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From Data to Action: Leveraging Indiana 211 Insights

Presented by: Amy Wyse





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

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- 110,214 distinct callers
- 622,841 referrals
- 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



WHICH BERNICES

Data Collection

- VisionLink (external)
 - Resource data
 - Caller data
- Genesys Cloud (IOT cloud-based platform)
 - Call data
- FSSA Cloud Analytics Environment Indiana 2.1.1





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:

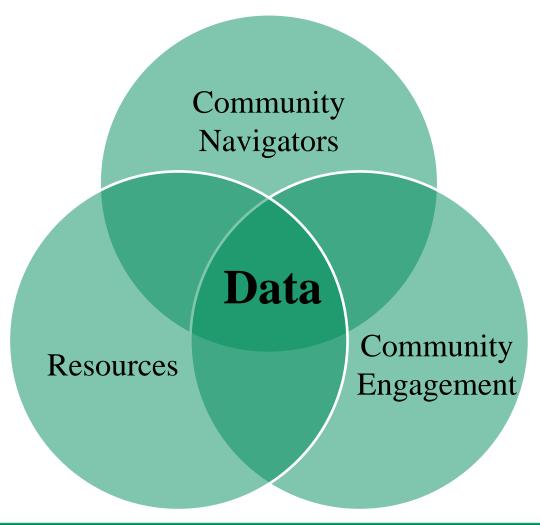
- Easy to identify largest needs in Indiana, both statewide and at the local level
- Understand caller base
- Inform local communities, public policy, and funding opportunities
 - Community Based Organizations can see the number of referrals given to their agency
 - Indiana funding-based organizations can use the data to inform focus areas for continued support or new programs
 Indiana 2.1.1



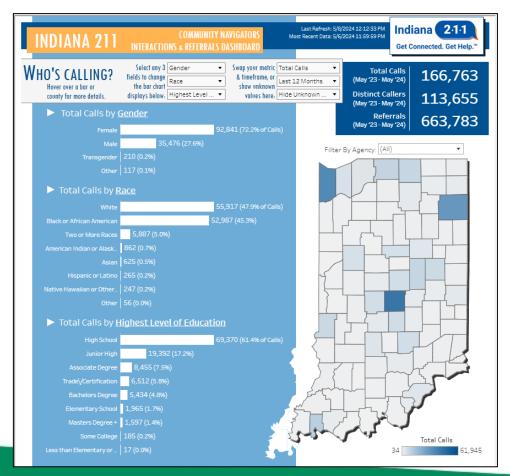
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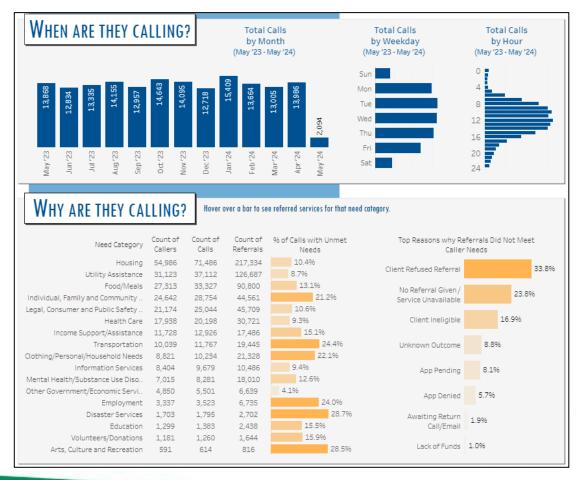


