

Neighborhood Care Access Now Program Referral Statistics

March 1, 2023 to January 31, 2025

Neighborhood Resource and Recreation Center Programs & Activities Health and Wellness Contract

Community Support Services Neighborhood Resource and Recreation Centers

Linkage to Support Services

Primary Care
Food, Clothing & Housing

Grief & Trauma Support

Group and Individual Support Provided by Licensed Therapists &
Qualified Mental Health Specialists

Assessment & Referral to Treatment

Trauma Informed Comprehensive & Integrated Screenings

**From 4PM to 7PM
At scheduled
Recreation Centers**

**All Services Free to
Cleveland Residents**

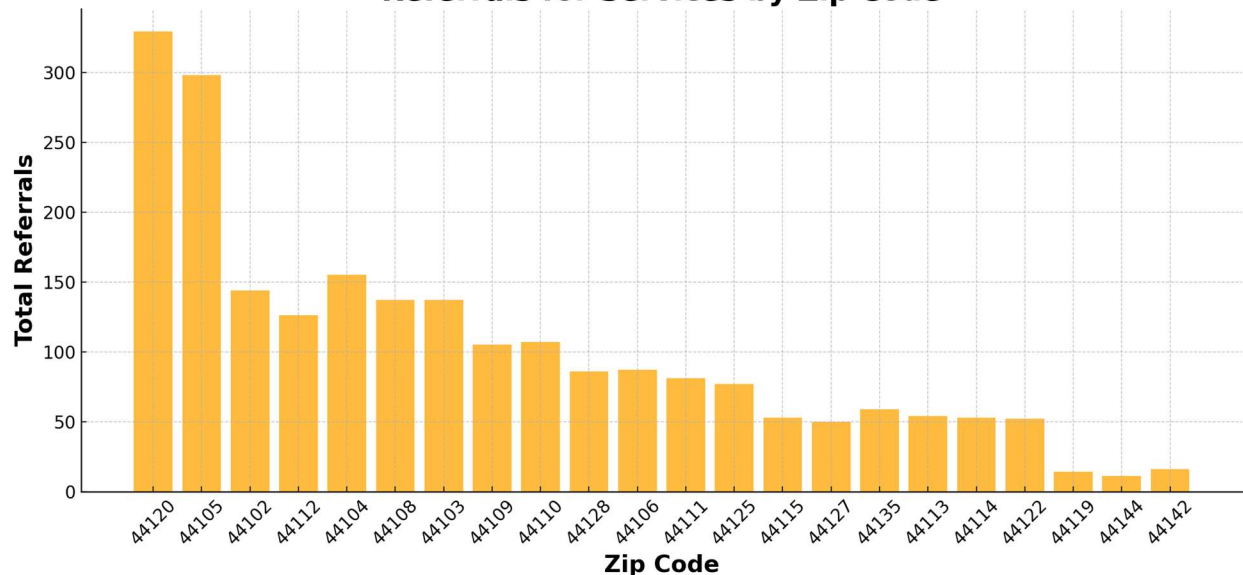
**Adults, Children, &
Families Welcome**

Services are available across all twenty-two (22) Neighborhood Resource & Recreational Centers on a rotational basis, in residents' homes, in schools and at Murtis Taylor Centers. Additionally, treatment can be accessed via telehealth, utilizing audio and video or audio-only options. The location and modality of services (in-person or telehealth) are determined based on the nature of the presenting issues, the need for privacy, and the preferences of residents.

