

OKLAHOMA★VETERAN CONNECTIONS

Community Strategy Session 1

July 11, 2017

OPERATION CONNECT



COMMUNITY
SERVICE
COUNCIL

Improving Oklahomans' Lives Through
Research, Planning & Action

OKLAHOMA★VETERAN CONNECTIONS

Introductions

Kevin Burr, Chief Executive Officer,
Community Service Council

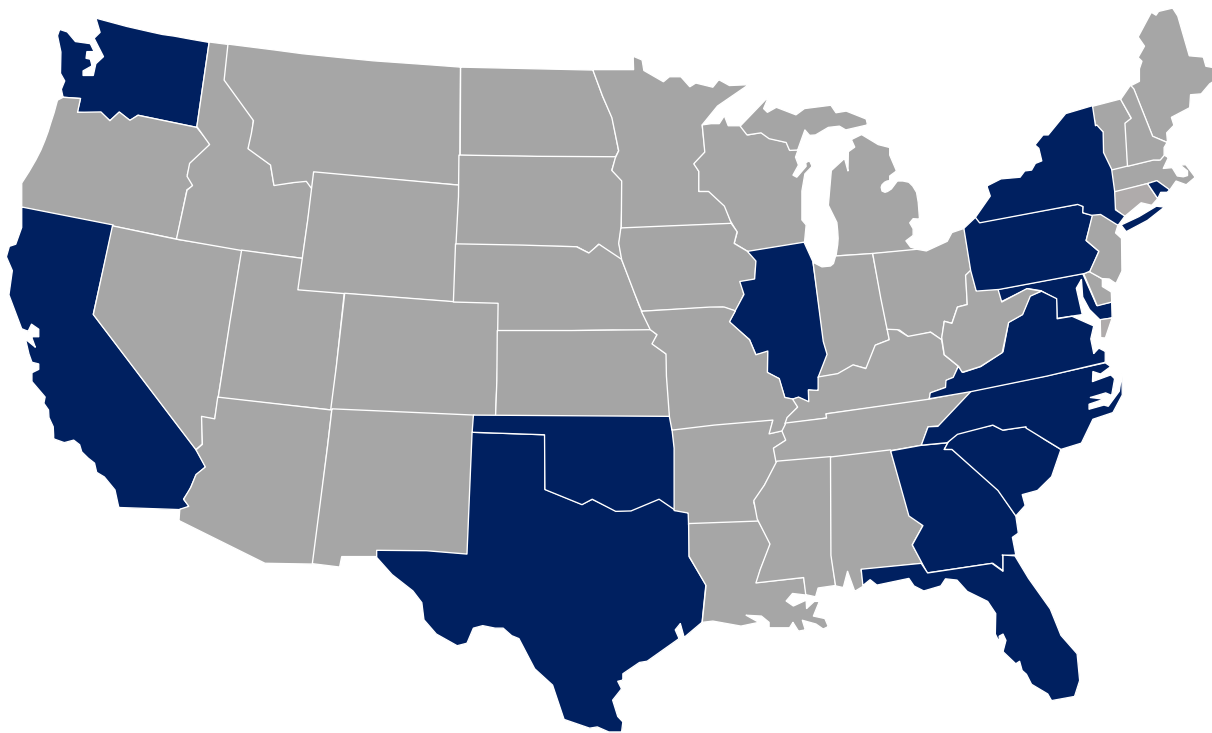
Rachel Runfola, Veterans Division Director,
Community Service Council

Brian Longo, Account Manager,
Unite Us



OKLAHOMA★VETERAN CONNECTIONS

Communities & Partners Utilizing Unite Us



OKLAHOMA★VETERAN CONNECTIONS

What is it?



