



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:

3,059 Services

1,934 Programs

762 Agencies

Services Provided

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



Calls ----- 29,095

In Qtr2 FY2017, a total of 29,095 calls were answered on the 2-1-1 help-line.



Website ----- 14,487

In Qtr2 FY2017, a total of 14,487 people searched the web.



Text ----- 245

In Qtr2 FY2017, a total of 245 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 October 1, 2016 and December 31, 2016.

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

Gender



72%

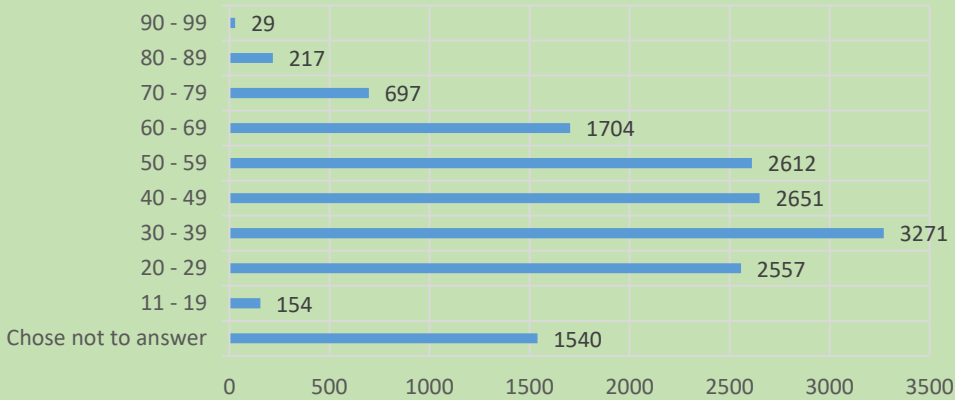
11,097 Clients Identified as Female



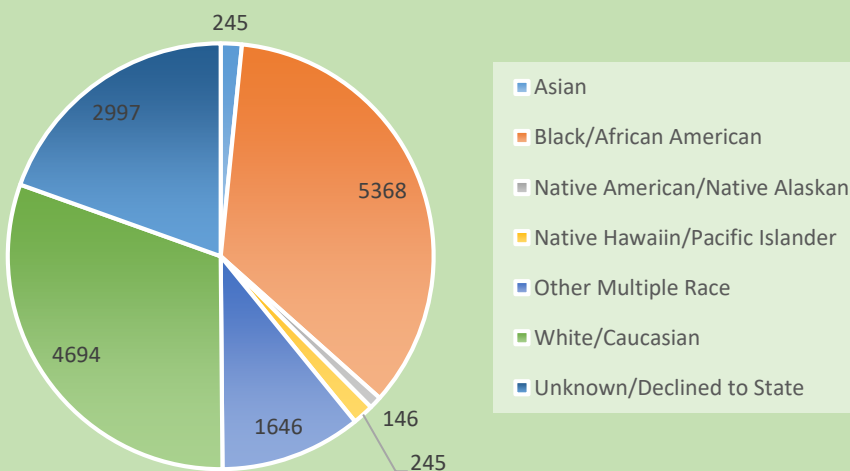
22%

3,398 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



15%

Housing



9%

Individual and Family Support Services



7%

Food



6%

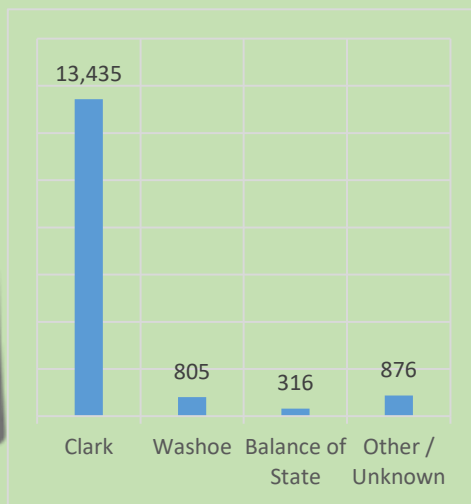
Utilities



4%

Income Support and Employment

Where People Need Help Most



Top 5 Zip Codes

6.6% 89121 Clark County

6.4% 89101 Clark County

5.3% 89115 Clark County

4.5% 89108 Clark County

4.4% 89030 Clark County



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Comprehensive List of Client Needs

