



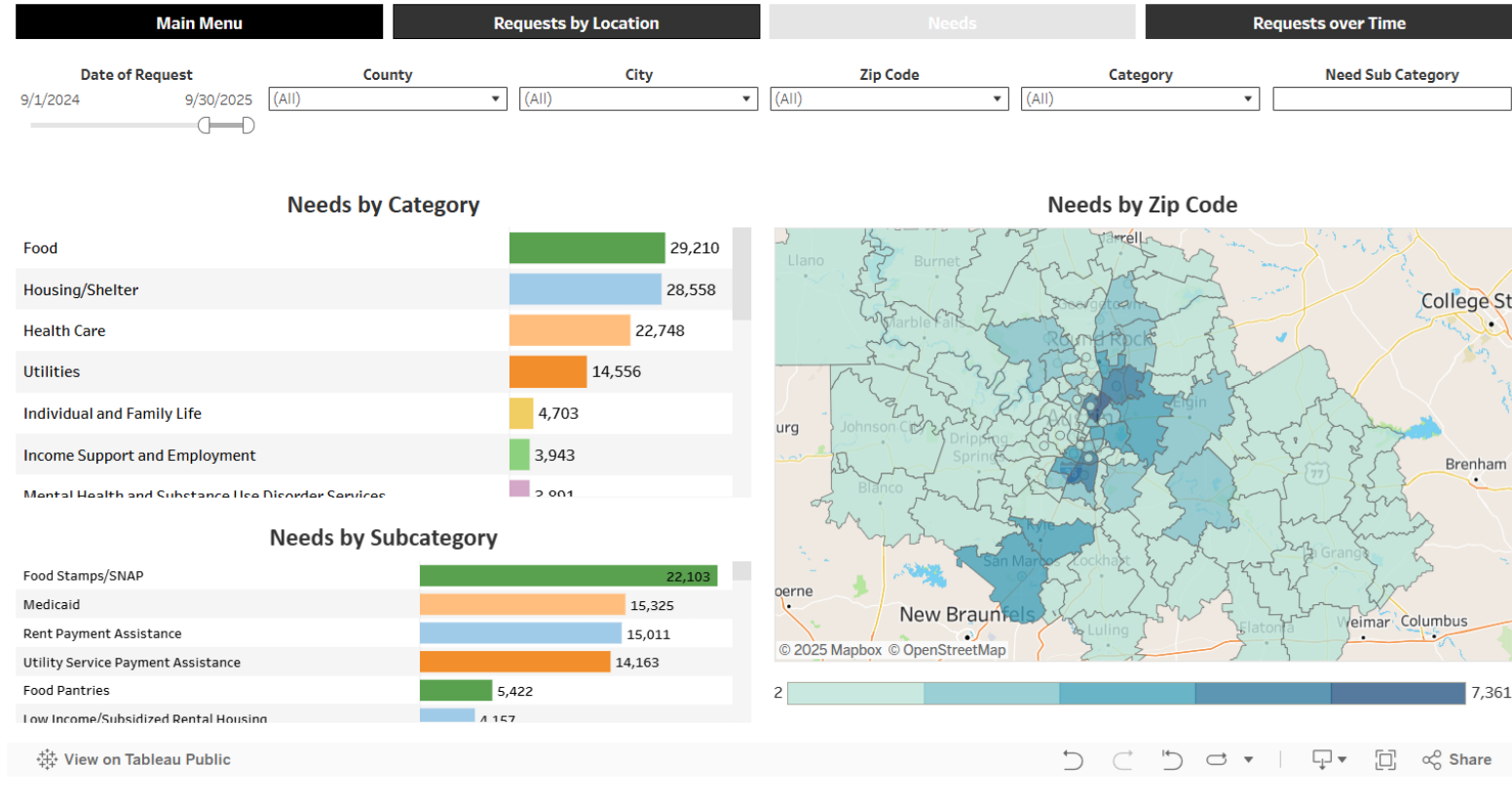
# 2-1-1 Data Overview and Dashboard

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Data and Evaluation Manager

# 2-1-1 Data Overview

- **2-1-1 Texas** is a free, anonymous social service referral hotline available 24 hours a day, 7 days a week, 365 days a year.
- 2-1-1 is a service of the **Texas Health and Human Services Commission** (HHS)
- **Texas Information and Referral Network** (TIRN) oversees all 2-1-1 agencies and is also a part of a national initiative to provide information to communities about health and human services.
- **United Way for Greater Austin Navigation Center** answers 2-1-1 calls and connects callers with resources.
- **Community OS** is the data system used by HHS to collect, store and disseminate 2-1-1 call data.
