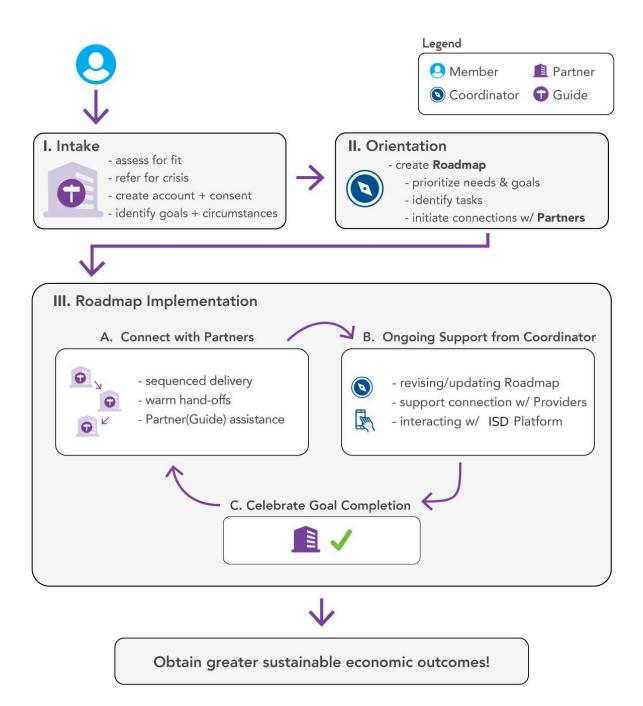
ISD Platform Modular Design

The ISD Platform is designed to facilitate the **Integrated Service Delivery(ISD) Network Model** in which "*community-based networks of nonprofit and public social services providers [use] the two-generation Integrated Services Delivery (ISD) approach to empower economically vulnerable households to achieve major economic outcomes." From this foundation, the platform has a **Core Structure** that supports the implementation of ISD through a virtual network.

The ISD Platform is designed to flexibly adapt to the needs of various community implementations of ISD through a set of **Modular Components.** These components are customized through the discovery process and refined over time with ongoing feedback and improvements. **Additional Customization** can be made initially and over time to expand platform functionality to meet specific needs and opportunities.

Modular Core Intake & Ongoing Data/Surveys ISD Network Model Age/Ethnicity/Contact Info etc sequenced service delivery Housing/Income Circumstance Household Composition/Income Etc. ISD Member Journey Intake, Orientation, & Ongoing Support **Goal & Path Types Roadmap Structure** Paths: Health, Education, Work, Goals, Tasks, and Service Connections Benefits, Finance, Housing Work Goals: Resume, Interview Skills, Career Counseling Core Users Members / Providers/ Coordinators **Specific Organizations & Services Closed Loop Referrals** ex. Triad Goodwill NCWorks Member-Driven Consent Legal Aid etc. **Community Front-Door** Member access to profiles w/ support from Provider & Coordinators Additional Customizations

ISD Platform Member Journey



Appendix

ISD Platform Features

Member Profile - centralized info about Members and their progress

- Profile photos
- View and update contact information
- View and update account information
- Demographics, household, and eligibility information
- Top tasks (based on Roadmap priority)
- Meeting accommodations (reading/writing support, ADA, interpretation, translation, etc.)
- Timeline of meetings, task/goal completion, notes, service connections, etc.
- Current assigned Coordinator
- Current/pending Service Connections
- File management upload and update files/attachments
- Customizable notifications

Roadmap -sequenced plans composed of Members' goals, tasks, and related service connections

- ISD Paths and Goal Types
- Custom Paths and Goal Types
- Member can share/input specific goals and motivation
- Define priority/sequence
- Tasks that support goal completion
- Services Connections that support goal completion
- Visual indicators of Goal/Path progress

Connections - *links between Members and Partners (service providers)*

- Services Connections recommended to Members based on goals & eligibility
- Add existing service connection
- Request new service connections
- Workflow for providers to accept/not accept service connection requests
- Assign Provider staff to specific Members
- Update Service Connection over time
- Coordinator review/approval process for connections requests

Service/Organization Profiles - centralized Orgs/Service info

- Organization/Service name and alternate/abbrev. names
- Service description
- Specific and general eligibility requirements
- Documents required to access service
- Contact information
- Accessibility information (public transit, cost, language/interpretation, ADA)
- One or multiple offices
- Organization logos
- Organizations/Services connected to users in the platform (Core Partners) in addition to organizations/services outside the platform (Referral/External Partners)

