



From Data to Action: Leveraging Indiana 211 Insights

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Spring 2024



Overview

- 211 services
- 211 data roadmap
- Improving operational activities





211 Services

- Serves individuals and families in Indiana 24/7/365
- Connects Hoosiers to health and human services
- 2023 Community Navigator service results:
 - 160,363 calls
 - 110,214 distinct callers
 - 622,841 referrals
 - Top needs: Housing, Utility Assistance, Food/Meals





211 Services

- Community navigators answer calls
- Resource curators keep resource information updated and find new resources
- Community engagement drives opportunity for new resources





Data Collection

- VisionLink (external)
 - Resource data
 - Caller data
- Genesys Cloud (IOT cloud-based platform)
 - Call data
- FSSA Cloud Analytics Environment

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Data Analysis

- Historical practice: manually exporting reports out of source systems
- Modern practice: interactive Tableau visualizations
 - Public Interaction & Referrals Dashboard
 - Resource dashboards
 - Taxonomy dashboards
 - Call volume dashboard





Inform the Community: Public Data Dashboard

Key Benefits:

- Easy to identify largest needs in Indiana, both statewide and at the local level
- Understand caller base
- Inform local communities, public policy, and funding opportunities
 - Community Based Organizations can see the number of referrals given to their agency
 - Indiana funding-based organizations can use the data to inform focus areas for continued support or new programs



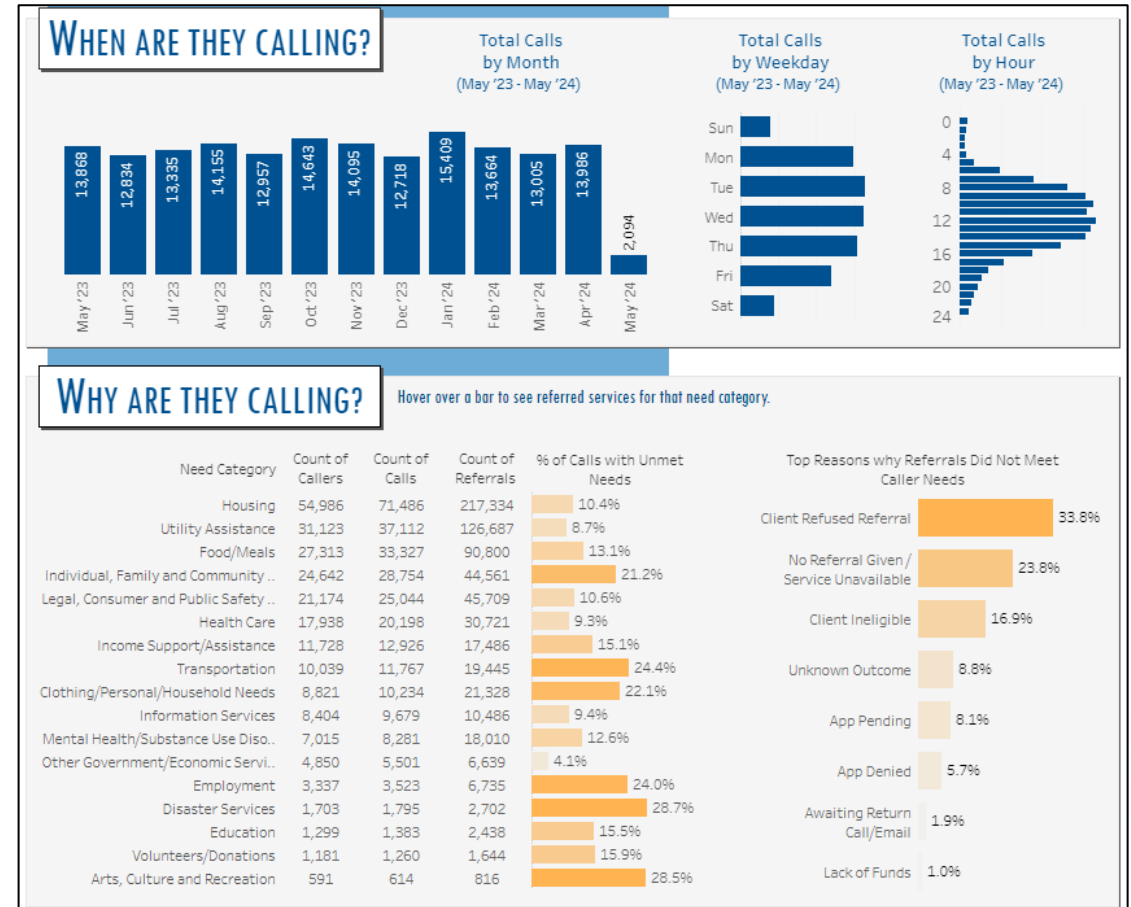
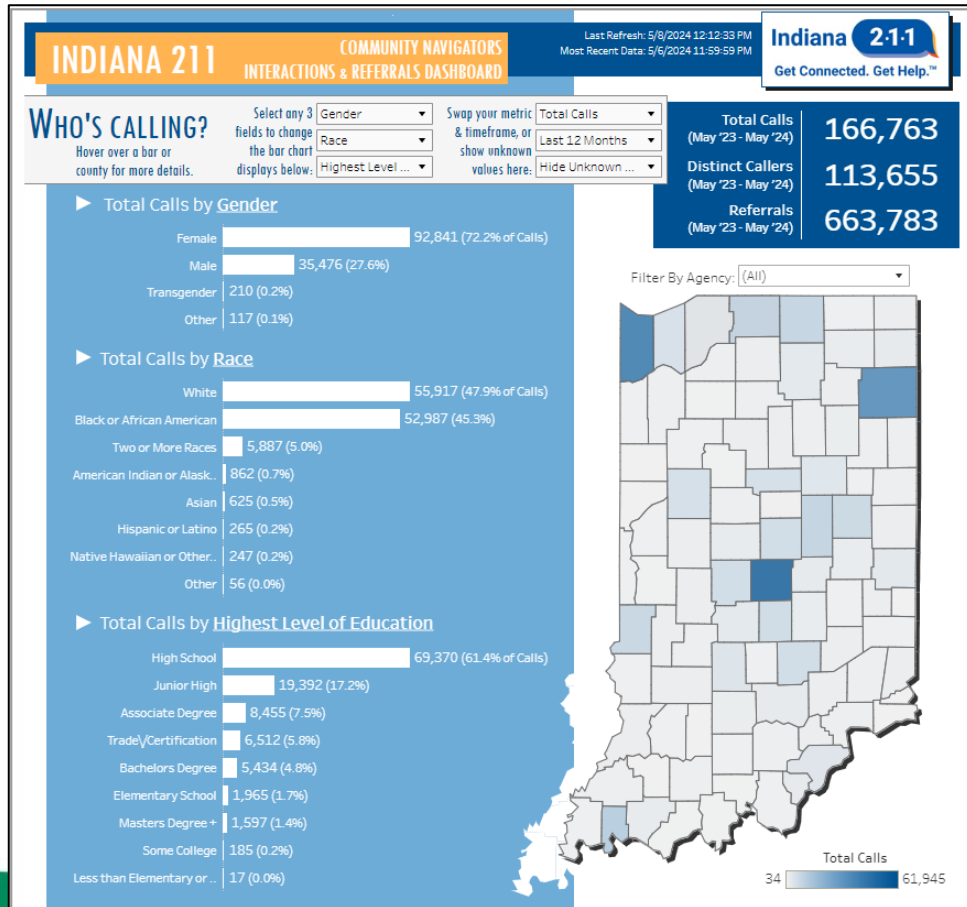
Inform the IN211 Team



