

Nevada's Plan to Ensure People are Connected to the Services they Need



What is Nevada 2-1-1?

Nevada 2-1-1 is part of a nationwide network of call centers that provide information and referral (I&R) services to Nevada residents. Available information includes basic human services, physical and mental health resources, employment support services, programs for children, youth and families, support for seniors and persons with disabilities, volunteer opportunities, and support for community crisis and disaster recovery.

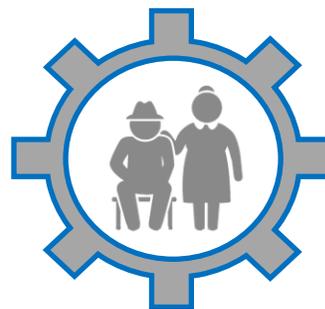
Nevada 2-1-1 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.



Basic Needs
(Food and Shelter)



Physical and Mental Health



Children and Senior Services



Employment Programs

What are the Benefits?

- ✓ It is a useful resource for individuals who need help and don't know where to find it. The call center and on-line directory provides a consumer with information about local resources and how to access services.
- ✓ It is a helpful repository where other service providers can go to find resources needed by their clients.
- ✓ 2-1-1 can assist during times of disaster by directing non-emergency calls away from 9-1-1.
- ✓ The 2-1-1 system collects important data about emerging needs, trends, and gaps in services.

2-1-1 Database Includes:



How can People Access the Services?



Phone

Call 2-1-1 or
1-866-535-5654



Website

www.nevada211.org



Text

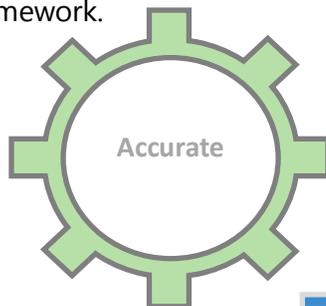
Text your zip code
to 898211

*Nevada 2-1-1 receives on average **9,463 calls per month** from people needing help.*

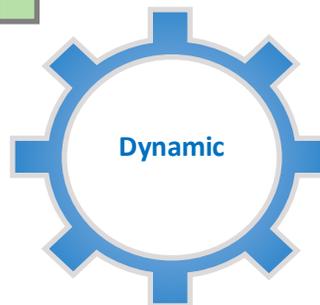
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Nevada 2-1-1 functions within the following framework.



Nevada 2-1-1 information and resources are correct, complete and reflective of services available. Families and providers have confidence in the system and the information and resources they receive.



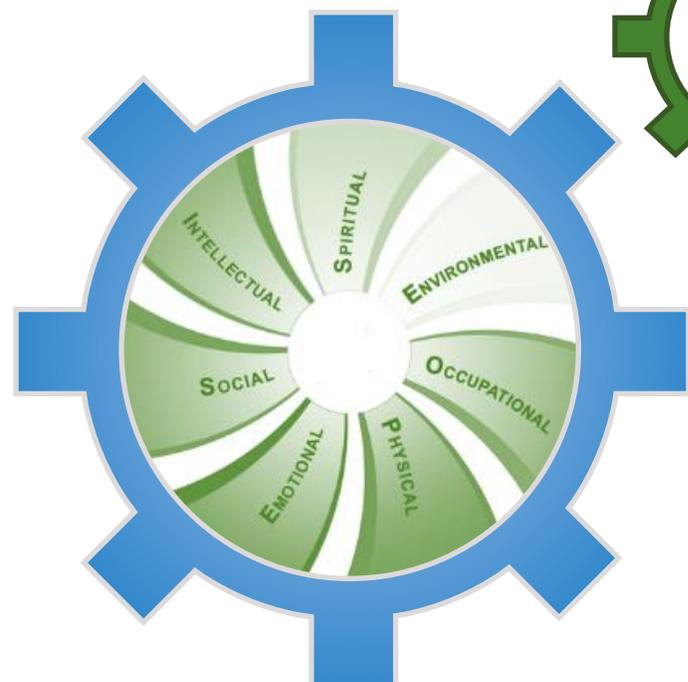
Nevada 2-1-1 services are provided in a competent, caring and adaptive environment driven by a desire to innovate and respond to the changing needs of those it serves.



Nevada 2-1-1 builds effective, synergistic relationships with providers and systems, engaging providers and leveraging resources efficiently and effectively in a manner that best meets the needs of their clients.