Provider/Guide Profiles -centralized Guide info

- Profile photos
- View and update contact information
- View and update account information
- Training & role information
- Top Tasks (based on priority)
- Timeline of meetings, task/goal completion, notes, service connections, etc
- Active/Requested/Inactive Service Connections
- Customizable notifications

Coordinator Profiles/Features -centralized Coordinator info

- Profile photos
- View and update contact information
- View and update account information
- Training & role information
- Top Tasks (based on priority)
- Timeline of meetings, task/goal completion, notes, service connections, etc
- Active/Inactive Members & Requested Orientations
- Customizable notifications
- Calendar availability visible for scheduling network Orientations
- Assignment/reassignment to specific Members
- Platforms enable direct Member support through:
 - Roadmap creation/prioritization/management
 - Task creation and assignment
 - Preparing, requesting, & reviewing Service Connection requests
 - Scheduling regular appointments
 - Direct messages

Org Admin Profiles -centralized admin/manager info

- Profile photos
- View and update contact information
- View and update account information
- Training & role information
- Top Tasks (based on priority)
- Timeline of meetings, task/goal completion, notes,
- service connections, etc
- Active/Requested/Inactive Service Connections
- Customizable notifications
- Team View of guides in your organization w/ overview
- of services, # requested/active connections, and date
- of last activity
- Org/Service-specific reporting & outcomes

Tasks - coordinating todos related to Member progress

- Subject & descriptions
- Due Dates
- Assign to Members/ Providers/Coordinators
- Attach to specific Paths/Goals

Documents - uploaded & organized files

- Upload & update various file types
- Share with providers
- Relate to specific Paths/Goals

Events - scheduled meetings and notes

- Scheduled Meetings
- Meeting Notes
- Attendees

Intake, Path Specific, and Check-in Surveys - customizable question sets to solicit data from users once and over time.

- Custom question structure/flow
- Smart logic and decision trees
- Text-based content
- Video content
- Audio content
- Dynamic FAQs
- Question Features
 - Various types: single-select, multi-select, lookup, true/false, text, text area, rich text, satisfaction ratings, numbers, currencies, Likert scale, date, date-times, dependent picklists, lookup/reference fields
 - Piping: populate response options from previous questions
 - Branching
 - $\circ \quad \text{Complex skip logic} \\$
 - Optional/required responses
 - Help Text / Instructions
 - Static responses
 - \circ $\,$ Responses over time w/ response history $\,$
 - Custom or automated scoring

Data Sharing, Privacy, and Consent - control over user data

- Network and Media Consents
- Member choose which parts of their data/profile to share with partners
- Member request data removal
- Member provided with copy of their data upon request

Notifications - *email/text/platform messages to nudge engagement*

- For Members/Guides/Coordinators
 - Member status
 - Welcome message, orientation appt., etc.
 - Meetings/Updates
 - Meeting scheduled, meeting reminder, Meeting update, general notes
 - Tasks
 - Task assignment
 - Task completed related to Member
 - \circ Connections
 - Response to request
 - New Service recommendations
 - New Path Questions available
 - Connection Requests without any activity after x days
 - Messages
 - Direct messages between all users.
 - Notifications when received from Guide/Provider/Coordinator/Member/ network announcements

Reporting -metrics about network performance and impact

- General Features
 - Each Member/Provider has unique auto-generated ID
 - Reminders via text/email/in-platform
 - \circ $\;$ Schedule Check-in Surveys at custom interval
 - Single or repeated measures
 - Demographic data
 - Roadmap Progress data
 - Network Composition data
 - Custom Reports
 - CSV download raw data

Members & Partner Output/Outcome Data

- # of New/ active/inactive Members
- # of Tasks Created/Completed
- # Connections Requested/Active/Inactive
- (by Partner/Service/Path/Goal)
- # Goals Created / Completed
- # of Network Services (by Core/Referral/External)
- # of Network Services (by Path/Goal Type)
- # of Network Partners (by Core/ Referral/External)
- # of services (by Core/ Referral/External)
- Avg Caseload (per Coordinator/Org/Service/Guide)
- Satisfaction by Path (Housing/Work/ Finance/ etc)
- Change in Satisfaction by Path
- Change in work/housing/health/income/financial/ circumstances
- Custom data points TBD by custom intake/path/check-in survey data

Reporting (Continued)