Inform the IN211 Team

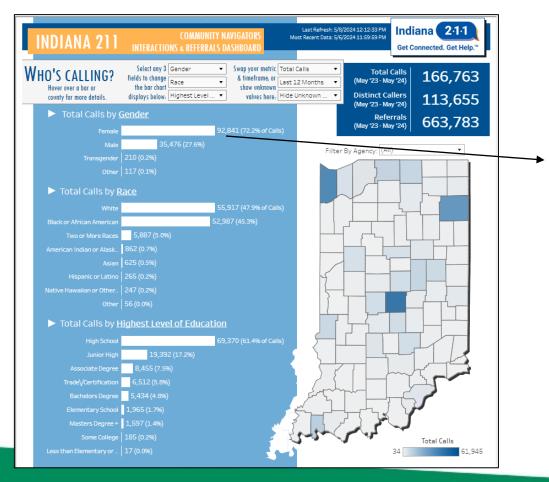


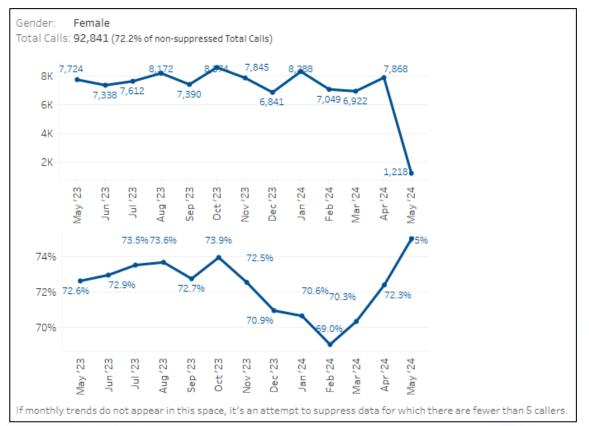
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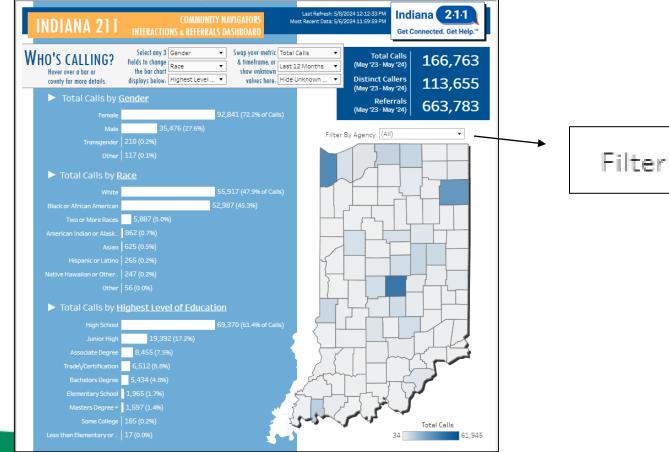


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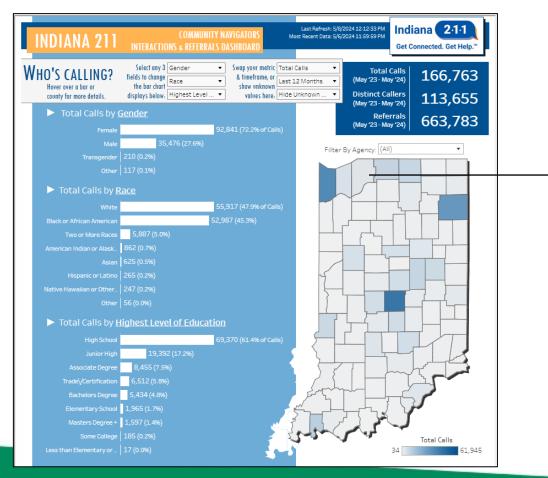


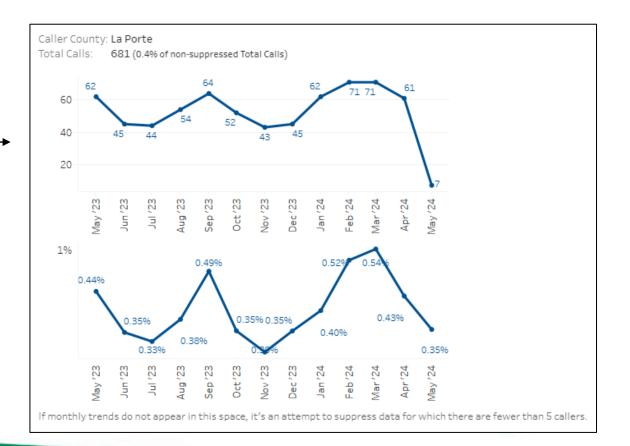
Available on in211.org

Filter By Agency: (Multiple values)

