OPPORTUNITY FOR ALL
EDREDESIGN
THE EDUCATION REDESIGN LAB

HARVARD
GRADUATE SCHOOL OF EDUCATION

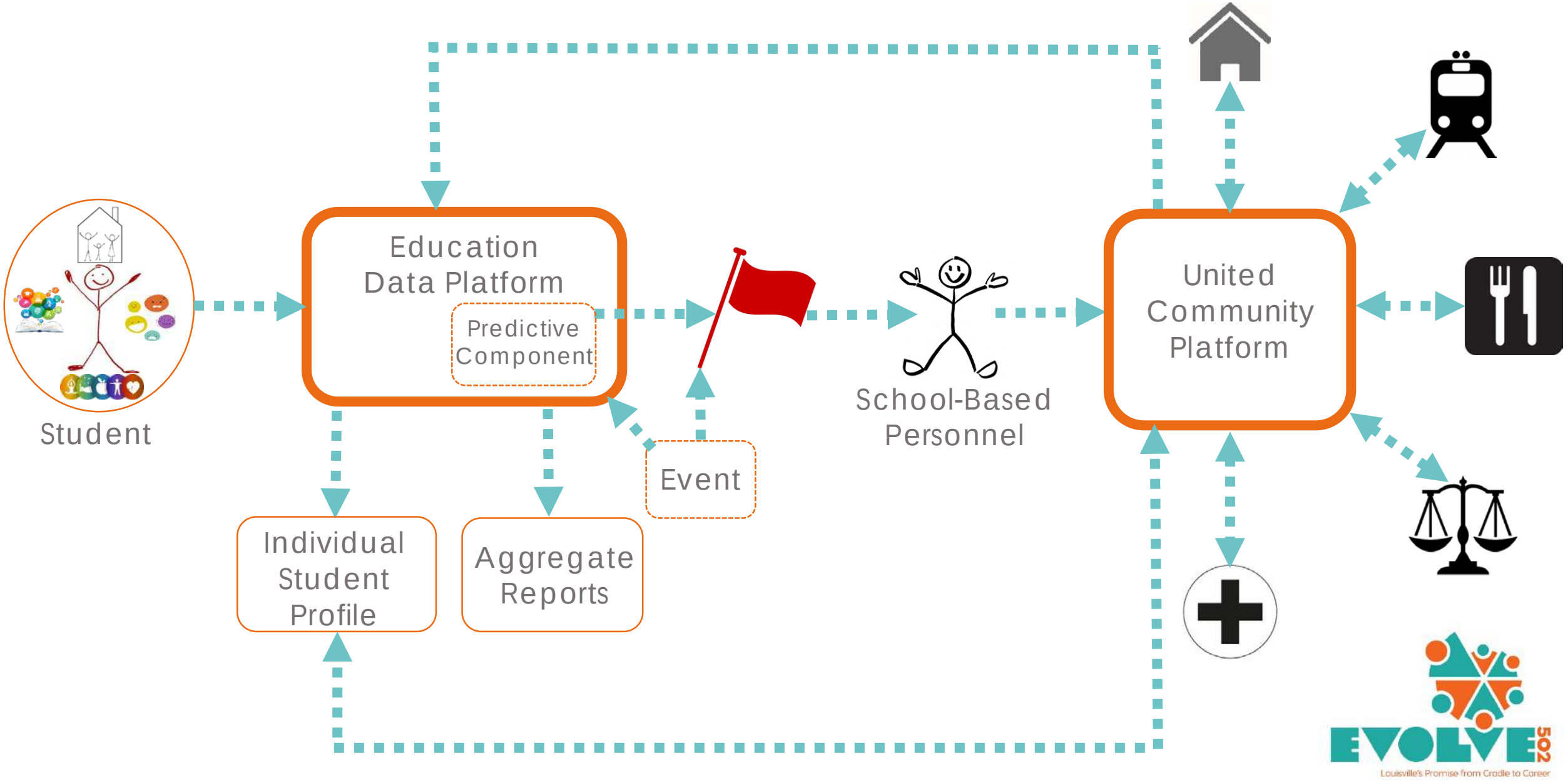
By All Means

Promises and Challenges of an Integrated Data Platform

#ByAllMeansHGSE

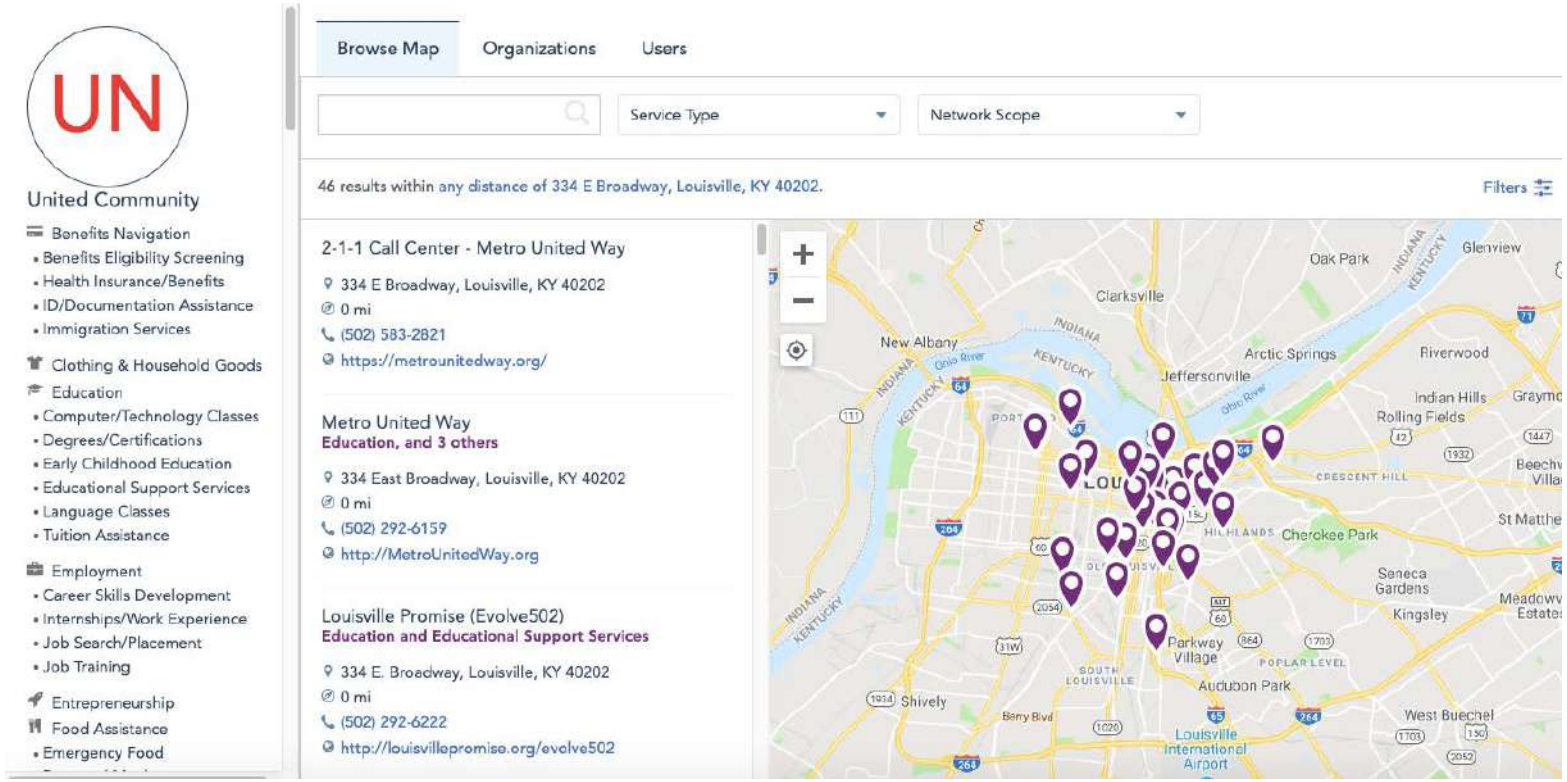
Louisville's Data Platforms

IDEAL STATE: CONNECTING AN EDUCATION DATA PLATFORM & UNITED COMMUNITY



Unite Us - Care Coordination Platform

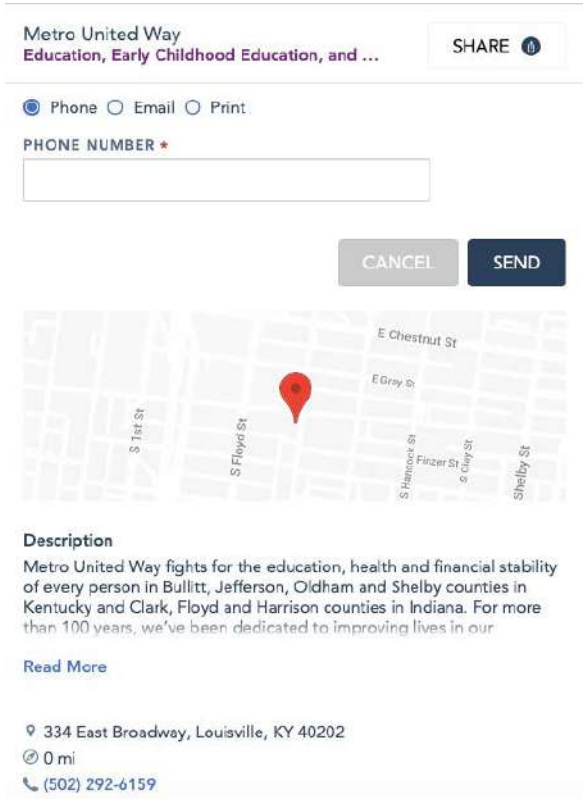
Real Time Referrals

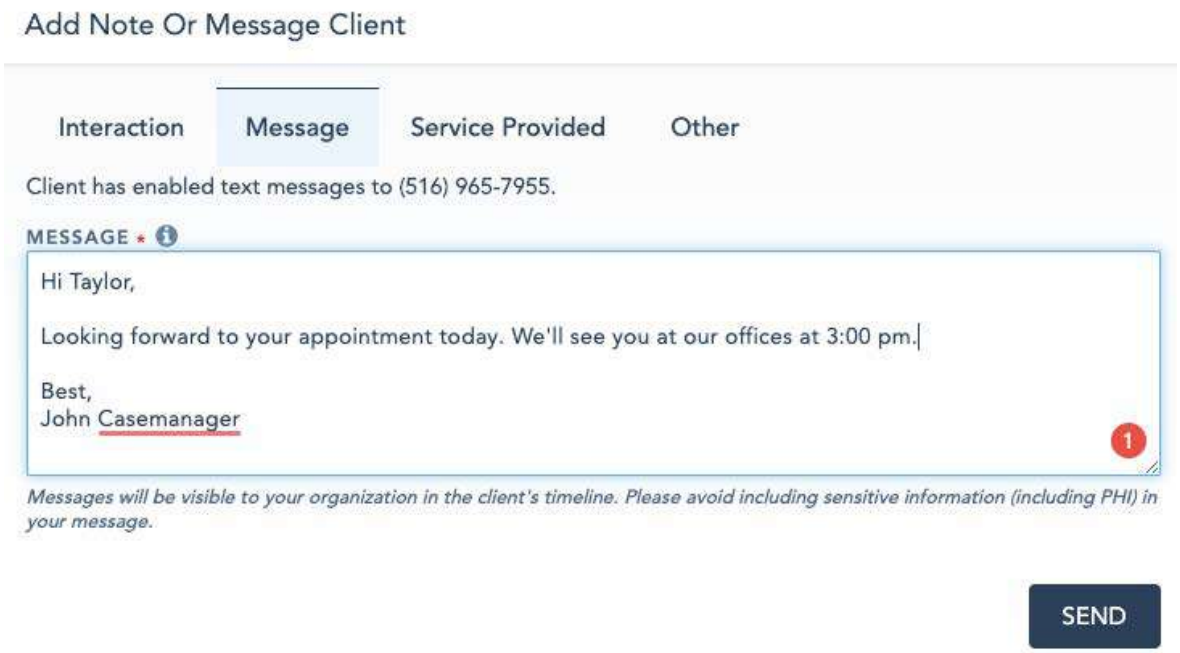


- Browse community resources to find best fit matches for your clients
- View organization-specific program information and eligibility criteria
- Curate your own directory of in network and out of network partners

Unite Us - Care Coordination Platform

Client Communication Tools

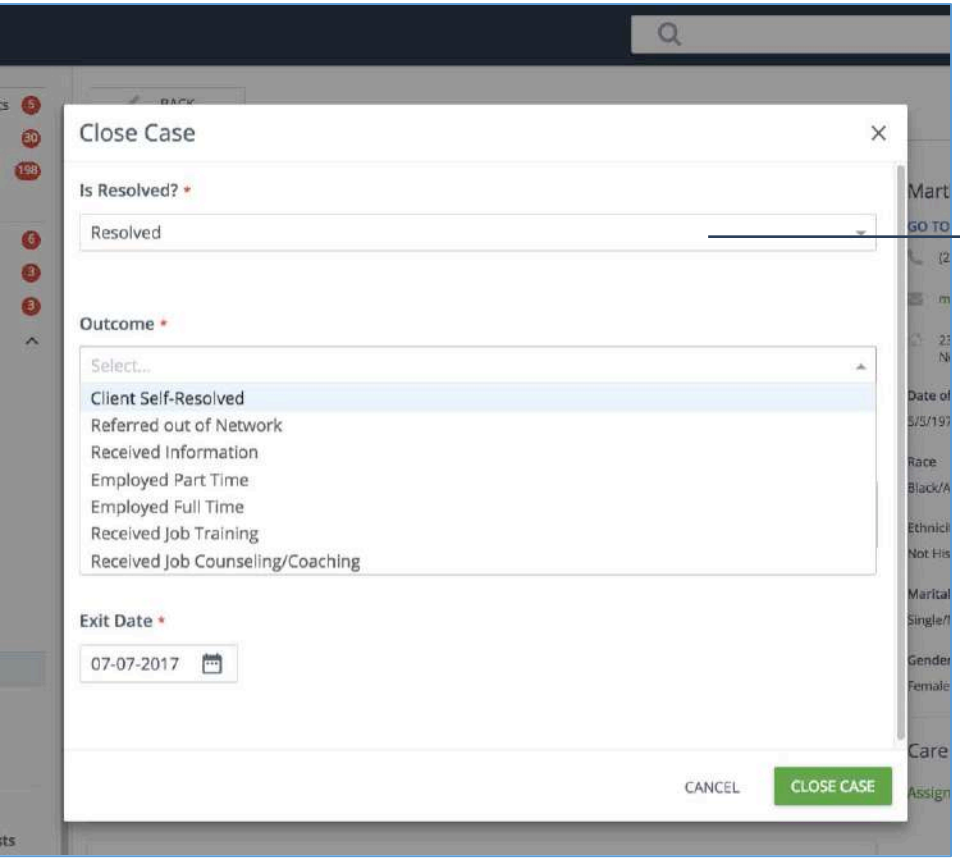


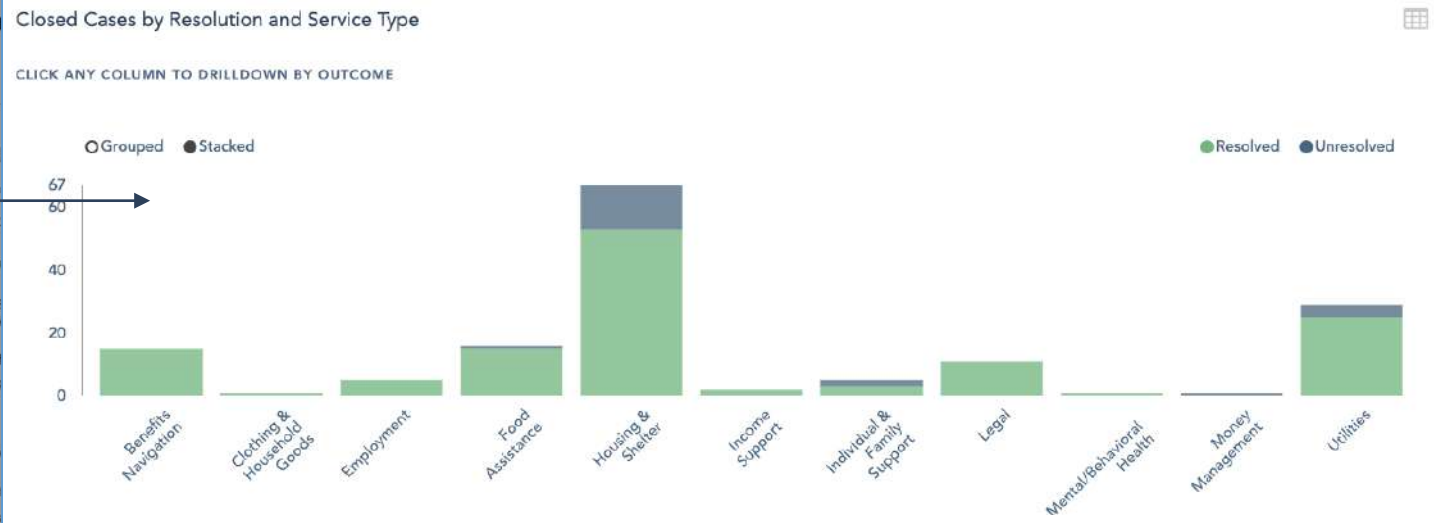


- Send clients resource information via text, email or print
- Send clients messages via text & email