FOOD	6,686	12%
ELECTRIC SERVICE PAYMENT ASSISTANCE	4,561	8%
RENT PAYMENT ASSISTANCE	4,081	7%
HOLIDAY GIFTS/TOYS	3,376	6%
LOW INCOME/SUBSIDIZED PRIVATE RENTAL HOUSING	3,089	5%
COMMUNITY SHELTERS	2,052	4%
THANKSGIVING BASKETS	1,535	3%
TRANSITIONAL HOUSING/SHELTER	1,500	3%
GENERAL CLOTHING	1,337	2%
IDENTIFICATION CARD FEE PAYMENT ASSISTANCE	1,166	2%
RAPID RE-HOUSING PROGRAMS	914	2%
DOMESTIC VIOLENCE SHELTERS	842	1%
CHRISTMAS BASKETS AND MEALS	722	1%
GAS SERVICE PAYMENT ASSISTANCE	623	1%
EXTREME COLD WEATHER SHELTERS	537	1%
AGING AND DISABILITY RESOURCE CENTERS	536	1%
BUS FARE	500	1%
EMERGENCY SHELTER CLEARINGHOUSES	494	1%
FOOD STAMPS/SNAP	490	1%
SELF REPRESENTATION ASSISTANCE	421	1%
DIAPERS	396	1%
LEGAL REPRESENTATION	383	1%
MEDICAID APPLICATIONS	363	1%
SENIOR RIDE PROGRAMS	340	1%
RETURN TO POINT OF ORIGIN	340	1%
UTILITY SERVICE PROVIDERS	322	1%
FAMILY SUPPORT CENTERS/OUTREACH	315	1%
FAMILY CRISIS SHELTERS	302	1%
GENERAL LEGAL AID	289	0%
HOME MAINTENANCE AND MINOR REPAIR SERVICES	267	0%
THRIFT SHOPS	265	0%



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Comprehensive List of Client Needs

MEDICAL APPOINTMENTS TRANSPORTATION	262	0%
BIRTH CERTIFICATE FEE PAYMENT ASSISTANCE	219	0%
LANDLORD/TENANT ASSISTANCE	196	0%
PERSONAL/GROOMING SUPPLIES	179	0%
DAY SHELTERS	164	0%
STATE UNEMPLOYMENT INSURANCE	163	0%
WEATHERIZATION PROGRAMS	161	0%
THANKSGIVING MEALS	161	0%
SOCIAL SECURITY DISABILITY INSURANCE	159	0%
HOMELESS MOTEL VOUCHERS	151	0%
CHILD CARE CENTERS	148	0%
MORTGAGE PAYMENT ASSISTANCE	146	0%
PERSONAL CARE	144	0%
WIC	141	0%
GENERAL COUNSELING SERVICES	139	0%
GENERAL RELIEF	127	0%
STATE MEDICAID MANAGED CARE INSURANCE CARRIERS	123	0%
EXPECTANT/NEW PARENT ASSISTANCE	117	0%
TANF	113	0%
SOCIAL SECURITY NUMBERS	110	0%
AFFORDABLE CARE ACT INSURANCE INFORMATION/COUNSELING	110	0%
CIVIL STATE TRIAL COURTS	105	0%
EARLY HEAD START	103	0%
GENERAL PARATRANSIT/COMMUNITY RIDE PROGRAMS	98	0%
GENERAL HEALTH INSURANCE INFORMATION/COUNSELING	97	0%
HOMELESS PERMANENT SUPPORTIVE HOUSING	87	0%
ANIMAL CONTROL	84	0%
DISABILITY RELATED TRANSPORTATION	82	0%
WINTER CLOTHING	77	0%
PRESCRIPTION EXPENSE ASSISTANCE	74	0%
VETERAN HOMES	74	0%
WATER SERVICE PAYMENT ASSISTANCE	74	0%



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FAMILY LAW COURTS	72	0%
DRIVER LICENSES	70	0%
HEAD START	68	0%
EX-OFFENDER REENTRY PROGRAMS	66	0%
HEALTH CARE DISCOUNT ENROLLMENT PROGRAMS	66	0%
RUNAWAY/YOUTH SHELTERS	64	0%
RENTAL DEPOSIT ASSISTANCE	64	0%
LONG TERM CARE OPTIONS COUNSELING	64	0%
DOMESTIC VIOLENCE HOTLINES	63	0%
MARSHALS OFFICES	60	0%
MEDICARE INFORMATION/COUNSELING	58	0%
ADOPTION COUNSELING AND SUPPORT	58	0%
WET SHELTERS	56	0%
VETERAN BENEFITS ASSISTANCE	55	0%
MUNICIPAL POLICE	54	0%
LOCAL BUS TRANSIT SERVICES	52	0%
BETTER BUSINESS BUREAU	52	0%
ELDERLY/DISABLED HOME RENTAL LISTINGS	49	0%
BIRTH CERTIFICATES	48	0%
HOMEBUYER/HOME PURCHASE COUNSELING	47	0%
GENERAL CRIME VICTIM ASSISTANCE	47	0%
GED/HIGH SCHOOL EQUIVALENCY TEST INSTRUCTION	47	0%
GENERAL MEDICAL EQUIPMENT PROVISION	47	0%
LONG TERM CARE RESIDENT SUBSIDIES	45	0%
CRIME VICTIM COMPENSATION	43	0%
ASSISTED LIVING FACILITIES	42	0%
GENERAL FURNITURE PROVISION	41	0%
MOTOR VEHICLE REGISTRATION	40	0%
VITA PROGRAMS	39	0%
TAXI FARE	37	0%
CHILD SUPPORT ASSISTANCE/ENFORCEMENT	35	0%
GAS MONEY	33	0%