

# OKLAHOMA ★ VETERAN CONNECTIONS



## OPERATION CONNECT



COMMUNITY  
SERVICE  
COUNCIL

Improving Oklahomans' Lives Through  
Research, Planning & Action

# OKLAHOMA★VETERAN CONNECTIONS

## OPERATION CONNECT

*Transforming the way our community serves veterans and their families.*

### OUR MISSION

The first coordinated referral network in Oklahoma, our mission is to transform systems of service delivery to veterans through a 360-degree referral process for partner providers. This person-centered service delivery system will empower organizations serving veterans to seamlessly create and receive referrals while easily tracking outcomes to more efficiently connect veterans to needed help.



### WHO WE ARE

Oklahoma Veteran Connections is commissioned and coordinated by the Community Service Council (CSC), a Tulsa-based non-profit leader in community planning since 1941. Working with area partners, CSC confronts challenges to health, social, education and economic opportunities and strategically advances community-based solutions.

CSC manages the coordination center for Oklahoma Veteran Connections, which acts as the central technology and human interface for partner providers. [csctulsa.org](http://csctulsa.org)

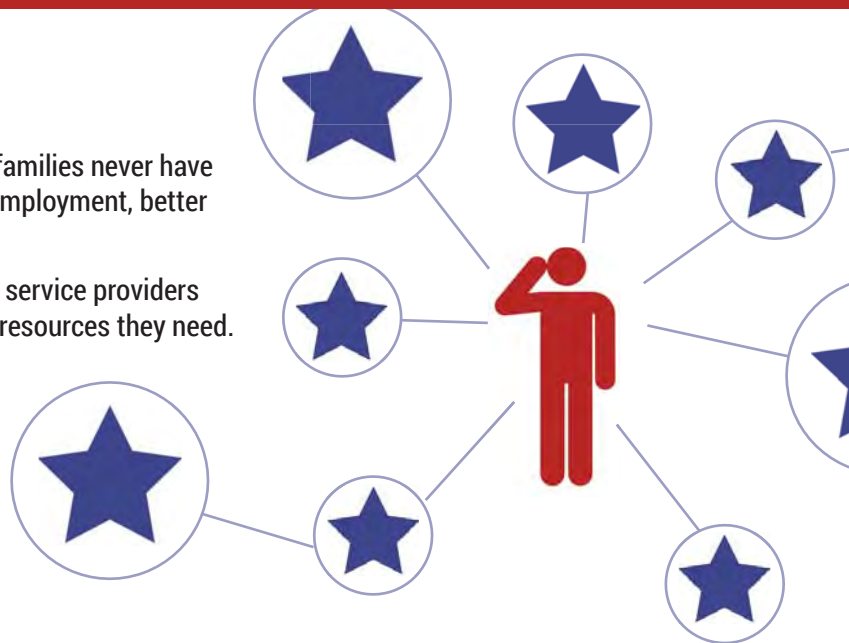
# OUR VISION

We envision a community where veterans and their families never have to fight a war on their own home turf...for housing, employment, better health, or just fighting to know which way to turn.

We envision a community collaborating with trusted service providers to swiftly connect veterans and their families to the resources they need.

We envision a community of service providers empowered through a shared network to...

- ★ Collaborate on referrals to reduce delays;
- ★ Track and close the loop on referrals;
- ★ Access key data for assessments; and
- ★ Relay outcomes and impact to funders.



# THE SOLUTION IS HERE

Through a collaborative effort facilitated by the Community Service Council, cutting-edge technology from Unite Us, and solid community-wide support, a comprehensive, coordinated referral network for veterans and their families has arrived: **Oklahoma Veteran Connections**.

