

## Introductions

- Theresa Reno-Weber, *Chief Executive Officer*, Metro United Way
- Marland Cole, *Executive Director*, Evolve502
- Brian Longo, *Senior Account Manager*, Unite Us



### The Problem

How do we get a child/family connected to multiple providers seamlessly?







Government



Healthcare

- 1. Our school providers lose visibility to students after referral to outside providers.
- Co-occurring health and social needs are often under-addressed across the community since providers are not connected.
- Vulnerable students seeking care outside of the education system, leaves schools unaware of services needed to address success in education.

## **United Community Solution**

Outcome Focused Software Addressing the Social Determinants of Health/Education



Inter-connecting education, healthcare & social services into one accountable coordinated ecosystem.

Empowering education systems & communities to work seamlessly together to impact every person's health and social needs.

## United Community At Work

TRADING THE OLD FOR THE NEW

### OLD REFERRAL



Service provider cannot always exchange Student, Personally Identifiable Information or Public Health Information via a secure method

Rehavioral Health Provider

➤ Limited prescreening for eligibility, capacity, or geography

Resource Officer

Student or Parent

- > Onus is usually on the family to reach the organization to which he/she was referred
- × Service providers have limited insight or feedback loop
- ➤ Student data is siloed & transactional data is not tracked

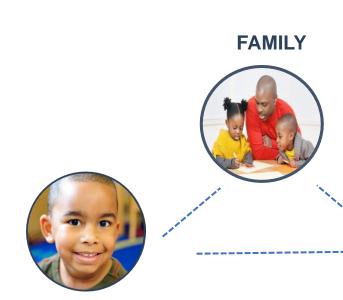
#### THROUGH UNITED COMMUNITY



- ✓ All information is stored and transferred on HIPAA and FERPA compliant platform
- ✓ Student / Family is matched with the provider for which he/she qualifies
- Student's information is captured once and shared on his/her behalf with parent's consent
- ✓ Service providers have insight into the entire client journey
- Longitudinal data is tracked to allow for informed decision making by community care teams



# Privacy & Security





STUDENT

RESOURCE

Informed consent is requested by the system ONCE, before the first referral is made. Clients consent to have their information shared in order to receive services from network partners.



**EMPLOYMENT** 



**DOCTOR** 

Compliant with Health
Insurance Portability and
Accountability Act (HIPAA) &
Personally Identifiable
Information (PII) standards

Compliant with Security & Data Storage Standards and Breach & Enforcement Rules



Protected information (e.g. outcomes for Mental Health or Substance Use cases) is restricted from view based on users' viewing permissions.

**BEHAVIORAL HEALTH** 



# Growing Network of Partners

211 Call Center

Americana Community Center

Catholic Charities

Center for Women & Families

Coalition for the Homeless

Dare to Care

Evolve 502

Family Children Place

Family Health Center

Family Scholar House

Global Game Changers

Goodwill

**JCPS** 

Jewish Family and Career Services

KentuckianaWorks

Louisville Metro Dept Health & Wellness

Louisville Metro Office Resilience

Metro United Way

Neighborhood House

New Directions Housing Corporation

Norton Healthcare

Passport Health

The Salvation Army

Smoketown Family Wellness

Society of St. Vincent de Paul

University of Louisville

YMCA of Greater Louisville, Inc.













