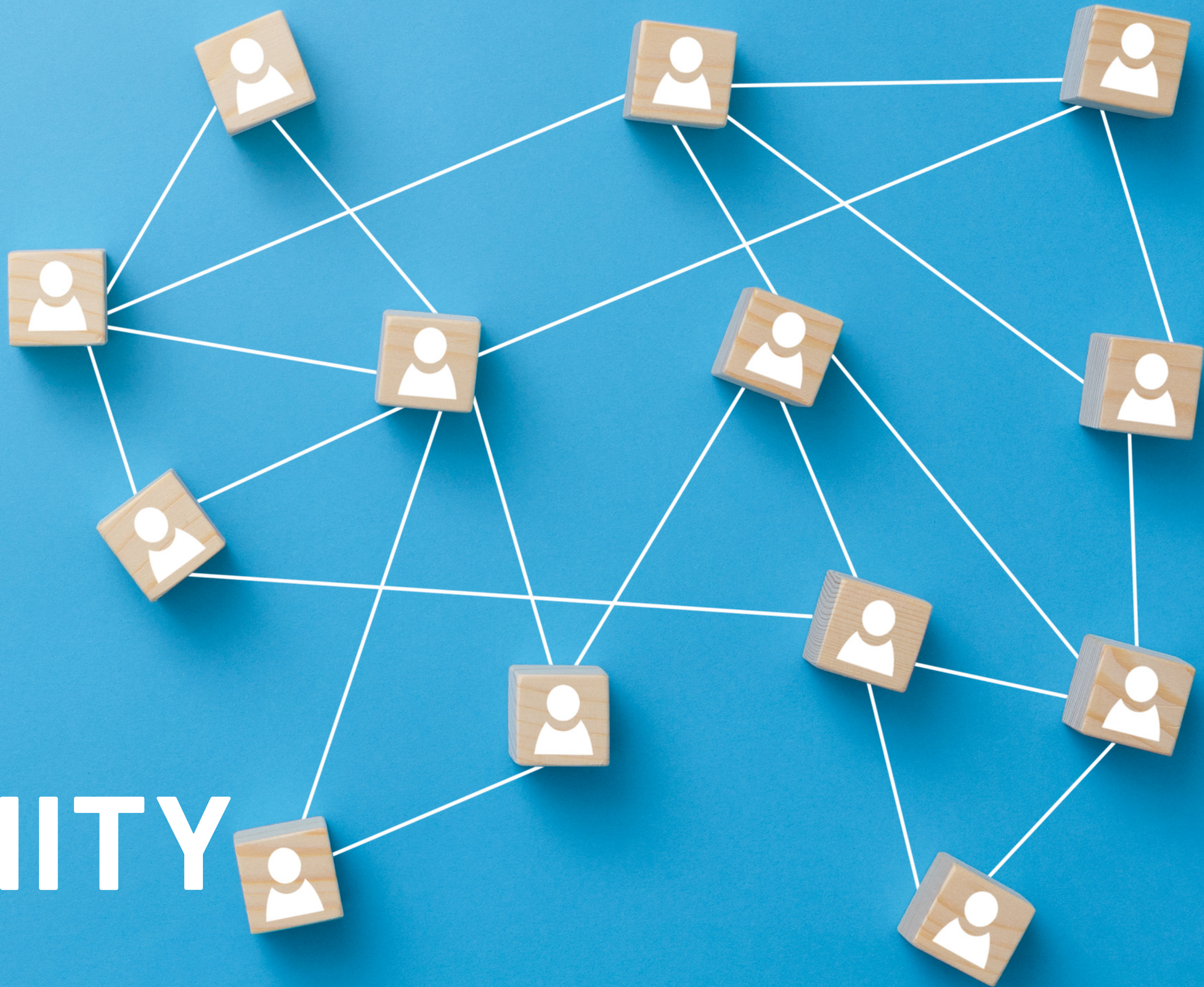


# MODEL COMMUNITY





our front door to  
community resources



a holistic, proactive approach  
to improving health and  
education outcomes



a specialized unit that  
offers behavioral health  
service connection

## Our Proven Programs



### 2-1-1

- 2-1-1 is a phone number anyone can call for help with food, health, child care, employment, housing, transportation, senior care, disaster relief, and more.
- 2-1-1 is free, confidential, and available 24/7. Support is available in more than 200 languages.



