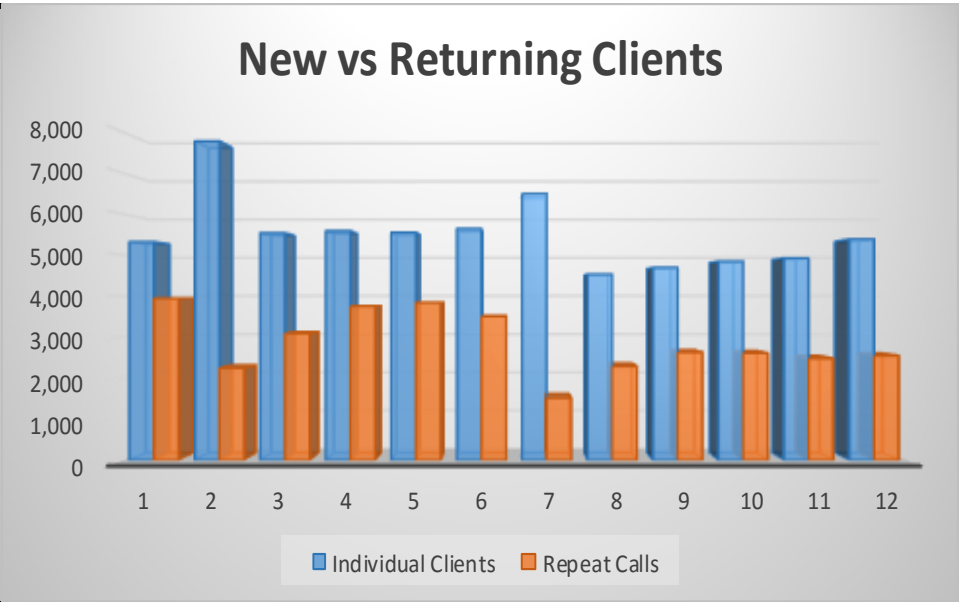
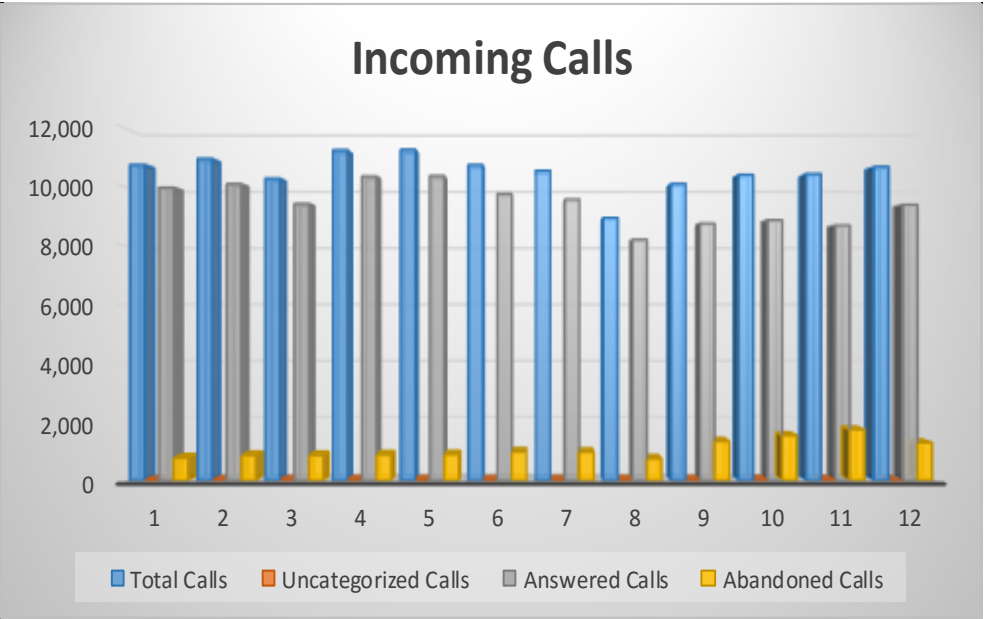




Fiscal Year 2015/16

Call Data

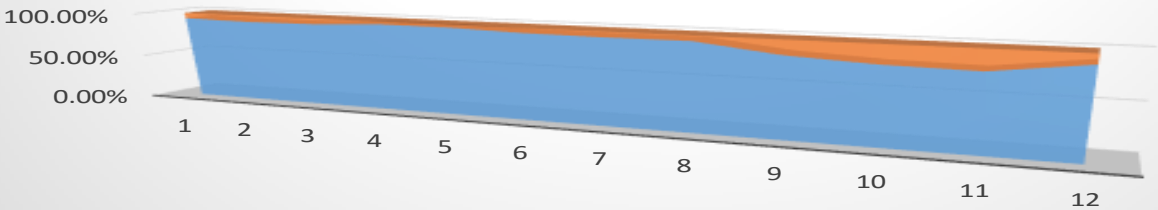
Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	10,761	10,965	10,295	11,258	11,275	10,755	10,559	8,955	10,105	10,421	10,444	10,689	126,482
Uncategorized Calls	1	0	5	4	5	4	3	4	6	9	9	0	50
Answered Calls	9,983	10,105	9,430	10,369	10,381	9,769	9,583	8,209	8,759	8,876	8,697	9,400	113,561
Abandoned Calls	777	860	860	885	889	982	973	742	1,340	1,536	1,738	1,289	12,871
Answered Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	9,983	10,105	9,430	10,369	10,381	9,769	9,583	8,209	8,759	8,876	8,697	9,400	113,561
311-411-911-211 Out of State	722	94	811	1,038	995	634	1,580	1,391	1,440	1,426	1,295	1,473	12,899
Individual Clients	5,316	7,764	5,530	5,582	5,546	5,639	6,485	4,528	4,689	4,843	4,921	5,380	66,223
Repeat Calls	3,945	2,247	3,089	3,749	3,840	3,503	1,518	2,290	2,630	2,607	2,481	2,547	34,446
Average Talk Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
	5:04	4:38	4:11	3:42	3:23	3:36	4:06	4:43	4:39	4:29	4:38	4:35	4:17



Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	9,983	10,105	9,430	10,369	10,381	9,769	9,583	8,209	8,759	8,876	8,697	9,400	113,561
Under 30 seconds	8,583	8,440	7,777	9,267	9,286	8,198	8,090	7,018	6,206	5,879	5,545	7,417	91,706
Between 30 & 60 seconds	344	441	430	368	405	498	443	351	549	487	568	482	5,366
Between 60 & 90 seconds	235	246	353	231	211	320	284	209	361	388	423	321	3,582
Between 90 & 120 seconds	201	240	252	185	140	217	195	170	314	397	361	278	2,950
Between 120 & 150 seconds	228	276	264	124	140	218	225	186	430	545	565	344	3,545
Between 150 & 180 seconds	111	125	107	45	59	116	82	90	186	247	230	158	1,556
Between 180 & 210 seconds	83	116	92	62	51	70	79	60	212	267	295	117	1,504
Between 210 & 240 seconds	60	60	36	25	35	40	47	41	123	124	152	92	835
Between 240 & 270 seconds	45	49	37	22	18	30	43	26	99	139	143	58	709
Between 270 & 300 seconds	32	27	31	16	7	12	30	14	61	86	84	32	432
Greater than 300 seconds	61	85	51	24	29	50	65	44	218	317	331	101	1,376
Time to answer													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	:24	:27	:26	:18	:18	:24	:25	:23	:48	:59	1:03	:33	:32
Longest time to answer	18:04	11:37	12:49	12:37	13:37	14:18	11:38	16:53	14:39	17:13	14:33	21:03	21:03
Under the two minute limit	93.79%	92.70%	93.45%	96.93%	96.73%	94.51%	94.04%	94.38%	84.83%	80.57%	79.30%	90.40%	91.23%
Over the two minute limit	6.21%	7.30%	6.55%	3.07%	3.27%	5.49%	5.96%	5.62%	15.17%	19.43%	20.70%	9.60%	8.77%

Calls Answered Within Two Minutes

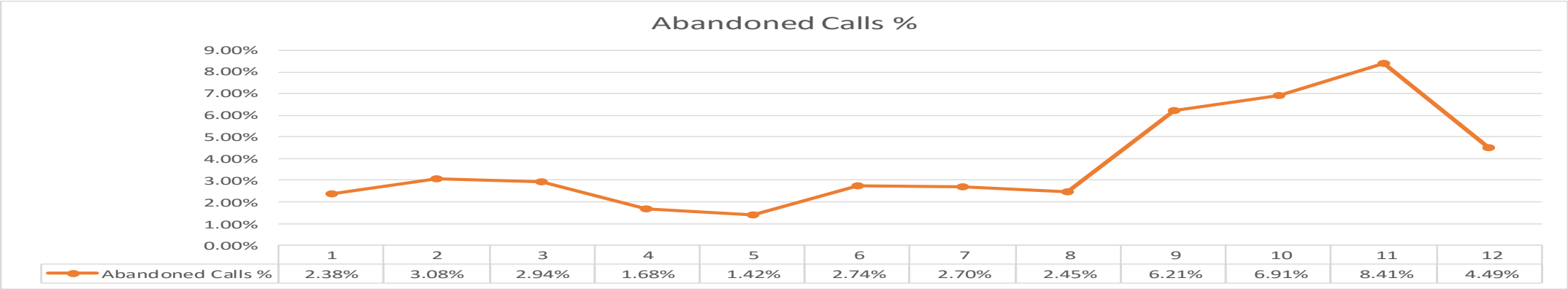


	1	2	3	4	5	6	7	8	9	10	11	12
Over the two minute limit	6.21%	7.30%	6.55%	3.07%	3.27%	5.49%	5.96%	5.62%	15.17%	19.43%	20.70%	9.60%
Under the two minute limit	93.79%	92.70%	93.45%	96.93%	96.73%	94.51%	94.04%	94.38%	84.83%	80.57%	79.30%	90.40%

Under the two minute limit Over the two minute limit

Call Data

Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	778	860	860	885	889	982	973	742	1340	1536	1738	1289	12872
Average time to abandon	:48	:57	:44	:29	:27	:39	:38	:35	2:01	1:06	2:06	1:56	:50
Longest time to abandon	9:10	10:24	8:50	10:48	10:55	7:00	7:13	7:27	9:07	12:37	13:54	9:20	13:54
Abandoned Calls prior to 40 seconds	522	522	557	696	729	687	688	523	712	816	860	809	8121
Abandoned Calls after 40 seconds	256	338	303	189	160	295	285	219	628	720	878	480	4751
Abandoned Calls %	2.38%	3.08%	2.94%	1.68%	1.42%	2.74%	2.70%	2.45%	6.21%	6.91%	8.41%	4.49%	3.76%

