

Mentor Areas of Expertise

- Sustainable models for United Ways in data sharing
- Operationalizing data sharing for United Ways
- Incorporating client voice for equitable data sharing
- Strengthening and leveraging 211 data

Throughout the United States, United Ways collaborate with local nonprofits, government agencies, and the private sector to identify the most pressing community needs and elevate solutions that improve health, financial stability, and education success. Data sharing collaboratives enable partners to achieve greater impact at the individual and community level by coordinating services, increasing efficiency, and providing a better understanding of individual clients. As United Ways become more digital, they are leading and joining local data exchanges to increase their effectiveness.

This mentorship will offer guidance for United Ways to coordinate and partner on data sharing collaboratives that improve coordinated care and health outcomes. Drawing on expertise from: 1) the United Way Worldwide Innovation, 211, and Diversity, Equity, Inclusion teams, 2) local United Ways that are in advanced stages of data sharing collaboratives, 3) subject matter experts, and 4) the Mentees, the cohort will prioritize leveraging 211 infrastructure, identifying and implementing data exchange and service coordination models, and engaging clients in designing solutions. The cohort will also explore sustainable business models and foundational tools embedded in equitable, ethical principles for United Way to coordinate and partner in data sharing.

Proposed Key Learnings / Objectives

United Way Worldwide will facilitate the sharing of best practices and effective tools related to data sharing and service coordination so that collectively the cohort:

1. Applies an equity lens and incorporates the client voice in designing and implementing data sharing models led by United Ways.
2. Explores models for sustainable data sharing between United Ways, 211s, and their multi-sector partners.
3. Implements tactical guidance on how to operationalize data sharing for United Ways, creating resources to minimize common pain points and identifying value propositions for key stakeholders.
4. Develops protocols, best practices, and values statements for capturing more robust and actionable data from clients during 211 calls.

Mentee Eligibility and Fit

This opportunity is specific to United Ways. It is best suited to United Way applicants in the early or mid-stages of data sharing in their own communities. Potential Mentees will be ready for deeper learning and idea exchange on the fundamentals of equitable and sustainable data sharing, those that want to work more closely to integrate 211 data and capabilities across platforms, and those who are using data to inform decisions but are not yet integrating data from other sectors. The cohort would be ideal for United Way Mentees that are interested in learnings and synthesizing lessons into protocols for the United Way network to leverage and expand their data sharing capabilities.

Mentors will work with their Mentee cohorts to narrow the focus of program activities from the list of potential topics. At the end of the mentorship, each group will have the opportunity to share tools and resources developed throughout the program with the All In network.