- **United Way Data and Evaluation** maintains a database of 2-1-1 data that is downloaded from Community OS on a monthly basis, and dates back to January of 2019.
- The United Way **211 dashboard** displays selected 2-1-1 data for public use.
- United Way also performs customized **reporting and analysis** of 2-1-1 data.

# Tour of the 2-1-1 Dashboard



# Analysis Focus: Unmet Needs

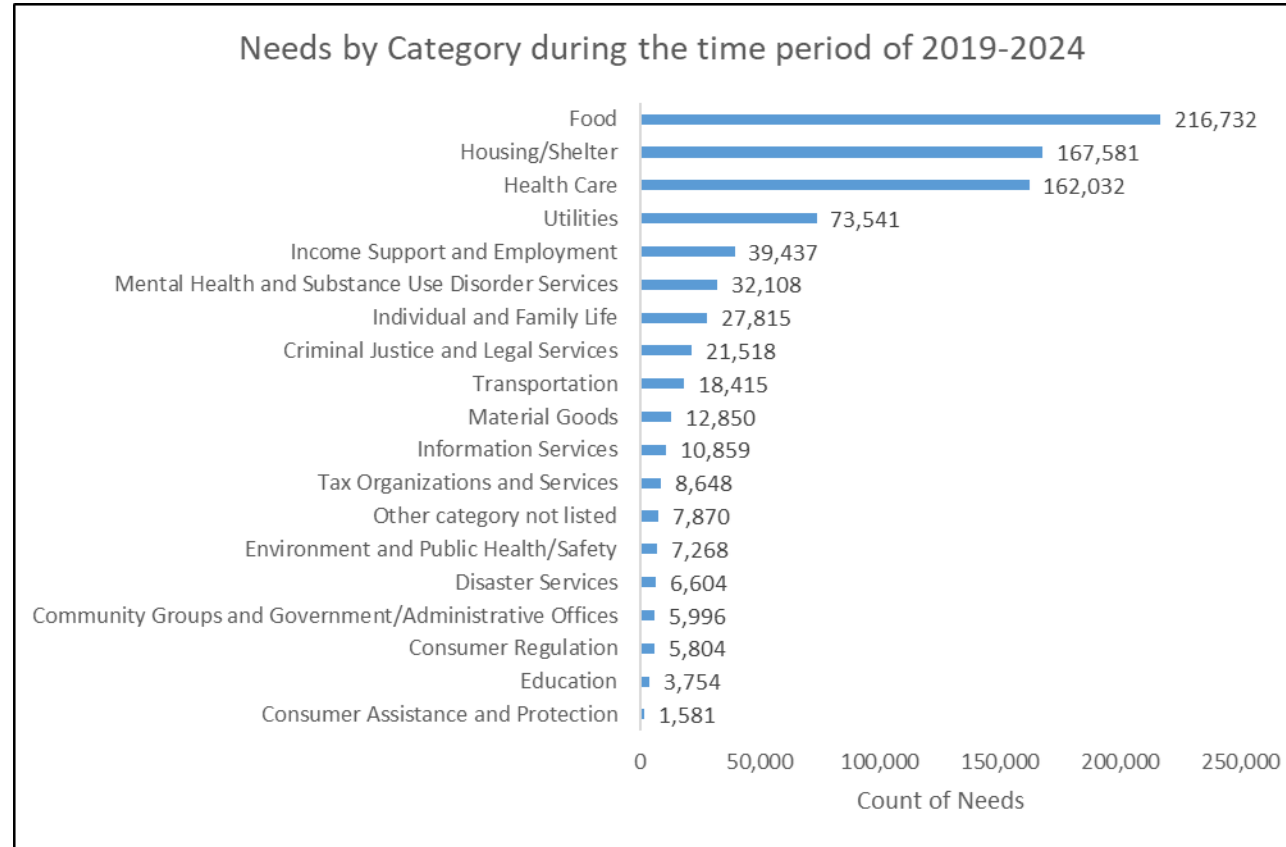
- **Unmet needs:** People who call 2-1-1 are often provided with referrals to resources to meet their needs, but sometimes there is no resource available, or there are other obstacles to getting help.
- There was an average of just over 4,000 unmet needs (3% of needs) per year during 2019-2024.
- There are several **reasons** why needs were unmet:

Reason Need was Unmet	Average Annual Count of Unmet Needs
No service exists	4,563
Client refused referrals	2,042
Client ineligible	1,364
Client disconnected	571
Lack of funds	343
Lack of transportation or other barriers	194
Other	189
Seasonal program	107
Unknown	79

- Callers **refused referrals** for several reasons, including:
  - Difficulty accessing the resource due to high demand
  - The amount of assistance available was not worth the effort
  - The client has tried to get assistance from the referred agency before without success due to various factors

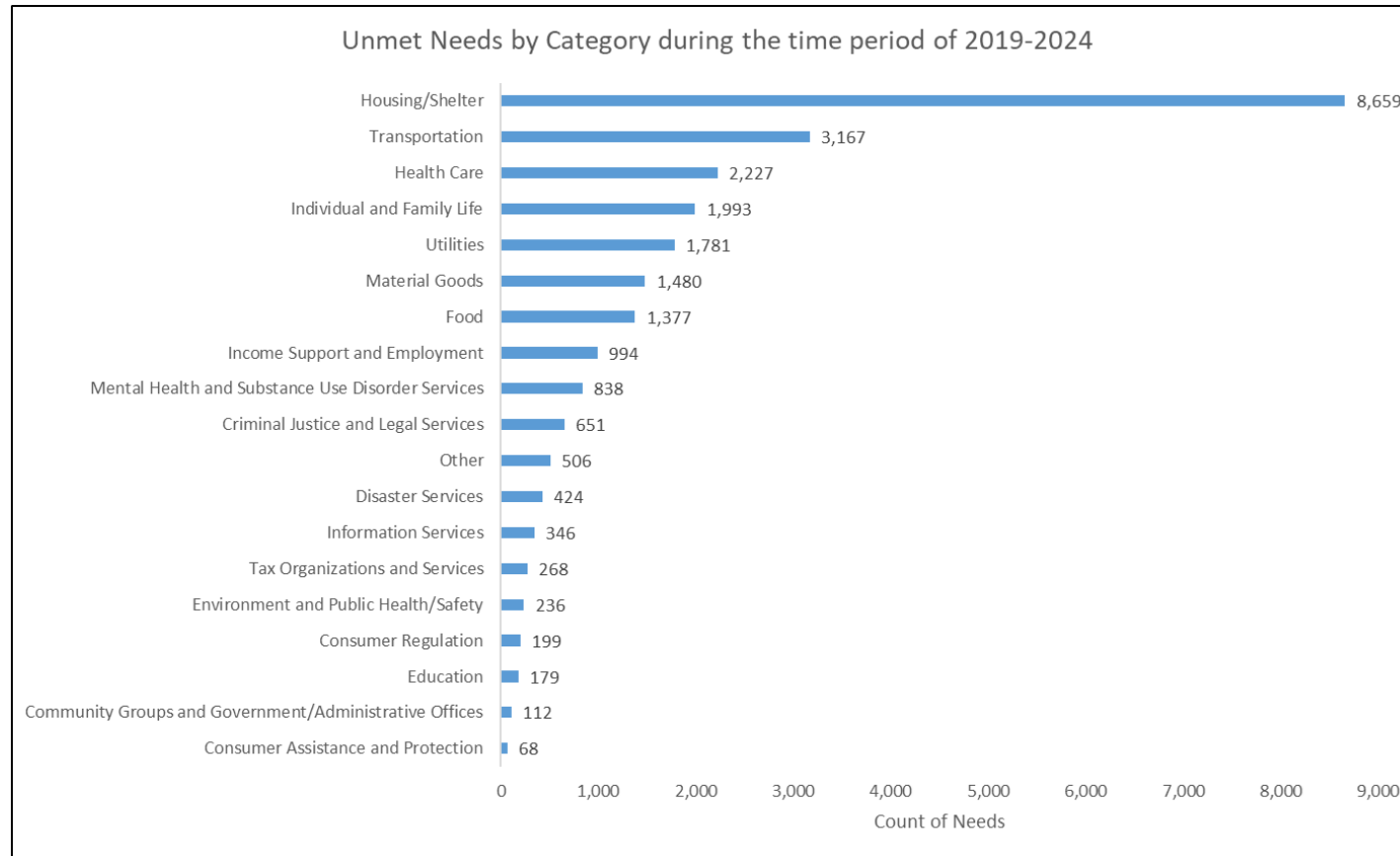
# Analysis Focus: Unmet Needs

- **All Needs** from 2-1-1 calls:



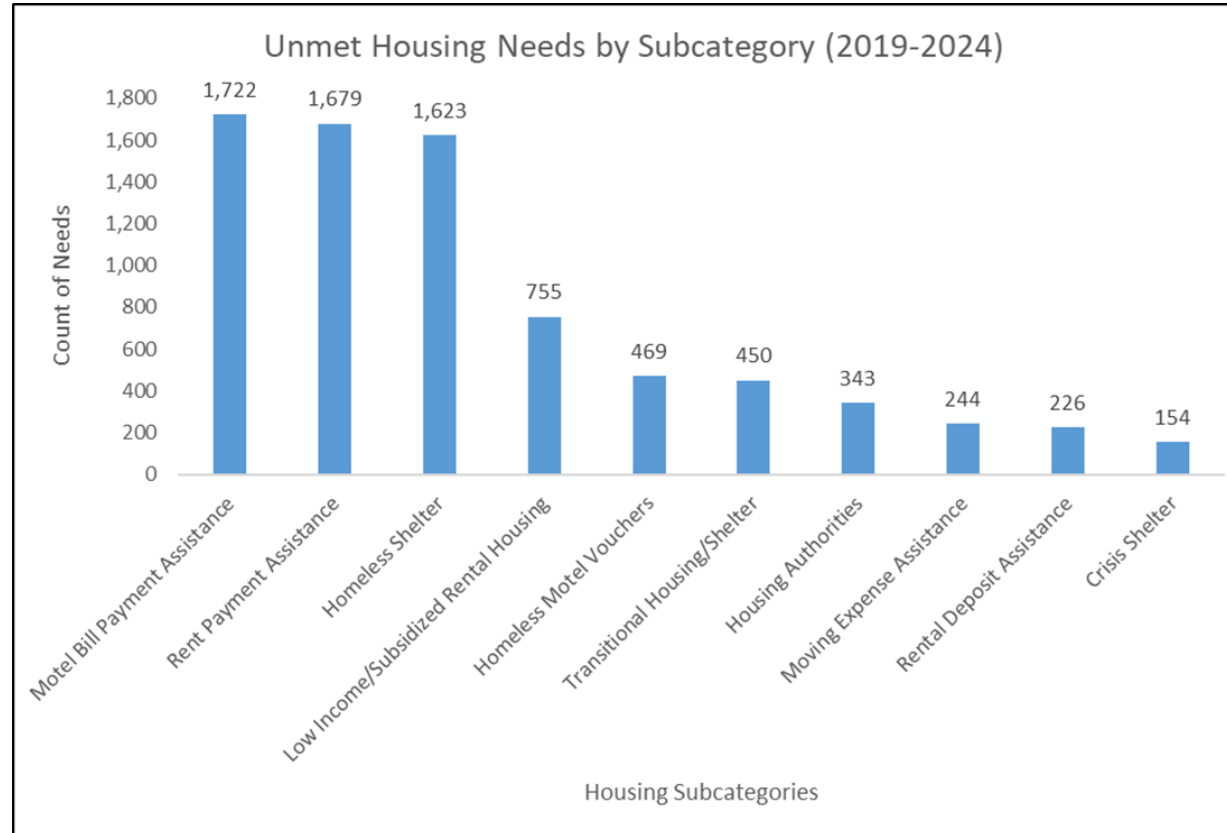
# Analysis Focus: Unmet Needs

- **Unmet Needs** from 2-1-1 calls:



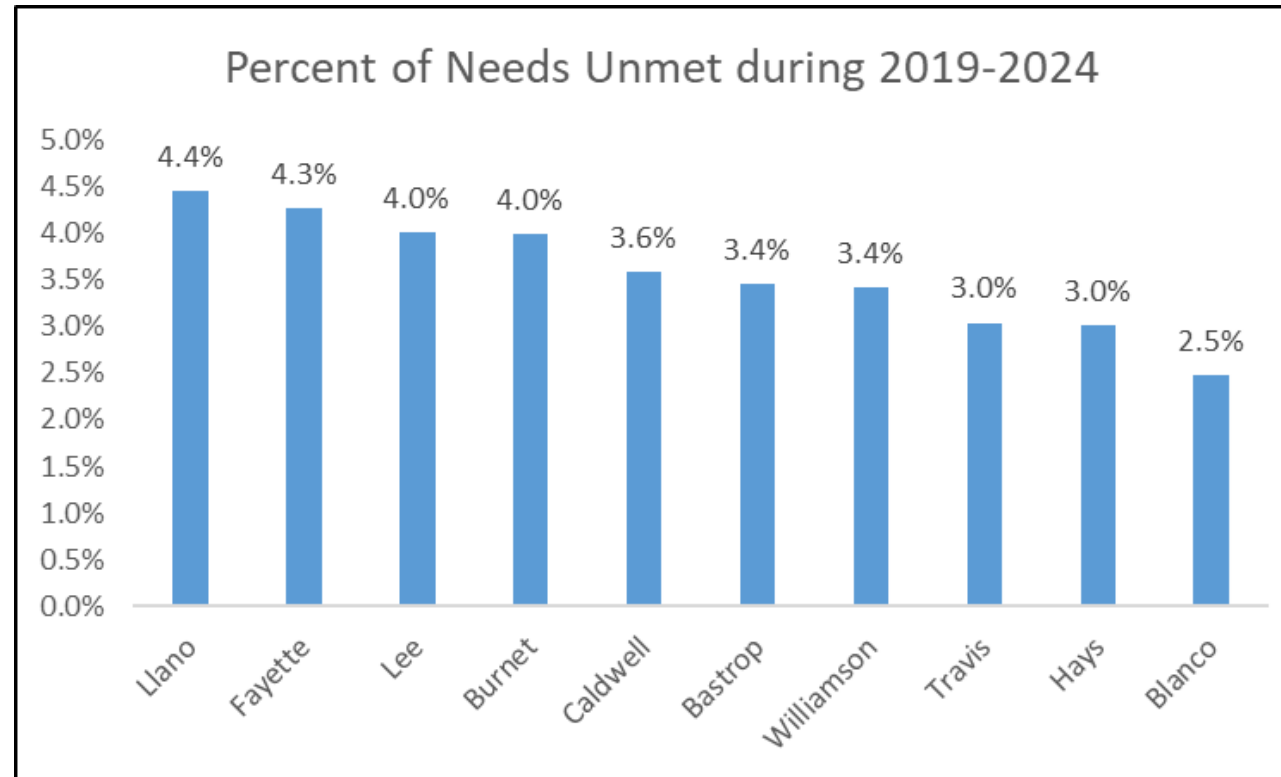
# Analysis Focus: Unmet Needs

- **Drill-down: Unmet Housing Needs** from 2-1-1 calls



