Community Response Data, Referral, and Resource Information Matrix

|  |  | Resource and Referral Pathways |  |
| --- | --- | --- | --- |
|  | Options for CR Data Collection |  |  |  |  |  |
| System Functions/Intent | QuickBase | Clarity | 211 website | Unite NE | NE Family Helpline | MyLink | Comments |
| Collects Community Response data for the purpose of the Community Response local and statewide evaluation | X | X |  |  |  |  | 211 - We list the CR entities and their services in our database. We ensure the information is verified annually, and updated more often whenever we learn of changes.Helpline -- Internal data only – aggregate, de-identified reporting available to partnersUnite NE -- Can attach form with referral |
| Makes referrals to partners |  | X | X | X | X |  | 211 - We refer clients to community resources available to them based on their situation, eligibility criteria, etc.Through 211 partnerships with Help Me Grow and Unite Nebraska, we make electronic referrals to in-network partners.Unite NE -- Closed loop - know outcome of referral |
| Connects with Healthcare system partners |  |  | X | X | X |  | Our 211 data is currently used in the Unite Nebraska system to populate their Out of Network resources. 211 works directly with several health systems to promote awareness of 211 and its usefulness to their patients with non-medical needs. 211 partnerships with Help Me Grow and Unite Nebraska connect us more directly with healthcare system partners. |
| Tracks notes on service delivery to individual participants |  | X | X  | X | X |  | 211 -- We track where we refer individual callers. This information is confidential and is only reported on an aggregate level. In our work with Help Me Grow and Unite Nebraska, the information/notes on service delivery transfers between in-network partners (with the client’s permission). Helpline – for internal use only |
| Provides data on utilization of Community Response Support Services funds | X | X |  |  |  |  | Unite NE -- this could be tracked through the platform |
| Allows for the tracking of multiple funding sources supporting community prevention system | X | X | X |  |  |  | 211’s Finance Department tracks funding we receive from multiple funding sources |
| Provides contact information to referrals based on need |  |  | X | X | X | X  | 211 -- We give clients the contact information for the referrals.In our partnerships with Help Me Grow and Unite Nebraska, 211 provides the agencies (referrals) the client’s contact information so they can reach out (with the client’s permission).MyLink -- myLNK provides information about services |
| Can be used by participants |  |  | X |  | X | X  | 211 can be used by participants, partners, individuals, etc. The 211 helpline, website, and app are public and available to everyone in Nebraska.MyLink -- we also have large number of users that case managers, law enforcement, and other helping agencies |
| Can add notes, contacts and files | X | X | X | X | X |  | 211 -- We enter notes and contact information into our internal software system. We do not keep other documentation there (i.e. files).Helpline – for internal use only |
| Can enter client location data | X | X | X | X | X  | X  | 211 -- We enter client location data into our internal software system. Users on our website and app enter their zip code only, and we can see that information in aggregate.Helpline – for internal use onlyMyLink -- client can put in address to see services around them. We do not collect the address data |
| Can customize i.e. specific assessments, surveys, services etc. |  | X | X |  | X | X  | 211 -- We customize our intake forms, assessments, etc. for specific projects when needed. We have done so for multiple projects, including Help Me Grow and Unite Nebraska, financial assistance, COVID19 tracking, a unique zoo program, etc.Helpline – internal data only – can provide aggregate, de-identified reporting for external partnersMyLink – communities can customize Categories and features that display for usersUnite NE -- Standard assessments included within Unite NE  |
| Users can access data they have entered and create custom data visualizations and reports, and/or analyze data they have entered using pre-set report | X | X | X | X | X |  | 211 -- Internally, we can run standard and custom reports through our software system. Public users can utilize the 211 CountsHelpline – internal data only – can provide aggregate, de-identified reporting for external partners |