



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.

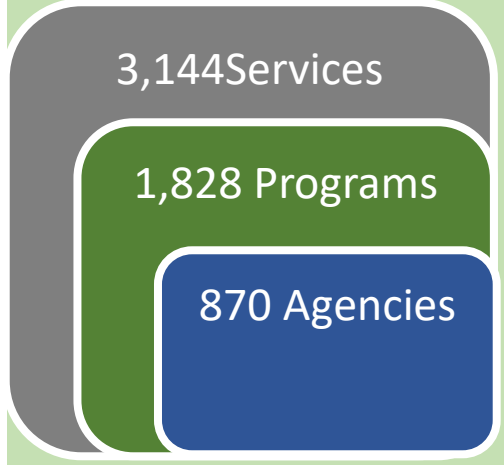
Nevada 2-1-1 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.

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:



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 ----- 27,871

In Qtr4 FY2017, a total of 27,871 calls were answered on the 2-1-1 help-line.



Website ----- 25,007

In Qtr4 FY2017, a total of 25,007 people searched the web.



Text ----- 303

In Qtr4 FY2017, a total of 303 people texted for support.

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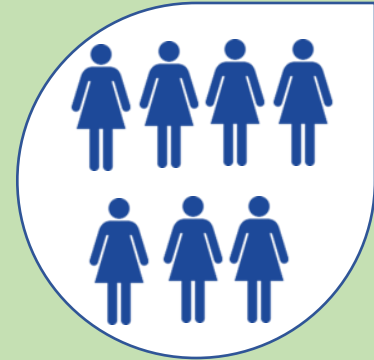


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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between April 1, 2017 and June 30, 2017.

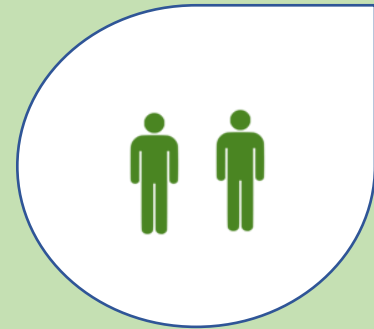
The majority of individuals calling Nevada 2-1-1 are women between the ages of 30-39.

