



# United Community - How Technology Improved Outcomes in Southern Indiana

# Agenda

Introductions

What is United Community?

Community Impact

United Community in action - demo

From a data perspective

From an organization perspective



# With You Today



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# UNITED COMMUNITY



**United Community** connects community partners (health care providers, nonprofits, and government agencies) to deliver integrated whole person care.

When you join the United Community network you can:

- **Easily refer** and connect your clients to local services they need in the community.
- **Collaborate with network partners** that offer a wide array of services to improve your clients' health and well-being.
- **Track the outcomes** of all referrals and services delivered for your clients.
- **Measure the impact** of your organization and the services you deliver.
- **Improve organizational capacity** through accurate referrals and access to a wealth of data on local service delivery.



# Building Our Vision

- Community members are easily connected to the *right* service, quickly and efficiently.
- Service providers can **view, coordinate, and collaborate** on their clients' care beyond the services they provide.
- **Outcomes data is tracked** and leveraged to demonstrate impact, increase visibility of gaps in services, and improve access to services for all.





# United Community Service Types

Benefits  
Navigation

Clothing &  
Household  
Goods

Education

Employment

Entrepreneur-  
ship

Food  
Assistance

Housing &  
Shelter

Income  
Support

Individual &  
Family  
Support

Legal

Mental/  
Behavioral  
Health

Money  
Management

Physical  
Health

Social  
Enrichment

Spiritual  
Enrichment

Sports and  
Recreation

Substance Use

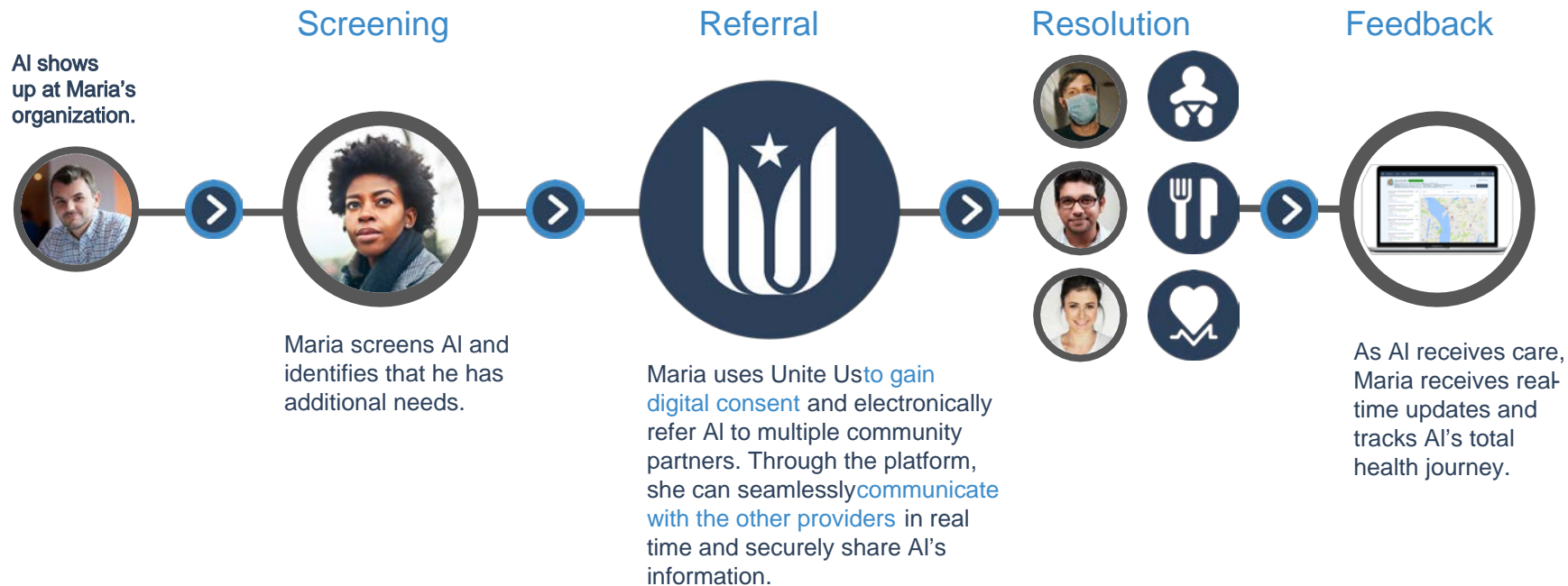
Transportation

Utilities

Wellness



# Connecting People to Care







# We Enable Secure, Meaningful Information Sharing Across Sectors



## Certifications

- HITRUST
- SOC 2 Type 2
- NIST

## Regulations

- HIPAA
- 42 CFR Part 2
- FERPA

## Access and Permissions

- Organization, program, and user-level roles and permissions to satisfy HIPAA/NIST standards
- Personalized onboarding for each partner
- BAAs, where applicable

## Infrastructure

- Hosted via AWS' fully certified and compliant cloud servers
- Native permissions engine
- Data secured and encrypted at rest and in transit
- Audited technical, physical, and administrative safeguards
- Annual penetration testing and audit by third party
- Continuous vulnerability monitoring and alerting
- USA-based data centers



# Measurable Impact

We are here to help expand your mission

01

## Save Time

Remove the added steps of a resource directory and manual referrals.

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**14**

**Days Faster**

Partners in NC cut case-closure time from 16 to two days during COVID.

02

## Enhance Care

Connect clients to services outside your four walls to track their outcomes.

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**78%**

**Needs Resolved**

Partners in CT connected clients to more services to meet their needs.

03

## More Resources

Leverage data and insights to engage partners for diversified revenue streams.

