

# OKLAHOMA★VETERAN CONNECTIONS

## Community Strategy Session 2

August 29, 2017

# #OPERATION CONNECT



# OKLAHOMA★VETERAN CONNECTIONS

## Introductions

Kevin Burr, Chief Executive Officer,  
Community Service Council

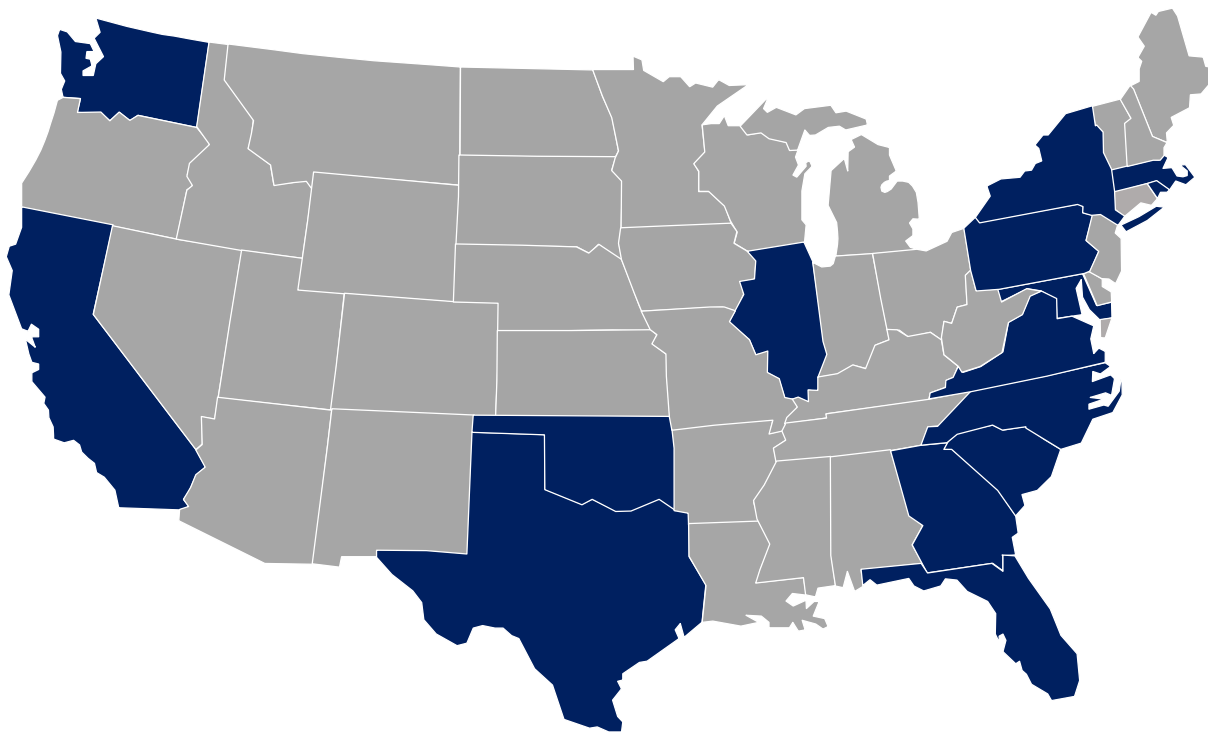
Rachel Runfola, Veterans Division Director,  
Community Service Council

Brian Longo, Account Manager,  
Unite Us



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## Recap: Communities & Partners Utilizing Unite Us



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## Recap: What is it?



