

Social Network Analysis of HFNY Referrals

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Introduction

This research brief examines referral data for participants enrolled in Healthy Families New York (HFNY). The analyses focus on the amount and type of referrals, regional variations, and concludes with recommendations for further study.

Sample Overview

The data set included all outbound service referrals for HFNY enrollees during the 2016-2017 time period, the most recent year for which complete data were available. This resulted in a sample consisting of 30,536 service referrals, involving 5,314 clients, across HFNY's four regions and 37 program sites (See Table 1).

Table 1. Number of Clients and Referrals, 2016-2017

Regions	Program Sites	Referred Clients Enrolled	Referrals
4	37	5,314	30,536

Frequencies of Referrals by Region

The data revealed small variations in the number of enrolled clients and the frequency of referrals across the regions. (See Table 2). All of the sites cluster similarly together for each of the measures, except for the Mid-Hudson region, which enrolled far fewer clients. Downstate had the largest number of enrollments and referrals at 2.5 times more client enrollments than the Mid-Hudson region.

Table 2. Client Enrollments, Referrals, and Ratio of Referrals per Enrollee, by Region, 2016-2017

Regions	Client Enrollments	Referrals	Referrals per Enrollee
Capital Region	1,329	8,956	6.74
Mid-Hudson	640	3,651	5.70
Western NY	1,520	8,026	5.28
Downstate	1,837	9,941	5.41

Standardizing the numbers as a ratio of referrals per client allows further regional differences to become clear. Despite less activity, the Mid-Hudson area makes more referrals per client excluding the Capital Region, while Western New York and Downstate perform comparably. The Capital Region averages over one additional referral more than any other region. Figure 1 visualizes these regional differences to more clearly elucidate the variation present across metrics.

Figure 1. Referrals per Client by Region



Referral Types by Region

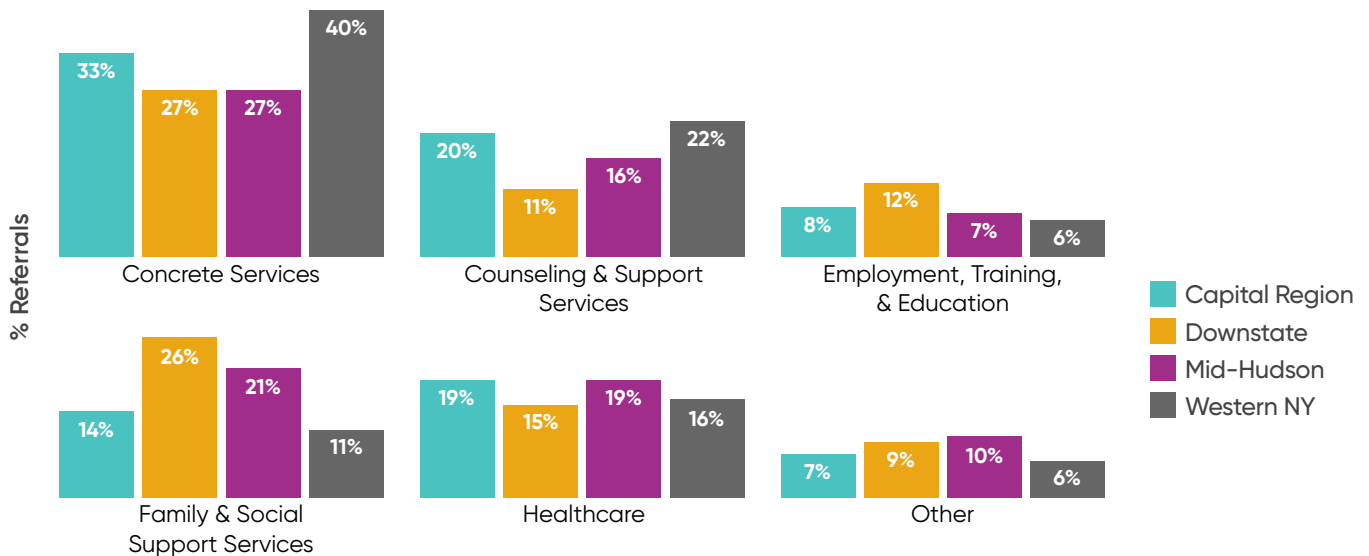
Regional frequencies and percentage of referrals by referral type are presented in Table 3 and Figure 2. For all regions Concrete Services (CON) are the most frequent referral type. Western New York had a full 40% of their referrals devoted to these services. Counseling and Support Services were the second most referred service type for both the Capital Region and the

Western New York, while Family and Social Support Services was the second most referred category for the Mid-Hudson and Downstate regions. Excluding the "Other" category, Employment Training and Education (ETE) was the least utilized referral in all regions except for Downstate.

Table 3. Frequency and Percentage of Referral Types by Region (2016–2017)

Service Type	Capital Region		Mid-Hudson		Western NY		Downstate	
	Refs	% of Refs	Refs	% of Refs	Refs	% of Refs	Refs	% of Refs
Concrete Services (CON)	2,929	33%	995	27%	3,207	40%	2,635	27%
Counseling and Support Services (CSS)	1,766	20%	572	16%	1,776	22%	1,117	11%
Employment, Training, & Education (ETE)	672	8%	248	7%	443	6%	1,224	12%
Family & Social Support Services (FSS)	1,253	14%	760	21%	844	11%	2,578	26%
Health Care (HC)	1,744	19%	699	19%	1,270	16%	1,535	15%
Other (OTH)	592	7%	377	10%	448	6%	852	9%

Figure 2. Percent of Referrals by Service Category and Region, 2016–2017



Future Research

The significant variation in amount of clients enrolled and referrals made, as well as the types of referrals made, warrants further analysis. Future research should consider the following as possible explanations for this variation: regional availability of services, regional differences in client characteristics, administrative differences in how data are entered across regions, or cross-region variation in program implementation.

About the Center for Human Services Research

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