211 Public Dashboard

Version 3 - December 2023

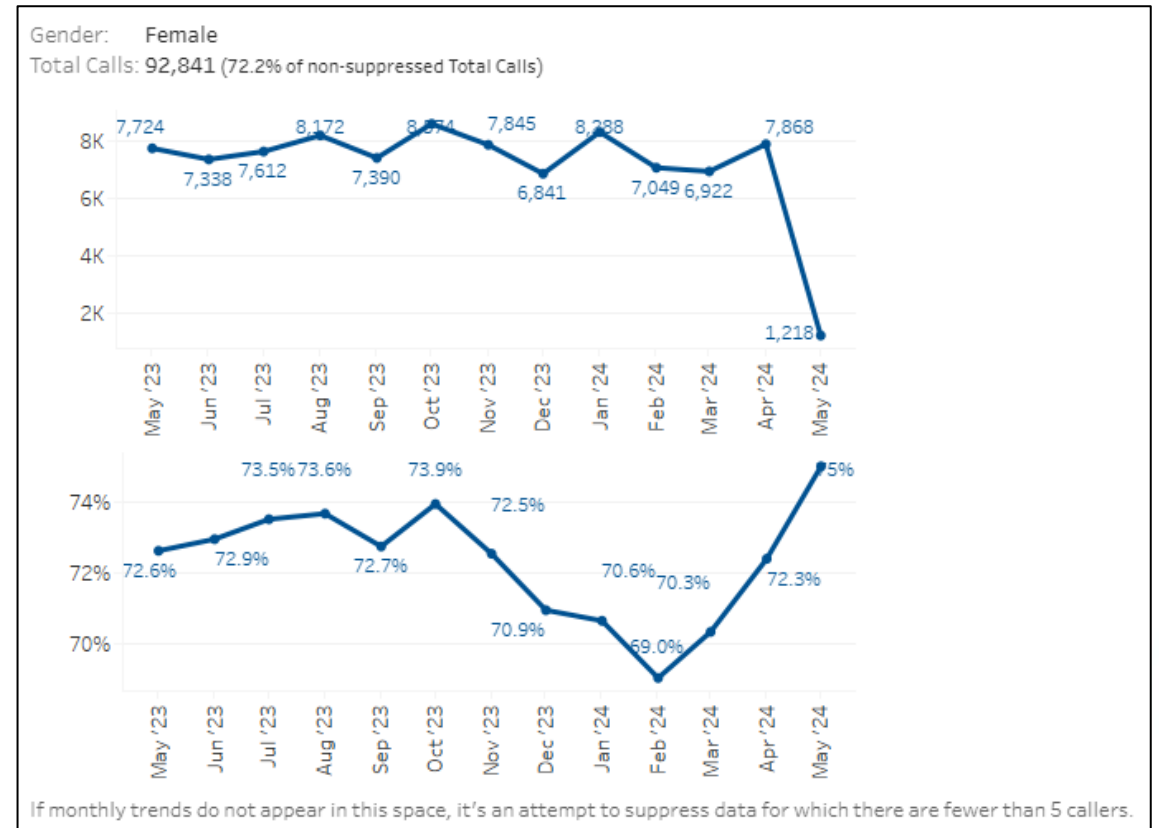
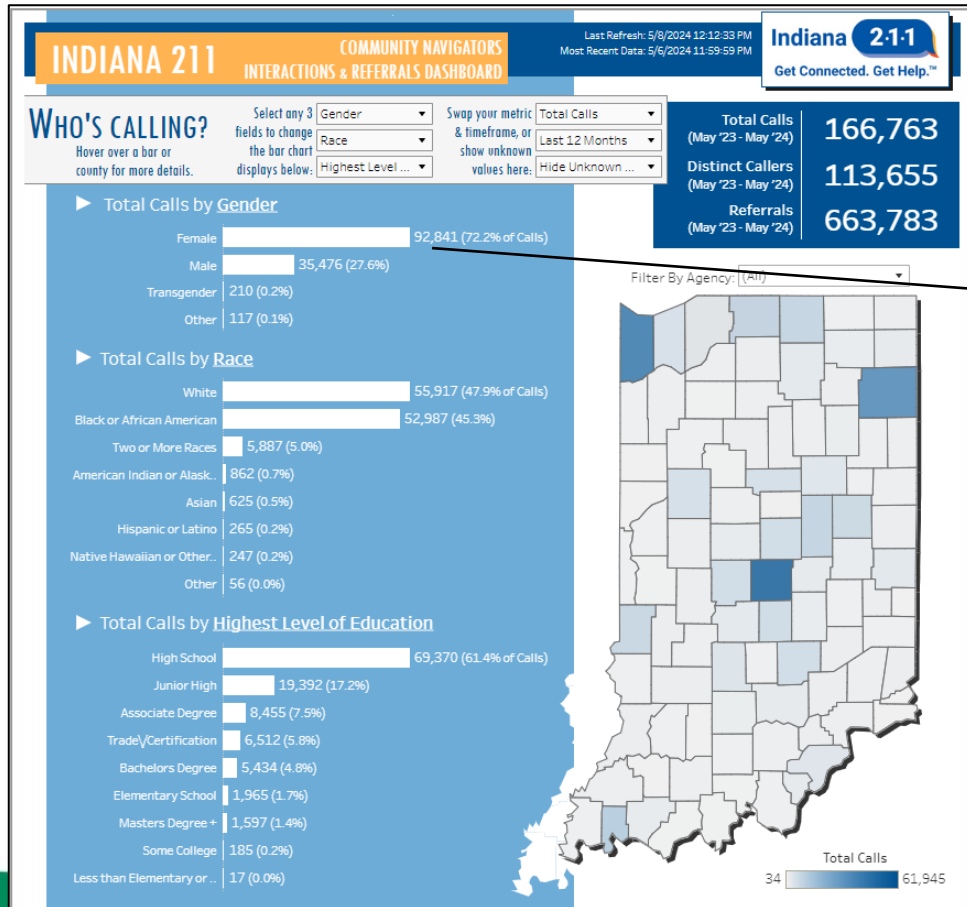
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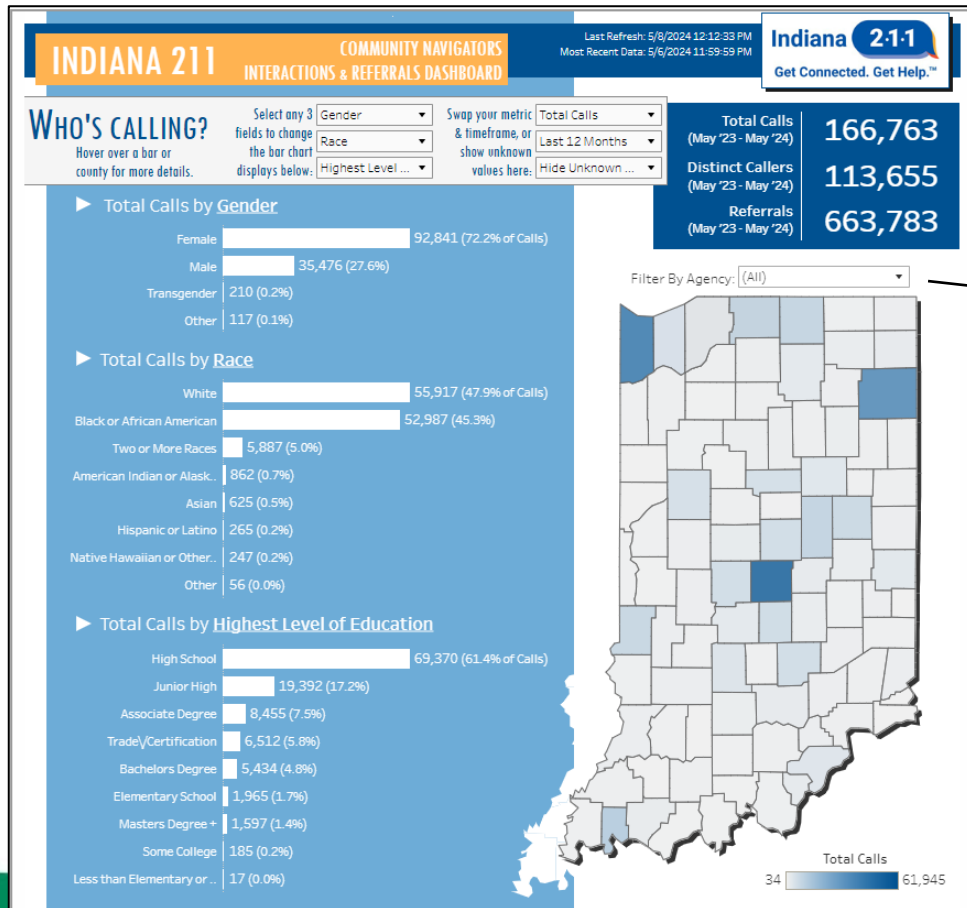