Residents Referred for Services by Home Zip Code

| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
|--------------|-------|---------------|----------------|---------------|---------------|---------------|----------------|---------------|------|--------------|
| Zip Code | March | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN, FEB, MAR | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN | Grand Total* |
| 44120 | 6 | 37 | 53 | 77 | 45 | 23 | 61 | 27 | 0 | 329 |
| 44105 | 10 | 34 | 46 | 53 | 28 | 23 | 23 | 58 | 23 | 298 |
| 44102 | 4 | 11 | 41 | 11 | 11 | 18 | 18 | 18 | 12 | 144 |
| 44112 | 5 | 13 | 19 | 27 | 23 | 28 | 0 | 11 | 0 | 126 |
| 44104 | 3 | 11 | 36 | 14 | 11 | 18 | 30 | 23 | 9 | 155 |
| 44108 | 4 | 7 | 18 | 30 | 17 | 8 | 24 | 29 | 0 | 137 |
| 44103 | 3 | 16 | 18 | 6 | 20 | 21 | 27 | 17 | 9 | 137 |
| 44109 | 1 | 8 | 10 | 17 | 5 | 17 | 19 | 21 | 7 | 105 |
| 44110 | 2 | 7 | 10 | 15 | 10 | 19 | 12 | 25 | 7 | 107 |
| 44128 | 3 | 14 | 5 | 6 | 17 | 15 | 9 | 13 | 4 | 86 |
| 44106 | 3 | 8 | 7 | 10 | 15 | 12 | 8 | 16 | 8 | 87 |
| 44111 | 0 | 8 | 5 | 14 | 2 | 14 | 16 | 18 | 4 | 81 |
| 44125 | 1 | 6 | 4 | 5 | 16 | 12 | 12 | 17 | 4 | 77 |
| 44115 | 0 | 6 | 7 | 10 | 3 | 0 | 12 | 15 | 0 | 53 |
| 44127 | 2 | 3 | 4 | 5 | 13 | 5 | 6 | 4 | 8 | 50 |
| 44135 | 0 | 8 | 1 | 4 | 9 | 8 | 8 | 16 | 5 | 59 |
| 44113 | 0 | 6 | 1 | 8 | 6 | 15 | 7 | 4 | 7 | 54 |
| 44114 | 0 | 4 | 9 | 3 | 2 | 11 | 16 | 5 | 3 | 53 |
| 44122 | 1 | 0 | 2 | 8 | 9 | 13 | 5 | 7 | 7 | 52 |
| 44119 | 0 | 1 | 2 | 3 | 3 | 0 | 0 | 2 | 3 | 14 |
| 44144 | 0 | 0 | 0 | 0 | 4 | 0 | 3 | 0 | 4 | 11 |
| 44142 | 0 | 0 | 0 | 0 | 2 | 0 | 10 | 4 | 0 | 16 |
| Grand Total* | 48 | 208 | 298 | 326 | 271 | 280 | 326 | 350 | 124 | 2231 |