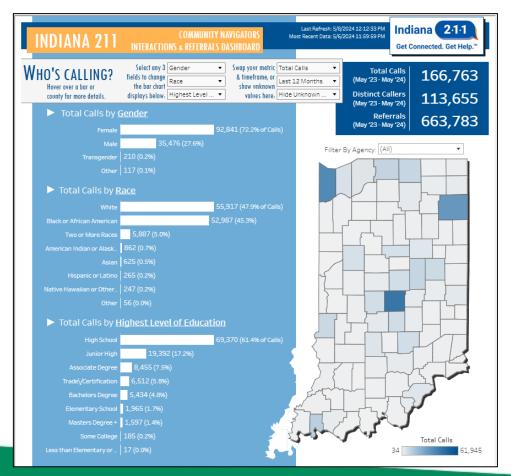


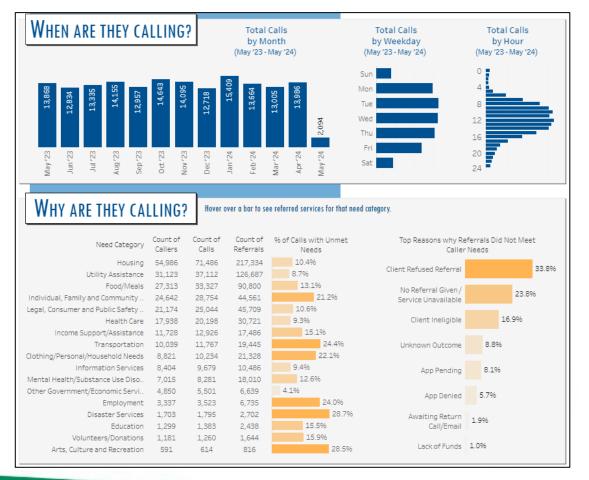
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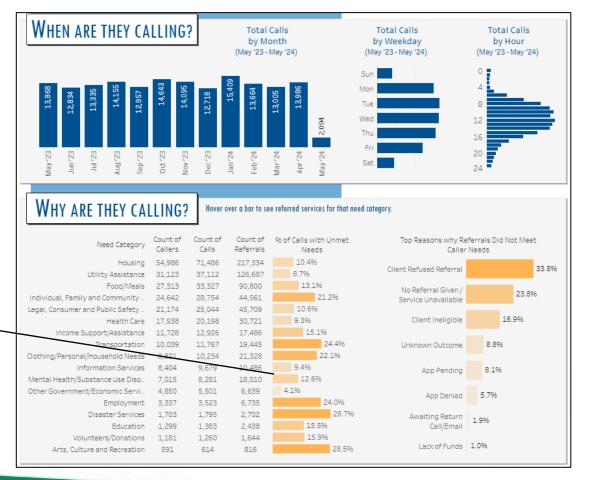
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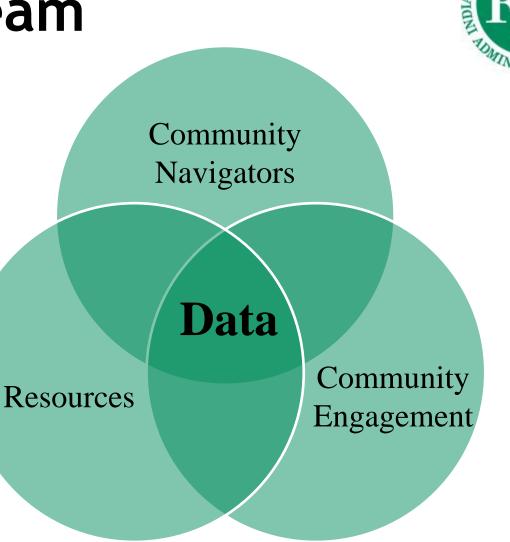
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Need Category: Mental Health/Substance Use Disorders % of Needs That Went Unmet: 12.6% Top Referred Services for this Need Category: Count of Count of Count of Referred Service Callers Calls Referrals 9,6% Mental Health Crisis Lines 1.653 2.036 2.255 15.3% Domestic Violence Hotlines 1.353 1.439 2.578 Inpatient Substance Use Disorder Tre., 974 1.112 2.601 6.5% General Counseling Services 725 745 1.372 19 696 14.0% Transitional Residential Substance Us 608 645 1.321 Residential Substance Use Disorder T. 405 430 773 4.0% 722 6.8% **Outpatient Mental Health Facilities** 405 412 15.5% Mental Health Evaluation 380 393 657 Substance Use Disorder Counseling 382 393 939 4.3% 6.3% Substance Use Disorder Hotlines 324 336 444 0% 10% 20% % of Needs That Went Unmet



