

HELP1RVA

YMCA SOCIAL NEED NAVIGATION PROGRAM



OVERVIEW

Help1RVA is a collaborative to improve the well-being of Greater Richmond citizens through connections to social needs resources. The YMCA OF GREATER RICHMOND and Richmond City are the leading organizations for Help1RVA with a steering committee of cross-sector partners throughout Greater Richmond. Our mission is to progress citizens from crisis to thriving with the following aims:

CREATING

a process for citizens to obtain social needs resources.

CONSTRUCTING

an environment where citizens can navigate their success in obtaining the basic resources they need.

FACILITATING

a pathway for collaborations across community-based organizations (CBO) to assist citizens in obtaining resources.

HELP1RVA COLLABORATION

We strive to have a “no wrong door” approach so citizens only have to tell their story once. We do this by (1) Partnering with Unite Virginia to form a hub for care coordination between CBO’s with close-loop electronic referrals, and (2) Provide direct access to social needs resources for citizens to self-navigate through Help1RVA.org.

Organizations collaborate with Help1RVA by becoming a Network Partner and by promoting Citizen Resources in Help1RVA:

Network Partners send electronic referrals to other community-based organizations through our partnership with Unite Virginia.

Citizen Resources of CBO’s are listed on Help1RVA for citizen navigation through our partnership with Aunt Bertha. CBO’s can also promote navigation by integrating resources lists and search widgets into their website.

We understand that citizen resources will be listed in multiple platforms like Help1RVA. To improve care coordination and minimize the need for CBO’s to work in multiple systems, we work with CBOs to send and receive electronic referrals through our Unite Virginia partnership.

GETTING STARTED

Contact William Thornton to schedule a demo of the Network Partner electronic referral system and to begin promoting Citizen Resources for self-navigation.



For additional support, assistance in updating your organization or to learn new ways to use Help1RVA, contact William Thornton at 804.474.4406 or thorntonw@ymcarichmond.org