

# 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 MEMBERS

- 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 CONTINUITY OF SERVICES
- IMPROVED ENGAGEMENT & OUTCOMES FOR CLIENTS
- STRENGTHENED WORKFORCE 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



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 INDIVIDUAL IS LEFT BEHIND  
DUE TO LACK OF SUPPORT OR TRANSPORTATION.



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