

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

MISSION
PATRIOTIC
RESPECT
ALWAYS
COUNTRY
SEMPER
DEFEND

Cohen Veterans Network

2020 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



To say that 2020 was an unexpectedly challenging year would be quite the understatement. During these trying times, with COVID-19 impacting so many lives across our nation, it is little wonder that mental health has come into sharp focus. Coping with health concerns related to the pandemic, economic uncertainty and hardship, fears about family safety, isolation, anxiety, loneliness, and depression have been some of the many difficulties experienced by countless people throughout the country and in every corner of the world.

Cohen Veterans Network (CVN) commissioned a comprehensive survey to look at the mental health of Americans during the pandemic. The America's Mental Health COVID-19 Pulse Study found that 70% of Americans were concerned about their physical health, while 58% were concerned about their mental health because of social distancing. Eighty percent indicated they were worried that people who need mental health services won't be able to get help.

These concerns extend to many military service members and their families, who already were dealing with

significant strains on their mental health as they transition out of service. Despite the difficulties presented by COVID-19, and in many cases because of them, CVN has remained steadfast in its mission to treat post-9/11 veterans and military families.

Once the pandemic began, CVN immediately began offering care almost entirely via CVN Telehealth. In January and February of 2020, we were doing roughly 800 telehealth sessions per month. During the pandemic we have been delivering more than 6,000 sessions per month. Because of physical distancing requirements, we have met with nearly all of these clients remotely via telehealth. Our network of clinics and partners know it is important to do our best to ensure our veterans and military families continue to receive consistent mental health care, especially when everything around them is changing. We are also laser focused on ensuring the safety of our partners and staff.

I am especially proud of our quick transition to remote operations as we have become a true virtual mental health system, while never losing sight of our core principles of

community, integrity, and excellence. We live by these principles every day.

In trying times such as this, demand for our vital services is great. That is why CVN expanded by five clinics in 2020, our most ever in one year! We are planning on another five more to be opened in 2021. And to ensure we are up to the task of delivering the best care possible during this transformative time for our organization, we have conducted an ongoing review of our administrative and operational processes. This was done to evaluate the impact virtual operations is having on our growing network.

Even though we were challenged like never before in 2020, I am proud of how our organization — from top to bottom — has risen to the occasion. One thing I am confident about is that our focus on excellent client

outcomes and high-quality care will never change.



Sincerely,
Anthony 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 concerns, 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.

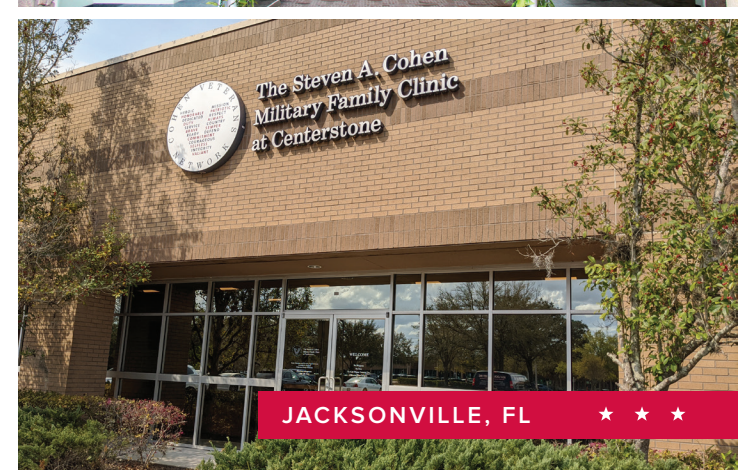
One of our hallmarks is how quickly we respond to those in need. We are committed to same-day intakes for those in crisis and 94% of our clients secured their first appointment when they wanted it. All post-9/11 veterans and their families are eligible for treatment, regardless of their military discharge status, insurance coverage, or their ability to pay.

CVN'S CHARITABLE CARE 2020



CVN's founder, Steven A. Cohen, has not wavered in his financial support during these unprecedented times. In the past year, CVN invested over \$30 million in grants to our Cohen Clinic partners. This meant that approximately

96% of all CVN network mental health care delivered during 2020 was a direct result of his charitable commitment to veterans and military families.