# 211 Dashboard

Main Menu

Requests by Location

Needs

Requests over Time

Date Of Request: 1/1/2023 to 6/30/2023

County Name: (All)

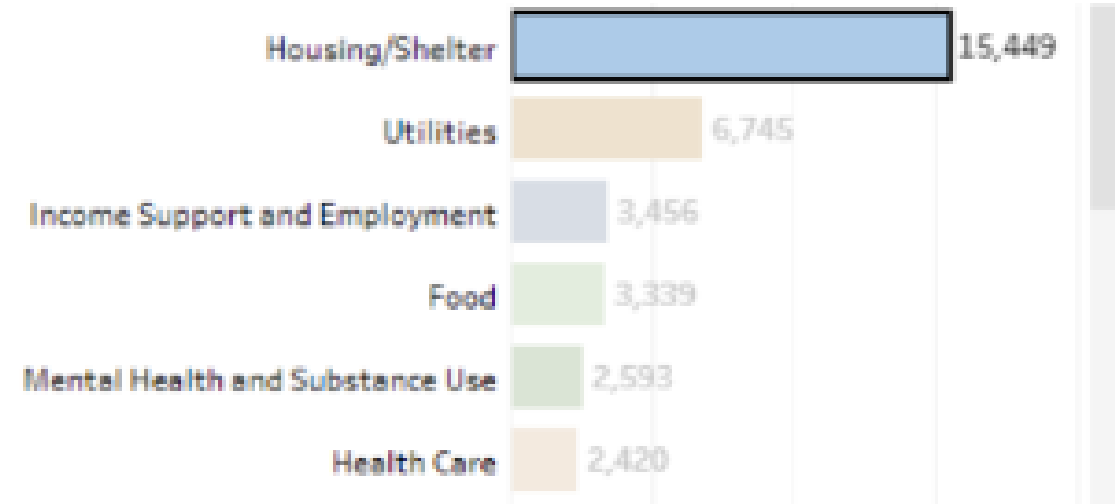
City Name: (All)

Postal Code: (All)

Need Category: (All)

Sub Category:

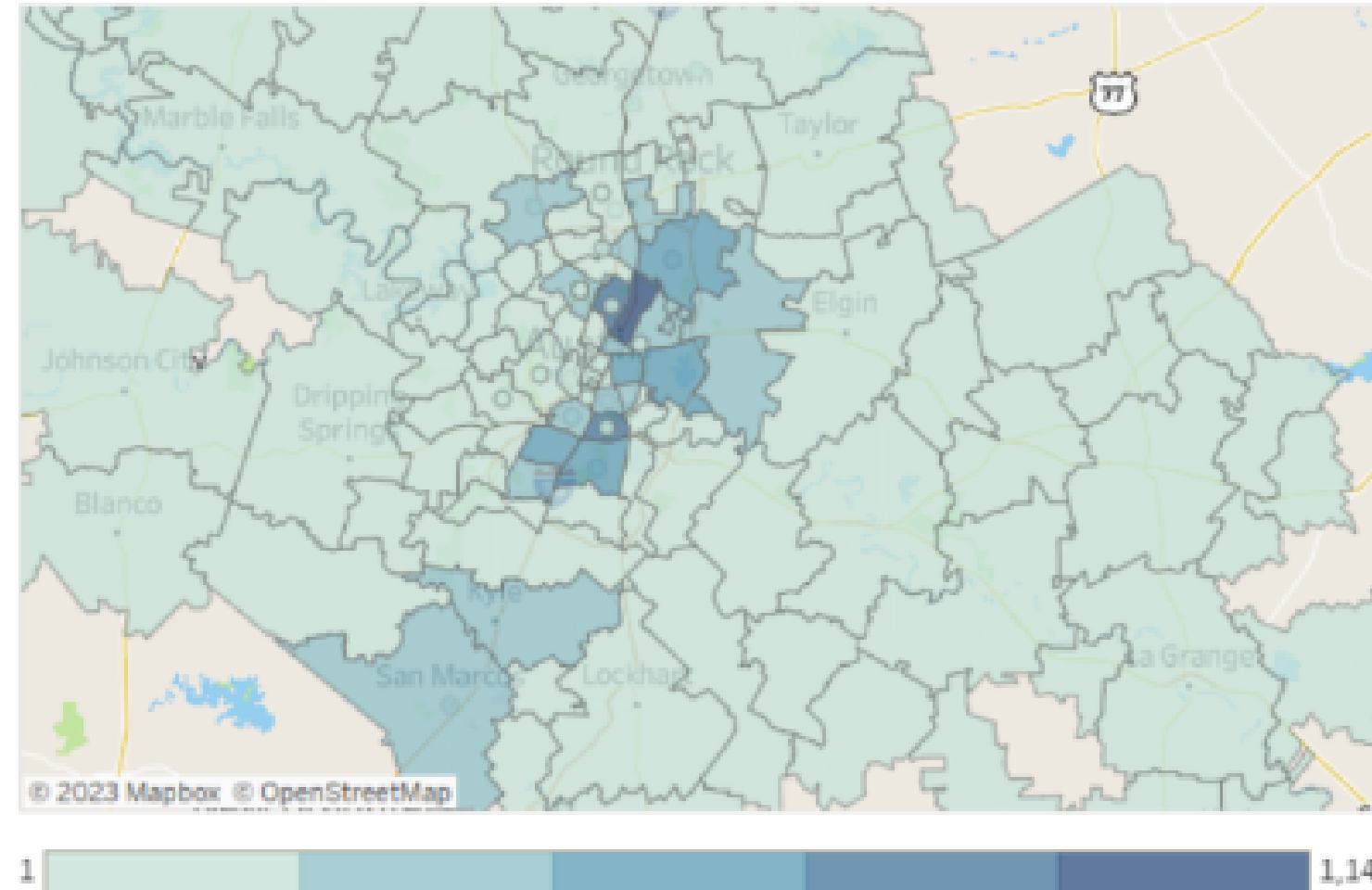
## Needs by Category



## Needs by Subcategory



## Needs by Zip Code



tableau





**Scale to thousands of calls per day**



**Hundreds of calls, texts, chats per week**

**Available statewide**



**Initial focus on Austin/Travis County**

**Focus on immediate needs**



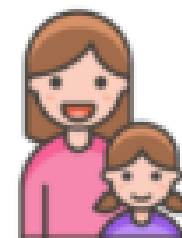
**Proactive assessment of many needs**

**Calls average 4-7 minutes**



**Calls average 10-15 minutes**

**Anonymous, individual must retell story**



**Longitudinal history of client referrals, needs, outcomes**

# ConnectATX

- Social Care Coordination Helpline to go deeper with families, advocate for their needs, and develop outcomes
- Data sharing partnerships with Austin ISD, Austin Public Health, and City of Austin
- Optimize a closed-loop referral system in a pilot with 7 key partners



# What is ConnectATX?

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Community tool that connects people with programs and services that are free or reduced cost, like food, transportation, health care, and more.



