Unite RI Update - HIT Steering Committee

Q1 2022

UNITE US

Agenda

1) **Executive Summary**

2) **Network Overview**

3) **Utilization Overview**

4) **Performance & Outcomes Overview**

5) **Technical/Integration Updates**

Executive Summary

2021 Highlights

- Onboarded 6 of 7 AEs to Unite RI

- Reached 252 community-based organizations (CBOs) on the platform

- Launched United Way 211 Coordination Center

- Now in every county in Rhode Island

2022 Priorities

- Strengthening use of Unite Us amongst the AEs through training and capacity building

- Supporting EOHHS in leveraging Unite Us data to inform decision-making around SDoH investments

- Deepening engagement with existing CBOs on the platform

- Building capacity of United Way team to manage and direct referrals across the network

- Adding capabilities to improve workflow (e.g., EHR integrations and SSO)
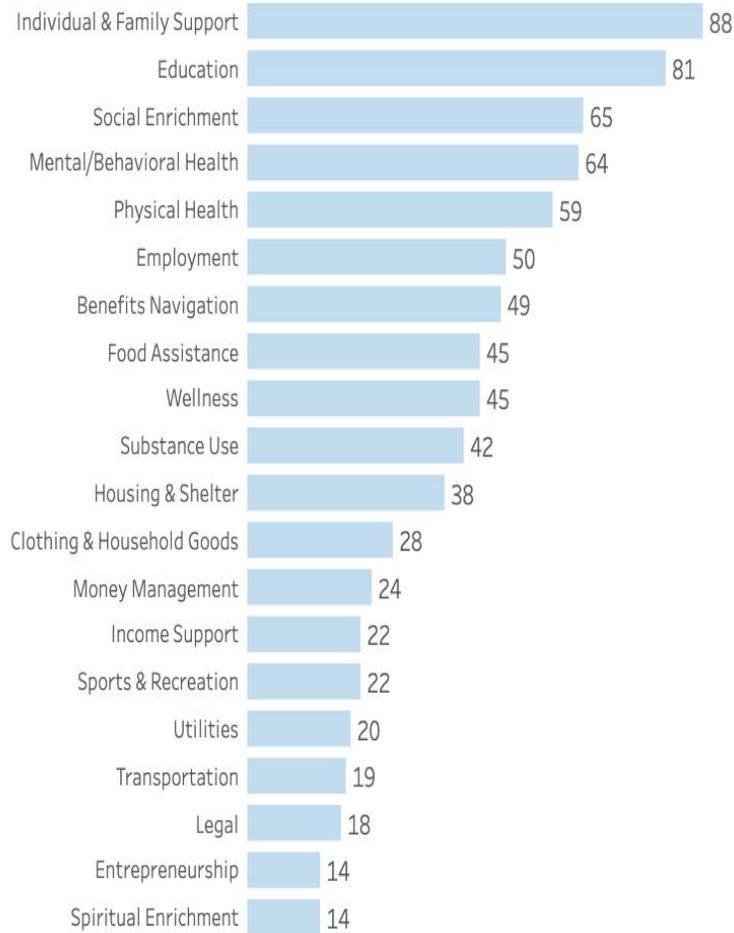
Network Overview

As of December 2021

Current Network Status	
Network partners sending/ receiving	252
Services/ programs	411

CBO Pipeline	
Engaged	88
Qualified Leads	142
Total	507

Opportunity	
Total addressable market	897
Penetration rate	38%

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Rhode Island At A Glance

of Network Partners by Service Type

Service Type	Count
Individual & Family Support	88
Education	81
Social Enrichment	65
Mental/Behavioral Health	64
Physical Health	59
Employment	50
Benefits Navigation	49
Food Assistance	45
Wellness	45
Substance Use	42
Housing & Shelter	38
Clothing & Household Goods	28
Money Management	24
Income Support	22
Sports & Recreation	22
Utilities	20
Transportation	19
Legal	18
Entrepreneurship	14
Spiritual Enrichment	14

This Month:	**252** in-network partners	**184** partners receiving referrals	**411** programs receiving referrals
Change from Last Month:	▲ 19	▲ 15	▲ 30

KEY TAKEAWAYS:

- Most organizations in the state are providing Individual & Family Support, Education, and Social Enrichment service types
- Most requested service types are Physical Health, Individual and Family Support, and Food Assistance