Oklahoma's First Fully Coordinated Network
Serving Veterans & Their Families



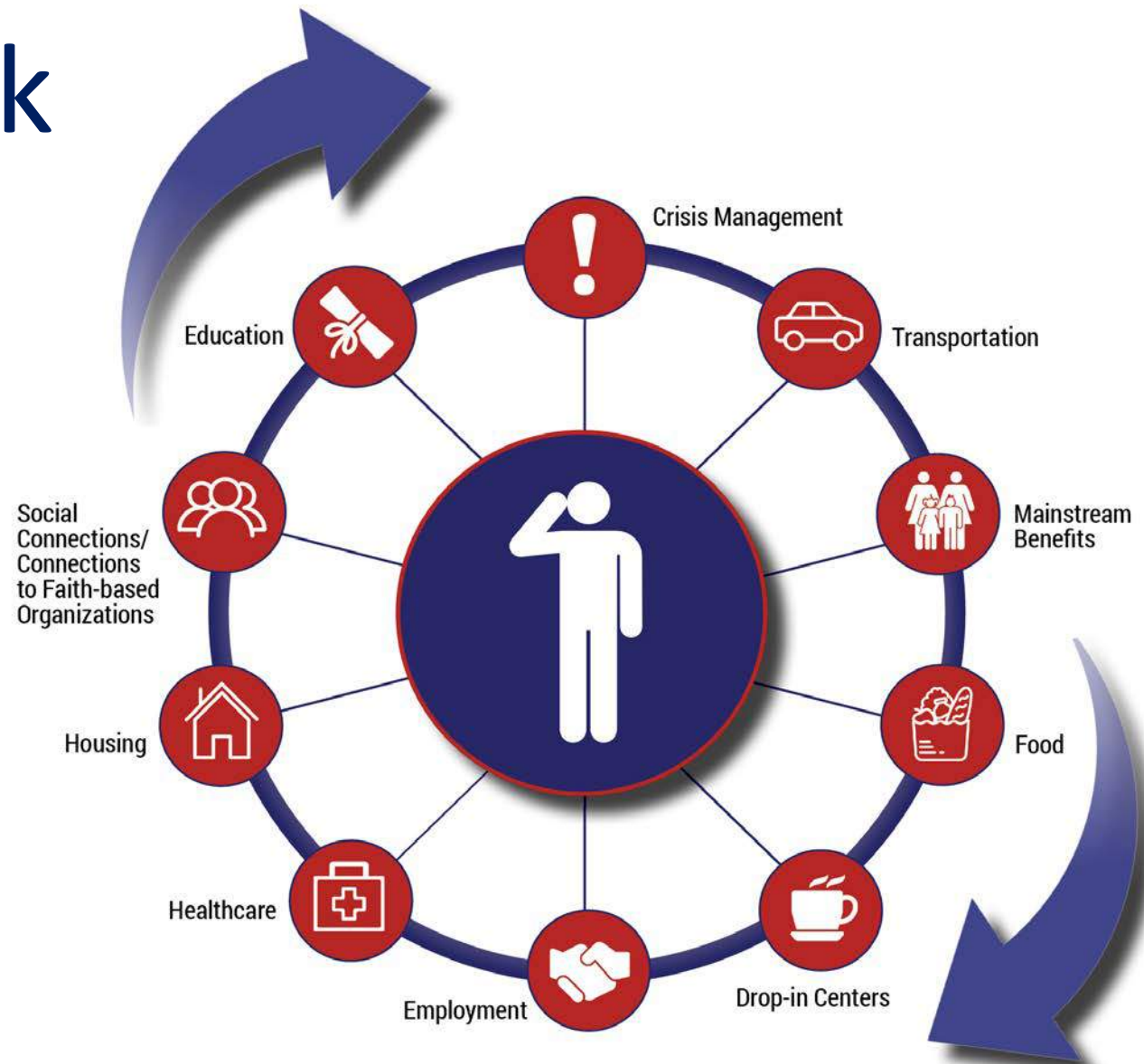
Focused on Coordinating Service Delivery Across
All Service Domains



A Person-Centered System which Empowers Organizations
to Seamlessly Create and Receive Referrals