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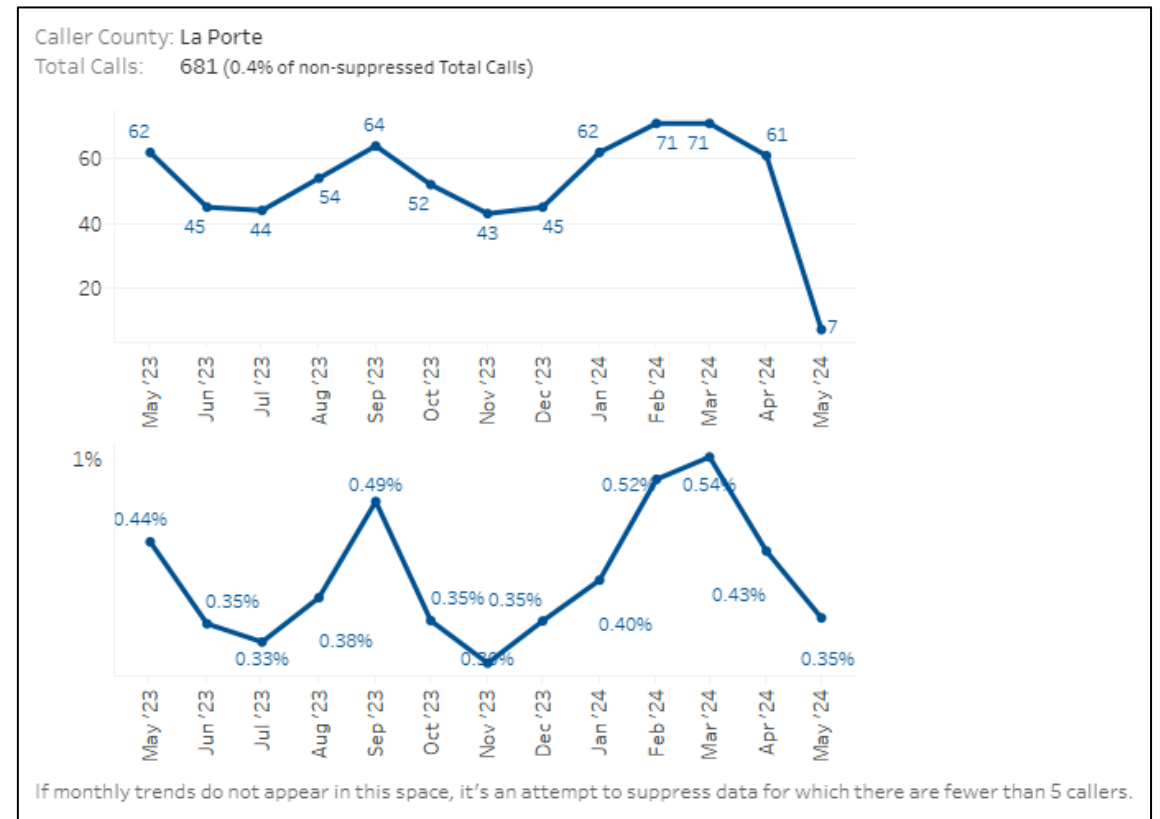
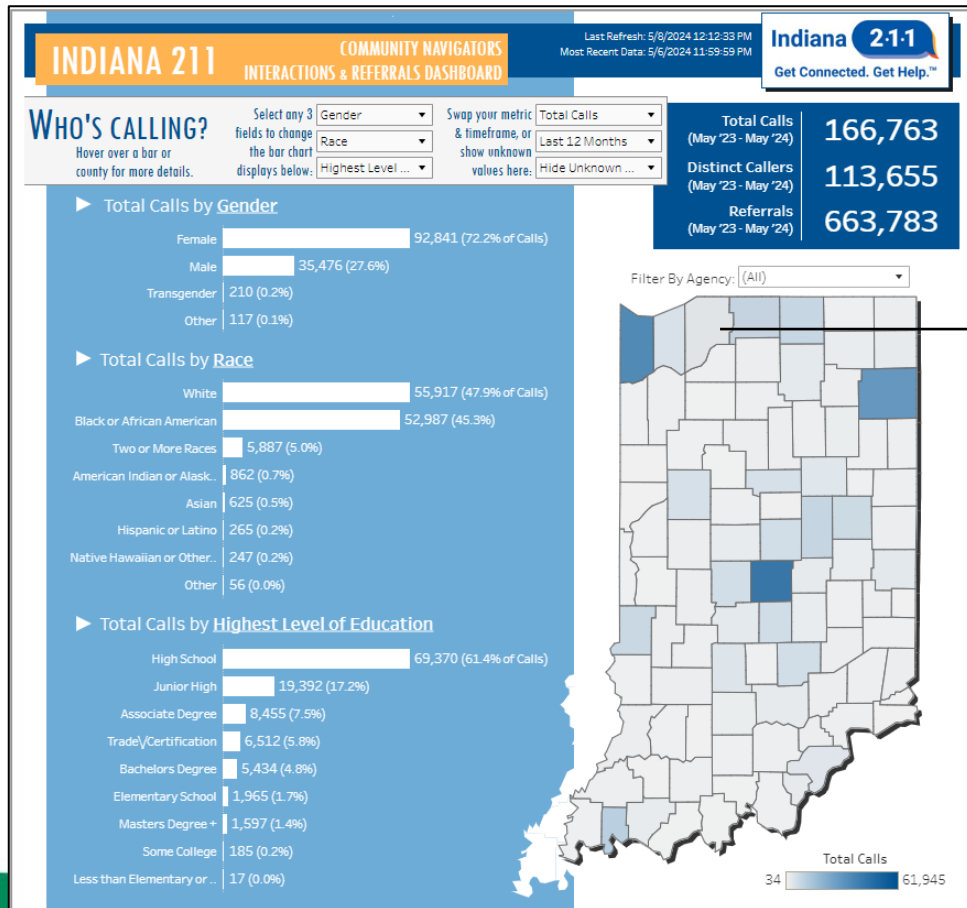
Filter By Agency: (Multiple values) ▼