- Member Demographics
 - Race & Ethnicity
 - Gender
 - \circ Age
 - Household Composition
 - $\circ \quad \text{Income Levels} \\$
 - # in Household
 - #Adults Total
 - # Children Total
 - Veterans
 - Disability
 - Custom data points TBD by custom intake/path/check-in survey data
 - Filter output/outcome by demographic data

General Platform Information - branding/accessibility/security

- Mobile and Browser Friendly
- Dynamic FAQs & Help Text
- Network Feedback & Support Systems
- Data Backups
- Multi-Browser Compatibility
- Multi-Factor Authentication
- Members have direct access to their Profiles.
- Branding color and logo integrated into the platform

ISD Platform Screenshots

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Introduction	
The ISD Network is a county-wide mobile-friendly network that connects you and your household to	About You
services and a coordinator who will work with you to identify, plan, and achieve financial stability and 💦 🥰 🦉 🧖	Gender
your personal goals. Work with a coordinator to build your roadmap to success, your way, on your time, at your own pace, with local partners supporting you all along the way.	Construction X V4
Secoming a Member	Birthday
In order to become a member of ISD Network you must:	Mar V 17 V 1959 V
Be at least 18 year of age Agree to the ISD Network Data Collection & Consent Agreement	Location: How long have you lived in Guilford county?
	Years Months
What if I decide not to join? How can I protect my identity?	vv
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website.ut/ Meeting Preferences The following questions will help us match you with a coordinator that can support your specific goals, preferences, and circumstances! We'll do our best to accommodate your preferences but can't always guarantee it! Your Preferences (select all that apply)	C • • C • • C • • e website unt/ ISD NETWORK Registration Registration Complete this section to create an account that you and/or your coordinator can use to keep track of your goals, connections to services, and more! Print Network Consent I am living in and want to pursue services in this area. I am living in and want to pursue services in this area. I am living in and want to pursue services in this area. I am to create a long-term plan toward some of my goals in the areas of health, income, housing, employment, education, and finances.
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GUIDED INTAKE & GOAL IDENTIFICATION

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			Are you currently seeking support for any of these basic needs?
Preferred Name / Nickname			Safety 🖾 Food
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Email			Which Success Paths are you interested in pursuing in the next year?
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Create Password	Verify Password	✓ Include at least one uppercase letter	
	•	✓ Include at least one number	
Use 8 or more characters	and a mix of letters, numbers & symbols	✓ Include at least one symbol	
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ROADMAP CREATION & ACTION PLANNING

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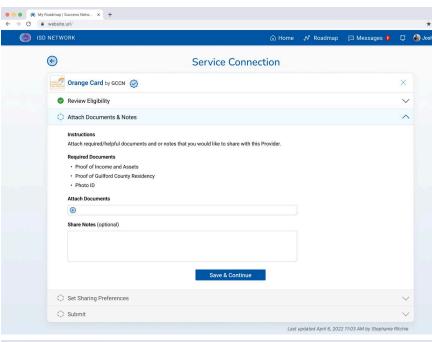
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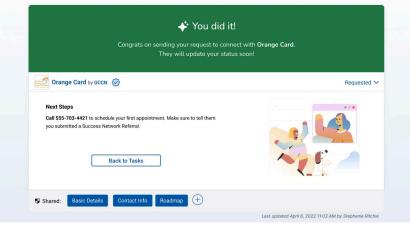
Service Connection

Review Eligibility	
C Attach Documents & Notes	14
Instructions	
Attach required/helpful documents and or notes that you would like to share with this Provid	er.
Required Documents	
Proof of Income and Assets	
Proof of Guilford County Residency Photo ID	
Attach Documents	
Share Notes (optional)	
Save & Continue	
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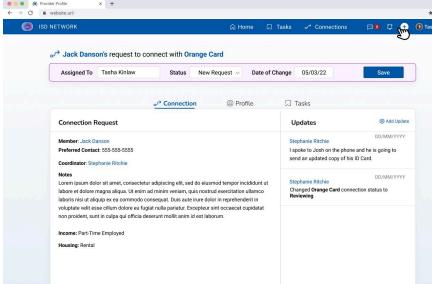