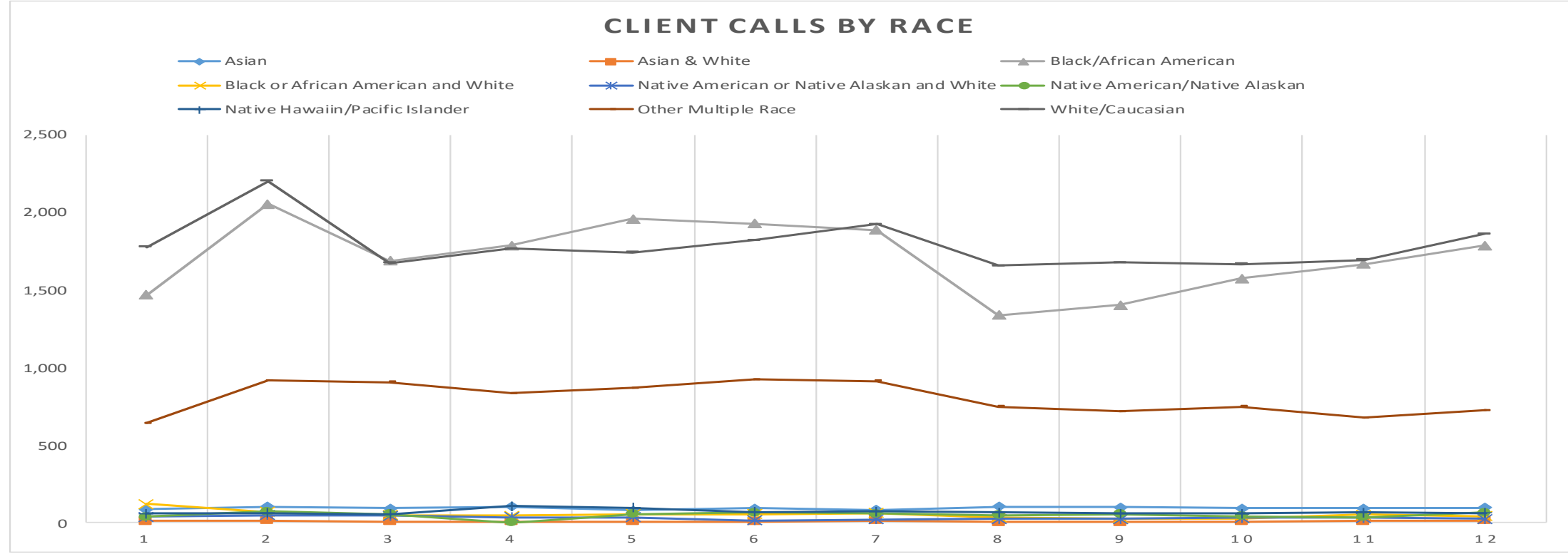


311-411-911-211 Out of State													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	722	94	811	1,038	995	634	1,580	1,391	1,440	1,426	1,295	1,473	12,899
211	68	12	80	100	106	80	87	179	86	83	75	113	1,069
311	198	16	261	235	230	154	161	170	217	208	198	216	2,264
411	425	60	293	361	469	289	354	339	390	338	394	397	4,109
511	3	0	0	0	0	8	12	8	19	20	14	9	93
611	6	0	0	16	10	9	16	40	17	18	11	20	163
711	0	0	0	0	0	1	1	1	0	0	1	0	4
811	1	0	0	0	0	1	1	0	0	3	11	2	19
911	11	4	6	10	10	7	13	10	9	12	12	14	118
Abusive Caller			4	24	23	15	15	12	4	3	6	3	109
Crisis								16	29	22	14	23	104
Disconnects	10	2	167	292	147	63	109	175	217	167	166	189	1,704
Static						5	787	356	364	498	336	392	2,738
Unknown						2	24	45	18	23	19	23	154
Wrong Number								40	70	31	38	72	251

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,103	4,528	4,689	4,843	4,921	5,380	67,841
Carson City	33	42	32	31	36	28	39	25	42	42	29	36	415
Churchill	5	10	6	7	8	9	5	38	7	8	9	3	115
Clark	4,422	5,335	4,887	4,865	4,868	4,976	4,969	3,616	3,924	4,134	4,248	4,586	54,830
Douglas	10	11	13	10	12	7	17	13	16	10	14	8	141
Elko	9	20	23	11	9	18	21	12	12	17	10	9	171
Esmeralda	1	0	6	4	0	1	0	0	1	2	0	0	15
Eureka	0	0	1	1	1	0	0	2	2	1	0	0	8
Humboldt	5	4	4	2	6	11	14	4	2	2	5	4	63
Lander	0	1	1	1	1	1	4	1	1	3	2	4	20
Lincoln	2	1	10	9	2	4	5	4	1	2	2	2	44
Lyon	16	25	28	22	23	25	20	25	18	15	13	27	257
Mineral	2	1	9	2	1	1	0	1	2	1	2	1	23
Nye	16	21	22	26	22	27	26	25	32	30	25	33	305
Pershing	3	0	0	1	2	3	0	1	1	0	0	0	11
Storey	1	0	1	0	0	0	0	1	1	0	0	0	4
Washoe	338	442	376	400	386	363	381	368	337	312	291	319	4,313
White Pine	2	2	1	1	4	4	3	3	1	0	1	3	25
Other Zip Codes	42	55	38	38	24	30	31	184	280	40	49	345	1,156
No Input	409	1,794	72	151	141	131	2,568	205	9	224	221	0	5,925

Call Data

Demographics



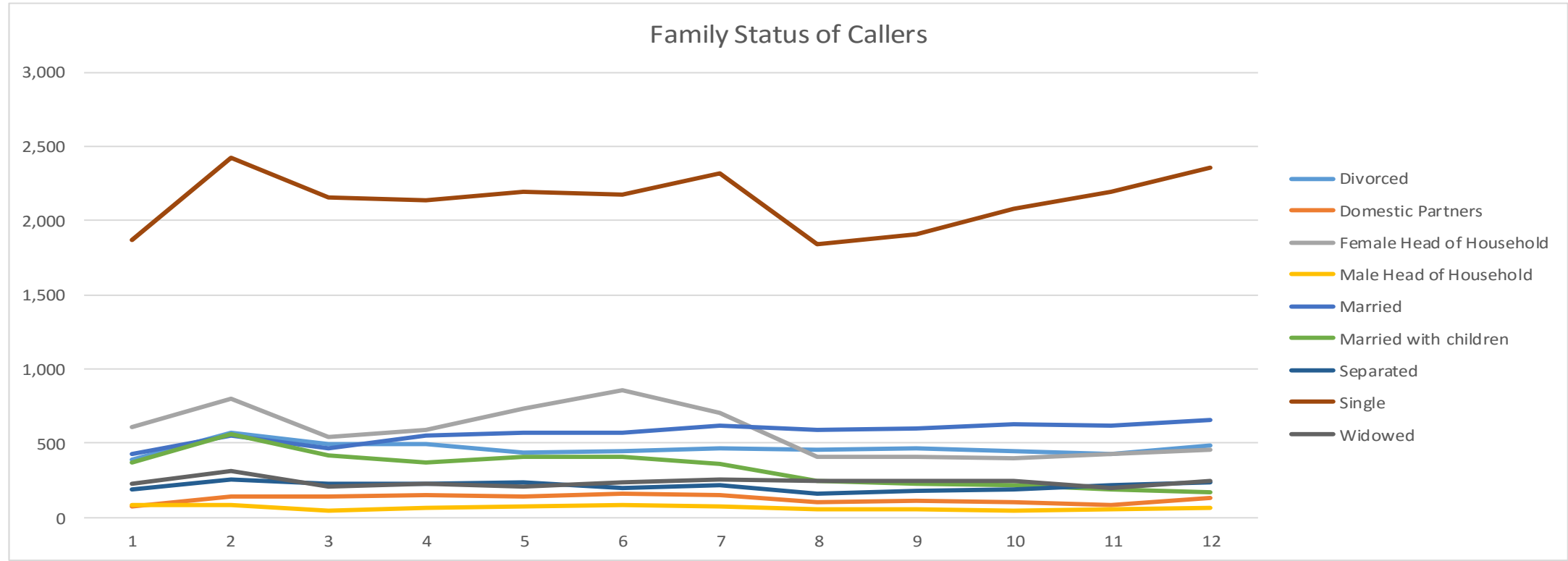
Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,064	4,528	4,689	4,843	4,921	5,380	67,802
Asian	84	100	91	103	78	91	82	100	97	92	92	93	1,103
Asian & White	8	12	7	4	4	7	14	3	1	4	10	12	86
Black/African American	1,466	2,054	1,687	1,785	1,959	1,928	1,884	1,338	1,401	1,575	1,665	1,785	20,527
Black or African American and White	117	68	47	43	52	54	59	33	25	27	51	39	615
Native American or Native Alaskan and White	35	46	42	33	32	14	19	23	24	29	30	23	350
Native American/Native Alaskan	35	70	52	0	52	63	56	45	53	40	32	63	561
Native Hawaiin/Pacific Islander	58	61	55	105	93	67	72	64	56	57	65	60	813
Other Multiple Race	641	916	904	832	867	923	911	746	716	746	675	723	9,600
White/Caucasian	1,775	2,202	1,672	1,765	1,740	1,819	1,923	1,654	1,677	1,665	1,692	1,863	21,447
Text						26	61	46	48	34	35	27	277
Chose not to answer	1,097	781	518	483	432	398	356	205	214	185	207	230	5,106
X-1-1 & Static Calls		1,454	455	429	237	249	207	271	377	389	367	462	4,897
Web Import							2,420						2,420

Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,064	4,528	4,689	4,843	4,921	5,380	67,802
Hispanic or Latino	879	1,132	984	969	1,026	1,074	1,462	846	813	820	868	968	11,841
Not Hispanic or Latino	3,267	4,128	3,587	3,700	3,852	3,884	5,616	3,163	3,255	3,415	3,447	3,691	45,005
Chose not to answer	619	339	492	486	430	402	710	204	190	182	202	227	4,483
Text						29	61	44	44	32	32	28	270
X-1-1 & Static Calls		54	467	427	237	250	212	271	387	394	372	466	3,537
No Input	551	2,111			1		3						2,666
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,064	4,528	4,689	4,843	4,921	5,380	67,802
Female	3,443	4,509	3,847	3,850	4,030	4,135	4,038	3,080	3,190	3,383	3,515	3,748	44,768
Male	1,146	1,370	1,232	1,344	1,318	1,335	1,410	1,237	1,213	1,174	1,126	1,273	15,178
Transgender	4	4	5	7	4	6	1	3	2	3	3	4	46
Chose not to answer	285	47	147	135	84	49	64	19	10	17	22	24	903
X-1-1 & Static Calls		20	299	245	110	99	98	160	245	242	234	308	2,060
Text						14	33	29	29	24	21	23	173
No Input	438	1,814		1		1	2,420						4,674
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	5,644	4,528	4,689	4,843	4,921	5,380	65,382
90 - 99	13	6	5	16	6	10	12	9	7	9	8	12	113
80 - 89	77	90	63	73	62	58	83	93	102	85	73	95	954
70 - 79	195	285	215	207	175	205	263	256	260	259	206	264	2,790
60 - 69	475	632	521	501	488	507	615	629	603	600	551	572	6,694
50 - 59	823	1,128	928	949	977	998	1,046	914	925	917	869	971	11,445
40 - 49	855	1,107	933	1,015	1,018	1,021	1,019	812	829	784	799	876	11,068
30 - 39	994	1,324	1,118	1,113	1,292	1,287	1,266	834	887	968	1,033	1,104	13,220
20 - 29	816	1,098	940	951	991	1,015	899	605	622	714	833	859	10,343
11 - 19	48	64	82	83	60	80	48	29	30	48	49	55	676
Chose not to answer	1,020	2,030	725	674	477	458	393	347	424	459	500	572	8,079

Demographics

Demographics

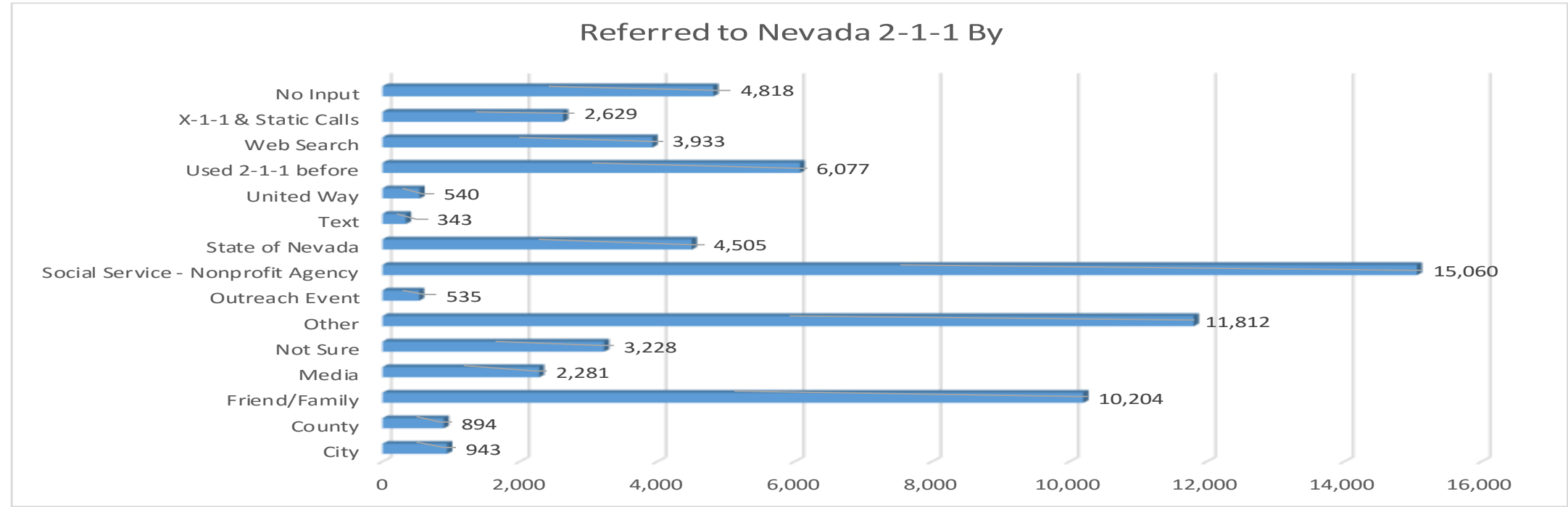
Family Status													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,064	22,687	23,502	24,279	24,650	26,954	165,513
Divorced	386	568	492	494	440	444	467	454	461	444	430	482	5,562
Domestic Partners	68	136	135	148	141	161	148	104	114	99	84	129	1,467
Female Head of Household	609	801	537	591	732	858	699	409	407	398	424	451	6,916
Male Head of Household	80	83	47	62	71	79	76	53	52	40	51	59	753
Married	431	554	467	553	566	573	619	589	601	631	616	657	6,857
Married with children	367	556	412	373	405	407	359	244	226	213	183	170	3,915
Separated	185	257	228	229	238	195	218	162	174	183	218	235	2,522
Single	1,871	2,427	2,157	2,136	2,197	2,176	2,322	1,843	1,905	2,086	2,198	2,361	25,679
Widowed	223	307	211	228	209	231	254	245	248	244	201	241	2,842
Text						22	55	43	39	32	30	25	246
Chose not to answer	583	207	383	351	298	249	220	125	88	96	124	118	2,842
X-1-1 & Static Calls		33	461	417	248	243	207	257	374	377	362	452	3,431
No Input	513	1,835			1	1	2,420						4,770



Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total					5,546	5,639	8,064	4,528	4,689	4,843	4,921	5,380	43,610
English					4,899	5,037	4,960	3,963	4,016	4,176	4,271	4,616	35,938
Spanish					164	167	237	185	177	175	182	195	1,482
American Sign Language					3	5	0	0	1	0	0	1	10
Chinese					1	2	1	1	0	1	3	1	10
French					2	1	2	0	3	2	1	2	13
German					1	0	0	0	0	0	0	0	1
Hebrew					0	2	0	0	0	0	0	0	2
Italian					2	0	0	0	0	0	1	0	3
Korean					2	3	2	2	2	2	0	1	14
Russian					0	1	1	1	1	1	0	1	6
Tagalog					7	6	1	2	3	1	2	2	24
Vietnamese					0	0	0	1	3	0	0	0	4
Undetermined					57	36	12	15	4	5	8	8	145
Text					1	29	46	37	37	28	20	22	220
Other					16	13	12	9	9	18	11	13	101
Declined					181	124	162	64	53	50	76	60	770
X-1-1 & Static Calls					210	213	208	248	380	384	346	458	2,447
No Response							2,420						2,420
Email Addresses Added													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
	883	1,169	158	129	137	955	94	47	57	64	45	54	3,792

Demographics

Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,316	7,764	5,530	5,582	5,546	5,639	8,064	4,528	4,689	4,843	4,921	5,380	67,802
City	70	110	95	126	134	103	95	44	55	38	36	37	943
County	59	107	50	75	80	98	79	65	72	57	71	81	894
Friend/Family	784	1,117	892	910	946	942	922	669	671	736	765	850	10,204
Media	167	265	175	199	205	177	169	213	216	176	146	173	2,281
Not Sure	304	416	300	277	288	274	272	196	226	226	204	245	3,228
Other	1,641	1,484	1,191	1,081	867	797	859	692	699	840	837	824	11,812
Outreach Event	96	83	45	39	50	37	43	26	34	29	25	28	535
Social Service - Nonprofit Agency	1,199	1,485	1,060	1,197	1,386	1,515	1,527	1,158	1,114	1,055	1,182	1,182	15,060
State of Nevada	159	374	398	384	400	429	438	352	369	388	351	463	4,505
Text						29	63	48	48	30	34	91	343
United Way		7	48	43	51	49	55	82	62	69	40	34	540
Used 2-1-1 before		112	542	603	629	633	591	519	511	579	647	711	6,077
Web Search	239	408	343	328	337	351	379	277	309	337	316	309	3,933
X-1-1 & Static Calls			391	320	170	204	152	187	303	283	267	352	2,629
No Input	598	1,796			3	1	2,420						4,818



Demographics

Text Messages													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Unique Texters	90	116	100	100	117	110	139	141	170	116	63	75	1,337
Successful	71	73	58	69	78	63	83	72	76	63	61	70	837
Dropped	19	43	42	31	39	47	56	74	94	53	2	5	505
Average texts per conversation: Incoming	7	6	6	5	6	6	6	7	6	6	6	8	6
Average amount of texts per conversation: Outgoing	15	10	9	8	7	10	9	15	7	9	12	14	10
Actual Incoming Texts	515	538	421	408	552	484	577	430	570	490	362	467	5,814
Average # of Incoming Texts per week	129	135	105	102	138	121	144	108	143	123	91	117	121
Actual Outgoing Texts	1,154	939	687	685	722	773	1,007	744	896	904	1,076	1,089	10,676
Average # of Outgoing Texts per week	289	235	172	171	181	193	252	186	224	226	269	272	223
Text Response Rates::													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Under 1m	8	9	14	13	16	12	22	9	14	10	22	23	172
1min-5min	16	18	19	15	19	14	17	14	25	20	20	24	221
5min-30min	43	35	24	31	29	18	26	29	33	25	23	19	335
30min-1hour	5	10	3	3	7	5	3	10	4	7	5	8	70
1hour-2hour	4	9	1	3	3	3	2	5	1	1	4	0	36
2hour-5 hour	3	2	2	4	1	1	2	1	1	6	1	2	26
Over 5 hours	0	0	0	0	1	1	1	3	2	4	8	3	23
No Response	51	137	76	43	69	113	164	183	261	242	286	170	1,795

Text Messages

Text Users by State														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
AK	0	0	0	0	0	0	0	0	1	0	0	0	1	
AR	0	0	0	0	0	0	1	0	0	0	0	0	1	
AZ	0	2	1	2	0	3	1	1	2	1	0	2	15	
CA	9	21	15	18	13	7	17	20	26	22	9	8	185	
CO	0	1	0	1	2	3	0	2	0	0	0	1	10	
DC	0	0	0	0	1	0	1	1	0	1	0	0	4	
FL	2	2	3	1	0	1	1	1	1	1	0	1	14	
GA	0	1	0	1	3	0	1	2	2	0	0	0	10	
HI	1	0	0	1	0	0	0	1	0	0	1	0	4	
ID	1	0	0	0	0	0	3	2	1	0	0	0	7	
IL	2	2	2	0	0	1	1	1	1	2	0	0	12	
IN	0	1	0	0	1	1	0	0	2	1	0	0	6	
KS	0	0	0	0	0	1	0	0	0	0	0	0	1	
KY	0	0	1	0	0	0	1	0	0	0	0	0	2	
LA	0	0	0	0	0	0	1	0	0	0	0	2	3	
MA	0	0	0	0	1	0	1	0	0	0	0	0	2	
MD	0	1	0	1	0	0	1	0	0	0	0	0	3	
MI	0	1	0	0	0	2	0	1	1	0	0	0	5	
MO	0	0	0	0	1	2	0	1	0	0	0	0	4	
MS	0	0	0	0	0	0	0	1	0	0	0	0	1	
NC	0	1	0	0	0	0	0	0	0	0	0	0	1	
NE	0	0	0	0	1	0	0	0	0	0	0	0	1	
NH	1	1	0	0	0	0	0	0	0	0	0	0	2	
NJ	0	0	0	0	0	0	0	1	0	0	0	0	1	
NV	66	77	71	71	89	86	97	96	120	85	50	56	964	
NY	1	0	0	1	1	2	1	1	1	2	0	0	10	
OH	0	0	1	0	1	0	1	1	1	0	0	1	6	
OK	2	0	0	0	0	0	1	0	1	0	0	0	4	
OR	0	1	1	0	0	1	2	0	0	0	0	0	5	
PA	0	1	0	0	0	0	1	0	0	1	1	0	4	
SC	3	1	0	0	0	0	0	1	0	0	0	0	5	
TN	0	1	0	1	0	0	1	0	2	1	0	0	6	
TX	3	1	2	0	1	0	3	1	3	1	2	1	18	
UT	0	1	0	0	2	0	0	0	0	2	0	1	6	
VA	0	0	0	1	1	0	0	2	1	0	0	0	5	
WA	1	1	1	1	1	0	1	1	3	0	0	2	12	
WI	0	0	0	0	0	0	0	1	1	0	0	1	3	
WY	1	0	0	0	0	0	1	0	0	0	0	0	2	