# Analysis Focus: Unmet Needs

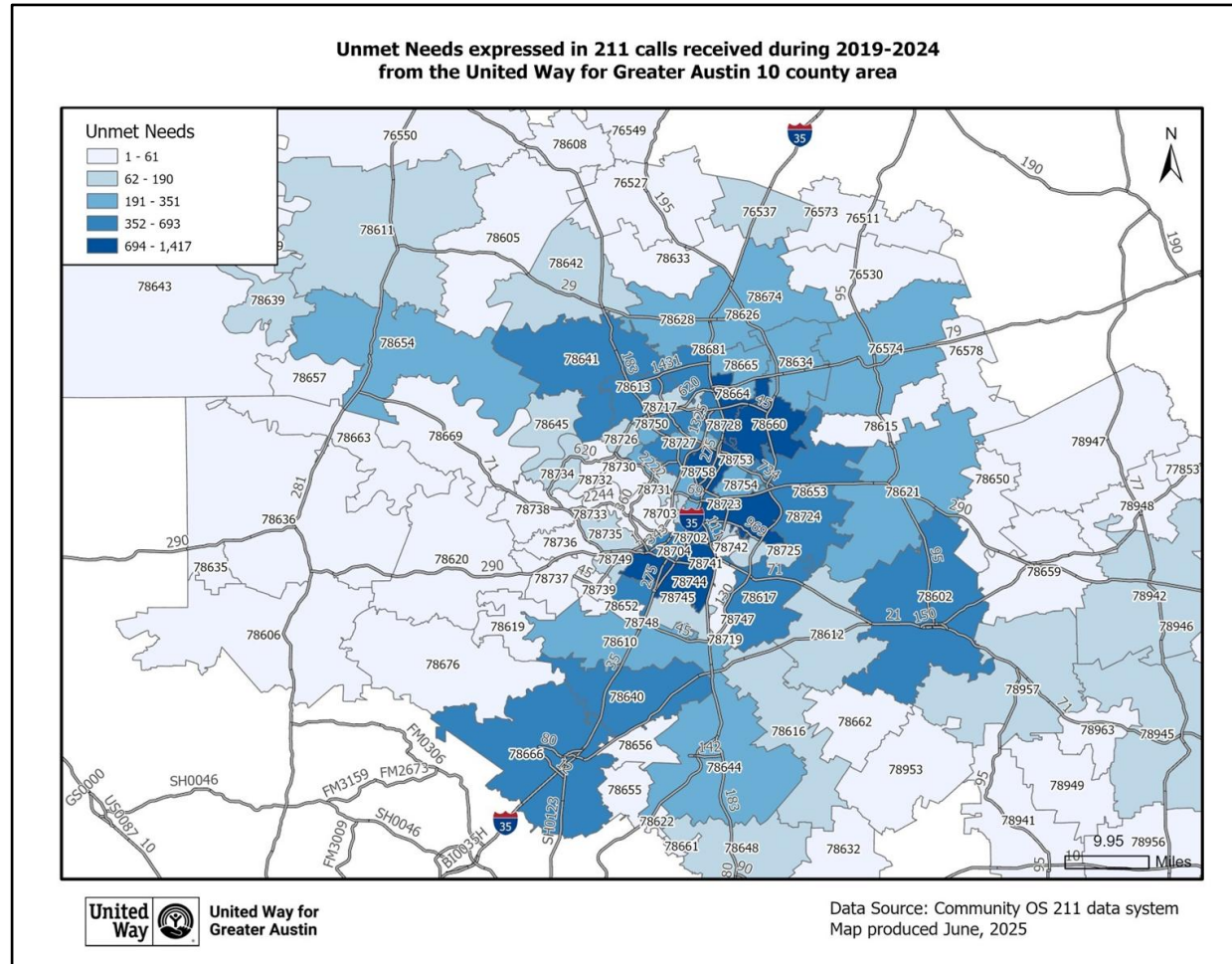
- **Percent of Needs Unmet by County** (United Way for Greater Austin 10-County area):