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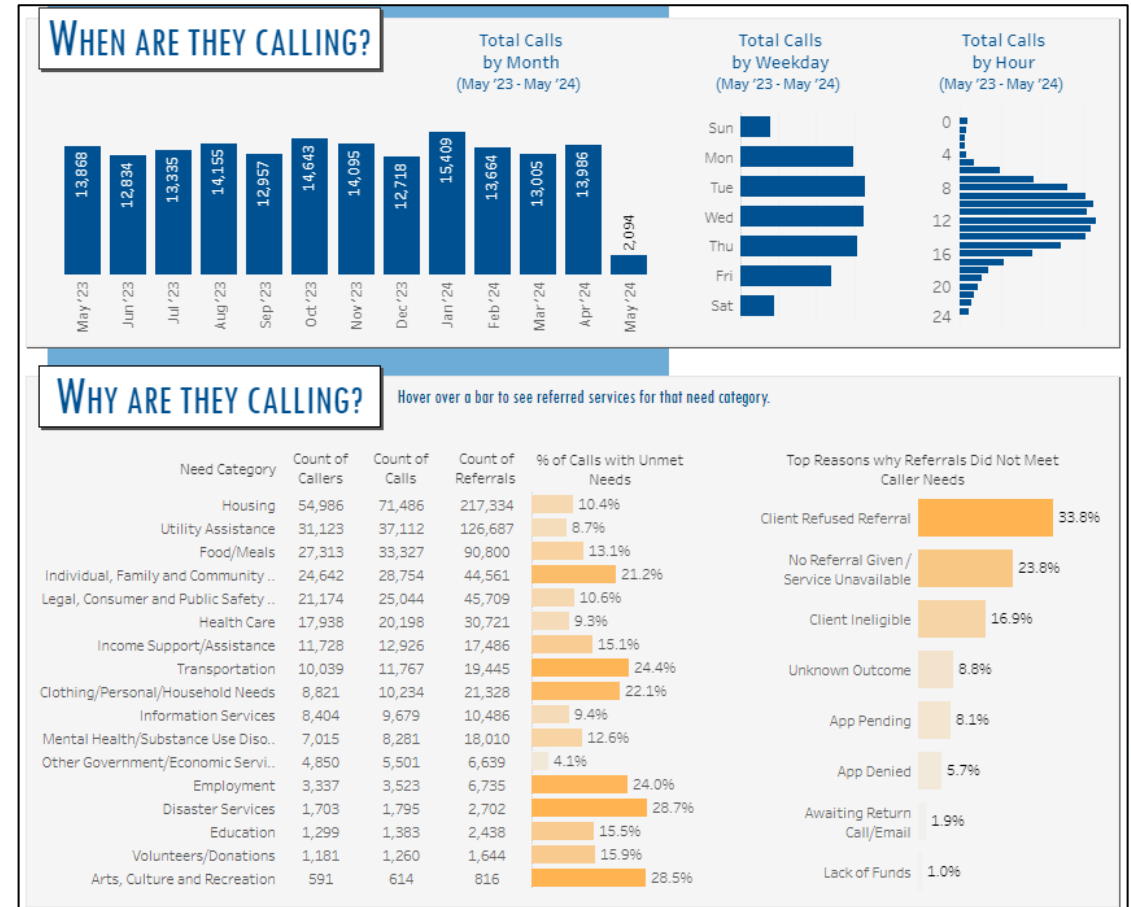
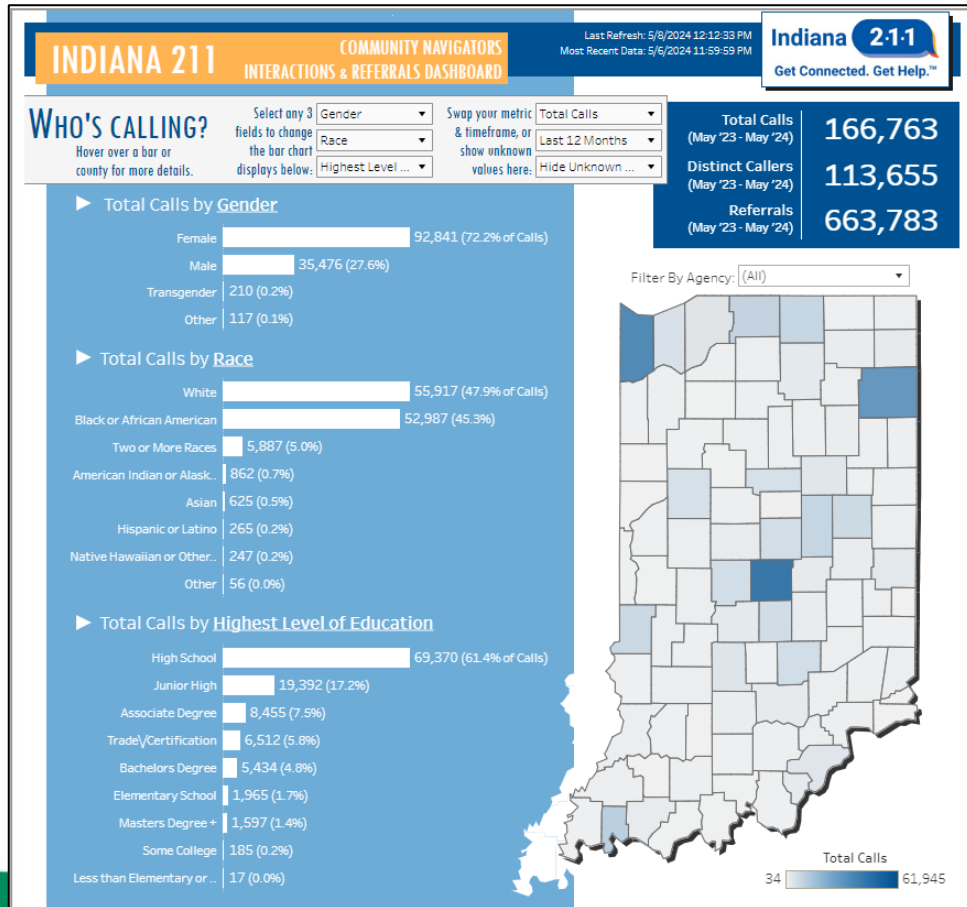