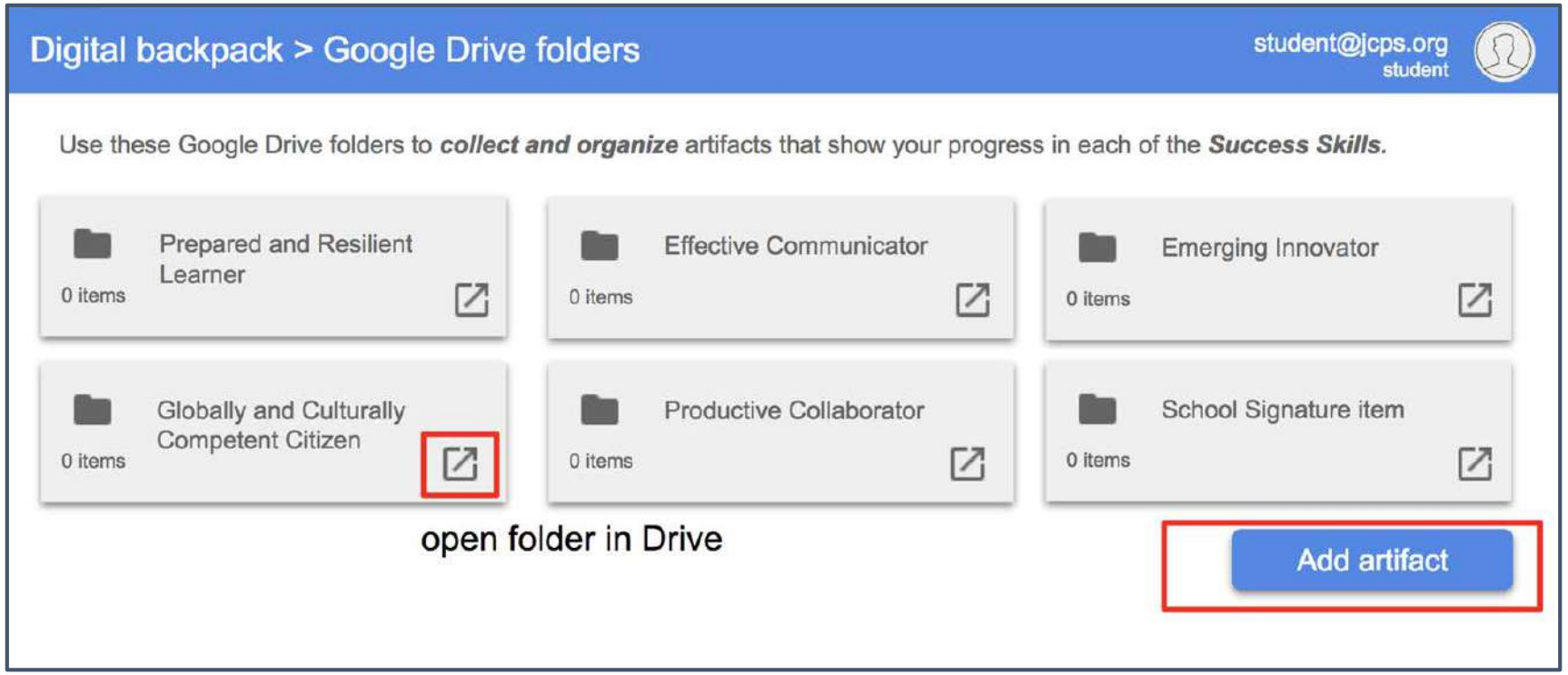
Unite Us - Care Coordination Platform

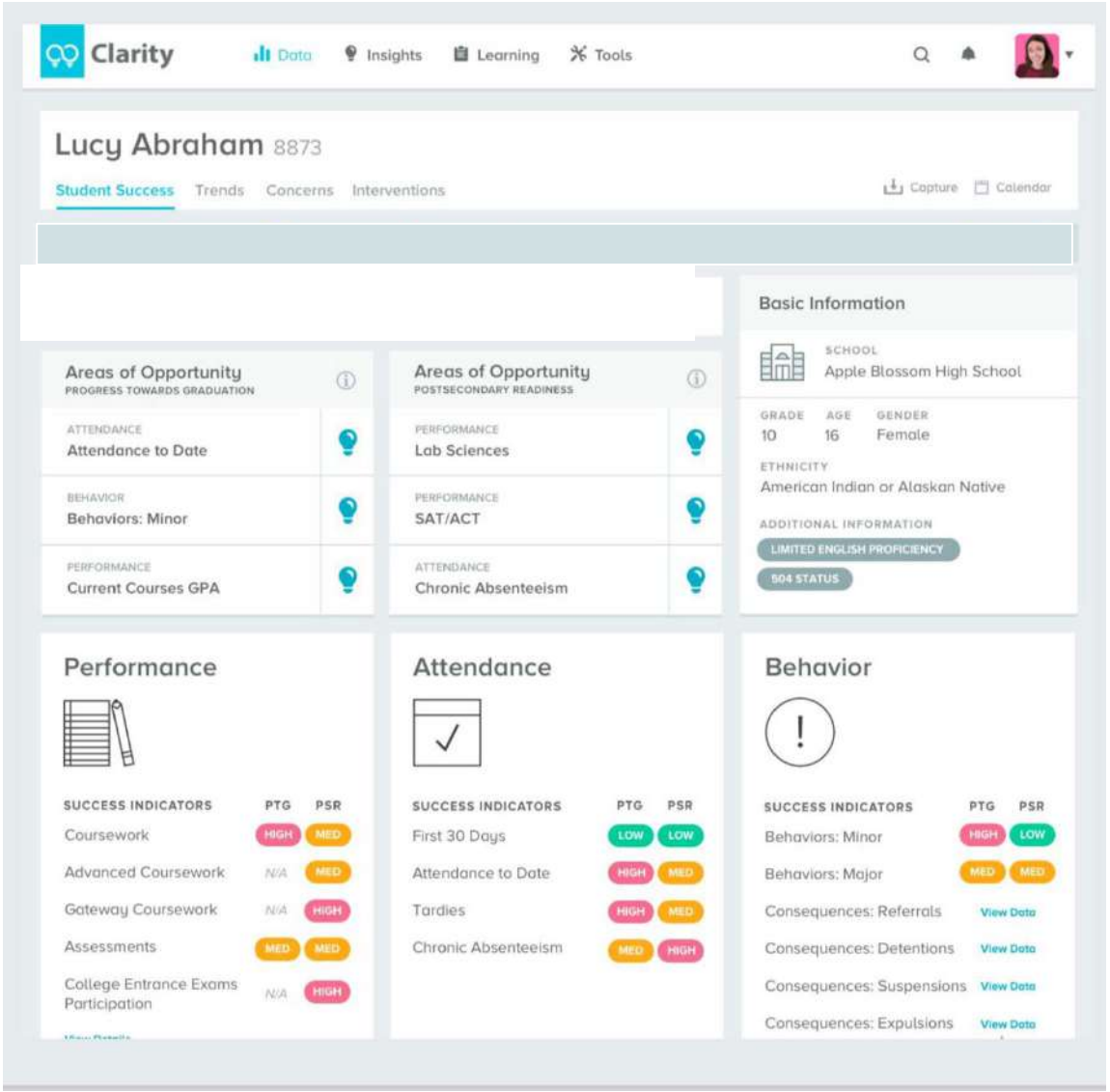
Reporting





- Capture service delivery data & structured outcomes to close the loop 100% of the time


Digital backpack > Google Drive folders
student@jcps.org
student
Use these Google Drive folders to collect and organize artifacts that show your progress in each of the Success Skills.
Prepared and Resilient Learner
0 items
Effective Communicator
0 items
Emerging Innovator
0 items
Globally and Culturally Competent Citizen
0 items
Productive Collaborator
0 items
School Signature item
0 items
open folder in Drive
Add artifact



Student Data Dashboard

Powered by BrightBytes

JCPS™

Clarity

Data | Insights | Learning | Tools

Student Success

Jefferson County

Dashboard | Trends | Risk Prediction

Capture

Risk Levels | High Risk | Medium Risk | Low Risk | Risk Unavailable | Show More

Performance

PROGRESS TOWARD GRADUATION

POSTSECONDARY READINESS

View Performance >

Attendance

PROGRESS TOWARD GRADUATION

POSTSECONDARY READINESS

View Attendance >

Behavior

PROGRESS TOWARD GRADUATION

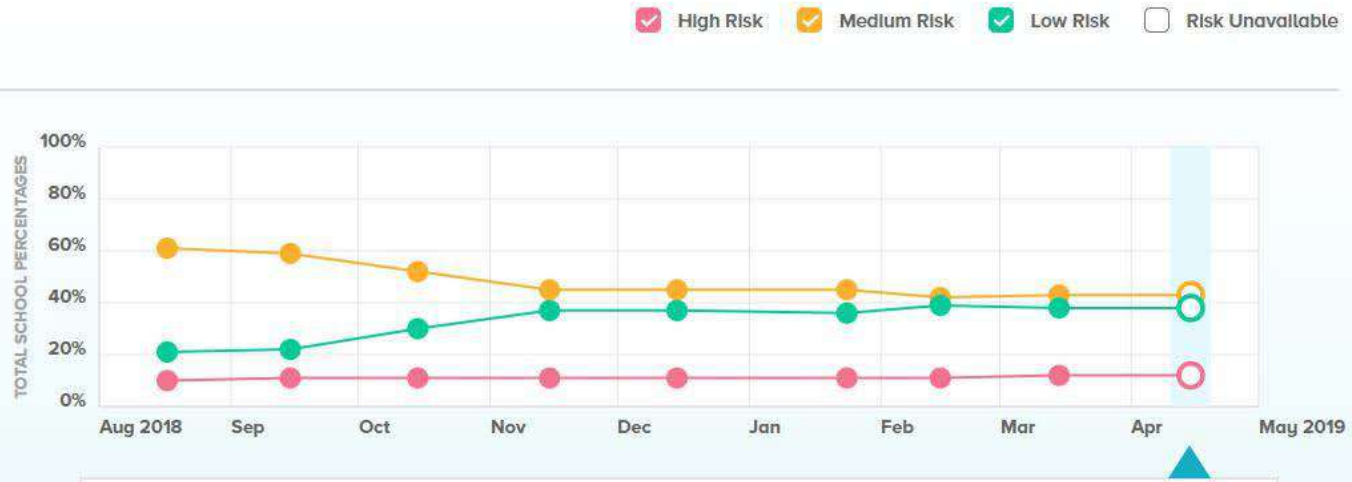
POSTSECONDARY READINESS

View Behavior >

Clarity Data Insights Learning Tools

Risk Level Trends

VIEWING: Overall - Progress Toward Graduation ▼ Save Share



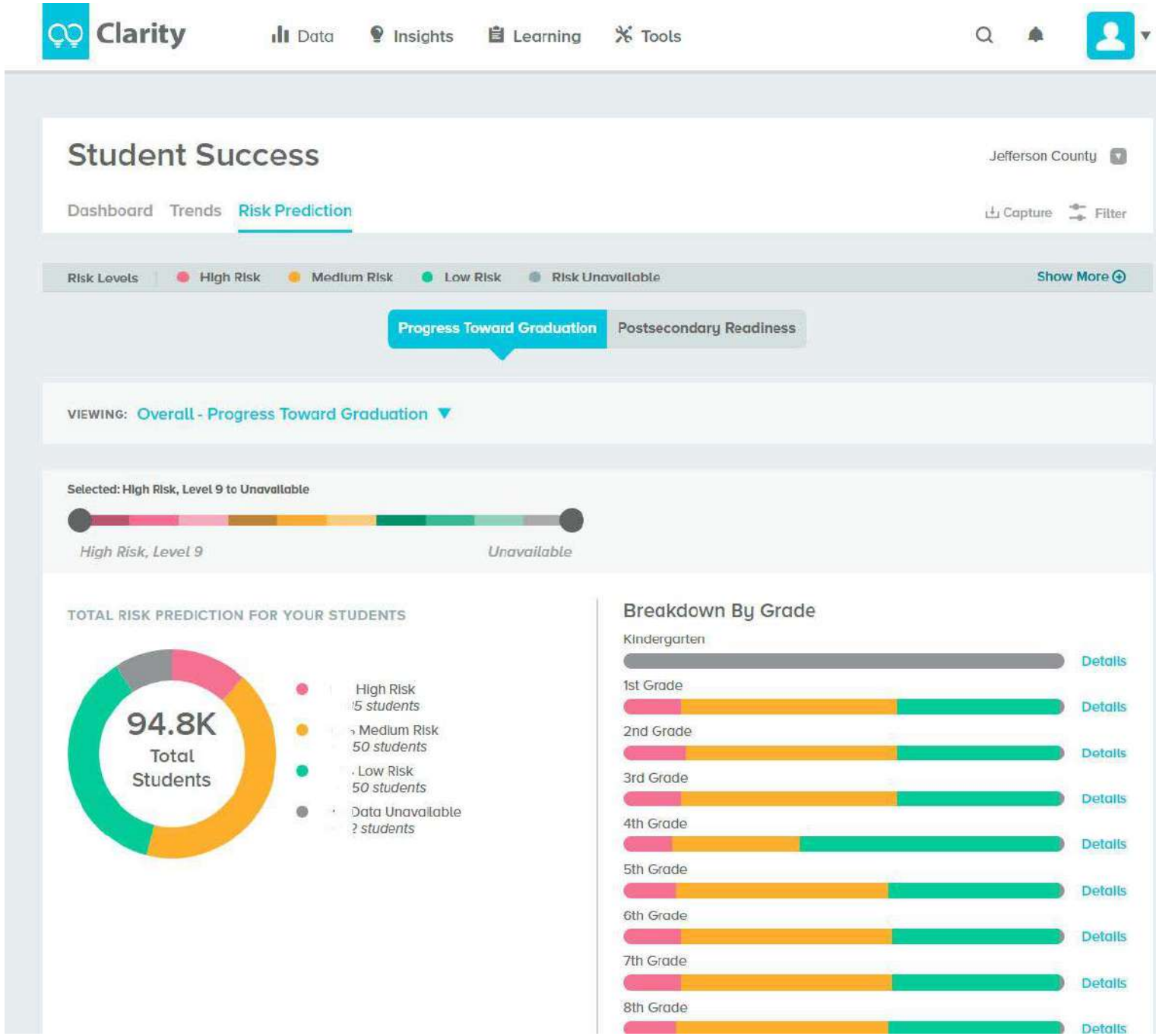
SELECTED DATE: Apr 15, 2019

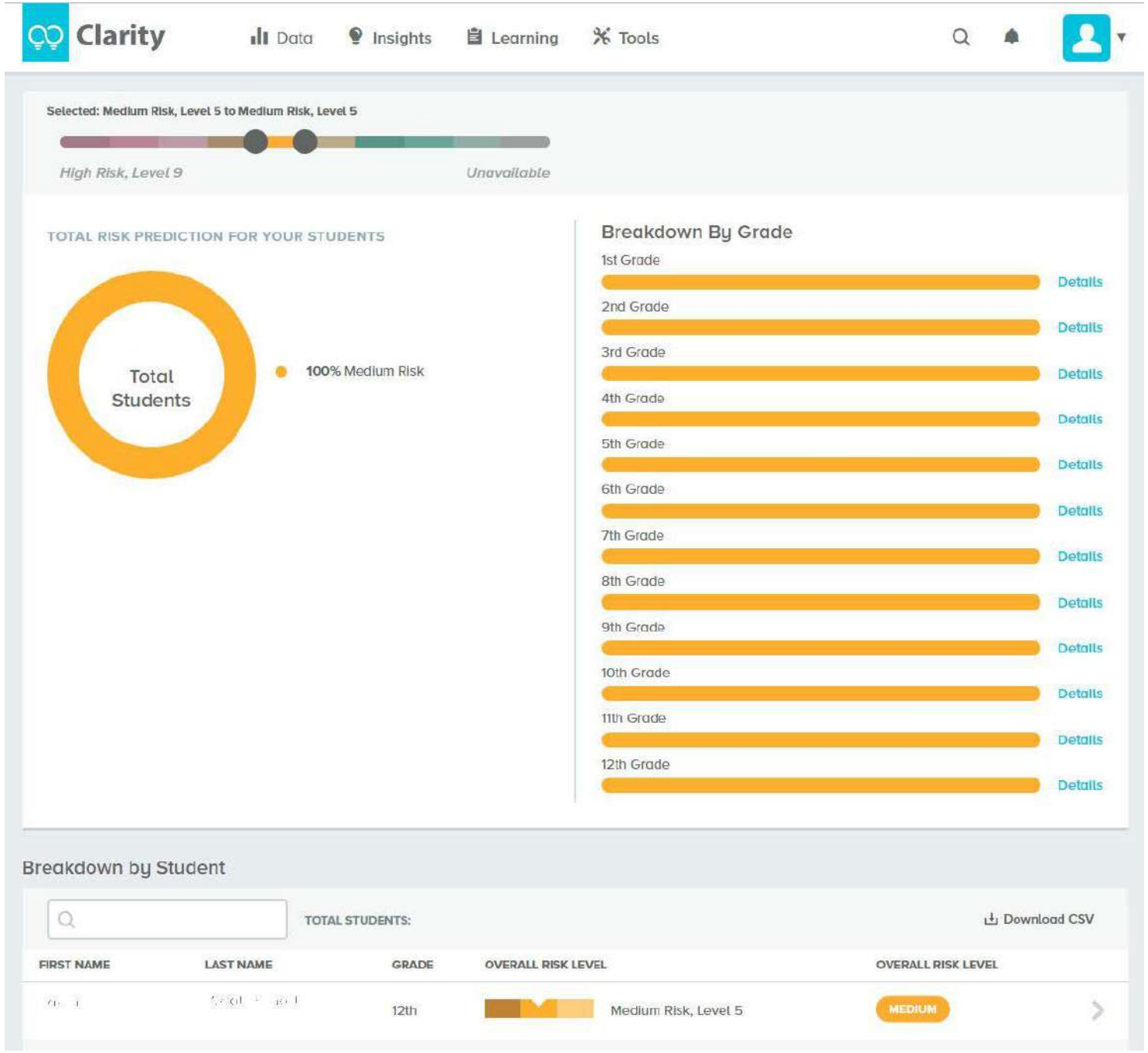
HIGH RISK	MEDIUM RISK	LOW RISK
→ Same since last update	→ Same since last update	→ Same since last update

