



211mo.211counts.org User Manual

211counts.org Search Bar

The screenshot shows the search bar interface for 211counts.org. On the left is the '2-1-1 counts' logo. Next to it is a map of Missouri with 'MO' written above it. The main search area is a grey bar with the text 'Choose data to display' and two dropdown menus: 'ALL' and 'LAST 365 DAYS'. To the right of these are two boxes: 'TOTAL CALLS 253,197' and 'TOTAL REQUESTS 308,179'. On the far right is the '2-1-1 United Way of Greater St. Louis' logo. Three orange callout boxes with arrows point to these elements: one to the 'ALL' dropdown, one to the 'LAST 365 DAYS' dropdown, and one to the 'TOTAL REQUESTS' box.

Total calls and request to 211 (Requests will always be higher due to multiple needs per call)

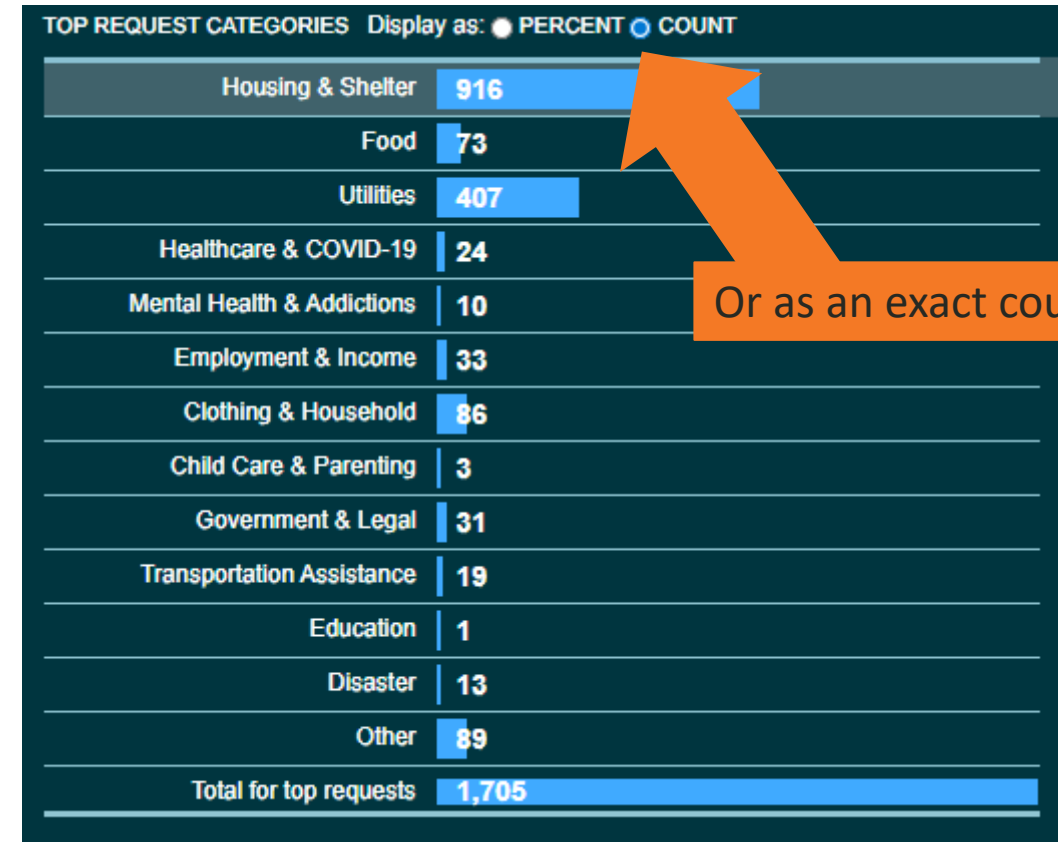
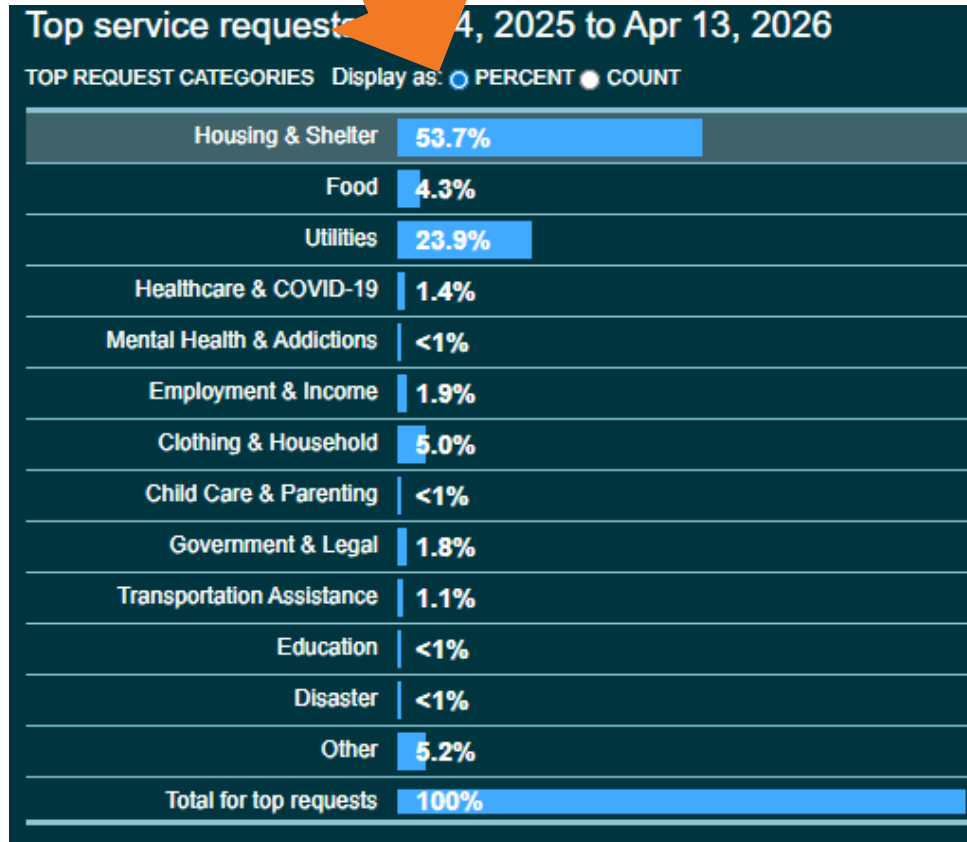
Area covered (City, State, Zip, Congress, House, Senate or School District)

