

HEROIC
HONORABLE
DEDICATED
DUTY
SERVICE
BRAVE
READY
COMMITMENT
COURAGEOUS
SELFLESS
INTEGRITY
VALIANT

MISSION
PATRIOTIC
RESPECT
ALWAYS
COUNTRY
SEMPER
DEFEND

Cohen Veterans Network

2018 ANNUAL IMPACT REPORT

How Cohen Veterans Network is Making a Difference For Veterans and their Families

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



We provide critical mental health services to veterans and military family members whose needs are not being fully met by government or other civilian providers. Sometimes those services are inaccessible, in other cases, veterans and family members simply don't qualify for VA care.

To meet this critically important need, Cohen Veterans Network (CVN) continued to grow rapidly in 2018. We have now opened 10 clinics, four of which debuted in 2018, and three more are slated to open in early 2019. We are more than halfway to meeting our founder Steve Cohen's ambitious and worthy goal of opening 25 clinics within five years.

Beyond the walls of our clinics, we are continuing to promote the use of our telehealth services, which provide the same high-quality care available at our clinics from the privacy and comfort of our clients' homes. In fact, today, approximately 10 percent of our clients are receiving at least some of their care remotely, which is similar to the industry standard.

This past year, we have taken all of what we've learned from previous years and used those insights to improve our vital services, expand our staff, extend our capabilities, and grow our network. We know that we must continue to innovate and expand. We must continue to spread the word about our services so that we can help more people in need.

I am especially proud of what we have accomplished in 2018 in the fight against depression, PTSD, suicide, and the many other mental health challenges that impact veterans and military families. We look forward to carrying on that fight and doing all we can for those who have sacrificed so much for our country.

Additionally, there is a mental health crisis in America. To better understand its size and scope, the CVN partnered with the National Council for Behavioral Health, the unifying voice of America's healthcare organizations that deliver mental health and addiction treatment and services, to conduct a comprehensive study of access to mental health care in the United States.

What we discovered is that it is difficult to access or find mental health services in America. At the same time, we found that demand for mental health services is stronger than ever. Nearly six in 10 Americans sought or want to seek mental health services for themselves or for a loved one. The good news is that the vast majority of Americans believe mental health is just as important as physical health.

Of those who would like greater access to mental health services, many tend to be younger, of lower income and have a military background. This is where CVN can help.

As we grow, I can promise that one thing won't change at CVN. And that is our commitment to our core values of integrity, community, and excellence. We will continue to live those values each and every day.



Sincerely,
Anthony M. Hassan
Ed.D, LCSW



ABOUT COHEN VETERANS NETWORK



Cohen Veterans Network, Inc. (CVN) is a not-for-profit philanthropic organization [501(c)(3)] focused on delivering mental health services for post-9/11 veterans and their families regardless of their ability to pay. We are focusing on saving lives, saving futures, and saving families by improving mental health outcomes through a network of customized, outpatient clinics for veterans and their families in high-need communities, in which trained clinicians deliver holistic care.

CVN offers client-centered, evidence-based therapy for a variety of mental health issues, including depression, anxiety, post-traumatic stress, adjustment issues, anger, grief and loss, family issues, transition challenges, relationship

problems, and children's behavioral problems. Our care is centered on targeted therapy and case management consulting options. CVN's services are intended to complement services available in each city from the local VA or other providers.

Our highly skilled clinicians and staff, many of whom are veterans or military family members themselves, have been trained to work specifically with veterans and their families. Our goal is to build the trusting and confidential relationships necessary to provide excellent, personalized care.

One of our hallmarks is how quickly we respond to those in need. We are committed to same-day intakes for those in crisis and 94% of our clients

secured their first appointment when they wanted it. All post-9/11 veterans and their families are eligible for treatment, regardless of their military discharge status, insurance coverage, or their ability to pay.

“THE CVN CLINIC WAS A GREAT ENVIRONMENT AND A GREAT FACILITY. SIMPLY PUT, THE COUNSELORS WERE AWESOME.”

– Former CVN Client





GROWING TO MEET EXPANDING CLIENT DEMAND



CVN continues to expand across the country. As of the end of 2018, CVN has 10 clinics nationwide with plans to add eight more in 2019. This potentially includes clinics in states such as Alaska, Colorado, Hawaii, Florida, Oklahoma, California, and Virginia.