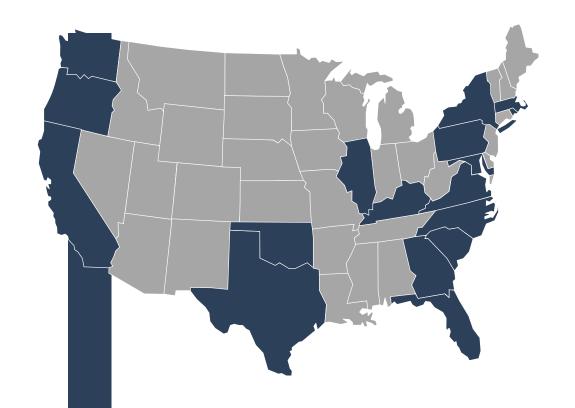








## **About Our Innovation Partner:**



- Veter n-founded technology provider
- Over 40 networks in 17 states



































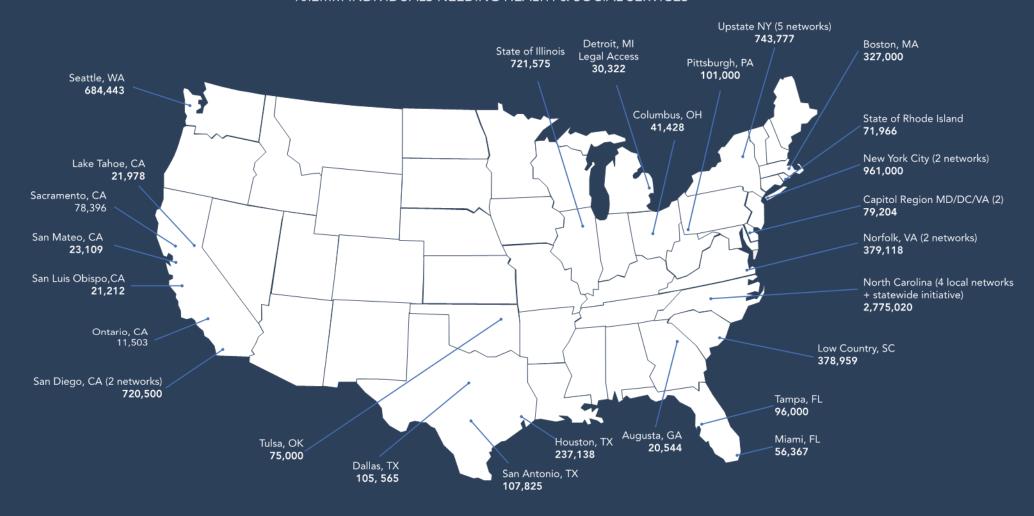






#### POPULATION HEALTH ILLUSTRATION:

OUR TECHNOLOGY PROVIDES THE COVERAGE TO SUPPORT 10.2MM INDIVIDUALS NEEDING HEALTH & SOCIAL SERVICES

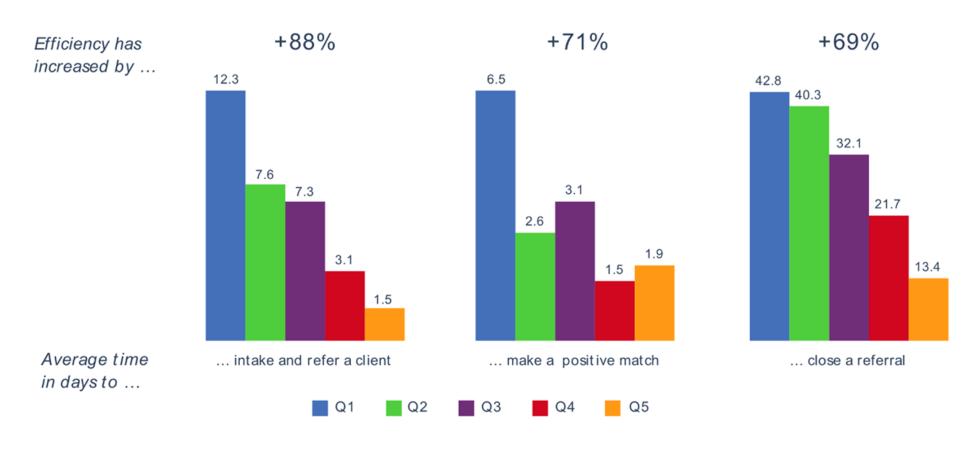




## How Unite Us Helped Charlotte, NC

IN CHARLOTTE, NC

Year 1 Quarter: All Services





## Metro United Way Enables Rapid Local Adoption



**LIVE UNITED** Partner network of 116 agencies across 7 counties

- Early education and youth success
- Financial independence
- Healthy lives







## Dutcome Focused Referrals

How Will United Community Benefit JCPS students?

- Access to a connected, collaborative, communitywide system to coordinate care and services to address all social determinants of health/education
- Create "no wrong door" system whereby students have access to appropriate services based on their unique needs
- Measurably improves health, education, and wellbeing of students by coordinating the delivery of services for children and families.
- Real-time tracking and reporting of outcomes after referrals to services are made.





# **United Community**



