

Community Service Council

# OKLAHOMA VETERAN CONNECTIONS



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



**COMMUNITY  
SERVICE  
COUNCIL**

Improving Oklahomans' Lives Through  
Research, Planning & Action

Community Service Council  
**OKLAHOMA★VETERAN  
CONNECTIONS**

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

## OUR MISSION

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 the first fully coordinated referral network for veterans in Oklahoma, commissioned and coordinated by the Community Service Council (CSC), a Tulsa-based nonprofit 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.

We manage the Coordination Center for Oklahoma Veteran Connections, which acts as the central technology and human interface for partner providers. [csctulsa.org](http://csctulsa.org)

**LEARN MORE AT [CSCTULSA.ORG/OKVETCONNECT](http://CSCTULSA.ORG/OKVETCONNECT)**

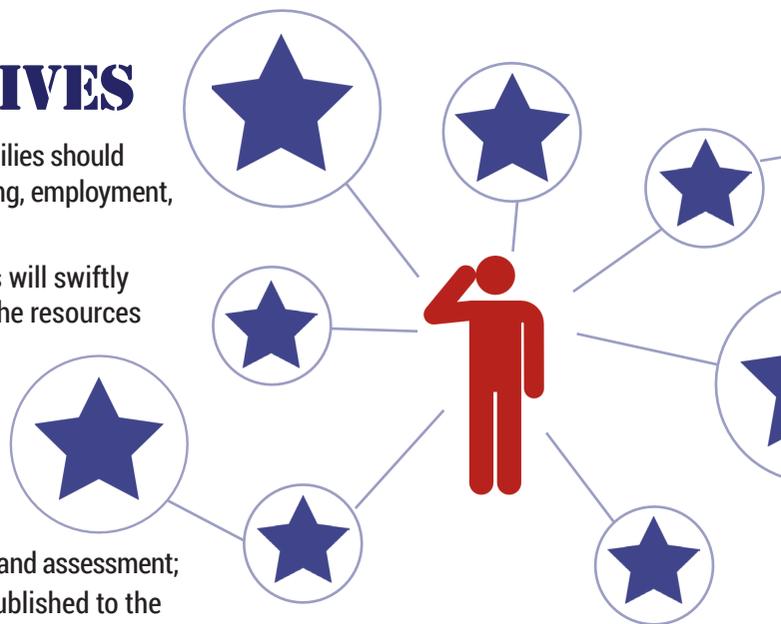
# OUR GOALS & OBJECTIVES

Community Service Council believes veterans and their families should 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 believe collaboration among trusted service providers will swiftly and accurately connect veterans and their families with the resources they need.

## PROJECTED OUTCOMES

- ★ Collaboration on referrals will reduce delays;
- ★ Tracking will close the loop on referrals;
- ★ Real-time tracking of key data will be provided for review and assessment;
- ★ Overall progress, performance and outcomes will be published to the community and investors.



*Battles are won through tactics, where wars are won through logistics. Oklahoma Veteran Connections is a logistics force multiplier for nonprofit 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

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. To join or for more information, please contact Pete Luitwieler, Program Manager, at **918-630-1891** or **[pluitwieler@csctulsa.org](mailto:pluitwieler@csctulsa.org)**.

*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, and to their families...”*

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

# UNDERSTANDING COORDINATED REFERRAL NETWORKS

## WHAT OKLAHOMA VETERAN CONNECTIONS DOES

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.



**“** *Folds of Honor enthusiastically endorses the critical partnership opportunities achieved between our veteran community, food pantries, housing services, health care providers and other critical service and educational organizations through Oklahoma Veteran Connections. This network will assure veterans and their families are securing services in the most efficient manner.* - **Major Ed “Rock” Pulido, Sr. Vice President, Folds of Honor Foundation**

