Erika Hernandez

Art Data

- ➢ Looking through the data, I found 112 missing information in the **Call Record Call Type** section. The information that would be categorized would be **Information, No Answer and Assessment & Referral**. The person Amino Mohamed is the one with the most missing information. He had about (33) with missing information. I understand the hangups and no answer, but he has the caller listed "**Information**" and yet there is no information about the services.

- ➢ The **Skill Name** section, lots of information missing as well. There are about 178 left blank- I would think this is and would be important because we would want to know who is needed those services and if there is some funding needed for that demographic. Also if we need to have more translator materials as well.

- ➢ The **Call Record Followup** section shows that 161 of the cases received a follow up call. It would be good to separate that information based on whether the need was met or not and any correlation there.

Art Cleaned Data

- ➢ In the **Call Record ID** there are multiple entries for the same ID. So that can be confusing when pulling the data.

- ➢ Amino Mohamed has taken 131 calls/ inputs and 53 of those have no information- This is hard because we are missing information. This is too much missing data for one person to not do.

- ➢ In the **Need Code** section we have 112 missing data points. Which Amino Mohamed is responsible for 53 of those. This has gotta be distorting the data some how.

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Tableau Data

➢ We have different zip codes where the caller is calling from. We have TN, TX, CA and UT – This can be very hard with the data because we are getting different states. But don't we want just Utah? Instead of the whole country.

➢ The total of zip codes and the total amount of callers are not the same. The zip codes we have 692 and the total calls we have 737. So this should be the same if we are comparing the same data.

➢ We have a wrong zip code input 2018

➢ The Request Categories is different form the other two. We have 895 total in the Request category which is different from the zip code input and the total call input.

➢ We also have 112 of null that is picking up and throwing off the data. Which I would think its because they missed a label or it simply does not exist.

211 Count Data

➢ In the 211 Utah we are getting some from TN and CA not a lot but its not just exclusive to Utah 211.

➢ According to the 211 website graph there are (1) that is disaster by a caller. But according to the data. There are (2) disasters. There is one with a input mistake labeled 2018 is that the one that is automatically put into the disaster.

➢ What information is being included and which isn't?

➢ On the Tableau data under the breakdown of calls per day. They report 165 on the 8th and 151 on the 10th However, on the 211 counts sheet they listed 166 calls on the 8th and 153 on the 10th.

Report Writer

➢ Missing information – Zip codes and Gender.

➢ We have TN, TX, CA mixed in with UT. We have some new zip codes in the **Report Writer** that are not in the **211 Count** data.

➢ No duplicates in the **Call Report ID** section, unlike the other sections where there is.