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



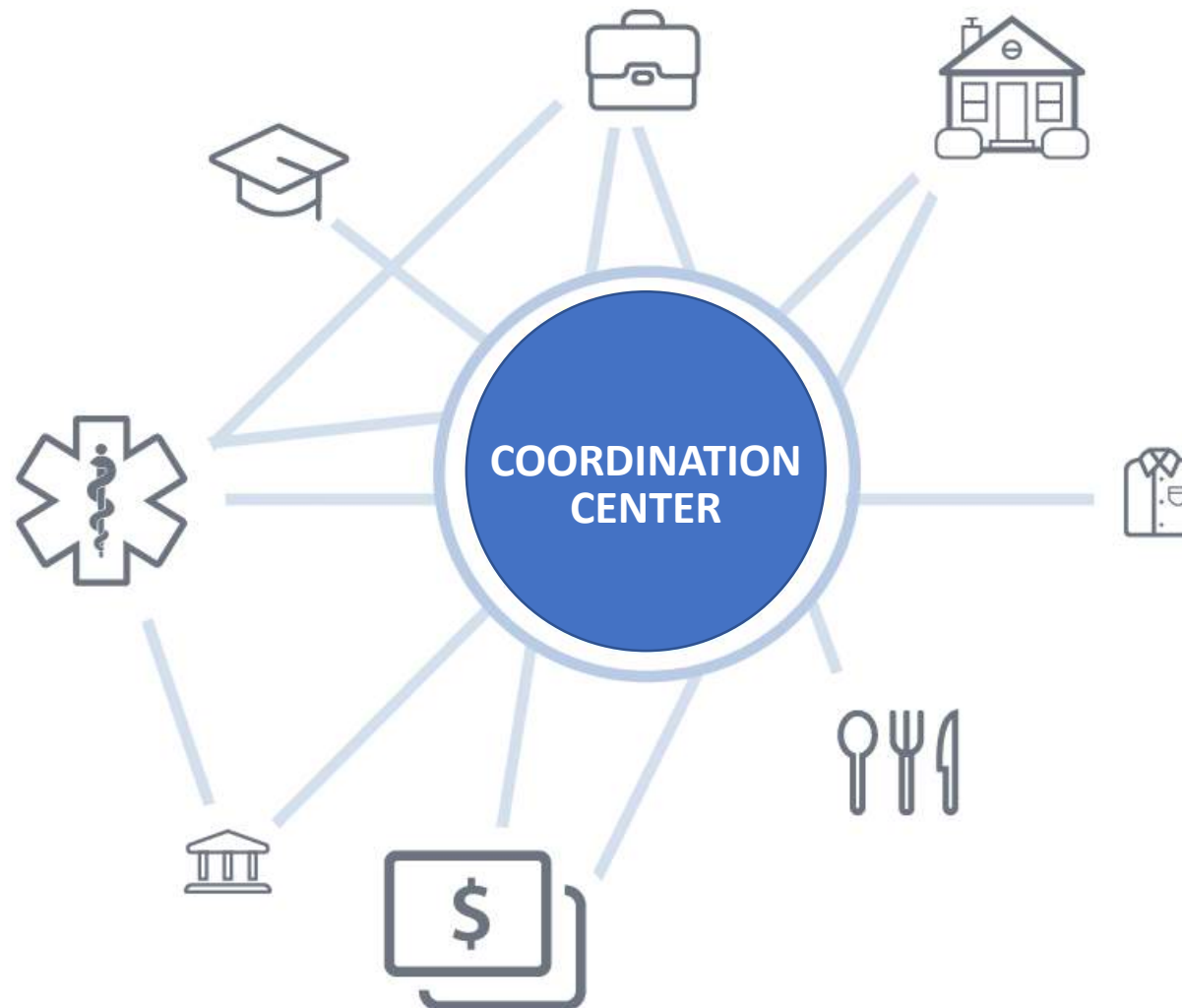
Focused on Coordinating Service Delivery Across  
All Service Domains



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

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## Recap: Network Overview



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## Overview of Coordination Center



Guide Veterans to Community Service Providers



Community Outreach and Awareness



Work with Unite Us to Manage Care System



Utilize Data to Identify Service Gaps and Provide Recommendations to Community

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## What is Collected?