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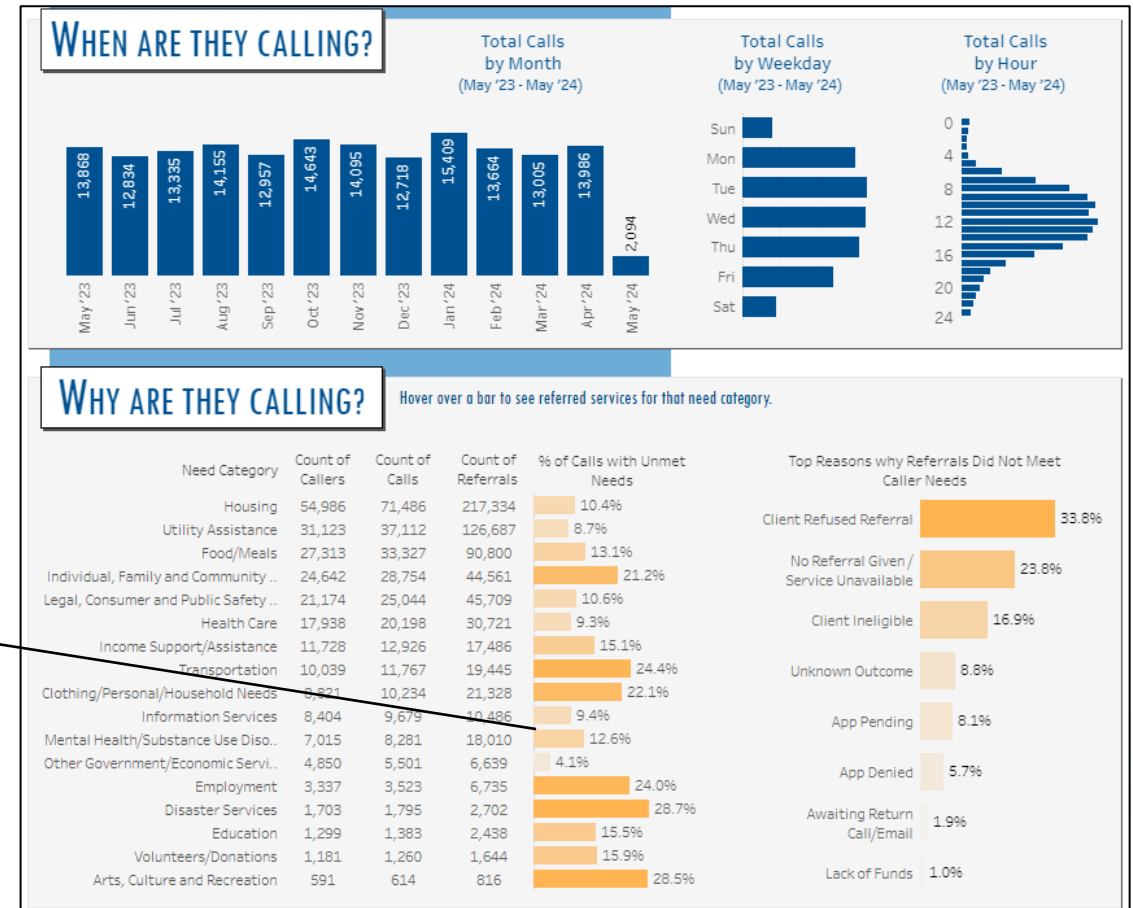
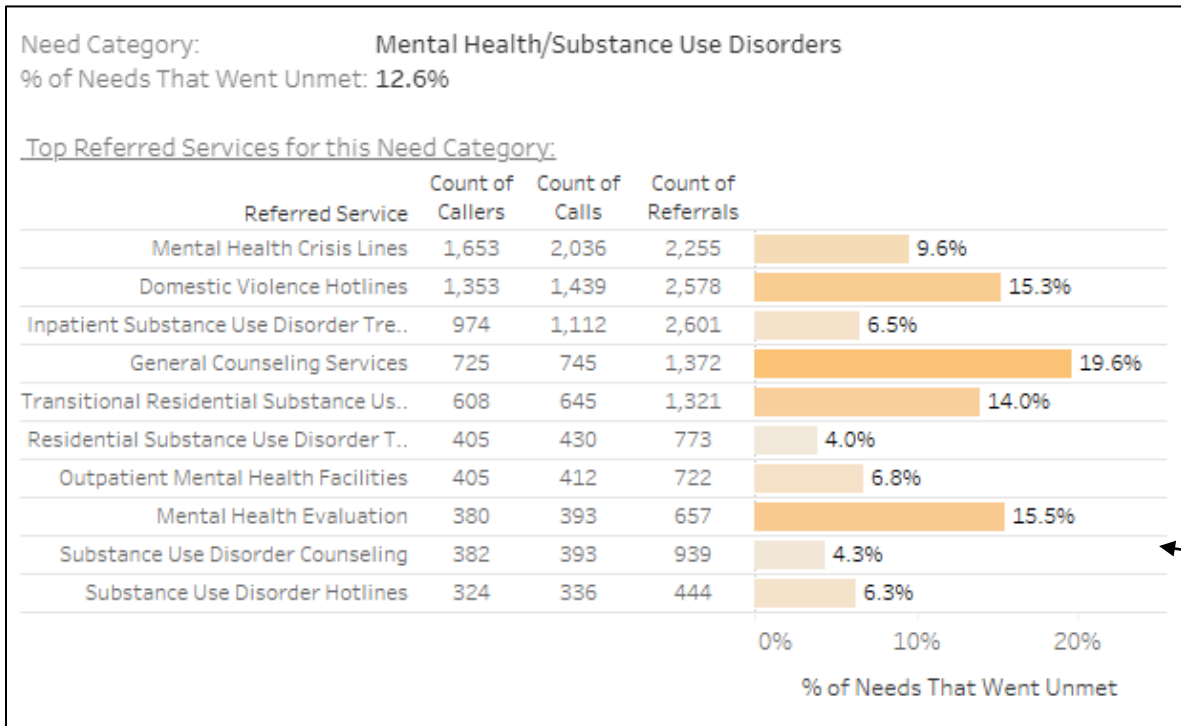
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