



Exploring Social Care Research Possibilities with 211 and 211 Counts

Mary Miller, PhD (United Way Worldwide)

Rachel Garg, MPH (Washington University in St. Louis)



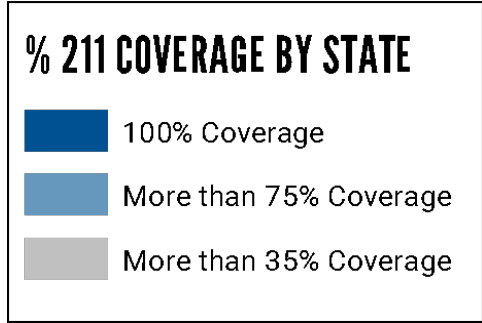
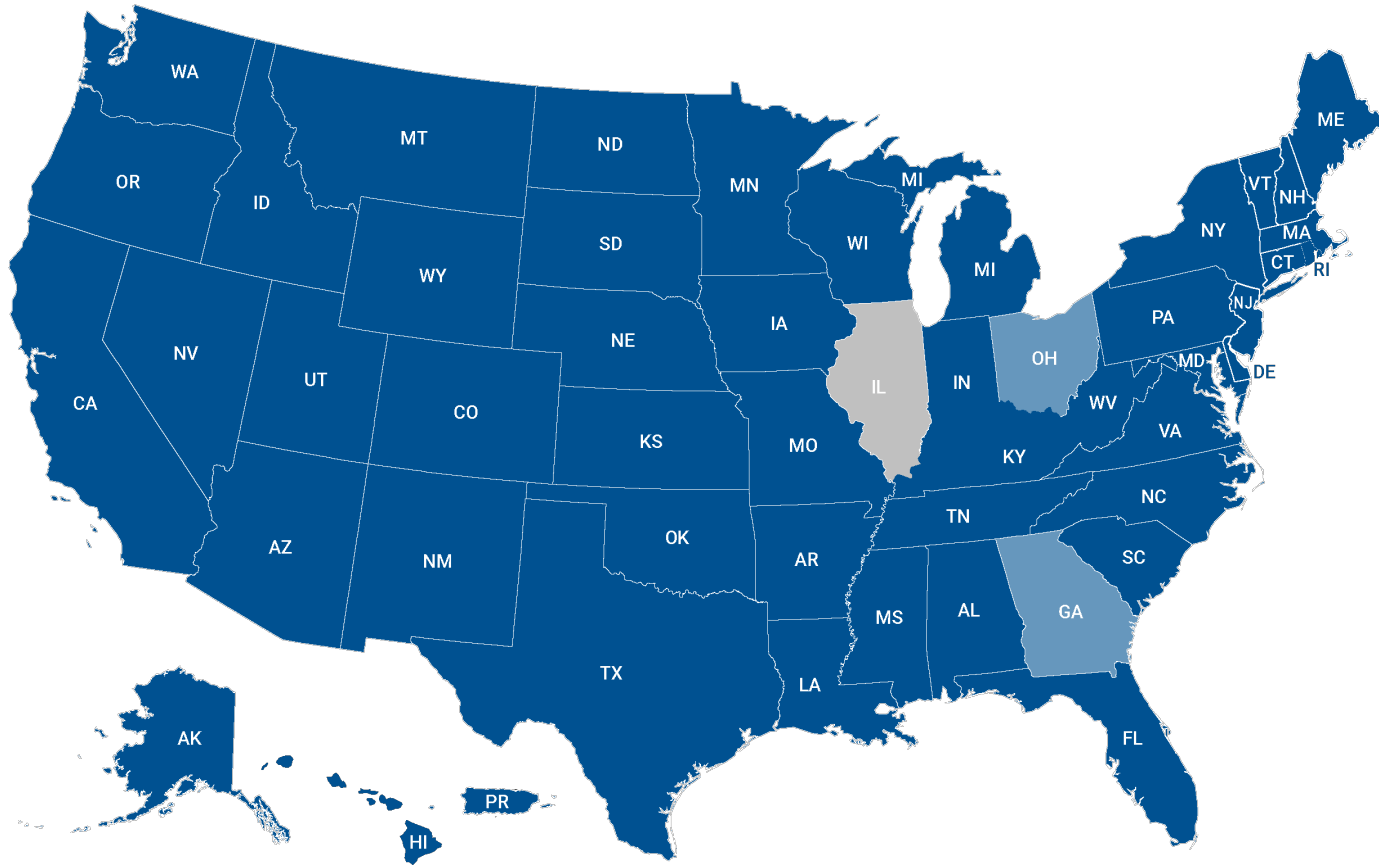
What is 211?

