



Network of Care

Launched in September 2016, the Helpline Center Network of Care is **transforming** the social service system. Network of Care connects nonprofits electronically through a customized, shared software. Once a community member seeks help from a participating nonprofit, the services he or she receives can be viewed by partner agencies in real time. Network of Care's mission is to provide data and analysis designed to help the community more efficiently serve those in need, and to help make smarter referrals to serve the whole person. This report summarizes the impact and provides an aggregate summary of data highlights.

Data Analysis 2016-2018

Total Unique Individuals in the Network:

16,470

Average New Intakes by Year:

6,178

Services

Services Provided: **71,007**

2017 **26,144**

2018 **44,863**

On average **2,300** individuals per month received a service.

6,741 individuals received services both years.

Top 12 Services

- Bicycle Repair
- Case / Care Management
- Faith Based Counseling
- Food Pantries
- Furniture
- Homeless Shelter
- Literacy Programs
- Local Bicycle Transportation
- Local Transit Passes
- Parish Nursing
- Rent Payment Assistance
- Senior Food Box

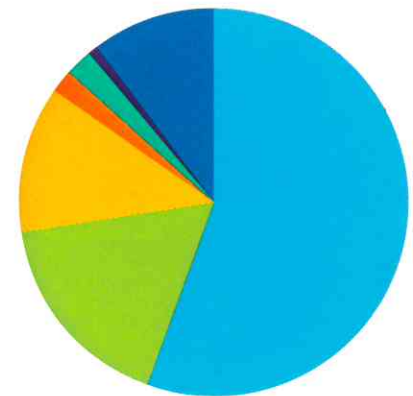
Helpline Center Network of Care



Unmet Needs

Reasons Why Need Wasn't Met

- 55% Client Did Not Follow Through
- 17% Client Not Eligible
- 12% All Services Full
- 2% Client Refused Service
- 2% Service Does Not Exist
- 1% Service Not Accessible
- 10% Unknown



(1.1% of total needs were unmet)

Specific Unmet Needs Examples

20% of Total Furniture Services



70% didn't follow through
30% were ineligible

8% of Utility Bill Expense Assistance



92% didn't follow through

9% of All Rent Payment Assistance Requests



58% didn't follow through
22% were ineligible

Supporting Partners for Helpline Center's Network of Care Annual Report:

