Launched in 2013, Code of Support Foundation’s (COSF) Case Coordination program provides customized and holistic one-on-one support to service members, veterans, caregivers, and their families (SMVCF). COSF serves all eras, regardless of discharge status or geographic location. Of the 22 million veterans in our nation, an estimated 30% are struggling or are in crisis and many, including family members, do not qualify for the Department of Veterans Affairs (VA) programs. While there are more than 40,000 nonprofits and government programs committed to helping this nation’s heroes, their varying scope and eligibility requirements means that no one agency or nonprofit, has the capacity to fulfill their multiple and complex needs. Code of Support Foundation is proud to have served over 3,000 SMVCF in the past five years.

**Identifying Needs and Leveraging Resources.** COSF’s Case Coordination program takes a holistic approach when working with military and veteran families. Its team of trained Veteran and Caregiver Peer Navigators work with these families to identify and prioritize their most pressing needs, and help them build a customized service plan that leads to self-sufficiency. Through leveraged collaboration with organizations and agencies across the country, COSF’s Peer Navigators are able to help these families overcome life’s challenges and significantly improve their quality of life. Just as importantly, the Peer Navigators stay with these families until their needs are met, and follow up at regular intervals to ensure their continued well-being.

**Measuring Results.** Case Coordination outcome measures aren’t simply based on the number of families assisted, or the monetary value of the services leveraged on the client’s behalf. Peer Navigators communicate directly to determine a client’s wellbeing (emotional and physical health, social, and financial) throughout the process: during intake, before a case is closed and in follow up communications. COSF also works with its partner Ernst & Young (EY) to continue to refine performance measures and analytics.
**Best Practices.** Because of the program’s integrated comprehensive approach, COSF receives 50% of its client referrals by partner organizations including some of the largest veteran organizations and agencies in the country, including the Departments of Defense, Veterans Affairs and most recently The Elizabeth Dole Foundation. In addition to the client referrals, COSF’s Case Coordination process is recognized as a best practice for assisting service members, veterans and their families. It has been briefed at the Red Cross Learning Summit, Fisher House Managers Conference, and the Bristol-Myers Squibb Foundation Summit.

**Innovation.** It was through COSF’s case coordination experiences that lead to the creation of PATRIOTlink®, a cloud-based resource navigation platform designed by service providers for service providers. The strategically populated provider assistance tool empowers veteran service providers to easily navigate and find resources for the service members, veterans, and families they are assisting. It facilitates COSF’s more comprehensive approach to veteran transition and wellbeing, and has the potential to significantly improve collaboration between veteran support organizations. PATRIOTlink® allows increased efficiency and efficacy of COSF’s own Case Coordination program, which in turn allows its Peer Navigators to help more service members, veterans and families.