Text Messages

Referrals

Did You Receive Assistance from the Referral Agency?													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	49	312	181	18	11	110	29	85	16	17	11	120	959
No	139	416	150	16	20	101	26	100	14	15	15	107	1,119
Did Not Answer	22	11	0	137	124	28	159	2,219	42	77	95	26	2,940
Reasons the Agency Did Not Help													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total						229	118	105	72	109	121	122	876
Other						98	47	37	28	39	54	47	350
Did not meet program qualifications						58	24	18	12	26	24	35	197
Referral agency had no funding						46	27	22	19	20	22	23	179
Chose not to contact referral agency						17	12	17	9	14	12	11	92
Incorrect referral - agency did not provide needed resource(s)						5	6	7	3	8	8	5	42
Contact information provided was incorrect						3	0	3	1	2	1	1	11
Agency closed						2	2	1				0	5
Initial Satisfaction Survey													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Number of Participants	3,992	5,411	2,918	3,258	3,162	5,639	6,485	4,528	4,689	4,843	4,921	5,380	55,226
Number of Responses	0	1,122	1,703	1,284	1,991	2,538	3,243	3,174	3,166	3,838	3,821	4,072	29,952
Number of Positive Responses	0	1,114	1,699	1,278	1,981	2,530	3,225	3,157	3,155	3,828	3,816	4,064	29,847
Percentage of Positive Responses		99.29%	99.77%	99.53%	99.50%	99.68%	99.44%	99.46%	99.65%	99.74%	99.87%	99.80%	99.65%
Percentage of Individual Clients Queried		20.74%	58.36%	39.41%	62.97%	45.01%	50.01%	70.10%	67.52%	79.25%	77.65%	75.69%	54.24%
Secondary Follow-Up Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Follow-Up Calls Completed	210	739	331	171	155	239	214	191	126	206	216	253	3,051
Average Score (5.0) scale	4.28	4.51	4.05	4.05	4.00	4.05	4.37	4.42	4.39	4.39	4.39	4.13	4.29
% of Individual Clients Surveyed	3.95%	9.52%	5.99%	3.06%	2.79%	4.24%	3.30%	4.22%	2.69%	4.25%	4.39%	4.70%	4.61%

REFERRAL TYPE	CODE	# OF REFERRALS
		194,527
FOOD	BD	17,821
HOUSING/SHELTER	BH	39,105
MATERIAL GOODS	BM	4,853
TRANSPORTATION	BT	4,919
UTILITIES	BV	10,830
CONSUMER ASSISTANCE AND PROTECTION	DD	545
CONSUMER REGULATION	DF	1,989
MONEY MANAGEMENT	DM	456
TAX ORGANIZATIONS AND SERVICES	DT	2,085
COURTS	FC	319
CRIMINAL CORRECTIONAL SYSTEM	FF	520
JUDICIAL SERVICES	FJ	181
LAW ENFORCEMENT AGENCIES	FL	193
LAW ENFORCEMENT SERVICES	FN	417
LEGAL ASSISTANCE MODALITIES	FP	1,983
LEGAL EDUCATION/INFORMATION	FR	48
LEGAL SERVICES	FT	4,506
LEGAL SERVICES ORGANIZATIONS	FV	17
EDUCATIONAL INSTITUTIONS	HD	782
EDUCATIONAL PROGRAMS	HH	421
EDUCATIONAL SUPPORT SERVICES	HL	104
ENVIRONMENTAL PROTECTION AND IMPROVEMENT	JD	48
PUBLIC HEALTH	JP	85
PUBLIC SAFETY	JR	236
HEALTH CARE	LD	121
GENERAL MEDICAL CARE	LE	21
HEALTH SCREENING/DIAGNOSTIC SERVICES	LF	413
HEALTH SUPPORTIVE SERVICES	LH	3,824
HUMAN REPRODUCTION	LJ	664
INPATIENTHEALTH FACILITIES	LL	176
OUTPATIENT HEALTH FACILITIES	LN	2,517
REHABILITATION/HABILITATION SERVICES	LR	301

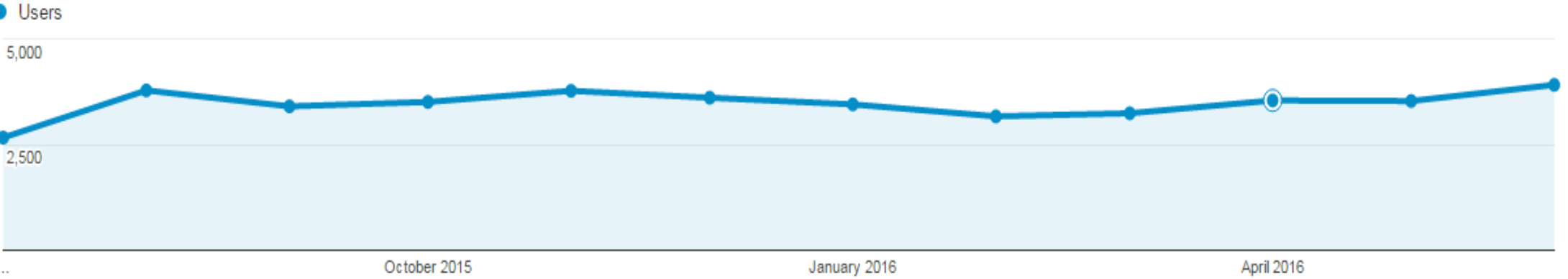
REFERRAL TYPE	CODE	# OF REFERRALS
SPECIALIZED TREATMENT	LT	957
SPECIALTY MEDICINE	LV	1,674
EMPLOYMENT	ND	4,643
PUBLIC ASSISTANCE PROGRAMS	NL	4,152
SOCIAL INSURANCE PROGRAMS	NS	919
TEMPORARY FINANCIAL ASSISTANCE	NT	117
DEATH CERTIFICATION/BURIAL ARRANGEMENTS	PB	100
DOMESTIC ANIMAL SERVICES	PD	678
INDIVIDUAL AND FAMILY SUPPORT SERVICES	PH	7,640
LEISURE ACTIVITIES/RECREATION	PL	266
MUTUAL SUPPORT	PN	805
SOCIAL DEVELOPMENT AND ENRICHMENT	PS	266
VOLUNTEER DEVELOPMENT	PW	20
VOLUNTEER OPPORTUNITIES	PX	329
COUNSELING APPROACHES	RD	67
COUNSELING SETTINGS	RF	867
MENTAL HEALTH CARE FACILITIES	RM	854
MENTAL HEALTH ASSESSMENT AND TREATMENT	RP	2,993
MENTAL HEALTH SUPPORT SERVICES	RR	46
SUBSTANCE USE DISORDER SERVICES	RX	2,321
ARTS AND CULTURE	TA	7
COMMUNITY ECONOMIC DEVELOPMENT AND FINANCE	TB	236
COMMUNITY FACILITIES/CENTERS	TC	316
COMMUNITY GROUPS AND GOVERNMENT/ADMINISTRATIVE OFFICES	TD	818
COMMUNITY PLANNING AND PUBLIC WORKS	TE	657
DONOR SERVICES	TI	435
INFORMATION SERVICES	TJ	1,993
MILITARY SERVICE	TM	23
OCCUPATIONAL/PROFESSIONAL ASSOCIATIONS	TN	9
ORGANIZATIONAL DEVELOPMENT AND MANAGEMENT SERVICES	TP	16
POLITICAL ORGANIZATION AND PARTICIPATION	TQ	96
REFERRALS TO AGENCIES ONLY		58,634