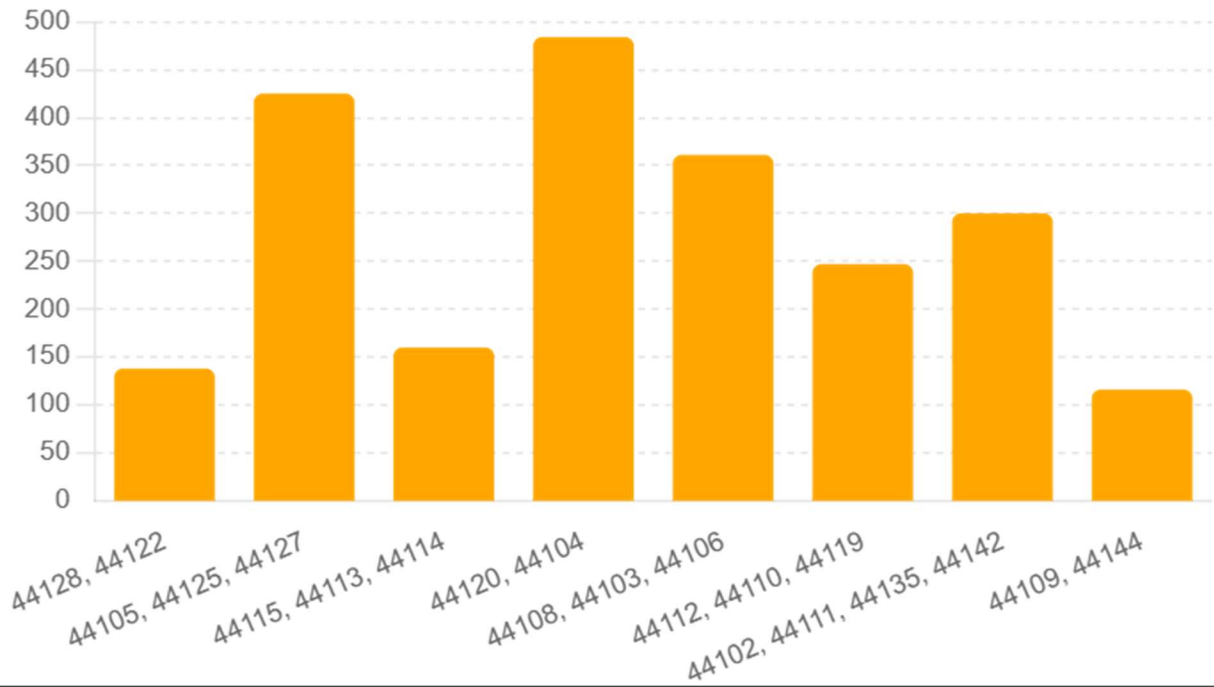
Referrals for Services by Zip Code



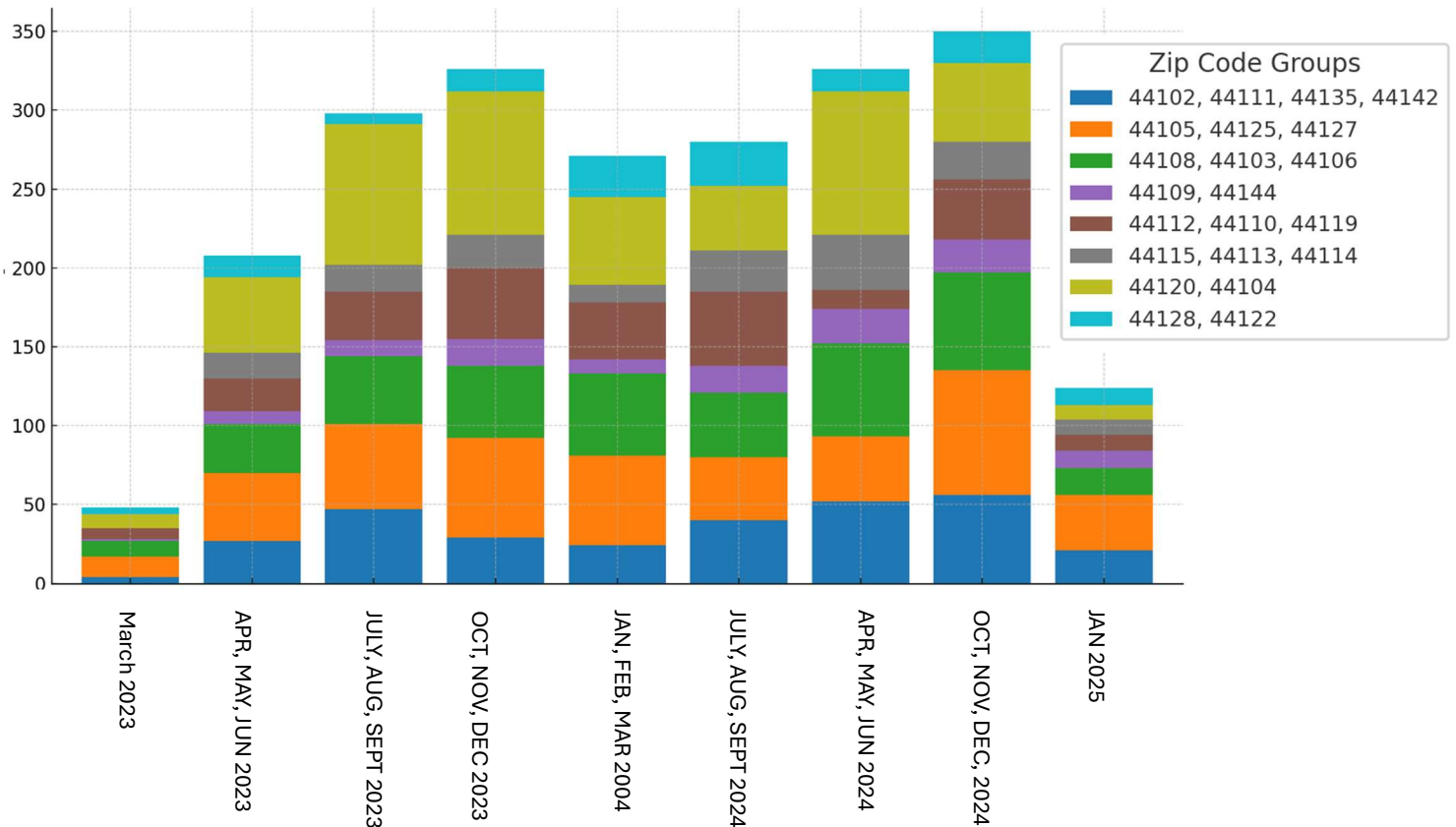
Referral Statistics March 1, 2023 to January 31, 2025