We are on track to meet our goal of establishing 25 clinics by 2020. By 2021, CVN will have the capacity to serve 20,000 to 25,000 veterans and their family members each year across its 25 Cohen Clinics.

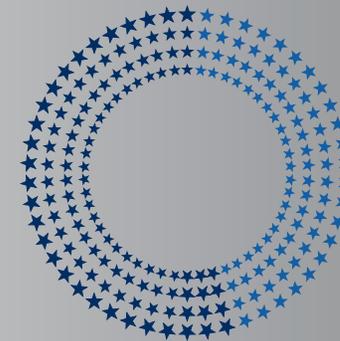
In an effort to bring mental health resources to more veterans and their families — with the hope

of aiding in suicide prevention — CVN partnered with American Foundation for Suicide Prevention (AFSP), Team Rubicon, TAPS, Vets 4 Warriors, AMVETS, Stop Soldier Suicide, and Blue Star Families, among many other non-profit and federal partners dedicated to serving veterans and their families.



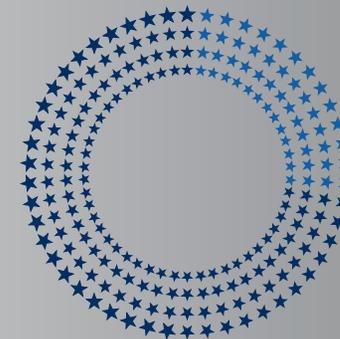
CLIENT SNAPSHOT

★★★



★ 56%
Veterans

★ 44%
Family Members



★ 74%
Male Veterans

★ 26%
Female Veterans

CHANGING LIVES ONE VETERAN (AND FAMILY MEMBER) AT A TIME

★★★

The Cohen Clinics are making a real difference in the everyday lives of countless veterans and their family members. This year, our clinics treated more than 2,500 clients. Since we opened our doors in April 2016, CVN has helped more than 8,500 veterans and their families deal with mental health-related issues.

We know that if we want to save lives, strengthen families, and propel futures, we must make it easier for clients to find the care they need, when they need it, and on their terms. CVN remains committed to serving and supporting the people who have sacrificed so much for our country.

“THE STAFF AT THE COHEN CLINIC IS GREAT. I’M NOT SURE WHERE THEY FIND THESE FOLKS, BUT EVERYONE’S SO HAPPY. IT REALLY MAKES A DIFFERENCE. IT’S INFECTIOUS.”

– *Former CVN Client*

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PATIENT SATISFACTION



STRENGTHENING THE COMMUNITIES WE SERVE



CVN is a national organization with a local footprint. Our mission is ultimately about helping local communities meet the needs of their veterans, service members, and families. Throughout the year, our clinics engaged in numerous local community activities designed to raise awareness about mental health treatment broadly, and about the services that CVN provides. We networked with first responders, veteran-facing agencies, and educational systems. Our team members regularly met with local community leaders, organizational heads, and influential

individuals in the veteran community to raise awareness of the services and support that the Cohen Clinics can provide.

In addition, we serve on various veteran committees, boards, and panels that focus on the needs of the local veteran community. Our continuing goal is to be a reliable resource that can help guide communities to better identify and support veterans and families seeking vital mental health services, helping to strengthen the communities we serve.

OUR NETWORK APPROACH IS EVOLVING



At CVN's Central Office, we have departments devoted to Operations, Development, Communications, Network Systems (responsible for implementing the electronic health record), Research, and Clinical Care. Each of these teams communicates directly with the clinics, and as the number of clinics grow we realized there was a more efficient way to interact with them. In 2018, we piloted a Clinic Support Team model, in which representatives from each department meet, and the insights gathered in these meetings. In the coming year, we intend to further refine this approach in order to provide more specialized and coordinated attention and

support to each clinic, while tracking developments across the network in real-time.

In addition to changing our Central Office support model, or clinic models are also changing. Serving veterans and their families who live in rural parts of the U.S. is a known challenge. To better reach these populations, we are planning to employ a "hub and spoke" model. In this model, a Cohen Clinic would open and operate a satellite office in a more remote location. We are planning to implement this models in Alaska (hub: Anchorage, spoke: Fairbanks).