211 is a vital community service accessed by millions of Americans every year.

People call 211 for free, confidential help with a wide range of social services and resources, including **food, housing, utilities payment assistance, health care, transportation, child care, employment opportunities, mental health crises, disaster information and assistance**, and more.

Highly trained 211 specialists provide **expert, caring help** that addresses not only the presenting issue but underlying challenges people are facing as well.





132,407

#Organizations

#Organizations: an Organization has one or more Programs, and one or more Locations

440,397

#Programs

#Programs: a Program has one or more service taxonomies, and is available at one or more Locations

1,008,062

#Services

#Services: a Service is a program with one or more taxonomy terms. A Program with two taxonomy terms is counted as two Services

257,146

#Locations

#Locations: a Location is a single address where a Program/Service is delivered

1,225,904

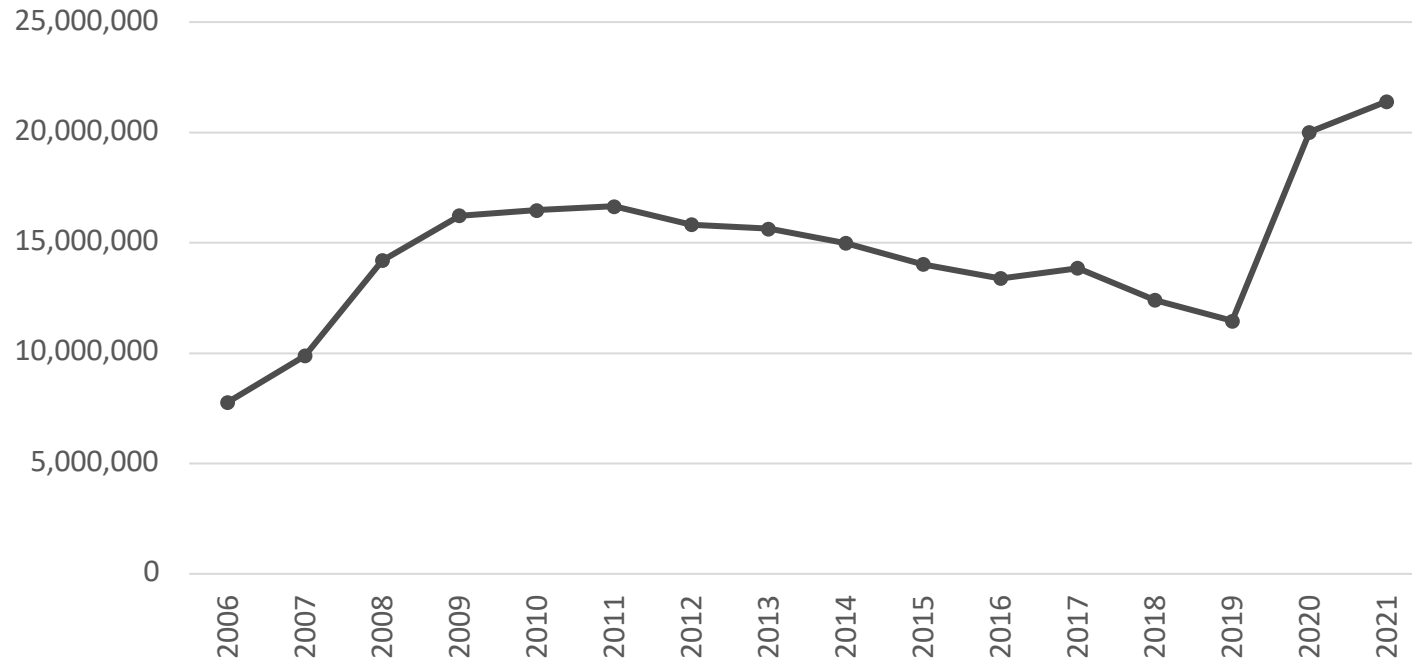
#ProgramsAtLocations

#ProgramsAtLocations: is a Program delivered at a specific Location. A Program delivered at two Locations is counted as two ProgramsAtLocations

GET CONNECTED.
GET HELP.

211

Notable Contact Data



2021	
Phone Calls	19,677,937
Texts	1,415,004
Web Chat	216,345
