



Universal Front Door for Health and Human Services

Unqork conforms to your processes to help you rapidly build and effectively manage a robust case referral application with tailored digital experiences for clients, case managers, and administrators.



State and local governments are responsible for connecting those in need with crucial assistance and services. In the COVID-19 era, not only has the need for assistance grown, so have the challenges in delivering care as traditional channels have been disrupted. With digitization, agencies are better equipped to connect clients with necessary assistance remotely while subsequently injecting operational efficiencies that will benefit stakeholders long after the pandemic has passed. “Going digital,” however, is often easier said than done.

Using a traditional code-based approach, it would be difficult and resource-intensive for agencies to build a robust referral solution complete with intuitive omnichannel experiences tailored for clients or their caregivers, caseworkers, navigators, and administrators. (These challenges are further amplified when solutions must be built quickly, such as in response to a pandemic.) This is where Unqork’s ability to hasten the development of enterprise-grade solutions can be a game-changer.

Unqork’s enterprise no-code platform comes with all the tools to build and manage robust applications (e.g., front-end UX, workflow, rules engine, analytics, integrations, and maintenance). With Unqork, public agencies can rapidly build—and effectively manage—an **end-to-end referral solution** that allows clients or their designated caregivers to remotely engage with case managers, who can easily connect them with relevant services. Those in need can connect to the system through various channels, including phone, web, mobile, or offline workflows.

The solution optimizes processes that previously relied on in-person transactions such as intake, scheduling, case management, and video-conferencing. Unqork-built solutions seamlessly integrate with existing systems and third-party services, so case-workers can seamlessly transfer clients to relevant services or agencies.

With Unqork, agencies can develop a universal social service intake process so there’s “No Wrong Door,” i.e., agencies can readily—and securely—access a centralized database to determine if the referral is already in the system with another agency and how/where the case is being managed. This is a far more efficient and useful paradigm than blindly sending referrals to different agencies for assistance.

Furthermore, Unqork’s solution allows agency systems to take a modular approach to development, i.e., they do not have to commit to the full set of cross-agency functional requirements. Agencies can meet all the basic needs and be flexible in their adaptation and deployment needs of the referred individuals, including 501c3’s, community organizations, and houses of worship serving those individuals.

Key Benefits

- ✓ **Seamless end-to-end digital experience:** Leverage modular, configurable components that cover all parts of an in-person process, including intake, scheduling, case management, and video-conferencing
- ✓ **Increased client satisfaction:** Safely—and remotely—connect families in need with a wide range of services and assistance
- ✓ **Universal intake:** Develop a “No Wrong Door” approach so that navigators can readily access a secure, centralized database to confirm if/where a referral is receiving assistance, rather than blindly referring them to another agency/organization to address
- ✓ **Enhanced public health and support:** Create safe virtual processes for clients to seek and obtain critical information, services, and aid
- ✓ **Omnichannel access:** Provide clients with easy access to information and services via the channel that works best for them, be it phone, web, mobile, or offline workflows



Key Capabilities



Digital Front Door

Responsive client-facing omnichannel digital portals that offer predictable, organized workflows with smart tools to maximize assistance efforts and prioritize resources



Frictionless Handoffs

Seamless integrations allow case managers to seamlessly hand-off a client to a relevant agency or employee, even within a single session



Tailored Internal Hubs

Provide administrators and case managers with tailored experiences and access to relevant information



Checklists

Provide care navigators with step-by-step workflows to connect clients with the assistance they need

SUCCESS STORY

During the spring COVID-19 outbreak, a major urban center tapped the power of Unqork's enterprise no-code platform to build and deploy its Virtual Family Assistance Center in only 10 days without writing a single line of code.

Challenge

COVID delivered a one-two punch to government agencies in that it affects so many clients at the same time, while subsequently disrupting the traditional channels for delivering crucial public services. This is where the Unqork platform's ability to accelerate the development of robust digital solutions made a huge impact on the urban centers that experienced the brunt of the initial wave of the pandemic.

For one major city, the usual response to a high-impact event would be to respond by establishing a "Family Assistance Center" at a physical location to connect individuals who lost a family member with a navigator who could connect them with relevant public services (burial assistance, counseling, etc). This was not possible to do conduct safely amid a pandemic. So, the city worked with Unqork to launch a "Virtual Family Assistance Center" (VFAC) to provide mourning families with a wide range of services and assistance.

Solution

Built over just 10 days in April, the VFAC helps the city distribute information, assistance, and aid to families who lost a loved one to COVID. These services include everything from burial assistance to locating records & documents to connecting with mental health services.

Individuals are brought into the VFAC through several channels: Via the city's online COVID portal, by calling the assistance line, or by having their data transferred over from the medical examiner's office. From there, a navigator employed by the city is prompted to reach out and offer assistance.

The VFAC's internal admin portal helps managers efficiently assign navigators to cases. The system's navigator-facing portal guides workers step-by-step through the structured intake/interview process and can be used to connect families to a wide range of relevant city agencies.

Impact

Since going live, the has been able to deliver various forms of crucial assistance to more than 600 individuals and families who have lost loved-ones as a result of COVID-19. Built over only 10 days, the platform has empowered the city to maintain robust client services during a challenging time.

About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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