REACHING MORE CLIENTS THROUGH TELEHEALTH

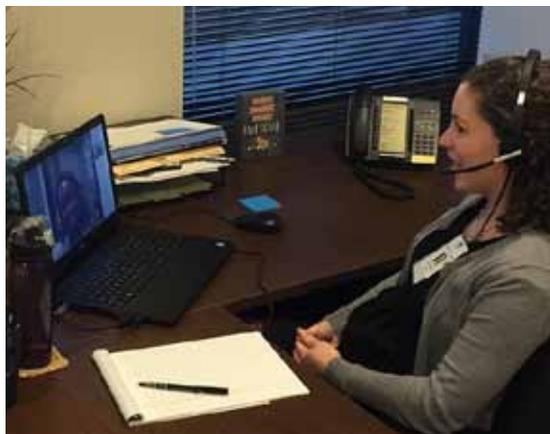


In a quest to reach more clients and make care more convenient, CVN continues to explore ways to improve and expand our telehealth offering. We are focusing on delivering care from almost anywhere, which reflects our commitment to provide the same high-quality care available at our clinics via a computer, tablet, or phone. This invaluable service allows veterans and their family members to receive real-time therapy in the privacy and comfort of their own home or another safe, private location.

We use secure, private, HIPAA-compliant video conferencing software to ensure confidential services. CVN offers the same evidence-based treatments, like Cognitive Behavioral Therapy, Cognitive Processing Therapy, Prolonged Exposure via telehealth as we offer within our clinics. Thus, we are able to see clients with the same conditions, like PTSD, depression, anxiety, and insomnia.

Any treatment intervention that is offered in person can be offered via telehealth if clinically appropriate for that client such as CBT, CPT, CBT-I, PE, couples therapy, and more. The care received at home is just as effective as care received in person at one of our Cohen Clinics.

We have found that telehealth is an invaluable tool for our clients because it helps them maintain a consistent appointment schedule, which is vitally important to the success of treatment. It is also a useful mode of treatment when transportation or childcare is unavailable, particularly in rural areas where access to a clinic may be limited or in urban areas where traveling across a city could take hours.



EVIDENCE-BASED PRACTICES

Evidence-Based Practices (EPBs) are therapy and counseling options that are the current, and best practices available based on research.



COGNITIVE BEHAVIORAL THERAPY (CBT)

- Works by helping you identify unhelpful patterns of thinking and behavior. Once you identify these patterns, you can learn to develop more helpful and flexible responses.
- Typical length of treatment is 12 weekly sessions.
- Treatment uses include depression, anxiety, chronic pain, panic disorder, substance use disorder, eating disorder, obesity and chronic fatigue.

COGNITIVE PROCESSING THERAPY (CPT)

- Targets ways of thinking that might keep you “stuck” in your PTSD. Works by teaching you how to think through your stuck points and consider new, more balanced ways of thinking.
- Typical length of treatment is 12 weekly sessions.
- Treatment uses include PTSD.

PROLONGED EXPOSURE THERAPY (PE)

- Helps you process traumatic events by gradual and repeated exposure to trauma-related memories, emotions, and situations.
- Typical length of treatment is 12 weekly sessions.
- Treatment uses include PTSD.

COGNITIVE BEHAVIORAL THERAPY-INSOMNIA (CBT-I)

- Works by identifying and changing thoughts and behaviors that prevent restful, quality sleep.
- Typical length of treatment is 12 weekly sessions.
- Treatment uses include insomnia.

SNAPSHOTS:

The CVN Client Experience

★★★

DARCEL

Darcel was an Army soldier who became overwhelmed juggling the challenges of single motherhood, a custody dispute, and her professional responsibilities to the Army. Following a medical discharge, Darcel became severely depressed.

“I was losing my career and my son. There was no one left. I felt my life was over. I knew I needed help, but I didn’t know where to find it. Fortunately, a good friend recommended that I look into the Cohen Clinic.”

After calling the nearest clinic, Darcel was surprised that her intake appointment was scheduled for the next day.

“They immediately recognized I was at a high risk for suicide. After that first appointment, I realized this is a place where people are willing to help me. Not judge me. I was very grateful for what the Cohen Clinic had done for me.”

Darcel was taught how to cope with her depression.

“They helped me realize that I shouldn’t believe everything people say about me, but instead think about how I saw myself. It wasn’t easy, and it took a lot of hard work. I stopped feeling sad. I had something to live for — myself. I’m so grateful that Cohen Clinic was there for me. I wasn’t alone, and I had help.”



FAST FACTS

Did You Know...