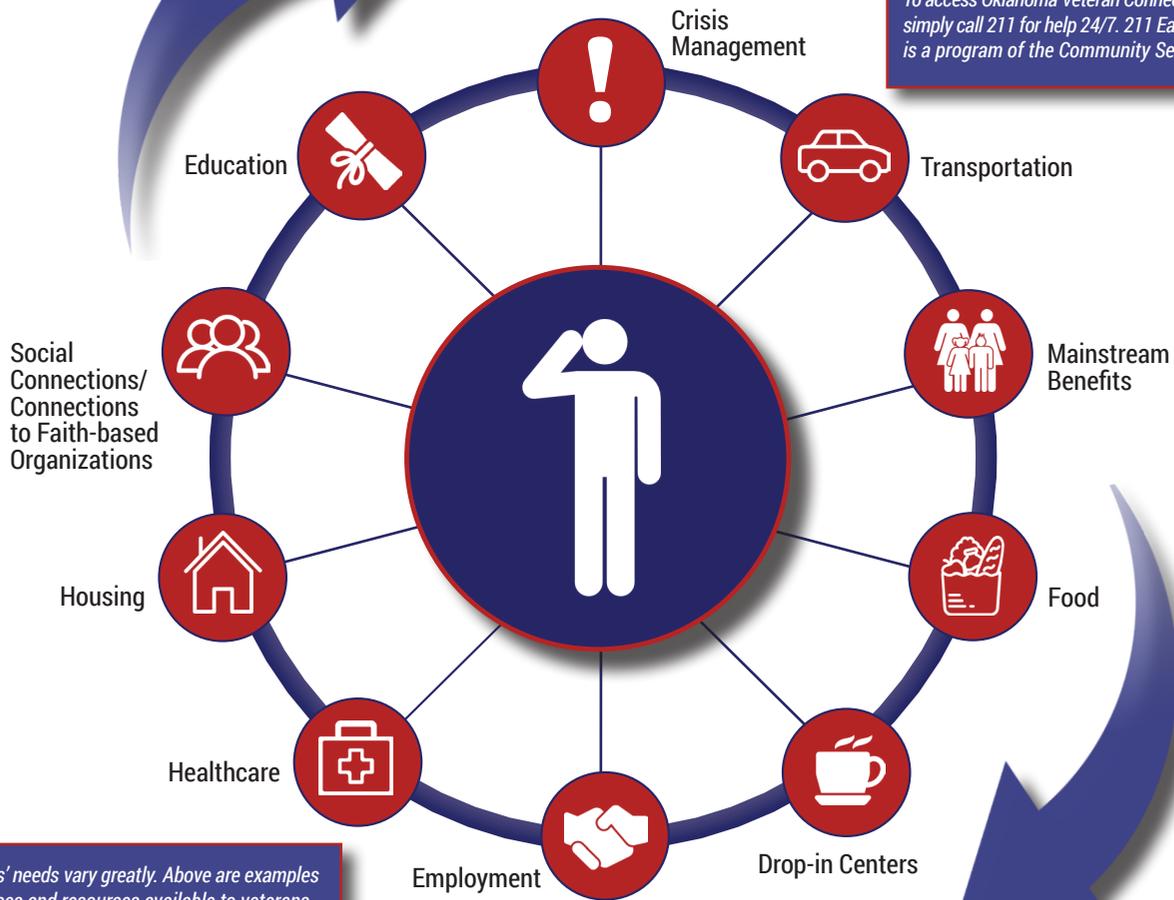
## HOW DOES IT WORK?

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

To access Oklahoma Veteran Connections, veterans simply call 211 for help 24/7. 211 Eastern Oklahoma is a program of the Community Service Council.



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

# OKLAHOMA'S VETERANS

★ **276,000**

Approximate number of veterans living in Oklahoma in 2016

★ **21,000**

Number of veterans earning below the poverty level in 2016

★ **97,000**

Number of veterans who had a disability in 2016

★ **4%**

Percent of veterans who were unemployed in 2016

★ **350+**

Number of homeless veterans living in Oklahoma in 2016

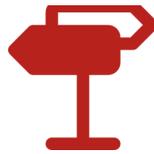
★ **121**

Number of veteran suicide deaths in Oklahoma in 2015

Source: U.S. Census Bureau,  
U.S. Department of Veterans Affairs

## HOW OKLAHOMA VETERAN CONNECTIONS HELPS 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.

# HOW OKLAHOMA VETERAN CONNECTIONS HELPS PARTNER PROVIDERS

Oklahoma's health and human service agencies serving veterans 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.

*"Oklahoma Veteran Connections has proved to be an excellent tool for managing our participant intakes and case management for CSC's Supportive Services for Veteran Families (SSVF) program. Valuable information is provided with the referral that enables the intake specialist to **immediately determine eligibility and identify additional needs** before assigning the veteran to a case manager.*

*Additionally, we are able to make direct referrals to several of our in-network partners to **speed assistance to the veteran and track those outcomes.**"*

**- Rachel Runfolo,  
Veterans Division Director,  
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**

# OUR NATIONAL PARTNERS



## 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 chaperon clients through a network of providers who together can better meet their comprehensive needs.



## AmericaServes

AmericaServes is a first-of-its-kind, coordinated network of service providers self-organizing as a collective body to ensure unequalled access to the very best and most comprehensive network of services, resources and care designed exclusively for service members, veterans and their families.

