



Unite RI Update

HIT Steering Committee

December 15, 2022

Agenda

Topic	Owner	Time
Executive Summary & Success Metrics	Miranda Beggin	5 minutes
Network Overview	Miranda Beggin	10 minutes
2023 Priorities	Miranda Beggin	5 minutes
Q&A	Miranda Beggin	5 minutes

Executive Summary

Wins

- **Referral Volume:** Average monthly referral volume has **increased 53%** compared to November 2021
- **Case Resolution:** The number of resolved cases across the network **increased by 65%** compared to November 2021 (~758 additional needs met)
- **Network Growth:** Growth has remained stable as Unite Us focuses on deepening engagement and adoption amongst current Unite RI partners (**347 partners on the platform** to-date)
- **Coordination Center:** Onboarded United Way 211 as the Coordination Center to strengthen referral responsiveness and improve outcomes

Opportunities

- **Referral Quality:** The network has an opportunity to increase its focus on referral quality, as the avoidable rejection rate has increased since November 2021
- **Case Resolution:** The network has continued to see successful case resolutions, but want to see this increase over time (successful case resolution has remained constant since this time last year)
- **User Training:** Further training Unite Us referral senders to send high-quality referrals that consider eligibility requirements
- **Network Engagement:** Deepening engagement with existing CBOs on the platform to ensure their profiles are accurate and that they are responsive to needs

Joint Success Plan - AE Program Overall Goals

● Done
 ● Off Track
● On Track

Goal	Metric	Baseline (April 2022)	Target	Status
<i>Goals EOHHS has for use of UU</i>	<i>How is this goal measured?</i>	<i>Average 7/1/21 through 4/30/22</i>	<i>What is the goal for this metric? (e.g. # or %)</i>	<i>Progress towards goal</i>
Goal 1: Roll out Unite Us across additional EOHHS departments	<ul style="list-style-type: none"> # of departments using UU 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> 2 departments (Priorities: RIDOH, BHDDH, HealthSource) 	<ul style="list-style-type: none"> 1 department added (RIDOH; Family Visiting)
Goal 2: Improve network adequacy (e.g. diversity of services available)	<ul style="list-style-type: none"> Decrease % of organizations that are sending only 	<ul style="list-style-type: none"> 28% of organizations are sending only 	<ul style="list-style-type: none"> Have no more than 25% organizations be sending only 	<ul style="list-style-type: none"> 26% of organizations are sending only
Goal 3: Network expansion (e.g., Program growth)	<ul style="list-style-type: none"> Increase # of programs on platform Increase # of organizations on platform 	<ul style="list-style-type: none"> 591 current programs 286 current organizations 	<ul style="list-style-type: none"> Add 150 programs to platform Add >50 food assistance Add >25 physical health Add >25 individual & family support Add 75 organizations to platform 	<ul style="list-style-type: none"> 733 current programs (+142 since April 2022) 347 current organizations (+61 since April 2022)
Goal 4: Increase engagement between EOHHS and AEs using Unite Us	<ul style="list-style-type: none"> Co-facilitate workflow planning discussions 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Co-facilitate workflow planning discussions with all onboarded AEs and MCOs (at least 5) 	<ul style="list-style-type: none"> Meetings w/ Thundermist + VillageMD Meeting planned with all AEs
Goal 5: Complete integration with United Way/211 resource directory	<ul style="list-style-type: none"> Completion 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Complete 	<ul style="list-style-type: none"> Integration in process

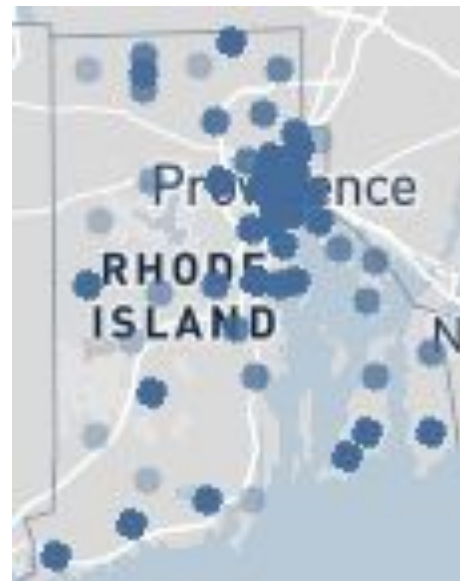
Network Overview

Unite RI has seen steady network growth over the past year, with 347 network partners now using the platform.