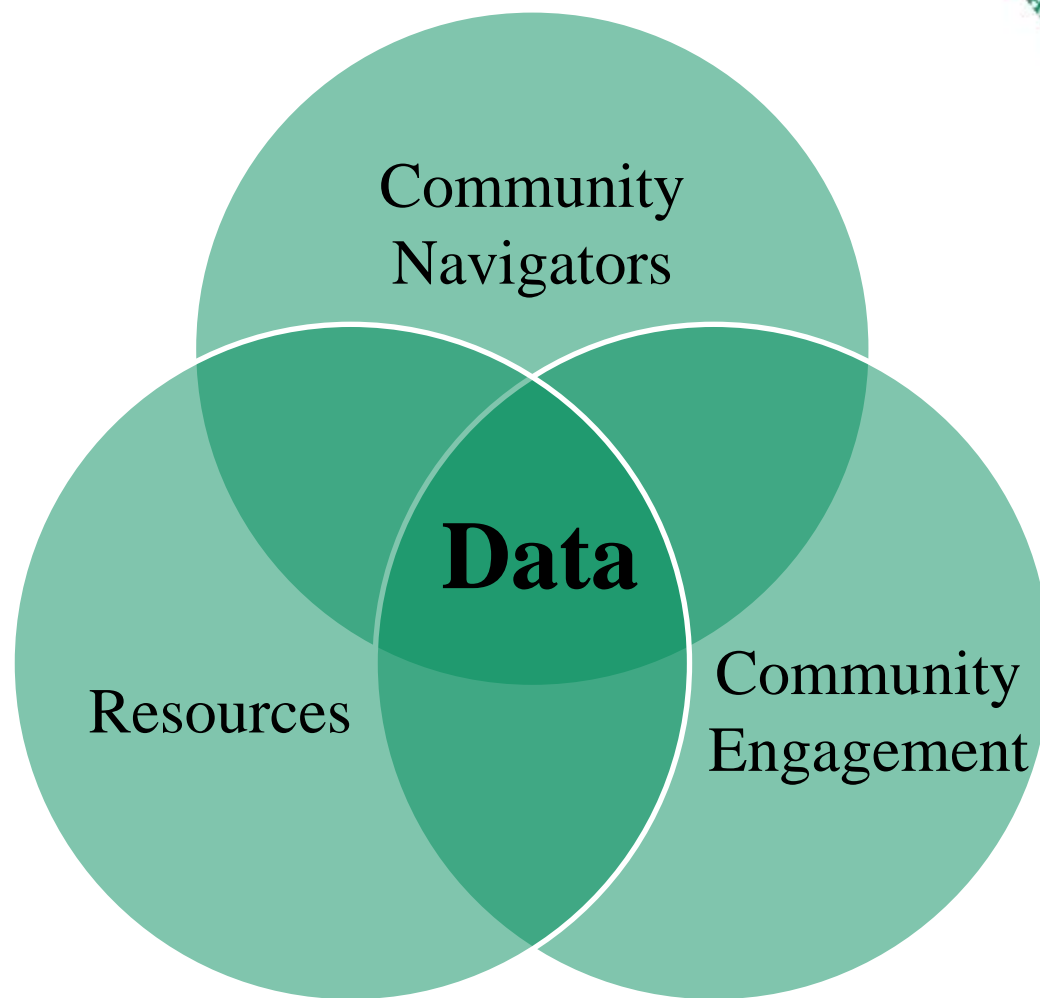
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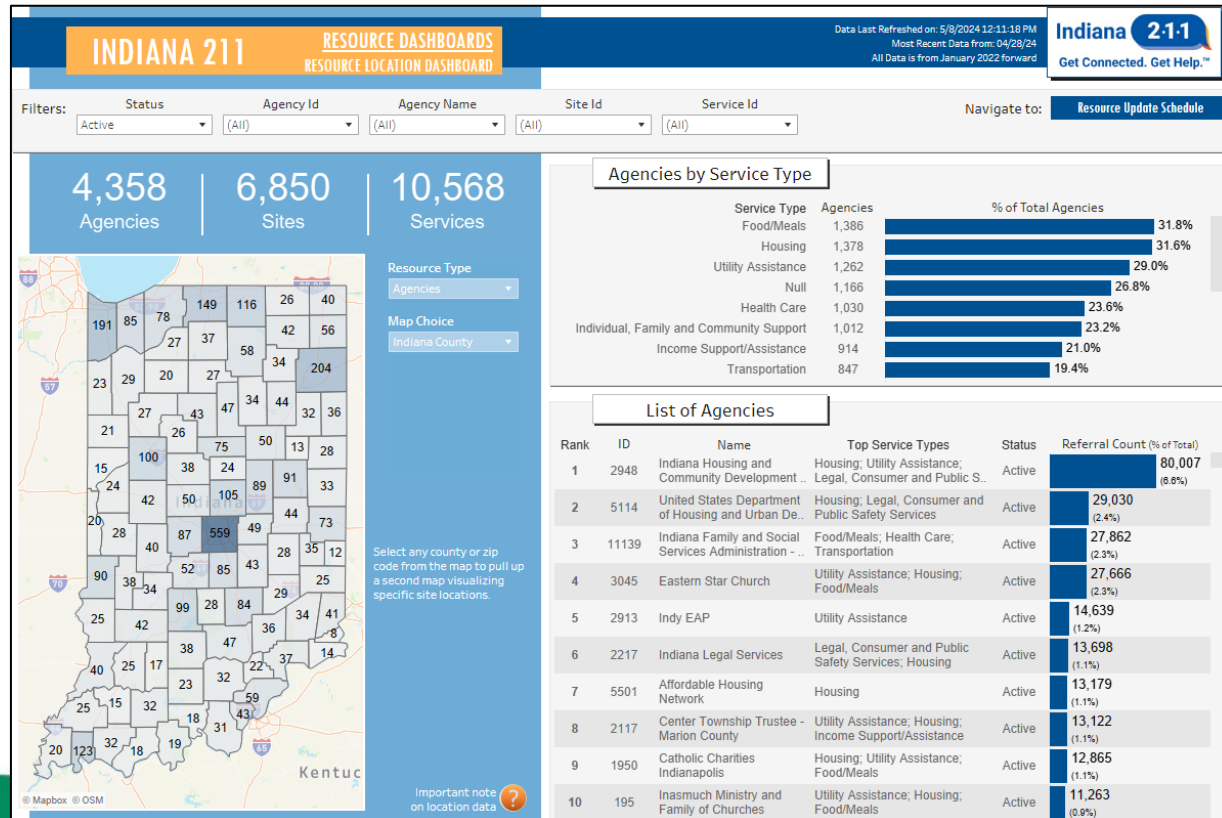
Inform the IN211 Team