Risk Level by Student

TOTAL STUDENTS: 94,591 Download CSV

FIRST NAME	LAST NAME	GRADE	CHANGE STATUS	PREVIOUS RISK LEVEL	CURRENT RISK LEVEL
		9th	→ No change	High Risk, Level 9	High Risk, Level 9
		11th	→ No change	High Risk, Level 9	High Risk, Level 9


Clarity
Data
Insights
Learning
Tools
Student Success
Jefferson County
Dashboard
Trends
Risk Prediction
Capture
Filter
Risk Levels
High Risk
Medium Risk
Low Risk
Risk Unavailable
Show More
Progress Toward Graduation
Postsecondary Readiness
VIEWING: Overall - Progress Toward Graduation
Selected: High Risk, Level 9 to Unavailable
High Risk, Level 9
Unavailable
TOTAL RISK PREDICTION FOR YOUR STUDENTS
94.8K
Total Students
High Risk
5 students
Medium Risk
50 students
Low Risk
50 students
Data Unavailable
? students
Breakdown By Grade
Kindergarten
1st Grade
2nd Grade
3rd Grade
4th Grade
5th Grade
6th Grade
7th Grade
8th Grade
Details


Clarity
Data
Insights
Learning
Tools
Selected: Medium Risk, Level 5 to Medium Risk, Level 5
High Risk, Level 9
Unavailable
TOTAL RISK PREDICTION FOR YOUR STUDENTS
Total Students
100% Medium Risk
Breakdown By Grade
1st Grade
Details
2nd Grade
Details
3rd Grade
Details
4th Grade
Details
5th Grade
Details
6th Grade
Details
7th Grade
Details
8th Grade
Details
9th Grade
Details
10th Grade
Details
11th Grade
Details
12th Grade
Details
Breakdown by Student
TOTAL STUDENTS:
Download CSV
FIRST NAME
LAST NAME
GRADE
OVERALL RISK LEVEL
OVERALL RISK LEVEL
12th
Medium Risk, Level 5
MEDIUM

Student Support Information System

Creating Conditions for Success for All Children

May 21, 2019

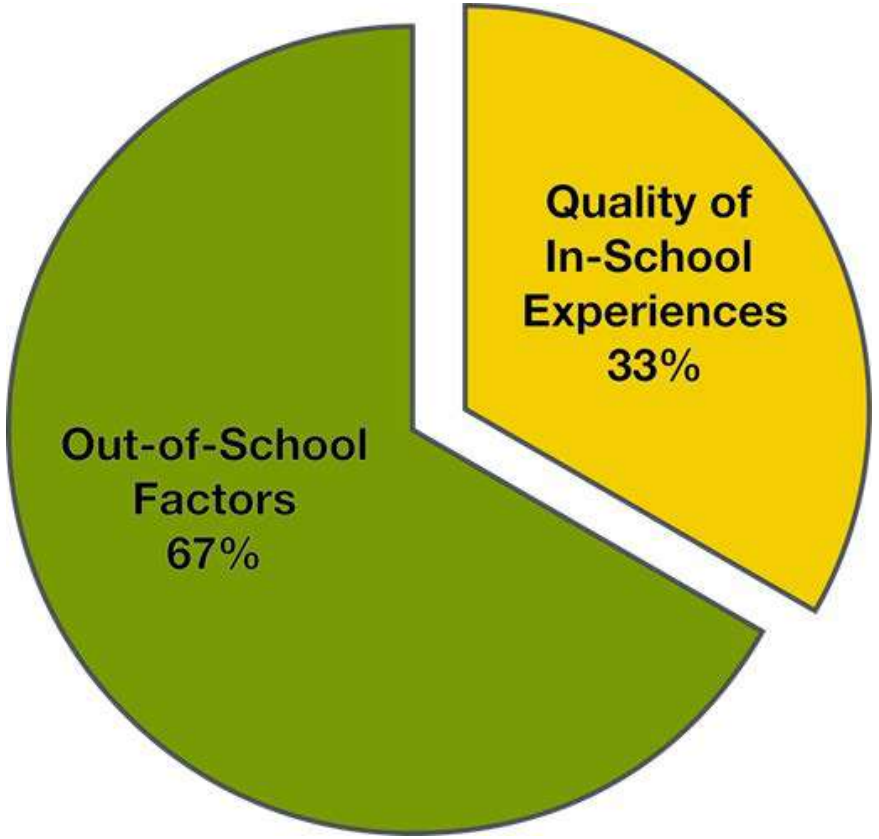
Table of Contents

A. Rationale for City Connects
B. City Connects Practice
C. Student Support Information System

City Connects Rationale & Practice

Rationale for integrated student support

Out-of-school factors impact academic achievement



Developmental science tells us how to support students

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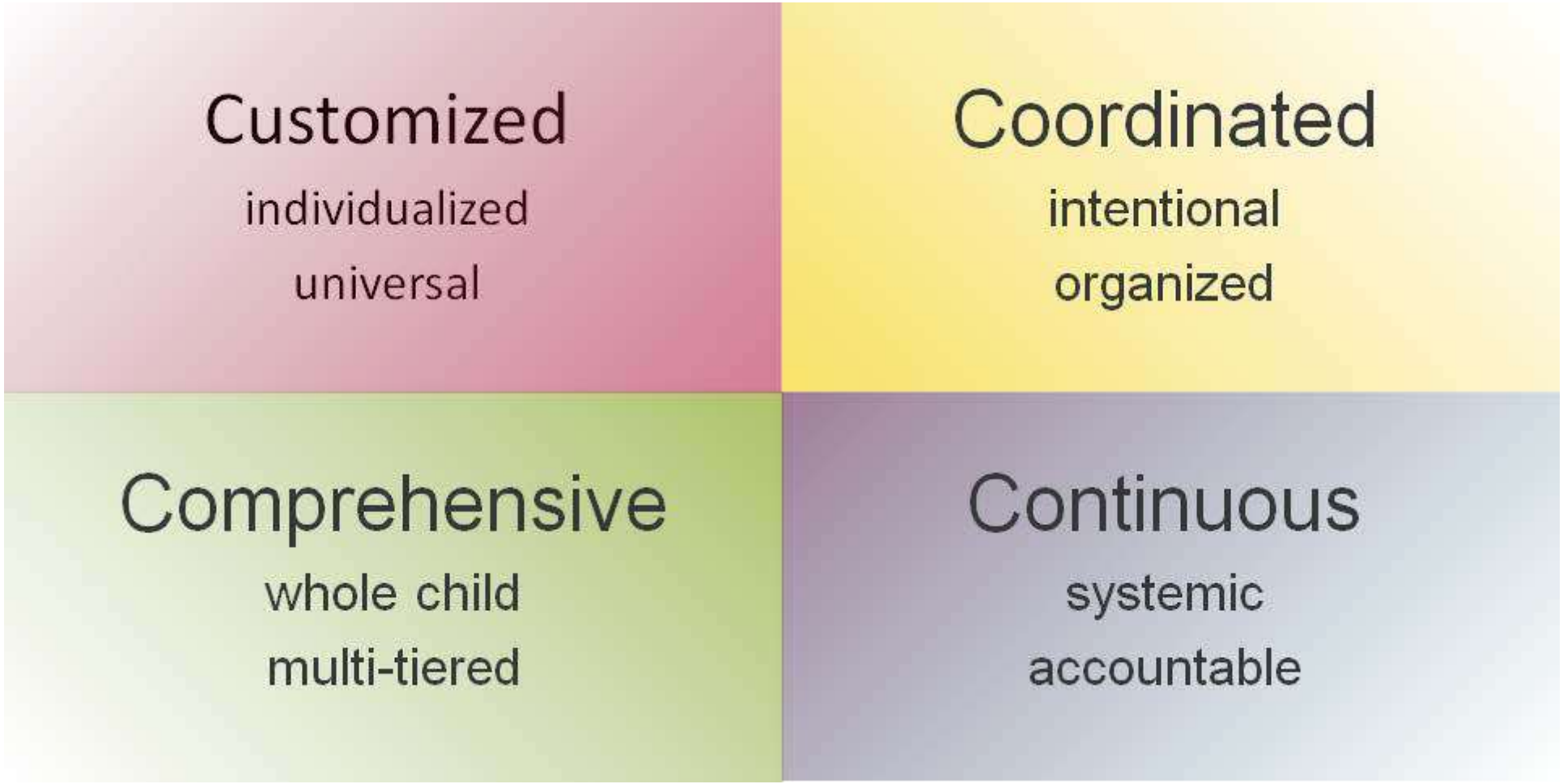
Principles of Effective Practice



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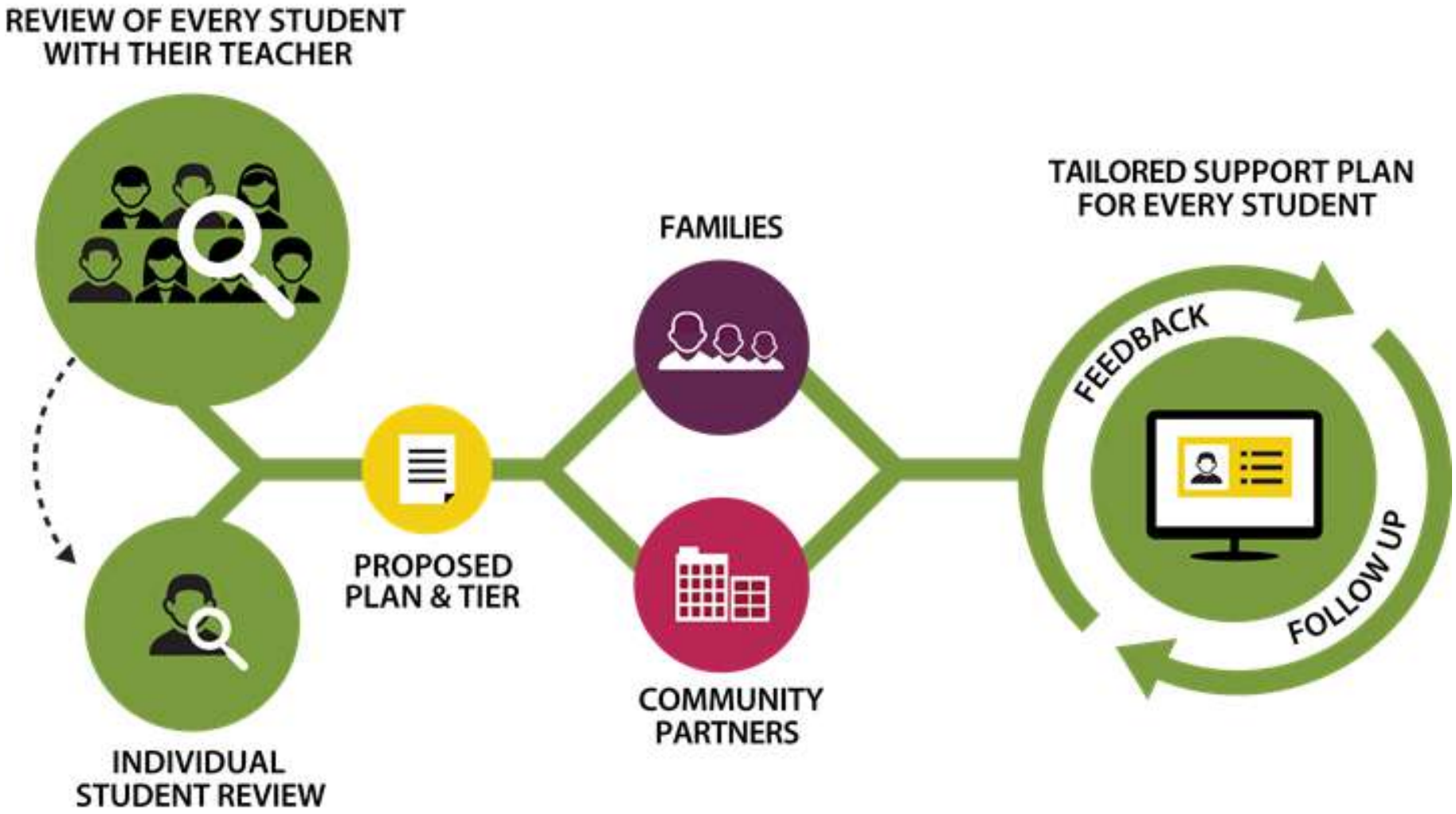
City Connects Practice