Number of Organizations by Service Type



Current:	347 network partners	462 partner locations	412 programs open to referrals	2,516 Users
Change from Last Year:	▲ 129	-	▲ 97	▲ 870



Continued Growth

- Rhode Island saw a nice increase in network partners and programs receiving referrals.
- There was a good jump of new users from the increase of new network partners

Key Network Partners Onboarded In 2022

Priority Partners

- ALL SEVEN Community Action Agencies!
 - Which includes 71 programs
- Farm Fresh RI
- RI Dept of Corrections
- RI Coalition to End Homelessness
- United Way 211
- Family Service RI
- The Point
- Family Visiting
- Pawtucket Family YMCA

Health Equity Zones

- Central Providence
- East Providence
- Pawtucket Central Falls
- Tri-County
- South Providence
- West Elmwood



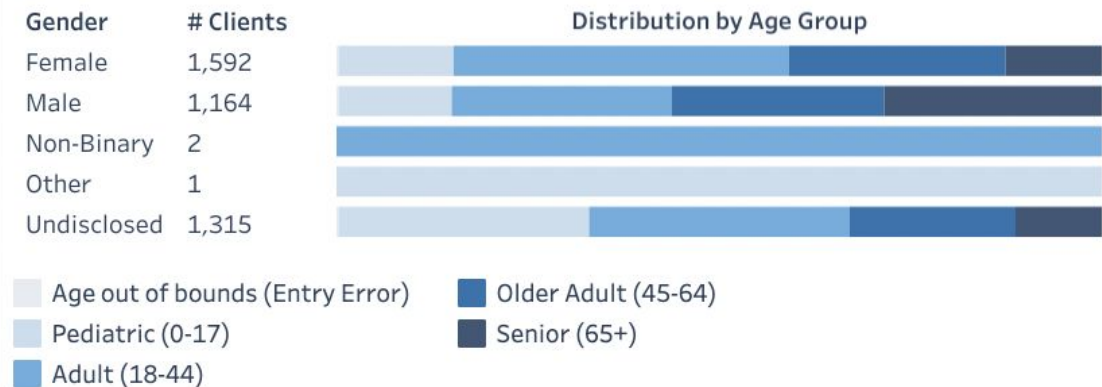
United Way of Rhode Island



Breakdown of Clients Served

Age and Gender Comparisons

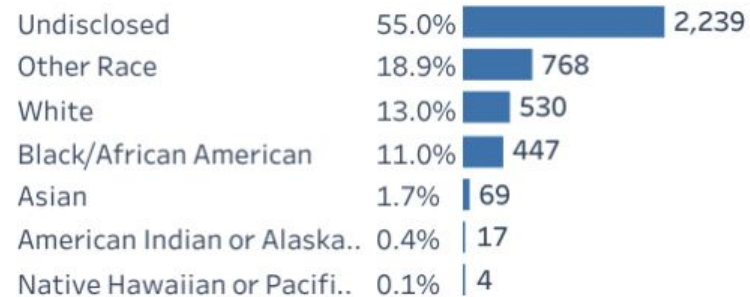
What is the age and gender distribution of our clients?



Race and Ethnicity

What is the race and ethnicity distribution of our clients?

