

RECOVERING WARRIOR TASK FORCE



NAVY SAFE HARBOR

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Agenda – Discussion Topics

- Business Process Improvements
 - Standardized Metrics
 - Quality Assurance & Inspection Team
 - Program Restructure
- Benefits
 - Special Compensation for Assistance w/Activities of Daily Living (SCAADL)
- CY14 Initiatives
 - An Enduring Mission
 - Strategic Communications
 - Recovery Care Program
 - Transition Initiative



A year of transformation & standardization – serving wounded warriors

Business Process Improvements

Standardized Metrics

➤ Standardized Program Metrics

▪ Background/Objective:

- Develop enterprise wide metrics to establish standard data reporting requirements to meet congressional mandates and validate non-medical care

▪ Results:

- Approved program metrics, aligned to DoD policy
- Collected 4 months worth of data
- Ability to identify best practices and areas of focus

Case Load Summary By Region							
REGION	Staffing			RSM Workload	Assist	RSM/NMCM	RSM/RCC
	N95	RCC	NMCM	CASES	CASES	Ratio (40:1 max)	Ratio (40:1 max)
NDW*	1	2	2	56	6	28	28
NRMA*	1	2	5	90	17	18	45
NRSE	1	2	4	46	6	12	23
NRNW*	1	1	1	26	2	26	26
NRSW*	1	2	3	71	17	24	36
NRMW*	1	0	0	28	7	28	28
NRH	1	1	0	12	2	10	12
Total	7	10	15	329	57	N/A	N/A

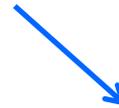
Notes: *N95 and/or RCC work as a NMCM dependent on case load and case acuity.

- Safe Harbor meets the congressionally mandated case ratios of 40:1; Recovering Service Member to NMCM
- Based upon experience, program has determined a case load ratio of 20:1 required to provide required services

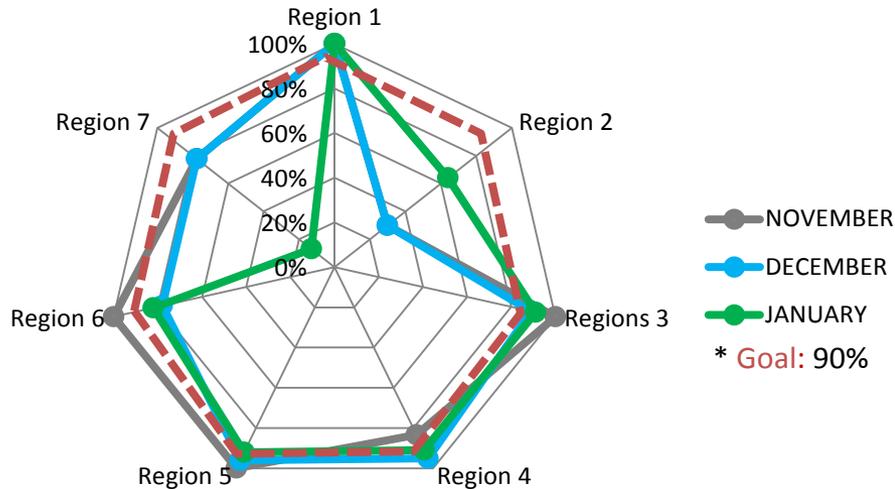
Business Process Improvements Standardized Metrics

➤ Standardized Program Metrics - Samples

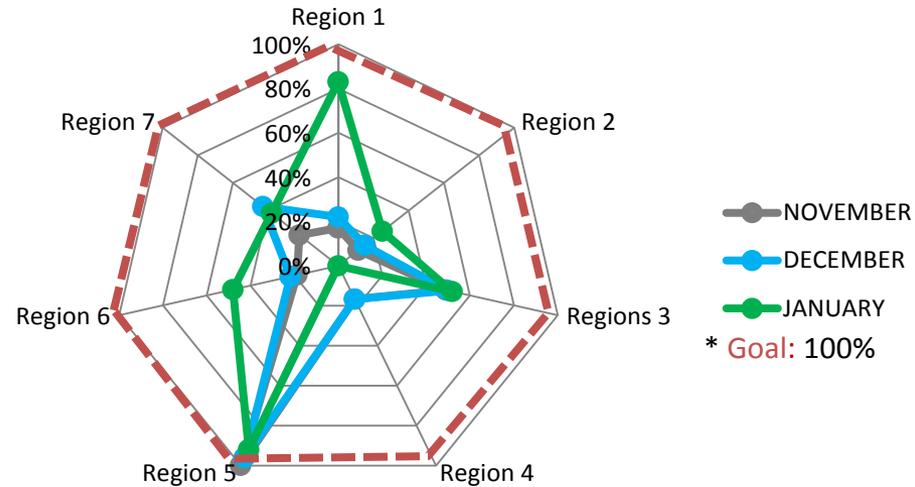
- Congressionally mandated Comprehensive Recovery Care Plans
- Validation of face to face communication and evaluation between the recovering service member and the regional staff.