A community helpline available by phone, text, and chat with bilingual staff and language line with over 200 languages

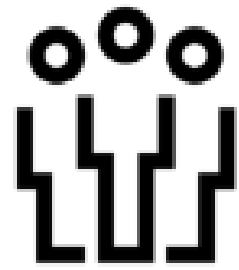


Closed-loop referral system that allows organizations to receive referrals directly from the community



It is a network of organizations that choose to use it in a variety of ways to best help those they serve

# Our Support Services



## Community Engagement team ready to optimize and support an organization's work

- Provide training to community based organizations on the suite of tools that ConnectATX offers, including closing the loop
- Provide progress referral updates of highly requested organizations



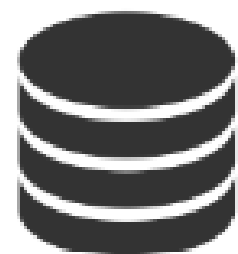
## Community Information team to ensure an organization's program info is accurate and up to date

- Verification of organization information on an annual basis
- Top 200 referred to organizations on a quarterly basis



## Navigation team to help people get connected to community resources

- Helpline available Mon- Fri from 8-6p to support clients finding resources
- Available via phone, text, and online chat



## Data & Evaluation team to provide CATX partners access to qualitative and quantitative data



# MODEL COMMUNITY

A person-centered, community-led effort to co-create a multi-sector ecosystem, including data and technology tools, that helps persons, organizations and the broader community transform our systems of care to address racial and health disparities, and improve outcomes.

**Values:**

Equity  
Transparency  
Innovation  
Interoperability  
Digital and Data Justice

# HISTORY OF MODEL COMMUNITY



2002- Integrated Care Collaborative (now Connexus), Central Texas' Health Information exchange, begins initial data exchange.



2015 - AISD launches projects to connect student data to social care data.



2019 - A Social Health Information Platform (S.H.I.P) is launched at UT Dell Medical School, allowing healthcare entities to combine their health and social data.



2020- Connect ATX launches as the community site for resource navigation and referral.



2020- Findhelp partners with local clinics to assist in implementing screening and referring for social needs.



2021 - United Way for Greater Austin becomes the backbone for the Model Community initiative.



2022 - Children's Optimal Health merges with United Way for Greater Austin to join the Model Community backbone.

# PROBLEM STATEMENT

Local policies, systems, and resource limitations make it difficult for people and groups in Austin/Travis County to work together in a coordinated and supportive manner to meet the essential needs of our community.

As a result, our neighbors in need are often overlooked, trust is eroded, and there is no consistent and predictable path to receiving care. This perpetuates racial and health disparities.



# STRATEGIES



## Capacity Building and Strategic Equitable Investment

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- Provide equity through engagement grants for BIPOC-led organizations
- Coordinate collective health equity & anti-racism trainings
- Develop collective sustainability strategy



## Shared Learning and Evaluation

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- Launch shared communication platform and recurring newsletters.
- Facilitate systems design & community co-design workshops to deeply understand problem.
- Pilot and evaluate the effectiveness of coordinated and supportive collective work to meet essential needs of our neighbors.



## Advocacy and Community Mobilization

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- Develop/Recruit/Launch Model Community governance.
- Launch/Maintain/Advance Workgroups.
- Develop shared ambition & evaluation.
- Make regular collective recommendations on policies, practices, and development of innovative solutions.

