



5330 East 31st Street, Suite 1000
Tulsa, Oklahoma 74135
918.585.1213

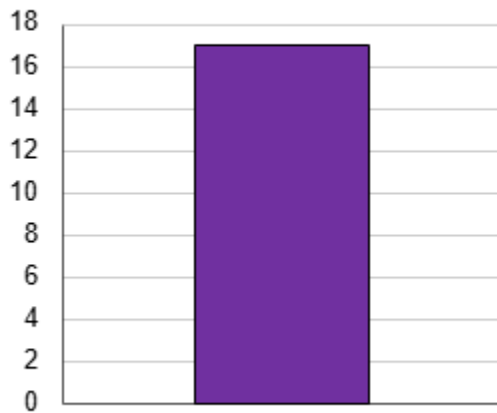
915 North Robinson Avenue
Oklahoma City, Oklahoma 73102
405.943.3700

A Better Way – Opportunity Knocks

Monthly Update

Reporting period: May-June 2024

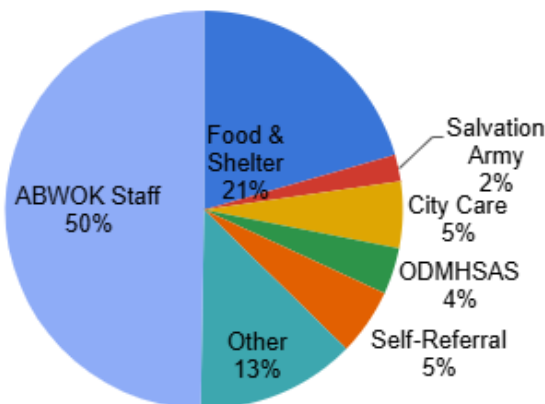
June Van Riders



June Employment Specialist Appointments



Referral Sources YTD





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Program Summary

A Better Way – Opportunity Knocks (ABWOK) addresses opioid and substance misuse and prevents overdose by connecting people with employment opportunities, connections to care, and wrap-around services. ABWOK gives people experiencing homelessness, mental health disorders or substance use disorders a day's wages for beautifying the community. Participants are then connected to an array of services to help them work toward housing, healing, and wholeness.

Through roving van outreach, ABWOK makes stops at targeted "hot spot" areas within the City of Norman that are known for homelessness. The van is in operation three days a week. An Employment Specialist and Case Manager help connect participants to gainful employment opportunities, substance use services, mental health services, and other needs in effort to break down the barriers to self-sufficiency.



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Policies and Procedures

Referral/Intake Process:

Case Manager (CM) will connect with partner agencies to share rack cards and a link to the referral form. CM will reach out to referrals or the referral source to determine where the person stays and where the van can pick them up. CM creates a list of 8 van riders at a time, for a two-week period. CM will build a waitlist from remaining referrals.

Van Days:

Van driver picks up each of the 8 participants at the pre-determined location on Tuesday, Wednesday, and Thursday morning. As riders board the van, they must review and sign the Participation Agreement. Refusal to sign prevents them from riding the van.

Employment Specialist (ES) visits working locations throughout the day to begin working with participants and building their Career Profile. ES also brings lunch for participants to the working location at noon.

At the end of the day, CM meets with each individual to pay them \$65 cash for the day's work. CM also completes intake paperwork at this time. Van Driver and CM then take participants back to their pick-up location.

Non-Van Days:

CM will perform community outreach. This includes visiting partner agencies who may provide referrals, partner agencies who may provide additional resources and support for participants, drop-in centers, day/night shelters, and any "hot spots" known for panhandling.

CM will also schedule appointments to meet with participants to complete case management work. This could include obtaining identification documents, applying for benefits, substance use and mental health service referrals, housing, etc.

Van driver is responsible for maintaining the van by keeping it clean and ensuring supplies are stocked.

Employment Specialist (ES) will perform community outreach. This involves meeting with businesses in the community to inform them of our program and learning about their job requirements and hiring processes. ES will complete a Career Profile for each participant to help determine their employment goals. ES will assist participants in building a resume, searching for jobs, applying and interviewing for jobs. ES will also lead Employment Readiness classes with participants, teaching them employee



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etiquette skills, facilitating interview role-play scenarios, identifying skills and interests, and how to understand the job market.

Our work with a participant does not end after the two-week van rides! CM and ES will continue working with a participant for as long as they wish to continue engaging in our supportive services and/or until their employment goals have been obtained.