2020 LEARNINGS & ACCOMPLISHMENTS



We pivoted quickly in 2020 to serving our clients almost exclusively via CVN Telehealth adoption. The Cohen Clinics went from 16% to 98% telehealth overnight.

In addition to our quick pivot to deliver care almost entirely remotely during the pandemic, there were a number of other areas that stood out as accomplishments in 2020.

As the network continues to grow, monitoring the CVN culture becomes more and more important. In 2020, our staff around the country gave CVN a higher overall satisfaction rating than for both 2019 and 2018, as measured by a composite network satisfaction score.

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



At the end of 2020, CVN clinics had treated more than 21,000 clients from across the country dating back to April 2016. We are making a real difference in the lives of countless veterans and their family members. Our mission is more important than ever, given the severe pressures

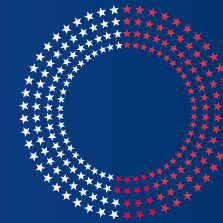
Opening five clinics, our largest total ever for a single year — during the pandemic no less — was another top moment.

Our Data Infrastructure needed an overhaul for efficiency and information governance to stay current. In 2020, we started to optimize our network information systems (i.e., app, data lake, new EHR, reporting tools, etc.) to enhance our technological capabilities and expand our end-to-end 360-degree customer experience in the evolving virtual landscape.

put on our client communities by the pandemic this year. To meet the needs of the people who have sacrificed so much for our country, CVN remains passionate, agile, and committed to excellence in the face of adversity.

FAST FACTS

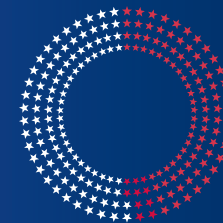
Did You Know?



★ **53%**
*of our clients
are veterans*



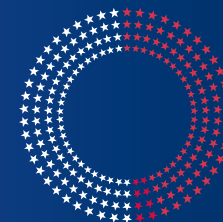
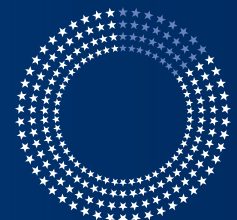
47%
*of our clients
are non-veterans,
including parents,
siblings, spouses or
partners, children,
caretakers and others*