Veteran, and Family Member Demographics



Veteran Needs, Veteran Health and Outcomes



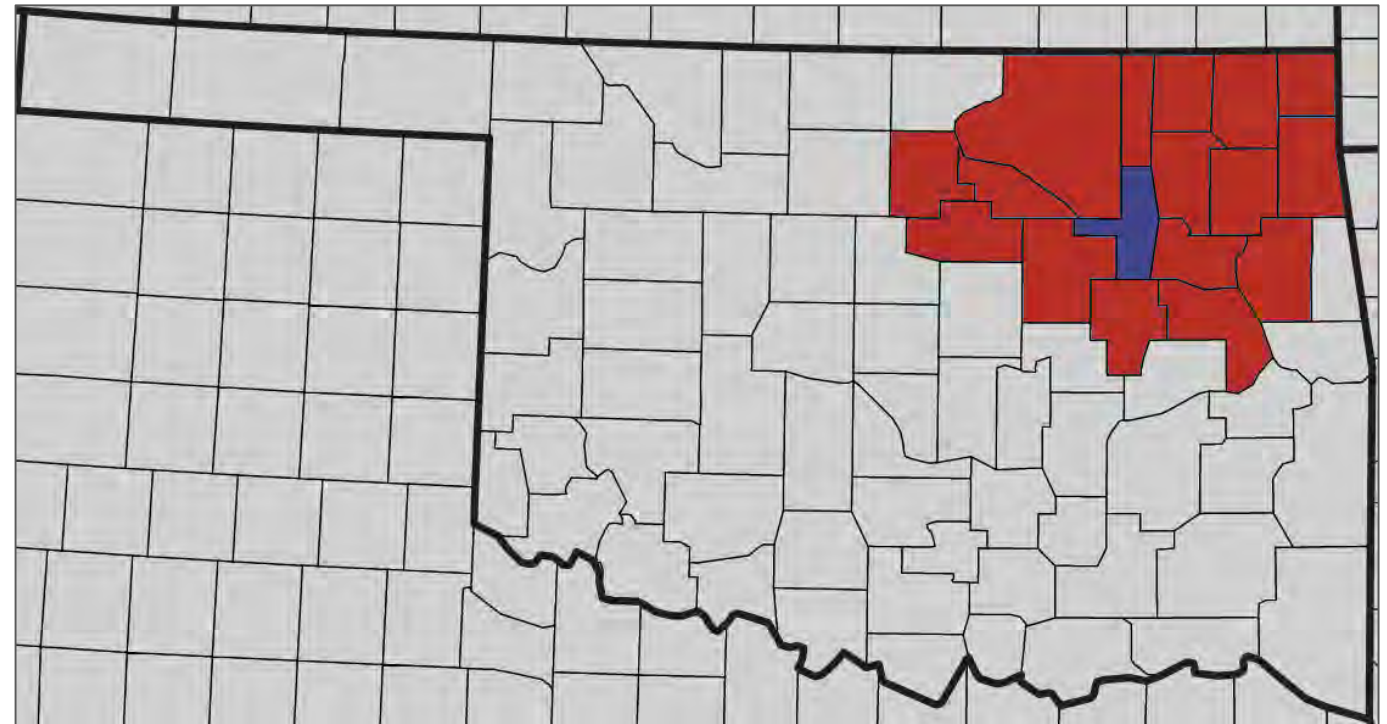
Community Insights, Community Health,  
Satisfied Veterans and Family Members



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| 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               |
| <b>Total</b>      | <b>106,970</b>      |

## Initial Service Region



\*Population based on VA FY17 Projections



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## Mapping Proposed Partner Providers

| <i>Oklahoma Veteran Connections Proposed Providers List</i> |                              |                            |
|---|------------------------------|----------------------------|
| Department of Veterans Affairs                              | Family & Children's Services | MyHealth                   |
| Oklahoma Department of Veterans Affairs                     | MHAOK                        | VoA of OK                  |
| Coffee Bunker   | VFW                          | Goodwill Industries        |
| Disabled American Veterans                                  | Legal Services of OK         | American Legion            |
| BRRX4VETS   | Iron Gate                    | Credit Counseling Services |
| Morton Comprehensive Health Services                        | Tulsa Community College      | Restore Hope Ministries    |
| The Tulsa Day Center  | Team RWB                     | Vet Center                 |
| Oklahoma Veteran Project                                    | Ki Bois SSVF                 | Folds of Honor             |
| Military OneSource  | American Red Cross           | OK National Guard          |
| South Tulsa Community House                                 | NAMI Tulsa                   | Tulsa U                    |

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## Community Partnership: Focus Group Findings

Compliance & Security

Veteran Specific Needs

Governance & Process

Neighboring Data Systems

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## Getting Started

### *OKVC Registration Form Walkthrough*



## **Training FAQ**

### **What is the training format?**

- 2-hour interactive software session
- Four sessions available over two days

### **Who should attend?**

- Typically organizations send staff members who work with clients directly (case managers, intake specialists, outreach staff, counsellors)

