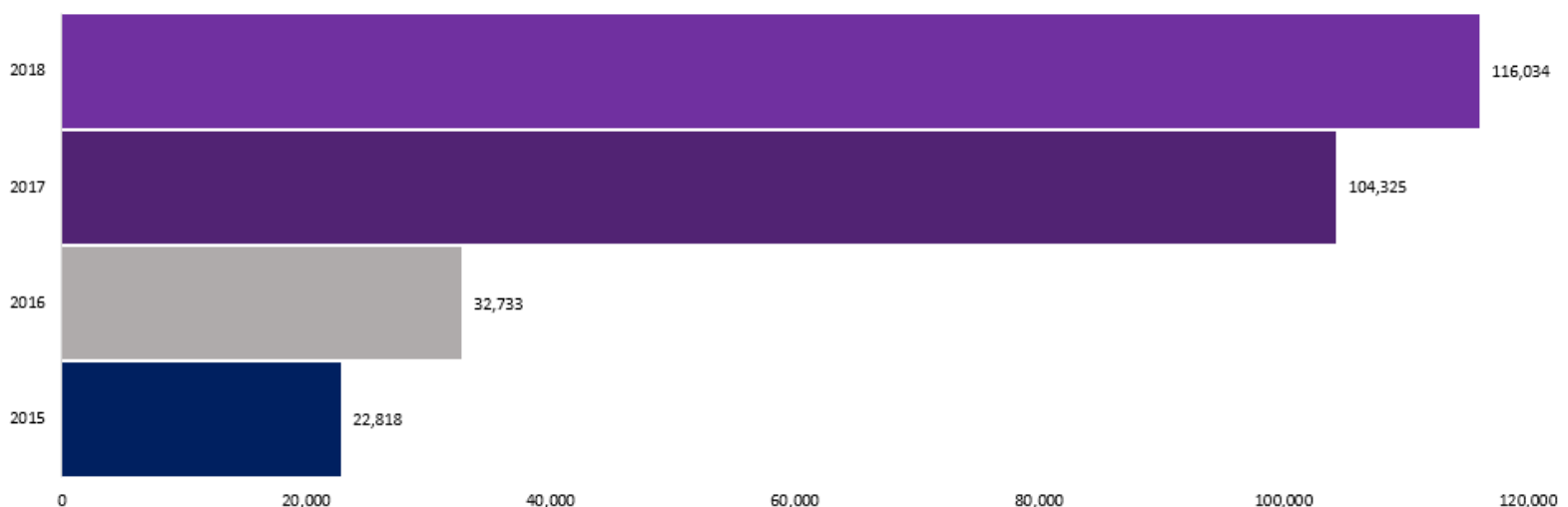
- 7% increase from 2017 and 51% increase from 2014

**PMCN staff directly assisted more than 1,700 military service members, veterans and their families.**

**PMCN increased awareness of resources in in the community:**

- 94% of trainees say awareness increased
- 100% of callers say awareness increased

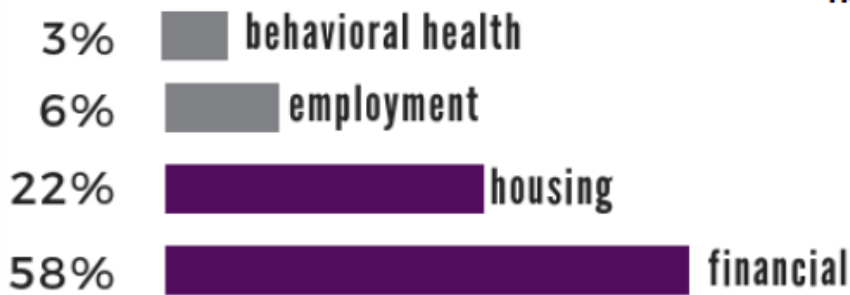
## Partner Agency Data-Service Members, Veterans and Family Members Served



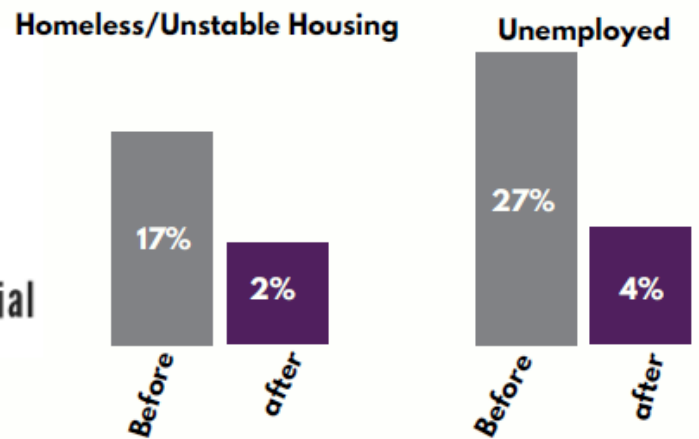
# Navigation

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.

## Assistance Included:



## Employment & Housing Stability Before & After PMCN Assistance:



Provide veterans, service members, and their families with centralized resources:

- PMCN received more than 3,200 total calls for assistance in 2018
- Callers received 1,268 connections to services from PMCN
- 3,101 referrals were made to PMCN from partner agencies

With navigation capabilities implemented in 2016, PMCN has also demonstrated increased utility of referrals made:



# Education & 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 2018 for 322 community, military and VA service providers:**

- 97% of trainees said they learned information that will help them meet the needs of service members, veterans, and their families
- 93% of trainees said that their awareness of the resources available to service members, veterans, and their families increased as a result of the training
- Understanding of training topics increased significantly after the workshops

**PMCN participated in more than 91 outreach events, connecting with more than 4,000 service members, veterans and family members, in addition to social media and other outreach activities :**

- Tweets were viewed by more than 50,000 people
- Facebook posts reached more than 125,000 people
- The Network of Care website reached more than 100,000

## 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.

- 80% of partners shared data on services to veterans, service members and their families in 2018
- PMCN Partner Agencies served more than 116,034 veterans, service members and their families
- Partner Agencies made more than 5,000 referrals to other Partner Agencies

# 2018 REVENUE RECOGNITION

## Annual Sponsor



## 2nd Annual Honoring the Brave Breakfast Sponsors

THE  
BROADMOOR



5Star Bank  
ANB Bank  
Cedar Springs Hospital  
Classic Homes  
El Paso County, CO  
Northrop Grumman

Akima  
The Colorado Thirty Group  
Colorado Technical University  
Front Range Staffing  
HB&A  
MTSI  
NFP  
Pennica Financial Group  
Stockman Kast Ryan + Company

## 2018 Grant Contributors

Anna Keesling Ackerman Fund  
Anschutz Foundation  
Caring for Colorado  
Colorado Springs Utilities Focus Fund  
El Paso County, CO  
May and Stanley Smith

Mountain Spouses Club  
PeyBack Foundation  
Quick Foundation  
Telligen Community Initiative  
United Health Foundation  
USAA Foundation



# FINANCIALS

## 2018 Public Support and Revenue

Total: \$521,599

Gifts/Grants/Contributions: 94%

Interest/Other: .001%

In-kind: 5.9%

## 2018 Expenses

Total: \$507,610

Program Expenses: \$452,227

Management & General Operations: \$43,559

Fundraising Expenses: \$11,824

