

CONNECT & GO

Social Service Navigation & Transportation Solutions
for Community Partners

PACKAGE OVERVIEW

United Way of the Mohawk Valley presents “Connect & Go,” a comprehensive, wraparound solution designed to support individuals and staff served by organizations across sectors including education, healthcare, human services, behavioral health, and more.



This package combines the strength of two United-Way operated services into a single, seamless partnership:

1. 211 Mid-York, operated in partnership with Contact Community Services, provides expert social service referrals and follow-up support for individuals experiencing challenges such as housing, food security, mental health, and more.
2. United Way’s Transportation Program, operated by United Way Staff, offers reliable ride services for clients needing help getting to appointments or services, and for staff facing commute challenges.

THIS INTEGRATED PACKAGE ADDRESSES TWO CRITICAL BARRIERS THAT IMPACT OUTCOMES AND ACCESS: UNMET SOCIAL NEEDS & TRANSPORTATION LIMITATIONS

BENEFITS OF PARTNERSHIP

FOR CLIENTS & COMMUNITY MEMEBERS

- EASIER ACCESS TO APPOINTMENTS, SERVICES, & RESOURCES
- REDUCED NO-SHOWS & MISSED CARE
- IMPROVED FOLLOW-THROUGH & SERVICE RETENTION

FOR EMPLOYEES & STAFF

- RELIABLE TRANSPORTATION TO WORK, ESPECIALLY IN RURAL AREAS
- INCREASED JOB STABILITY, ATTENDANCE, & RETENTION
- ACCESS TO NAVIGATION SUPPORT FOR PERSONAL NEEDS

FOR PARTNER ORGANIZATIONS

- ENHANCED CONTUITY OF SERVICES
- IMPROVED ENGAGEMENT & OUTCOMES FOR CLIENTS
- STRENGTHENED WORFORCE CAPACITY & MORALE
- ALIGNMENT WITH EQUITY, ACCESS, & COMMUNITY WELLNESS GOALS

CORE COMPONENTS

1

211 MID-YORK FOLLOW-UP

- Contact within 24-72 hours of referral
- Social needs screening and referrals
- Follow-up check-ins at 7 and 14 days
- Outcome tracking and case notes

2

TRANSPORTATION SERVICES (CLIENTS)

- Rides for appointments, discharges, or services
- cost coverage up to \$26 per ride
- Operates Mon-Fri with extended hours until 8 PM

3

TRANSPORTATION SERVICES (STAFF)

- Rides for appointments, discharges, or services
- cost coverage up to \$26 per ride
- Operates Mon-Fri with extended hours until 8 PM

4

REPORTING

- Monthly or quarterly reports with metrics on referrals, ride utilization, needs trends, and follow-up outcomes

PRICING

The Connect & Go package is designed to be flexible and scalable to meet each organization’s specific needs. Pricing is based on:

- Volume of transportation rides requested per month
- Number of 211 referral cases requiring follow-up
- Staffing needs for coordination, follow-up, and data reporting

Each partner agency will receive a custom quote tailored to their expected usage, scope of services, and service delivery model. This ensures an equitable, cost-effective approach that matches both need and capacity. Note: Multi-site organizations or agencies with high-volume needs may be eligible for bundled service discounts or tiered pricing.



For interested organizations/agencies, please submit an inquiry form and one of our staff members will reach out to schedule a meeting.

LET’S WORK TOGETHER TO ENSURE NO INIDVDUAL IS LEFT BEHIND DUE TO LACK OF SUPPORT OR TRANSPORTATION.

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