Neighborhood Resource and Recreation Center Programs & Activities Health and Wellness Contract

Total Residents Referred by Home Zip Code Groups



Residents Referred by Home Zip Code Groups Over Time



Referral Statistics March 1, 2023 to January 31, 2025

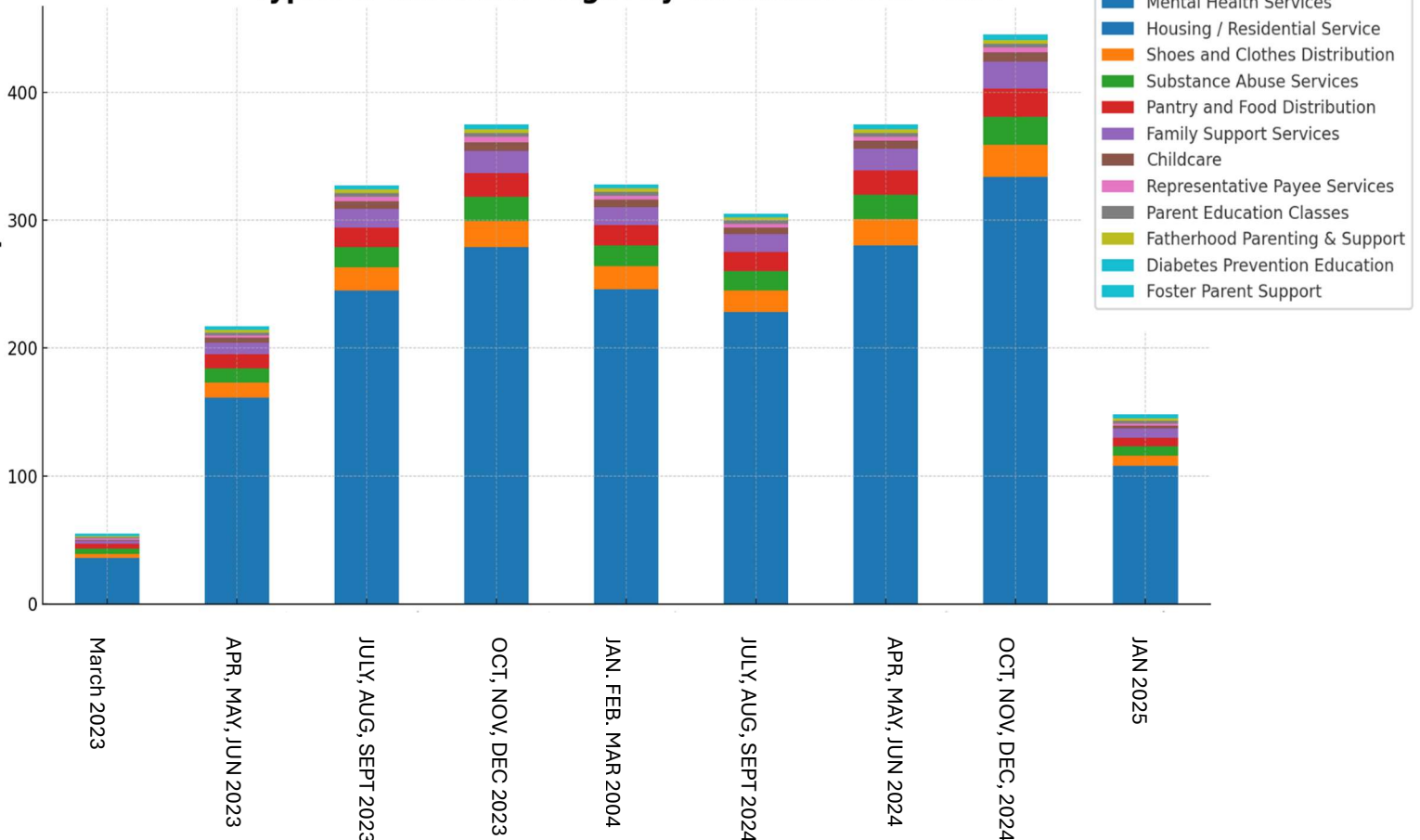
Neighborhood Resource and Recreation Center Programs & Activities Health and Wellness Contract