CRPs Certified by Region N95



CRPs Signed by Enrollee



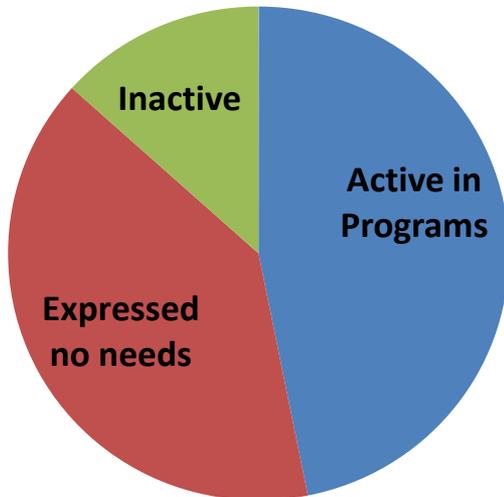


Business Process Improvements Standardized Metrics

Transition Program CY 2013 Highlights

Transition Program Summary

Total Cases: 779



Metric: 100% of all Transition Service members contacted once a month during first year of separation/retirement

EMPLOYMENT/EDUCATION:

- From connecting them to scholarship programs, to linking them to resume writing resources, to providing direct employer contacts, N95 personnel provided critical support to wounded warriors and their families.
- 321 enrollees requested and received employment & education assistance

ANCHOR PROGRAM:

- Provide transitioned service members a peer mentor from a local Reserve component Sailor, and a senior mentor selected from a pool of community veterans and retirees.
- 140 participants in 2013

24/7 CALL CENTER:

- The N95 Call Center connects people to the catalog of services provided by the Navy's sole wounded warrior support program
- Handled more than 1,630 calls throughout its first year of operation.

ADAPTIVE ATHLETICS:

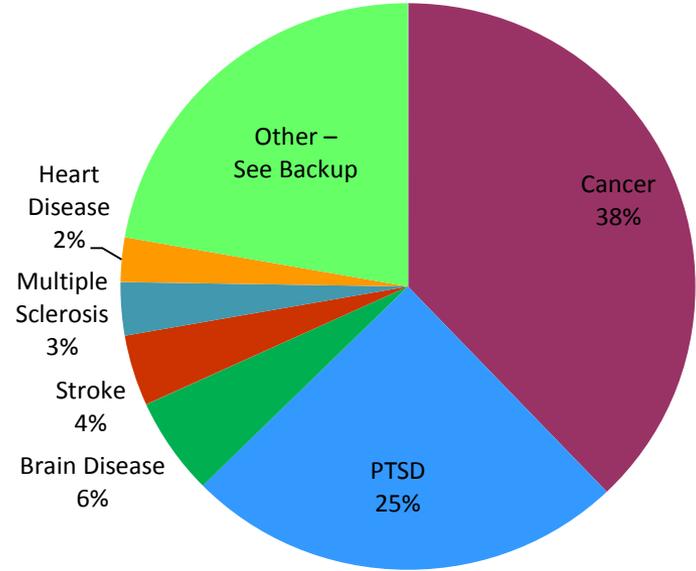
- Adaptive athletic reconditioning – athletic activities that are modified to meet the abilities of injured or ill individuals – are essential to the recuperation of wounded warriors.
- Hosted 14 camps/clinics
- 2013 Annual Warrior Games Results:
 - 23 Medals: 8 gold, 5 silver and 10 bronze



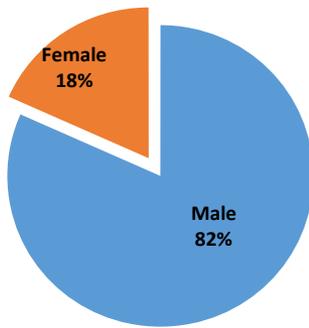
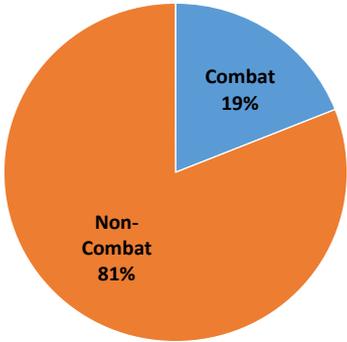
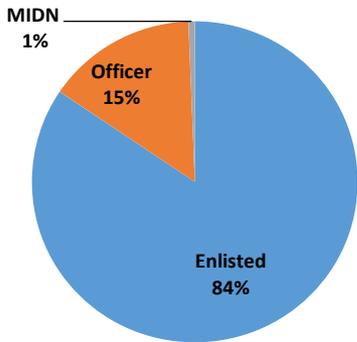
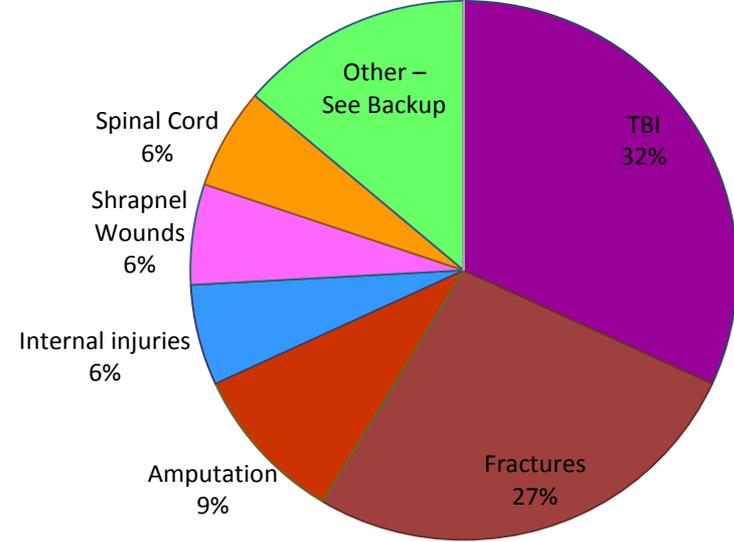
Business Process Improvements Standardized Metrics