Service Connection



PROVIDER GUIDE & ADMIN PROFILES

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	Tasha Kinlaw there Service Coordinator	Top Tasks Schedule Meeting with Brian Stallman	Add + Friday		+ add task Title	Assigned to Me Member Profil	Assigned by Me	Assigned To:	Completed Completed
	GCCN Intake Services	Research Job leads for Nathaniel Daniels Follow-Up with Dorothy Welch Timeline	July, 12 July 20		Schedule Meeting with Brian C Research free phone options Research Job leads	Brian Stallman Nathaniel Dani		®	July, 12
	 & 336-555-5309 ⊠ tashak@empworx.com ✓ show all 	Josh Adams Member in person meeting at GCCN	Tuesday 10:30am		Follow-Up with Dorothy Schedule Meeting with Brian Stallman	Dorothy Welch		TR R	July 20
	Active Connections	Video meeting via Zoom Record Update	Today 2:00pm		Research Job leads for Nathaniel Daniels add task			®	July, 12
	Erian Stallman	NEW CONNECTION Corey Adams was referred by Jack Mathews for the Orange Card Service.	5 hrs ago						
	Services Orange Card	CELEBRATE! Christian Bailey completed the Specialty Care Service Service!	1 wk ago						
	Speciality Care				vebsite.url/	ి Connections	ne 🎵 Tasks 。	P Connections	* 💬 2 🗘 🕂 🛞 Tast
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	··· Requested	C Active	 Inactive 		
Member	Status	Service	Guide	Last Activity	Requested
Jack Danson	New Request	Orange Card		1 Day	July 20, 2022
(Q) Nathaniel Daniels	Reviewing	Orange Card	18	2 Days	July 12, 2022
O Dorothy Welch	Waitlist	Specialty Care	1	3 Days	July 1, 2022
Max Devine	Pending Confirmation	Specialty Care		2 Week	July 1, 2022

Team Management

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			र्श्र Team					
	Name	Role	Services		Requested	Active	Last Activity	
	(Q) Jack Danson	Manager	All		0	0	1 Day	
	Nathaniel Daniels	Guide	Orange Card		1	5	1 Week	
	Tasha Kinlaw	Guide	Specialty Care		2	8	3 Weeks	

NOTIFICATIONS & REPORTING

Customizable Notifications

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N	Neetings & Updates					
	I'm scheduled for a meeting			Email Text		
	Meeting reminders (1 day be	fore)		[mail Text		
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Ţ	asks					
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	Someone else completes a t	ask related to my profile		Email Text		
s	ervices/Connections					
	A provider responds to a ser	vice connection		Email Text		
	A new service recommendat	tion is available		Email Text		
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	A guide/provider messages	me		Email Text		
	A coordinator messages me			Email Text		

Organization/Se	rvice/Network F	Reporting	
🕑 📶 Reports			
Network Member: Ider	ntity~ Partners Outco	omes	
Select a Date Range Last 3 Months V			
41.4 Total Members 1211 Household Members	Household Composition 25% individuals 20% single parent family 15% multi-parent family 25% adults 20% children Other Identities 25% Veterans 20% Disabled	Age 25% 0-18 20% 19-24 15% 25-34 10% 35-44 8% 45-56 7% 55-64 3% 65 Gender 40% renale (only value) 40% remale (only value) 14% multiple values	Ethnicity 25% White 20% Multiple values 15% Hispanic 10% Black 8% Asian 7% Native 3% Middle Eatern 2% Havalan/slander 10% No Response 42% Hispanic (any value) 32% Black (any value)
Select a Date Range			
Last 3 Months ✓ +12% Arg. change in FPL Mo% Arg. Inital 92% Arg. Updated 80% (120) Positive Change 12% (10) No Change 08% (8) Negative Change	+\$1221 Avg. change in income 80% Avg. Initial 92% Avg. Updated 80% (120) Positive Change 12% (10) No Change 08% (8) Negative Change	40 Households over 100% FPL for the 1st time.	
Section Education			
+1.2 Avg. change in satisfaction 3.0 Avg. Initial 4.2 Avg. Updrated 80% (120) Positive Change 12% (10) No Change 08% (8) Negative Change	2112 Connections w/ activity 122 Created 112 Requested 100 Accepted 3 Rejected 2 Withdrawn 200 Completed	31 Increases in highest level of education	
from previous 10% 🏠	from previous 10% 🏠	from previous 10% 🟠	
🖻 Work			
+1.6 Avg. change in satisfaction 3.0 Avg. Initial 4.2 Avg. Updated 80% (20) Positive Change 1.2% (10) No Change 0.8% (8) Negative Change	142 Connections w/ activity 122 Created 112 Requested 12 Rejected 3 Rejected 2 Withdrawn 200 Completed	21 Improvements in job circumstances	