



# One Touch KC

“One Touch-Kansas City” (One Touch KC), is a new, innovative program that has the primary goal of using web-based technology to connect collaborating community organizations to make rapid referrals for key resources related to housing, utilities, safety, and food. The goal is enhance access to resources and services for vulnerable populations to improve their management of their social determinants of health. As part of One Touch KC, collaborating organizations use a common screening survey to ask key questions that results in instant referrals to address the needs the questions seek to address. One Touch KC connects health providers, government agencies, and non-profit organizations that “touch” homes to make rapid resource referrals to each other to make sure everyone’s clients get the health, housing and social services they need.

**How to join the One Touch KC collaboration:** To join the One Touch KC collaboration all your organization needs to do is complete the One Touch KC collaboration agreement located at the One Touch KC web site or download the form, sign it and email a copy to Kevin Kennedy, One Touch KC coordinator for Children’s Mercy. The simple agreement just asks that you commit to using the One Touch KC system to both make and take referrals. That’s it.

**How to use the One Touch KC tool:** The One Touch KC resource referral survey is a HIPAA-exempt, 40 question survey that takes less than 10 minutes for a One Touch surveyor to complete. You and/or your case manager can complete the survey using any mobile device and once you hit the submit button, the survey is complete and the referrals have been made, automatically. The survey asks for both general questions and questions related to client needs. Topics include: safe, healthy and energy efficient housing, access to health provider and insurance, help with utility bills, access to healthy food and personal hygiene supplies, any assistance with legal questions, and questions about the health of children, seniors and veterans.

Four organizations received funding from the Health Forward Foundation of Greater Kansas City to support the development and initial pilot of the One Touch KC program. Nine additional Kansas City organizations helped to develop the collaboration agreement, survey questions and the resource guides. All have committed to supporting the One Touch KC program and assisting with the implementation of the web-based One Touch KC Resource Referral system.

**The organizations that have been involved include:** Children’s Mercy Hospitals and Clinics, City of Kansas City, MO Childhood Lead Poison Prevention Program, Westside Housing Organization, Community Action Agency of Greater Kansas City, Northland Neighborhoods Inc., Mother and Child Health Coalition, KC-CARE Clinic, Sam Rodgers Health System, Community Health Council of Wyandotte County, Asthma Ready Communities and Mid-America Regional Council (MARC).