Rhode Island

phox © OpenStreetMap

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Utilization Overview

As of December 2021

Top Referral Senders

1. Prospect Medical
2. ONE Neighborhood Builders
3. RIServes

Top Referral Recipients

1. Providence CAP
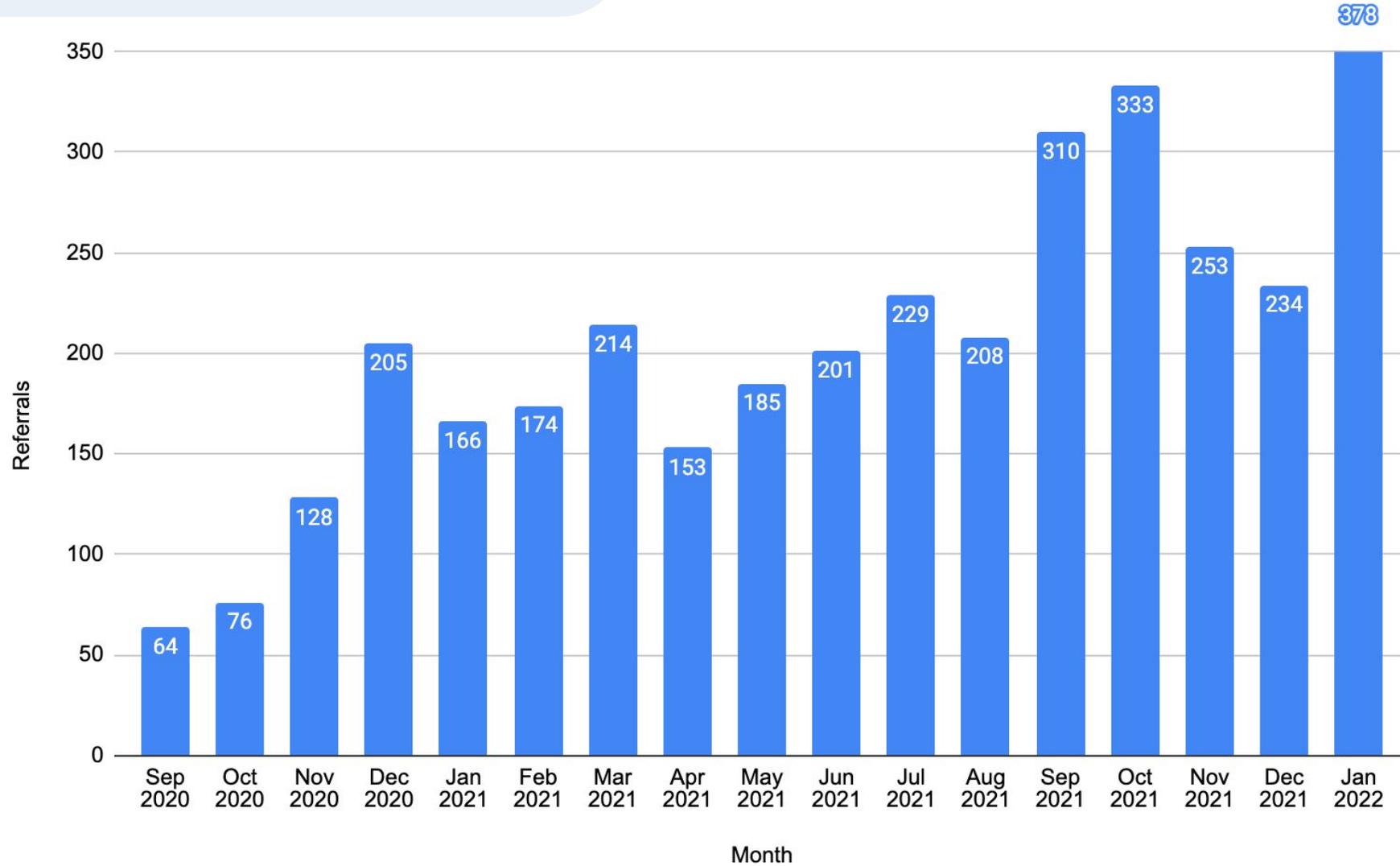2. Federal Hill House
3. West End Community Center

Q4 2021: **804** referrals sent

Change from Last Quarter: ▼152

Top Service Need Categories

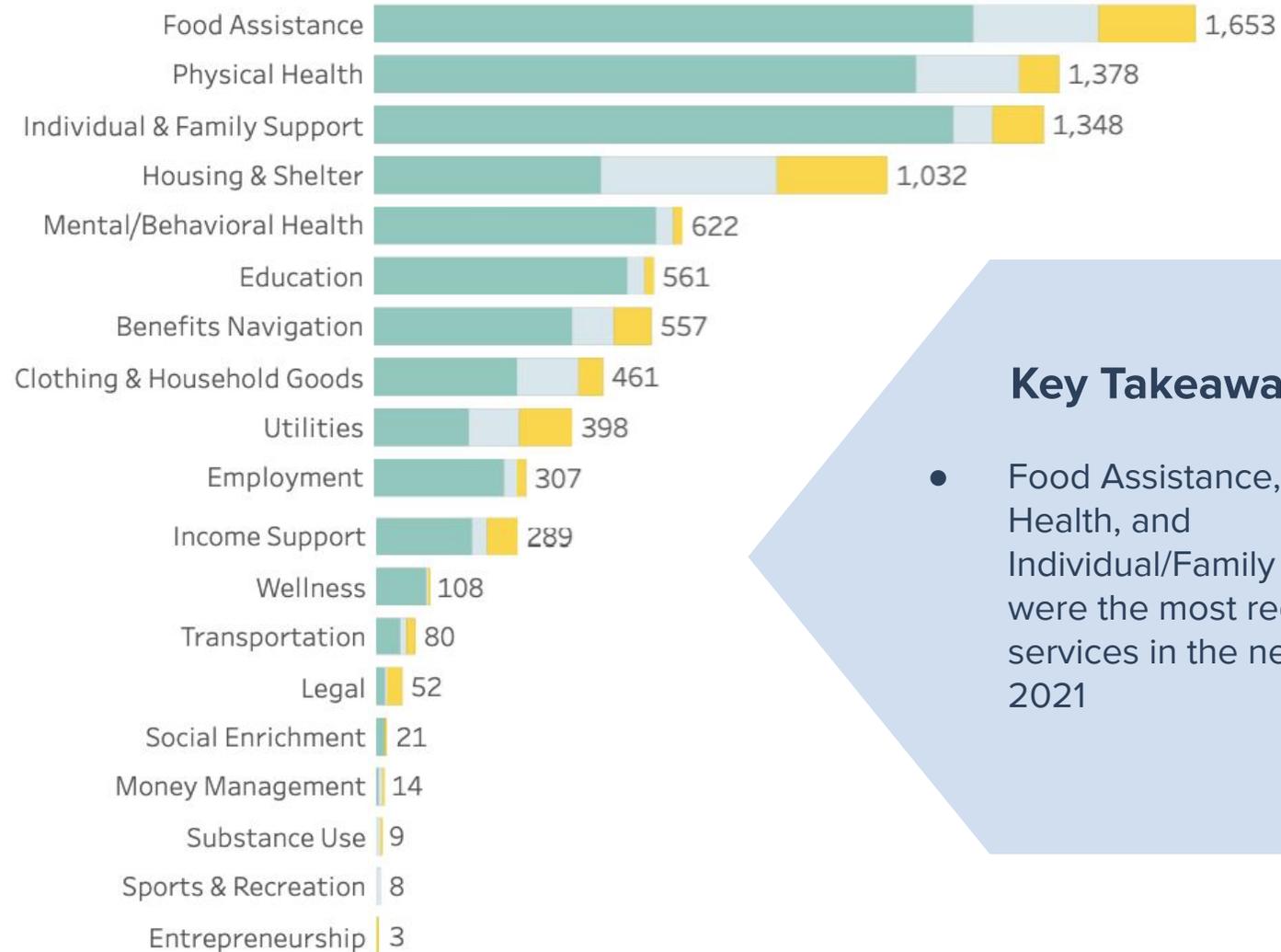1. Food Assistance
2. Physical Health
3. Individual/Family Support

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Network Needs Overview

Resolved | Not Resolved | Open

Need	Value
Food Assistance	1,653
Physical Health	1,378
Individual & Family Support	1,348
Housing & Shelter	1,032
Mental/Behavioral Health	622
Education	561
Benefits Navigation	557
Clothing & Household Goods	461
Utilities	398
Employment	307
Income Support	289
Wellness	108
Transportation	80
Legal	52
Social Enrichment	21
Money Management	14
Substance Use	9
Sports & Recreation	8
Entrepreneurship	3

Key Takeaways:

- Food Assistance, Physical Health, and Individual/Family Support were the most requested services in the network in 2021

Top Network Needs

Food Assistance 19%

Physical Health 15%

Individual and Family Support 15%

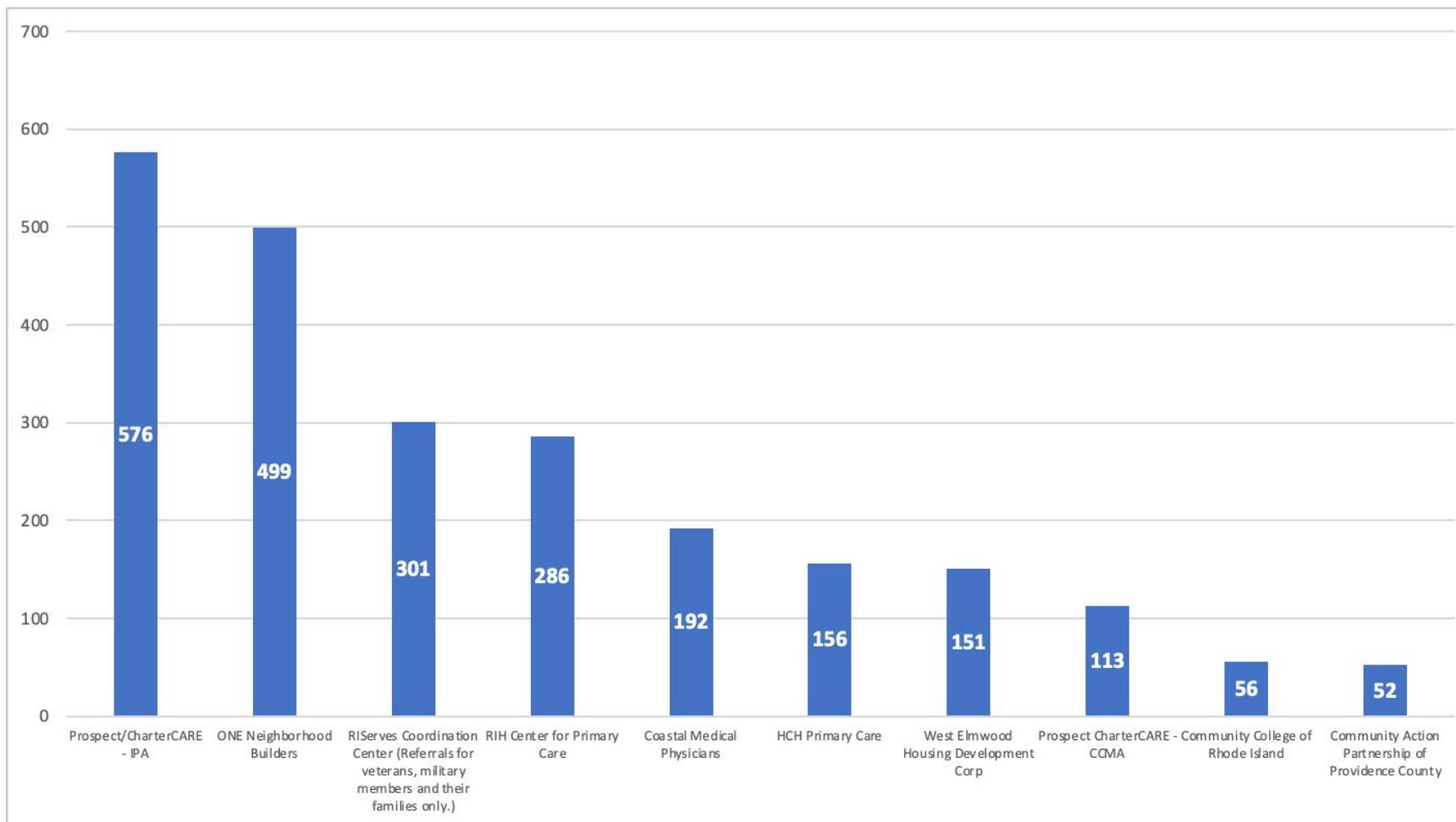# **Partner Adoption Trends**

Goal: 50% sending or receiving

Key Takeaways:

- *Consistent growth in network over 2021*
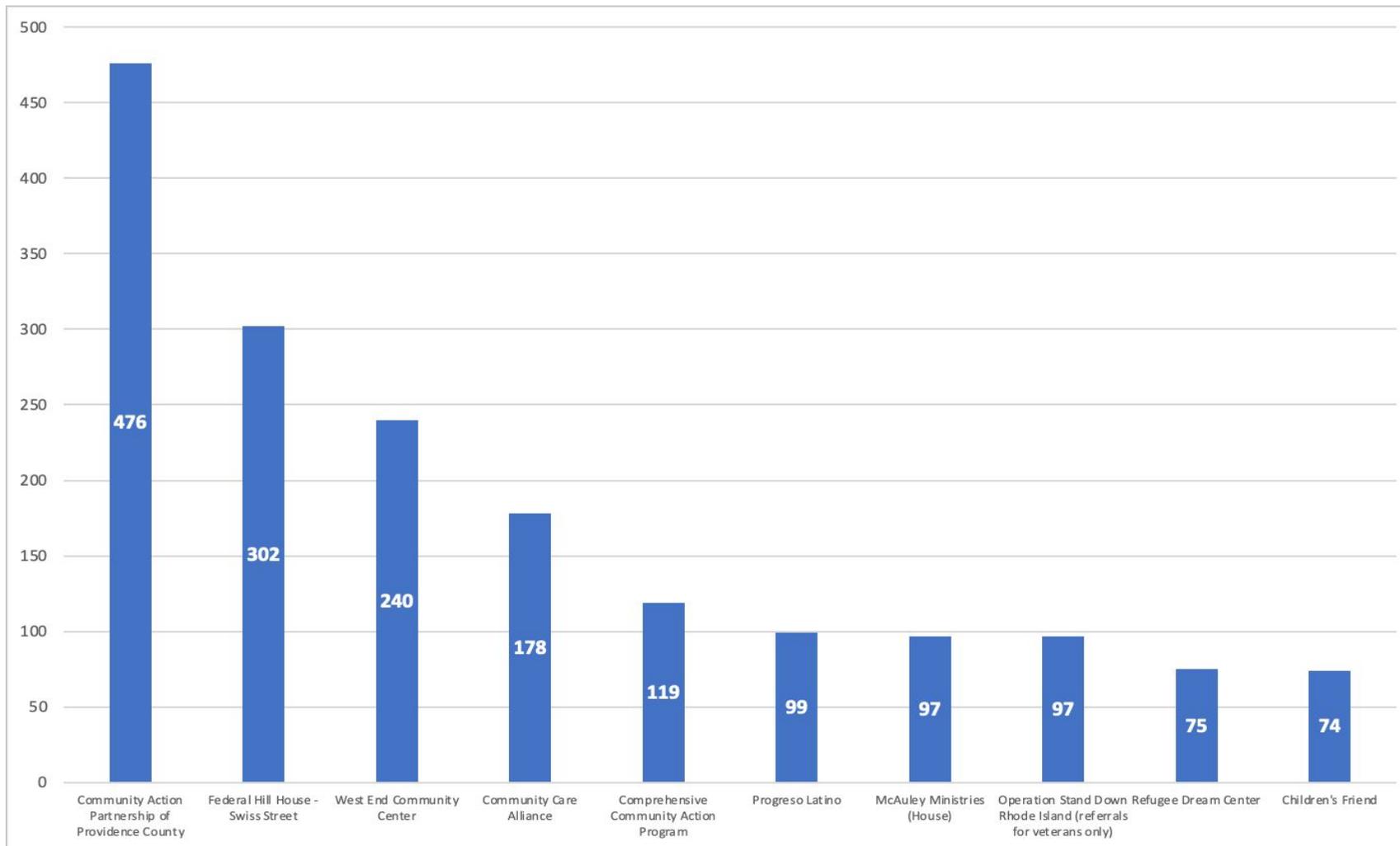- *Consistent number of organizations sending/receiving referrals*

Performance & Outcomes Overview

December 2021

Performance Category	All time	Q3 2021	Q4 2021	Change from Last Quarter
Referrals	4,501	956	804	▼ 152 referrals
Service Episodes Closed as Resolved	8,424	2,624	2,253	▼ 271 closed
Rejected Referrals	1,096	267	300	▲ 33 rejections
Preventable Rejections (e.g. client is not eligible, do not provide services)	614	153	189	▲ 36 rejections
Referral to acceptance time	N/A	6.1 days average	6.6 days average	▼ 0.5 days slower

