

User Guide

Indiana 211 Public Dashboard

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

*Denotes default view

Understanding the Metrics:

- ***Total Interactions:** Total count of unique interactions, which include calls, texts, and emails
- **Distinct Clients:** Total number of distinct clients who have interacted with Indiana 211 for resource referrals (e.g., if a client interacts with Indiana 211 3 times, they will be counted once as a distinct client and 3 times in the total interactions count)
- **Referrals:** Count of resource referrals given to clients
- **Interactions per Client:** Average number of interactions by a client
- **Referrals per Client:** Average number of referrals given to a distinct client
- **Referrals per Interaction:** Average number of referrals given during each interaction

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 clients refused to answer. An answer is not provided if the question is not asked by the community navigator, whereas refused indicates the client did not want to answer the question. These unknown values do not contribute to the overall narrative of the clients served by Indiana 211.

Understanding the Fields:

Data is voluntarily provided by clients, and not all clients 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 clients for whom we have data. The dashboard displays 3 chosen fields. Available Fields:

- *Gender
- Annual Income
- *Race

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

Who's Contacting?

- 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 Contacting?

- 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 Contacting?

- This section displays the top Need Categories by your chosen metric.
- Shows the percentage of Unmet Needs within each Need Category.
 - o Unmet need percentages account for unmet needs that occurred for these three reasons, all of which indicate scenarios where the Indiana 211 database did not have a resource to which a client could be referred for their presented need: the service is unavailable, the client is ineligible for all available services in their area, and the client has exhausted existing resources, meaning they have already been referred to all available resources and they are in need of additional resources. Our team uses this data to try to identify new resources for the database to help meet these unmet needs.
- 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 female Indianapolis residents were contacting 211 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 ‘Last Full Month’ from the time frame drop down. Finally, select ‘Female’ from the gender bar chart. Within 3 clicks, you’ve narrowed your focus from all interactions made in the last 12 months to only those that are relevant to your analysis. You can then look at the ‘Why are They Contacting’ section of the dashboard to understand these clients’ 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 interactions that came from 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 interactions received on two nonconsecutive days, such as Monday and Wednesday, you can’t use the ‘lasso’ method because those days are not next to each other on the chart. Instead, select ‘Monday’, and then while holding ‘Ctrl’ on your keyboard, select ‘Wednesday’. 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 clients counted have been suppressed to avoid reidentification of individuals. Those categories will display, but their values will be blank.