Oklahoma Veterans Connections is one of 16 AmericaServes communities committed to a sustainable care coordination for America's military-connected members and their families.

Operating in partnership with Unite Us and Accenture, the vision of AmericaServes is that all service members, veterans and their families can easily access the full range of comprehensive services required to achieve their unique goals, and to provide a first-class service experience to match service members' and veterans' first-class service to our nation.



*Unite Us national model for community health networks employed by Oklahoma Veteran Connections. Our local veterans access the Coordination Center by contacting 211 Eastern Oklahoma, a program of the Community Service Council.*



*"In six months, Oklahoma Veteran Connections has reached a place it sometimes takes other communities years to attain. To date, the network has served over 500 Veterans seeking services in Tulsa and surrounding counties. At over 30 community agencies, the network is building lasting public and private partnerships. I am excited to see what the future holds for Oklahoma Veteran Connections as we work together to coordinate services across Oklahoma."*

**-Brian Longo, Unite Us, New York City**

# TIMELINE & PROGRESS TO DATE

## 2016

Tulsa-based Community Service Council (CSC) seeks a partnership with AmericaServes and Unite Us, recognizing a need to improve service to Oklahoma veterans and enhance community collaboration. CSC explores the concept of an integrated network over multiple meetings with key agencies in Tulsa and around the state.



## 2017

CSC and Unite Us launch the implementation phase of Oklahoma Veteran Connections, hosting regular community planning meetings with local agencies and supporters that helped secure 12 service providers as committed partners in the development of Oklahoma's first 360-degree fully coordinated referral network for veterans. Tulsa Area United Way provided seed funding for the capacity-building program. Training began in September for partner providers, and in October, Oklahoma Veteran Connections officially launched as planned.

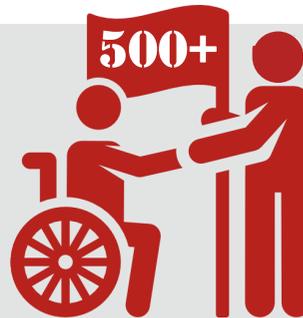
## 2018

Oklahoma Veteran Connections continues to respond to an increasing number of veteran requests for services, and CSC continues to add providers to the network as gaps were identified. By July, 30 agencies had joined the network and more than 500 veterans had been served with more than 800 referrals for service. Unite Us provided analytics to gauge the success of the launch, finding that Tulsa repeatedly outperformed similar communities' networks in a shorter period of time.

## EARLY ACHIEVEMENTS



Network membership grew from 12 to 30 partner providers to offer a wider array of veteran services.



500+ veterans served in the first nine months.



800 referrals for services made between providers.

**ENDORISING PARTNERS**

Fighting Hunger, Feeding Hope  
**FOOD BANK**  
Community **FOOD BANK** of Eastern Oklahoma



**Tulsa** CITY OF  
A New Kind of Energy.



FOLDS of HONOR

To become an endorsing partner, contact Pete Luitwieler at 918-630-1891 or [pluitwieler@csctulsa.org](mailto:pluitwieler@csctulsa.org)

# 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 jump start 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 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.

In order to operate effectively and responsibly, Oklahoma Veteran Connections requires an annual budget of \$500,000 to cover these costs.



# A CLOSER LOOK AT VETERANS IN OKLAHOMA

**\$3.2 BILLION**

Total Oklahoma Department of Veterans Affairs expenditures for veterans in 2016\*



**93,000+**

Oklahoma veterans receiving VA disability compensation\*



**140,000+**

Oklahoma veterans in the VA healthcare system\*



**96,000+**

Unique veteran patients treated\*

**386,000**

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, many thousands of Oklahoma veterans and their families access a significant amount of services. Oklahoma Veteran Connections is a coordinated referral network of these services that helps ensure no veteran is overlooked or underserved.*

\* Source: Oklahoma Department of Veterans Affairs, 2016 data

## SERVICE IMPROVEMENTS

- ★ Produces outcome-based results
- ★ Tracking system increases accountability
- ★ Increases speed at which referrals are made for veterans in need
- ★ Removes burden from veterans to make multiple contacts and repeat history and forms
- ★ Increases community and funder confidence in provider agencies

Oklahoma Veteran Connections is proven to work and ensures veterans get the services they need quickly and efficiently.

*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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**CSTULSA.ORG/OKVETCONNECT**



16 E. 16th Street, Suite 202 | Tulsa, Oklahoma 74119 | [csctulsa.org](http://csctulsa.org)