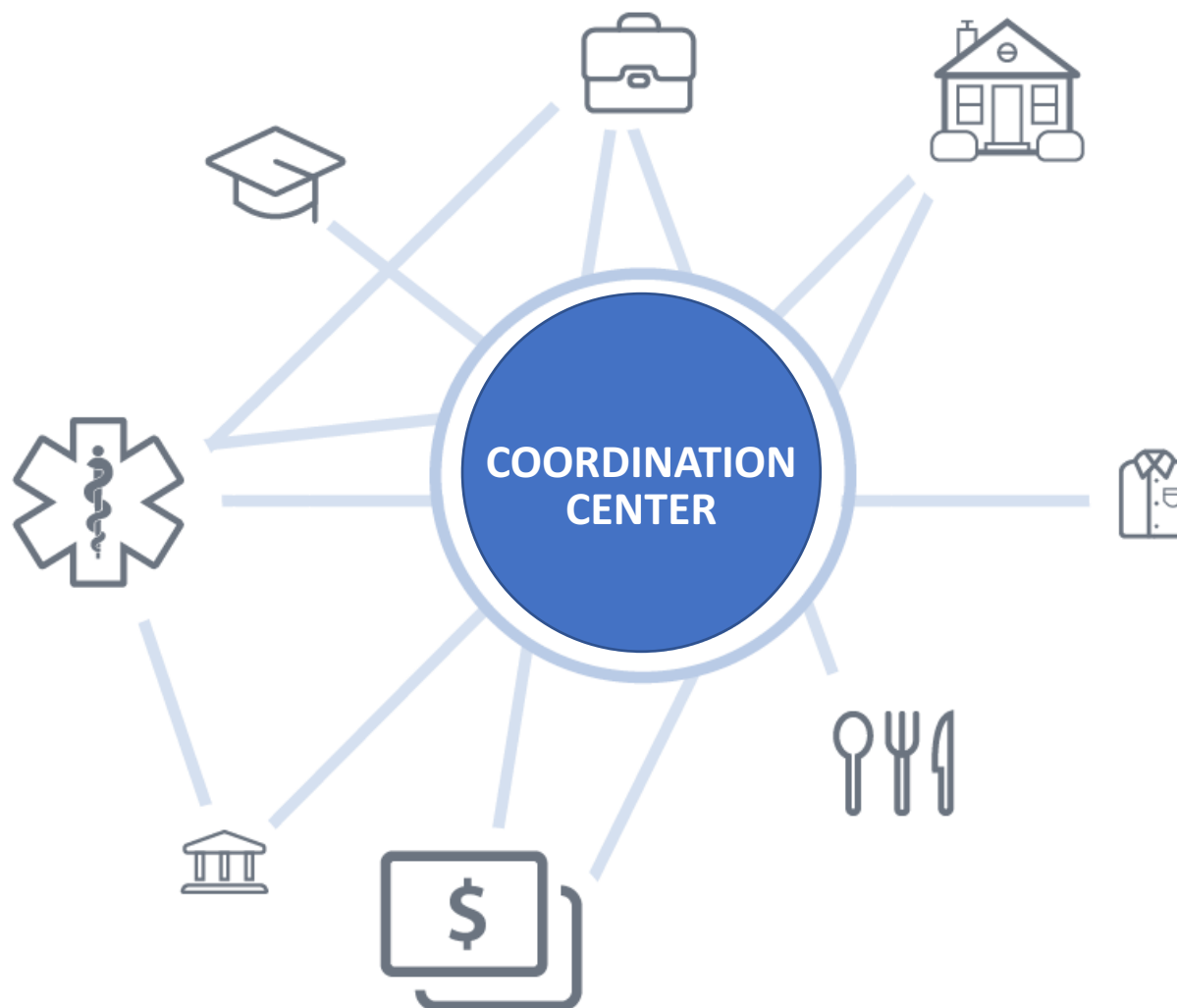
OKLAHOMA★VETERAN CONNECTIONS

Network Model



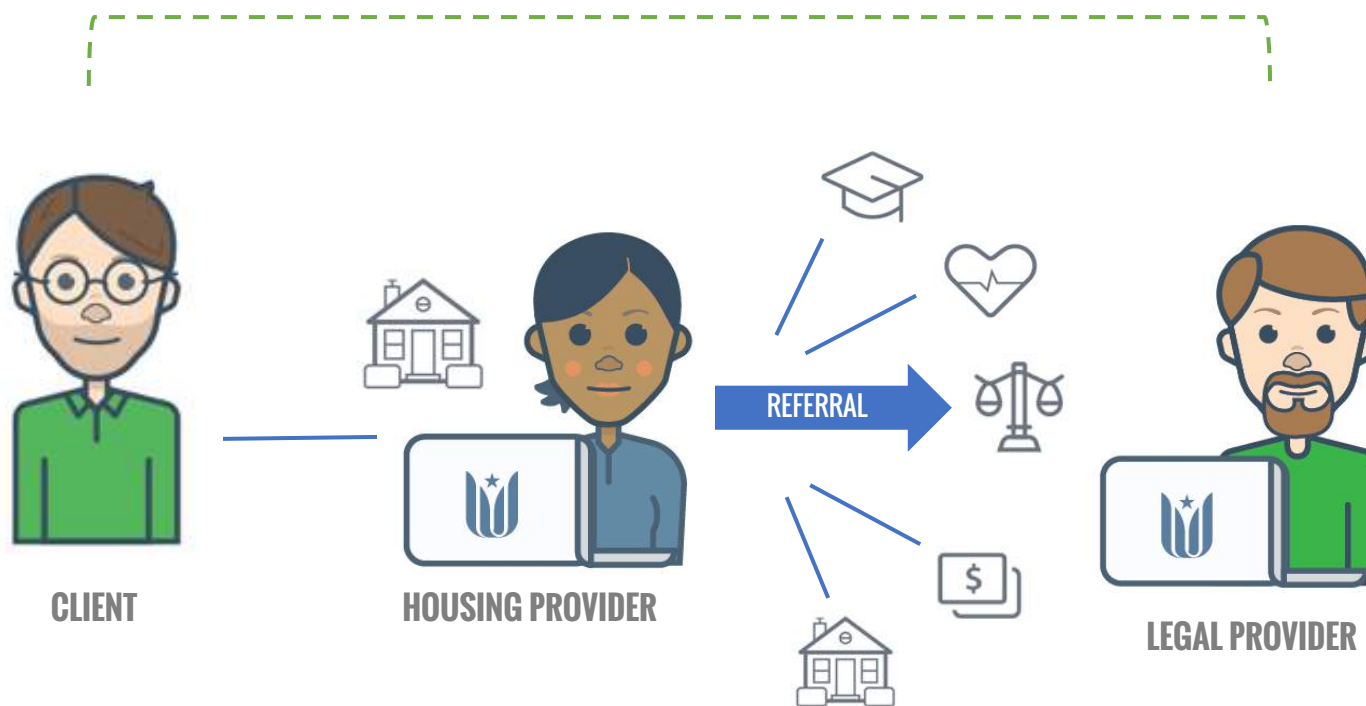
OKLAHOMA★VETERAN CONNECTIONS

How it Works: Network Overview



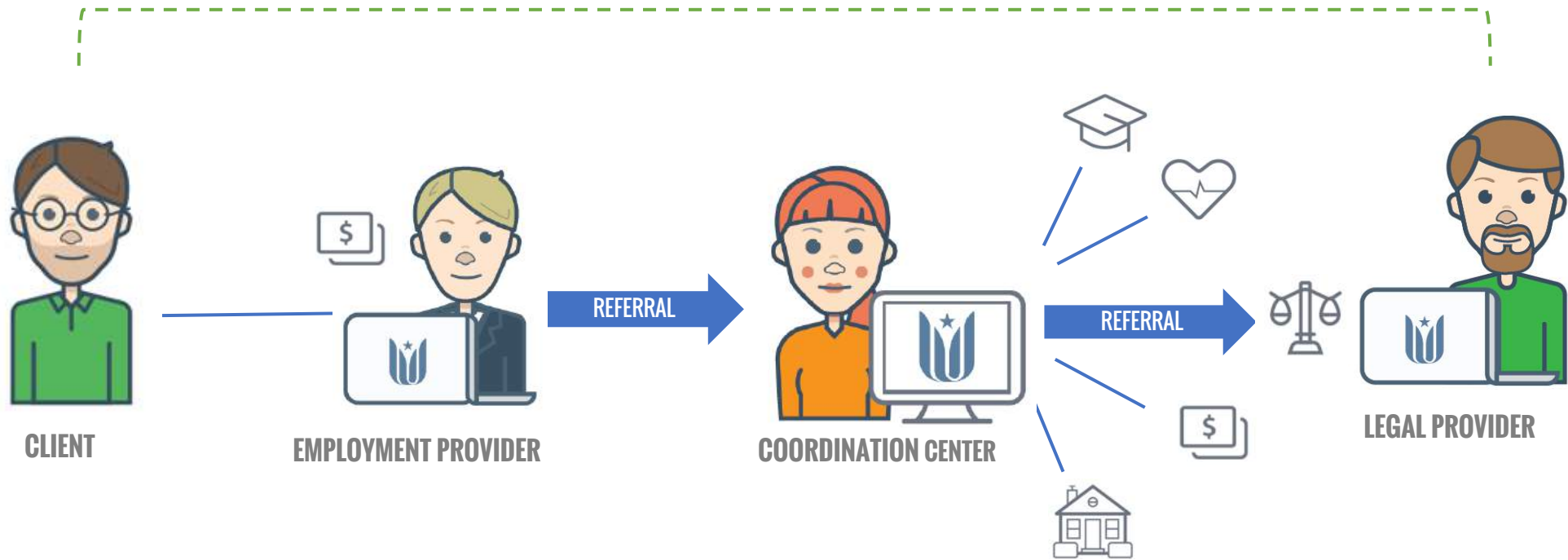
OKLAHOMA★VETERAN CONNECTIONS

How it Works: Scenario 1



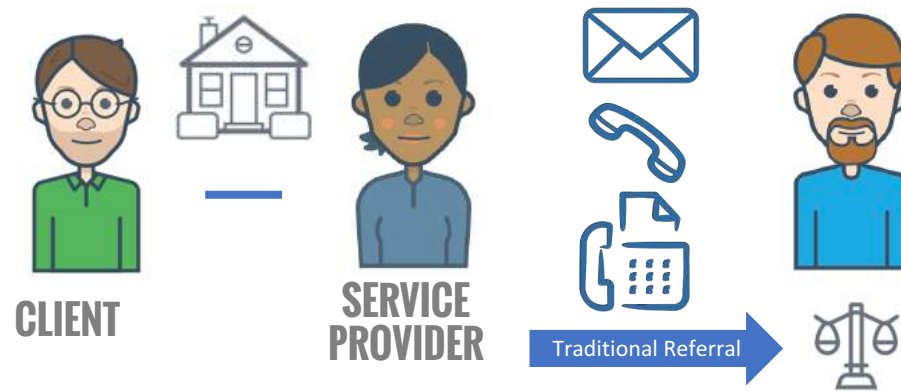
OKLAHOMA★VETERAN CONNECTIONS






How it Works: Scenario 2



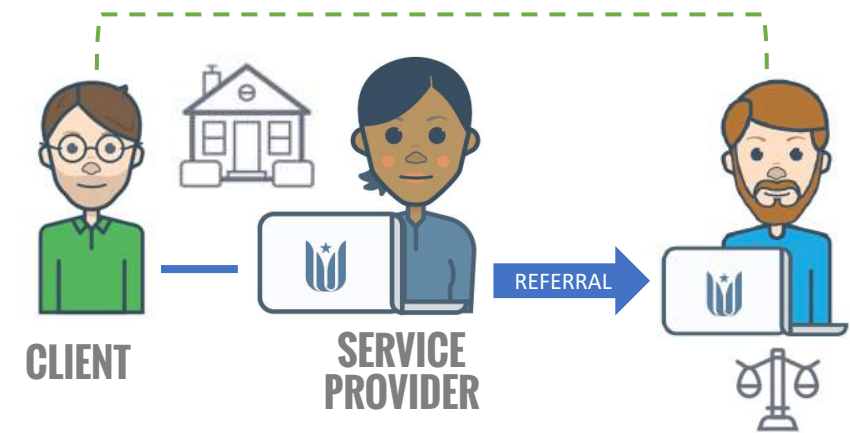
OKLAHOMA★VETERAN CONNECTIONS






Before



-  Service Provider can not exchange PII or PHI via a secure method
-  Service Provider has limited insight or feedback loop
-  Onus is on the client to reach the organization to which he/she was referred
-  Limited prescreening for eligibility, capacity or geography
-  Client data is siloed & transactional data is not tracked

After



-  All information is stored and transferred on HIPAA compliant platform
-  Service Provider has insight into entire client journey
-  Client's information is captured once and shared on his/her behalf
-  Client is matched with the provider for which he/she qualifies
-  Data is tracked to allow for informed decision making

OKLAHOMA★VETERAN CONNECTIONS

Value to Veterans and their Families



Simpler Navigation of Community Resources



Quicker Process to Reach Services



Coordinating Client Care & Solutions Across Service Spectrum



No Wrong Door Access to Services

OKLAHOMA★VETERAN CONNECTIONS

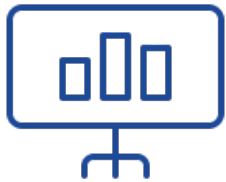
Value to Service Providers



Easier to Send Client Referrals



Reduce Intake Time for Staff



Every Provider has their Own Reporting



Enhance Community Partnerships & Collaboration

OKLAHOMA★VETERAN CONNECTIONS

What is Collected?