# STRATEGY ROADMAP

**Learn:** Understand the Landscape



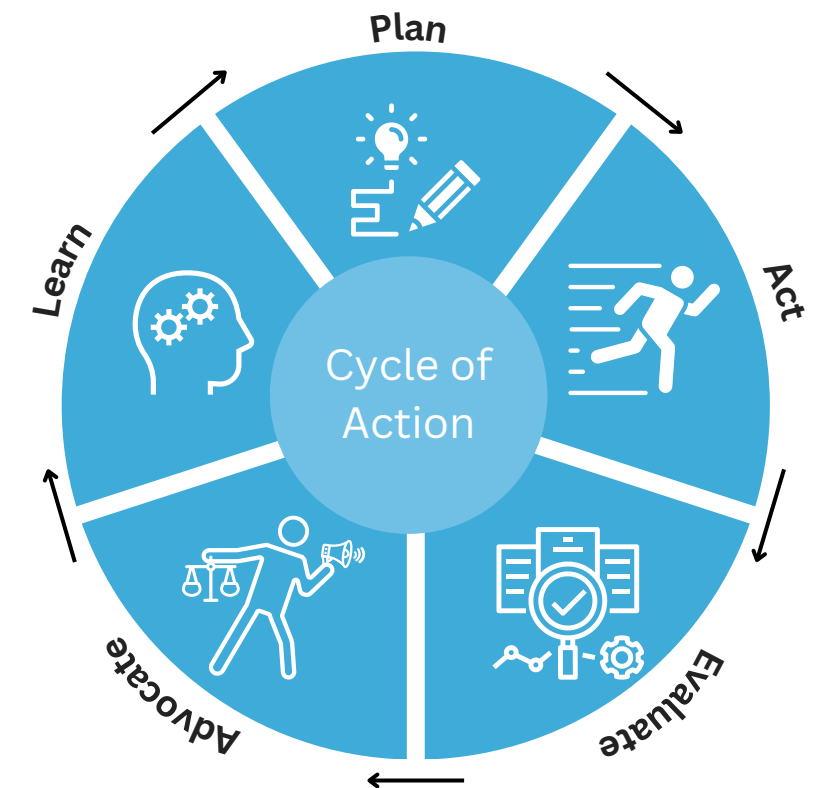
Expand Table  
Shared Learning  
Present Existing Data & Technology  
Identify & Collect missing data  
Identify Barriers

**Plan:** Build Model Community Roadmap



Policy/Practice  
Sustainability  
Data  
Technology  
Evaluation  
Legal  
Governance

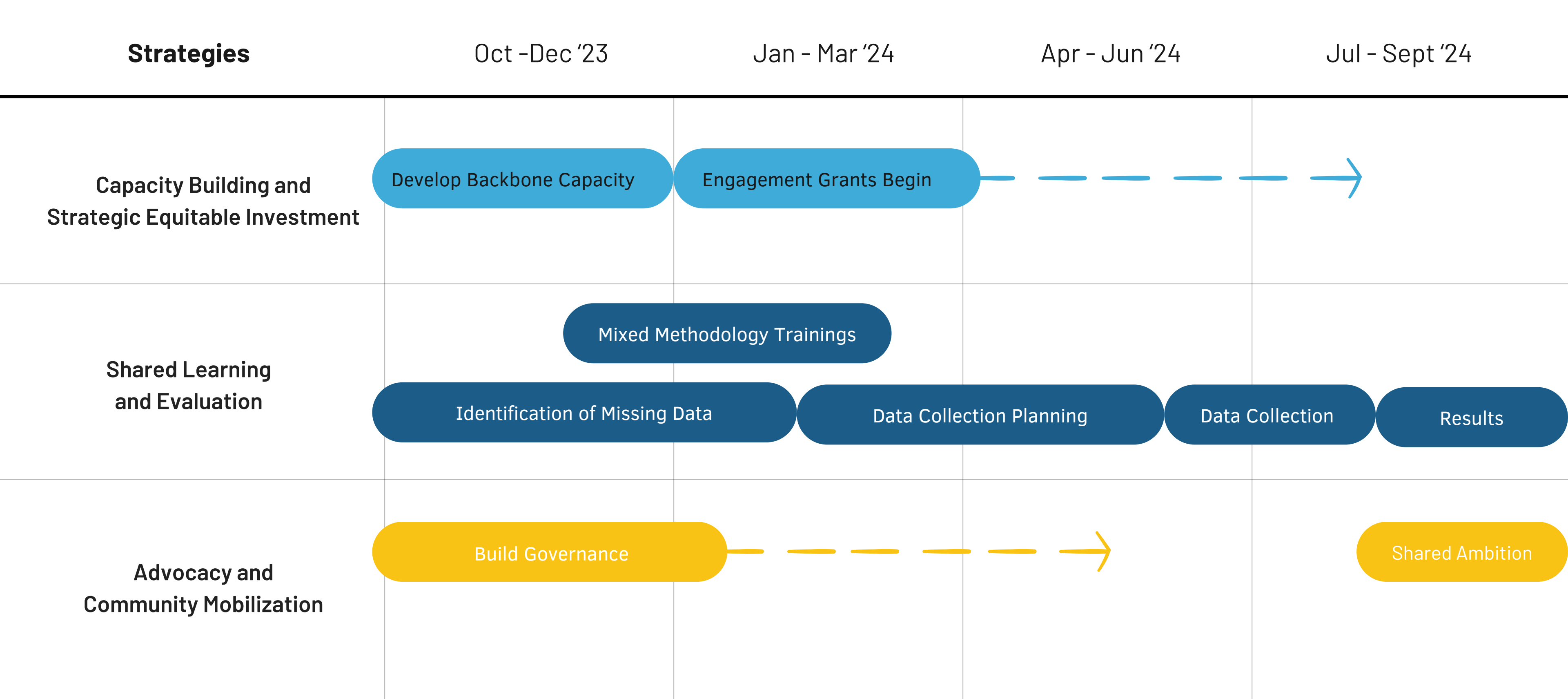
**Act:** Ongoing Implementation and Evaluation