Nevada 2-1-1 information and resources are provided using a platform that removes barriers and provides the greatest opportunity for action. Resources are provided in a culturally and linguistically competent fashion and matched correctly to the needs being addressed.



Wellness Wheel

The wellness wheel is provided to underscore the vision intended for Nevada. This version is supported by Nevada 2-1-1.

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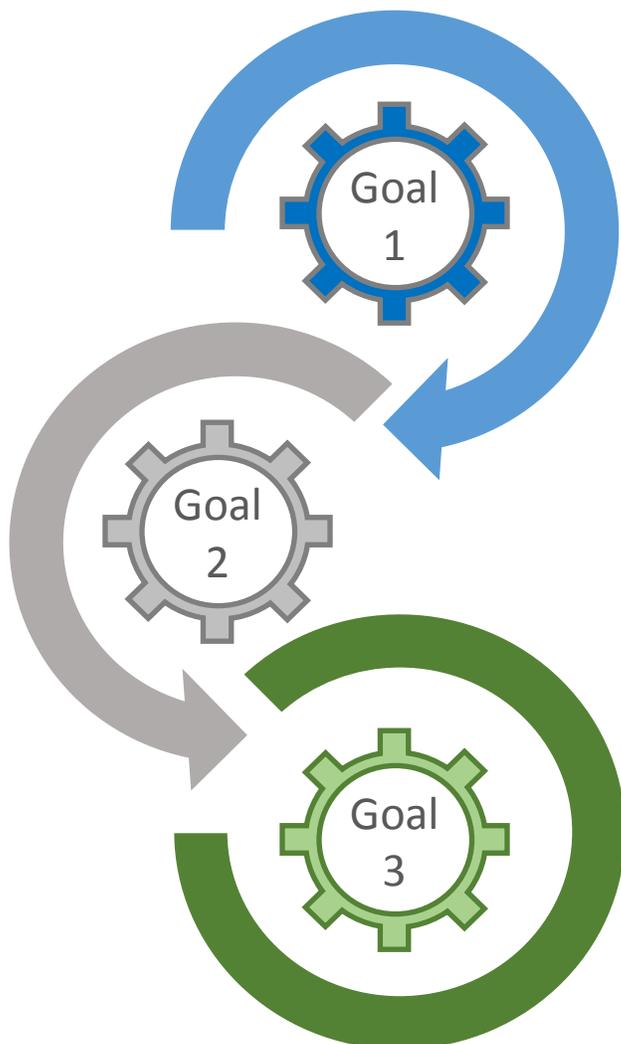


Why a Strategic Plan?

Nevada 2-1-1 has undergone many changes over the past two years. In 2014, oversight of the program shifted from the Governor's Partnership on 2-1-1 (made up of a group of organizational representatives throughout the state) to the Office of Community Partnerships and Grants within the Department of Health and Human Services. In 2015, operations of the 2-1-1 call center(s) shifted from two long-standing providers (Crisis Call Center, in Northern Nevada and HELP of Southern Nevada) to a new provider, the Financial Guidance Center.

Given the challenges and changes that Nevada 2-1-1 has experienced, the program developed a strategic plan to ensure long term sustainability and to guide future efforts. The strategic planning team included multiple state departments, human service providers, and the Financial Guidance Center as the contractor for Nevada 2-1-1 services.

Goals for A Strong & Comprehensive 2-1-1 System



Enhance 2-1-1 system components to ensure high-quality and accessible service.

- ✓ Update and Maintain Accurate Database.
- ✓ Re-develop Website.
- ✓ Establish High Quality Service Standards.
- ✓ Develop Infrastructure for Disaster Response.
- ✓ Enhance Service Options.

Engage, inform and equip providers and system stakeholders to support the efforts of Nevada 2-1-1.

- ✓ Develop and Maintain Relationships with Providers.
- ✓ Establish Formal Partnerships with Service Partners.
- ✓ Coordinate State Efforts.
- ✓ Provide Trend Data on Services and Gaps.

Establish a diversified funding stream to support existing efforts and plans for expansion.

- ✓ Secure State Contracts & Fee for Service Arrangements
- ✓ Develop Investment Partnerships.
- ✓ Promote 2-1-1 Services.
- ✓ Solidify Partnerships with United Way Organizations.