



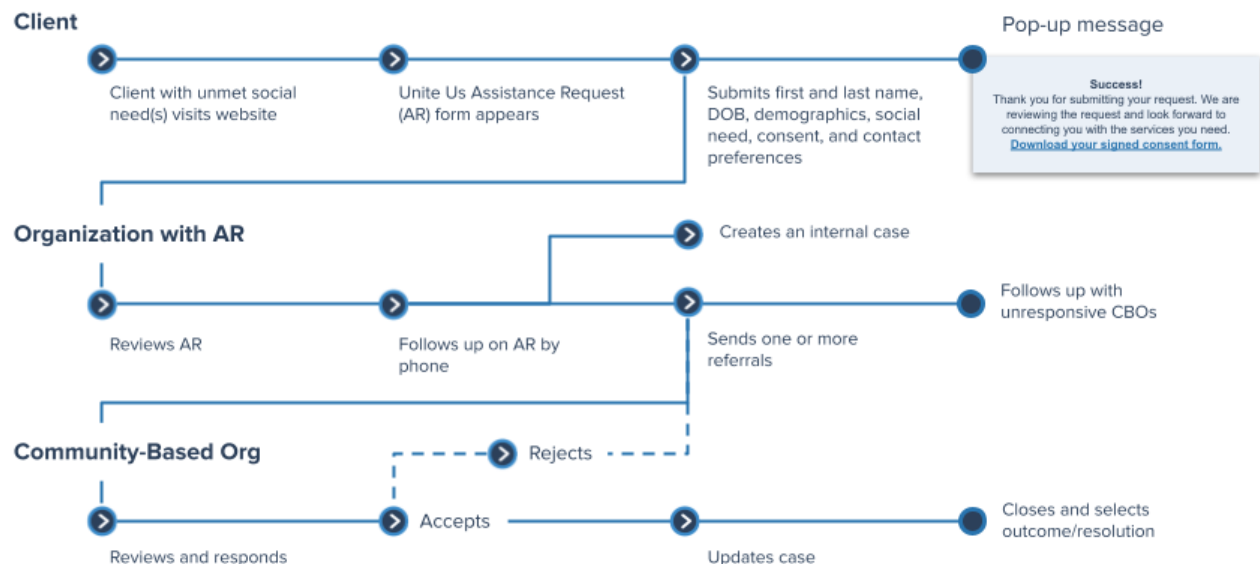
# Assistance Request Forms

In addition to the electronic referrals sent directly between network partners in the Unite Us Platform, there is another entry point into the network: assistance requests. These forms are embedded onto a website as a way for community members to self-refer or request services directly.

## What is an assistance request?

A request—generated by people seeking services themselves—for any service. An organization can receive incoming assistance requests and manage the transition from an assistance request to a referral or case that they can send to a partner in the network. The ability for an organization to receive assistance requests is determined by Unite Us and is often given to organizations with the capacity to manage additional incoming requests directly from clients. An assistance request is also known as a self-referral.

## Assistance Request Flow



## Who creates an assistance request form?

Once an organization is identified that can handle incoming self-referrals (typically an organization that performs coordinating services), Unite Us sets up the assistance request. Once set up, we share an embed code with the organization to plug into their website. The code is unique to the organization from which the assistance request form was created, so no matter where the form is placed, the submissions will always be directed to that same organization. **This form code can be added to any number of webpages, or external partner’s websites can link back to Unite Us’ network Get Help website pages as one centralized place.**

## What happens after an assistance request is submitted?

Once community members submit an assistance request, they will receive an automated confirmation message. The receiving organization will see the new request and all associated details in the Unite Us Platform. The receiving organization will evaluate the request. If the request is for a service they provide, they will open an internal case. If the request is for a service they cannot provide, they will send the referral to the best fit network partner to respond, and the process will continue. **Assistance request forms ensure that we follow our mission to meet the needs of community members from wherever they are.**

## How do I set up an assistance request for my organization?

- Identify **the organization** on the Unite Us Platform that will receive incoming requests.
- Identify **users** who will receive and take action on incoming requests.
- Determine what **questions** will be included in the assistance request form. Available fields:
  - First name, last name, DOB are required.
  - Phone number
  - Address
  - Email
  - Title
  - Middle initial
  - Suffix
  - SSN
  - SSN last 4 digits
  - Gross monthly income
  - Gender
  - Citizenship
  - Ethnicity
  - Marital status
  - Race
  - Military information
- Identify what additional questions, if any, should be answered in the assistance request form.
- Share** your request with your Unite Us Customer Success Manager or Community Engagement Manager.
- Embed** website code.
- Add language to the website** describing the request form.
  - **Suggested language:**  
Please Note: Filling out this form means you're asking to be connected to a service provider in your area who's able to meet a social or medical need that you or someone in your care may have. Once completed, this form is sent to [ORGANIZATION NAME] in the region where you'd like to receive care or services, and someone from [ORGANIZATION NAME] will contact you within two business days. The information you enter is completely confidential and there is no cost for this service. Please use this form only to request services for yourself or a child (under 18 years old) or adult for whom you have legal guardianship. Consent submitted through this form should be signed by the person who would be receiving services or by their parent or legal guardian only.
- Launch** assistance request!