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GovConnect™
Community Resource Engine

GovConnect Community Resource Engine is a Salesforce-based portal that allows residents in need of social or economic support to access government assistance programs and find resources. It provides a marketplace of government and community partner resources, powered by curated, recommended referrals for residents to improve self-sufficiency outcomes and to aim for independence.

Updated as of December 2021.

FEATURES

Searchable Resources
Online guided search of government and community resources available

Omni Channel Communication
Text, chat, and email notifications and communications summarize current plan and next steps.

Outcomes Measurement
Dashboards built on a back-end data model report and measure outcomes to optimize and tailor recommendations, providing powerful insights.

Smart, Personal Recommendations
Intelligent recommendations of resources and plans based on several system inputs and supported by a framework, which improves over time based on insights.

Referrals
Referrals are made by partners, navigators, and caseworkers for individuals to connect to recommended resources and supports.

Resource Packages (Archetypes)
Curated packages of resources help residents discover and explore resources that match their situation.

Assessments of Social Needs[1]
Assessments allow partners to measure the needs of residents, refer residents to resources that can help meet these needs, and track success over time (e.g. housing, food, and transportation stability).

BENEFITS

Connects residents to resources faster, meaning they can reach independence faster

Provides a comprehensive view of household information, as well as the ability to track outcomes

Aggregates data to understand the needs in the community, actions to address the needs, and insights to guide strategy and policy

Increases operational efficiency with pre-packaged resources and automated referrals, leading to more human-focused interaction

Reduces costs by reducing inefficiencies and coordinating interactions between community partners, case workers, and residents

Shares information across partners and/or programs with a standard view

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