Enrollment Criteria: Illness vs Injury

Illness Types



Injury Types



- Data from 2008 to present
- Gain awareness of supported population

Business Process Improvements Quality Assurance & Inspection Team

➤ Quality Assurance & Inspection Team

■ Background:

- Department established 1 OCT 2013
- 3 person team

■ Results:

- Created regional inspection criteria
- Established customer satisfaction surveys (Qualitative & Quantitative)
- Developed region wide metrics and data collection method
- Determined overarching training needs
- Achieved approved program metrics
- Conducted 1st regional inspection



Business Process Improvements Program Restructure

➤ N95 HQ Restructure:

▪ **Background:**

- Prior to realignment to CNIC, program headquarters focused on day-to-day case management – less focus on policy and program

▪ **Results:**

- Developed HQ structure that best supports the Regions & Wounded Warriors
- Utilized programmed billet hierarchy to facilitate continuity
- Aligned assets to current skill sets
- Built in civilian continuity within chain of command
- Established 4 Departments – focus on improving processes
 - Policy/Enrollment
 - Quality Assurance/Inspection
 - Pay & Entitlement Support
 - Cross Functional
- Drafted program instruction to institutionalize business model

Business Process Improvements Program Restructure

➤ N95 REGIONALIZATION EFFORT

▪ **Background:**

- Field staff conceived, planned and executed during FY-13
- Utilized a spiral implementation plan which allowed the organization to test each region and identify any areas of concern as each region presents different challenges

▪ **Results:**

- Separated out the roles & responsibilities for the Non-Medical Care Manager (NMCM) and Recovery Care Coordinator (RCC)
- Established on-site supervisor for each region
- Tested the regional construct to determine optimal alignment in each field location
- Established all 7 N95 regions on-time
- Experienced instant synergies with the regional marketers to reach the bases & installations
- Streamlined case management between the NMCM's and RCC's with delineated duties and an established case flow process
- Embedded N95 within the network of regional CNIC leadership

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Benefits - SCAADL

Implementation/Management:

- The application has to be completed by a doctor and reviewed by Safe Harbor Medical Officer
- We track all the Cat III's and make sure they have an application for SCAADL if they qualify
- Pay & Entitlement Department manages, tracks and submits all SCAADL submissions

➤ **Data/Stats:**

- 84 Wounded Warriors have received SCAADL since inception
- 35 currently receiving benefit
- Average age 28 (current SCAADL recipients)
- Average monthly payment - \$1,436
- Types of injuries/illnesses: Acute Leukemia; Amputations; Colon Cancer; Burns; Severe Back/Spinal injuries; Kidney Cancer; Chronic Pain Syndrome; Throat Cancer; Lung Cancer; Bladder Cancer; MS; Paraplegia; PTSD; Quadriplegia; Stroke; TBI

➤ **Market:**

- Developed SCAADL fact sheet posted on website and social media platforms and available in hard copy
- Educate the benefit via Wounded Warrior Family Newsletters



CY14 Initiatives

➤ **An Enduring Mission**

- Establish a 5 Year Strategic Plan
- Maintain program visibility and relevance

➤ **Strategic Communications**

- Establish a fully-branded web site
- Execute a Navy region road show
- Host a series of educational webinars to military and civilian communities

➤ **Recovery Care Program**

- Improve enrollment process to reduce case age (time from injury/diagnosis to enrollment)
- Formalize a referral process with BUMED
- Track case loads to ensure adequate capacity in each Region
- Migrate database to TWMS platform for enhancements

➤ **Transition Initiative**

- Implement Transition Coordinator services at regional level
- Increase Call Center outreach to Veterans
- Expand Anchor Program participation



Questions

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