E-mail	97,733
Total Contacts	21,407,019
<i>Spanish</i>	1,731,016

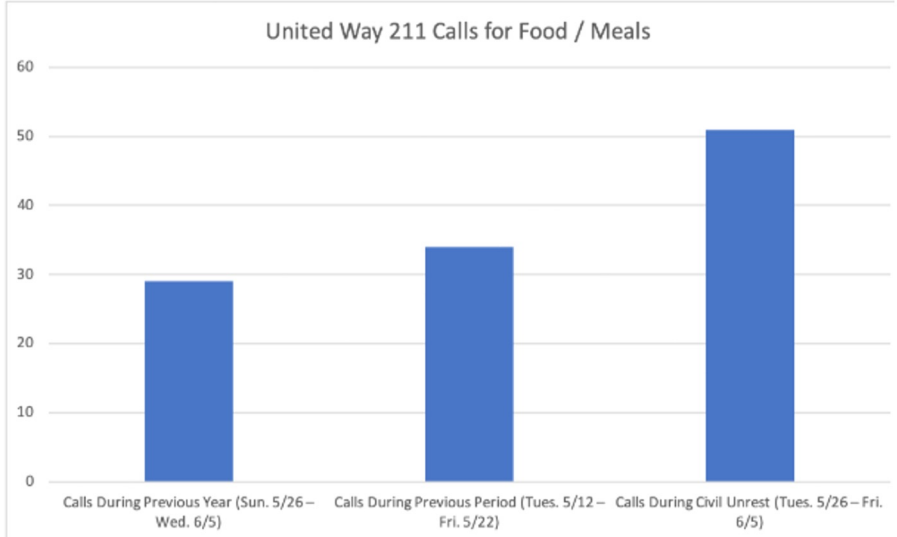


211 Data for Advocacy and Racial Equity

For Minnesotans of Color, a New Food Desert Underscores Disparities

By [Kyeland Jackson](#) | June 24, 2020 | [Public Affairs](#)

Data from [Greater Twin Cities United Way](#) show people's rush to find food after the first nights of protest. Between late May and early June, 51 people called to ask where they can find food shelves or food distribution sites on Lake Street, and in North Minneapolis and St. Paul Midway. The data represents a 76% increase compared to calls from those areas last year.



Data courtesy of Greater Twin Cities United Way. Calls are from zip codes 55406, 55407, 55408, 55411, 55103, 55104

Address the Gaps in Services

We are looking to bolster organizations committed to addressing unmet needs in our community, specifically the needs of the BIPOC community. Using Utah 211 Data, we compare the highest unmet needs to the most requested services by zip code. This data is available using 211 Counts. [Click here for a guide on using 211 Counts.](#)

A Disproportionate Number of 211 Calls in Multnomah County Come From Black People

The 211 line offers an alternative to calling a 911 system that has not always been friendly to Black people and other people of color.





