NC Serves - Network Locations

NC Serves - Statewide Indicators

- 68% - Resolved
- 17% - Unable to Contact Client
- 15% - Unresolved
- 8.1 - Average Days - Referral to Provider
- 20.1 - Median Days - Overall Service Provision

NC Serves - Network Summaries

<table>
<thead>
<tr>
<th>Network Name</th>
<th>Coordination Center</th>
<th>Launch Date</th>
<th>No. of Requests</th>
<th>No. of Clients</th>
<th>No. of Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC Serves-Metrolina</td>
<td>Veterans Bridge Home</td>
<td>August 2015</td>
<td>8,242</td>
<td>3,264</td>
<td>63</td>
</tr>
<tr>
<td>NC Serves-Central Carolina</td>
<td>USO of North Carolina</td>
<td>June 2016</td>
<td>2,559</td>
<td>1,432</td>
<td>69</td>
</tr>
<tr>
<td>NC Serves-Coastal</td>
<td>Eastern Carolina Human Services Agency, Inc.</td>
<td>November 2016</td>
<td>1,707</td>
<td>792</td>
<td>61</td>
</tr>
<tr>
<td>NC Serves-Western</td>
<td>Asheville Buncombe Community Christian Ministry</td>
<td>August 2017</td>
<td>914</td>
<td>534</td>
<td>61</td>
</tr>
</tbody>
</table>

Service Requests by Type

- Employment: 23%
- Housing & Shelter: 21%
- Money Management: 11%
- Benefits Navigation: 10%
- Social Enrichment: 10%
- Health: 7%
- Legal: 5%
- Utilities: 4%
- Education: 3%
- Individual & Family Support: 2%
- Food Assistance: 2%
- Transportation: 1%
- Clothing & Household Goods: 1%
- Sports & Recreation: 0%
- Income Support: 0%
- Spiritual Enrichment: 0%
- Mental/Behavioral Health: 0%
- Physical Health: 0%

*Data current through 05/01/18

Service Episodes Over Time

- 2014 Q4: 0K
- 2015 Q1: 0K
- 2015 Q2: 0K
- 2015 Q3: 1K
- 2015 Q4: 2K
- 2016 Q1: 2K
- 2016 Q2: 3K
- 2016 Q3: 5K
- 2016 Q4: 7K
- 2017 Q1: 8K
- 2017 Q2: 10K
- 2017 Q3: 12K
- 2017 Q4: 14K
- 2018 Q1: 16K
- 2018 Q2: 18K

Service Request by Source

- Assistance Request: 55%
- Coordination Center: 48%
- Network Org: 39%
- Multiple values: 31%
- 254 Providers
- 4 Networks
- 13,422 Requests
- 6,022 Clients