

integrated client journey technology tool



opportunity:

A key driver in this transformation is technology that serves as the primary tool for navigators and individuals to track progress, while allowing United Way to make data-driven investment decisions, enable agency partners to use the data to improve service delivery, and report outcomes.

our integrated client journey tool:

With our partners, United Way is innovating a new technology tool to better serve our financially struggling neighbors. The Integrated Client Journey Technology Tool (ICJ Tech Tool) is a first-of-its kind data-driven, cloud-based system that improves connectivity of data, client needs, programs, and services. The tool also has a robust governance framework to provide technical safeguards for data sharing.

technology solution to close the gaps:

The ICJ Tech Tool is designed to be an open-system community platform that can connect to other systems across the community over time, further amplifying accessibility to programs and expanding our collective ability to help people land on their feet and stay there. This platform will allow UWGH to use data from funded partners, the 211 Texas/United Way Helpline, and data from the ALICE (Asset Limited Income Constrained Employed) Report to support individuals and families working toward a sustainable quality of living.

key features include:

Client service coordination: intake, referrals, ongoing service coordination

Interoperability: the ability to connect to data systems across the community

Data protection: building to meet security and privacy requirements

Analytics: regional, agency, and individual analytics to understand community needs, resource mapping, and outcomes

Compliance: integration of data governance requirements

possibilities:

Our community needs innovative, actionable data solutions – and United Way is working to respond with improved data-informed decisions and investments. The ICJ Tech Tool brings this all together – the help seekers, the programs, the Navigators, and ability to increase accessibility, ensure program uptake, engage in continuous quality improvement of programming, and report outcomes.



Greater Houston



connecting people to possibility



united way connects

people to possibility.

14% of households across Greater Houston are living on wages below the federal poverty threshold, and another **33%** of households are working hard but can't afford the basic necessities of life. And that's not okay. We unite donors, volunteers, and community partners to help our neighbors land on their feet and stay there.

With your support, United Way of Greater Houston creates opportunities for people in our community to prosper.

Here's how:

financial stability

programs including vocational training, employment coaching, financial coaching, safe and affordable financial products.

early childhood

and youth development programs including early childhood education, quality child care, out-of-school programs, college and career readiness programs, and parent engagement.

health care

programs including primary and specialty health care services and behavioral health care services.

Those key components are supported by a foundation of safety net programs, which includes:

basic needs

assistance including rent/mortgage assistance, utility assistance, access to technology, shelter, transportation, food assistance.

escape from violence

including immediate, short-term services focused on safety for those fleeing domestic violence or human trafficking, or for vulnerable populations, like refugees.

Some of the things that make this approach unique:

integrated client journey

that starts by creating a partnership with the families we serve. It is about families deciding what their pathway looks like with support from a Navigator who serves as a personal guide. It allows individuals and families to create their own customized plan for programs and services based on their unique goals and needs. Then, rather than working separately to address individual needs, partners will coordinate programs to make it easy for clients to engage across services as needed.

navigators

play a key role in the Integrated Client Journey. They work one-on-one with individuals and families to determine their goals and build an individualized pathway to achieving those goals, make connections to programs and services, and support clients as they move through their journey to stability.

focus on equity

so we can begin to make headway against racism and underrepresentation. All of our investments in services and agencies are evaluated on how they incorporate diversity, equity, inclusion, and belonging into policies, practices, and service delivery.



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