How to Update Program Records

IMPACT Connect kindly requests that partner organizations verify or update program information annually.
You may update it more frequently, as needed, to ensure accurate resource information for appropriate referrals.

Organizations that choose to send referrals, but not receive referrals, must follow the same process.
Please create a placeholder program and set its status to 'Off-Platform Referrals Only' in the 'Program Access' section.

STEP 1: Update Program Information

The IMPACT Connect referral platform is powered by Unite Us Sign in to your account | Unite Us
From the Toolbar, go to the gear icon
At the top of the page, select the 'Organization' tab
Scroll down and select 'Edit Program' or 'Add Program'

Program Information

Program Name
Program Description
Service Types Offered
Include the primary services offered at the organization. Sub-services or services that require client enrollment should not be listed in this section.

Program Contact Info

Program Website URL
Phone Number
Email Address (primary program representative)

Program Access

Program Delivery (how the service is offered to clients)
Program Status (are you currently accepting referrals?)

Service Areas

Geographic areas where the program provides services

Eligibility Requirements

Residency Requirements
Demographic Requirements
Other Requirements

Program Accessibility

Languages Supported
Populations Specialized In
Ages Specialized In
Accessibility Options
Transportation Options
Payment Options

STEP 2: Update Users

Within the IMPACT Connect platform, a User can:

- Browse resources in the network.
- View the clients list, including clients served by your organization.
- Fill out and submit screenings and assessments.
- Identify and save resource recommendations to the client's face sheet.
- Send referrals to other organizations.
- Accept or reject referrals sent to your organization.
- Work on cases referred to your organization.
- Review cases sent by your organization to another organization.
- Message another user about a referral or case.
- Manage requests for assistance from clients.
- Access sensitive referrals and cases.
- Export file data.
- Configure and edit organization settings.

Assign Program Users

From the toolbar, go to the gear icon.
At the top of the page, select the 'Users' tab.
Select a User to open their record.
Select 'Edit User Setting' to determine "User Status,' 'Program Assignments,' and 'User Role'

Add New User

Add Users and invite them to use the platform. Each User needs a separate account with a unique email address.
From the toolbar, go to the gear icon.
Select the 'Users' tab.
Select 'Add User' and enter the email address of the new User.
Add 'User Name,' 'Program Assignments.' and 'User Role'
Set User as 'Active.'
Return to the main list of Users and click the email icon next to the new User's name. This will automatically generate an invitation for the new User to create a login.