Ongoing Trainings & Shared Learning



# STRATEGY TIMELINE



## Strategies

Oct -Dec '23

Jan - Mar '24

Apr - Jun '24

Jul - Sept '24

Capacity Building and Strategic Equitable Investment

Develop Backbone Capacity

Engagement Grants Begin



Shared Learning and Evaluation

Mixed Methodology Trainings

Identification of Missing Data

Data Collection Planning

Data Collection

Results

Advocacy and Community Mobilization

Build Governance



Shared Ambition

# HOW TO ENGAGE

Community Forums include both open style forums and participation in existing community gatherings to identify community solutions and input on the challenges of navigating and receiving services.

Workgroups are a collaborative workspaces to take deeper dives into problems and gather insights, feedback, and recommendations for the enhancement of Model Community work.

Network Partner Forums gather navigators, grass roots groups, community based organizations, and community leaders in open style forums and individual meetings to understand barriers and potential solutions to our challenges.

Advisory Council is a governing body of 20-25 individuals that provides expertise, direction, strategic guidance, and decision-making for Model Community regarding program design, implementations, evaluation, adjustments, and sustainability.

# MODEL COMMUNITY ADVISORY COUNCIL

**Kelli Lovelace**  
Ascension Seton

**Amber Orozco**  
Lonestar Circle of Care

**Chinwe Efuribe**  
Austin Black Physicians  
Association

**Brandie Meister**  
Community Advocate

**Tiek Johnson**  
Community Advocate

**Snehal Patel**  
Central Health

**Sharon Vigil**  
Communities In Schools

**Adrienne Sturrup**  
Austin Public Health

**Jose Carrasco**  
Austin Voices for Education  
and Youth

**Leonor Vargas**  
Community Advocate

**Sharon Ricks**  
Dell Medical School

**Angela Bigham**  
People's Community Clinic

**Stephanie Dozier**  
Connxus

**Akram Al-Turk**  
ECHO

**Ebonie Trice**  
Mission Accomplished

**Ricardo Garay**  
Community Advocate

**Norma Maldonado**  
Community Advocate

**Dr. Charles Moody**  
Community Coalition  
of Health

**Rosamaria Murillo**  
El Buen Samaritano

**Hailey Easley**  
Austin Asian Community  
Health Initiative





# WORKGROUPS



The **Equity Workgroup** is dedicated to advancing equity and building the capacity of individuals and organizations to address disparities in our community. This group will work to dismantle systemic barriers, promote inclusive practices, provide training and resources, and ensure that our efforts are community-led and grounded in equity.



The **Data Workgroup** is a space for those interested in analyzing and leveraging data to improve outcomes in our community. Members will explore ways to share data effectively and identify new data sets needed for collaborative projects.



The **Communication & Information Sharing Workgroup** is committed to enhancing our methods of communication and information sharing. This group will identify opportunities for improvement and develop strategies for more efficient sharing among individuals and organizations in our community.