★★★

44% of CVN clients are non-veterans, including parents, siblings, spouses or partners, children, caretakers, and others

47% of our clients are women

42 The average age of our male clients

39 The average age of our female clients

CLIENT FEEDBACK

Clients after treatment:

★★★



76% reported they were able to function better at work



87% reported they could now “effectively deal with” their problems



78% reported improvements in relationships with family and friends



WORKING AS ONE

★★★

To foster a strong culture of teamwork and collaboration, CVN hosted its first Annual Meeting in March 2018. A representative group from every clinic across the country attended the two-day event. Activities focused

on promoting internal CVN culture and building camaraderie across the network. The goal of this meeting was to align and connect our clinics, and judging by a post-meeting survey, attendees were overwhelming pleased by the event.

UPDATE ON SUSTAINMENT

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In 2018, we continued our efforts to secure local and national philanthropic support for CVN as part of our ongoing effort to extend the impact of Mr. Cohen’s significant founding pledge. Our long-term sustainment strategy is designed to support, advance, and endow our growing family of Cohen Clinics now and into the future by including other philanthropic gifts, state grants, and billing insurance.

have begun collecting significant funds from county, state and philanthropic organizations.

“THINGS WERE SO OVERWHELMING AT THE TIME. BUT THE COHEN CLINIC REALLY HELPED. IT WAS THE BEST EXPERIENCE I’VE EVER HAD.”

— Former CVN Client

Clinics are now opening their doors with the ability to bill insurance, when clients permit them to do so. At the end of 2018 we

SNAPSHOTS:

The CVN Client Experience

★★★

MATTHEW

Matthew was a member of the military but found the transition to civilian life a challenge.

“It’s really overwhelming going from a very structured life to one where expectations aren’t clear. You end up thinking, am I doing things wrong or am I not processing things correctly? It really was frustrating. I was starting a new job and I was about to get married, which made me realize I had a lot of unresolved personal issues that I had been kind of dismissing over the years. I was at a crossroads and decided I needed help. That’s when I found the Cohen Clinic.”

When he first came to the clinic, Matthew was resistant.

“I had some natural defense mechanisms, but I quickly realized I was at a point in my life where I needed to give this a try and see where it goes. The Cohen Clinic has helped me increase my self-awareness and empowered me to take ownership across the board emotionally. They have helped me to get up and stay up, so to speak. And the telehealth option has been a godsend because it allowed me to have a session in my home after a long day at work. I could get comfortable and feel more at ease. This allowed me to let my guard down and be more open and honest.”



STRENGTHENING OUR NETWORK



Throughout 2018, CVN continued to make improvements in every aspect of our operations and care delivery. We grew our central office staff by eight personnel and expanded our capacity to better serve our partners and clients. We are always looking for ways to improve the client experience within CVN, and some of the best insight comes from the men and women who are running our clinics. Some notable improvements:

DIRECTORS COUNCIL

Created to support collaborative change management and build cross-clinic working groups. The Council is a small group of Clinic Directors who collaborate with the central office and provide their advice on how the network improves outcomes for clients. This Council supports telehealth and Continuous Quality Improvement (CQI) across our clinics in order to achieve better client outcomes.

CQI

CVN is committed to ensuring all of our clients have access to high-quality care. We collaborate

closely with each clinic to review clinic and client data with a constant eye on two questions: What are we doing well? And, what can we do better? With so many factors to consider when identifying best practices and areas to improve, we have developed a model for Continuous Quality Improvement (CQI) that allows us to best identify flags, successes, and meaningful change over time. Our CQI process is not limited to any one area. We use CQI to answer questions and identify process improvements around any issue from outreach to outcomes to access.

TRAINING

We are continuing our efforts to recruit and hire the most qualified, well-trained, culturally competent staff for our clinics. To achieve this goal, we've continued funding our school-based scholars program to support graduate students with interest in providing mental health care to veterans. We've expanded our CVN Scholars program along with our network by offering internships in our clinics as we open them throughout the country. We provided educational internships to

over 20 in-clinic scholars in the 2017-2018 academic year. CVN also offered its inaugural application cycle for the Cohen Fellows program. Two former CVN Scholars that completed a Master's in Social Work, were selected in a competitive application process and began fellowships in two clinics with access to advanced training, specialty supervision, and tailored exposure to our veteran and military population while gaining their requisite clinical hours for licensure.

NATIONAL MENTAL HEALTH PUBLIC OPINION SURVEY

In 2018, CVN partnered with the National Council for Behavioral Health to fund a national survey that assessed Americans' access to and attitudes toward mental health services. The resulting report, America's Mental Health 2018, was presented at the 2018 Cohen Veterans Care Summit in Washington, DC. This study points out the broader issues around mental health care and the importance of providing much needed care to veterans and their families.