Gender



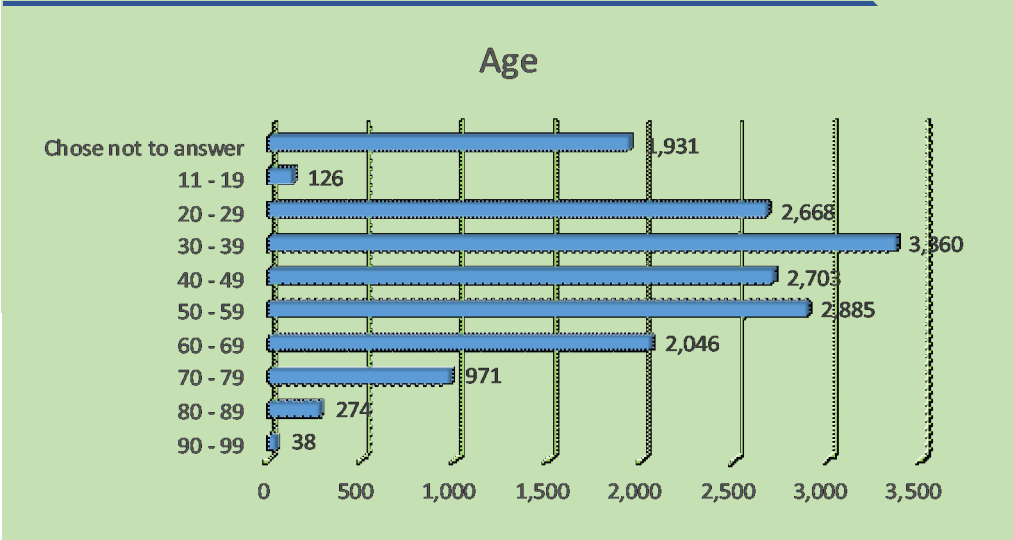
69

11,783 Clients Identified as Female

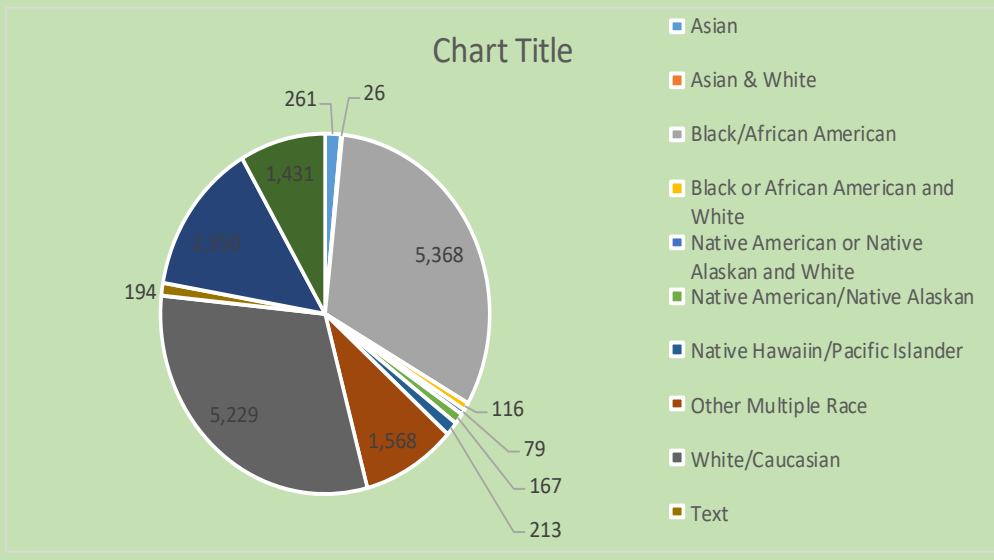


26

4,427 Clients Identified as Male



Race

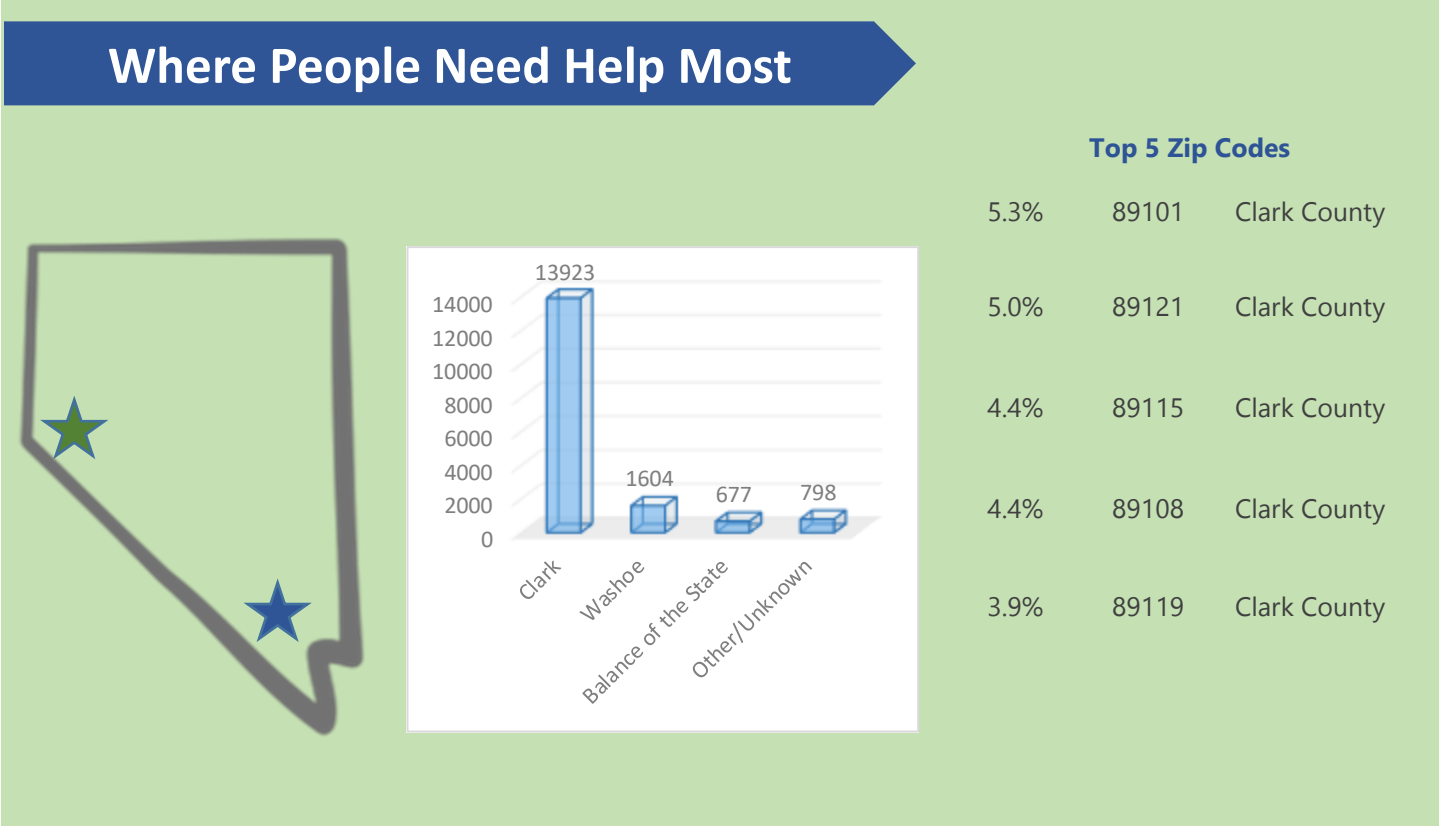