Race



Ethnicity

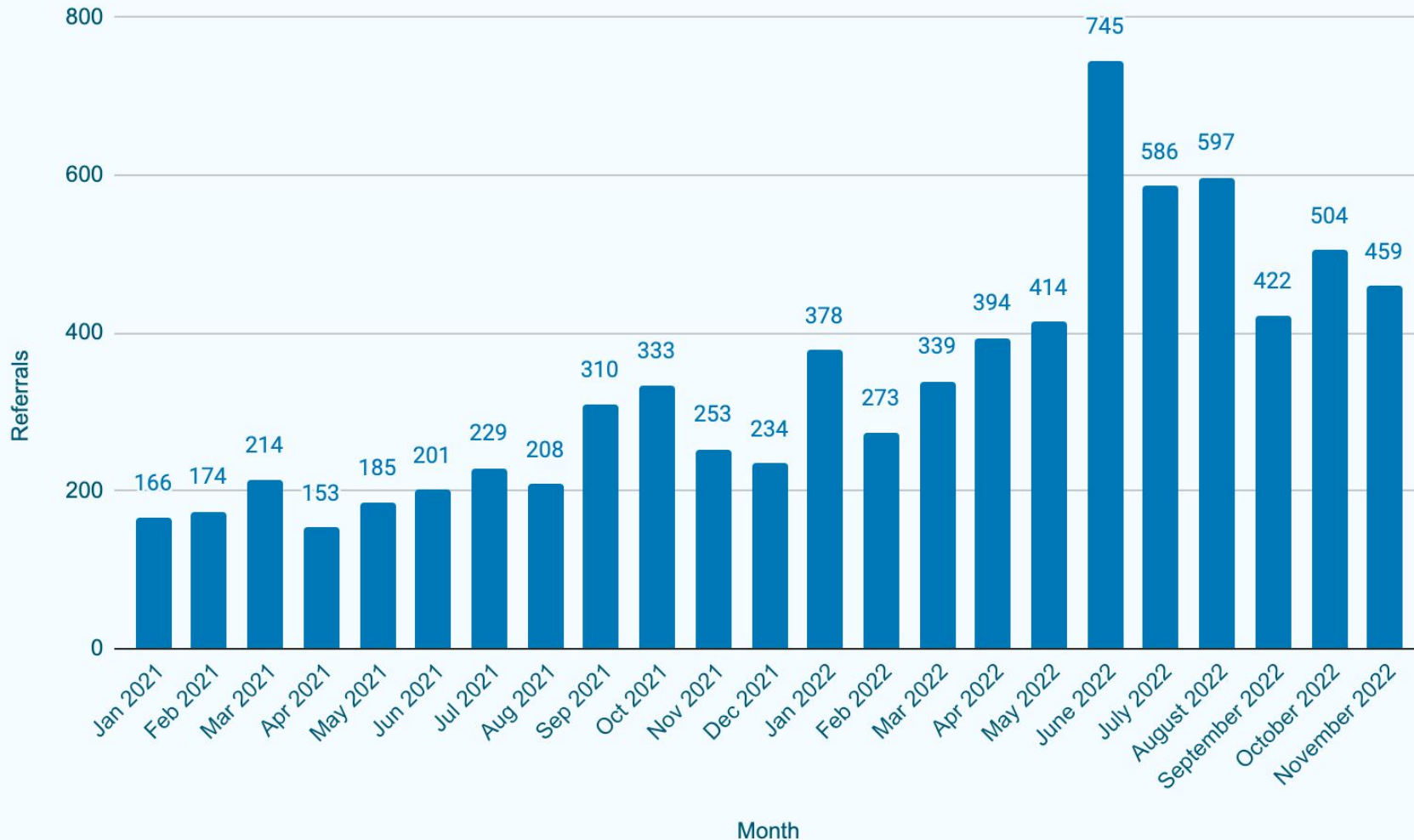


- **39%** of clients served from Jan - Nov 2022 identified as **female**
- **29%** identified as **male**
- **32%** were **undisclosed**
- The largest age group served were **adults (18-44)**, representing 37% of clients

- We continue to see 53-55% of individuals listed as undisclosed for race and/or ethnicity

Referral Volume Overview

The number of referrals sent in 2022 is more than double the number of referrals sent in 2021.



- As of November 2022, average monthly referral volume has **more than doubled** from November 2021 (425 vs. 202)
- Compared to this time last year, Unite RI has made **2,645 more referrals** than last year

Referral Quality Overview

The Unite RI referral rejection rate has remained steady, but the portion of avoidable rejections has increased.

Year	2021	2022
Total Referrals as of November 30th	2,426	5,111
Referral Rejection Rate	26%	25%
Avoidable Rejection Rate	49%	56%

- Although referral volume has continued to increase, referral senders have an opportunity to improve referral quality.
- Referral recipients also have an opportunity to improve the accuracy and completeness of their program details and eligibility requirements on the platform

Case Resolution Overview

Compared to this time last year, 758 more people have had their needs met via a referral on the platform.

Jan - Nov 2021		
Case Resolution	Number of Cases	% of Total
Resolved	1,174	58.6%
Unresolved	831	41.4%
Total	2,005	-

Jan - Nov 2022		
Case Resolution	Number of Cases	% of Total
Resolved	1,932	58.9%
Unresolved	1,347	41.1%
Total	3,279	-

Engagement Barriers + Proposed Strategies

Unite RI engagement is driven by a few strong partners, but we hope to broaden engagement in 2023.

Barriers

Rejected referrals: Organizations saw higher rates of rejected referrals and longer response times in late 2021 and early 2022.

Network size: There are several key partners not yet on the platform, especially in the areas of housing, food, and in-home care.

Staff Turnover: Many of the providers and hospital systems have high rates of turnover, preventing institutional knowledge and consistent usage of Unite Us.

Technical: Many providers and hospital systems use case management or EHR systems that do not integrate with Unite Us. This results in double documentation for staff.

Unite Us Strategy

Rejected Referrals: Unite Us rolled out a Coordination Center hosted by United Way and is working with CBOs to update accuracy of program descriptions. (November saw a 6-month high in acceptances)

Network size: The network continues to grow (at 347 today), but Unite Us will work more closely with referral senders and RI EOHHS to engage and onboard priority organizations.

Staff Turnover: Unite Us will continue working closely with leadership to ensure trainings happen regularly with referral senders and receivers. Unite Us will also work with partners to embed Unite RI into their onboarding processes.

Technical: Unite Us is expanding partnerships with additional case management and EHR systems (e.g. Salesforce) and continues to scope relationships with new vendors.. We also work closely with partners to develop a workflow to minimize duplicate efforts.

2023 Priorities

- 1 Expanding partnerships with RI EOHHS agencies, focusing on existing initiatives such as Health Equity Zones
- 2 Supporting strong network partners (e.g. CAP agencies) to ensure sustainability of Unite Us platform within their organizational workflows
- 3 Strategic outreach to network partners that can support identified opportunities for network growth (e.g. housing partners, food partners, in-home care partners)



Q&A: Any Questions?

Get in Touch

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