



Operation Re-Entry North Carolina: Veteran Resiliency and Reintegration through Technology (ORNC: R&R)

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Our Mission & Goals

- Mission: Strengthen the resiliency and facilitate the reintegration of homeless and underserved Veterans and their families through innovative uses of technology.
- Goals of ORNC: R&R-
 - Deployment of a clinical team in a technology-equipped van in rural, eastern NC to conduct mobile outreach to Veterans who are homeless or underserved,
 - Coordinate services with the Department of Veterans Affairs and community-based treatment providers and resources,
 - Provide state-of-the-art, evidence-based interventions via telehealth, web- and application-based service delivery systems, and
 - Share these practices and the results of our project with providers in rural, eastern NC.

Our Team

- East Carolina University
 - 4 Departments/4 Clinics across 4 Colleges
- Intra & Interdisciplinary
 - Addictions Counselors
 - Marriage & Family Therapists
 - Psychiatrists
 - Biofeedback Technicians
 - Vocational Counselors
- Community
 - Shelters, Soup Kitchens, Libraries, Law Enforcement, etc., etc.

Our Technology

- Rover
- Texting
- Email
- Telephone
- Biofeedback
- Polycom
- A-CHESS
- EHR☹️
- Guiding principles
 - A little tech at a time
 - Contact between contacts

Rover



What we've done (so far...)

- 295 missions since March 2014.
- Enrolled 280 in some level of service.
- Over 2000 contacts:
 - Text messages: mission location, “Who’s hiring,”
 - Monthly check-ins: email, phone, f2f, and
 - Enhanced clinical encounters.

How we've done (so far..)

- GPRA 6-month follow-up
 - 30.9% follow-up rate (38 of 123)
 - Substance use stayed flat 0.0%
 - Social connectedness decreased 15.0%
 - Crime decreased 2.7%
 - Employment increased 150%
 - Bio/Behavioral Consequences decreased 2.9%
 - Stable housing increased 27.8%
- Focus interview: Frequency of technology use

	Not	Little	Some	A lot
Cell Phone	34	12	25	29
Email	63	10	11	16
Tablet/ iPad	90	1	5	4
Text Messaging	45	16	15	24
Web Sites	62	7	14	17

Lessons learned (so far...)

- Submissive approach.
- Choose tech wisely.
 - Polycom
 - Absence of smartphones
 - Satellite
- Contact dosage.

Thank you.

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