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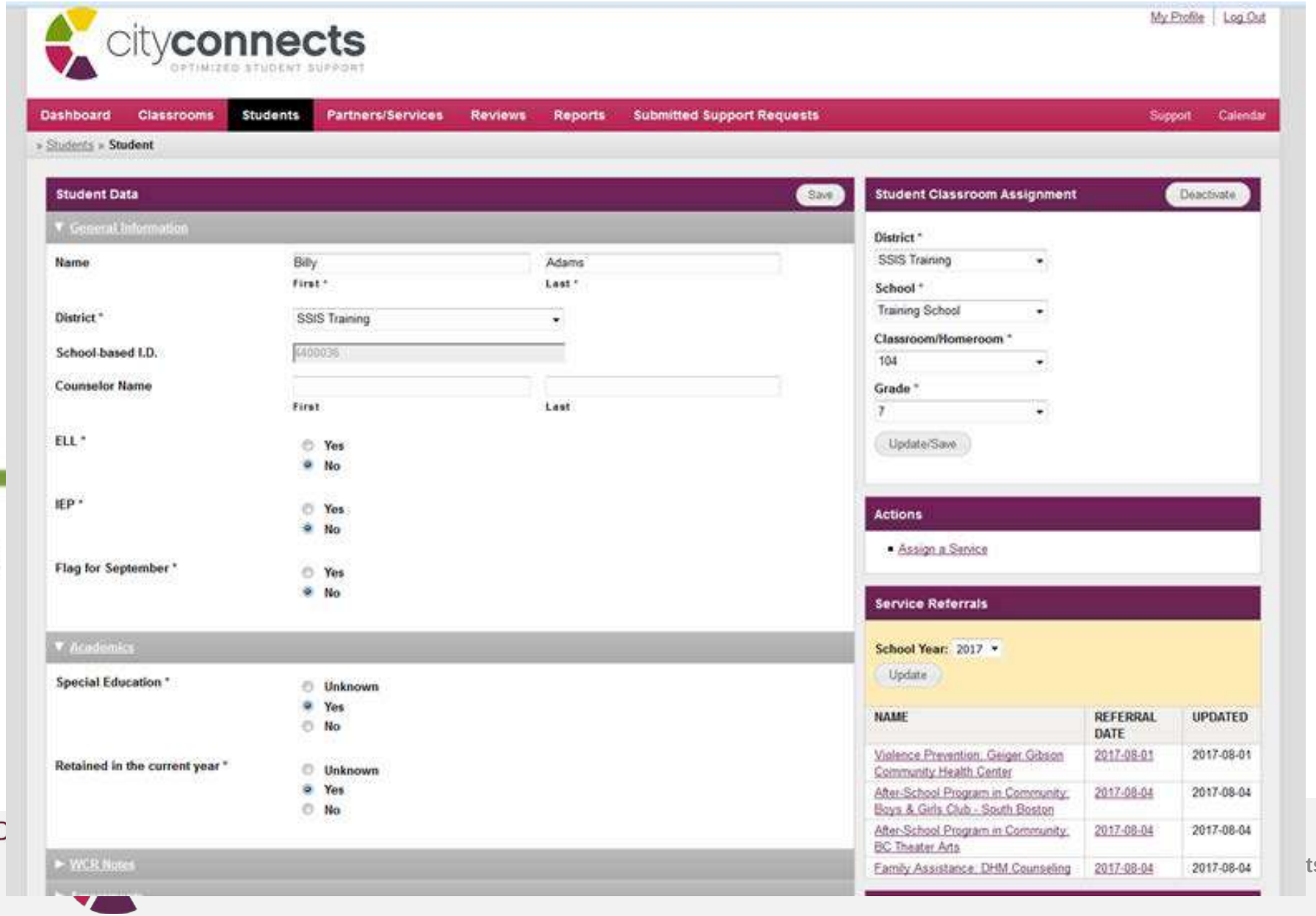
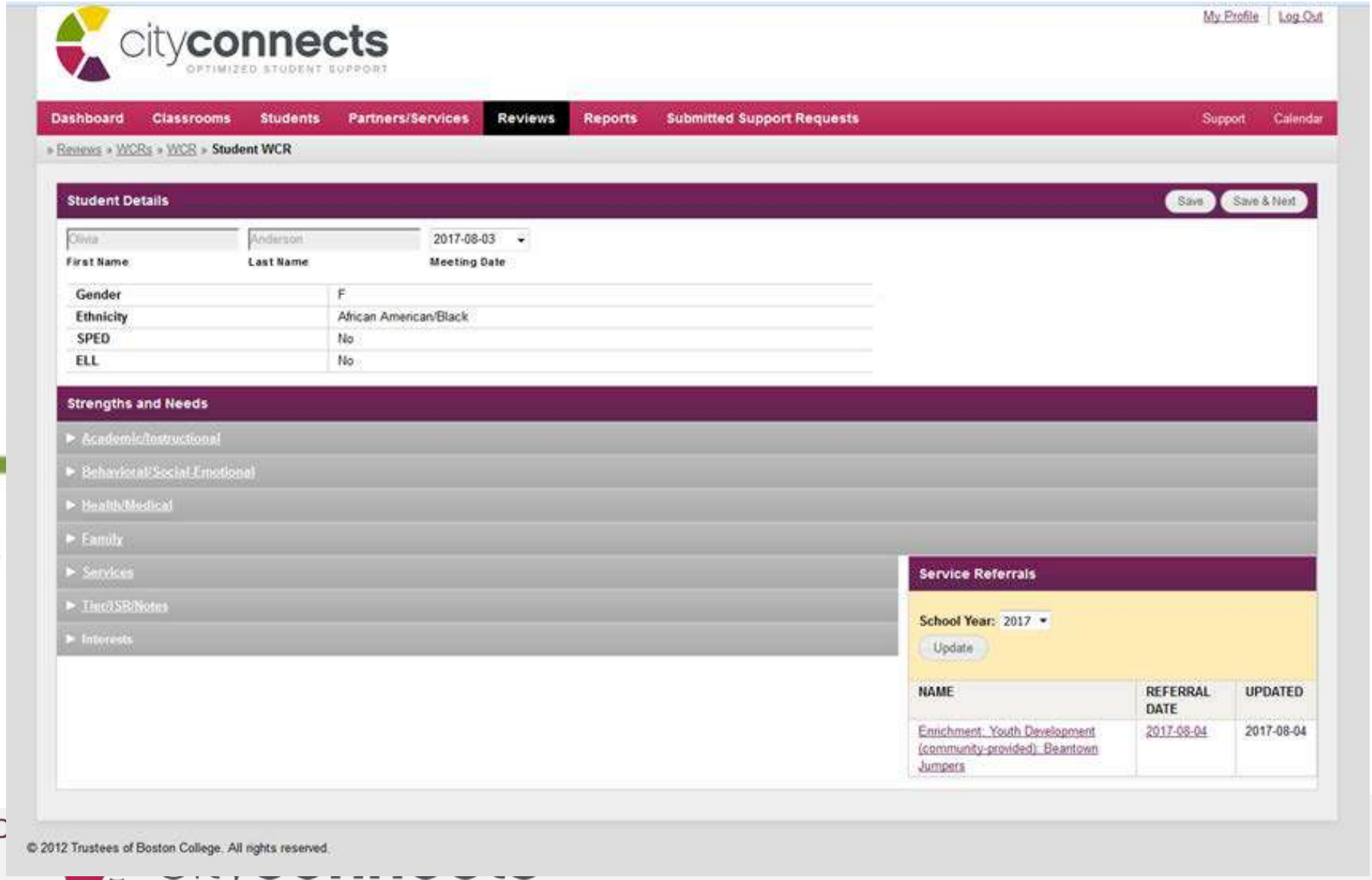
City Connects Student Support Information System

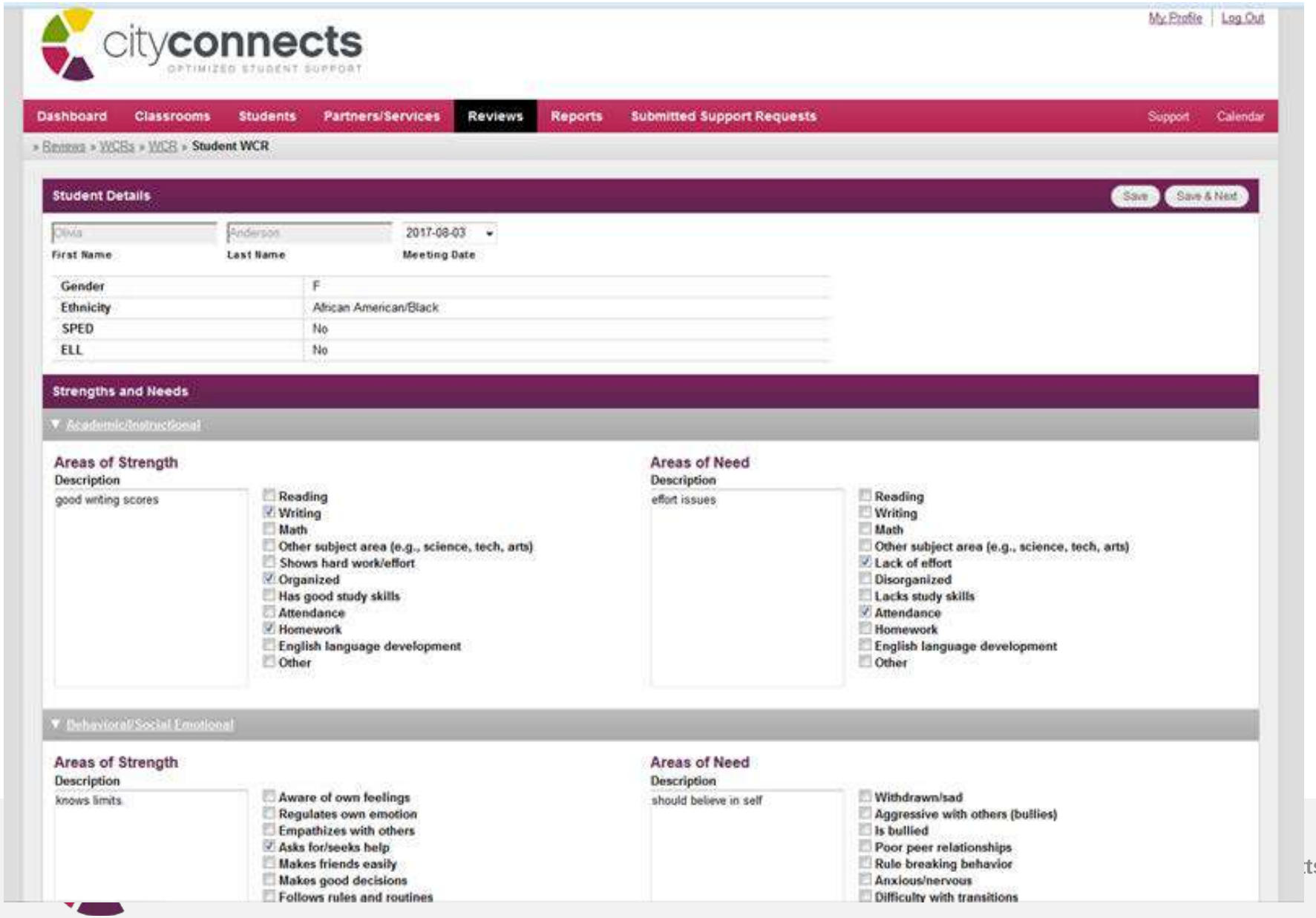
Student page



Reviewing students strengths and needs



Reviewing student strengths and needs



Individual Student Reviews

cityconnects
OPTIMIZED STUDENT SUPPORT

My Profile | Log Out

Dashboard | Classrooms | Students | Partners/Services | Reviews | Reports | Submitted Support Requests | Support | Calendar

» Reviews » ISRs » ISR

ISR/Student Details

Name	ISR:Allen, Savannah: 2015	Last Name	Allen
Teacher First Name		First Name	Savannah
Teacher Last Name		Gender	M
Status	complete	Ethnicity	Hispanic/Latino
Classroom	105	SPED	N/A
Grade	5	ELL	No

ISR Referral

Referral Date *: 2016-08-12

Primary Reason for Individual Review *: Academic

Brief Description: the student is having trouble with reading consonant blends on fall school entry literacy assessment (hit 25% of sounds taught)

Proposed Root Causes (complete after meeting, check all that apply) †
- [x] Academic/Instructional
- [ ] Behavioral/Social-Emotional
- [ ] Health/Medical
- [ ] Family
- [ ] Other/Not enough information at this time

