



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

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.

2-1-1 Database

Benefits of 2-1-1 Services

- 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.

The 2-1-1 Database Includes:

3,344 Services

2,102 Programs

858 Agencies

Services Provided

People can access 2-1-1 services through a variety of different ways. There is a toll-free number with live operators 24-hours a day, 365 days a year. Information is also available online and via text.



Calls ----- 31,695

In Qtr3 FY2017, a total of 31,695 calls were answered on the 2-1-1 help-line.



Website ----- 19,869

In Qtr3 FY2017, a total of 19,869 people searched the web.



Text ----- 194

In Qtr3 FY2017, a total of 194 people texted for support.

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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between January 1, 2017 and March 31, 2017.

The majority of individuals calling Nevada 2-1-1 are women between the ages of 30-39.

Gender



66%

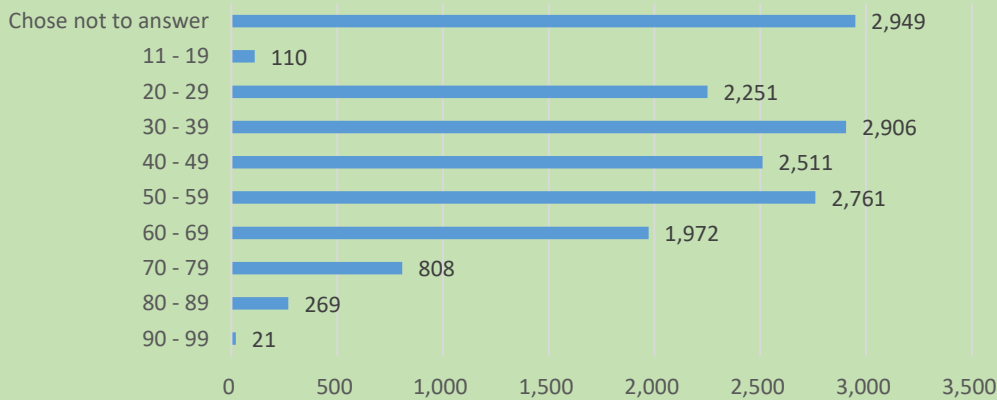
10,895 Clients Identified as Female



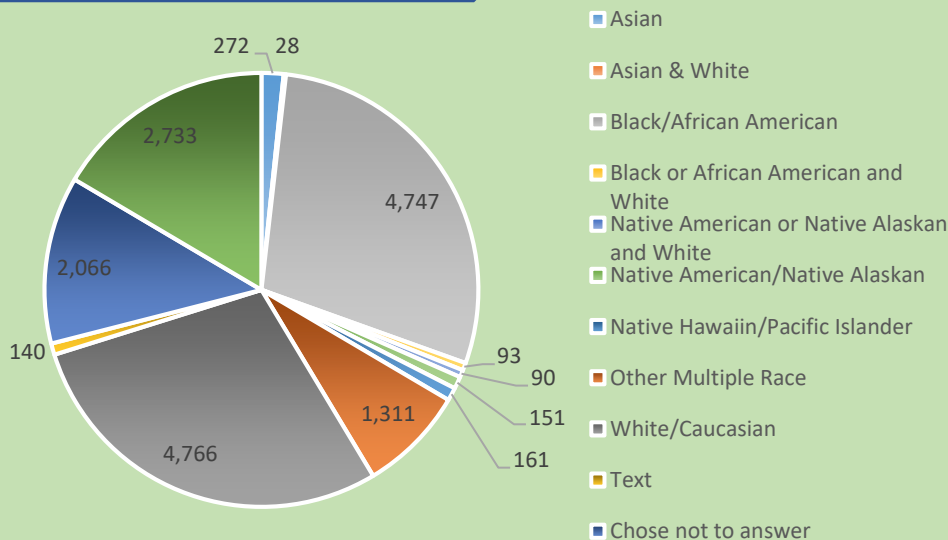
24%

4,008 Clients Identified as Male

Age



Race



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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

The majority of individuals calling Nevada 2-1-1 requested assistance with basic needs such as housing, food and utilities.

Top 5 Needs



32%

Housing



10%

Utilities



9%

Food



5%

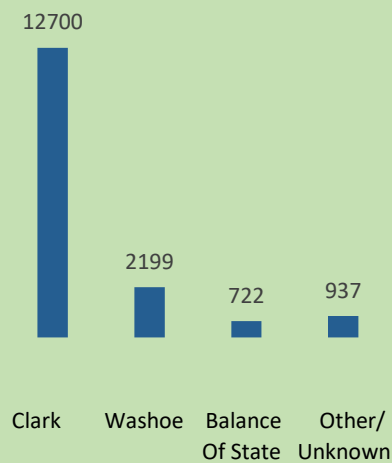
Income Support and
Employment



5%

Individual and
Family Support
Services

Where People Need Help Most



Top 5 Zip Codes

5.3%	89101	Clark County
4.9%	89121	Clark County
4.0%	89108	Clark County
3.9%	89115	Clark County
3.7%	89119	Clark County



