



TO: Penn Hills Rising Data Trust Participants
FROM: Patrick Clark | Jackson/Clark Partners
RE: Community Connections Follow-Up Process
DATE: 10.17.23

Below is the outlined process for Community Connections follow-ups for Penn Hills residents who have indicated interest in being connected to resources or services via their responses to the Penn Hills Rising Community Census.

- Data administrator (Clark) pulls list of Community Census Participants who match relevant resources of Service Provider partner;
 - Did not refuse Community Connections to match their responses in the survey
 - Indicated a need for help with finances in their home
 - Indicated a need for foreclosure mitigation as a homeowner
 - Indicated an interest in homeownership as a renter
- Service provider partner executes a Data Trust Community Connection agreement, trains & tests on Unite Us platform
- Data administrator (Clark) forwards spreadsheet with relevant participant information to Community Corps member (Zeibak), who enters basic information into the Unite Us platform
- Data administrator (Clark) creates an outreach Effort on Organizer platform with spreadsheet with participant contact information to Community Corps member(s) (Marko-Eberle & Dawson), who reach out via e-mail, phone, or text to all relevant participants to advise them that they will be contacted by Service Provider partner to follow up on their relevant Community Census responses
- Data administrator (Clark) forwards spreadsheet with relevant participant information to service provider & informs them that basic information is now in the Unite Us platform for their access & tracking
- Service provider partner undertakes & tracks outreach, contacts, participation & outcomes in Unite Us
- Community Corps & Data Trust monitor progress or any issues