Time period covered (Set data times or custom search)



211helps.org Service Requests

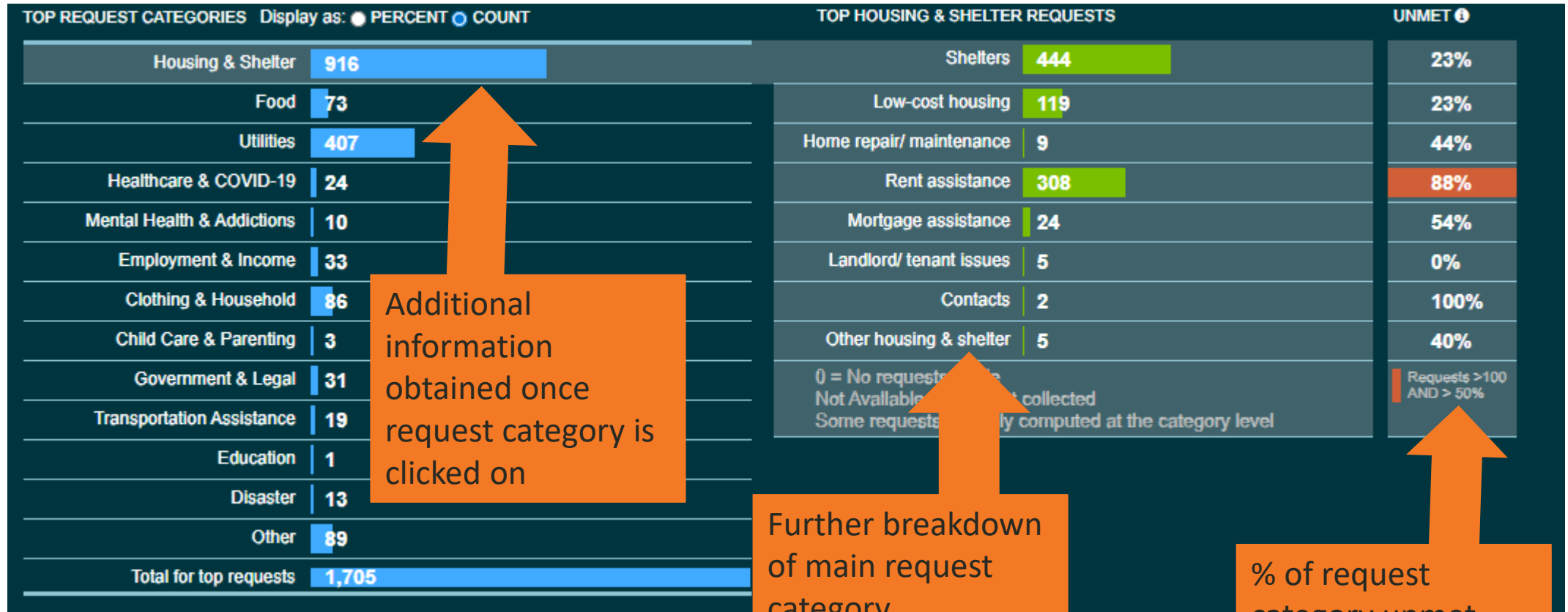
Once criteria searched, top service requests can be viewed as a percent of calls...