- Public Interaction & Referrals Dashboard
- Resource Dashboards
- Taxonomy Dashboard
- Call Volume Dashboard

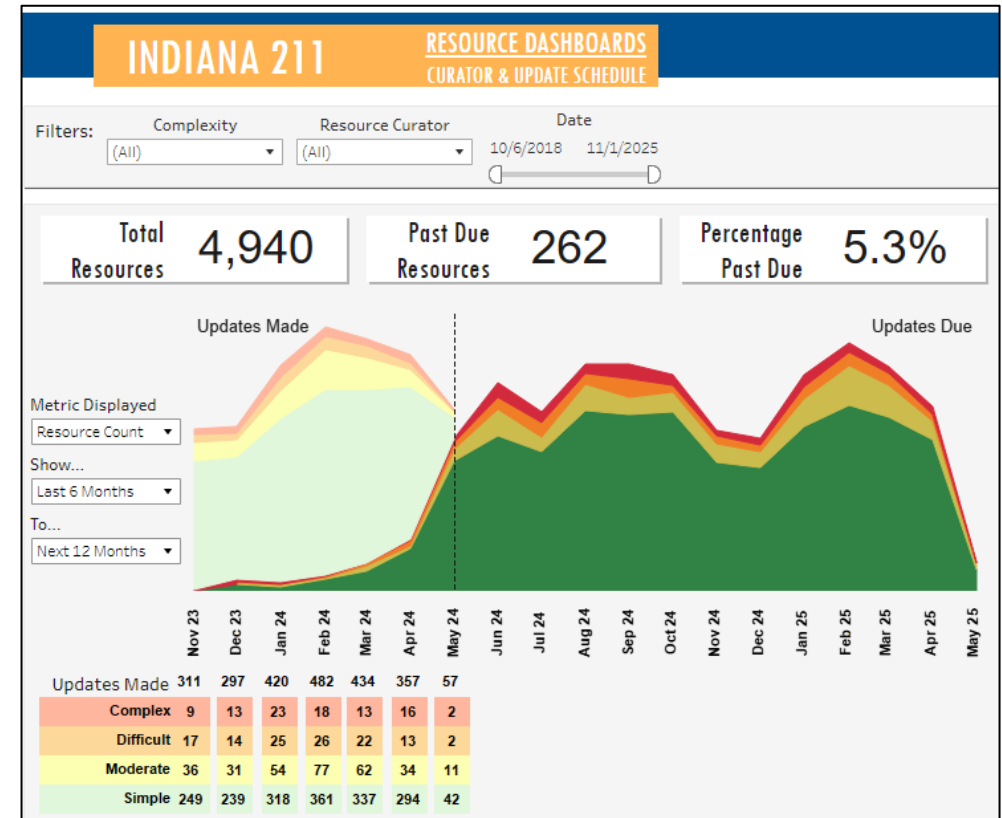


Resource Dashboard

Resource Location



Resource Curators & Updates





Taxonomy

- The LA Taxonomy code set is a standard listing for categorization /grouping of resource services within the 211 network
- It is important to understand the taxonomic structure to correctly tag and find resources in a resource database
- Accreditation of the Indiana 211 Division requires the taxonomy to be reviewed and revised annually

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Taxonomy Dashboard



INDIANA 211
TAXONOMY DASHBOARDS
ACTIVE TAXONOMIES and REFERRALS

Data Last Refreshed on: 5/8/2024 12:10:14 PM
 Most Recent Data from: 5/5/2024 2:19:28 AM

Indiana 2-1-1
 Get Connected. Get Help.™

Filters: Category (All) Subcategory (All) Taxonomy Code (All) Taxonomy Name (All) Referral Range (All) Search Bar

Navigate to: [Full IA Taxonomy List](#)
[Target Terms Dashboard](#)

Active Taxonomies with Referrals
(5/8/2023 - 5/6/2024)

Taxonomy Counts ▼ by Category

Individual and Family Life	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 145 <small>(15.2%)</small>
Organizational/Community/International Servi..	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 142 <small>(14.9%)</small>
Health Care	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 138 <small>(14.5%)</small>
Basic Needs	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 129 <small>(13.5%)</small>
Criminal Justice and Legal Services	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 108 <small>(11.3%)</small>
Consumer Services	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 86 <small>(9.0%)</small>

Taxonomy Counts by Sub-Category

Health Supportive Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 62 <small>(6.5%)</small>
Individual and Family Support Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 60 <small>(6.3%)</small>
Mental Health Assessment and Treatment	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 49 <small>(5.1%)</small>
Housing/Shelter	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 38 <small>(4.0%)</small>
Law Enforcement Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 37 <small>(3.9%)</small>
Legal Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 37 <small>(3.9%)</small>

Referral Counts by Taxonomy

Taxonomy Code	Taxonomy Name	Category	Subcategory	No. of Referrals	% of Total
BH-3800.7000	Rent Payment Assistance	Basic Needs	Housing/Shelter	78,779	12.0%
BV-8900.9300-180	Electric Service Payment Assistance	Basic Needs	Utilities	78,033	11.9%
BD-1800.2000	Food Pantries	Basic Needs	Food	67,446	10.3%
BH-3900	Housing Search and Information	Basic Needs	Housing/Shelter	43,318	6.6%
BH-1800.8500	Homeless Shelter	Basic Needs	Housing/Shelter	33,914	5.2%
BV-8900.9300-250	Gas Service Payment Assistance	Basic Needs	Utilities	24,739	3.8%
FT-3200	General Legal Aid	Criminal Justice and ..	Legal Services	20,502	3.1%
BV-8900.9300-950	Water Service Payment Assistance	Basic Needs	Utilities	15,206	2.3%
PH-1000	Case/Care Management	Individual and Family..	Individual and Fami..	14,787	2.3%
NL-6000.2000-220	Food Stamps/SNAP Applications	Income Support and ..	Public Assistance P..	9,983	1.5%
BH-0500.3200	Housing Related Coordinated Entry	Basic Needs	Housing/Shelter	7,852	1.2%
BH-7000.4600-700	Section 8 Housing Choice Vouchers	Basic Needs	Housing/Shelter	6,973	1.1%

Active Taxonomies with No Referrals
(5/8/2023 - 5/6/2024)

Taxonomy Counts by Category

Target Populations	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 28 <small>(19.6%)</small>
Individual and Family Life	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 26 <small>(18.2%)</small>
Health Care	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 22 <small>(15.4%)</small>
Organizational/Community/International Servi..	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 20 <small>(14.0%)</small>
Criminal Justice and Legal Services	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 10 <small>(7.0%)</small>
Mental Health and Substance Use Disorder Services	<div style="width: 100%; height: 10px; background-color: #0056b3;"></div> 10 <small>(7.0%)</small>

Taxonomy Counts by Sub-Category

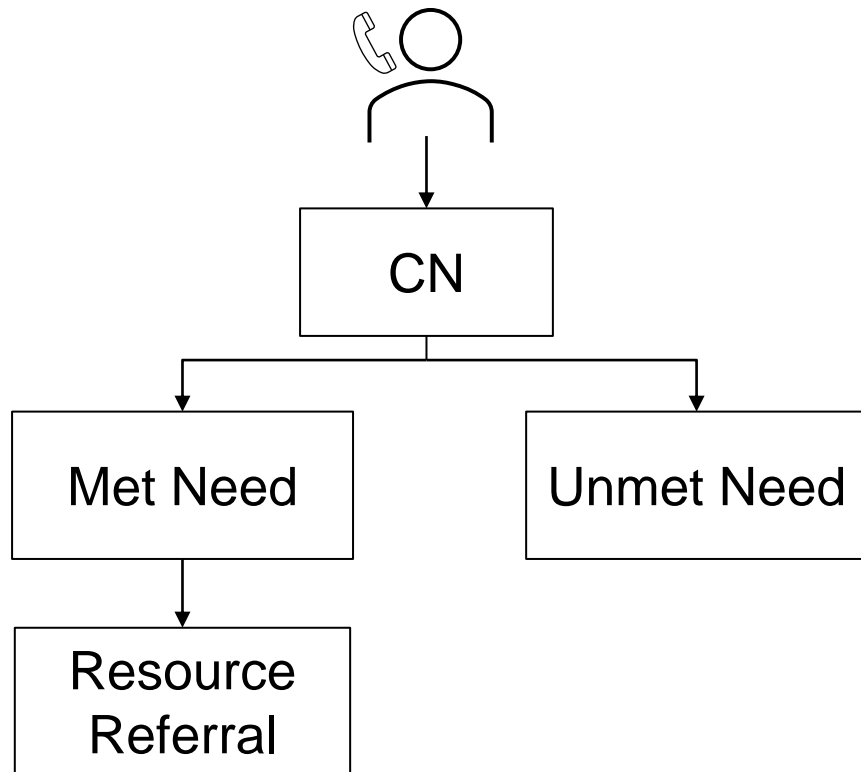
Disaster Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 10 <small>(7.0%)</small>
Health Screening/Diagnostic Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 9 <small>(6.3%)</small>
Mental Health Assessment and Treatment	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 9 <small>(6.3%)</small>
Law Enforcement Services	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 8 <small>(5.6%)</small>
Families and Individuals Needing Support	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 7 <small>(4.9%)</small>
Mutual Support	<div style="width: 100%; height: 10px; background-color: #f4a460;"></div> 7 <small>(4.9%)</small>