Types of Services Sought by Residents Over Time

| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
|--------------------------------|-----------|---------------------|----------------------|---------------------|---------------------|---------------------|----------------------|---------------------|------------|-----------------|
| Services Sought | March | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN, FEB, MAR | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN | Grand Total* |
| Mental Health Services | 29 | 129 | 196 | 223 | 197 | 182 | 223 | 267 | 87 | 1533 |
| Housing / Residential Services | 7 | 32 | 49 | 56 | 49 | 46 | 57 | 67 | 21 | 384 |
| Substance Abuse Services | 4 | 11 | 16 | 19 | 16 | 15 | 19 | 22 | 7 | 129 |
| Pantry and Food Distribution | 4 | 11 | 15 | 19 | 16 | 15 | 19 | 22 | 7 | 128 |
| Shoes and Clothes Distribution | 3 | 12 | 18 | 20 | 18 | 17 | 21 | 25 | 8 | 142 |
| Family Support Services | 2 | 9 | 15 | 17 | 14 | 14 | 17 | 21 | 7 | 116 |
| Childcare | 1 | 4 | 6 | 7 | 6 | 5 | 6 | 7 | 2 | 44 |
| Representative Payee Services | 1 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 2 | 25 |
| Parent Education Classes | 1 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 23 |
| Fatherhood Parenting & Support | 1 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 22 |
| Diabetes Prevention Education | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 20 |
| Foster Parent Support | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 9 |
| Grand Total* | 55 | 217 | 327 | 375 | 328 | 305 | 375 | 445 | 148 | 2575 |