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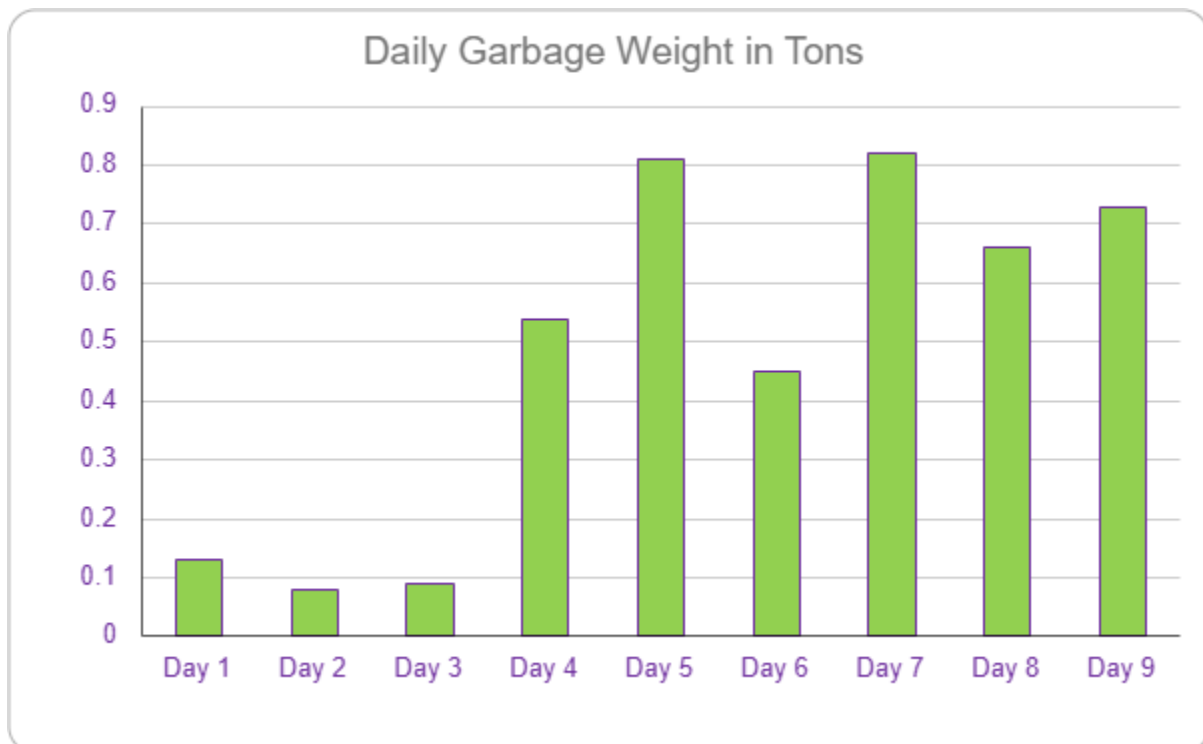
Monthly Summary

Referrals have been received primarily from City Care, Salvation Army, Food and Shelter, and ODMHSAS. Self-referrals have also been received. ABWOK staff regularly attend Coordinated Case Management meetings to share information about the program and staff referrals as needed with partner agencies.

As of June 30, ABWOK has received 153 referrals. Of those, 17 individuals rode the van in June, with 11 electing to engage in services by completing a full intake and Career Profile. Participants have applied for jobs with Goodwill, Target, Murphy's, Bus Barn, and Walmart. Three participants have received interviews, with one receiving an invitation to a second-round interview. Three participants are scheduled to participate in our Employment Readiness class.

On van days, participants picked up a total of 4.31 tons of garbage from 33 different locations throughout the City of Norman in June.

Our Case Manager position was vacated on June 3. We have been diligently interviewing applicants and will have the position filled in July.



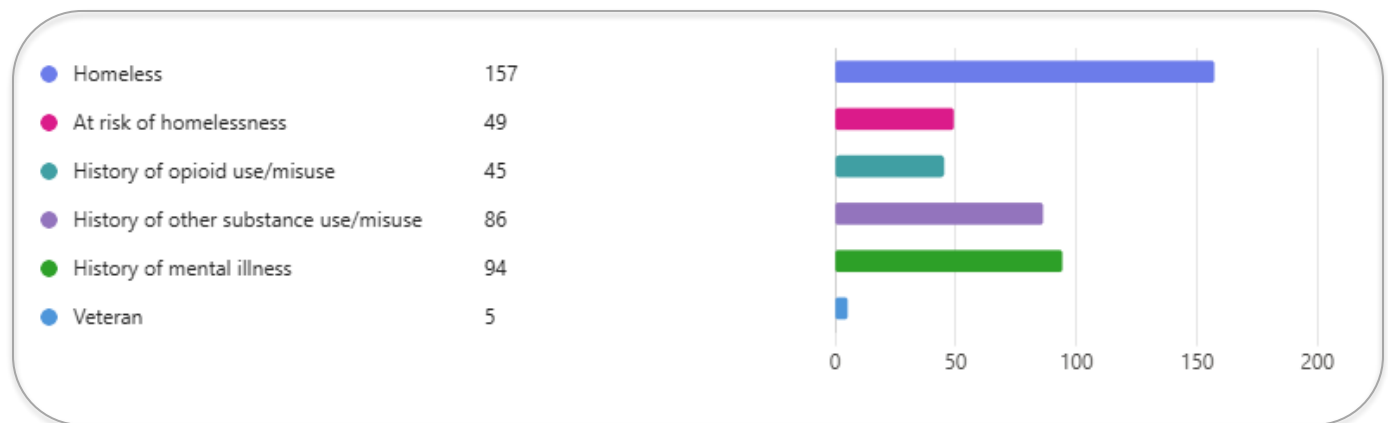


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Year-to-Date Data

Number of referrals received YTD: **185**
Number with reported substance use history YTD: **131**
Number with reported mental health history YTD: **94**
Number employed YTD: **0**



Monthly Data

Number of van riders this month: **17**
Number engaged in ABWOK services: **11**
Number who met with CM and ES: **8**
Number connected to MH or SU services: **0**

Number of applications submitted: **8**
Number of interviews: **3**
Number employed: **0**

Number of June referrals with reported substance use history: **39**
Number of June referrals with reported mental health history: **17**
Number of June referrals with reported history of co-occurring disorders: **18**



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Expenditures

See invoiced submitted to City of Norman on July 1, 2025.



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A Better Way – Opportunity Knocks

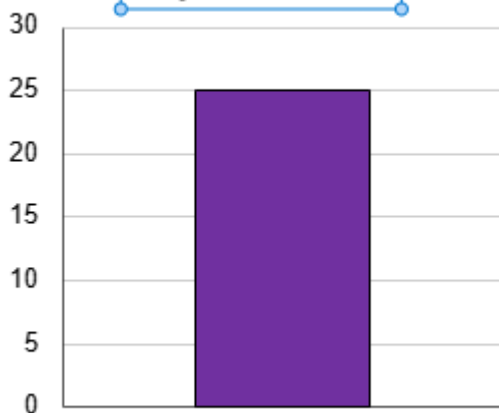
Monthly Update

Reporting period: July 2025

July Employment Specialist
Appointments



July Van Riders

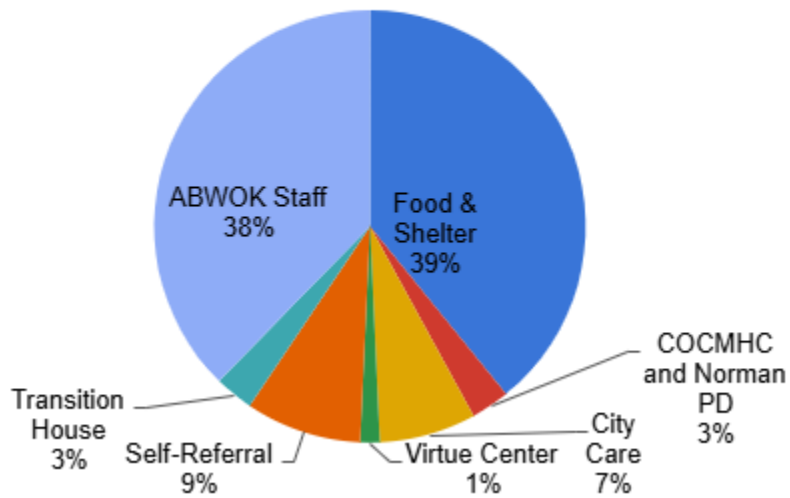




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Referral Sources YTD





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Program Summary

A Better Way – Opportunity Knocks (ABWOK) addresses opioid and substance misuse and prevents overdose by connecting people with employment opportunities, connections to care, and wrap-around services. ABWOK gives people experiencing homelessness, mental health disorders or substance use disorders a day's wages for beautifying the community. Participants are then connected to an array of services to help them work toward housing, healing, and wholeness.

Through roving van outreach, ABWOK makes stops at targeted "hot spot" areas within the City of Norman that are known for homelessness. The van is in operation three days a week. An Employment Specialist and Case Manager help connect participants to gainful employment opportunities, substance use services, mental health services, and other needs in effort to break down the barriers to self-sufficiency.



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Policies and Procedures

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Van Days:

Van driver picks up each of the 8 participants at the pre-determined location on Tuesday, Wednesday, and Thursday morning. As riders board the van, they must review and sign the Participation Agreement. Refusal to sign prevents them from riding the van.

Employment Specialist (ES) visits working locations throughout the day to begin working with participants and building their Career Profile. ES also brings lunch for participants to the working location at noon.

At the end of the day, ES meets with each individual to pay them \$65 cash for the day's work. CM also completes intake paperwork at this time. Van Driver will then take participants back to their pick-up location.