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Category of Service	Qty	%
Low Income/Subsidized Private Rental Housing	3,654	8%
Food Pantries	3,518	7%
Electric Service Payment Assistance	3,416	7%
Rent Payment Assistance	3,131	7%
Community Shelters	2,031	4%
Transitional Housing/Shelter	1,195	3%
Identification Card Fee Payment Assistance	1,036	2%
Extreme Cold Weather Shelters	991	2%
Aging and Disability Resource Centers	782	2%
Rapid Re-Housing Programs	774	2%
Gas Service Payment Assistance	743	2%
General Clothing Provision	722	2%
Domestic Violence Shelters	673	1%
Work Related Fee Payment Assistance	657	1%
Emergency Shelter Clearinghouses	621	1%
Legal Representation	524	1%
Food Stamps/SNAP	524	1%
VITA Programs	513	1%
Medicaid Applications	474	1%
Diapers	444	1%
Bus Fare	444	1%
Community Clinics	419	1%
Job Search/Placement	418	1%
Homeless Motel Vouchers	411	1%
Medical Appointments Transportation	397	1%
General Dentistry	396	1%
Family Support Centers/Outreach	382	1%
Self-Representation Assistance	324	1%
Senior Ride Programs	314	1%
Home Maintenance and Minor Repair Services	302	1%
Return to Point of Origin	295	1%
Family Crisis Shelters	294	1%
Congregate Meals/Nutrition Sites	290	1%
Landlord/Tenant Assistance	284	1%
Job Search Resource Centers	269	1%
Personal Care	268	1%
Comprehensive Job Assistance Centers	267	1%
General Legal Aid	242	1%
Individual Counseling	237	0%



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Thrift Shops	233	0%
Disability Related Transportation	221	0%
Pre-job Guidance	213	0%
Wireless Service Providers	207	0%
Homemaker Assistance	206	0%
State Unemployment Insurance	203	0%
Mortgage Payment Assistance	198	0%
Temporary Employment	197	0%
WIC	178	0%
Social Security Disability Insurance	178	0%
Child Care Centers	176	0%
TANF	174	0%
State Medicaid Managed Care Insurance Carriers	166	0%
Water Service Payment Assistance	164	0%
Child Care Expense Assistance	163	0%
General Paratransit/Community Ride Programs	161	0%
Personal/Grooming Supplies	152	0%
Prenatal Care	140	0%
Home Delivered Meals	138	0%
Weatherization Programs	138	0%
Prescription Expense Assistance	130	0%
Specialized Information and Referral	129	0%
Day Shelters	123	0%
General Relief	123	0%
Elderly/Disabled Home Rental Listings	122	0%
Better Business Bureaus	120	0%
Civil State Trial Courts	120	0%
Home Health Aide Services	118	0%
General Consumer Complaints	114	0%
Rental Deposit Assistance	107	0%
General Counseling Services	102	0%
Elder/Dependent Adult Abuse Reporting	101	0%
Elder Law	98	0%
Health Care Discount Enrollment Programs	98	0%
Ex-Offender Reentry Programs	96	0%
Senior Advocacy Groups	96	0%
Birth Certificate Fee Payment Assistance	95	0%
Animal Control	95	0%
Disability Rights Groups	95	0%
General Health Insurance Information/Counseling	94	0%



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Domestic Violence Hotlines	94	0%
Medicare Information/Counseling	93	0%
Social Security Numbers	92	0%
Adult Residential Treatment Facilities	92	0%
Senior Centers	91	0%
Dental Restoration	89	0%
Adolescent/Youth Counseling	88	0%
Baby Clothing	86	0%
Sober Living Homes	84	0%
Family Law Courts	80	0%
Adult In Home Respite Care	80	0%
Formula/Baby Food	79	0%
Homeless Permanent Supportive Housing	78	0%
Driver Licenses	78	0%
Runaway/Youth Shelters	77	0%
Senior Companion Program	77	0%
Clothing Donation Programs	77	0%
Homebuyer/Home Purchase Counseling	75	0%
Taxi Fare	74	0%
State Attorneys General	74	0%
General Medical Equipment Provision	73	0%
Flood Preparedness Information	73	0%
Community Mental Health Agencies	71	0%
Local Bus Transit Services	69	0%
Community Service Work Programs	68	0%
GED/High School Equivalency Test Instruction	67	0%
Expectant/New Parent Assistance	67	0%
Electric Service Providers	66	0%
Municipal Police	66	0%
Child Abuse Reporting/Emergency Response	65	0%
Early Head Start	64	0%
Emergency Dental Care	64	0%
Veteran Homes	63	0%
Comprehensive Outpatient Drug Use Disorder Treatment	63	0%
Vocational Rehabilitation	61	0%
Public Libraries	61	0%
Veteran Reintegration Counseling	58	0%
Adolescent/Adult Immunizations	57	0%
State Medicaid Waiver Programs	57	0%