GOING THE EXTRA MILE TO SUPPORT VETERANS



Thankfully, suicide is extremely rare, but we realize that our clinicians must be trained in up-to-date standards and best practices for suicide prevention. Recognizing the role we play in addressing the higher rate of suicide among post-9/11 veterans, in September, CVN partnered with the Center for Deployment Psychology during Suicide Prevention Awareness Month to educate our own and other clinicians on suicide prevention techniques through online trainings and a webinar series.

Additionally, in October in Washington, DC, CVN co-hosted the two-day Cohen Veterans Care Summit with Cohen Veterans Bioscience (CVB). CVB is a national, nonpartisan research 501(c)(3) organization dedicated to fast-tracking the development of diagnostic tests and personalized therapeutics for the millions of veterans and civilians that suffer the devastating effects of trauma-related and other brain disorders.



SNAPSHOTS:

The CVN Client Experience

★★★

REBECCA

Rebecca is married to a disabled veteran. After being medically discharged out of the Army and suffering a devastating personal loss, Rebecca's husband struggled to adjust to the realities of his new life, as did she.

"In a nutshell, having our plans change so suddenly was rough. I found out about the Cohen Clinic as we were transitioning out of the Army. I was more interested than my husband I think, mostly because I was at a point where I felt like I needed some kind of outside help. I was becoming overwhelmed as his caregiver, as a mom, and just trying to reconcile everything that had happened over the last year, and so I came to the clinic initially for grief counseling."

Rebecca was able to discuss the challenges and difficulties adjusting to caring for her husband and everything that came along with that in a safe and welcoming environment.

"I didn't expect it to help as much as it has. It's been a journey well worth undertaking. I think the greatest impact I've seen for me is that I'm happier. I think a place like this is extremely important to just supporting the military family unit. I feel like there's a lot that goes into ensuring that you have a whole cohesive unit, and if one part of the unit is broken or damaged like me, it makes it hard for everything to really kind of gel at home. So, having a place like this that's not only open to the veterans, but also the spouses and the children, I think it's great because it lets them know that they too are important, like they're actual members of the family and their well-being matters."



RATED HIGHEST QUALITY OF CARE



Another milestone in 2018 was having six CVN Clinics earn the top grade from the Commission on Accreditation of Rehabilitation Facilities (CARF), an industry-leading accrediting body. The CVN clinics in Philadelphia, Clarksville, Dallas, San Antonio, El Paso and Killeen all earned the high-quality rating for programs and services. This prestigious accreditation is a direct reflection of our commitment to quality displayed across the CVN network. Our community-based

model has been recognized for its emphasis on programming relevant to the unique communities we are integrated in to, and how our clinics are unified by a commitment to serve and meet the highest quality standards.

According to CARF, an organization receiving a three-year accreditation has put itself through a rigorous peer review process. All six Cohen Clinics that were reviewed were accredited for

the maximum of 3 years. Our clinics have demonstrated to a team of surveyors during an on-site visit a commitment to offering programs and services that are measurable, accountable, and of the highest quality.



SPREADING THE WORD



At CVN, we recognize that an important first step in helping veterans and their families is letting the public know we are here and that our services are available. Brand recognition is an important part of our mission, and marketing, community relations, and public relations are important tools for accomplishing that goal.

During this past year we have had great success in spreading the word about CVN. For example, we had:

- 3,329 total articles published across 10 markets with a total reach of 806 million viewers — a 14% increase over the previous year

- 15,278 social media posts across four platforms with a total reach of 63.4 million viewers
- Our “Back to Better” marketing campaign was one of the Top Three new client referral sources across our network

LOOKING AHEAD



In 2019, CVN will continue to open new clinic locations to bring care to more veterans and their families.

CVN’s newly formed research department is helping bring our mission of becoming a learning mental health system to reality. Currently, our research efforts are focused on improving client

engagement in treatment, positioning ourselves to respond to increasing demand for telehealth, and continuing to follow-up with clients after they have been discharged from our care.

We have been invited to present this research at some of the nation’s top academic conferences, including the annual meetings of the American

Association of Suicidology, American Telemedicine Association, American Psychiatric Association, and Academy Health. We will use these venues as opportunities to share our experiences so that others can benefit from them, as well as receive feedback from experts so that we can continuously improve. ★