### **Do I need to bring anything?**

- No, computers and training materials will be provided for all trainees

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## Next Steps

- **OKVC Registration Form:**  
<http://support.uniteus.com/oklahoma-veteran-connections/>
- **Training:** September 20 & 21
- **Launch:** October, 25 2017

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## Stay Connected



OKVeteranConnections@csctulsa.org



CSC Tulsa



CSC\_Tulsa

# #OperationConnect



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“I am excited about Oklahoma Veteran Connections’ potential to transform the way we support Tulsa Veterans. By creating the first coordinated referral network in Oklahoma, we will be able to ensure that all of our Veterans receive the best possible care for their individualized needs. Additionally, the data collected by Oklahoma Veteran Connections will enable us to better assess our existing programs and strategically plan for the future. Together, we can make Tulsa the best city in the nation for veterans.”

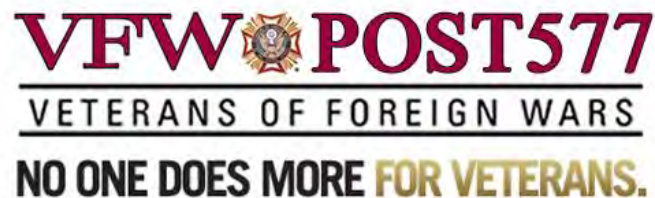
**-Mayor GT Bynum**  
**City of Tulsa**



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“Battles are won through tactics, where wars are won through logistics. Oklahoma Veteran Connections is a logistics force multiplier for Non-profit organizations that directly support Veterans. It enables each organization to increase their effectiveness, while recreating the team environment all service members find comfort in. This added logistical tool will help reduce the perceived reality that Veterans must face another battlefield to access services, by enabling those organizations to bring the services to the Veteran.”

**-Joshua D. Starks**  
**Commander**  
**VFW Post 577**



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*ENDORSED BY THESE COMMUNITY PARTNERS...*

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



**Parrish McDaris**  
**TulsaWORKS Coordinator**  
**Goodwill Industries of Tulsa**



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



**Mark Morgan, Director**  
**Eastern Oklahoma Veterans**  
**Oklahoma Healthcare System**



**Joshua D. Starks**  
**Commander**  
**VFW Post 577**



**Mayor GT Bynum**  
**City of Tulsa**








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## Appendix

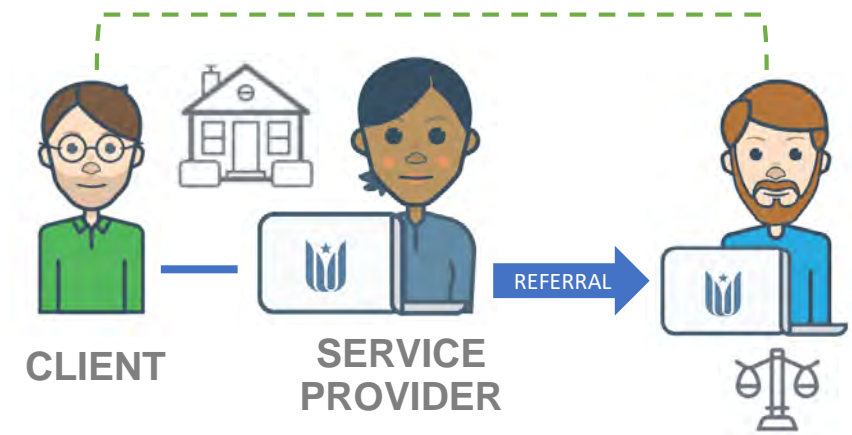
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## Before



-  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

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## Value to Veterans and their Families



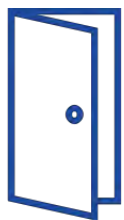
Simpler Navigation of Community Resources



Quicker Process to Reach Services



Coordinating Client Care & Solutions Across Service Spectrum



No Wrong Door Access to Services



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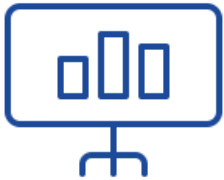
## Value to Service Providers



Easier to Send Client Referrals



Reduce Intake Time for Staff



Every Provider has their Own Reporting



Enhance Community Partnerships & Collaboration