



United Way for Greater Austin

ConnectATX Training: Austin Commission June 8, 2022

What is ConnectATX?



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



Scale to thousands of calls per day



Hundreds of calls 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 Features



Have program(s) listed, claimed, and up-to-date



Turn on referral tools and receive referrals from the community



Search for resources and refer clients to other programs



Actively respond and update referral statuses



Use as a client/case management system



Use analytics to access data on your program's impact

What is ConnectATX?

- **Log in / Create free ConnectATX account**
- **Check for Recommended & ConnectATX partners**
- **Call our HelpLine (833) 512-2289 (Mon-Fri 8am-6pm) or text zip code to 85511**



Searching: The Basics

**You can find free or reduced cost services on ConnectATX.
Searching can be anonymous or you can login and create a profile.**

- **Start Searching by Zip Code**
- **Utilize the language feature on ConnectATX**
- **Narrowing your search result using filter options**
- **Resource Shopping Cart | Saving | Sharing your search results**




Understanding the Program Card


- What is the Check Mark in the corner of the program card?
- ConnectATX Partner icon vs Preferred Organization icon


- SAVE
- SHARE
- NOTES
- SUGGEST

☐ **ConnectATX Demo Program**
by ConnectATX - United Way





This is a demo program listing for United Way for Greater Austin. It is not a real program and cannot respond to requests for help. Please visit [ConnectATX.org](https://connectatx.org) for assistance.


 Main Services: [help pay for food](#), [help pay for housing](#)


 Serving: [anyone in need](#) , all ages

MORE INFO ▼

 SAVE

 SHARE

 NOTES

 SUGGEST

CONTACT

Next Steps:
Email info@connectatx.org to get more info.
Serves your local area
🕒 Open Now: 8:00 AM - 5:00 PM ▼



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Enter your ZIP code

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Use ConnectATX to find up-to-date information on food, housing, transportation, child care, parenting classes, job training, COVID-19 vaccine, and more.

[For individuals](#) · [For service providers](#) · [For community-based organizations](#) · [Trainings](#)

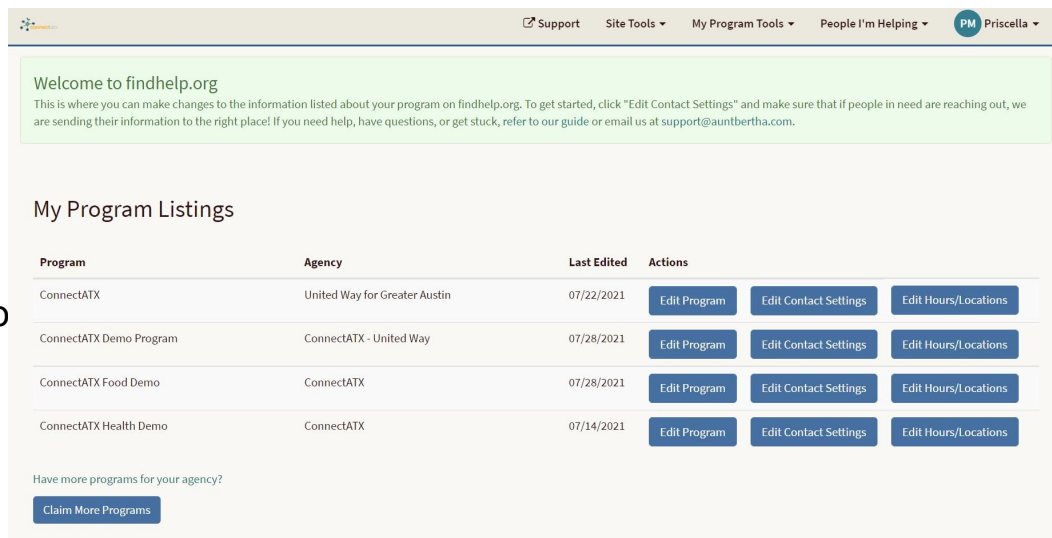


Introducing: ConnectATX Referral Tools

One Step : It allows an organization to capture a seekers information and then contact that individual.

Screeners Eligibility: referral tool allows an organization to capture a seekers information, and ask eligibility questions to determine if the seeker is eligible for services.

Scheduler : People in need can book appointments directly from ConnectATX . The Scheduler includes Google Calendar and Outlook integrations.