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Non-Van Days:

CM will perform community outreach. This includes visiting partner agencies who may provide referrals, partner agencies who may provide additional resources and support for participants, drop-in centers, day/night shelters, and any “hot spots” known for panhandling.

CM will also schedule appointments to meet with participants to complete case management work. This could include obtaining identification documents, applying for benefits, substance use and mental health service referrals, housing, etc.

Van driver is responsible for maintaining the van by keeping it clean and ensuring supplies are stocked.

Employment Specialist (ES) will perform community outreach. This involves meeting with businesses in the community to inform them of our program and learning about their job requirements and hiring processes. ES will complete a Career Profile for each participant to help determine their employment goals. ES will assist participants in building a resume, searching for jobs, applying and interviewing for jobs. ES will also lead Employment Readiness classes with participants, teaching them employee etiquette skills, facilitating interview role-play scenarios, identifying skills and interests, and how to understand the job market.

Our work with a participant does not end after the two-week van rides. CM and ES will continue working with a participant for as long as they wish to continue engaging in our supportive services and/or until their employment goals have been obtained.



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Monthly Summary

As of July 31st, 2025, ABW-Norman has received 222 total referrals. Of those, 69 were received for the month of July, 2025. For the month of July, 2025, 26 referrals were made by staff of MHAOK, 27 from Food and Shelter, 6 were referrals sent in from potential participants (themselves), 5 from City Care, 2 from Transition House, 1 from Norman PD, 1 from COCMHC and 1 from the Virtue Center.

Of those served for July 2025, 12 reported to either have a history of substance use or to be currently using, 3 reported either experiencing Opioid usage, recovering from, or had a history of usage, 1 reported to either currently be experiencing co-occurring mental health conditions, or had a history of, 1 reported having a diagnosis of a mental health condition.

1 participant obtained employment (in July 2025) with the Salvation Army, in Norman. 25 individuals rode the van in July, 2025. As of July 31, 2025, there are 17 total participants who have elected to engage in receiving services for employment assistance, as well as to have case management services. Participants have applied for jobs with Goodwill, McDonalds, Target, Murphy's, IHOP, Buffalo Wild Wings, Jack in the Box and Walmart. These individuals have also participated in the Employment Readiness class, which was conducted by Goodwill and the ABW-Norman Employee Specialist.

On van days, participants picked up a total of 11.76 tons of garbage from 54 different locations throughout the City of Norman in July 2025.

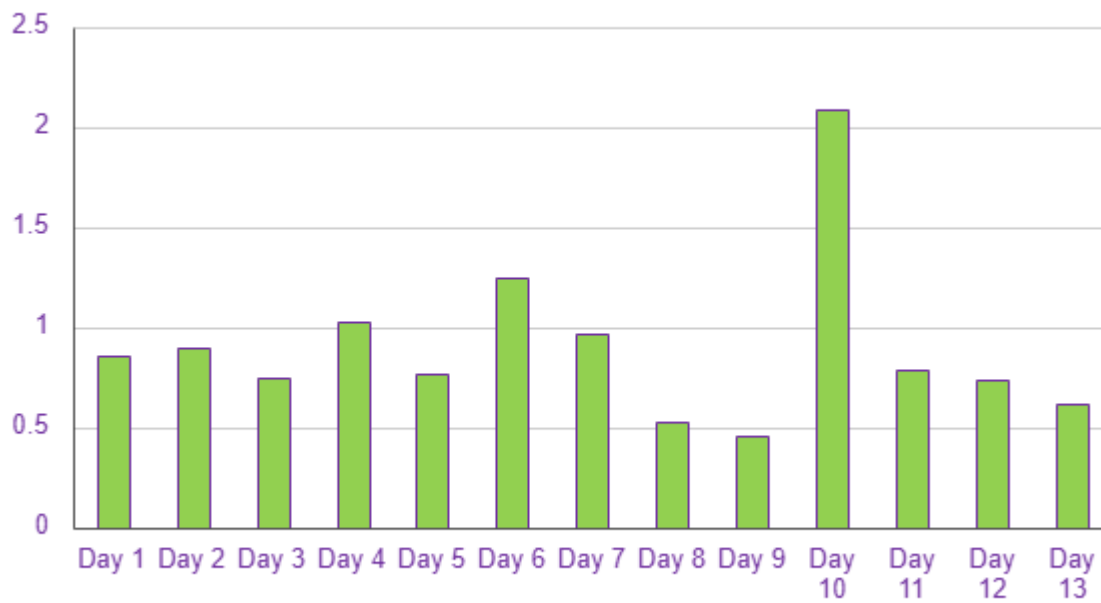
The Case Manager position for ABW-Norman, was filled on August 5th, 2025.