IEP: NA / (•) Yes / No

Person making the referral (if different from teacher): The teacher

Parent(s) contacted prior to referral?: NA / (•) Yes / No

Date of Contact: 2016-08-10

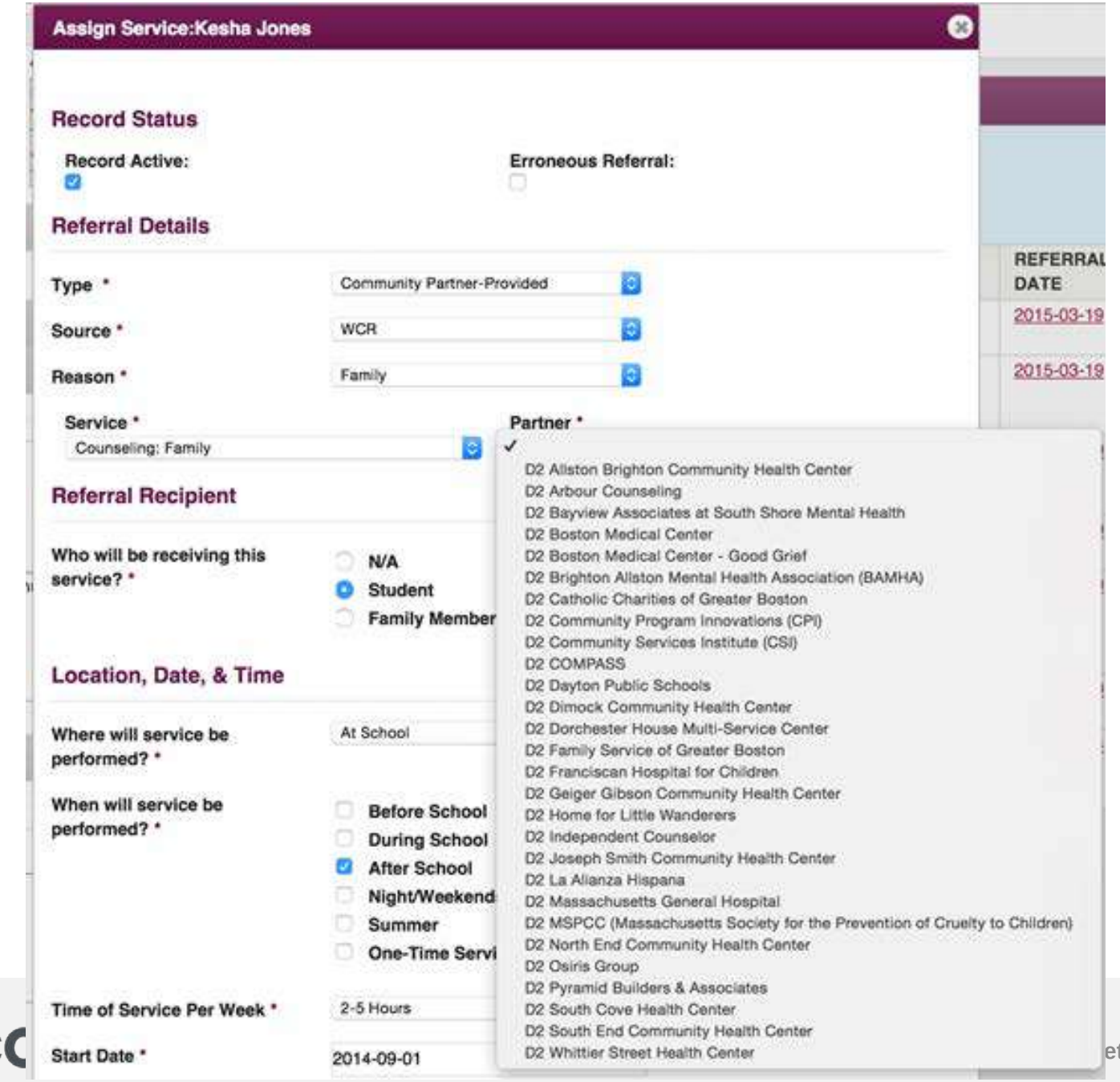
Parent(s) concerned?: NA / Yes / No

ISR Meeting

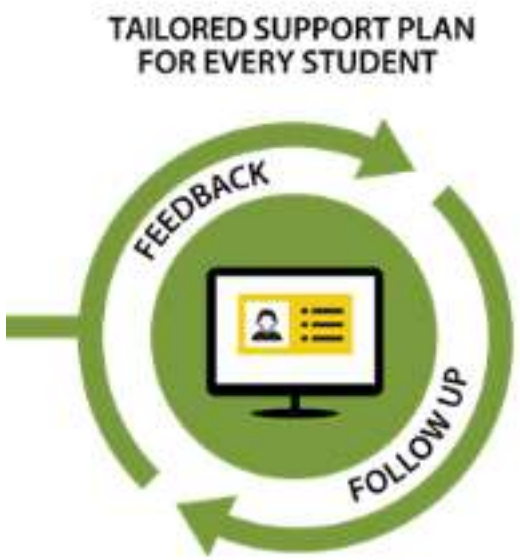
Date †: 2016-08-18

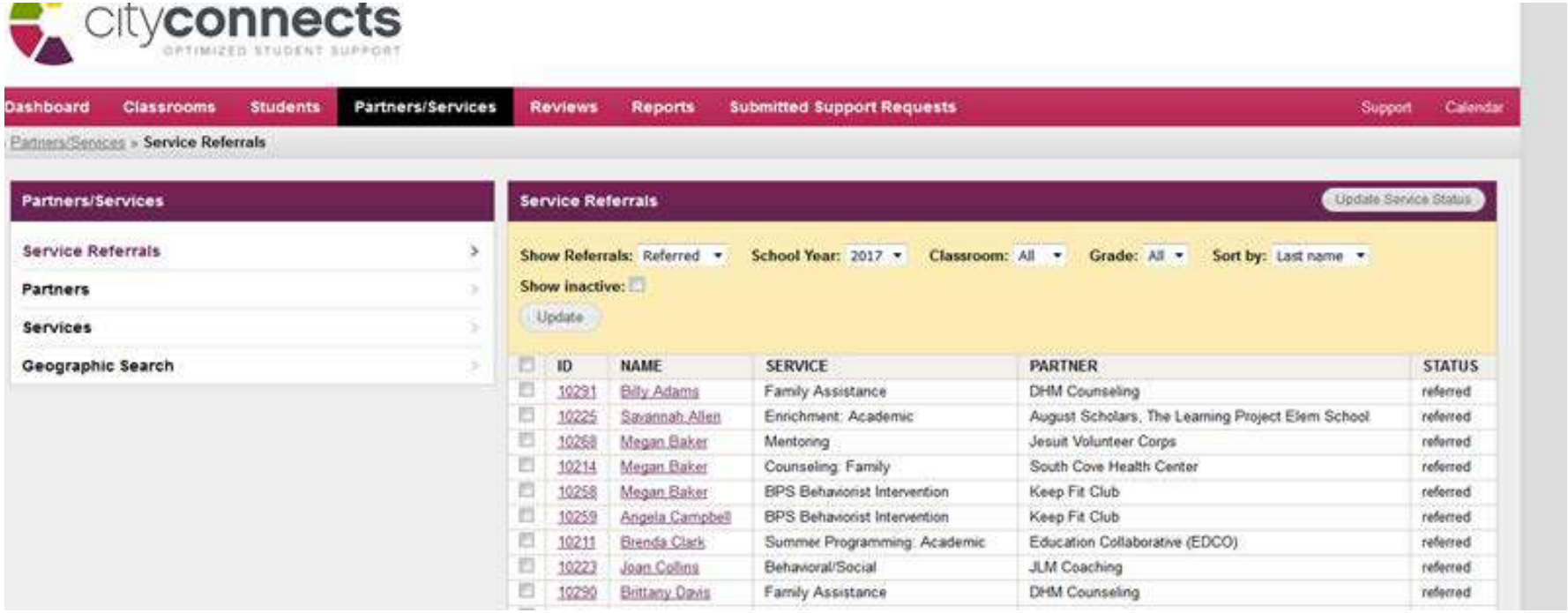
Meeting Participants: The SST team

Service Referral



Monitoring and following up on student plans





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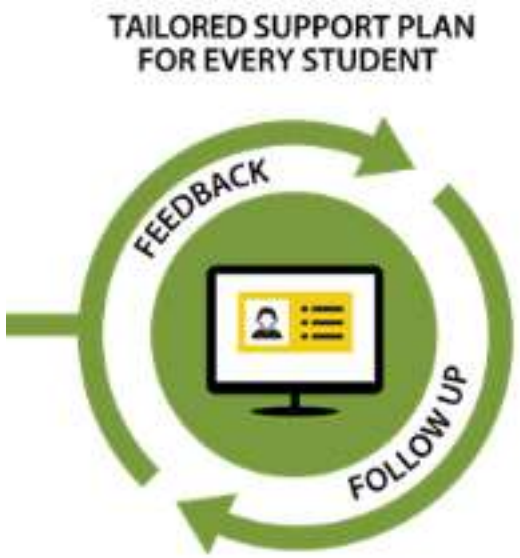
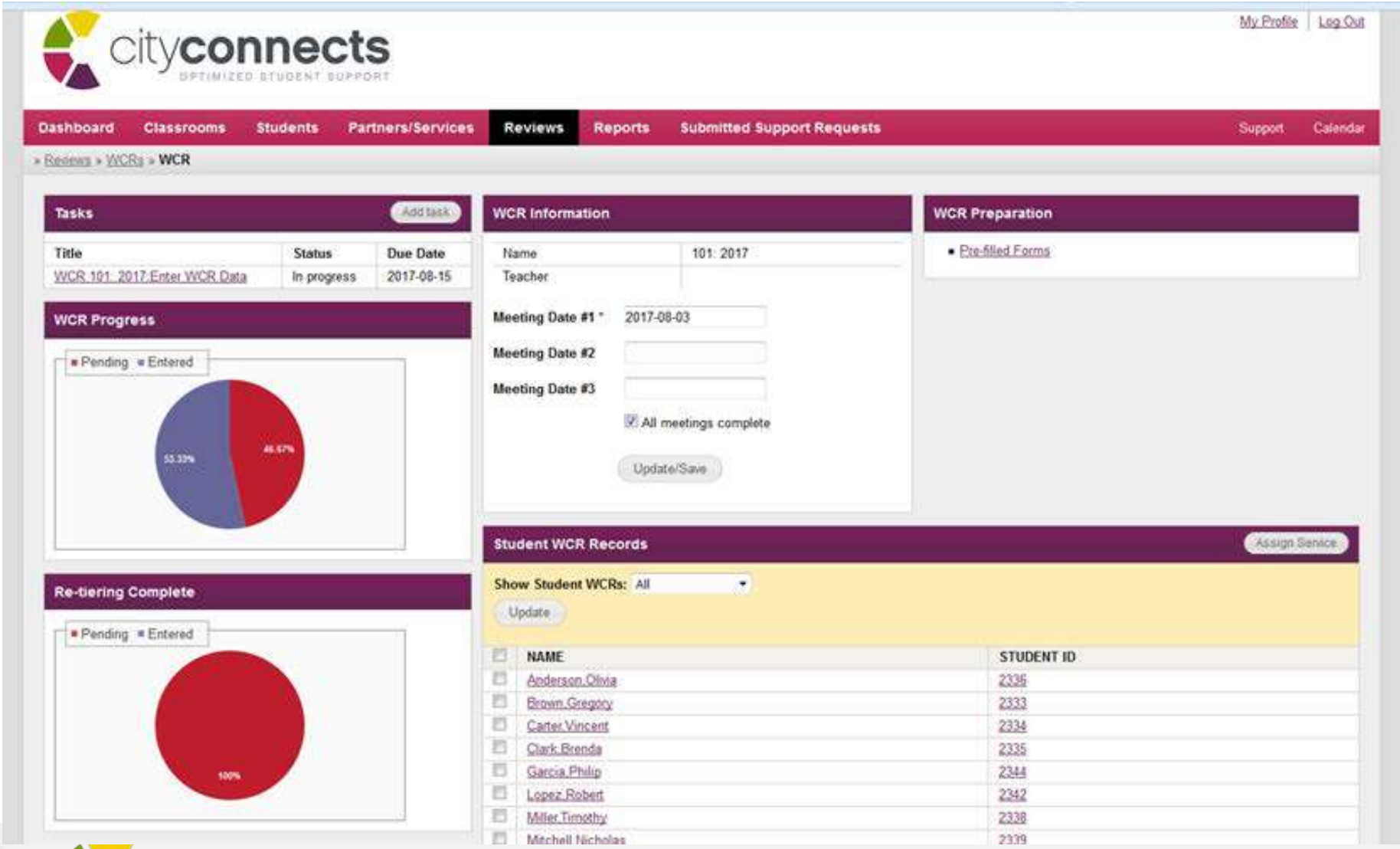
Monitoring & following up on student plans





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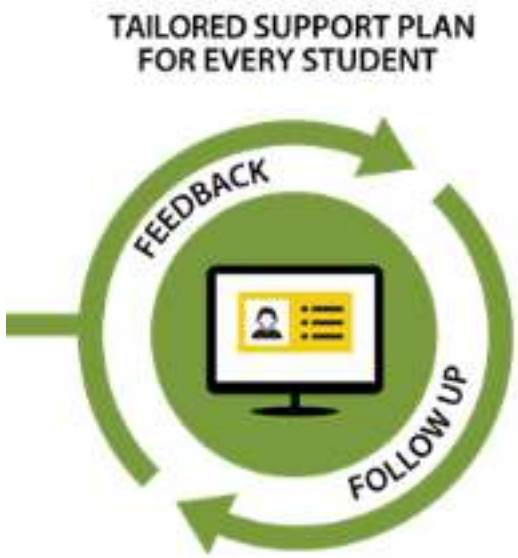
Monitoring & following up



cityconnects
OPTIMIZED STUDENT SUPPORT

My Profile | Log Out

Dashboard | Classrooms | Students | Partners/Services | Reviews | Reports | Submitted Support Requests | Support | Calendar

» Reports » Report

Data/Visualization

School Year: 2017

Filters

Tier: All | Retier: All | Grade: All | Classroom: All | Include inactive students

Update

Table Export

Students by Tier and Retier, SSIS Training, Training School, School Year 2017

TIER	RETIER	STUDENT NAME	GRADE	CLASSROOM	ETHNICITY	GENDER	SPED STATUS	ELL STATUS
None	None	Brown, Gregory	1	101	African American/Black	M	No	No
None	None	Carter, Vincent	2	101	White	M	No	No
None	None	Edwards, David	7	102	Multi-race, Non-Hispanic	M	Unknown	Yes
None	None	Evans, Joyce	1	102	Multi-race, Non-Hispanic	M	Unknown	No
None	None	Gonzalez, Emily	1	104	White	M	Yes	No
None	None	Hill, Andrea	K	104	Hispanic/Latino	F	Yes	No
None	None	King, Amber	5	103	Hispanic/Latino	F	Yes	No
None	None	Lee, Jennifer	2	104	Hispanic/Latino	F	Yes	No
None	None	Lewis, Kenneth	8	102	African American/Black	M	Unknown	Yes
None	None	Martin, Mia	1	103	Asian	F	Yes	No
None	None	Miller, Timothy	6	101	African American/Black	F	No	No
None	None	Mitchell, Nicholas	7	101	White	M	No	No
None	None	Moore, Marilyn	K	101	African American/Black	F	No	No
None	None	Phillips, Christine	3	103	White	M	Unknown	No
None	None	Robinson, Helen	6	102	Asian	M	No	Yes
None	None	Rodriguez, Elizabeth	5	104	Asian	M	Yes	No
None	None	Taylor, Eli	6	102	African American/Black	F	No	Yes
None	None	Thompson, Tammy	2	103	Asian	M	Yes	No
None	None	Turner, Frank	2	102	White	F	Unknown	No
None	None	Walker, Victoria	2	102	Hispanic/Latino	F	No	Yes
None	None	White, James	8	101	Asian	F	No	No

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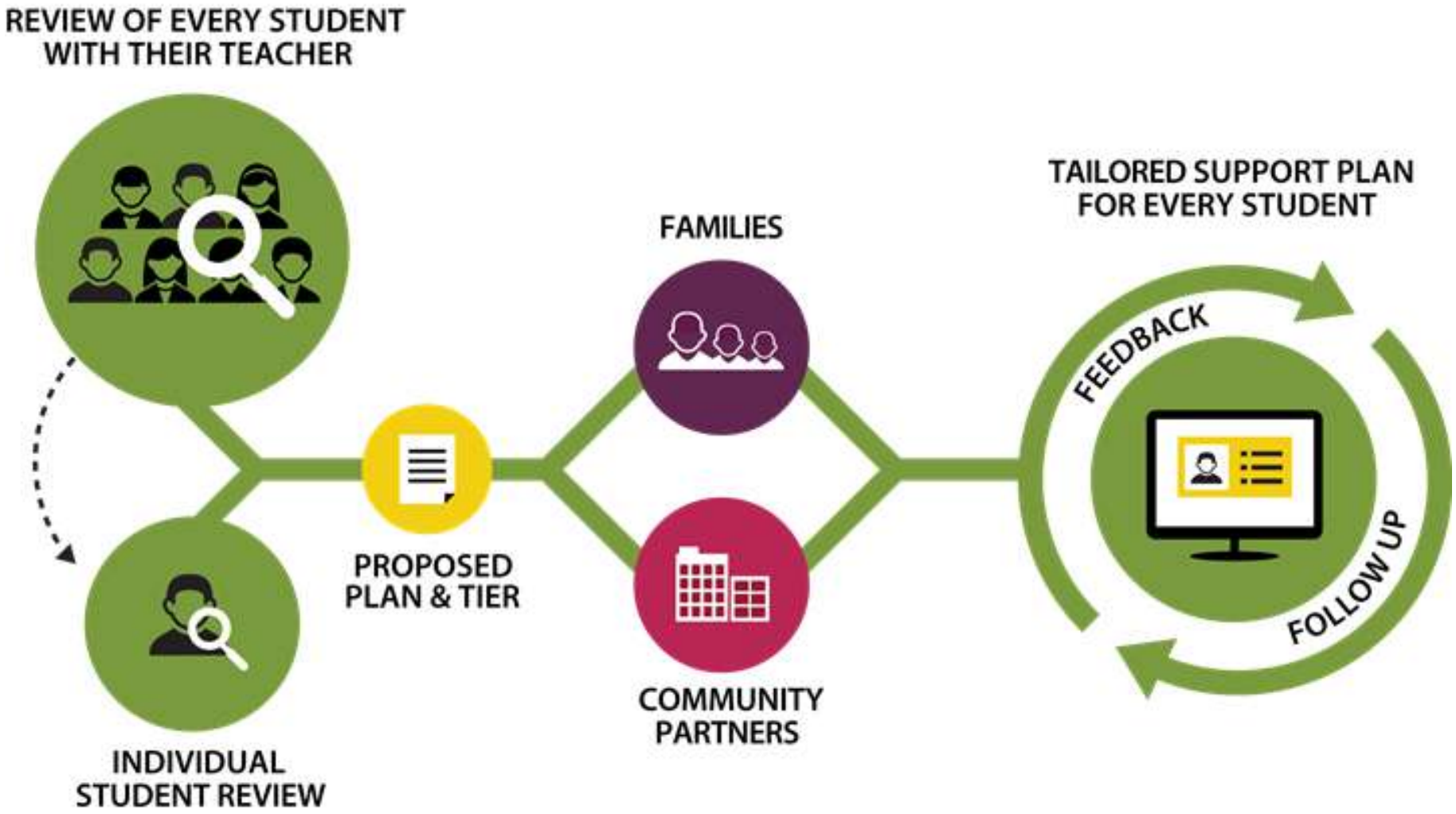
City Connects Practice in SSIS



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The power of data

Coordinators

Community

Teachers & Staff

Policy Makers

SSIS data aids in:

- Efficiently presenting information that supports a coordinator's practice
- Documenting delivery of components of student support
- Measuring fidelity of implementation of the practice
- Identifying trends in service need and community partner availability

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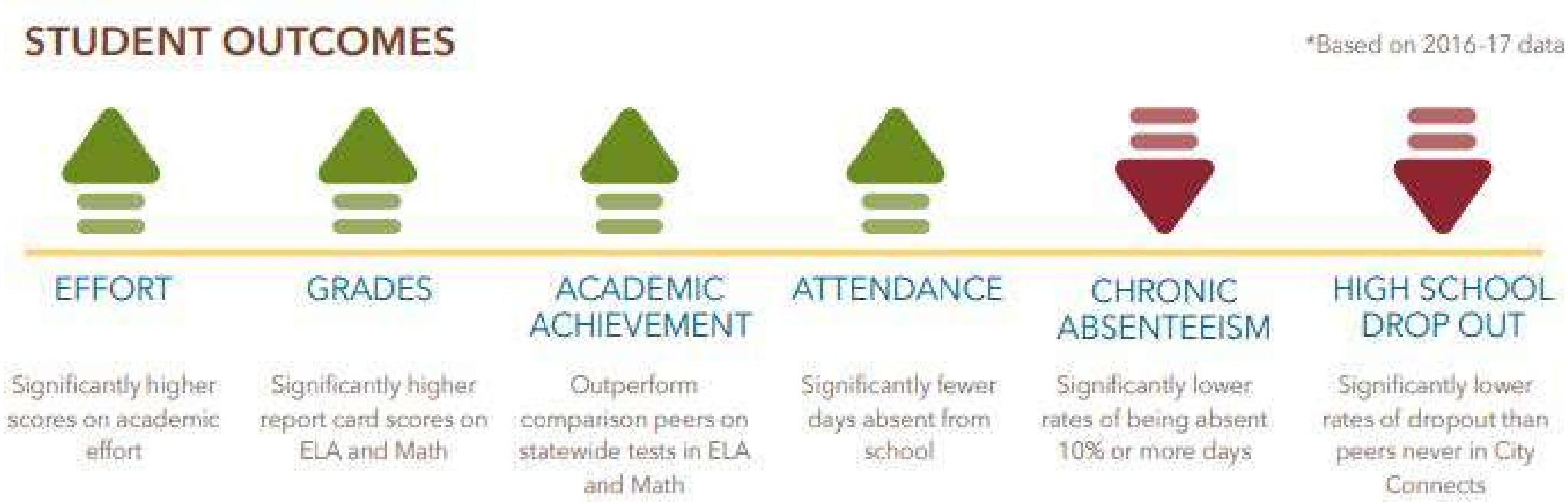
Outcomes for students, schools and communities



