

# United Community

A coordinated referral network



## WHAT WE'RE DOING

Metro United Way and partners across Louisville are implementing a technological solution to coordinate care for individuals and families in need throughout Jefferson county. United Community will be a robust community service coordination system that will improve the life outcomes of our most vulnerable children, individuals, and families across Louisville. Organizations that participate in United Community will be connected through Unite Us, a HIPAA and FERPA-compliant technology platform. Through this shared platform, network partners will be able to expand their organizational impact, easily connect their clients to a wealth of services in less time than before, and track their clients' journey across the community.

## Onboarding Guide - *These steps will occur before tentative April launch date*

### ONE-ON-ONE EXPLORATORY DISCUSSIONS

- ✓ Schedule a one-on-one phone call with the Metro United Way & Unite Us teams to discuss your organization's participation.
- ✓ Review current referral workflows to determine: (1) which programs will receive referrals and (2) which staff will participate.



### DETERMINE LICENSE HOLDERS

- ✓ For every participating program at your organization you must determine who will be your License Holders
- ✓ Each License Holder is a single staff member given software access to Unite Us. This will empower them to:
  - Send & receive referrals
  - Work with clients & provide updates
  - Supervise employees & pull reports



### PARTNER REGISTRATION

- ✓ Registration is completed via web form and allows you to provide key information on the programs at your organization that will be receiving referrals, and your staff that will be software users.
- ✓ This process ensures we configure the software to best support successful referrals and workflows!



### TRAINING NETWORK USERS

- ✓ Attend an in-person training led by the Unite Us team to get hands-on experience with the software!
- ✓ Every staff member who will be a software user will need to be trained.



*Coordinated networks can connect organizations with a wide range of programs, to address needs relating to:*

*Benefits Navigation • Clothing & Household Goods • Education • Employment • Entrepreneurship • Food Assistance • Housing & Shelter • Income Support • Individual & Family Support • Legal • Mental/Behavioral Health • Money Management • Physical Health • Social Enrichment • Spiritual Enrichment • Sports & Recreation • Substance Use • Transportation • Utilities • Wellness*

Interested? Contact us at [keni.brown@metrounitedway.org](mailto:keni.brown@metrounitedway.org)