2-1-1 counts

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



211counts.org

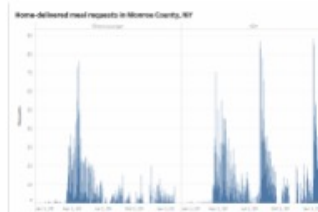
FOCUS-19

Reporting on social needs during COVID-19: Powered by 2-1-1

[Latest reports](#) [Milestones](#) [Monthly trends](#) [Policy impact](#) [Region specific](#) [Special populations](#)

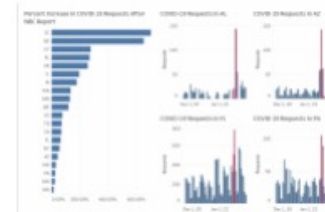
[Childcare](#) [COVID-19](#) [Employment](#) [Food](#) [Healthcare](#) [Housing](#) [Mental health](#) [Transportation](#) [Utilities](#)

focus19.wustl.edu



Unique program boosts food requests by NY seniors

February 17, 2021



NBC news story creates surge of 211 calls

February 2, 2021



Preventing eviction? The St. Louis case for starting with 211

January 31, 2021



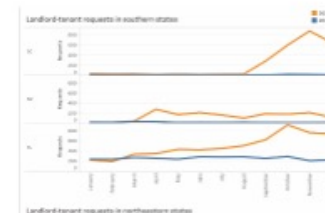
DATA VIDEO: Month-to-month needs, Escambia, FL

January 27, 2021



Year in Review: Rent requests up 43% in St. Louis

January 22, 2021



Year in Review: landlord-tenant requests up most in the Carolinas

January 21, 2021

2-1-1s reach populations vulnerable to COVID-19

By [Rachel Garg](#), [Balaji Golla](#) and [Matthew Kreuter](#) • September 3, 2020

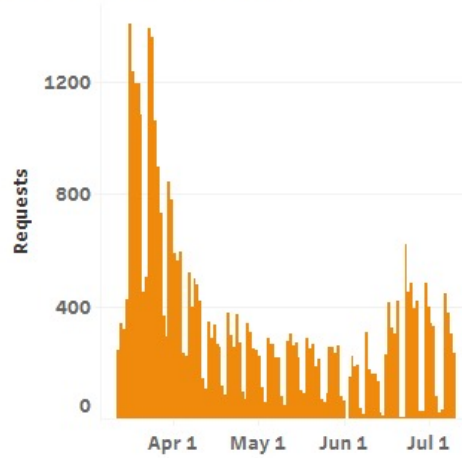
Overrepresented among 211 callers:

- Racial and ethnic minorities
- Socioeconomically disadvantaged
- Medical co-morbidities, mental illness

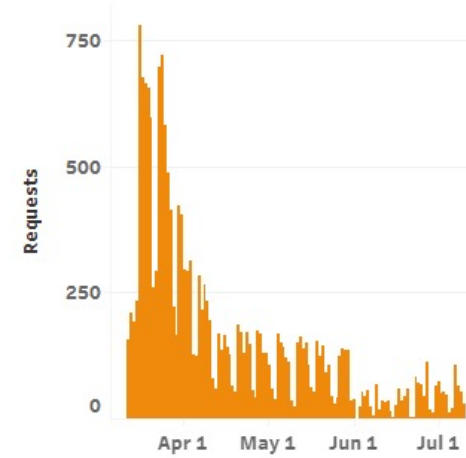
Hispanic regions driving rise in COVID calls in Washington

