



UNITED COMMUNITY

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Network Status Report



Partner Spotlight: S.O.U.L Clinic of Kentuckiana

S.O.U.L Clinic of Kentuckiana is nonprofit organization of people in reinvention helping others reinvent themselves from chronic homelessness, unemployment, emotional and mental illness and re-entry.

S.O.U.L Clinic programs available in United Community:

- 180 Degrees: catering to clients completely starting over with just the clothes on their back. The client receives assistance in applying for housing, healthcare, education, employment, transportation, vital records, phones, and any other services the consumer may need within the scope of our practice.

- S.O.U.L Kitchen: provides assistance to consumers applying for and meeting SNAP (Supplemental Nutrition Assistance Program) eligibility requirements. Program will teach consumers how to utilize SNAP benefits efficiently, develop a balanced, nutritional dietary menu, meal preparation training, and resources to local food pantries
- Housing First: homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness.
- Job Won: conducts career assessment, resume writing, job training, assistance in applying for employment, advocating for client to the employer and referrals to other job training programs as needed.
- Moving Forward: transportation program that offers bicycles, bus passes, and Lyft rides to and from work until client receives second paycheck.
- Paralegal Services: Clients will meet with a paralegal to complete Supplemental Security Income, Disability and Expungement screenings.
- The SOUL Patch: clothing closet.
- Who am I: provides assistance in obtaining a state issue identification card, drivers license, birth certificate, social security card.

Meet Our Local United Community Team



Meet **JiJi El Masri**,
Community Engagement Manager.

JiJi is charged with growing the United Community network and engaging existing partners. Reach out to Jiji if you have new programs to add to the network or know of other organizations interested in joining our network.



Meet **Olivia Sharp**,
Customer Success Manager

Olivia supports the network by providing in-person training, setting up group online training and providing technical support. She is your go-to person if you have technical questions.

Helpful Hints

Close a Case: document what happened with the case and input useful data

Eventually, every case must be closed. This lets your client's Care Team know what happened with the case. As well, each time you close a case, you input data that is useful for your organization and network as a whole.

When to close a case

The amount of time a case remains open is dependent on the service being delivered and your network's common workflows. Unite Us has created general guidance regarding case closure:

- Close a case once service has been delivered;
- If the average length of service for your program is longer than 3 months, you may choose to close the case once you've made contact with the client;
- Do not close a case after one attempt to contact the client—we recommend three attempts before closing a case.

Once you are ready to close a case, navigate to the case file in your Dashboard and click Close Case.

The screenshot shows a 'Close Case' modal window overlaid on a dashboard. The modal contains the following fields:

- IS RESOLVED?**: A dropdown menu.
- OUTCOME**: A dropdown menu.
- NOTE**: A large text area for entering a note.
- EXIT DATE**: A date picker set to 06/25/2018.

At the bottom of the modal, there are two buttons: 'CANCEL' and 'CLOSE CASE'. The background dashboard shows a sidebar with navigation options like 'New', 'Referrals', and 'Cases', and a main content area for 'Brian Long's Case' with sections for 'SERVICE TYPE', 'PROGRAM', 'CASE DESCRIPTION', and 'ASSESSMENTS'.

How to select a resolution

A resolved case indicates that your client's service need was met—they received the service they were originally seeking. An unresolved case indicates your client's service need was not met for whatever reason (e.g., they lost contact, missed a scheduled appointment, or are still in need of services).

How to select an outcome

Outcomes are measurements of the client's situation at the time of case closure. When you select an outcome, the data is recorded and later used for reporting. Outcomes will populate dependent on the resolution selected. Here are a few examples of outcomes you might select and why:

- Resolved - Received Housing Assistance: indicates client obtained some form of housing assistance as the outcome of your service provision
- Resolved - Client Self-Resolved: indicates client independently resolved their service request
- Unresolved - Unable to Contact: indicates client lost contact and you could no longer reach them at the provided contact information
- Unresolved - Denied: Ineligible: indicates client is not eligible for services at your organization

Keep in mind

You will not lose access to this client once their case is closed—you can still view their Face Sheet and the closed case because you have worked with them in the past.

Useful Links

Log In

Log in to the United Community network [here](#).

Software Training

Unite Us hosts bi-weekly software training webinars. Boost your United Community knowledge, become your agency superuser or to get a quick refresher just [register here](#).

Update Your Organization

Need to make changes to your organization's profile or users/Add new programs /Update existing programs ? Updating your organization profile improves referral accuracy thereby ensuring client needs are met in a timely manner.

Complete the organization update form [here](#).

Get a Consultation

Need help planning your workflows? We're here for you. Unite Us hosts monthly office hours, you can request a meeting [here](#).

Recommend new Partners

Tell us about partners that you would like added to the United Community network [here](#).

Interested in having your organization highlighted in an upcoming United Community newsletter? Have feedback or suggestions to serve our community better? Reach out to me at jasleen.sethi@metrounitedway.org.

All my best!

Jasleen Sethi
Director, United Community
Metro United Way

metrounitedway.org/UnitedCommunity