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Referrals Accepted
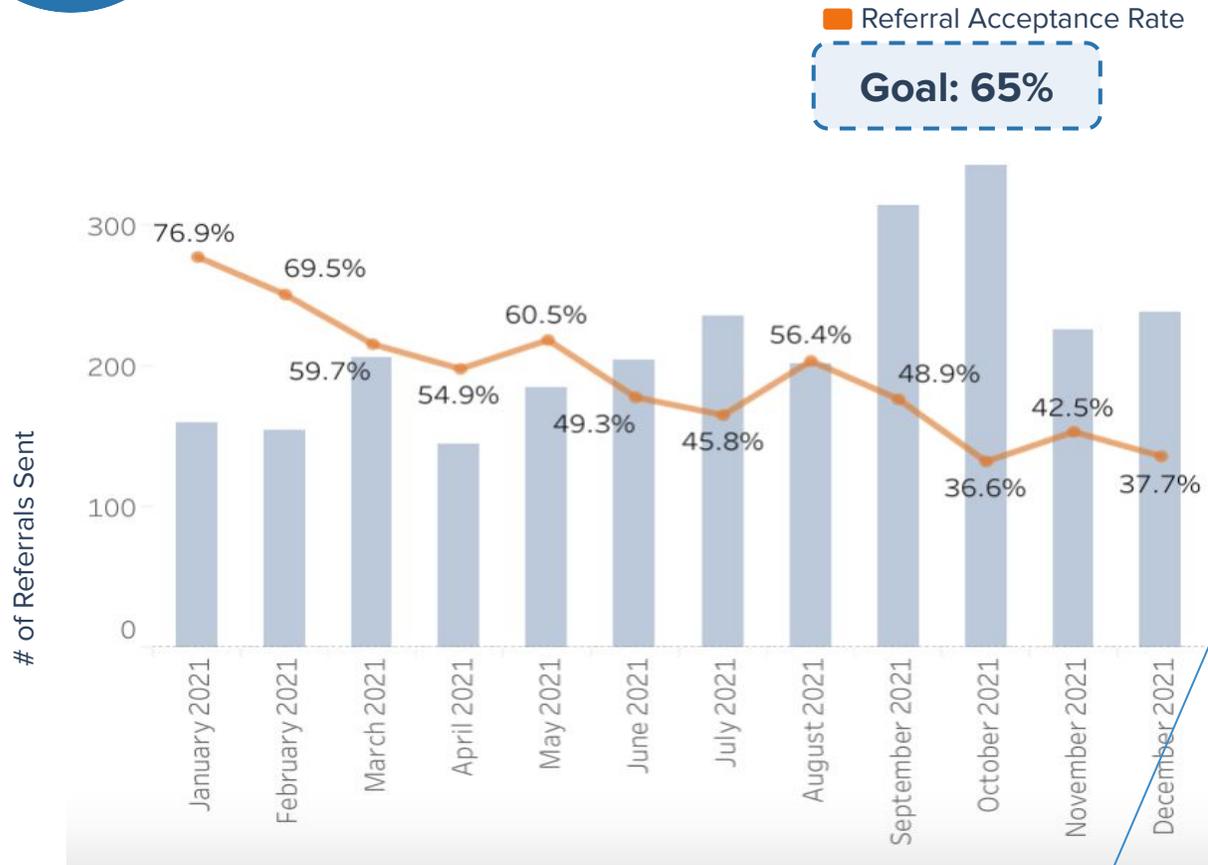
Referral Acceptance Rate

Goal: 65%

Summary of trends seen for the referral acceptance rate for referrals initiated in the network

Legend:
- Needs Action
- Declined
- Recalled
- Pending Consent (8)
- In Review (18)
- Closed
- Accepted - OON
- Accepted

Stacked bar values: 88, 81, 36, 503, 22, 847
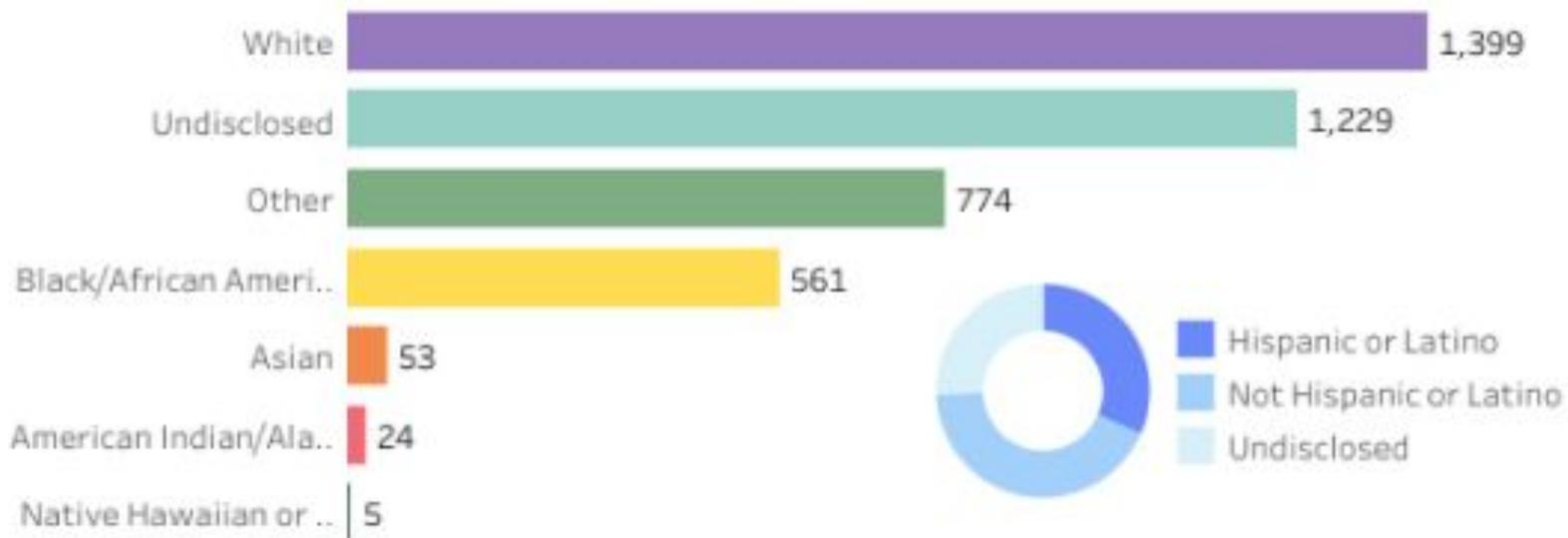
Key Takeaways:

- Low referral acceptance rate associated with specifics involved with sending referrals to CAP Agencies
- Expecting marked positive increase with Coordination Center launch

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Outcome Disparities

Race and Ethnicity

What is the race and ethnicity distribution of our clients?

White	1,399
Undisclosed	1,229
Other	774
Black/African Ameri..	561
Asian	53
American Indian/Ala..	24
Native Hawaiian or ..	5

- Hispanic or Latino
- Not Hispanic or Latino
- Undisclosed

Key Takeaways:

- 70% of clients disclose race/ethnicity on the platform
- "Other" includes those who identify as more than one race or who don't identify as Black/African American, White, Asian, American Indian/Alaska Native, Native Hawaiian or Pacific Islander.

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In 2022, Unite Us will support integrations with existing partner workflows

Care Coordination Use Case

Single Sign On
Standards-based Single Sign On & User Provisioning with corporate Identity Provider (IdP)

SMART on FHIR
Standard offering of SMART app + FHIR APIs

FHIR API Integration
Native product experience (consent, referral, outcome all within host platform)

Appendix

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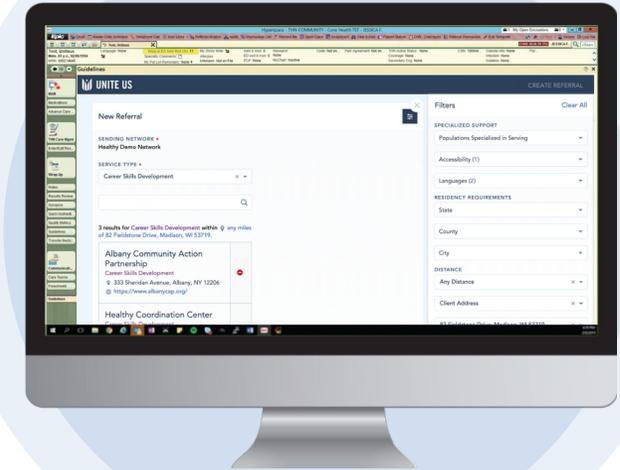
Service Need Categories Detail

- **Individual and Family Support**
  - Adult Day Programs
  - Caregiving Services
  - Child Care
  - Developmental Delay & Disability Support
  - Environmental Modifications/Accessibility
  - Family Support Home Visiting Programs
  - Holiday Programs
  - Interpretation Services
  - Life Coaching
  - Life Skills Training and Support
  - Mentoring
  - Parenting Education
  - Peer Support
  - Respite Care
  - Service Animals
  - Social Services Case Management
  - Support Groups

- **Food Assistance**
  - Emergency Food
  - Prepared Meals
  - School Meals
  - SNAP/WIC/Other Nutrition Benefits
- **Physical Health**
  - Chronic Disease Prevention & Management
  - Dental Care
  - Health Care Management/Coordination
  - Health Coaching
  - Home-based Care
  - Hospice & Palliative Care
  - Long Term Care (Facility-based)
  - Medical Equipment/Assistive Technology
  - Medical Expense Assistance
  - Medication Management
  - Primary Care
  - Rehabilitative/Habilitative Services
  - Screenings & Immunizations
  - Specialty Care

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What is Single Sign On (SSO)?

Single Sign On (SSO) is an authentication structure that allows a user to log into any of several related, yet independent, software systems with a single ID and password.


User

SSO

Application 1

Application 2

Application 3

What is SMART on FHIR?

SMART on FHIR allows care teams to create cases, send referrals, and track outcomes – both medical and social – all within their existing system.

