

PA211 SUMMIT

REAL CHANGE. RIGHT HERE.

WE ASSIST WORKING HOUSEHOLDS IN OUR COMMUNITY TO ACHIEVE FINANCIAL STABILITY BY COLLABORATIVELY AND EQUITABLY REDUCING BARRIERS TO PROSPERITY.

ADVANCING REFERRAL SYSTEMS IN OUR COMMUNITY

United Way of York County proudly convened its PA211 Summit, bringing together more than 85 stakeholders. The event served as a dynamic platform for PA211 and Contact Helpline to showcase their current information systems and initiatives. We gained invaluable insights on how organizations can enhance their engagement with PA211 and gathered critical feedback on refining our information and referral processes to more effectively support the ALICE population. This collaborative effort underscored our commitment to strengthening community connections and an equitably thriving York County.

FINDINGS

“Broadening of childcare resources to support families with varying needs and schedules.”

ADDITIONAL RESOURCES/IMPROVEMENTS PA211 SHOULD PROVIDE

- Expand Legal Services
- Translation and Multilingual Resources
- Strengthen Mental Health Services
- Localized 211 agents
- Transportation Referrals
- More Childcare Resources
- Resources for Victims of Violence
- Increased Homeless/Housing Options
- Partnership with Homeless Management Information System (HMIS)

“Implementation of ‘boots on the ground’ strategies to enhance engagement and understand agency capacities and community needs.”

“Collaboration with the Homeless Management Information System (HMIS) to enhance housing database capabilities for those deemed homeless.”

A closed-loop system allows an organization to track the progress and impact of its referrals, enabling them to make informed decisions and improvements based on the feedback received.

CHALLENGES TO CLOSED-LOOP PROGRAMS

The most common themes in discussions of the challenges of closed-loop programs **included:**

- Funding and Resource Allocations
- Database and System Integration
- Capacity
- Information Accuracy and Management
- Confidentiality
- Metrics and Evaluation
- Regulatory and Compliance Barriers

BENEFITS TO CLOSED-LOOP PROGRAMS

The most common themes in discussions of the benefits of closed-loop programs **included:**

- Efficiency and Success
- Measurable Outcomes and Data Utilization
- Improved Resource Management
- Person-Centered Approach
- Enhanced Collaboration and Communication
- Transparency and Accountability
- Strategic Advantages
- Beneficial Outcomes for Service Recipients

KEY SUCCESS FACTORS FOR A STRONG PARTNERSHIP

- Effective Communication and Awareness
- Collaboration and Networking
- Coordination of Services
- Staff Training
- Follow-Up Procedures

NEXT STEPS

The PA211 Summit responses highlighted a demand for more specialized resources to support ALICE households. The community also stressed the need for boots-on-the-ground localized PA211 agents and enhanced coordination of services. These responses will help to foster a better understanding of advancing referral systems in York County.



CHILDCARE SUMMIT

We will be hosting a Childcare Summit in partnership with the York County Economic Alliance's Economic Series Breakfast. The Summit will be held on **April 24th at the Wyndam Garden York.**

ECHO PROJECT

We are excited to announce our collaboration with Community Connections for Children and the York County Economic Alliance on the **ECHO (Every Child Has Opportunities) Project**. Recognizing a significant gap in childcare advocacy, United Way of York County is poised to join efforts and make a meaningful difference.

TRANSPORTATION FOCUS GROUPS

We're organizing focus groups to elevate the voices of ALICE individuals in our community, exploring how transportation challenges hinder their financial stability. Through engaging conversations with those who have lived experiences, we aim to uncover insights into the obstacles they face on their path to financial stability.

If you would like to be part of more in-depth conversations, please contact Daysha Illarza at dillarza@unitedway-york.org



We heard your need for specialized PA211 resources. **We are here to help!** For more details on updating your organization's information, please visit: [For Providers- 211](#) or scan the QR code now.



SHARE YOUR STORY

Are you or have you been ALICE? Would you be willing to share your story?

We are collecting stories from around York County of what it is like to live in the gap between poverty and financial stability. Anything you share can be kept anonymous.

If you would be willing to share your story, please email Emily Haire at ehaire@unitedway-york.org

United Way of
York County