The screenshot displays the ConnectATX web application interface. At the top, there is a navigation bar with links for Support, Site Tools, My Program Tools, and People I'm Helping, along with a user profile for PM Priscella. Below the navigation bar is a green welcome message from findhelp.org. The main section is titled 'My Program Listings' and contains a table with four rows of program information. Each row includes the program name, the agency, the last edited date, and a set of action buttons for editing the program, contact settings, and hours/locations. At the bottom of the table, there is a link to 'Claim More Programs'.

Program	Agency	Last Edited	Actions
ConnectATX	United Way for Greater Austin	07/22/2021	Edit Program Edit Contact Settings Edit Hours/Locations
ConnectATX Demo Program	ConnectATX - United Way	07/28/2021	Edit Program Edit Contact Settings Edit Hours/Locations
ConnectATX Food Demo	ConnectATX	07/28/2021	Edit Program Edit Contact Settings Edit Hours/Locations
ConnectATX Health Demo	ConnectATX	07/14/2021	Edit Program Edit Contact Settings Edit Hours/Locations

Have more programs for your agency?
[Claim More Programs](#)



What happens to my Referrals?

Inbound Referrals

Go to “My Program Tools” > “Inbound Referrals.”

Click the folder of the program with a new referral.

1. View the details of the person reaching out.
2. Update the status of each referral.

***This translates to your program analytics.**

What happens to my Referrals Continued

Who is this for? ☐ For myself or my family ☒ I'm referring someone else

Your Name *

Tell us about the person you're helping:

Someone you've Connected before:

Use contact info on file *

Or

Connecting someone new:

Their Name *

Their Email Address

Their Phone Number

Their Language

Best way to reach them * ☒ Email ☐ Text message ☐ Phone call ☐ Don't reach out

We'll send them an email with the next steps to contact this program.

Comment This comment is visible to you, your team, the agency, and person you're helping.

Confirm Consent * ☒ I have verbal consent from the person or their guardian (if under 18) to:

- Send their contact info and additional info through this system to this agency, and
- Send them info about this program through the United Way for Greater Austin's ConnectATX platform (including any responses sent to them by the program).

bertha@berthamail.com Anabella Tarango

Referral from Priscella M. at United Way for Greater Austin's ConnectATX

If there are problems with how this message is displayed, click here to view it in a web browser.

Hola,

Priscella M. te recomendó [ConnectATX Health Demo](#) a ConnectATX con el siguiente comentario:

"Preferred Language is Spanish. Prefers to be contact between 2-6pm "

¿Que sigue?

Comuníquese directamente con la agencia:

- Phone: 833-512-CATX

Gracias,

- El equipo de [United Way for Greater Austin's ConnectATX](#)

¿Ya te pusiste en contacto? Dejar Priscella M. ¡sé cómo te fue!

¿Quiere realizar un seguimiento de sus referencias?

[Iniciar sesión](#) a su cuenta y verifique su "Referencias para mí" carpeta!

Nota: este es un mensaje automático, que no puede recibir respuestas. Si necesita ayuda de emergencia, llame al 911.

connectatx ¿Tiene preguntas? support@auunbertha.com

What happens to my Referrals Cont?

Hi ConnectATX team,

Priscella M. referred someone to your program, ConnectATX Health Demo!

Please reach out to:

- **Anabella Tarango**
- [5121112222](tel:5121112222)
- Anabella.Tarango@uwatx.org

Priscella left the following comment about Anabella : "Preferred Language is Spanish. Prefers to be contact between 2-6pm ".

Priscella sent you this contact info because Anabella is looking for services or more information. You can respond by replying to this email, or Anabella said email and phone are the **best** ways to reach them.

Already reached out to Anabella ? Let Priscella know what happened, so they can follow up:

We need more info, please reach out!
We got in touch, we'll try to help!
We referred them elsewhere.
Sorry, they weren't eligible.
We couldn't reach them.
We don't have capacity.

We'll let them know, and keep track of what happened. See all past inquiries in the [inbound referral dashboard](#), or tell the story of your program's impact in the community with free reports about your programs usage.

As a reminder, [United Way for Greater Austin's ConnectATX](#) lists free and reduced cost social services programs so that people in need can find them.

