Benetech Service Net

A better way for everyone to see the social safety net

Mending the Social Safety Net

Many organizations are trying to provide a bridge to the safety net for people who need it, in part by maintaining directories of social services so that they can effectively refer their clients to the right resources. But Benetech's survey of the San Francisco Bay Area/Sacramento region found 74% of records about services are being maintained redundantly in siloed resource directories that organizations expend significant resources to update manually. Moreover, these records can vary in depth, accuracy, or timeliness, making it that much harder to match a person to the appropriate service. Together we can make the safety net more visible.

Transformative Impact for All Involved

Benetech Service Net is an open standards data exchange platform that makes it easier to share and maintain information on local social and human services. Organizations providing referrals or referral technology (such as 2-1-1s, Healthify, or Health Leads) and agencies providing information about their services (such as community-based shelters, food pantries, or government agencies) can work together to make better data available for everyone. Ultimately, Benetech Service Net's goal is to enable transformative impact for all stakeholders:

- **For People Seeking Services:** Increase volume, timeliness and relevance of information about available services, improve service delivery

- **For Service Providers and Referrers:**
  - **Increased Efficiency:** reduce duplication, improve service provider response rates to update information, provide a mechanism for disseminating real-time updates when needed
  - **Decreased Data Maintenance Costs and Improved Data Quality:** Increase comprehensiveness, timeliness, accuracy and relevancy of services information.

- **For the Entire Sector:**
  - **Faster Innovation Growth:** Accelerate innovation of new tools, applications, and projects based on high-quality data
  - **Better Social Service Analysis:** Use data in research, analysis, and decision-making in more meaningful ways
  - **Expanded Resource Reallocation:** Create more opportunity for other valuable services by capturing value locked in redundant systems
  - **Replicable, Scalable Engine for Change:** Create scalable infrastructure and provide replicable models for data collaboration for resource directories nationally
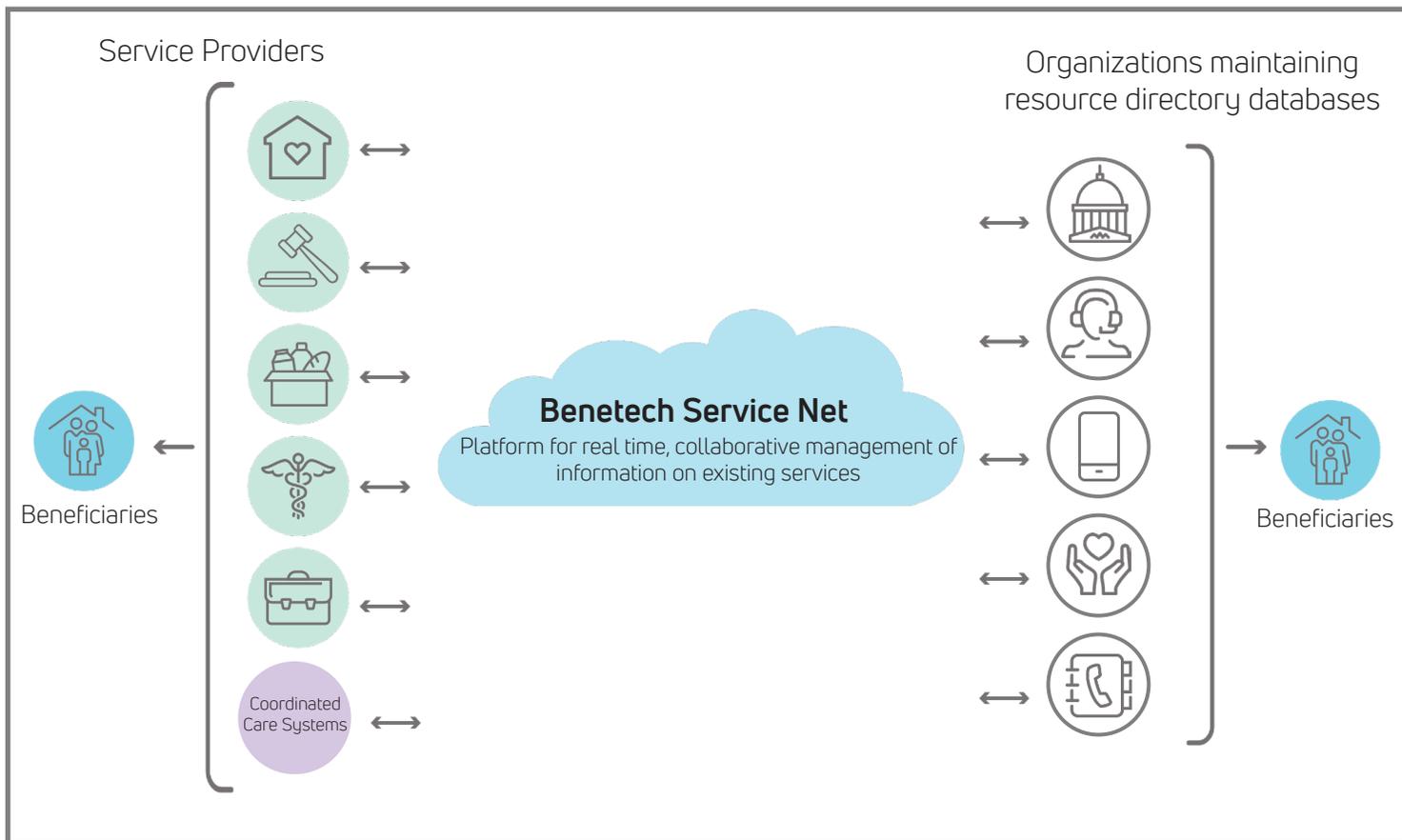
benetech.org

FOLLOW US:

benetech
TECHNOLOGY
SERVING HUMANITY

Collaboration is Key to Success

Collaboration is at the heart of this effort in partnership with the Open Referral Initiative. While designing the platform's technical infrastructure, Benetech has convened stakeholder organizations to understand their needs and get feedback not only on what kind of system would benefit them and their clients, but also what they see as beneficial for the entire sector. Part of that co-design process is the work of ongoing stakeholder discussion groups that will inform the platform.

Service Providers

Organizations maintaining resource directory databases

Beneficiaries

Coordinated Care Systems

Benetech Service Net
Platform for real time, collaborative management of information on existing services

Beneficiaries

About Benetech

Benetech is a nonprofit that empowers communities with software for social good. Benetech's work transforms how people with disabilities read and learn, enables human rights defenders and civilians to pursue truth and justice, and connects people to the services they need to live and prosper. Benetech is constantly pursuing the next big social impact. Visit www.benetech.org.

benetech.org

FOLLOW US:

benetech
TECHNOLOGY
SERVING HUMANITY