2-1-1 counts PA

Helping communities. Improving lives.

What are the most pressing needs in your community?

Find out with *2-1-1 Counts*
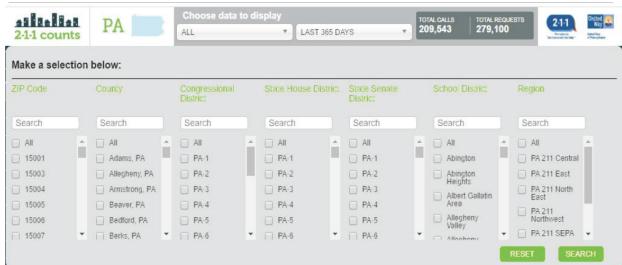- Real-time, searchable data
- Simple-to-use format

WHAT IS 2-1-1 COUNTS

Each year, 16 million people in the United States dial 2-1-1 for help with basic needs like food and shelter or emergency services. 2-1-1 Counts is the first tool to provide real-time, searchable and visual presentations of data from 2-1-1 call centers across the nation. Using 2-1-1 Counts, you'll find a snapshot of community-specific needs displayed by ZIP code, region or call center as recently as yesterday, enabling you to easily check trends, make comparisons and share information.

HOW TO USE 2-1-1 COUNTS

The dashboard shown on right gives you an overview of information at a glance. It has a control panel at top and four quadrants that consist of top request categories, subcategories, map, highest rates of requests by zip code, and requests by time.

The Control panel (below) controls the data that you see in the four quadrants. By selecting the down arrow next to all in the control panel, you can segment data by zip code, county, Congressional District, State House District, State Senate District, school district or region. You can also chose a data range.

Top service categories are found on the upper left (Fig A) in blue and sub-categories found on the upper right in green (Fig B). By default, each category is displayed as a percentage of all requests. It can be changed to display by count by selecting the 'display as count' button (Fig C). Change service categories by clicking on the one you want. The subcategories on the right will change automatically to reflect the category selected on the left. The map and trend lines on the bottom of the page will change as well. In the far right column, you will see unmet needs (Fig D). Click on the people icon to see demographic data such as gender and age. Note that some 2-1-1 Counts dashboards do not display unmet need or demographic data.