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Daily Garbage Weight in Tons





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Year-to-Date Data

Number of referrals received YTD: **222 (as of July 31, 2025)**

Number employed YTD: **1**

Monthly Data

Number of van riders this month: **25**

Number engaged in ABWOK services: **17**

Number who met with CM and ES: **17**

Number connected to MH or SU services: **0**

Number of applications submitted: **67**

Number of interviews: **1**

Number employed: **1**

Number of July referrals with reported substance use history: **12**

Number of July referrals with reported mental health history: **1**

Number of July referrals with reported history of co-occurring disorders: **1**



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Expenditures

See invoiced submitted to City of Norman for July 2025.



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A Better Way – Opportunity Knocks

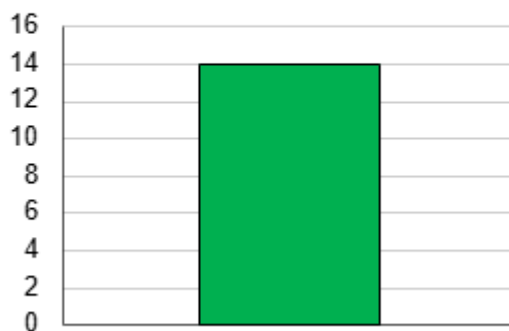
Monthly Update

Reporting period: August 2025

Employment Specialist
appointments for August
2025



Case management
appointments for August
2025

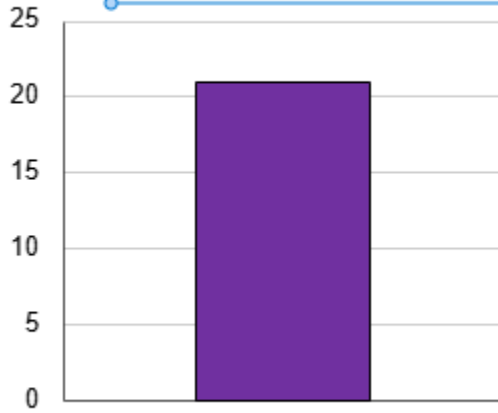




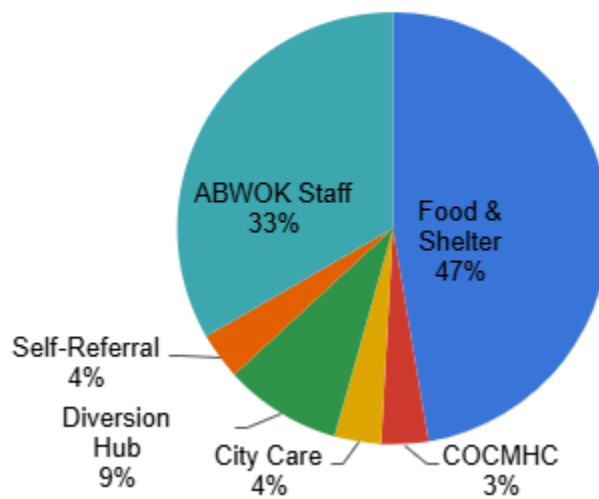
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August 2025 Van Riders



Referral Sources YTD





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Program Summary

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Through roving van outreach, ABWOK makes stops at targeted "hot spot" areas within the City of Norman that are known for homelessness. The van is in operation three days a week. An Employment Specialist and Case Manager help connect participants to gainful employment opportunities, substance use services, mental health services, and other needs in effort to break down the barriers to self-sufficiency.



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Policies and Procedures

Referral/Intake Process:

CM will connect with partner agencies to share rack cards (with QR code) and referral link.

Referrals will be submitted for van riders.

CM and van driver will attempt to make contact with participants (or the referring person, if no direct contact info provided), to determine where the person stays/can be picked up by the van.

CM and van driver will create a list of 8 van riders at a time (all riders who have confirmed), for two weeks (3 days week one, 2 days week two).

Van Days:

Van driver picks up participants at pre-determined locations on Tues., Wed., and Thurs. As riders are boarding the van, they must review/sign the Participation Agreement and Van Policy. If they do not agree to sign, they cannot ride the van.

On the scheduled van days, van driver will communicate (via group text) the number of participants for the day, after all pickup locations have been visited.

During lunch and other breaks, CM starts completing MHAOK intake paperwork with participants.

ES visits clean-up sites during the work day, to begin working Career Profile.

At the end of van day, participants come to the office for payout.

ES will pay participants one at a time, while also scheduling a time, to complete their Career Profile.

CM will continue to work on intake paperwork, during payout.

Van driver and CM will either provide a bus pass for participants to get home, or drive them back to the pick-up location.



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Non-Van Days:

CM will perform community outreach. This includes visiting partner agencies who may provide referrals, partner agencies who we may need to refer participants to, drop-in center, day/night shelter, any “hot spot” areas for panhandling.

