

The Cincinnati Branch of United Resource Connection
CINCINNATI.UNITEDRESOURCECONNECTION.ORG



Connecting People in Need to Resources

Our mission is to make the social service delivery system more user-friendly.

United Resource Connection provides a platform for local social service information sharing about community resources.

It is an interagency platform. The target audience includes social service providers (i.e., case managers, community resource navigators, counselors & therapists), as well as individuals and families in need, and anyone interested in helping those in need.

The platform is multilingual & mobile friendly, and features 3 key components:

- **Cincinnati Social Service Newsfeed**
- **Cincinnati Social Service Resource Library**
- **Interagency Communication Tools**

Cincinnati Social Service Newsfeed, Newsletter & Podcast

We operate the only social service newsfeed and podcast in the Greater Cincinnati area. Our news broadcast covers local changes in application protocols and service availability, as well as public health announcements and information about commercially available discount programs for low income individuals and families.

- News includes content specific to resources and services available in the Greater Cincinnati area, Hamilton County, the State of Ohio, and nationally.
- We partner with local service providers to provide up-to-date community resource information. Current contributors include the Veterans Administration, Ohio Job & Family Services, The Cincinnati Freestore, Metro Bus Services, Cincinnati Public Schools, Hamilton County Board of Health, and the Greater Cincinnati United Way, among others.
- Anyone is welcome to submit social service news. We very much appreciate “boots-on-the-ground” news. Use the “Submit News” tab (we’ll take care of formatting and editing).
- All news is vetted by our quality assurance team (which may include a follow-up with your supervisor or manager).
- Text of the news feed is available in 10+ languages, the audio is available in English and Spanish.
- Each news article has sharing buttons to push content to family members, friends, coworkers or clients.
- The Cincinnati Social Service eNewsletter, compiling all the social service news of the week, is sent out on Saturday mornings.
- The Cincinnati Social Service News Feed is archived and searchable. There are over 4 thousand articles, which date back to 2007. You can view and search the archive using the “Search News” button, or by just scrolling down, using the page number tabs at the bottom.
- Each vetted news item is additionally broadcast on the “Cincinnati Social Service News” Podcast feed, available on Amazon Music, Audible, Google Podcasts, iTunes, Apple Podcasts, and Spotify.

Social Service Resource Library-- Agencies & Programs, Utilization Resources.

Our "Resource Library" has agency program addresses and phone numbers, as well as utilization tools, such as program application forms for connection to services. One must login to use it. Creating an account is free and easy with a verifiable email address.

- Login using the dropdown tab under "Resource Library".
- If you have an existing account, enter your credentials to login.
- If you do not have an existing account, you may create one using the "Register" link on the login page.
- Once logged in, you can add information to your profile [using the profile "edit" tab], and decide what information to make public, you control all that.
- You can message people on this platform [see "Messages" tab]. There is a membership directory you can reference within the messages area, to private message other members.
- You can explore the profile and messaging features on your own, there is a tech support option [see "Text Support" tab] if you need any help figuring stuff out.

There are two parts to the Community Resource Library:

"Agencies & Programs"

We provide an online database of all the United Way partner agencies and programs.

- The database consists of nearly 1500 partner agencies and organizations that provide approximately 3,000 programs.
- Service categories include "Basic Needs, Consumer Services, Criminal Justice and Legal Services, Education, Health Care, Income Support and Employment, Mental Health Care and Counseling, Support Groups", and more.
- The database is searchable by zip code, demographics, and/or service need.
- Search results give you program contact information, agency addresses and phone numbers.
- Sharing buttons allow you to share your search results via email, or print them with a google map of the program location.

“Utilization Resources”

This is a database of resources that can be engaged immediately, including program application forms that can be completed online, or downloaded as a .pdf.

- This database includes application forms for services available in the Greater Cincinnati area, Hamilton County, the State of Ohio, and nationally.
- Categories include mental health, food & clothing, housing, diversity & inclusion, child development, addiction treatment, medicaid and medicare, transportation resources, vocational resources, primary medical care, legal aid, and more [see the categories drop down menu].
- Each category includes:
 - Application forms* to connect clients to numerous community resources and discount programs
 - Edu materials* for utilization with clients
 - Various clinical resources* for therapists and counselors
- The database is searchable.
 - Review by category, good for incidental discoveries.
 - Search Bar results can be shared by email, sms/text, and or printed.
- Anyone can submit items to be added to the database.
 - Examples include: Small nonprofits that don't have a website or their forms online; clinicians having frequently used forms they want to share.
 - You can add URL links and pdfs to the database, or edit them, using the “Submit/Update Library Information” dropdown tab.
 - Our quality assurance team reviews all submissions before publishing, for authenticity and any copyright permissions needed.

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- “Tech Support” tab is found on the “People Connections” drop down menu.
- Explore the website and send us feedback. There is a “Feedback” button found at the bottom of every page. There is also a link at the bottom of every page to comment in our “Peer Review Forums”.
- Cards with QR Codes in English & Spanish are available to share with your clients, to help them find social service resources and news.
- Send us news and resources you discover, so we can make it available to others.

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