By [Rachel Garg](#), [Balaji Golla](#) and [Matthew Kreuter](#) • July 14, 2020

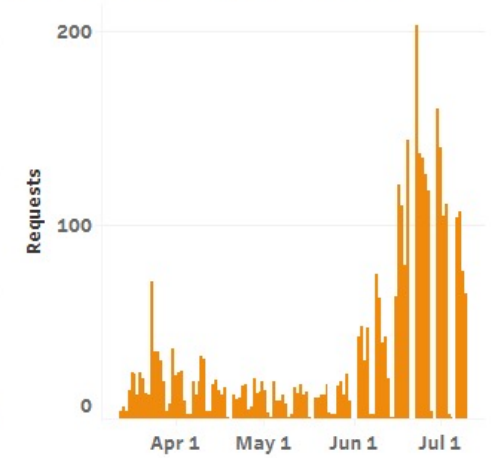
COVID calls - statewide



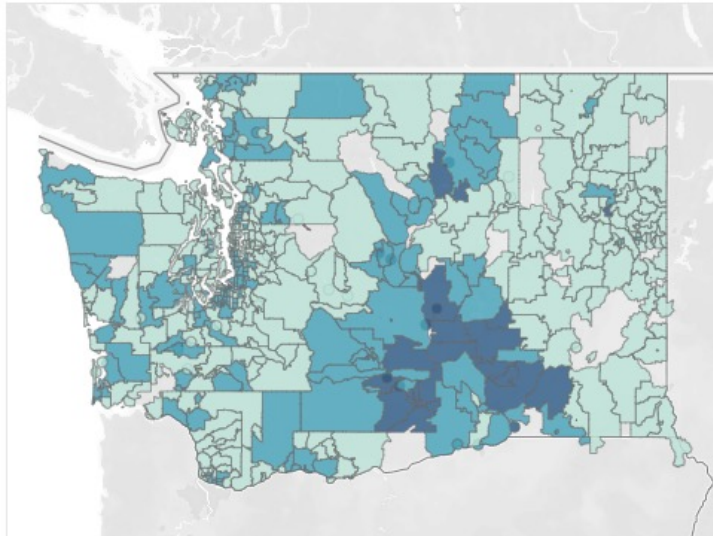
COVID calls - <10% Hispanic



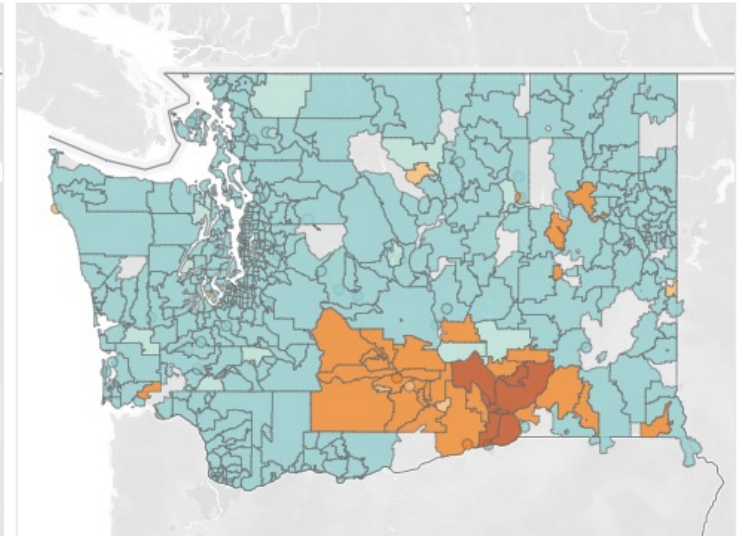
COVID calls - >50% Hispanic



Hispanic/Latino population WA