SMART on FHIR:

- Is the mechanism that lets the Unite Us Platform "sit within" an external system, such as an EHR.
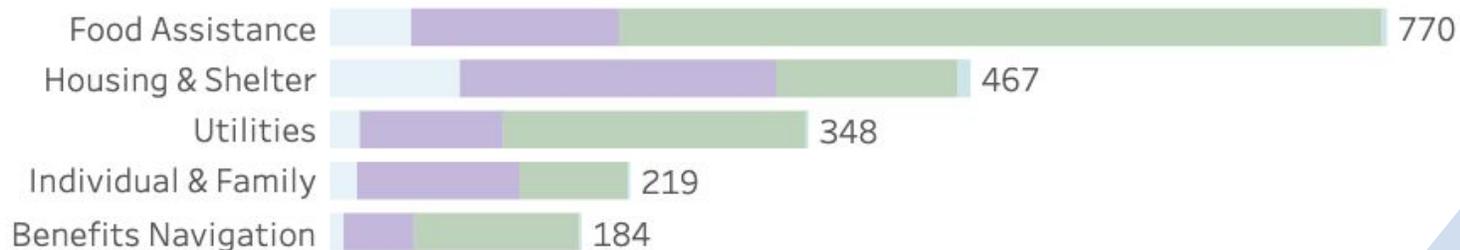- Allows users to send secure electronic referrals for social services as a part of their existing workflow.
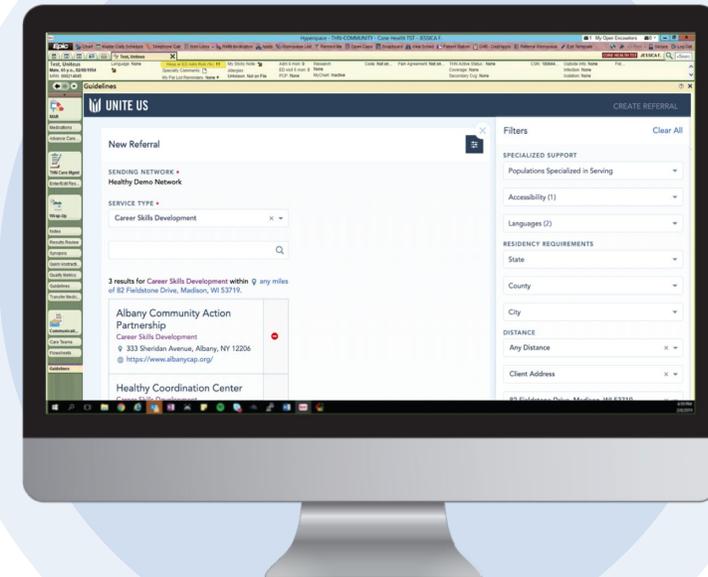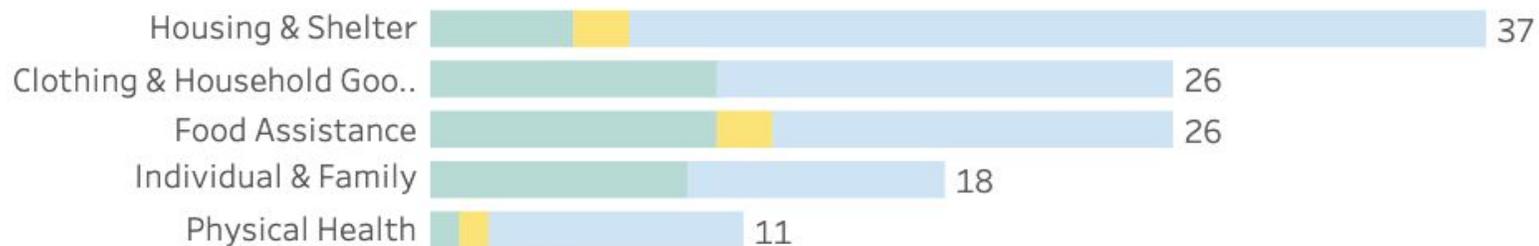
Trends in Network Needs

Top 5 Service Types by Number of Referrals

Accepted | Accepted (OON) | Closed | In Progress

Service Type	Value
Food Assistance	770
Housing & Shelter	467
Utilities	348
Individual & Family	219
Benefits Navigation	184

Top 5 Service Types by Number of OON Cases

Resolved | Not Resolved | Open

Service Type	Value
Housing & Shelter	37
Clothing & Household Goo..	26
Food Assistance	26
Individual & Family	18
Physical Health	11

Key Takeaways:

- Saw small number of OON cases created throughout the year
- Similar Service types as those most requested in network

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