# JOIN THE NETWORK

Join the Community Service Council and our partner providers as we stand united to support veterans through the Oklahoma Veteran Connections network. We're here to help make the process easy and seamless for you. We know that together we are stronger. [csctulsa.org/okvetconnect](https://csctulsa.org/okvetconnect)

*"Through the collaborative efforts of Oklahoma Veteran Connections and the many service providers, we will be able to better monitor outcomes throughout our community, and we can help keep the promises made to the Men and Women who served our Country and State..."*

– Danny Oliver, COO/State Adjutant,  
Disabled American Veterans,  
Department of Oklahoma/Adjutant

# UNDERSTANDING COORDINATED REFERRAL NETWORKS

## WHAT WE DO

Each day, thousands of Oklahoma veterans look for help, but don't know where to turn. Oklahoma Veteran Connections is a 360-degree coordinated referral network built on trust and powered by a shared technology tool that aligns veteran service providers and equips them to confidently create and receive referrals which results in more efficient delivery of services to our community's veterans.



We use best-in-class technology to quickly connect veterans to the services and resources they need. Partner providers can track and measure outcomes on a consistent, real-time basis, while funders can clearly see their dollars at work in the community.

## HOW DOES IT WORK?

A coordinated referral network acts as a hub for veteran service providers that operates collaboratively to provide delivery of services to veterans in an expedited and coordinated system. This is accomplished through:



Unifying data and enhancing communication between partner providers so referrals can be made with confidence



Tracking all referrals and 100% of outcomes across provider agencies using real-time data



Giving partner providers the tools and ongoing support they need to best serve veterans



Building robust databases within the network of community resources and veterans information



Allowing potential clients to seek help in the method of their choice (by phone, in person, online, etc.)

# 360 DEGREES OF SUPPORT



*Veterans' needs vary greatly. Above are examples of services and resources available to veterans through our 360-degree referral process.*

# OKLAHOMA'S VETERANS

★ **300,000**

Approximate number of veterans living in Oklahoma in 2015

★ **23,000**

Number of veterans earning below the poverty level in 2015

★ **94,000**

Number of veterans who had a disability in 2015

★ **4%**

Percent of veterans who were unemployed in 2015

★ **400+**

Number of homeless veterans living in Oklahoma in 2015

Source: U.S. Census Bureau

## HOW WE HELP VETERANS

Oklahoma Veteran Connections is transforming systems of service delivery through a 360-degree referral process for partner providers. This person-centered service delivery system empowers organizations serving veterans to seamlessly create and receive referrals while easily tracking outcomes to more efficiently connect veterans to needed help. Benefits to veterans include:



### SIMPLER NAVIGATION

Our network is comprised of trusted service providers across the community offering a wide array of services. Rather than attempting to access these services on their own, our team helps guide veterans to the resources they need.



### QUICKER PROCESS

Our coordination center acts as an expert on veterans' behalf by directing veterans only to resources for which they are eligible, saving time, easing frustration and reducing confusion for veterans in need.



### NO WRONG DOOR

All doors are open and available through Oklahoma Veteran Connections. Veterans can easily get help through a visit, a phone call or text, an email or a referral, all of which can quickly connect their need with the right provider.



*“The Oklahoma Department of Veterans Affairs supports the efforts of Oklahoma Veteran Connections in their goal of establishing a hub for Veterans service providers. Using “Unite Us”, a technology platform used to improve delivery of health & human services, Veterans will be able to find the assistance they are in need of in a more expedited and coordinated fashion.*

*We cannot continue to support Veterans with the systems we currently have in place.”*

**- ODVA Executive Director Myles Deering**



## WHAT PROVIDERS SAY ABOUT THE NETWORK

*“Oklahoma Veteran Connections will **drastically reduce redundant work for providers and veterans.***

*For each referral made, veterans must answer sensitive questions and prove service, income and residential status to every provider they access, which can be re-traumatizing and time-consuming.*

*With Oklahoma Veteran Connections, veterans can provide their information to one provider who can make referrals within the system allowing receiving providers to access veterans' information, bringing a **trauma-informed approach** to the referral process.*

*Additionally, Oklahoma Veteran Connections allows service providers to **track referrals in real time**, on their time. This can prevent referrals from falling through the cracks and reduce follow up time.”*

– Erin Willis, Lead Housing Navigator, BRRX4VETS, Tulsa



## HOW WE HELP PARTNER PROVIDERS

Oklahoma's health and human service agencies serving veterans will benefit from having more advanced technology, partnerships and policies in place to adequately share information and communicate with each other. With Oklahoma Veteran Connections, we achieve this and more...