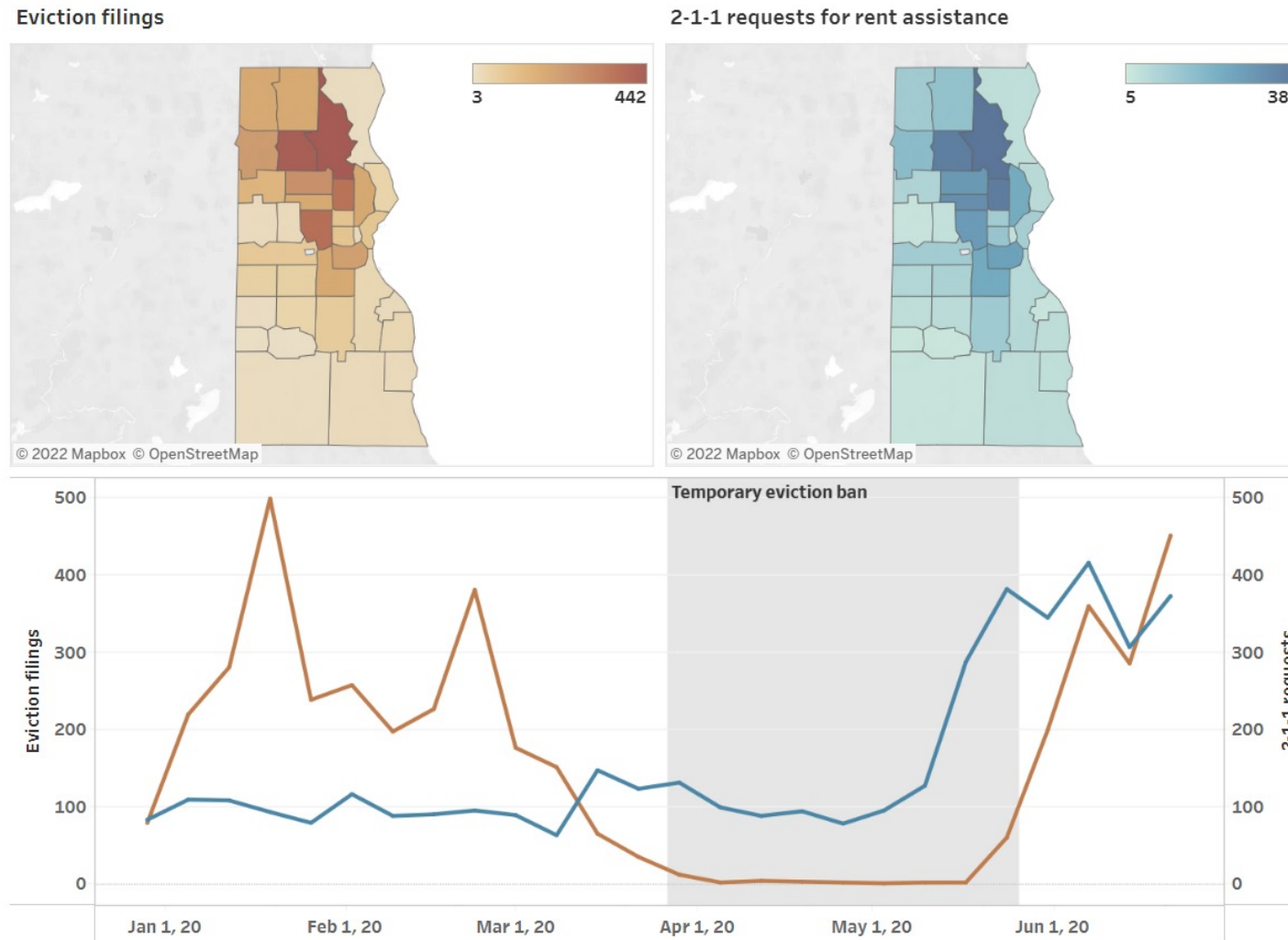


Percent change in COVID-19 requests to 2-1-1



2-1-1 rent requests rise with Milwaukee eviction filings

By [Rachel Garg](#), [Balaji Golla](#), [Irum Javed](#) and [Matthew Kreuter](#) • July 6, 2020



Future research possibilities

- Link with other data sources
- Geographic analyses
- Time trends
- Policy evaluation