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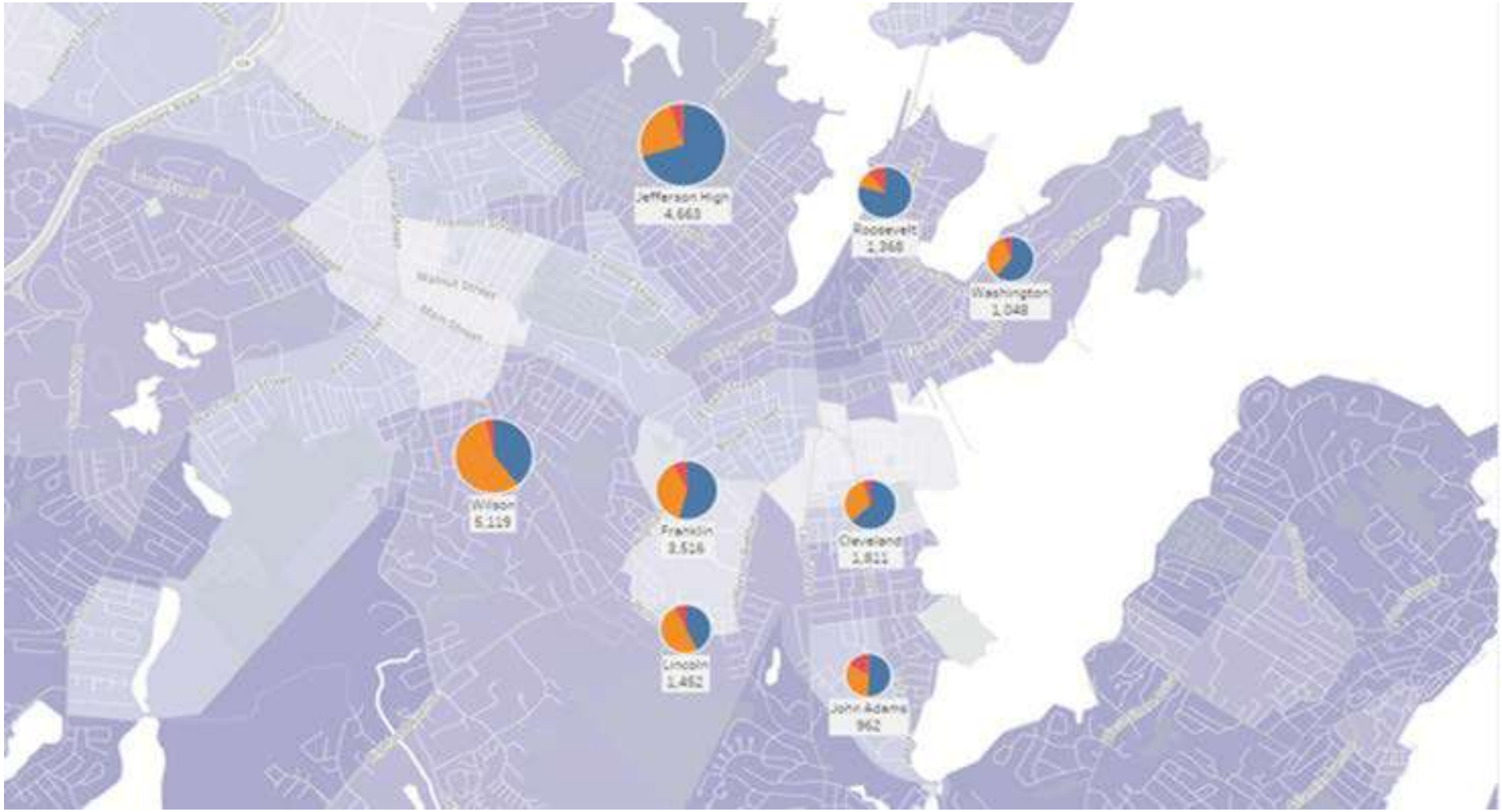
Power of data to help community and policy makers



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Coming soon

- Enhance user experience: “look and feel”
- Tablet and mobile friendly
- Additional real-time data & visualization
- Connection to school-based SIS

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Questions?
www.bc.edu/cityconnects

Connect for Health
at the
Lifespan Community Health Institute

with Fabulous, Fabulous REACH ☺

Health Leads

Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®

Lifespan

- Lifespan is Rhode Island's largest health system, and includes -
  - Rhode Island Hospital / Hasbro Children's Hospital
  - The Miriam Hospital
  - Bradley Hospital
  - Newport Hospital
  - Gateway community mental health care
  - Lifespan School Solutions
- Our mission, *Delivering health with care*, means not only providing medical treatment when patients are sick, but also connecting them to the services they need to be healthy.
- A person cannot be healthy if her/his basic needs are not met.

Connect for Health (C4H)

- Connect for Health is a program of the Lifespan Community Health Institute.
- Serving more than 1,000 patients a year, Connect for Health provides patients with screening and navigation support to secure basic needs like food, housing, transportation, and furniture.
- Simply put, **C4H connects patients with the basic resources they need to be healthy**.

Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®

Screening Tool

Connect for Health provides screening and navigation support for…

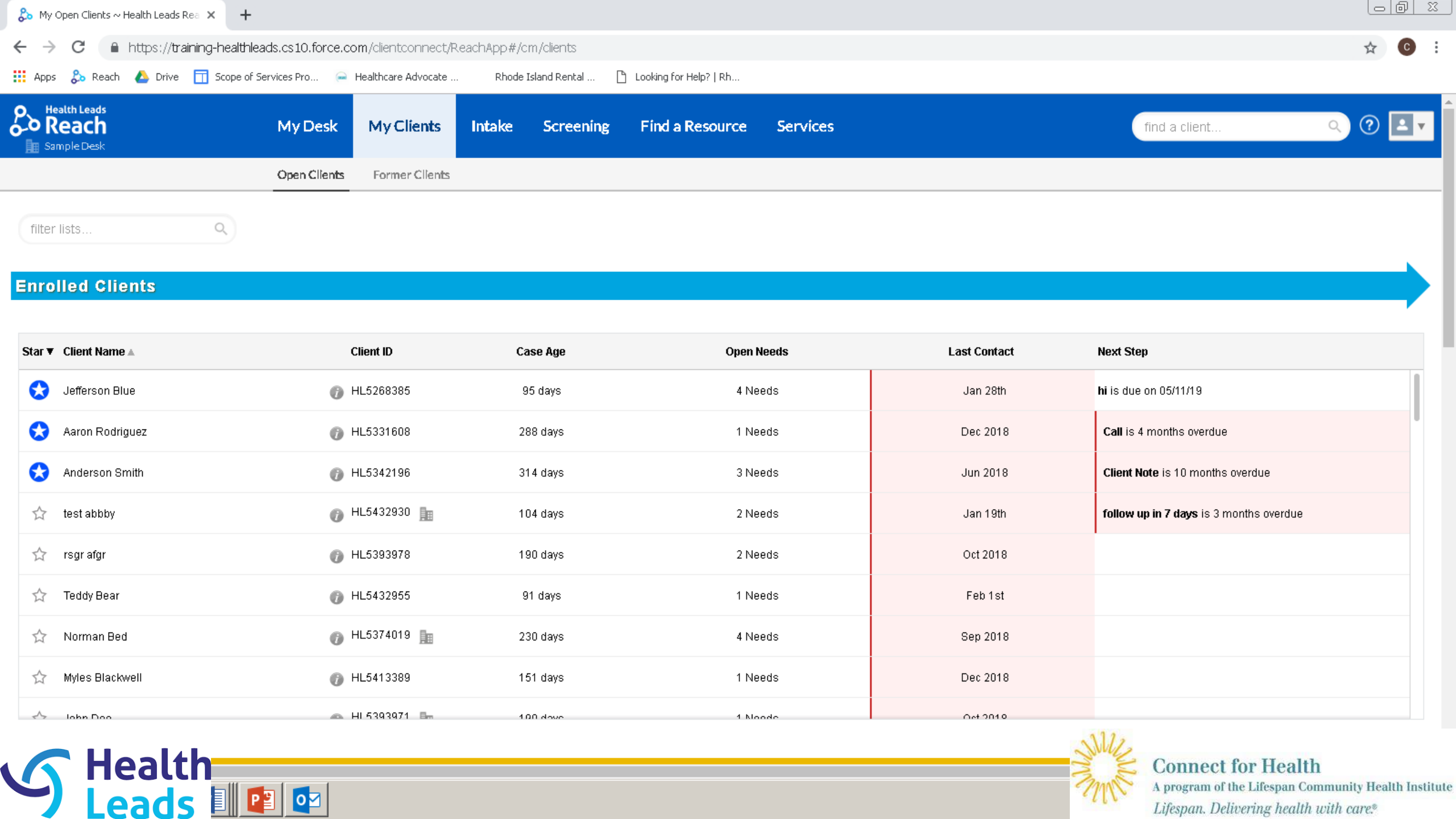
Health Leads

Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®

REACH as a Case Management Tool

Health Leads

Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®


My Open Clients ~ Health Leads Rea
https://training-healthleads.cs10.force.com/clientconnect/ReachApp#/cm/clients
Apps
Reach
Drive
Scope of Services Pro...
Healthcare Advocate ...
Rhode Island Rental ...
Looking for Help? | Rh...
Health Leads Reach
Sample Desk
My Desk
My Clients
Intake
Screening
Find a Resource
Services
find a client...
Open Clients
Former Clients
filter lists...
Enrolled Clients
Star
Client Name
Client ID
Case Age
Open Needs
Last Contact
Next Step
Jefferson Blue
HL5268385
95 days
4 Needs
Jan 28th
hi is due on 05/11/19
Aaron Rodriguez
HL5331608
288 days
1 Needs
Dec 2018
Call is 4 months overdue
Anderson Smith
HL5342196
314 days
3 Needs
Jun 2018
Client Note is 10 months overdue
test abbby
HL5432930
104 days
2 Needs
Jan 19th
follow up in 7 days is 3 months overdue
rsgr afgr
HL5393978
190 days
2 Needs
Oct 2018
Teddy Bear
HL5432955
91 days
1 Needs
Feb 1st
Norman Bed
HL5374019
230 days
4 Needs
Sep 2018
Myles Blackwell
HL5413389
151 days
1 Needs
Dec 2018
Health Leads
Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®

Client is currently enrolled at Sample Desk

PATIENT IDENTIFIED NEEDS

Food Utilities

SCREENING QUESTIONNAIRE

In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?	Yes
In the last 12 months, has your utility company shut off your service for not paying your bills?	Yes
Are you worried that in the next 2 months, you may not have stable housing?	No
Do problems getting child care make it difficult for you to work or study? (leave blank if you do not have children)	No
In the last 12 months, have you needed to see a doctor, but could not because of cost?	No

Jefferson Blue ~ Demographic Info

https://training-healthleads.cs10.force.com/clientconnect/ViewClient?id=HL5268385#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

Jefferson Blue HL5268385

Overview | Screening | Demographic Info | Needs & Resources | Notes & Next Steps | Clinical Referral | More ▾ | Print Action Plan

Edit Demographic Info

Contact Information

First Name	Jefferson	Client ID	HL5268385
Last Name	Blue	Hospital MRN	

Demographics

Birthdate	01/09/2019 (Age: 0)	Do They Speak English?	
Gender	Female	Preferred Language	English
Race	American Indian or Alaska Native	Other Preferred Language	
Ethnicity	Non-Hispanic	Insurance Status	Medicaid
		Additional Insurance Information	
Age	0		

Email & Phone

Preferred Phone	Mobile	Preferred Email	Personal
Mobile Phone	555-555-5555	Personal Email	
Home Phone		Alternate Email	
Other Phone			

In Status | Client has agreed to receive text messages

Health Leads

Connect for Health
A program of the Lifespan Community Health Institute
Lifespan. Delivering health with care.®

Health Leads Reach

https://training-healthleads.cs10.force.com/clientconnect/ViewClientOverview?id=HL5268385#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

Jefferson Blue HL5268385

Overview | Screening | Demographic Info | Needs & Resources | Notes & Next Steps | Clinical Referral | More ▾ | Print Action Plan

Open Needs

- Pantries & Soup Kitchens — 187 days overdue
- Shut Off Protection — 187 days overdue
- Electric, Water, Gas & Oil Discount — 187 days overdue
- WIC — 187 days overdue

Next Steps

hi
Due in 1 Week by Blue Advocate 1

Secure Chat with Program Leadership

Write something...

To this case

Share

Show All Updates

mer) changed Case Owner from HL Training - Sample

Recent Notes

Outgoing Message
Blue Advocate 1 — January 28, 2019

Sample Desk at Health Leads will send texts to you about resources. These texts are unprotected and could be read by others. Do not text confidential info. Reply STOP anytime.

Contacted Client
Blue Advocate 1 — January 28, 2019

Initial Client Narrative
fdass

Contacted Client by Phone
Jeff Wetherhold — November 13, 2017

Completed screening with Jeff Wetherhold. (Positive Screen)

Health Leads

Connect for Health
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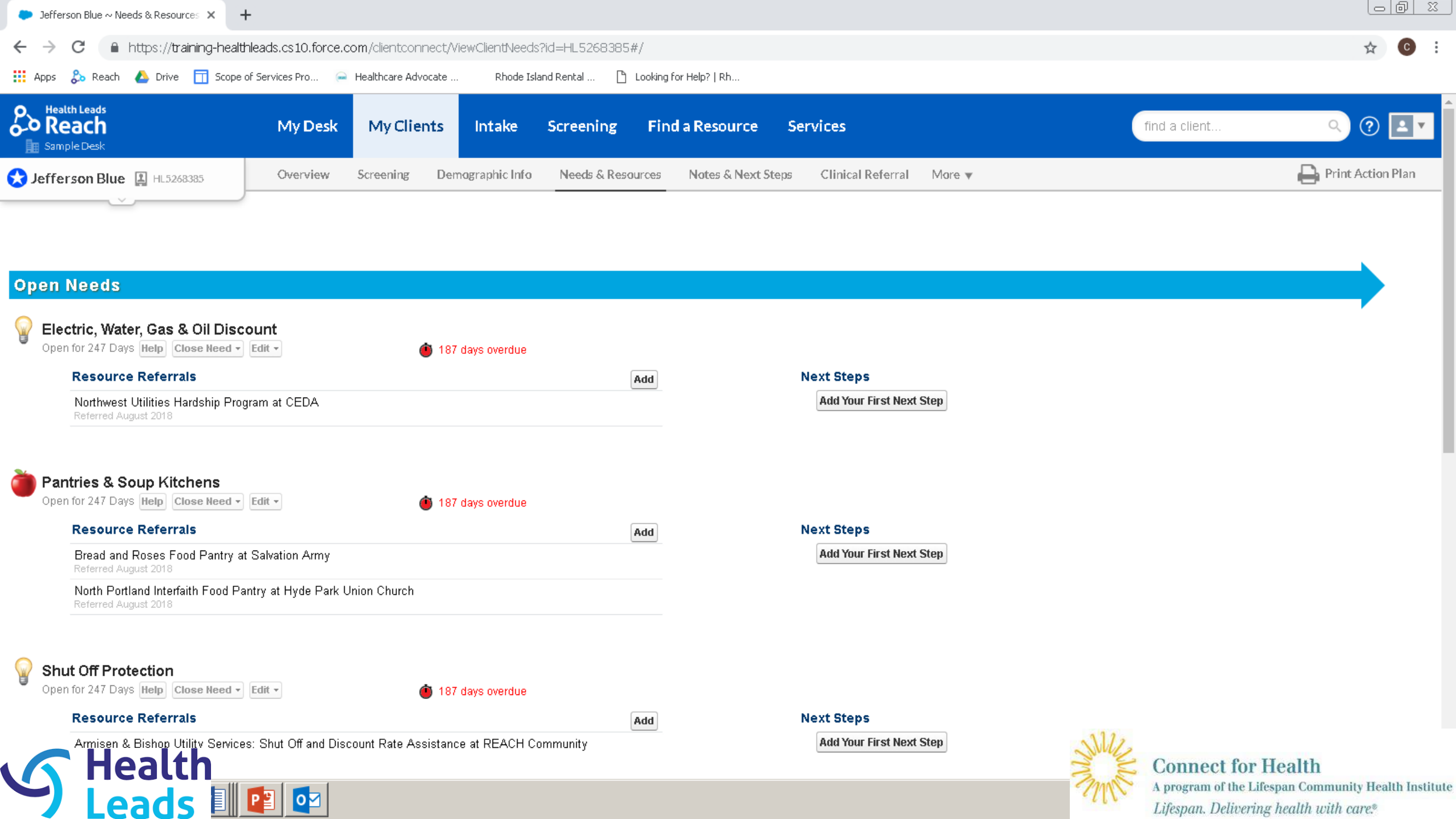
Lifespan. Delivering health with care.®