Providers can **CREATE REFERRALS IN JUST A FEW MOMENTS** using existing veteran data, then track each client's journey every step of the way which allows them to close the loop on referrals.



Providers **RECEIVE EMAIL NOTIFICATIONS** when their clients receive needed services, establishing full transparency for improved client service.



Providers can **EASILY EXPORT INFORMATION** on clients and referrals to showcase their impact in the community, which they can then share with funders.



Providers can **REST ASSURED** knowing our platform is HIPAA and FERPA compliant, and that clients' data is securely managed in a leading high-density data center with SAS-70 Type II certifications, the premier designation in data centers.

*"The Community Service Council is strongly committed to leveraging the latest innovations in technology to unite veteran service providers across the region to greatly improve outcomes for Oklahoma's veterans."*

**- Kevin Burr, CEO,  
Community Service Council**

*"We believe that Oklahoma Veteran Connections will assist Goodwill Industries of Tulsa and all other Tulsa Community Services in fulfilling our shared commitment to provide excellent services to military veterans and their families."*

**- Parrish McDaris, Goodwill Industries of Tulsa**

# INVESTING IN VETERANS AND OUR COMMUNITY

## THE NEED

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Across our community's social services, service providers are fragmented and technology platforms rarely integrate. Different services have different requirements, which creates time-consuming duplication of effort and produces delays for veterans, their families, and service providers. This closed approach between service providers is labor intensive and makes it difficult to track data and assess accurate and timely outcomes.

## THE SOLUTION

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Oklahoma Veteran Connections is a coordinated network of service providers powered by a shared technology tool. Through this platform of interconnected partner providers, all doors are open for veterans and their families. A visit, a phone call or text, an email or a referral all jumpstart the process to matching veterans with the right providers.

The service process is tracked from beginning to end, which results in quicker service to veterans and eliminates duplicate work for partner providers. And Oklahoma Veteran Connections improves efficiency, provides accurate data, and delivers outcome-based results for a strong, efficient network.

## THE INVESTMENT

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All investments will have a direct and material impact on the success of Oklahoma Veteran Connections. This business model requires:

- ★ Purchase of seat licenses from technology provider Unite Us,
- ★ Training partner providers and coordination center staff,
- ★ Staffing, equipment and space requirements for the coordination center managed by the Community Service Council, which acts as the central technology and human interface for partner providers.



# Transforming the way our community serves veterans and their families

**\$3 BILLION**

Total Oklahoma Department of Veterans Affairs expenditures for veterans in 2015



**89,252**

Oklahoma veterans receiving VA disability compensation\*



**138,322**

Oklahoma veterans in the VA healthcare system\*



**95,338+**

Unique veteran patients treated\*

**470,400**

Approximate number of veterans and veteran family members in Oklahoma

Based on the estimation of 1.4 family members per veteran provided by the University of Maryland Center for Research on Military Organization

Each year, Oklahoma's veterans and their families access a significant amount of services. We aim to create a 360-degree coordinated referral network of these services so that no veteran is overlooked or underserved.

\* Source: Oklahoma Department of Veterans Affairs, 2015 data

## ABOUT UNITE US

Unite Us is the technology infrastructure behind Oklahoma Veteran Connections, and is the leading technology platform for community health networks across the country. Unite Us has reinvented the delivery of health, human and social services and disrupted the fragmented health and human services industry by enabling healthcare providers, government agencies and community organizations to champion clients through a network of providers who together can better meet their comprehensive needs.



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