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**89%**

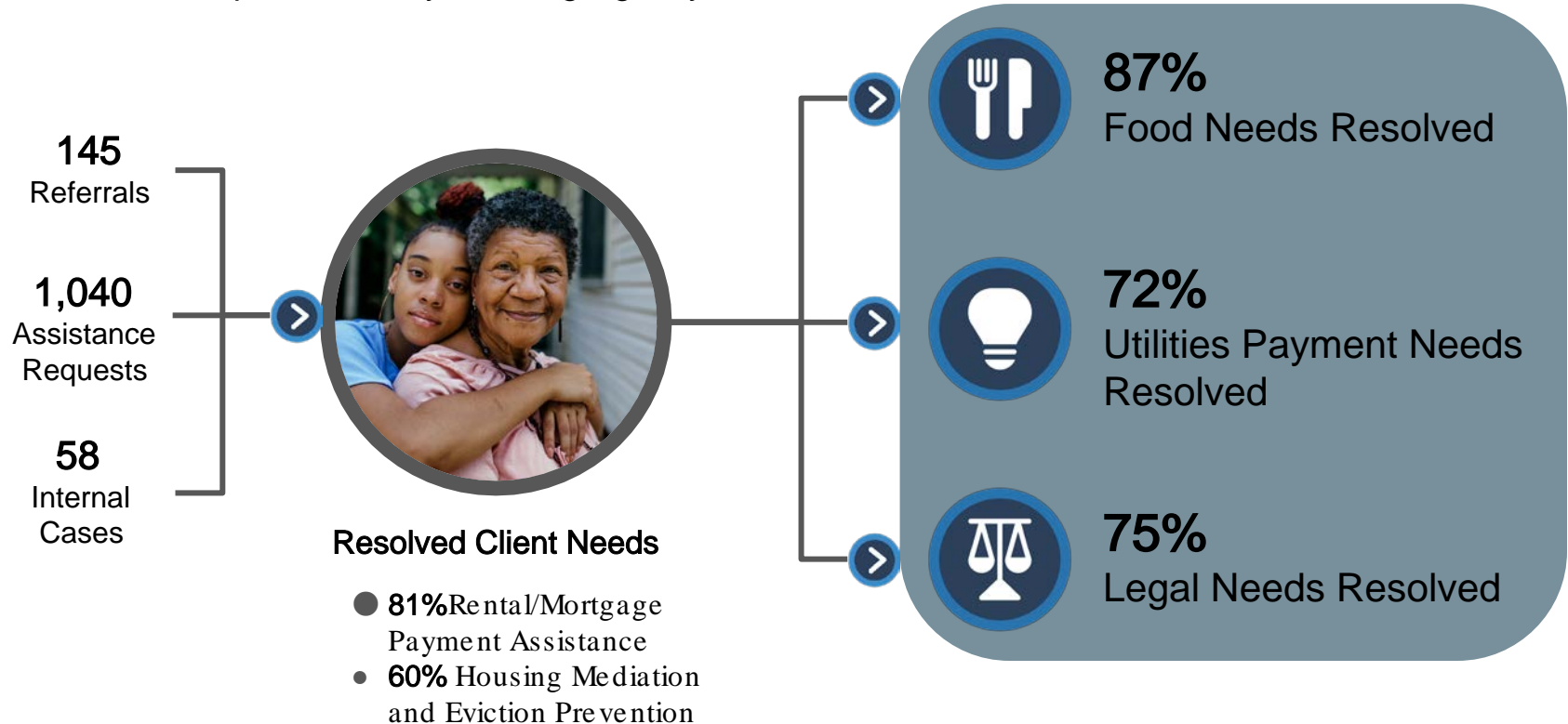
**More Efficient**

Community partner in PA demonstrated efficiency to secure more funding.



# Centralize Coordination and Drive Outcomes

Real world example: Kentucky Housing Agency





# The Platform

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# United Community: Southern Indiana (Clark, Floyd & Harrison Counties)