Referrals

TARGET POPULATIONS	Y	1,073
AGE GROUPS	YB	258
BENEFITS RECIPIENTS	YC	3
CAREGIVERS	YD	3
DISABILITIES AND HEALTH CONDITIONS	YF	173
EDUCATIONAL STATUS	YG	2
ETHNIC GROUPS/NATIONAL ORIGIN	YH	23
FAMILIES AND INDIVIDUALS NEEDING SUPPORT	YJ	115
FAMILY RELATIONSHIPS	YK	24
INCOME/EMPLOYMENT STATUS	YL	23
LIVING SITUATION/HOUSING STATUS	YM	9
MILITARY PERSONNEL/CONTRACTORS	YN	110
OCCUPATIONS	YO	5
SEX/GENDER	YS	25
SEXUAL ORIENTATION/DENDER IDENTITIY	YT	2
TRANSIENTS	YV	222
VICTIMS/SURVIVORS	YX	1
TOPICAL IDENTIFIERS/ISSUES	YZ	75

Referrals

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	2,666	3,703	3,319	3,232	3,508	3,357	3,193	2,920	2,986	3,382	3,345	3,660	39,271
Returning Visitors	648	1,267	1,392	1,345	1,320	1,265	1,410	1,243	1,258	1,514	1,451	1,599	15,712



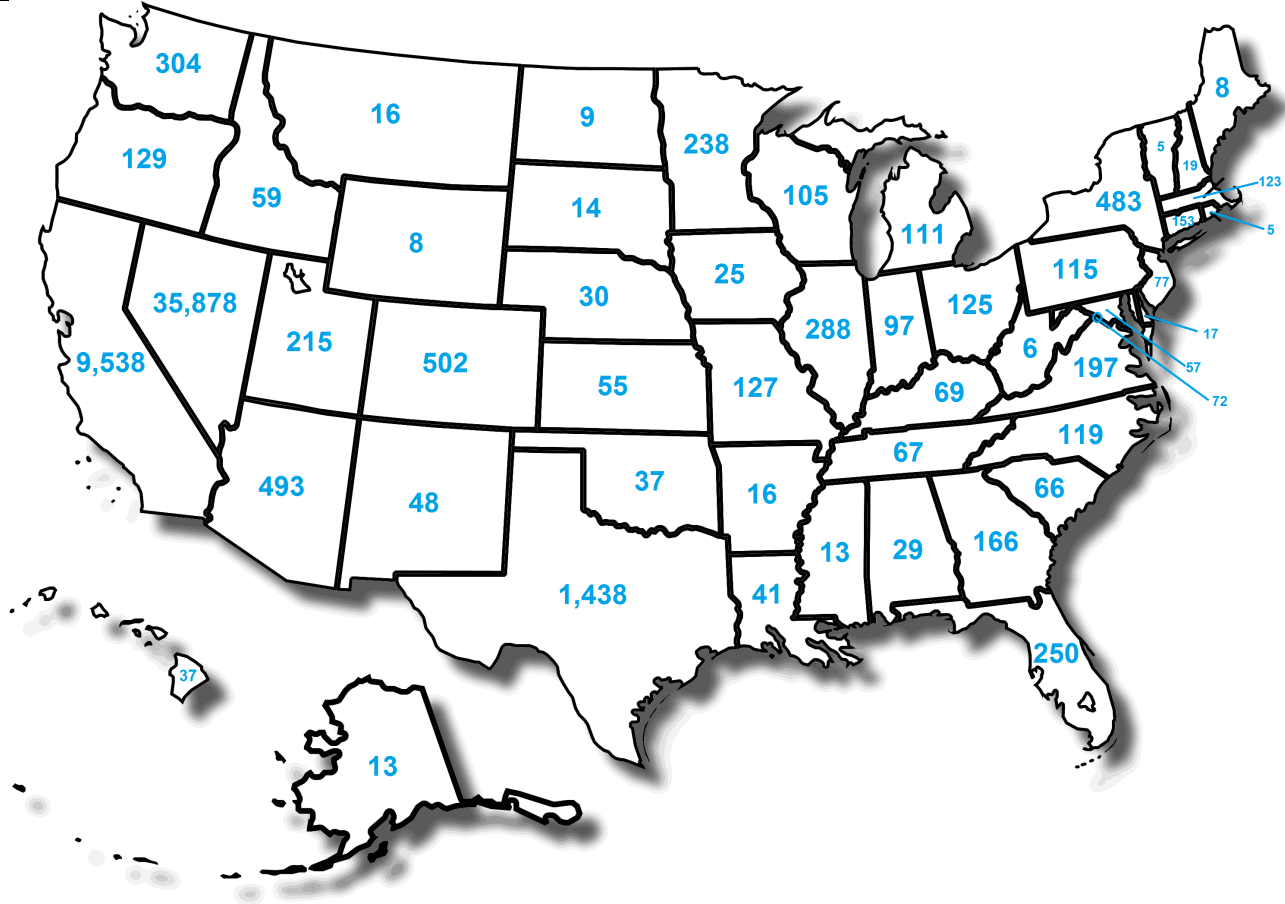
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	257	882	847	933	944	868	963	901	852	1,060	926	1,041	10,474
Female	548	1,932	2,001	1,888	1,885	1,859	1,871	1,786	1,802	1,986	2,220	2,223	22,001

Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	112	369	377	307	415	335	431	360	369	404	415	595	4,489
25-34	190	745	775	746	753	765	658	643	685	812	1,008	964	8,744
35-44	195	667	614	613	546	554	599	500	526	704	673	619	6,810
45-54	136	448	483	484	482	421	486	448	405	466	521	413	5,193
55-64	87	284	338	393	300	342	354	386	298	361	314	253	3,710
65+	44	137	101	121	140	118	121	159	167	138	134	119	1,499

Age Distribution New Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	90	294	278	223	275	231	308	244	278	303	295	431	3,250
25-34	148	496	496	480	481	429	436	410	412	521	637	525	5,471
35-44	138	436	406	409	387	332	369	324	345	455	410	384	4,395
45-54	94	297	304	322	306	299	266	290	264	314	323	261	3,340
55-64	57	188	234	213	216	192	215	240	205	222	211	164	2,357
65+	21	85	85	90	78	86	104	114	98	84	99	80	1,024

