# Community Resource Engine

## TOGETHER WE RISE

A marketplace of **government and community partner resources**, powered by curated, recommended referrals for residents **to improve self-sufficiency outcomes and to aim for independence.**

Community Resource Engine is a Salesforce-based public portal that allows residents who are in need of social or economic support to access government assistance programs and find resources. Today, the lack of integration and coordination across Federal, State, County, and local levels with community-based organizations and providers leaves the system of social and economic support fragmented and difficult to navigate.

With Community Resource Engine, residents can have access to a modern and intuitive public-facing portal to discover and connect to resources provided by community partners and government. It allows community partners the ability to view, curate and search, and suggest resources to residents. Driven by data and outcomes analysis, the system proactively suggests packages of related and complementary resources to help residents discover what's available (e.g., housing, food, employment). The system also tracks social determinants of health and includes robust tools for community partners to manage referrals for their services, for government caseworkers to collaborate and coordinate care, and for residents to share feedback and report outcomes.

> **Nobody gives you a list [of resources]. You've got to figure it out on your own.**
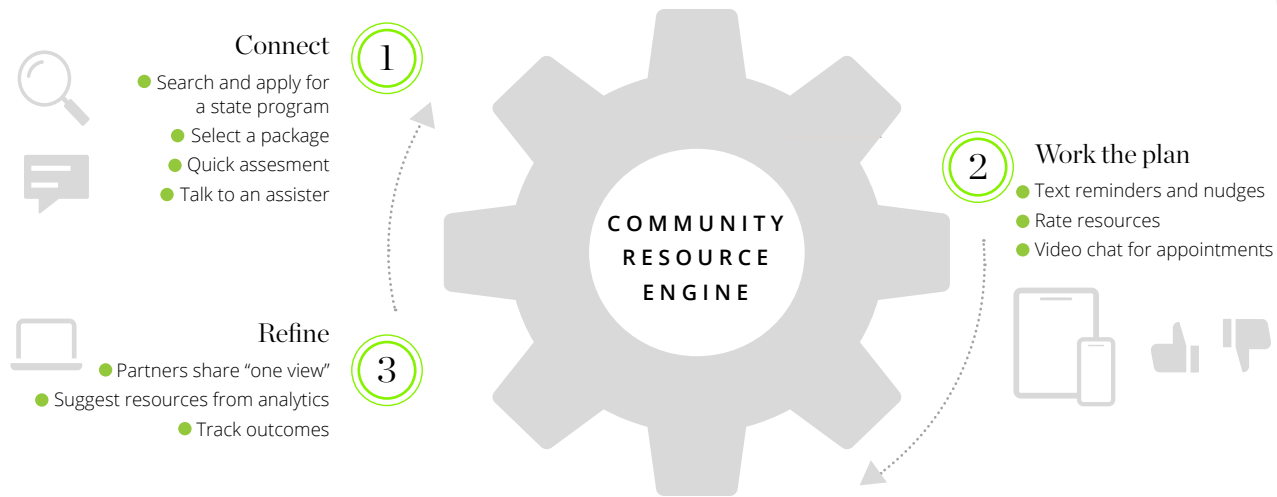>
> **WHITENEY**
> Benefit recipient in Kentucky

The solution helps to establish communication channels between community partners, work assistance programs, food pantries, and other assistance programs so that there is a collaborative effort to help residents with their social needs. With frequent dialogue and support for social workers from community partners, residents will be provided individualized care and continuous support as they navigate through various programs and resources. As a result, the resident can feel supported, hopeful, and encouraged, as they can see a clear path to self-sufficiency.

## USER JOURNEY

### Connect  ①
- Search and apply for a state program
- Select a package
- Quick assesment
- Talk to an assister

### COMMUNITY RESOURCE ENGINE

### Work the plan  ②
- Text reminders and nudges
- Rate resources
- Video chat for appointments

### Refine  ③
- Partners share "one view"
- Suggest resources from analytics
- Track outcomes

## PRODUCT CAPABILITIES

**Searchable resources**
Online guided search of government and community resources are available

**Service cart**
Provides the ability for partners to recommend services to individuals and for individuals to track their resources

**Omni-channel communication**
Text, chat, and email notifications and communications summarize current plan and next steps

**Referrals**
Referrals are made by partners, navigators, and caseworkers for individuals to connect to recommended resources and supports

**Outcomes measurement**
Dashboards are built on a back-end data model report and measure outcomes to optimize and tailor recommendations

**Resource packages (archetypes)**
Curated packages of resources help residents discover and explore resources that match their situation

**Reports and dashboards**
Built-in reports and dashboards provide powerful insights on referrals and outcomes

**Personalized support**
Intelligent recommendations supported by a framework recommends resources and plans based on several system inputs, which improves over time based on insights

**Assessments of social needs**
Assessments provide the ability for partners to measure the needs of residents, refer residents to resources that can help meet these needs, and track success over time (e.g., housing, food, and transportation stability). The assessments are founded within the social determinants of health and leverage the recommended CMS self-sufficiency assessment.

## START THE CONVERSATION

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