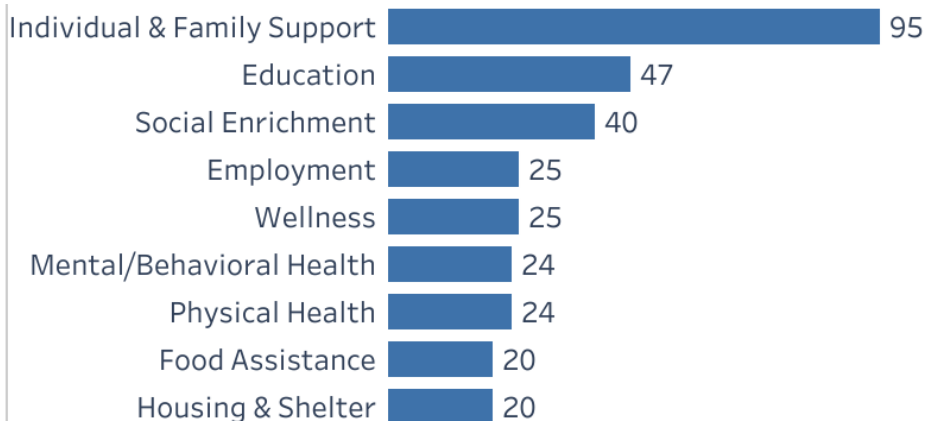
*From a data perspective*



# Southern Indiana At A Glance

May 2023

## Number of Programs by Service Type



*This Month:*

**238**  
programs

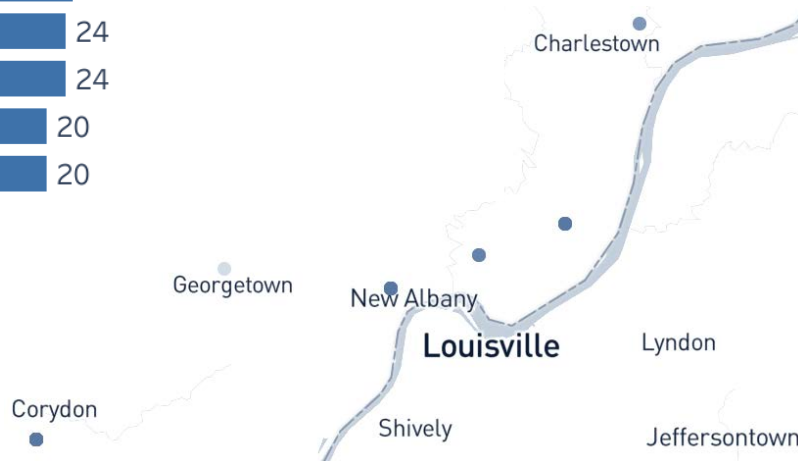
**75%**  
programs open to  
referrals

**132**  
organizations

*Change from  
Last Month:*

▲15

▲12



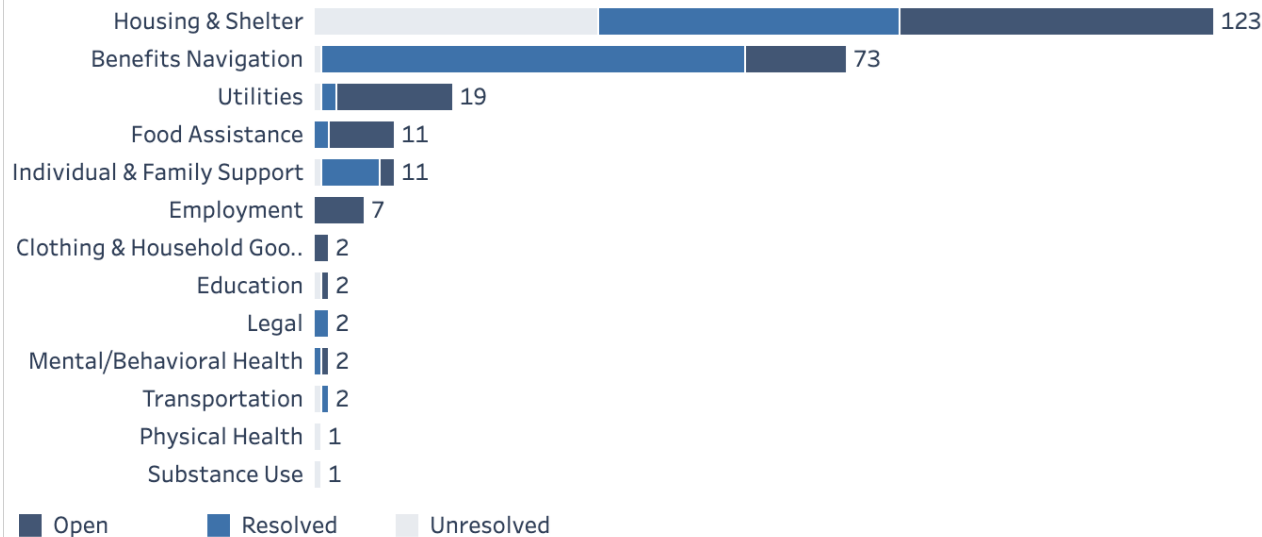
## *Takeaway / storyline here.....*

- *Southern Indiana consists of 3 counties currently, Clark, Floyd and Harrison.*
- *Our main priority in this area is partner adoption as we have a good amount of orgs represented. However, Harrison County could be a focus of growth.*



