

User Guide

IN211 Public Dashboard

The dashboard is updated weekly on Tuesdays mornings. Updates include new calls and referrals from the previous week.

*Denotes default view

Understanding the Metrics:

- ***Total Calls:** Total count of unique calls, also referred to as client interactions
- **Distinct Callers:** Total number of distinct clients that have called Indiana 211 (e.g., if a client calls IN211 3 times, they will be counted once as a distinct caller and 3 times in the total calls count)
- **Referrals:** Count of resource referrals given to callers
- **Calls per Caller:** Average number of calls by a caller
- **Referrals per Caller:** Average number of referrals given to a distinct caller
- **Referrals per Call:** Average number of referrals given during each call

Timeframe Options:

- Year to Date
- Last Full Month
- Last 3 Months
- *Last 12 Months
- Last 24 Months

Unknown Values:

- ***Hide Unknown Values:** Purpose is to tell the story of the data *available*
- **Show Unknown Values:** Includes when answers were not provided, or callers refused to answer. An answer is not provided if the question is not asked by the community navigator, whereas refused indicates the caller did not want to answer the question. These unknown values do not contribute to the overall narrative of the clients served by IN211.

Understanding the Fields:

Data is voluntarily provided by callers, and not all callers provide this information. Therefore, it's essential to note that the default view "hide unknown values" conceals gaps in the data. The dashboard focuses on telling the story of the callers for whom we have data. Dashboard displays 3 chosen fields. Available Fields:

- *Gender
- Annual Income
- *Race
- Ethnicity

- Employment Status
- *Highest Level of Education
- Preferred Language

Who's Calling?

- This section, which covers the left half of the dashboard, displays metrics by 3 selected demographic fields, as well as by county in the map.
- The metrics displayed on these visualizations can be changed using the dropdown menu in the title bar for this section.
- You can change these fields at any time using the dropdown filters in the title bar of this section.
- The map of Indiana provides breakdown by county demographic. You can filter on one county or click and drag to capture data for multiple counties.
- The fields are interactive: hover to view trends based on your chosen timeline and click to filter other parts of the dashboard according to that specific variable.
- You can drill down into all three fields simultaneously, so be attentive to all applied filters.
- Chosen metrics will filter all information in the dashboard.
- To remove filter, unclick the filtered bar.

When Are They Calling?

- This section displays your chosen metric aggregated over your chosen timeframe.
- It includes aggregate measures by month, weekday, and hour.
- Click on a bar for more details on that specific time, filtering all information in the dashboard (e.g., April 2023 or Tuesdays at 11 a.m.).
- To remove filter, unclick the filtered bar.

Why Are They Calling?

- This section displays the top Need Categories by your chosen metric.
- Shows the percentage of Unmet Needs within each Need Category.
 - o Needs may be unmet for several reasons including: the client refused the referral, the service is unavailable, the caller may be ineligible for the service, the resource has a lack of funds, or the caller already applied.
- Hover to see the top-referred services in each need category.
- Click to filter all information in the dashboard.
- To remove filter, unclick the filtered bar.

Additional Filters:

- **Agency:** search bar available to filter on specific agencies or groups of agencies (ex: search "Township Trustee – Elkhart County" to find all township trustees in Elkhart County).

Helpful Insights:

- This dashboard is interactive. Selecting any data point will filter all other visualizations accordingly. For example, let's say that you want to know why elderly Indianapolis residents were calling last month. You can drill down to this subset of the population within a few clicks. First, select 'Marion County' from the map. Then select the previous month from the monthly bar chart. And finally, select '70+' from the age bar chart. Within 3 clicks, you've narrowed your focus from all calls made in the last 12 months to only the 100 or so that are relevant to your analysis. You can then look at the 'Why are They Calling' section of the dashboard to understand these callers' needs.
- To make more than one selection from any particular chart, there are tricks for doing this.
 - o One method involves 'lassoing' multiple adjacent data points by holding down your mouse button and drawing a box over all the data points you want. For example, to see calls made in Marion County and all its surrounding counties, you can left click Boone County to the northwest of Marion County, and while holding down the mouse button, pull down and to the right, letting go of the mouse button while over Decatur County to the southeast. This will select and filter for all 9 counties under the box you've drawn.
 - o A second method is helpful when selecting multiple data points that are not adjacent to each other: hold down 'Ctrl' on your keyboard while making multiple selections. For example, if you want to see calls made on the weekend, you can't use the 'lasso' method because Sunday and Saturday are on opposite ends of the chart. Instead, select 'Sunday', and then while holding 'Ctrl' on your keyboard, select 'Saturday'. Both days will then be selected, and the dashboard will update accordingly.
- To reset the dashboard, you can either individually deselect all data points you've previously selected, or you can reload the page to return to the default view.
- Any categories or groupings with less than five individuals counted have been suppressed to avoid reidentification of individuals. Those categories will display, but their values will be blank.