Both employment and case management services, will begin the Monday preceding the Tuesday, that participants are scheduled to ride (for the first time). When confirmation calls are being, participants (who’ve confirmed) will be informed of their start day (which will be Monday prior to their first van ride on Tuesday), to schedule to have their profiles and all other entry paperwork completed.

After Career Profile has been completed by ES, CM will also need to schedule appointments with participants to complete case management work. CM will use highlighted portions of the Career Profile as a starting point for what the participant’s needs are (e.g., obtain ID, birth cert, SS card; apply for benefits; addtl service referrals, etc.).

Van driver will be responsible for ensuring the van is kept clean and supplies remain in stock. Supplies to keep in stock include water, Gatorade, gloves, trash bags, grabbers and ponchos.

The CM will coordinate with the van driver (to ensure communication) on who has confirmed, as well as the pick-up locations for the participants who’ve confirmed. Apart from sites assigned by the City of Norman, any cleanup sites identified by the Van Driver, will be emailed to Program Manager, prior to cleaning the sites.



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Monthly Summary

As of August 31st, 2025, ABW-Norman has received a total of 279 referrals. Of those, 57 were received for the month of August, 2025. For the month of August, 2025, 19 referrals were made by staff of MHAOK, 27 from Food and Shelter, 2 were referrals sent in from potential participants (themselves), 2 from City Care, 2 from COCMHC and 5 from Diversion Hub.

Of those served for August 2025, 2 reported to either have a history of substance use or to be currently using, 4 reported either experiencing Opioid usage, recovering from, or had a history of usage, 6 reported to either currently be experiencing co-occurring mental health conditions, or had a history of and 1 reported having a diagnosis of a mental health condition.

21 individuals rode the van in August 2025. Of those who rode the van in August 2025, 14 participants have elected to engage in receiving services for employment assistance, as well as to have case management services. Participants have applied for jobs with Goodwill and received transportation to Express Employment Services, to complete applications and interviews.

Case management services provided for August 2025 included:

Referred participants for mental health related services, medical assistance services, dental services and assistance with OKDHS related matters. Participants were also provided services for vital documents as well as scheduling appointments for SSDI related matters.

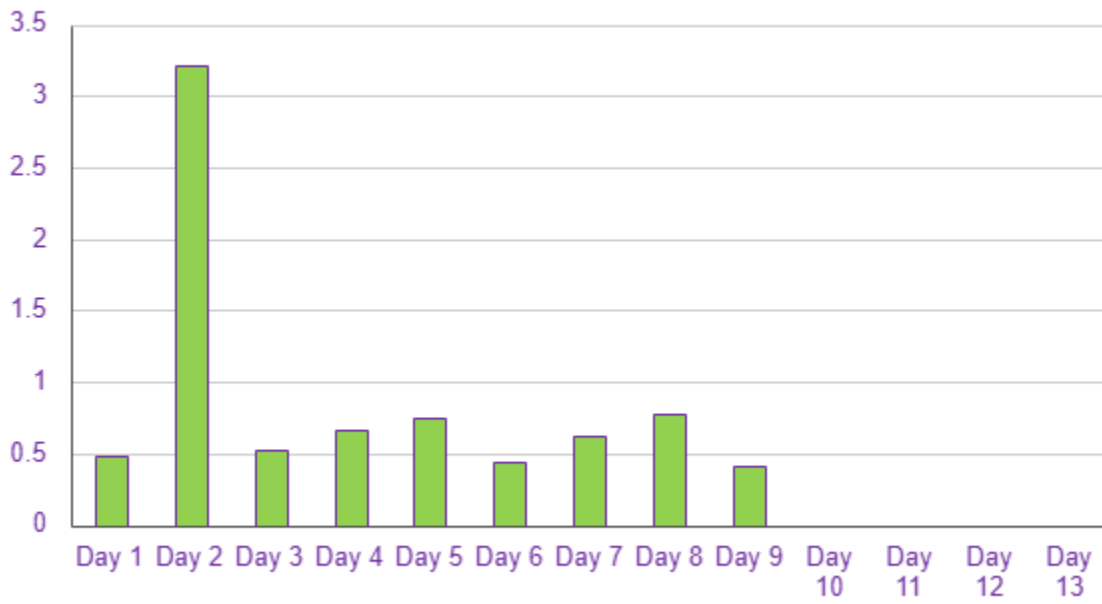
On van days, participants picked up a total of 7.89 tons of garbage, from 40 different locations, throughout the City of Norman, for August 2025.