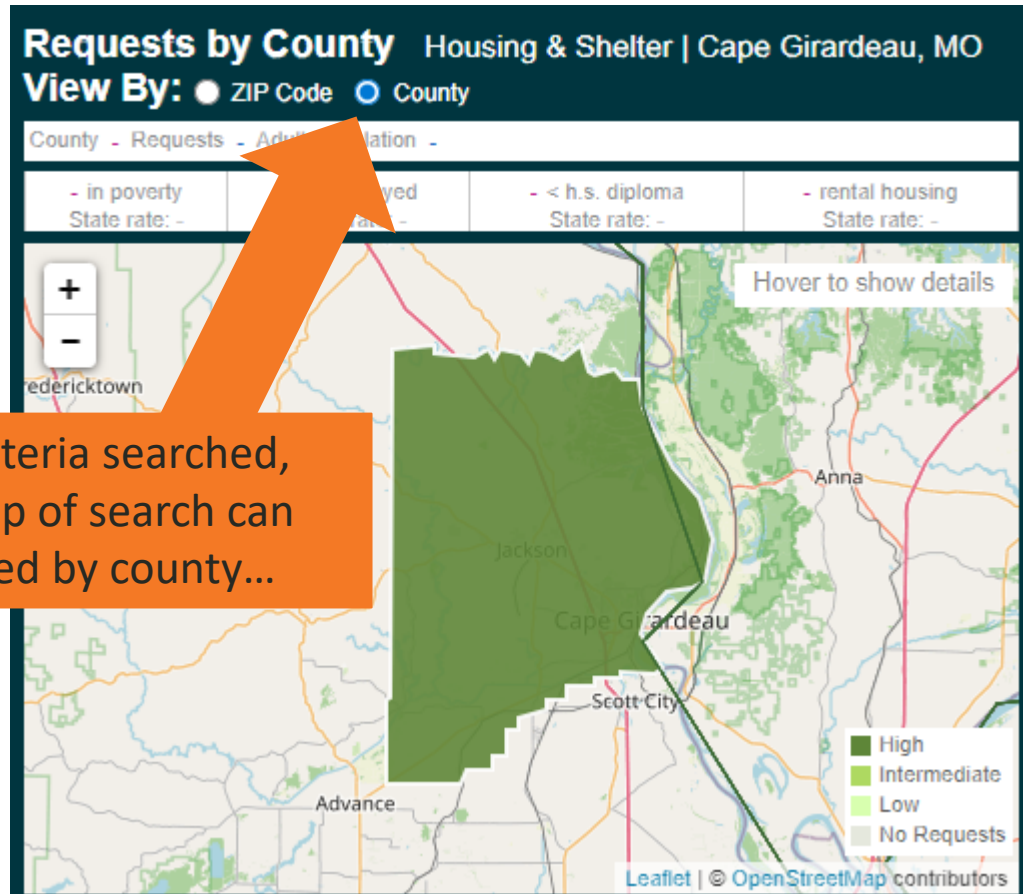
Or as an exact count.