Jefferson Blue ~ Needs & Resources
https://training-healthleads.cs10.force.com/clientconnect/ViewClientNeeds?id=HL5268385#/
Apps
Reach
Drive
Scope of Services Pro...
Healthcare Advocate ...
Rhode Island Rental ...
Looking for Help? | Rh...
Health Leads Reach
Sample Desk
My Desk
My Clients
Intake
Screening
Find a Resource
Services
find a client...
Jefferson Blue
HL5268385
Overview
Screening
Demographic Info
Needs & Resources
Notes & Next Steps
Clinical Referral
More
Print Action Plan
Open Needs
Electric, Water, Gas & Oil Discount
Open for 247 Days
Help
Close Need
Edit
187 days overdue
Resource Referrals
Add
Northwest Utilities Hardship Program at CEDA
Referred August 2018
Next Steps
Add Your First Next Step
Pantries & Soup Kitchens
Open for 247 Days
Help
Close Need
Edit
187 days overdue
Resource Referrals
Add
Bread and Roses Food Pantry at Salvation Army
Referred August 2018
North Portland Interfaith Food Pantry at Hyde Park Union Church
Referred August 2018
Next Steps
Add Your First Next Step
Shut Off Protection
Open for 247 Days
Help
Close Need
Edit
187 days overdue
Resource Referrals
Add
Armisen & Bishop Utility Services: Shut Off and Discount Rate Assistance at REACH Community
Next Steps
Add Your First Next Step
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Health Leads Reach

https://training-healthleads.cs10.force.com/clientconnect/ViewClientActionPlan?id=HL5268385#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

Jefferson Blue HL5268385

Overview | Screening | Demographic Info | Needs & Resources | Notes & Next Steps | Clinical Referral | More ▾ | Print Action Plan

DISPLAY

- Full Client History
- Progress Notes
- Completed Next Steps
- Client Messages
- Clinical Communication
- Documents

JUMP TO

- Next Steps
- Latest Progress Note
- Latest Client Intake
- Oldest Progress Note

Next Steps

- Pantries & Soup Kitchens — 187 days overdue
- Shut Off Protection — 187 days overdue
- Electric, Water, Gas & Oil Discount — 187 days overdue
- WIC — 187 days overdue

Other Next Steps

Reminder - Appointment with National Grid Advocate

-May 11, 2019 - appointment with National Grid Advocate
Make sure to bring: ID, children's birth certificates, and most current National Grid bill
Thank you!
-Michelle

Date Due: 05/11/2019
Related To: Client: Jefferson Blue
Assign To: Advocate / Client
Is Complete:
Cancel | Save

Scheduled Messages

Text Message — Will send Today

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Health Leads Reach

https://training-healthleads.cs10.force.com/clientconnect/ViewClientActionPlan?id=HL5268385#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Jefferson Blue HL5268385

Overview | Screening | Demographic Info | Needs & Resources | Notes & Next Steps | Clinical Referral | More ▾ | Print Action Plan

DISPLAY

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- Pantries & Soup Kitchens — 187 days overdue
- Shut Off Protection — 187 days overdue
- Electric, Water, Gas & Oil Discount — 187 days overdue
- WIC — 187 days overdue

Other Next Steps

- Reminder - Appointment with National Grid Advocate Client — Due in 1 week

Scheduled Messages

- Text Message — Will send Today

Progress Note | Next Step | Send a Message | Clinical Communication

5/3/2019 at 8:09 pm

Advocate met with client in person at the clinic to discuss National Grid needs.

What did you do? Contacted Client

Contact Method In Person

Attach a document | Save

Client History

Outgoing Message
Blue Advocate 1 at Sample Desk — January 28

Error: The 'To' number 5555555555 is not a valid phone number.

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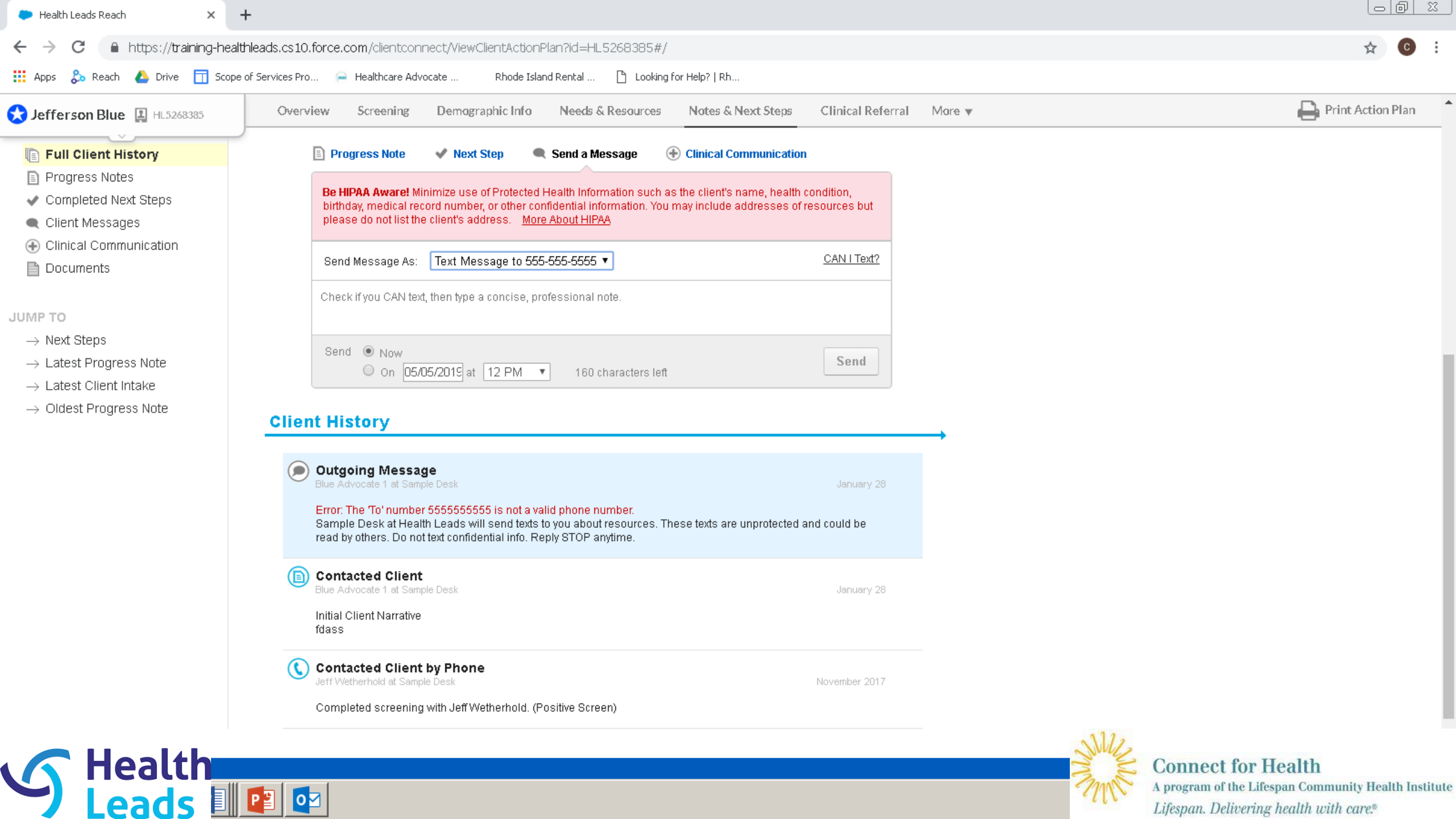
Health Leads Reach
https://training-healthleads.cs10.force.com/clientconnect/ViewClientActionPlan?id=HL5268385#/
Apps
Reach
Drive
Scope of Services Pro...
Healthcare Advocate ...
Rhode Island Rental ...
Looking for Help? | Rh...
Jefferson Blue
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Overview
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Completed Next Steps
Client Messages
Clinical Communication
Documents
JUMP TO
Next Steps
Latest Progress Note
Latest Client Intake
Oldest Progress Note
Progress Note
Next Step
Send a Message
Clinical Communication
Be HIPAA Aware! Minimize use of Protected Health Information such as the client's name, health condition, birthday, medical record number, or other confidential information. You may include addresses of resources but please do not list the client's address. More About HIPAA
Send Message As: Text Message to 555-555-5555
CAN I Text?
Check if you CAN text, then type a concise, professional note.
Send Now
On 05/05/2019 at 12 PM
160 characters left
Send
Client History
Outgoing Message
Blue Advocate 1 at Sample Desk
January 28
Error: The 'To' number 5555555555 is not a valid phone number.
Sample Desk at Health Leads will send texts to you about resources. These texts are unprotected and could be read by others. Do not text confidential info. Reply STOP anytime.
Contacted Client
Blue Advocate 1 at Sample Desk
January 28
Initial Client Narrative
fdass
Contacted Client by Phone
Jeff Wetherhold at Sample Desk
November 2017
Completed screening with Jeff Wetherhold. (Positive Screen)
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Health Leads Reach

https://training-healthleads.cs10.force.com/clientconnect/ViewClientActionPlan?id=HL5268385#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Jefferson Blue HL5268385

Overview | Screening | Demographic Info | Needs & Resources | Notes & Next Steps | Clinical Referral | More ▾ | Print Action Plan

- Full Client History
- Progress Notes
- Completed Next Steps
- Client Messages
- Clinical Communication
- Documents

JUMP TO

- Next Steps
- Latest Progress Note
- Latest Client Intake
- Oldest Progress Note

Shut Off Protection — 187 days overdue

Electric, Water, Gas & Oil Discount — 187 days overdue

WIC — 187 days overdue

Other Next Steps

Reminder - Appointment with National Grid Advocate Client — Due in 1 week

Scheduled Messages

Text Message — Will send Today

Progress Note | Next Step | Send a Message | Clinical Communication

Write a message to the referring provider and it will be saved for future delivery. These messages can be edited or marked as delivered in the Scheduled Messages section.

Sent

What has happened with your client? What were our outcomes?

Contact Method: Email

Message Type: - Select an Option -

- Select an Option -
- Notification of Intake
- Status Update
- Notification of Closure

Save

Client History

Outgoing Message

Blue Advocate 1 at Sample Desk — January 28

Error: The 'To' number 5555555555 is not a valid phone number.

Sample Desk at Health Leads will send texts to you about resources. These texts are unprotected and could be read by others. Do not text confidential info. Reply STOP anytime.

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REACH as a Resource Database

Health Leads

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Find a Resource ~ Health Leads Rea | Find a Resource ~ Health Leads Rea

https://reach.healthleadsusa.org/ResourceSearch#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach Center for Primary Care

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

View Cart

Find a Resource

857 Resources Found

Address

160 Broad St Providence, RI

within 10 miles

Service Categories

No categories selected, showing all

Choose a Service Category:

-- Select a Category --

-- Select a Category --
Adult Education
Child-Related
Commodities
Employment
Financial
Food
Health
Housing
Legal
Transportation
Utilities

-- Select a Language --

Region Options

- New England resources
- Resources from all regions

Advanced Options

Map | List | Sort by Success

Food Pantry List (Rhode Island Community Food Bank Directory)
(401) 942-6325
Accessible by phone, fax, or online.
78

Bob's Cares (Bob's Discount Furniture)
(401) 304-1101
Accessible by phone, fax, or online.
42

SNAP (Food Stamps) (RI-DHS)
25 Howard Avenue
Cranston, RI 02920
(855) 697-4347
5.5 miles from you
29

Shut-Off Protection (National Grid RI)
1-800-322-3223
Accessible by phone, fax, or online.
22

Free clothing (Clothes To Kids Rhode Island, Inc. (CTKRI))
77 Reservoir Ave, #5
Providence, Rhode Island 02905
(401) 941-8050
1.6 miles from you
21

Right to Life -- Diapers, Baby Clothing, and Baby Supplies (Right to Life Services)
266 Smith Street
Providence, RI 02908
19

Health Leads

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Find a Resource ~ Health Leads Rea | Find a Resource ~ Health Leads Rea

https://reach.healthleadsusa.org/ResourceSearch#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach Center for Primary Care

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

View Cart

Find a Resource

857 Resources Found

Address

160 Broad St Providence, RI

within 10 miles

Service Categories

No categories selected, showing all

Choose a Service Category:

-- Select a Category --

-- Choose a service type --

Keywords

Languages Spoken

No languages selected, showing all

Spanish

Choose a Language:

-- Select a Language --

Region Options

New England resources

Resources from all regions

Advanced Options

Map | List | Sort by Success

Food Pantry List (Rhode Island Community Food Bank Directory)

(401) 942-6325

Accessible by phone, fax, or online.

78

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(401) 304-1101

Accessible by phone, fax, or online.

42

SNAP (Food Stamps) (RI-DHS)

25 Howard Avenue
Cranston, RI 02920
(855) 697-4347

5.5 miles from you

29

29 successful referrals in the past year

*****NOTE: As of October 25, 2016, there has been a switch in the SNAP database and many clients have had trouble applying for SNAP or re-certifying their benefits. For example, SNAP is supposed to process an application within 30 days, but many clients, when they call to ask the status of their Sep...

Shut-Off Protection (National Grid RI)

1-800-322-3223

Accessible by phone, fax, or online.

22

Free clothing (Clothes To Kids Rhode Island, Inc. (CTKRI))

77 Reservoir Ave, #5
Providence, Rhode Island 02905
(401) 941-8050

1.6 miles from you

21

Right to Life -- Diapers, Baby Clothing, and Baby Supplies (Right to Life Services)

266 Smith Street
Providence, RI 02908

19

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Find a Resource ~ Health Leads Rea | Find a Resource ~ Health Leads Rea

https://reach.healthleadsusa.org/ResourceSearch#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Find a Resource

View Cart

-- Select a Language --

Region Options

- New England resources
- Resources from all regions

Advanced Options

- Show deleted resources

77 Reservoir Ave, #5
Providence, Rhode Island 02905
(401) 941-8050

1.6 miles from you

Right to Life -- Dia

266 Smith Street
Providence, RI 0
(401) 521-1860

1.1 miles from you

Health Insurance I

(800) 318-2596

National Accessib

A-60 Reduced Ele

1-800-322-3223

Accessible by pho

Winter Coat Drive

593 Eddy St.
Providence, RI 0

0.6 miles from you

Seats for Safety P

(401) 444-0379

Accessible by pho

Right to Life -- Diapers, Baby Clothing, and Baby Supplies

Add to Cart | Flag | Close

Offered By: Right to Life Services

Right to Life offers baby supplies, clothing (up to toddler size 5), and diapers (about 6-8 per month). They can also refer families to other organizations for other items. Baby supplies include newborn infant packages with wipes, diapers, clothing, and blankets

Target Population Right to Life targets women seeking alternatives to abortion but will work with anyone who is pregnant or has an infant in diapers.

Eligibility This resource is open to anyone.

Referral Needed?

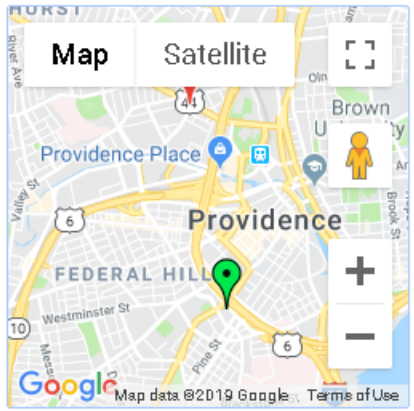
How to Access This Service In order to make an appointment, call the office Monday-Friday 9am-4pm. You will need to provide some basic information (name, address, and baby's name). For newborn packages, call 3 weeks ahead of the due date to set up your appointment. Once you've made your appointment, you can go in at your scheduled time to receive supplies, if you call ahead they will have the package ready for you when you come.

Materials to Bring For the first time picking up diapers and if you don't call ahead, you must provide proof of address, the baby's birth certificate, and picture ID when you come. It will take around 20 minutes for them to prepare your package.

Other Notes Fax number: (401) 521-1876

Last updated April 2019.

Internal Notes Make sure to message to your clients that this is an advocacy organization with a pro-life political bend. We don't refer families there for abortion counseling, but it is still important for families to know this if they go for commodity needs.



(401) 521-1860
(401) 521-1860
Website

266 Smith Street
Providence, RI 02908

Directions: Car / Transit

Previous Resource | Next Resource

Not finding the resource you want? Ask for a new resource to be added!

Previous Page 1 2 3 Next Page

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Find a Resource ~ Health Leads Rea

https://training-healthleads.cs10.force.com/clientconnect/ResourceSearch#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

View Cart

Find a Resource

19 Resources Found

Address

160 Broad Street
Providence, RI

within 10 miles

Service Categories

Any Food sub-need

Choose a Service Category:
Food

-- Choose a service type --

Keywords

Languages Spoken

No languages selected, showing all

Spanish

Choose a Language:
-- Select a Language --

Region Options

Training Site resources
Resources from all regions

Advanced Options

Map | List | Sort by Success

Oregon Food Pantry Directory (Oregon Food Banks Directory)
(503) 555-1582
28
Accessible by phone, fax, or online.

Food Pantry (Food Pantry)
(937) 999-0000
6
Accessible by phone, fax, or online.
Open for breakfast, lunch, and dinner.

6 successful referrals in the past year

The Salvation Army Corps & Comm... ...antry (The Salvation Army Corps & Community Center)
(555) 555-5555
3
Accessible by phone, fax, or online.

CalFresh - Food Stamps for CA residents (Contra Costa Social Services Hercules)
(510) 262-7700
3
Accessible by phone, fax, or online.

