



The essence of United Way's work is the development of a coordinated system of care for families in the Roanoke Valley. Intentional collaborations among service programs are often catalyst for positive results, streamlined access to services technical assistance, and unprecedented creativity to incubate four partnerships that showcase the expertise and quality

The impact of these various UWRV-supported partnerships are best captured below through the real life stories of individuals



Onramp led by TAP was designed to enhance the performance of the workforce system to improve training and employment outcomes for families in poverty. While the workforce system works well for individuals with few barriers to employment, considerable anecdotal evidence suggests that poor families have difficulty accessing workforce system services and completing programs that could improve employment. To help more families successfully utilize the workforce system, UWRV made it possible for Onramp partners to improve policies and practices to better serve the target population; institute a coordinated referral system and increase utilization of supportive services needed to ensure that the target population is successful in achieving training/employment outcomes.

A family was referred to Onramp during the holiday season. The mother lost employment a week before Christmas and was in the early stages of filing for unemployment with the VA Employment Commission. Staff communicated with the family about additional needs and supports available. The family was in need of support for rent, utilities, transportation, food, employment, as well as holiday assistance for the children. Onramp assisted with transportation by paying for their car insurance and car payment. The parent worked with a career coach through the Workforce Innovation and Opportunity Act to help with searching for a job. The parent was also referred to their case worker at VA Department of Social Services and food banks for food and emergency energy assistance. Through TAP, the family qualified for Roanoke Regional Housing Authority rent and utility assistance; the case manager used CarePortal to get assistance from local churches for household needs and Christmas gifts for the children. The mother started new employment in February 2022.




Strengthening Youth Opportunities for Success (SYOS) led by Family Service of Roanoke Valley is a collaborative of community after-school centers providing services and programs to enrolled youth and their families through academic enrichment, behavioral and emotional health services, positive youth development programming, and job skills curriculum in the after school centers throughout the city. This collaborative also aims to increase access to emergency services to improve housing stability and offering parent education opportunities addressing a full range of topics to promote healthy families. These services include advocacy, crisis stabilization, therapeutic supports and practical supports such as budgeting and scheduling.

Derick* is an eighth grader at the Community Youth Program who has attended the program since he was in elementary school. Derick is old enough to stay home alone in the afternoons; however, he lives in a high crime area and has a tendency to be lured into trouble by older neighborhood youth. His mother is concerned that Derick will struggle to stay on track if left home alone every afternoon while she is at work. Presbyterian Community Center offers programming to high school students, but only to those who engage with their services beginning in the lower grades. Thanks to the SYOS collaborative, Presbyterian Community Center has agreed to allow Community Youth Program high school students to transition to their programming at the beginning of 9th grade. As a result, Derick will be able to seamlessly transition into the PCC high school group, easing his mother's fears.


*This will allow them to access the often multi-faceted support they need to achieve self-sufficiency. for clients, and deeper connections among partners. For the last four years, United Way has provided flexible funding, of service providers within our region. **Onramp**, **SYOS**, **The Community Resource Hub**, and **Early Learners Collaborative**.*

and families that have benefited from the collaborative approach promoted by United Way of Roanoke Valley.



The Community Resource Hub was born out of a series of local Community Health Needs Assessments which identified the importance of having a coordinated system of care to improve health outcomes in the area. The hub utilizes Community Health Workers (CHWs) that are employed by partnering organizations to address the underlying factors most determinant of health among low-income and vulnerable populations. UWRV investments covered the costs for partners to hire Community Health Workers, provided initial training for CHWs to achieve national certification, and supports the ongoing coordination and oversight of both partners and CHWs.

Ms. Doss, 59-year-old, struggles with mental health and substance use. She needed assistance applying for disability, affording her medications, and paying bills. Though the patient said she does not have any family, our CHW worked with her counselor and psychiatrist to ensure the disability letters of support were submitted and the Ms. Doss had all the necessary information.



Early Learners Collaborative (ELC) led by **CHIP**, a cross-generational, multi-agency approach with the primary goal of increasing third grade reading scores. The collaborative integrates community-driven, client-focused strategies that address social determinants of health that act as barriers to self-sufficiency for low-income families. The partnership provides an array of support to identified low-income children and families. Numerous partners integrate early learner's strategies beginning prenatally through third grade, with adult caretaker strategies that strengthen the family and engage them as active partners in the implementation of the project.

A mom from our bilingual caseload had long neglected dental care provided at New Horizons thanks to the partnership established through the collaborative. The CHIP mom had stopped working and eating. CHIP's referral to New Horizons and the care provided has allowed her to return to both. Her daughter was also seeing our Mental Health Director for play therapy sessions. The availability of these options through the ELC is a good example of elevating the entire family.