Inform the IN211 Team

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



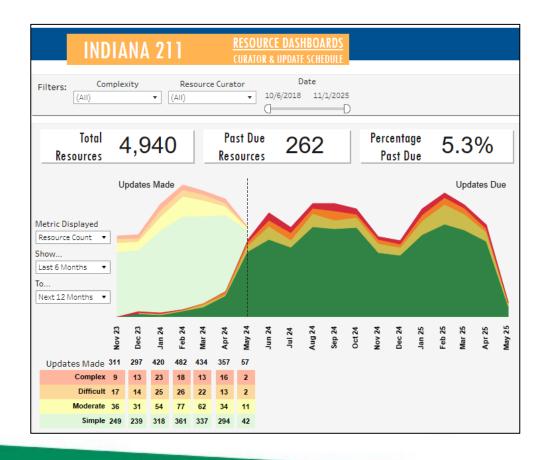
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Resource Dashboard

Resource Location

	IRCE DASHBOARDS				Data Last Refreshed on: 5/8/2024 12 Most Recent Data from All Data is from January 202	r: 04/28/24	Indiana 2.1.1 Get Connected. Get Help.**
Filters: Status Agency Id	Agency Name	Site lo	•	Service Id (AII)	Nav	igate to:	Resource Update Schedule
4,358 6,850 Agencies Sites	10,568 Services		Agen	cies by Service Type Service Type Food/Meals Housing		% of Tota	I Agencies 31.8% 31.6%
191 85 78 149 116 26 40 191 85 78 149 116 26 40 191 85 78 37 58 42 56 23 29 20 27 34 44 32 36 21 26 75 50 13 28 15 100 38 24 89 91 33	Resource Type Agencies * Map Choice Indiana County *	Indiv	vidual, Fa	Utility Assistance Vuli Health Care Mily and Community Support Income Support/Assistance Transportation	1,262 1,166 1,030 1,012 914		29.0% 26.8% 23.6% 23.2% 21.0% 19.4%
	Select any county or zip code from the map to pull up a second map visualizing specific site locations.	Rank 1	ID 2948	List of Agencies Name Indiana Housing and Community Development	Top Service Types Housing; Utility Assistance; Legal, Consumer and Public S	Status Active	Referral Count (% of Total) 80,007 (6.8%)
20 28 87 559 49 33 20 28 87 559 49 44 73		2	5114	United States Department of Housing and Urban De Indiana Family and Social	Housing; Legal, Consumer and Public Safety Services Food/Meals; Health Care;	Active	29,030 (2.4%) 27,862
40 28 35 12 90 38 34 29 25		3	11139 3045	Services Administration Eastern Star Church	Transportation Utility Assistance; Housing; Food/Meals	Active Active	(2.3%) 27,666 (2.3%)
25 42 99 28 84 34 41		5	2913	Indy EAP	Utility Assistance	Active	14,639 (1.2%)
40 25 17 38 47 37 14		6	2217	Indiana Legal Services Affordable Housing	Legal, Consumer and Public Safety Services; Housing	Active	13,698 (1.1%) 13,179
25 15 32 18 31 43		7	5501 2117	Network Center Township Trustee -	Housing Utility Assistance; Housing;	Active	(1.1%) 13,122
20 123 32 18 19 5 Wentuc		9	1950	Marion County Catholic Charities Indianapolis	Income Support/Assistance Housing; Utility Assistance; Food/Meals	Active	(1.1%) 12,865 (1.1%)
@ Mapbox @ OSM	Important note 🥐	10	195	Inasmuch Ministry and Family of Churches	Utility Assistance; Housing; Food/Meals	Active	11,263 (0.9%)