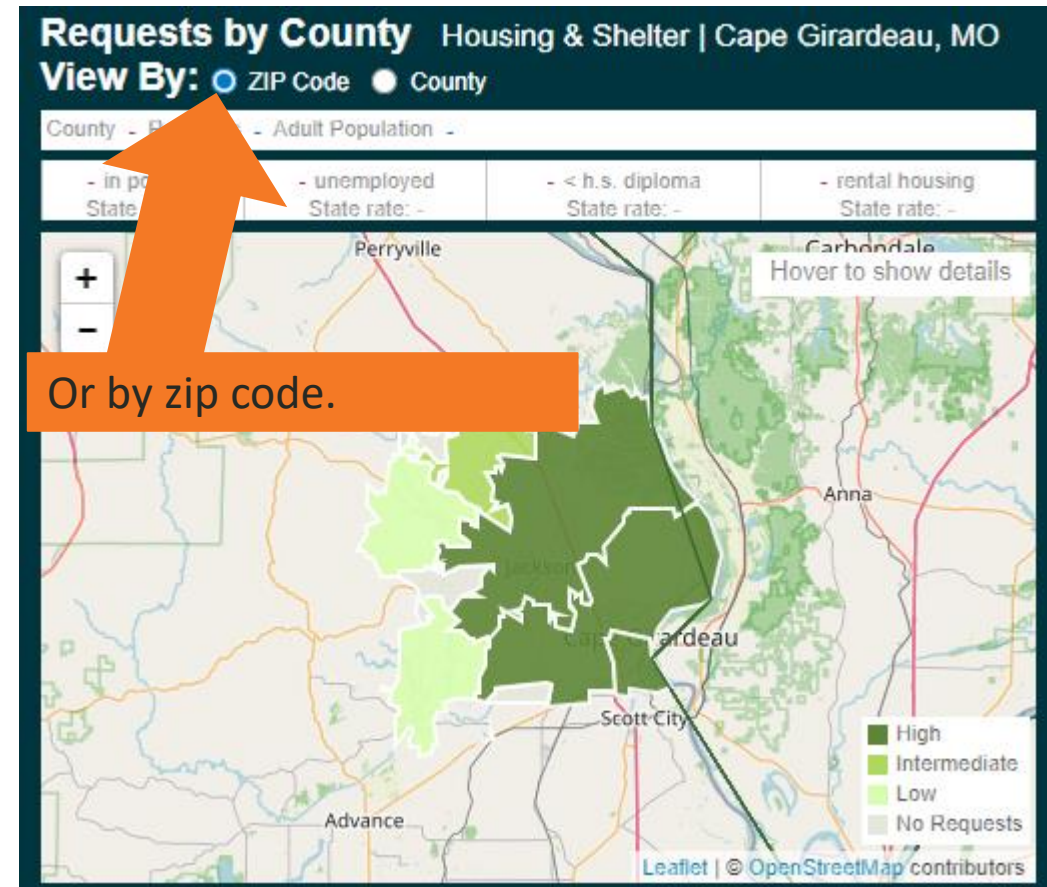
Breakdown Of Request Categories



Heat Map of Service Request Search



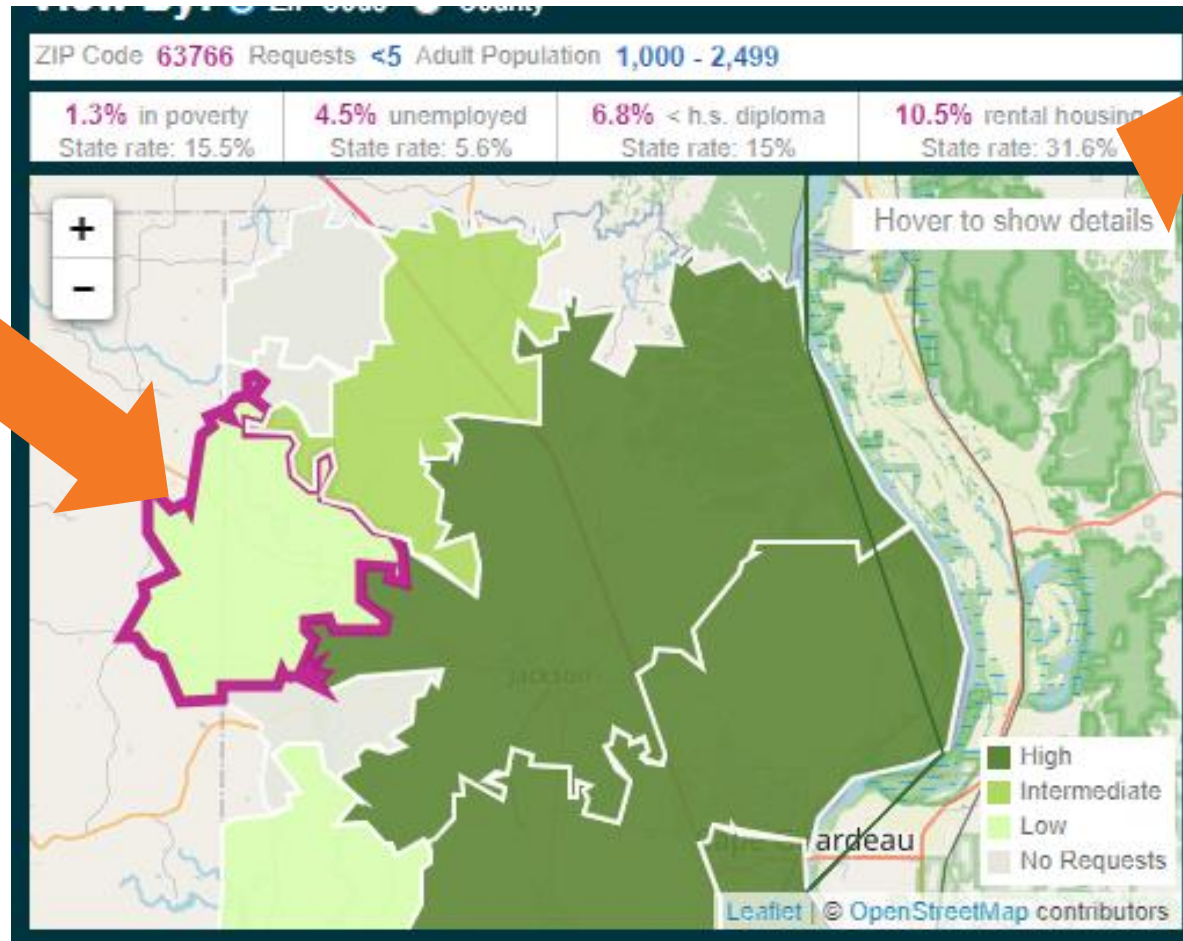
Once criteria searched, heat map of search can be viewed by county...



Or by zip code.



Heat Map of Service Request Search