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Daily Garbage Weight in Tons





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Year-to-Date Data

Number of referrals received YTD: **279 (as of August 31, 2025)**

Number employed YTD: **1**

Monthly Data

Number of van riders for August 2025: **21**

Number engaged in ABWOK services: **14**

Number who met with Case Manager: **14**

Number who met with Employment Specialist: **7**

Number of applications submitted for August 2025: **40**

Case Management services for August 2025

Referred for mental health services: **2**

Referred to receive medical assistance: **5**

Provided services for obtaining vital documents: **10**

Referred for services/assistance from OKDHS: **3**

Referred for dental services: **5**

Scheduled appointments for SSDI: **1**

Number of August referrals with reported current, or history of substance use: **5**

Number of August referrals with reported current, or history of mental health: **10**

Number of August referrals with reported current, or history of co-occurring disorders: **5**

Number of August referrals with reported current, or history of Opioid usage: **8**



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Expenditures

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A Better Way – Opportunity Knocks

Monthly Update

Reporting period: September 2025

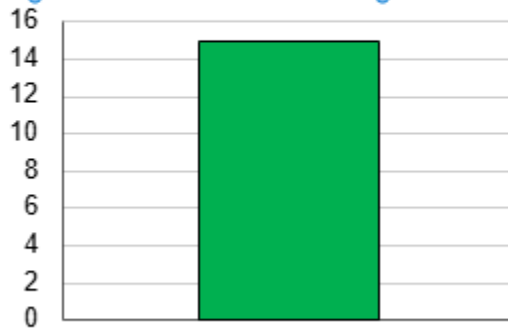




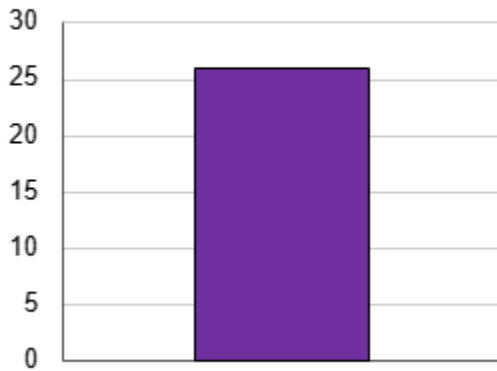
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Case Management
appointments for
September 2025



September 2025 Van
Riders

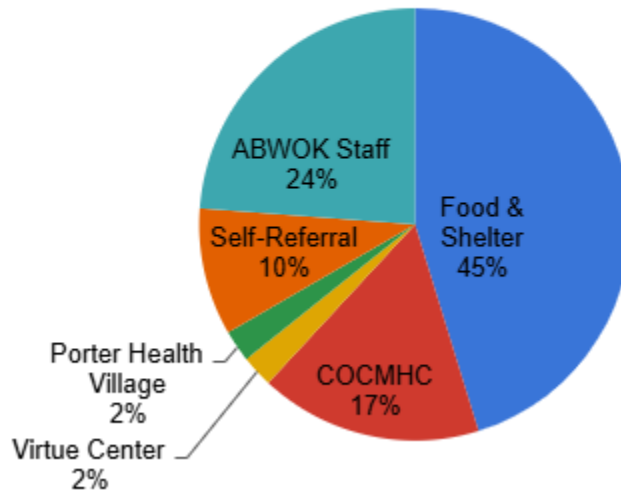




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Referral Sources September 2025



Program Summary

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Van Days:

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On the scheduled van days, van driver will communicate (via group text) the number of participants for the day, after all pickup locations have been visited.

During lunch and other breaks, CM starts completing MHAOK intake paperwork with participants.

ES visits clean-up sites during the work day, to begin working Career Profile.

At the end of van day, participants come to the office for payout.

ES will pay participants one at a time, while also scheduling a time, to complete their Career Profile.

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After Career Profile has been completed by ES, CM will also need to schedule appointments with participants to complete case management work. CM will use highlighted portions of the Career Profile as a starting point for what the participant’s needs are. (obtain ID, birth cert, SS card; apply for benefits; addt’l service referrals, etc.)

During the (current ABW participants) second week (on Thursdays), participants will be transported to Goodwill, to register for certification courses (available certifications will be in the areas of warehouse/forklift, customer service, unarmed security and network cabling).

Van driver will be responsible for ensuring the van is kept clean and supplies remain in stock. Supplies to keep in stock include water, Gatorade, gloves, trash bags, grabbers, ponchos, rain boots (various sizes).

The CM will coordinate with the van driver to ensure communication on who has confirmed, as well as the pick-up locations for the participants who’ve confirmed.

Apart from sites assigned by the City of Norman, any cleanup sites identified by the Van Driver, will be emailed to Program Manager, prior to cleaning the sites.



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Monthly Summary

As of September 30th, 2025, ABW-Norman has received a total of 320 referrals. For the month of September, 2025, 19 were made from staff at Food and Shelter, 10 were made from ABW-Norman/MHAOK staff, 7 from COCMHC, 4 were from potential participants themselves, 1 from the Virtue Center and 1 from Porter Health Village.