Resource Curators & Updates



BAYLOR & SOCIAL SERVICES

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

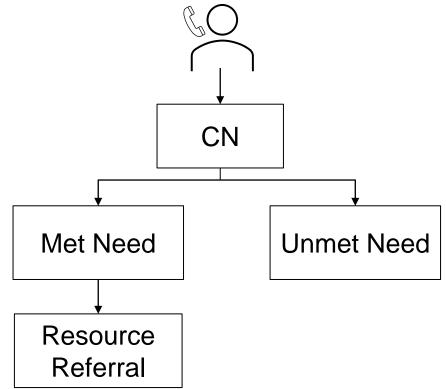


Taxonomy Dashboard

INDIA	ANA 211	TAXONOMY DAS ACTIVE TAXONOMIES an				ast Refreshed on: 5/8/2024 Recent Data from: 5/6/2024	2:19:28 AM	ana 2 nnected. Ge	•1•1 et Help."
ilters: Catego (All)	ory Sub (All)	category Taxor (AII)	nomy Code T	axonomy Name	Referral Range Sea (All)	rch Bar Na	vigate to.	ull LA Taxonon get Terms Das	·
Active T	axonomies with F	Referrals (5/8/2023 -	5/6/2024)		Deferral (ounts by Taxonomy	,		
Taxonomy Counts 🔹	by Category	Taxonomy Counts	by Sub-Category	Taxonomy Code	Taxonomy Name	Category	Subcategory	No. of Referrals	% of Total
Individual and	145	Health Supportive	62	BH-3800.7000	Rent Payment Assistance	Basic Needs	Housing/Shelter	78,779	12.0%
Family Life	(15.2%)	Services	(6.5%)	BV-8900.9300-180	Electric Service Payment Assistance	Basic Needs	Utilities	78,033	11.9%
Organizational/	142	Individual and	60	BD-1800.2000	Food Pantries	Basic Needs	Food	67,446	10.3%
Community/ ernational Servi	(14.9%)	Family Support Services	(6.3%)	BH-3900	Housing Search and Information	Basic Needs	Housing/Shelter	43,318	6.6%
Usellin Care	138	Mental Health	49	BH-1800.8500	Homeless Shelter	Basic Needs	Housing/Shelter	33,914	5.2%
Health Care	(14.5%)	Assessment and Treatment	(5.1%)	BV-8900.9300-250	Gas Service Payment Assistance	Basic Needs	Utilities	24,739	3.8%
Basic Needs (13.5%)		38	FT-3200	General Legal Aid	Criminal Justice and	Legal Services	20,502	3.1%	
	Housing/Shelter	(4.0%)	BV-8900.9300-950	Water Service Payment Assistance	Basic Needs	Utilities	15,206	2.3%	
minal Justice and	108	Law Enforcement	37	PH-1000	Case/Care Management	Individual and Family.	Individual and Fami	14,787	2.3%
Legal Services (11.3%)	Services	(3.9%)	NL-6000.2000-220	Food Stamps/SNAP Applications	Income Support and	Public Assistance P	9,983	1.5%	
	86		37	BH-0500.3200	Housing Related Coordinated Entry	Basic Needs	Housing/Shelter	7,852	1.2%
onsumer Services	Insumer Services (9.0%) Legal Services (3.9%)			BH-7000.4600-700	Section 8 Housing Choice Vouchers	Basic Needs	Housing/Shelter	6,973	1.1%
A		D. C							
Active Tax	xonomies with No	Referrais (5/8/2023	- 5/6/2024)		Referral C	ounts by Taxonomy	,		
Taxonomy Coun	nts by Category	Taxonomy Counts	by Sub-Category	Taxonomy Code	Taxonomy Name	Category	Subcategory	No. of Referrals	
(19.6%)		Disaster Services	10	BD-1800.1515	Community Fridges/Food Cabinets	Basic Needs	Food	0	
		(7.0%)	BD-2400.4900	Markets/Restaurants Accepting EBT .	Basic Needs	Food	0		
Individual and	26	Health Screening/ Diagnostic	9	BD-5000.8000	School Breakfasts	Basic Needs	Food	0	
Family Life	(18.2%)	Services	(6.3%)	BD-5000.8050	School Closure Related Breakfast/Lu.	Basic Needs	Food	0	
Health Care	22	Mental Health Assessment and	9	BD-5000.8200	School Lunches/Snacks	Basic Needs	Food	0	
	(15.4%)	Treatment	(6.3%)	BM-9500	Tools/Equipment	Basic Needs	Material Goods	0	
Organizational/ Community/	20	Law Enforcement	8	DD-1200.9000-900	Unsolicited Credit Offer Opt Out Assi.	Consumer Services	Consumer Assistan	0	
ernational Servi.	(14.0%)	Services	(5.6%)	DD-1500.0400	Antitrust Complaints	Consumer Services	Consumer Assistan	0	
triminal Justice and Legal Services 10 Families and Individuals 7 (7.0%) Needing Support (4.9%)		7	DD-1500.1150	Broadcast Interference Complaints	Consumer Services	Consumer Assistan	0		
	(4.9%)	DD-1500.7400	Radio Complaints	Consumer Services	Consumer Assistan	0			
lental Health and Substance Use	10	Mutual Support	7	DF-7000.1460	Citizenship Records	Consumer Services	Consumer Regulati	0	
Disorder Services	(7.0%)	wutuar Support	(4.9%)	FJ-1500	Complaint Issuance	Criminal Justice and	Judicial Services	0	

