

211 2.0

United Way of Rhode Island, Unite Us, and Unite RI Platform

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United Way of
Rhode Island



What role does United Way of Rhode Island play?

United Way & 211

United Way serves as a convener for the network by co-hosting events, supporting engagement efforts with community partners, and participating in advisory committees that steer the direction of the network.

United Way and Unite Us' dedicated teams collaborate regularly and are aligned on overall goals for the future of health and social service delivery in Rhode Island.

211 plays the role of the coordination center in the network, ensuring that clients are connected to the best program to address their needs, providers are closing the loop on clients' needs, and that all providers are meeting network standards and performance measures.

We have visibility into referrals in the network and help promote general partner engagement through their existing community relationships. While the referrals themselves are sent through the Unite Us Platform, the coordination center team provides additional support and plays a key role in the network's impact.

UW 211 & Unite Us Goals

- Network growth
 - 400+ programs
 - Position for success and sustainability
 - Increase access for community
- Network optimization
 - Appropriate referrals
 - Up-to-date, accurate listings
 - Increase adoption by CBO's and others

Where are we?

Unite Rhode Island Coordination Center

- Coordination Center has received an estimated 157 cases
- Coordination Center has sent 181 referrals
 - Top needs include housing and shelter, individual and family support, and food
- 76% of referrals have been accepted
 - 60% out of network
 - 40% in network
 - Network growth and optimization
- Community introductions and collaboration
- Beginning management of provider to provider referrals

What's next?

Data Connections and Growth

- iCarol API connection
 - Integration with Unite Us and additional potential partners
 - New 211 searchable website powered by iCarol
- National Data Platform
 - Built by experts in the 211 field
 - Increased access to 211 resources

Questions?