# Network Needs Overview

May 2023



## Top Network Needs by Service Subtype



80%  
Rent/Mortgage  
Payment Assistance



100%  
Benefits Eligibility  
Screening



100%  
Utility bill payment  
assistance

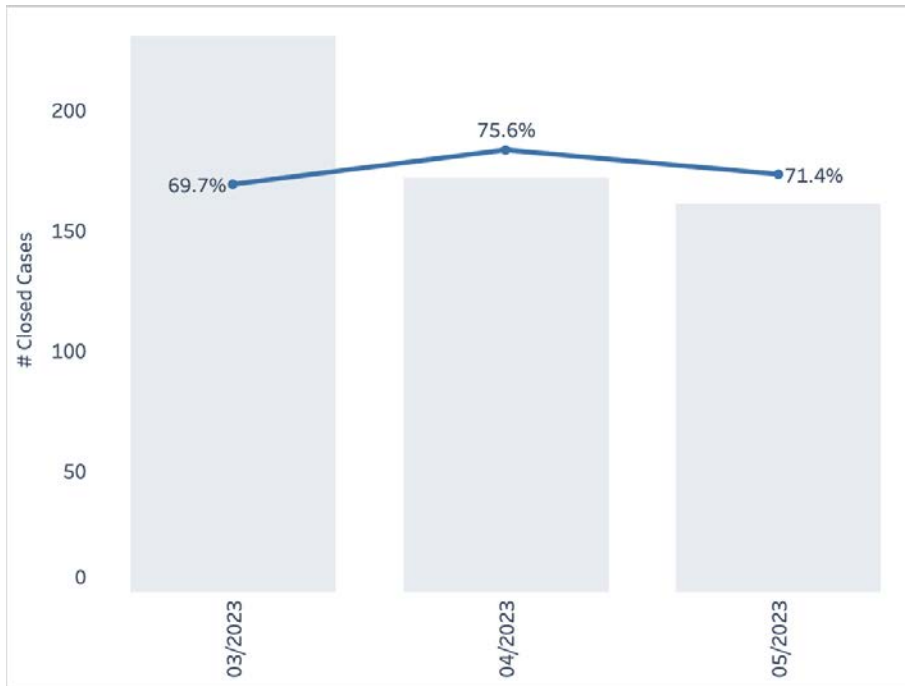


# Case Resolution

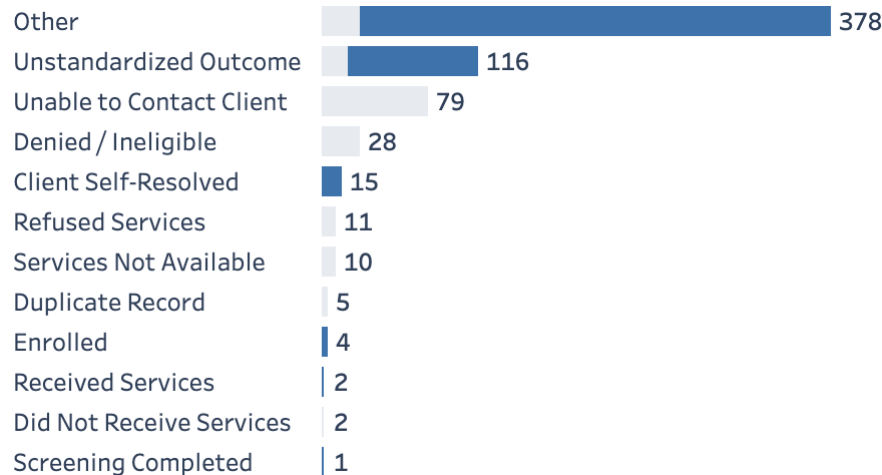
May 2023

Goal: 70%

Resolution Rate



## # of Closed Cases by Top 10 Outcome Categories 3/1/23 - 5/31/23



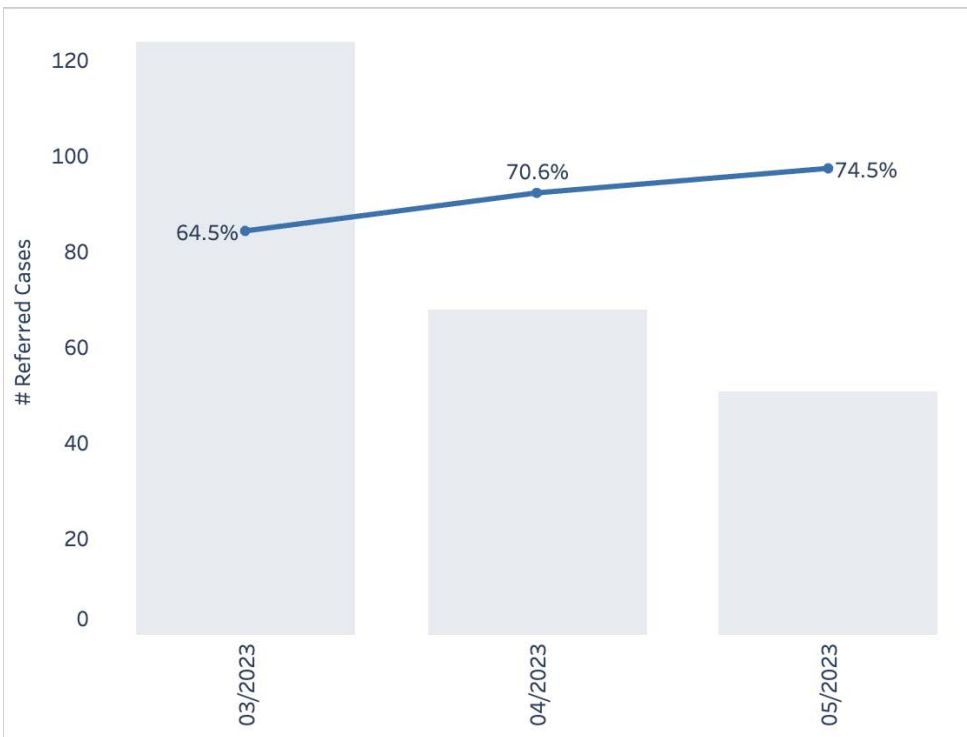




# Referred Case Acceptance

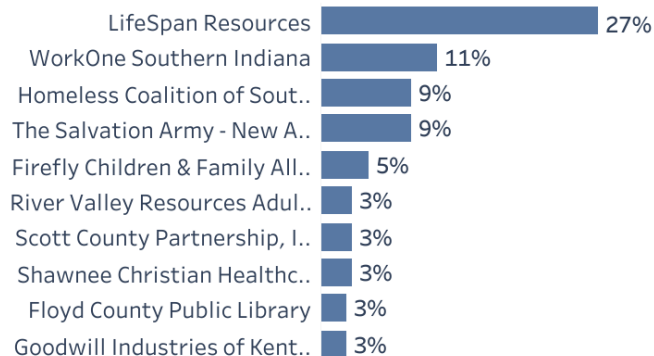