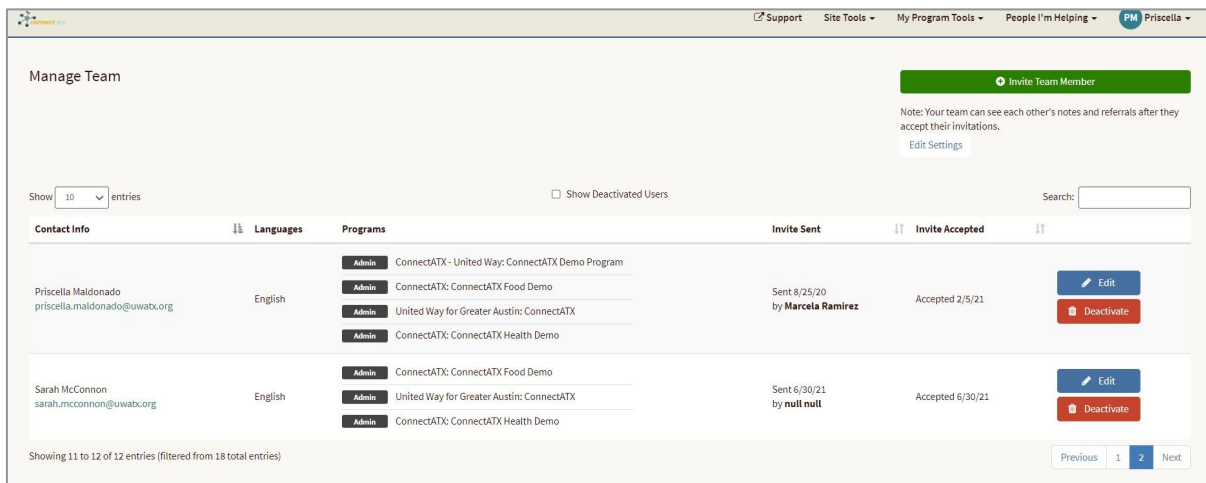
Thank you for the work you do!

The United Way for Greater Austin's ConnectATX Team

Questions? Contact community@aunibertha.com

Managing Referrals: My Teams

Give members of your organization access to edit programs, see analytics, and benefit from all other claimed provider resources without having to go through the process of claiming the program(s).



Manage Team

[Support](#) [Site Tools](#) [My Program Tools](#) [People I'm Helping](#) [PM Priscella](#)

[+ Invite Team Member](#)

Note: Your team can see each other's notes and referrals after they accept their invitations.
[Edit Settings](#)

Show entries ☐ Show Deactivated Users Search:

Contact Info	Languages	Programs	Invite Sent	Invite Accepted
Priscella Maldonado priscella.maldonado@uwatx.org	English	Admin ConnectATX - United Way: ConnectATX Demo Program	Sent 8/25/20 by Marcela Ramirez	Accepted 2/5/21 Edit Deactivate
		Admin ConnectATX: ConnectATX Food Demo		
		Admin United Way for Greater Austin: ConnectATX		
		Admin ConnectATX: ConnectATX Health Demo		
Sarah McConnon sarah.mcconnon@uwatx.org	English	Admin ConnectATX: ConnectATX Food Demo	Sent 6/30/21 by null null	Accepted 6/30/21 Edit Deactivate
		Admin United Way for Greater Austin: ConnectATX		
		Admin ConnectATX: ConnectATX Health Demo		

Showing 11 to 12 of 12 entries (filtered from 18 total entries)

[Previous](#) [1](#) [2](#) [Next](#)



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Leveraging Voices: Adding Simple Search Box

AUSTIN
diaper bank

HOMEABOUTDONATEBRIGHT SPOTGET INVOLVEDFIND DIAPERSMORE...


English >

Austin Diaper Bank partners with over 30 local agencies to provide diapers to our community. If you need diapers, contact one of the agencies below or enter your zip code in the search bar below to find diapers and other essential services through ConnectATX.

You can also call **United Way's Helpline** by dialing **2-1-1** or by going to www.211texas.org

Need help? Search free and reduced cost services like medical, food, housing and more in your area

SEARCH



Cultivating Community Resilience Through Nonprofit Connections

In a new LBJ School policy toolkit, the RGK Center offers policymakers a forward-thinking lens on nonprofits' role in building resilient communities.

[Read More >](#)

Celebrating 20 Years

Connect with us as we celebrate the 20th anniversary of the RGK Center. Read key takeaways from our anniversary events and hear stories of impact from students, alum, and other friends of the Center.

[Read More >](#)

2020 Annual Report

The RGK Center's most recent report highlights our faculty, student, and alumni achievements from the past year, as well as updates on Center programs and faculty research.

[View Report >](#)

Need help? Search ConnectATX for free and reduced cost services like food, housing, and transportation in your area

SEARCH



Key Takeaways and Questions

- **Create a free ConnectATX Account**
- **Start Searching for Resources**
 - **Use Program and Personal Filters**
 - **Check for ConnectATX and Recommended Partners**

Contact email: info@connectatx.org