*Duplicated Count - Residents May and Do Seek Multiple Services

Types of Services Sought by Residents Over Time



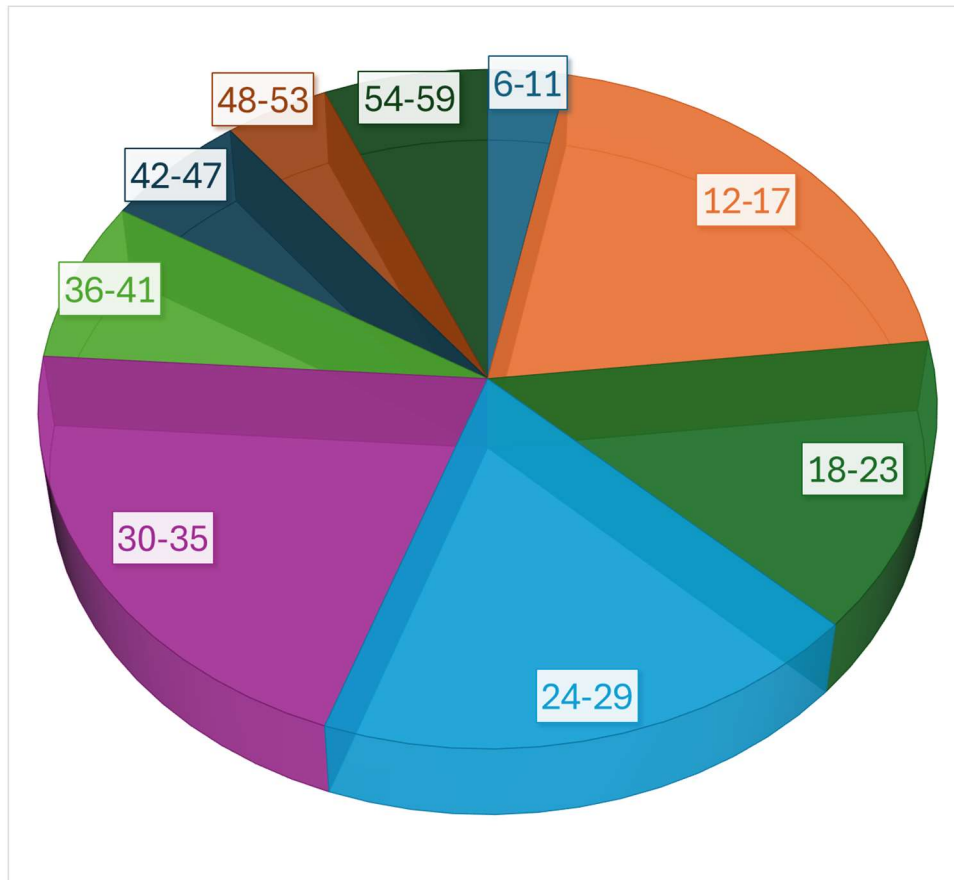
Referral Statistics March 1, 2023 to January 31, 2025

Neighborhood Resource and Recreation Center Programs & Activities Health and Wellness Contract

Ages of Residents Referred for Services Over Time

| | 2023 | 2023 | 2023 | 2023 | 2024 | 2024 | 2024 | 2024 | 2025 | |
|--------------|-------|---------------------|----------------------|---------------------|---------------------|---------------------|----------------------|---------------------|------|-----------------|
| Age Range | March | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN, FEB, MAR | APR, MAY, JUN | JUL, AUG, SEPT | OCT, NOV, DEC | JAN | Grand Total* |
| 6-11 | 3 | 8 | 10 | 9 | 8 | 8 | 10 | 10 | 4 | 70 |
| 12-17 | 42 | 119 | 118 | 39 | 26 | 27 | 31 | 34 | 12 | 448 |
| 18-23 | 3 | 40 | 17 | 39 | 42 | 43 | 51 | 54 | 19 | 308 |
| 24-29 | | 15 | 106 | 30 | 52 | 54 | 63 | 67 | 24 | 410 |
| 30-35 | | 14 | 27 | 96 | 65 | 67 | 78 | 84 | 30 | 461 |
| 36-41 | | 5 | 9 | 57 | 20 | 21 | 24 | 26 | 9 | 171 |
| 42-47 | | 2 | 4 | 22 | 20 | 21 | 24 | 26 | 9 | 128 |
| 48-53 | | 3 | 3 | 16 | 14 | 14 | 17 | 18 | 6 | 92 |
| 54-59 | | 2 | 4 | 18 | 24 | 25 | 29 | 31 | 11 | 144 |
| Grand Total* | 48 | 208 | 298 | 326 | 271 | 280 | 326 | 350 | 124 | 2231 |

Ages of Residents Referred for Services



Trends

Age Range Summary

- **Most Represented Age Group:** The age range **30-35** had the highest total requests, with **461** requests.
- **Least Represented Age Group:** The age range **6-11** had the lowest total requests, with **70** requests.
- **Peak Activity:** Peak demand occurred in **APR, MAY, JUNE 2023 (12-17 age range)**.
- **Notable Decline:** Requests drop significantly for **42-47, 48-53** and **54-59 age ranges**.