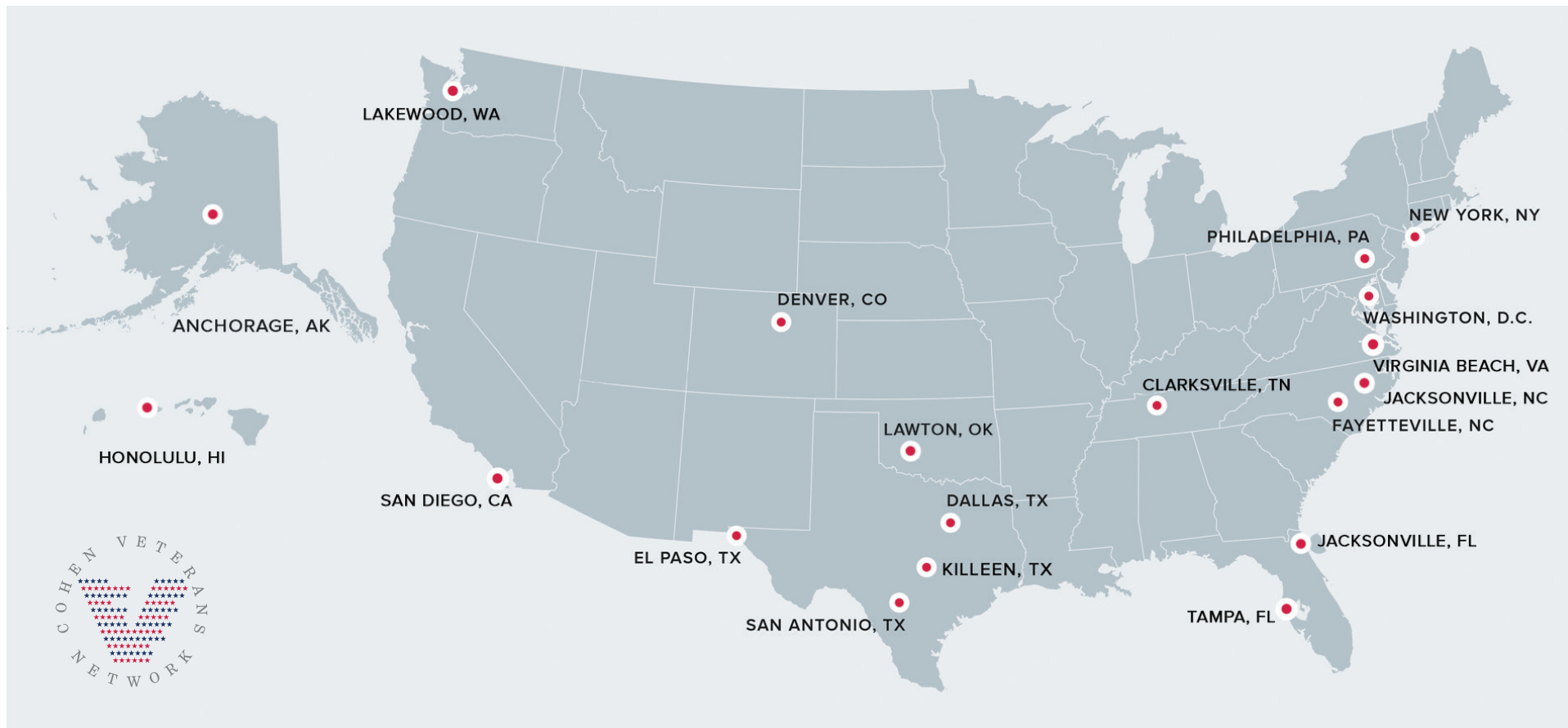
★ **51%**
*of our clients
are women*



14%
*of our military
family clients
are children*



★ **50%**
*of all network staff
are veterans or
military family
members themselves*



EXPANSION IN A TIME OF TREMENDOUS NEED



Currently, there are 19 CVN clinics located throughout the U.S. During 2020, five new locations were opened: Jacksonville, FL; Anchorage, AK; Honolulu, HI; Lawton, OK; Jacksonville, NC; with plans in the works for five additional locations by the end of 2021. To meet the growing mental health needs of the veteran community and their families, staff levels will also be expanded.

Each clinic is focused on saving lives, families, and futures by providing accessible, outpatient mental health care services to any post-9/11 veteran who has served in the United States Armed Forces, regardless of role, discharge status, or combat experience. This includes services for the National Guard and Reserves as well.

CVN recognizes that the country's mental health system is struggling to keep up with the surge in demand for mental health services due to the pandemic. That is why expansion of CVN is so vitally important, to provide support whenever and wherever it is needed.

CLIENT SNAPSHOTS:

Going Above and Beyond

★★★

In addition to helping clients with mental health treatment, CVN case managers often go above and beyond, providing support and finding services that can make a real difference. In one case, a client was pushed to the brink when her apartment burned down, resulting in the loss of all her possessions. Her case manager immediately stepped in, providing assistance, finding a new apartment and acquiring home furnishings.

The case manager was able to secure donated items such as a new bed, couch, dining room table, and bathroom and kitchen furnishings. At the same time, the case manager also applied for a COVID-19 grant on the client's behalf, which provided the \$500 needed to reactivate her mobile phone service. This help allowed this client to get back on her feet after the trauma of losing everything.

★★★

Helping clients overcome challenges is what CVN does on a daily basis. In one recent case, a client was experiencing multiple setbacks due to COVID-19 and a car accident. The client needed assistance to repair his car, pay rent (as he, his girlfriend, and their infant daughter were facing eviction), and put food on the table, as he was the only one working and was not able to keep up with his bills.

The CVN case manager stepped in to provide much-needed support by helping the client secure two weeks of food for the client's family and in applying for COVID-19 relief funds to assist with rent payments and car repairs totaling over \$1,000.

TELEHEALTH: CLINICS WITHOUT WALLS

★★★

One of CVN's greatest accomplishments in 2020 was a rapid pivot to telehealth in response to the pandemic. The organization already had a strong foundation at clinics across the country, which made this expansion possible.

The importance of having convenient, remote care was highlighted in CVN's America's Mental Health COVID-19 Pulse Study, which found that 57% of those who had accessed mental health care or had an immediate family member access mental health care during the pandemic had found gaining access to be difficult.

Dr. Hassan pointed out that "the pandemic marks a tipping point for telehealth as a solution for many areas of healthcare, but a particularly viable solution for mental health care. Shown to be equally as effective as in-person therapy, CVN Telehealth sessions provide the same high-quality, confidential care."

Nearly all care in 2020 was delivered online via CVN Telehealth, face-to-face video therapy sessions. The clinics offer brief,

client-centered 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. CVN care is centered on therapy options that are the current, best practices available based on research.

At the end of 2020, more than 55,000 telehealth sessions have been delivered. The network saw an increase of more than 660% by the end of the year.

Our data shows CVN clients have reported clinical outcomes with telehealth treatment are as good, sometimes better, than in-office care. Proof of this efficacy can be found in the fact that CVN clients are staying in treatment longer with lower no-show rates when engaged in telehealth treatment.

In the words of Dr. Hassan, "To care for thousands of clients, almost entirely virtually, while seeing client outcome scores improve is quite an accomplishment."

AN EXCEPTIONAL TEAM GETS BETTER



CVN benefits from having some of the most experienced and dedicated professionals running the organization and manning its nation-wide clinics. During 2020, the organization recruited two industry leaders to bring additional expertise to the network.

As Chief Information Officer, Sheetal Sood is responsible for the strategy, implementation and optimization of CVN's information systems, including business systems, electronic health record (EHR) systems, telehealth and data sciences.

As a security and technology innovation leader with more than 20 years of industry experience, she is leading CVN's venture into digital health, including but not limited to mobile applications and wearable technology. Sheetal also serves as CVN's information security officer responsible for CVN's cybersecurity strategy.

Dr. Tracy Neal-Walden has come onboard as the new Chief Clinical Officer and is providing clinical vision and strategic leadership for the network in mental health, psychiatry, substance use, case management and clinical training focusing on the needs of clinical staff, as well as CVN's veteran and military family clients.

Tracy is a veteran of the United States Air Force and served for more than 24 years as a military psychologist/clinician, officer, leader, and academic, bringing a deep knowledge of the service to her role. She previously served as the first Clinical Director for the clinic at Easterseals in Silver Spring, MD.

These two seasoned leaders will play an important role in helping CVN evolve into a mature mental health system.



SHEETAL SOOD



DR. TRACY NEAL-WALDEN



EDUCATIONAL OUTREACH GOES GLOBAL



In November of 2020, CVN launched a new educational course, “Tools for Managing Stress and Worry,” to support military families around the world. This self-paced, free online course was created to help manage stress and worry through a series of brief, easy-to-use tools, strategies, and techniques that participants can access whenever and wherever they need.

During this period of uncertainty, military families are faced with unique stressors that cause enormous strain, including interrupted PCS plans, activations and deployments, shifting childcare and child education plans, and personal finances and employment insecurity. These challenges can intensify stress and worry, making them more difficult to manage, particularly when

abroad. This dynamic online course gives those in need techniques to deal with these problems at their own pace and whenever they need help.

Blue Star Families was an important partner in the development of the content and reaching military families across the globe who may lack accessible mental health resources.

TRAINING PROGRAM KEY TO MEETING EVOLVING CLIENT NEEDS



In the ongoing quest to prepare the next wave of mental healthcare professionals, providing them with high-quality, culturally competent training, CVN’s Scholars and Fellows training program welcomed five new students in 2020. The program provides hands-on experience in supporting veteran’s mental health, allowing students to participate in field training and military-related mental healthcare training.

CVN Fellows are selected from students who have completed their advanced year of training in social work, or another counseling field, while engaging in field practice at a CVN clinic. They are nominated to apply, and the top candidates are selected to continue their scholarship through advanced training, specialty supervision, and tailored experiences serving veterans and military families while working toward clinical licensure.

One of the recent students expressed their appreciation at being accepted into the program, stating, “I am incredibly proud to be a part of the Cohen Veterans Network and look forward to pursuing my passion for assisting veterans and their family members.”