Veteran, and Family Member Demographics



Client Needs, Client Health and Outcomes



Community Insights, Community Health,
Satisfied Veterans and Family Members

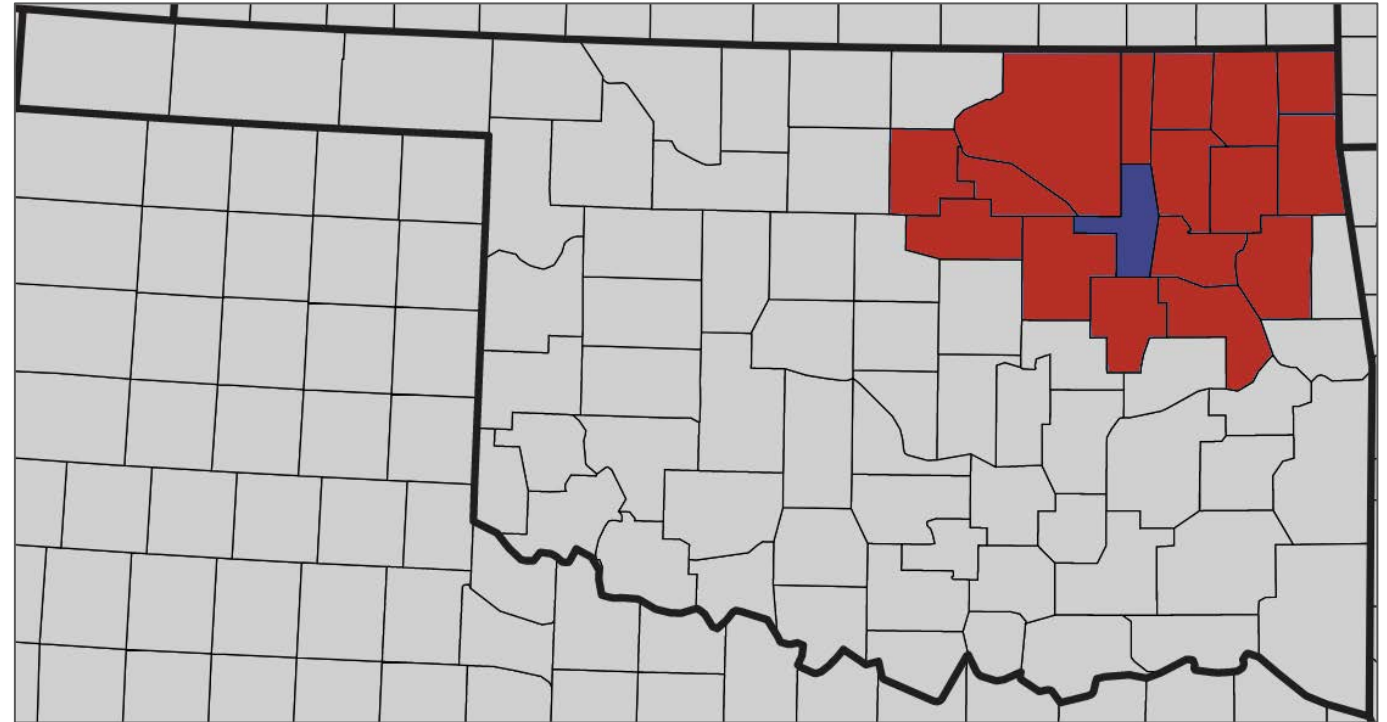
OKLAHOMA★VETERAN CONNECTIONS

Technology Demonstration *Referral Process & Data*

OKLAHOMA★VETERAN CONNECTIONS

Proposed Counties	Veteran Population*
Tulsa	43,150
Osage	3,744
Pawnee	1,356
Creek	6,186
Okmulgee	3,280
Payne	4,362
Nowata	818
Craig	1,213
Ottawa	2,610
Delaware	3,961
Rogers	8,505
Mayes	3,538
Wagoner	6,423
Cherokee	3,464
Kay	3,574
Muskogee	5,850
Noble	815
Washington	4,181
Total	106,970

Initial Service Region



*Population based on VA FY17 Projections



OKLAHOMA★VETERAN CONNECTIONS

Next Steps

- **Strategy Session 2: August 29**
- **Training: September 21 & 22**
- **Launch: October 2017**

OKLAHOMA★VETERAN CONNECTIONS

ENDORSED BY CITY OF TULSA MAYOR G.T. BYNUM AND THESE COMMUNITY PARTNERS...

“Through the collaborative efforts of Oklahoma Veteran Connections and the many service providers, we will be able to better monitor outcomes throughout our community...”

**-Danny Oliver
COO/State Adjunct
Disabled American Veterans**



“We believe the 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
TulsaWORKS Coordinator
Goodwill Industries of Tulsa**



“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.”

**- Major General (Retired)
Myles Deering
ODVA Executive Director**



THANK YOU!