Website

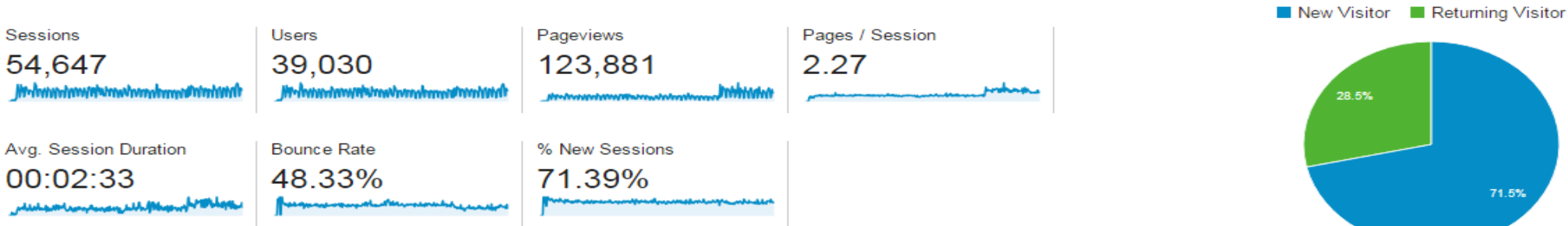
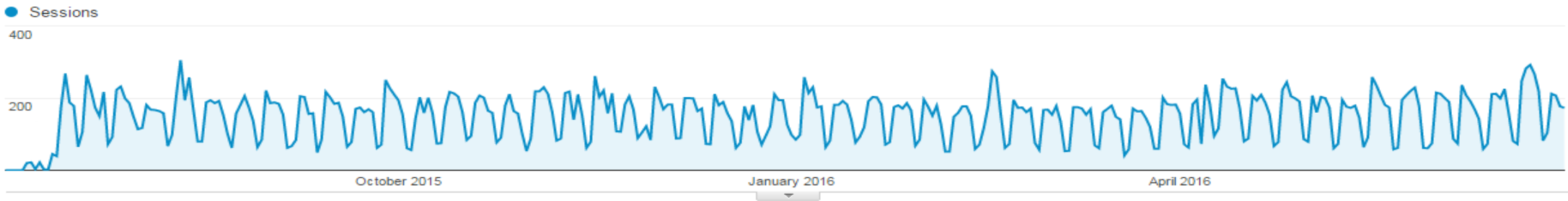
Web Pageviews State														
1	Nevada	35,878	11	Utah	215	21	Michigan	111	31	Kansas	55	41	Arkansas	16
2	California	9,538	12	Virginia	197	22	Wisconsin	105	32	New Mexico	48	42	Montana	16
3	Texas	1,438	13	Georgia	166	23	Indiana	97	33	Louisiana	41	43	South Dakota	14
4	Colorado	502	14	Connecticut	153	24	New Jersey	77	34	Hawaii	37	44	Alaska	13
5	Arizona	493	15	Oregon	129	25	District of Columbia	72	35	Oklahoma	37	45	Mississippi	13
6	New York	483	16	Missouri	127	26	Kentucky	69	36	Nebraska	30	46	North Dakota	9
7	Washington	304	17	Ohio	125	27	Tennessee	67	37	Alabama	29	47	Maine	8
8	Illinois	288	18	Massachusetts	123	28	South Carolina	66	38	Iowa	25	48	Wyoming	8
9	Florida	250	19	North Carolina	119	29	Idaho	59	39	New Hampshire	19	49	West Virginia	6
10	Minnesota	238	20	Pennsylvania	115	30	Maryland	57	40	Delaware	17	50	Rhode Island	5
												51	Vermont	5



Website

Website

Top Countries - Pageviews by Country													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
United States	2,816	4,494	4,440	4,479	4,427	4,374	4,541	4,133	4,179	4,705	4,643	5,063	52,294
Brazil	24	28	5	12	16	4	1	5	17	33	42	44	231
Canada	8	4	3	8	9	12	0	3	2	5	5	2	61
Spain	3	2	0	4	9	12	0	0	1	2	2	0	35
China	36	33	7	8	33	22	6	0	1	0	2	4	152
India	8	8	2	6	12	6	5	2	3	7	2	9	70
Japan	30	12	3	5	13	14	1	1	1	1	2	1	84
Russia	15	8	2	5	50	9	8	0	6	1	2	0	106
United Kingdom	12	12	2	4	8	14	4	2	6	12	9	85	170
Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	3,314	4,827	4,517	4,577	4,828	4,622	4,603	4,163	4,244	4,896	4,796	5,259	54,646
Users	2,665	3,782	3,405	3,509	3,772	3,609	3,451	3,168	3,241	3,544	3,530	3,913	41,589
Page Views	5,870	8,946	8,574	8,651	8,838	8,111	8,585	8,120	7,839	16,568	17,247	16,527	123,876
Pages per Session	1.77	1.85	1.90	1.89	1.83	1.75	1.87	1.95	1.85	3.38	3.60	3.14	2.17
Avg. Session Duration	2:05	2:11	2:19	2:03	2:03	1:53	2:25	2:44	2:16	3:37	3:36	3:07	2:33
Bounce Rate	55.43%	52.33%	48.48%	49.73%	52.46%	54.18%	52.51%	52.20%	51.79%	39.24%	36.07%	40.08%	49.21%
New Sessions	80.42%	75.08%	70.27%	70.53%	72.51%	72.54%	69.26%	70.12%	70.33%	68.93%	69.68%	69.56%	71.58%



Database Changes

Referral Search Tests													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Number of tests conducted						6						6	12
Percentage of accuracy						87.00%						90.00%	88.50%
Database Disruptions													
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Number of Disruptions	3	2	4	2	1	1	1	2	1	1	2	1	21
Total Time Unavailable	15 Minutes	4 Minutes	48 Minutes	8 Minutes	15 Minutes	9 Minutes	47 Minutes	22 minutes	2 minutes	15 minutes	26 minutes	19 Minutes	230
Database Changes													
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Agencies Created	1	0	1	4	12	3	3	1	5	0	4	2	36
Agencies Edited	6	3	1,159	38	43	130	190	240	118	76	54	132	2,189
Programs Created	1	0	0	15	27	78	45	14	28	22	72	33	335
Programs Edited	11	8	9	40	64	217	216	105	143	133	121	215	1,282
Services Created	1	2	1	57	77	179	115	37	62	61	123	128	843
Services Edited	5	143	492	586	328	988	299	373	230	273	261	423	4,401
Client Base													
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Clients	5,556	6,645	4,741	4,590	3,975	3,754	6,024	3,348	3,594	3,361	3,840	3,520	52,948