For referral received, in September 2025, 5 reported to either have a history of substance use or to be currently using, 4 reported either experiencing Opioid usage, recovering from, or had a history of usage, 4 reported to either currently be experiencing co-occurring mental health conditions, or had a history of and 3 reported having a diagnosis of a mental health condition.

26 individuals rode the van in September 2025. Of those who rode the van in September 2025, 15 participants have elected to receive services for employment assistance, as well as to have case management services. Participants have applied for jobs with Ford AV, Sonic, Homeland, Burger King, Taco Bueno, Goodwill, Walmart, Braum's, Subway, Metro Shoe Warehouse, Dairy Queen, Del Taco, Cracker Barrel, Sodexo, Dollar Tree, Jack-in-the-Box, Taco Mayo, BG Roofing and Construction, Northside Properties, Zips Car Wash, Little Caesar's and Ollie's. For the month of September 2025, 2 participants received employment, with Jack-in-the-Box and Taco Mayo. 41 applications were submitted, and 7 participants had their resumes created, in September, 2025. Participants also participated in the Employment Readiness class, conducted by Goodwill.

Case management services provided for September 2025 included:

Referred participants for mental health related services, medical assistance services, OKDHS services, legal services, housing services, as well as provided services for matters related to vital documents. 2 participants were referred to substance treatment (sober living).

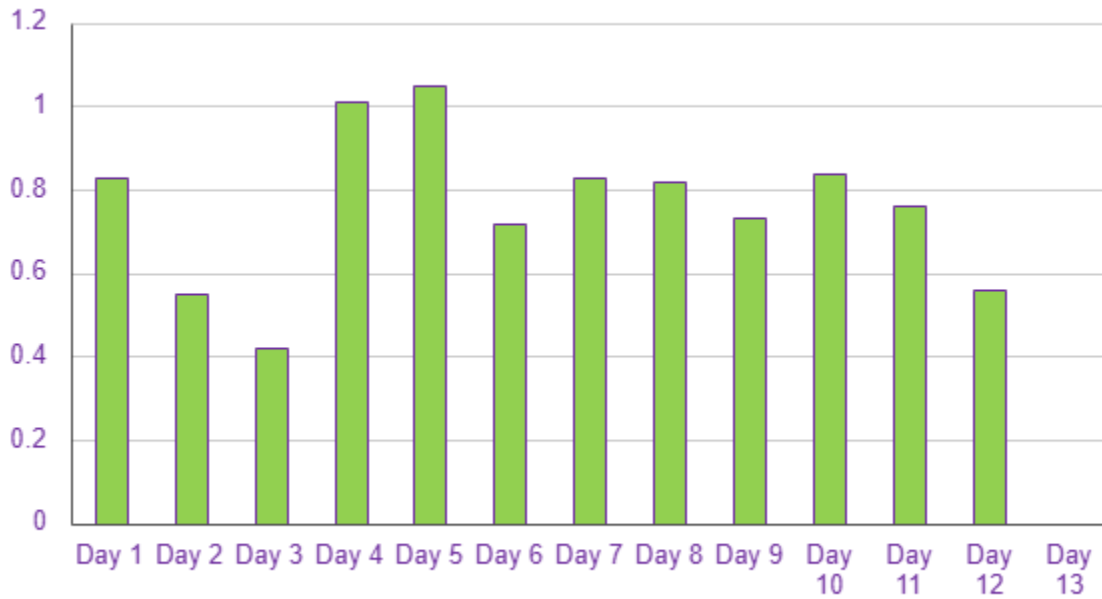
On van days, participants picked up a total of 9.12 tons of garbage, from 58 different locations, throughout the City of Norman, for September 2025.



5330 East 31st Street, Suite 1000
Tulsa, Oklahoma 74135
918.585.1213

915 North Robinson Avenue
Oklahoma City, Oklahoma 73102
405.943.3700

September 2025 Daily Garbage Weight in Tons





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Year-to-Date Data

Number of referrals received YTD: **320 (as of September 30, 2025)**

Number employed YTD: **3**

Monthly Data

Number of van riders for August 2025: **26**

Number engaged in ABWOK services: **15**

Number who met with Case Manager: **15**

Number who met with Employment Specialist: **11**

Number of applications submitted for September 2025: **41**

Number of resumes completed: **7**

Case Management services for September 2025

Referred for mental health services: **4**

Referred to receive medical assistance: **1**

Provided services for obtaining vital documents: **3**

Referred for services/assistance from OKDHS: **1**

Referred for services that were legal related: **1**

Referred for substance treatment: **2** (sober living)

Referred for housing services: **2**

Number of September referrals with reported current, or history of substance use: **5**

Number of September referrals with reported current, or history of mental health: **3**

Number of September referrals with reported current, or history of co-occurring disorders: **4**

Number of September referrals with reported current, or history of Opioid usage: **4**



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Expenditures

See invoiced submitted to City of Norman, for September 2025.