Clicking on zip or county on heat map..

Populates census level data about that zip or county



Top 10 Requests

Top 10 Zip Codes
calling for
requested need

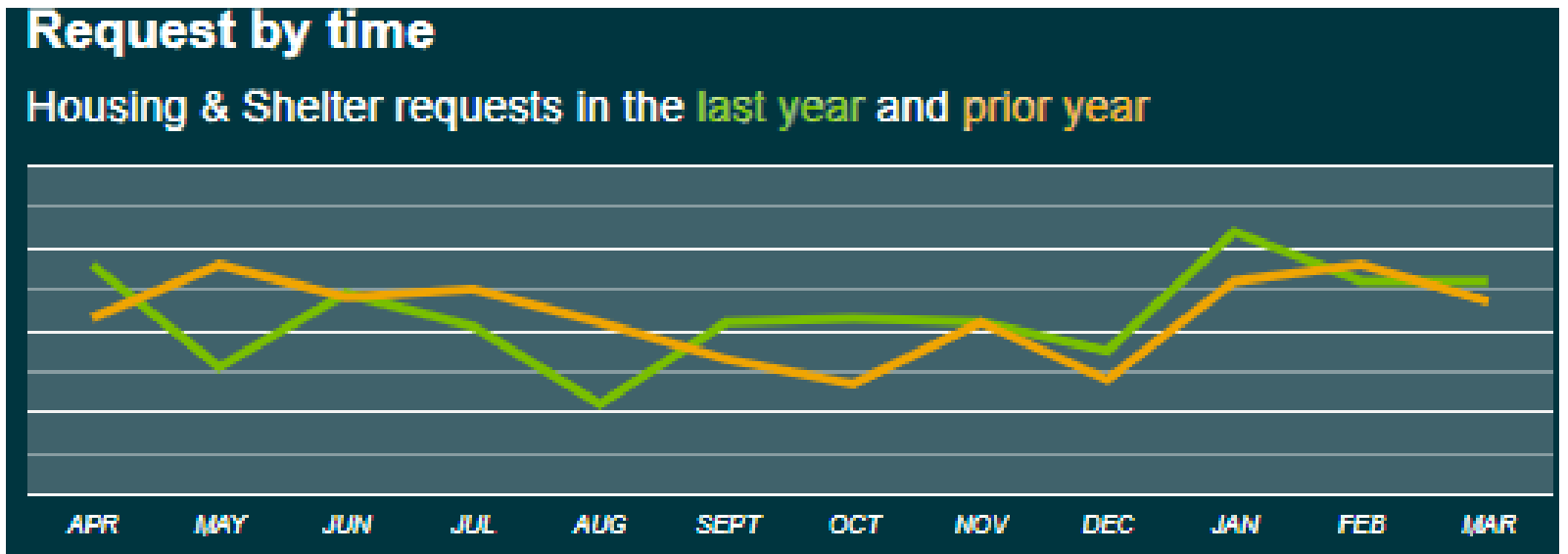
TOP 10: Highest rates of requests for *Housing & Shelter* by County

