

Frequently Asked Questions

WASERVES NETWORK At-a-Glance

WAServes offers transitioning service members, veterans and their families access to a class-leading continuum of providers that runs the gamut from superior legal, housing and emergency service providers to employment, recreation and fitness, financial capabilities and more.

Our veteran services include the following:

- Benefits
- Clothing & Household Goods
- Education
- Employment
- Family Support
- Food
- Healthcare
- Housing & Shelter
- Legal Services
- Money Management
- Social Enrichment
- Spiritual Enrichment
- Sports & Recreation
- Transportation
- Utility Assistance

What is WAServes?

WAServes is a Coordinated Network of public, private and independent organizations, who share information, engage in cross referrals, and work together to provide comprehensive support for veterans and their families.

How does it work?

WAServes is united by a backend technological platform that allows Network Providers to securely communicate with one another, and work together to serve veterans and their families.

When a veteran or family member joins WAServes, a member profile which includes information on their eligibility for specific programs and services is created and saved centrally on WAServes Platform.

The WAServes coordination Center, a centralized team of WAServes employees which handles all referrals within the Network, reviews the Network Member's profile and identifies the most appropriate Network Provider(s) to serve him/her.

The WAServes coordination Center ensures that veterans and their families are referred only to those programs and organizations for which they are truly eligible. All referrals are made via WAServes Platform, and the success of the referrals are monitored and recorded.

Who can join the WAServes Network?

Veterans and their families can join WAServes free of cost, either by signing up through WAServes website, signing up through WAServes page on the Unite US platform, or by visiting the offices of any of the WAServes Network Providers.

What are the requirements to join the Network?

To join the network, veterans and their families will need a valid email address and proof of military service. If they do not have an email address, a Network Provider representative can help them set one up.

What type of information is required to join the WAServes Network?

When signing up, veterans and their families are asked to answer a series of questions related to their military history and provide their contact information. They may also be asked to submit documents related to eligibility for specific programs.

WAServes complies with all HIPAA security regulations, and it will obtain Network Members' permission before sharing any personal or eligibility related information with Network Providers.

Frequently Asked Questions continued

OUR FUNDERS



ABOUT AMERICASERVES

AmericaServes is a coordinated network of services, resources, and care, that provides direct access for veterans, service members, and their families.

AmericaServes consists of local and regional networks that are tailored to meet the unique needs of the communities they serve. Each local AmericaServes network consists of vetted service providers, that are connected together through a Coordination Center – a backbone organization that supports the local network by understanding each provider’s services, capacity and eligibility requirements, and facilitating accurate referrals for network users to receive the services they seek.

The grand vision of AmericaServes is to establish local networks all around the US such that veterans and service members can receive care and services wherever they are, through a single point of entry into a national network of hundreds of quality providers.

How does WAServes ensure that appropriate referrals are made?

WAServes values the time of veterans and their families. WAServes only refers Network Members to Network Providers who:

- Have the current capacity to serve them
- Provide services for which the Network Member is eligible
- Are as conveniently located as possible
- Can address the Network Member’s specific needs and goals

How does WAServes ensure a high quality experience for Network Members?

WAServes reduces the length of time veterans and their families spend searching for services, and boosts the accuracy of referrals by ensuring that Network Members are referred only to Network Providers that offer the care that they need and for which they are eligible.

Additionally, WAServes implements and enforces formalized standards of service for all its Network Providers. Data collected through the WAServes Platform will be analyzed to gain invaluable insights about the status of Services available to veterans, as well as opportunities for improvement and innovation.

How does WAServes add value to Network Providers?

WAServes saves time and boosts productivity for network providers. The WAServes Coordination Center handles all referrals within the network, and does the research, review, and referral work that would otherwise fall on the Network Provider employees. Additionally, WAServes provides the following services to Network Providers:

- Analyzes Network Members’ profiles and Network Provider offerings in order to refer Members to the most appropriate Network Providers
- Centralized records of services received by Network Members that all Network Providers can access to prevent redundant services
- Database of Network Member information to allow easy follow-up
- Data collection on the overall success of services offered to veterans and their families, in order to develop standards and demonstrate achievement to funders
- Brand value enhancement through association with the WAServes Network

About the WAServes Coordination Center

WestCare Foundation is proud to serve as the West Coast's first America Serves Coordination Center to better serve and equip Washington State's active duty, veterans and their families in an eight county region.