Free Cookie and Delivery (Cookie Capital of Boston)
(213) 842-4857
1
Accessible by phone, fax, or online.

Food pantry (ABC Food Pantry)
(713) 123-4567
1
Accessible by phone, fax, or online.

Green Foods (The Salvation Army Corps & Community Center)

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REACH as a Performance Management Tool

Health Leads

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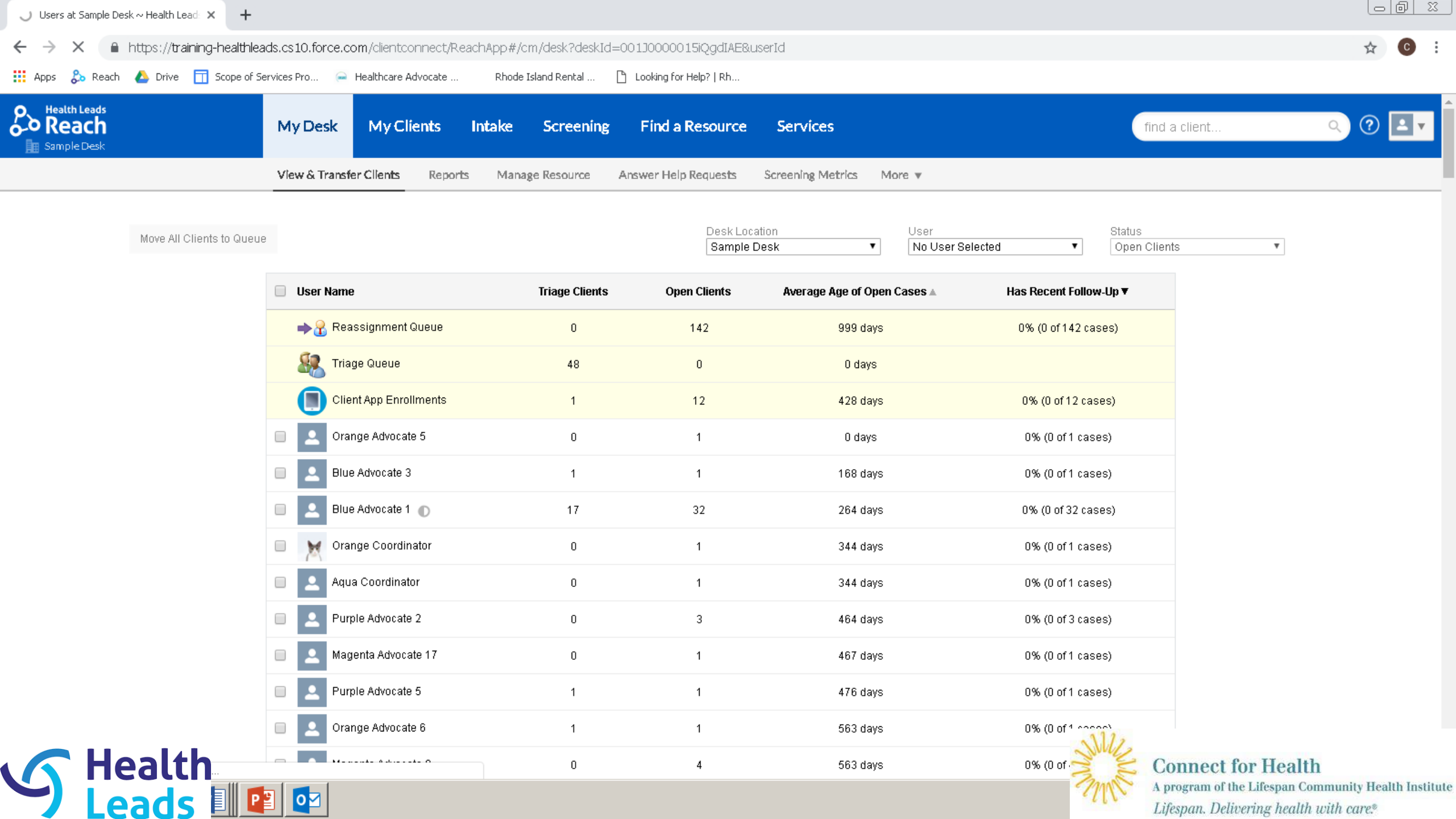
Users at Sample Desk ~ Health Lead
https://training-healthleads.cs10.force.com/clientconnect/ReachApp#/cm/desk?deskId=001J0000015iQgdIAE&userId
Apps
Reach
Drive
Scope of Services Pro...
Healthcare Advocate ...
Rhode Island Rental ...
Looking for Help? | Rh...
Health Leads Reach
Sample Desk
My Desk
My Clients
Intake
Screening
Find a Resource
Services
find a client...
View & Transfer Clients
Reports
Manage Resource
Answer Help Requests
Screening Metrics
More
Move All Clients to Queue
Desk Location
Sample Desk
User
No User Selected
Status
Open Clients
User Name
Triage Clients
Open Clients
Average Age of Open Cases
Has Recent Follow-Up
Reassignment Queue 0 142 999 days 0% (0 of 142 cases)
Triage Queue 48 0 0 days
Client App Enrollments 1 12 428 days 0% (0 of 12 cases)
Orange Advocate 5 0 1 0 days 0% (0 of 1 cases)
Blue Advocate 3 1 1 168 days 0% (0 of 1 cases)
Blue Advocate 1 17 32 264 days 0% (0 of 32 cases)
Orange Coordinator 0 1 344 days 0% (0 of 1 cases)
Aqua Coordinator 0 1 344 days 0% (0 of 1 cases)
Purple Advocate 2 0 3 464 days 0% (0 of 3 cases)
Magenta Advocate 17 0 1 467 days 0% (0 of 1 cases)
Purple Advocate 5 1 1 476 days 0% (0 of 1 cases)
Orange Advocate 6 1 1 563 days
0 4 563 days
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47	23	0%	3.0	☆
Unique Clients	Resource Connections	Follow Up	Clients Per Advocate	Custom Reports

Manage Performance

- Teams enroll potential clients in our program
- When are clients screening positive for social needs?

Explore Trends

- How do clients get referred to my desk?
- Which clients require immediate attention?
- What are the seasonal trends in client volume?
- How many Rapid Resource Referrals are we seeing?
- What are clients saying on their satisfaction surveys?

My Desk ~ Reports ~ Health Leads

https://training-healthleads.cs10.force.com/clientconnect/MyDeskReports#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

View & Transfer Clients | Reports | Manage Resources | Answer Help Requests | Screening Metrics | More ▾

47	23	0%	3.0	☆
Unique Clients	Resource Connections	Follow Up	Clients Per Advocate	Custom Reports

Manage Performance

Teams enroll potential clients in our program

View Performance: What percent of clients did we convert from interest to enrollment?

Screening Outcomes

View Performance: How many clients are screening positive for social needs?

Screening Results

Take Action: Review clients currently waiting in the screening Queue

Visit My Screening Queue

Get Help
- Reports One-Pager
- Provide Feedback

When are clients screening positive for social needs?

Explore Trends

Health Leads

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Manage Performance

- Teams enroll potential clients in our program
- When are clients screening positive for social needs?

Explore Trends

- How do clients get referred to my desk?
- Which clients require immediate attention?
- **What are the seasonal trends in client volume?**

  Intakes by Month: In this report, look for trends in client volume during the year. Does the number of intakes vary by month? Are your client numbers up or down because of the time of year? How does this year's trend compare to the same month in previous years?

  Full Intakes Per Month

  Get Help
  Reports One-Pager
  Provide Feedback

- How many Rapid Resource Referrals are we seeing?
- What are clients saying on their satisfaction surveys?
- Show me the raw data!

47	23	0%	3.0	☆
Unique Clients	Resource Connections	Follow Up	Clients Per Advocate	Custom Reports

Manage Performance

Teams ensure advocates follow up with clients within expected time frame

View Performance: What percent of open clients have received recent follow-up?

Monitor client follow-up Definition

Take Action: Are there specific clients currently in need of follow up?

Call These Clients

Get Help
- Reports One-Pager
- Provide Feedback

Teams ensure advocates create high quality action plans

Explore Trends

Are my advocates logging in to Reach?

How frequently do we follow up with our clients?

Are providers receiving clinical communication within 10 days of intake?

My Desk ~ Reports ~ Health Leads | Patient Volume ~ Health Leads Reac

https://training-healthleads.cs10.force.com/clientconnect/00OJ0000000Ghr3MAC#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

Patient Volume

Report Generation Status: Complete

Report Options:

Summarize information by: --None--

Show: All contacts

Time Frame

Date Field: Case Date of First Work

Range: Custom

From: 5/1/2017

To: 4/30/2019

--None--
Contacts
Unique Clients
Age
Birth Year
Do They Speak English?
Email Opt-In Changed
Email Opt-In Detail
Email Opt-In Status
Ethnicity
Gender
Has Hospital MRN?
HL Client ID
Hospital MRN (Protected Health Information)
Immigration Status
Insurance Status
Is Main Client?
Last Client Case Closed On
Number in Household - Children Under 18

As | **Printable View** | **Export Details**

Desk Clear

				Case Date of First Work
				10/2/2017 2:32 PM
			Complete	5/17/2017 6:44 PM
				9/7/2017 11:01 AM
				12/6/2017 1:41 PM
			Complete	6/12/2017 3:39 PM
HL5048867	View Client	Closed		5/4/2017 1:25 PM
HL5048869	View Client	Enrolled		8/9/2017 1:31 PM
HL5052614	View Client	Enrolled		8/14/2017 5:13 PM
HL5052627	View Client	Enrolled		6/19/2017 2:23 PM
HL5052635	View Client	Closed		6/19/2017 1:29 PM
HL5052689	View Client	Screening Complete		6/6/2017 3:24 PM
HL5157940	View Client	Closed		5/31/2017 6:36 PM
HL5157941	View Client	Enrolled		1/22/2018 1:15 AM
			sed	5/3/2017 2:49 PM
			ening Complete	5/3/2017 2:55 PM

Health Leads

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My Desk ~ Reports ~ Health Leads F | Patient Volume ~ Health Leads Reac

https://training-healthleads.cs10.force.com/clientconnect/00OJ0000000Ghr3/e?retURL=%2Fclientconnect%2F00OJ0000000Ghr3MAC#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Report Type: Reach Clients & Needs

Patient Volume

find a client...

Save | Save As | Close | Report Properties | Add Report Type | Run Report

Fields

All | a | # | 📅

Quick Find

Drag and drop to add fields to the report.

- Bucket Fields
  - Add Bucket Field
- Contacts
  - HL Client ID
  - Hospital MRN (Protected Heal
  - # Has Hospital MRN?
  - Zip Code (HIPAA Safe)
  - Is Main Client?
  - Birth Year
  - # Age
  - Gender
  - Race
  - Ethnicity
  - Insurance Status
  - Immigration Status
  - # Do They Speak English?
  - Preferred Language
  - # Number in Household - Total
  - # Number in Household - Childr
  - # Total Household Annual Incor
  - Last Client Case Closed On
  - Text Messaging Opt-In Status
  - Text Messaging Opt-In Chang
  - Text Messaging Opt-In Detail
  - Email Opt-In Status
  - Email Opt-In Detail
  - Email Opt-In Changed
  - # # Unique Clients
  - Preferred Email
  - Preferred Phone

Filters Add

Show All contacts

Date Field Case Date of First Wc | **Range** Custom | **From** 5/1/2017 | **To** 4/30/2019

Case Organization Name equals **"Sample Desk"**

Preview

Tabular Format | Show | Remove All Columns

HL Client ID	View Client U...	Case Status	Case Date of First Work
HL5280502	View Client	Enrolled	11/1/2018 1:17 PM
HL5280503	View Client	Enrolled	12/14/2018 2:30 PM
HL5280505	View Client	Enrolled	12/14/2018 2:30 PM
HL5282010	View Client	Enrolled	3/20/2019 12:08 PM
HL5393974	View Client	Screening Complete	10/25/2018 1:46 PM
HL5393975	View Client	One-Time Referral	10/25/2018 2:29 PM
HL5393976	View Client	Closed	10/25/2018 3:34 PM
HL5393977	View Client	Awaiting Screen	10/25/2018 4:54 PM
HL5393978	View Client	Enrolled	10/25/2018 4:55 PM
HL5397460	View Client	Enrolled	11/1/2018 1:16 PM
HL5397461	View Client	Enrolled	11/1/2018 1:17 PM
HL5403931	View Client	Screening Complete	11/14/2018 5:05 PM
HL5404926	View Client	Closed	11/16/2018 10:38 AM
HL5404927	View Client	Enrolled	11/16/2018 10:38 AM
HL5404928	View Client	Closed	11/16/2018 10:38 AM
HL5404929	View Client	Closed	11/16/2018 10:38 AM
HL5404930	View Client	Enrolled	11/16/2018 10:38 AM
HL5404931	View Client	Closed	11/16/2018 10:38 AM
5404932	View Client	Closed	11/16/2018 10:38 AM
5404933	View Client	Screening Complete	11/16/2018 10:38 AM

Health Leads

Connect for Health
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My Desk ~ Reports ~ Health Leads R | Patient Volume ~ Health Leads Reac

https://training-healthleads.cs10.force.com/clientconnect/00OJ0000000Ghr3#/

Apps | Reach | Drive | Scope of Services Pro... | Healthcare Advocate ... | Rhode Island Rental ... | Looking for Help? | Rh...

Health Leads Reach
Sample Desk

My Desk | My Clients | Intake | Screening | Find a Resource | Services

find a client...

Patient Volume

Report Generation Status: Complete

Report Options:

Summarize information by: --None--

Show: All contacts

Time Frame

Date Field: Case Date of First Work

Range: Custom

From: 5/1/2017

To: 4/30/2019

Run Report | Hide Details | Customize | Save As | Printable View | Export Details

Filtered By:
Case Organization Name equals **Sample Desk** Clear

HL Client ID	View Client URL	Case Status	Case Date of First Work	Total Household Annual Income
HL5226611	View Client	Enrolled	8/18/2017 6:22 PM	250,000
HL5298312	View Client	Enrolled	1/21/2018 3:13 PM	180,000
HL5224944	View Client	Enrolled	8/14/2017 4:48 PM	100,000
HL5224955	View Client	Enrolled	8/14/2017 5:14 PM	50,000
HL5172542	View Client	Enrolled	5/11/2017 4:15 PM	50,000
HL5052614	View Client	Enrolled	8/14/2017 5:13 PM	45,000
HL5218344	View Client	Enrolled	8/2/2017 11:54 PM	36,000
HL5258949	View Client	Closed	10/23/2017 10:59 AM	30,000
HL5247523	View Client	Closed	9/28/2017 10:54 AM	30,000
HL5404932	View Client	Closed	11/16/2018 10:38 AM	27,000
HL5266985	View Client	Closed	11/10/2017 10:12 AM	27,000
HL5157941	View Client	Enrolled	1/22/2018 1:15 AM	25,000
HL5290525	View Client	Closed	12/29/2017 12:02 PM	25,000
			11/10/2017 9:44 AM	25,000
			8/29/2017 10:51 AM	25,000

Health Leads

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AutoSave Off
report1556932880973 - Protected View - Excel
Wheelock, Michelle
File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do Share
PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

A1 Patient Volume

Patient Volume

Generated By:

Blue Advocate 1

Health Leads

5/3/2019 9:21 PM

Filtered By:

Show: All contacts

Date Field: Case Date of First Work equals Custom (5/1/2017 to 4/30/2019)

Case Organization Name equals Sample Desk

HL Client ID	View Client URL	Case Status	Case Date of First Work
HL5042901	View Client	Enrolled	10/2/2017 14:32
HL5046597	View Client	Screening Complete	5/17/2017 18:44
HL5048417	View Client	Enrolled	9/7/2017 11:01
HL5048418	View Client	Enrolled	12/6/2017 13:41
HL5048867	View Client	Screening Complete	6/12/2017 15:39
HL5048867	View Client	Closed	5/4/2017 13:25
HL5048869	View Client	Enrolled	8/9/2017 13:31
HL5052614	View Client	Enrolled	8/14/2017 17:13
HL5052627	View Client	Enrolled	6/19/2017 14:23
HL5052635	View Client	Closed	6/19/2017 13:29
HL5052689	View Client	Screening Complete	6/6/2017 15:24
HL5157940	View Client	Closed	5/31/2017 18:36
HL5157941	View Client	Enrolled	1/22/2018 1:15
HL5168225	View Client	Closed	5/3/2017 14:49
HL5168227	View Client	Screening Complete	5/3/2017 14:55
HL5168228	View Client	Screening Complete	5/3/2017 17:59
HL5170906	View Client	Enrolled	5/8/2017 11:30
HL5170907	View Client	Enrolled	5/8/2017 12:04

report1556932880973
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