TAKING COMMUNITY MEETINGS VIRTUAL



In addition to providing vital mental health services, each CVN clinic has become a pillar in its community in part due to a wide variety of workshops, seminars, partner gatherings, and other events held in the community rooms in each location. However, the pandemic and social distancing made this all but impossible. In an

effort to fill that gap, CVN launched its virtual community room on the organization’s website. “CVN Presents” offers topics ranging from Self-Care During Crisis and Mental Health First Aid to art workshops and children’s programming. This content also was made available on YouTube, RallyPoint, and Facebook Live.

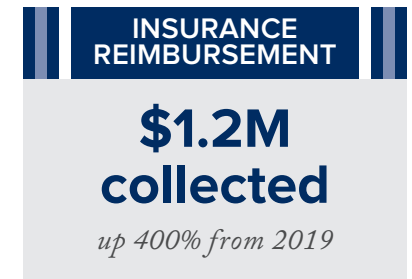
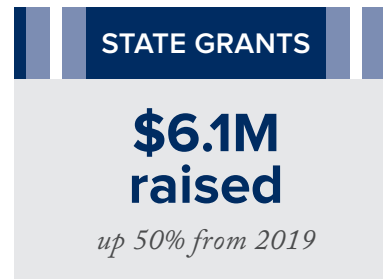
By the end of 2020, we had more than 2,700 unique visitors spend 164 hours in the CVN Presents virtual community room, demonstrating the importance of these community-focused efforts. CVN continues to explore new and creative opportunities to remain connected to the communities it serves.

BUILDING A SUSTAINABLE FUTURE



CVN's founder, Steven A. Cohen, has not wavered in his financial support during these unprecedented times, as 96% of all CVN mental health care delivered is a direct result of his charitable commitment to veterans and military families. At the same time, efforts at developing additional sustainment channels in 2020 have been steadily bearing fruit.

Results include:



CARING FOR THE CAREGIVERS



While much attention has been focused on the need to provide mental health support for people who are struggling with the many challenges we all face today, CVN has given special attention to the needs of vital caregivers. CVN's America's Mental Health COVID-19 Pulse Study examined how frontline healthcare providers (HCPs) and first responders have dealt with the pandemic. The survey revealed that COVID-19 has taken a significant toll on the physical and mental health of HCPs and first responders.

Seventy-three percent of healthcare providers feel their job is putting the lives of their family at risk

because of the pandemic. In New York City, 58% of frontline HCPs are concerned about their mental health, with 29% admitting they feel scared.

These findings highlight the need to ensure everyone has the mental health support they need. CVN remains committed to caring for clients and taking care of its valued caregivers. For several months, the network offered on-demand video resources and group services to this population via a special short-term program called CVN Frontline.

**“OUR SURVEY SHOWS
THAT FIRST RESPONDERS
AND FRONTLINE
HEALTHCARE PROVIDERS
ARE EXPERIENCING EXTREME
STRESS AND ANXIETY
RELATED TO COVID-19.”**

– CVN CEO & President
Dr. Anthony Hassan



STRENGTHENING OUR NETWORK



In 2020, CVN embarked on a mission to evaluate and improve its data infrastructure. This has involved overhauling systems to ensure efficiency and that information governance stays current.

Efforts have begun to optimize network information systems (i.e., app, data lake, new EHR, reporting tools, etc.) to enhance technological capabilities and expand CVN's end-to-end 360-degree customer experience in today's evolving virtual landscape.

CVN continues to make improvements to operations and care delivery in order to better serve partners, clients and staff.

96%

of clients said they would recommend our clinics to a veteran, family member, or friend



94%

report "getting a first appointment as soon as they wanted it"



MAINTAINING THE HIGHEST QUALITY OF CARE



CVN continues to maintain its top grade from industry-leading accrediting body, the Commission on Accreditation of Rehabilitation Facilities (CARF). 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, and how our clinics are unified by a commitment to serve and meet the highest quality standards. At the end of 2020 nine Cohen Clinics have achieved CARF accreditation with several others in process of meeting the high standard.



LOOKING AHEAD



In 2021, CVN will continue to open new clinic locations and expand access to telehealth services in an effort to bring care to more veterans and their families. Each clinic will work with local

health regulations to safely re-open for in-person care at some point in 2021. Other priorities include a refreshed CVN website, a client-facing mobile app, the launch of our new

Electronic Health Record system, and enhanced data capabilities powered by dashboards and enhanced infrastructure. ★