Goal: 65%

■ Referred Case Acceptance Rate



May 2023

## Top 10 Orgs Accepting Referrals 3/1/23 - 5/31/23



## Key takeaways!

- The referred case acceptance rate has stayed pretty consistent over time.
- The Homeless Coalition is a consistently active organization and huge champion of the platform in Southern Indiana.

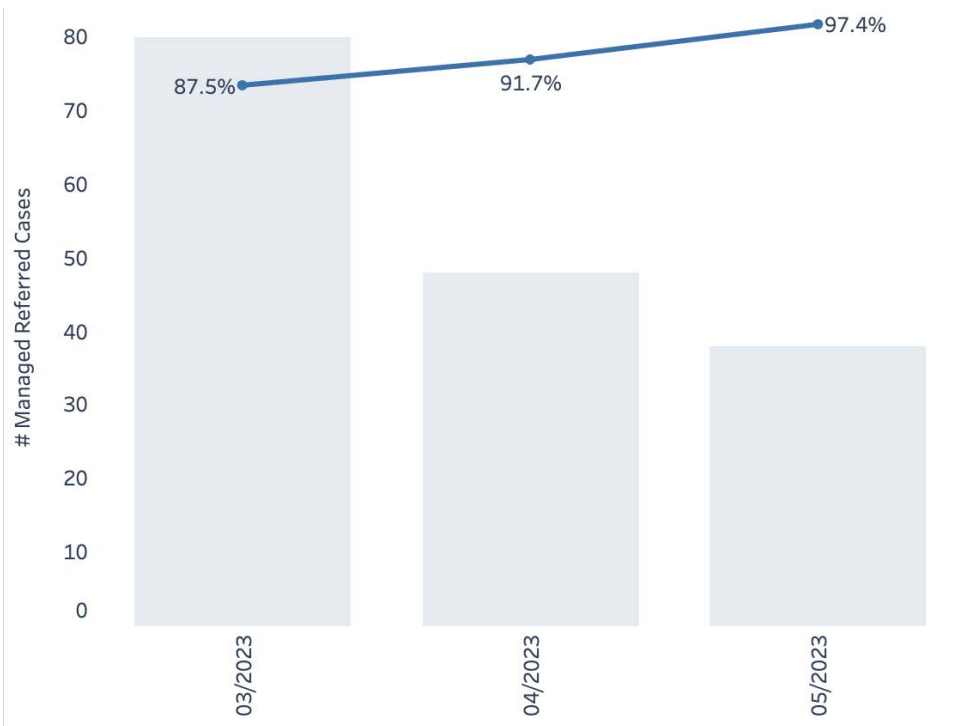


# Time to Acceptance

May 2023

Goal: 75%

■ % Accepted in 4 Days or Less



## Median Time to Acceptance Across Top Service Types



### Takeaway / storyline here.....

- The time to acceptance rate in S. Indiana has always been high.
- With the Homeless Coalition being very active on the network, I am not surprised to see housing & shelter at a high rate because they have a workflow and utilize the network efficiently.



# United Community: Southern Indiana (Clark, Floyd & Harrison Counties)

*From an organization perspective*

# Get in Touch

 [www.UniteUs.com](http://www.UniteUs.com)

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