Rank	County	Rank	County
1	St. Louis City, MO	6	Platte, MO
2	Jackson, MO	7	Clay, MO
3	St. Louis, MO	8	Madison, IL
4	Wyandotte, KS	9	Jefferson, MO
5	St. Clair, IL	10	Franklin, MO



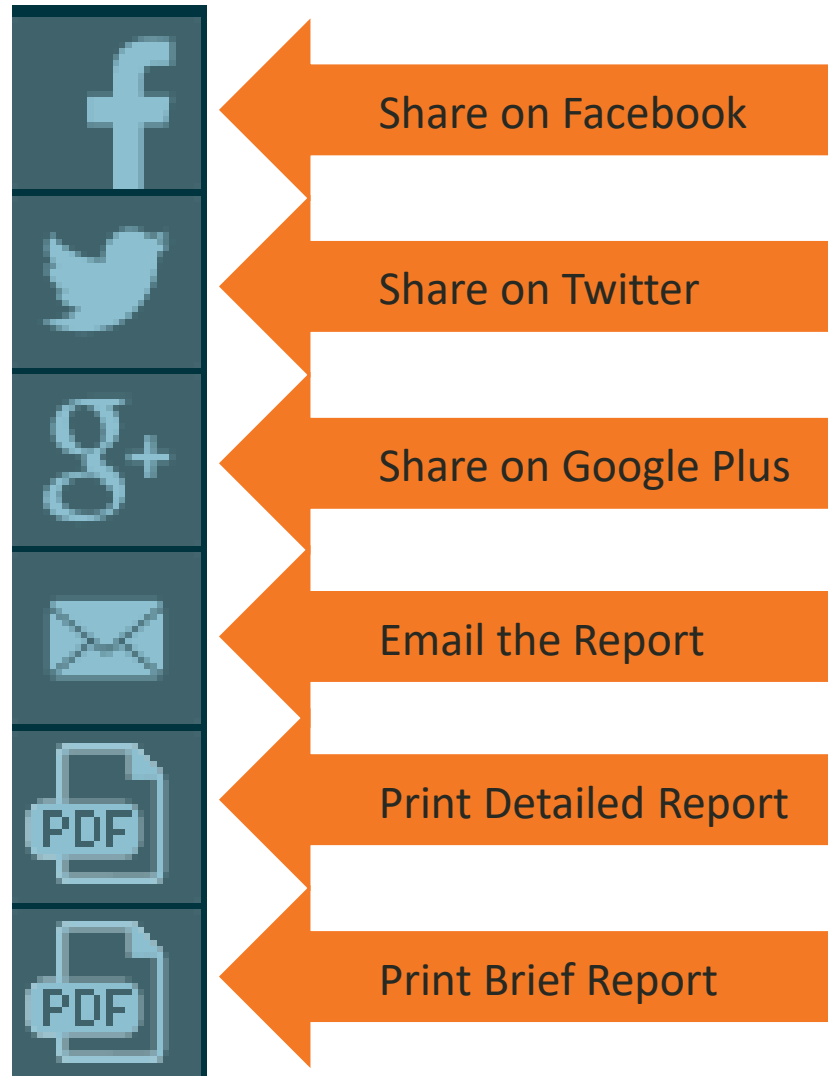
Requests By Time

Sparkline showing requested need by time



Sharing or Printing Report

(Screen capture of 211counts.org menu only, not hyperlinks)





UNITED WAY
Greater St. Louis

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