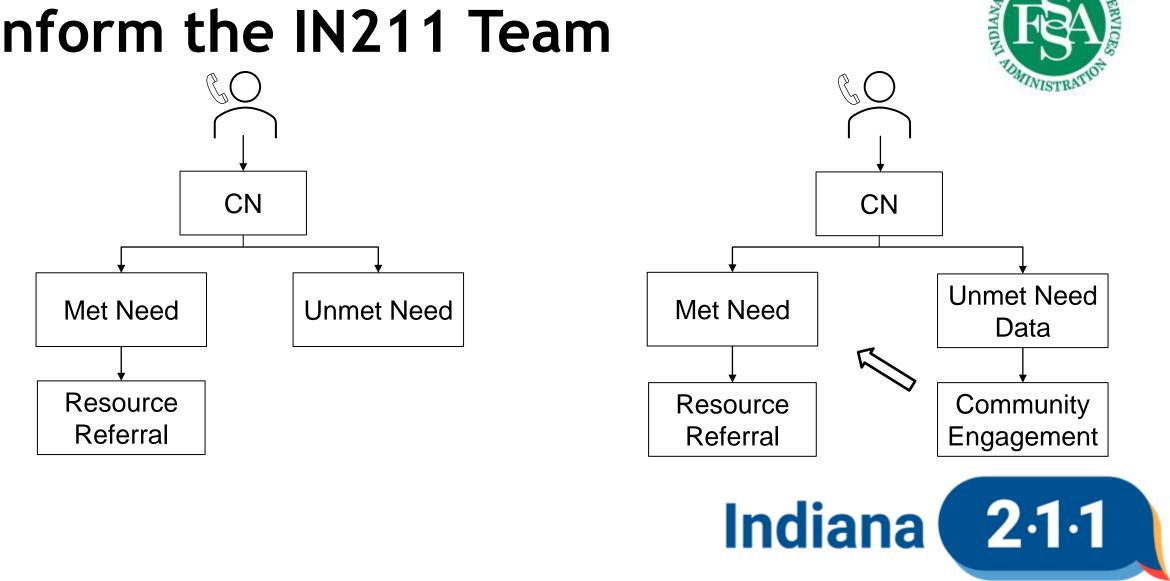


Inform the IN211 Team









ULY & SC

Inform the IN211 Team



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





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



Future Analysis

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







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