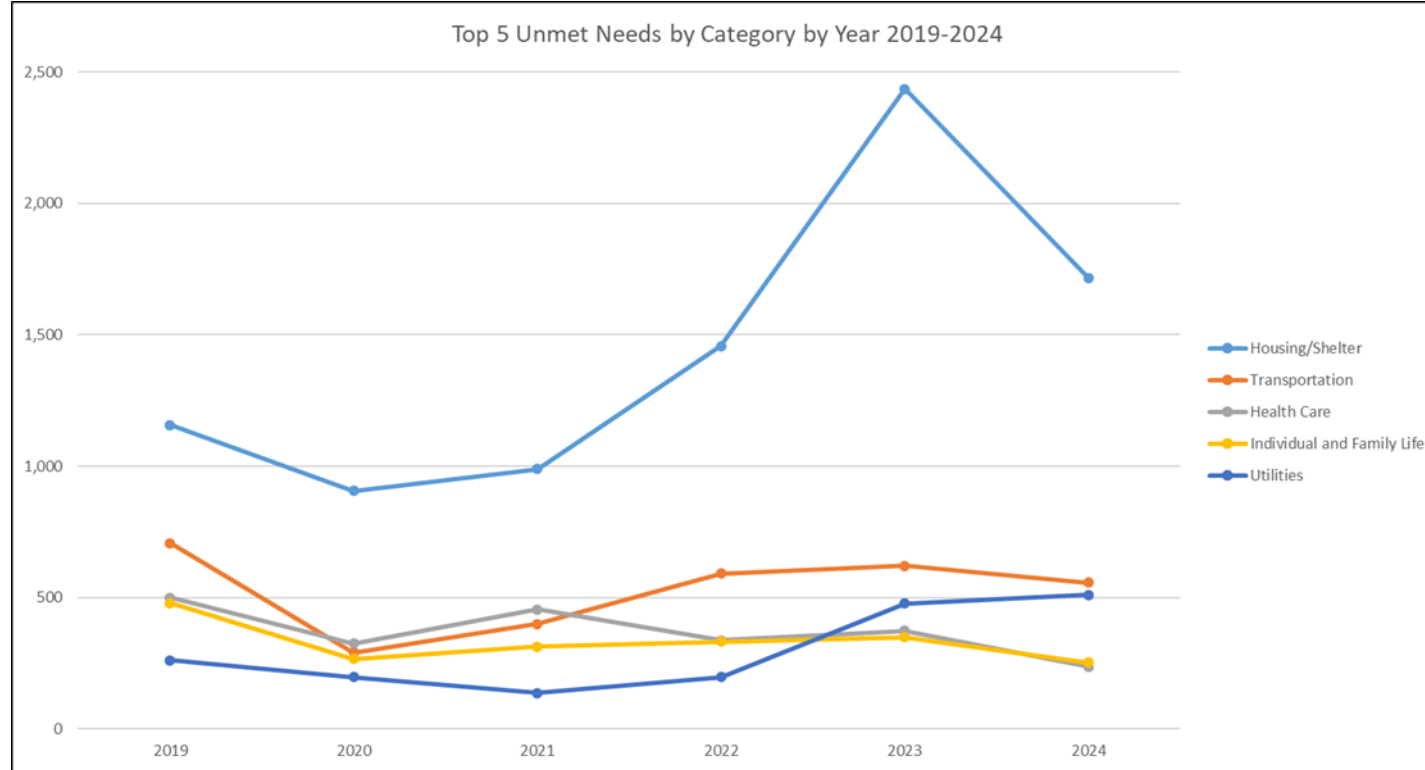
# Analysis Focus: Unmet Needs

- **Unmet Needs by ZIP code** (United Way for Greater Austin 10-County area):



# Analysis Focus: Unmet Needs

- Unmet Needs over Time:



# Analysis Focus: Unmet Needs

- The **Unmet needs from 2-1-1 calls report** is available on the United Way website:  
<https://unitedwayaustin.org/our-work/our-impact/>

## Q & A



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Greater Austin

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