Referral Counts by Taxonomy

Taxonomy Code	Taxonomy Name	Category	Subcategory	No. of Referrals
BD-1800.1515	Community Fridges/Food Cabinets	Basic Needs	Food	0
BD-2400.4900	Markets/Restaurants Accepting EBT ..	Basic Needs	Food	0
BD-5000.8000	School Breakfasts	Basic Needs	Food	0
BD-5000.8050	School Closure Related Breakfast/Lu..	Basic Needs	Food	0
BD-5000.8200	School Lunches/Snacks	Basic Needs	Food	0
BM-9500	Tools/Equipment	Basic Needs	Material Goods	0
DD-1200.9000-900	Unsolicited Credit Offer Opt Out Assi..	Consumer Services	Consumer Assistan..	0
DD-1500.0400	Antitrust Complaints	Consumer Services	Consumer Assistan..	0
DD-1500.1150	Broadcast Interference Complaints	Consumer Services	Consumer Assistan..	0
DD-1500.7400	Radio Complaints	Consumer Services	Consumer Assistan..	0
DF-7000.1460	Citizenship Records	Consumer Services	Consumer Regulati..	0
FJ-1500	Complaint Issuance	Criminal Justice and ..	Judicial Services	0



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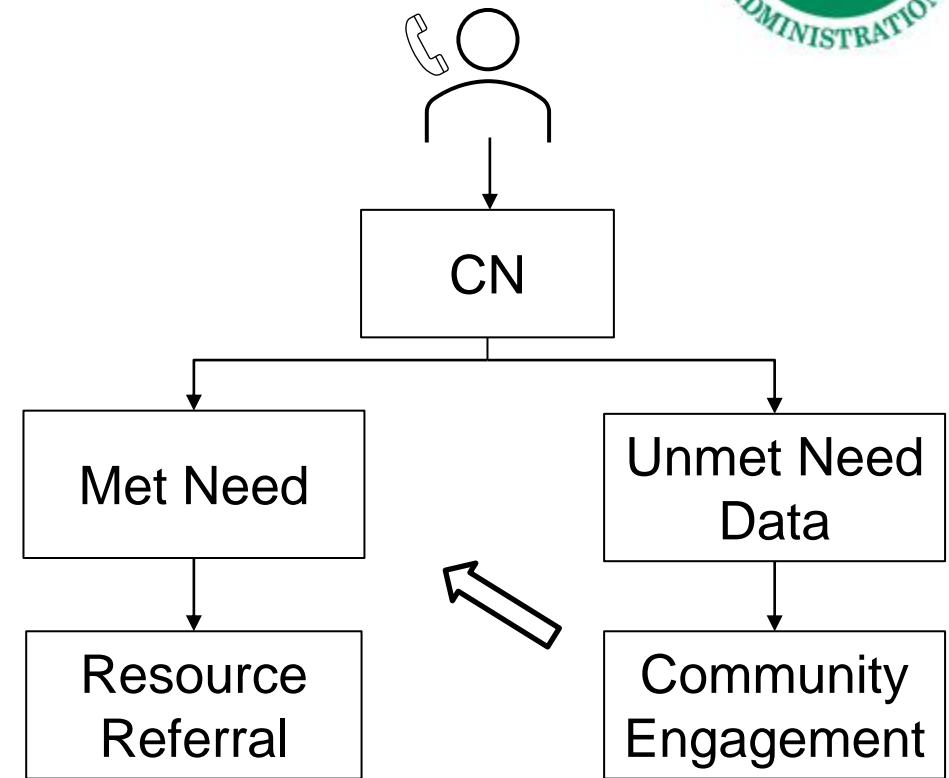
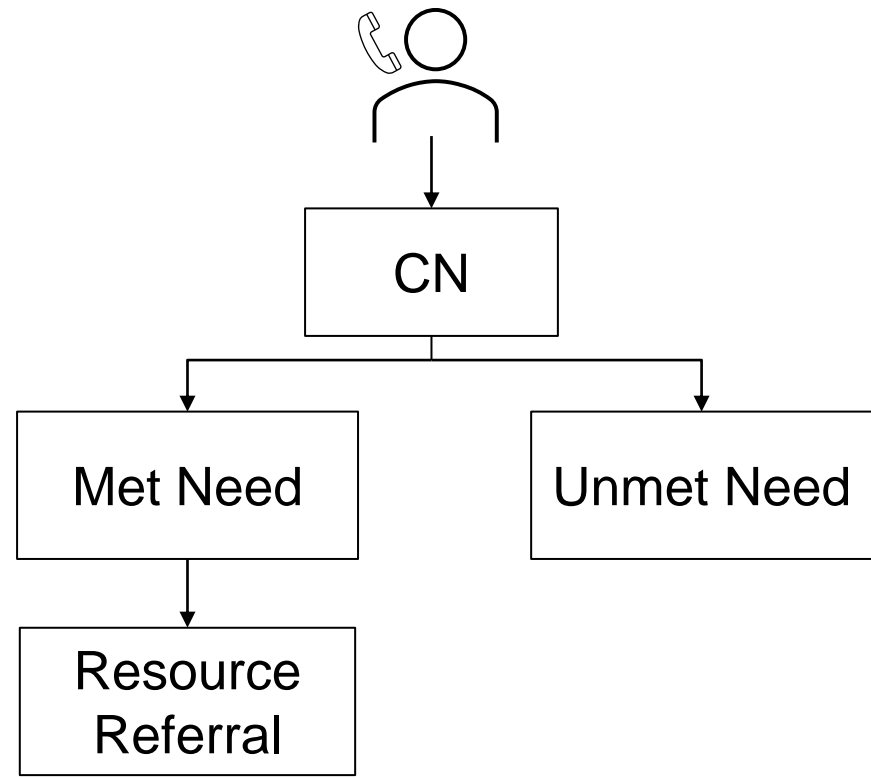


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Genesys Data Insights

- Genesys scheduled versus forecast data
- Difference in data proved case for needing more staff
- Outcome: SPD approved 10 additional Community Navigator positions

- IOT development with MuleSoft API
- Call volume dashboard

Indiana  **2-1-1**

The logo for Indiana 2-1-1 is a blue speech bubble with a white outline and a small orange and red flame-like shape at the bottom right. The number '2-1-1' is written in white inside the bubble.



Challenges

- Inherited the previous (pre-state transition) organization of the data
- Vendors without capability to send data via API;
 - Data intricacies with vendor and how to solve for future years
- Consolidating call center data into a useable structure for analytics

Indiana  **2-1-1**

The logo for Indiana's 2-1-1 service. It features the word "Indiana" in a bold, blue, sans-serif font. To its right is a blue speech bubble with a white outline and a small orange and yellow flame-like tail on the right side. Inside the speech bubble, the numbers "2-1-1" are written in a large, white, sans-serif font.



Future Analysis

- Quality Assurance
- Community Engagement
- Unmet Needs
- County Impact
- Geospatial Analysis

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Questions?

Indiana 211 is available several ways:

- Dial 2-1-1 or 1-866-211-9966
- Text your Zip code to 898-211
- Online at in211.org