Zip Code Summary

- **Most Active Zip Code:** **44120** recorded the highest number of total requests at **329**.
- **Least Active Zip Code:** **44144** recorded the lowest number of total requests at **11**.
- **Broad Trends:** Requests seem evenly distributed across most time periods and peaked during **OCT, NOV, DEC 2024**

Services with the Highest Demand:

1. **Mental Health Services:**
 - **Total requests: 1533**, making up a significant portion of the overall demand.
 - **Peak Activity:** OCT, NOV, DEC 2024, with **267 requests**, likely indicating heightened mental health needs in this period.
 - **Steady Demand:** Requests remained high across all periods, reflecting the consistent importance of mental health services.
2. **Housing / Residential Services:**
 - **Total requests: 384.**
 - **Peak Activity:** OCT, NOV, DEC 2024, with **67 requests**.
 - **Steady Growth:** Requests steadily increased over time. This could indicate growing housing challenges or improved access to these services.
3. **Shoes and Clothes Distribution:**
 - **Total requests: 142.**
 - **Peak Activity:** OCT, NOV, DEC 2024, with **25 requests**.
 - **Trend:** Requests were consistent across all periods, but slight peaks occurred during colder months, aligning with seasonal needs.

Services with Mid-Level Demand

4. **Substance Abuse Services:**
 - **Total requests: 129.**
 - **Peak Activity:** OCT, NOV, DEC 2024 (22 requests).
 - **Steady Demand:** Requests ranged from **15-22** during most periods, reflecting a consistent need for substance abuse support.
5. **Pantry and Food Distribution:**
 - **Total requests: 128.**

- **Peak Activity:** OCT, NOV, DEC 2024 (22 requests).
 - **Seasonal Trends:** Higher demand during late and end-of-year months, aligning with holiday needs and economic stressors.
6. **Family Support Services:**
- **Total requests:** 116.
 - **Peak Activity:** OCT, NOV, DEC 2024 (21 requests).
 - **Trend:** Demand remained steady, reflecting ongoing family support needs throughout.

Services with Least Demand:

7. **Childcare:**
- **Total requests:** 44.
 - **Peak Activity:** OCT, NOV, DEC 2023 and JAN, FEB, MAR 2024 (**7 requests each**).
 - **Low Usage:** Requests were relatively low, potentially due to the use of the Recreation Centers as alternatives to childcare or childcare eligibility criteria.
8. **Representative Payee Services:**
- **Total requests:** 25.
 - **Peak Activity:** OCT, NOV, DEC 2023 and OCT, NOV, DEC 2024 (**4 requests each**).
 - **Trend:** This service saw consistent low demand across all time periods.
9. **Parent Education Classes:**
- **Total requests:** 23.
 - **Steady Demand:** A consistent number of requests (**3 requests per period**) across most months, indicating a targeted but limited demand.
10. **Fatherhood Parenting & Support:**
- **Total requests:** 22.
 - **Steady Demand:** Requests were consistent, showing a focused but small audience for these services.
11. **Diabetes Prevention Education:**
- **Total requests:** 20.
 - **Low Usage:** Reflects a small audience or potentially limited program reach.
12. **Foster Parent Support:**
- **Total requests:** 9.
 - **Steady Demand:** One request per time period, indicating a niche but stable need.

Key Observations:

- **Mental Health Services dominate** the demand, with more than 50% of the total requests.
- **Housing-related needs** are the second most significant, showing the importance of providing stable living arrangements.
- **Food and clothing services** see seasonal peaks, particularly toward the end of the year, aligning with colder months and increased financial strain.
- **Specialized services** such as diabetes education and foster parent support have lower but consistent demand, reflecting niche needs.