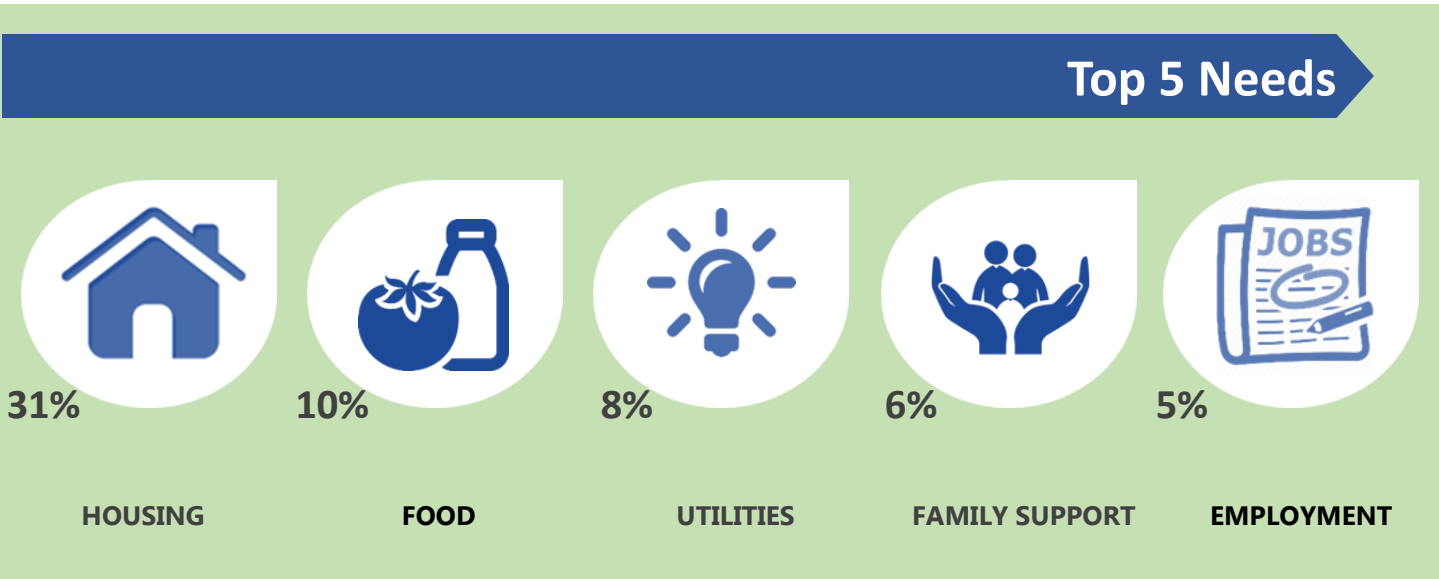


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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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



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Comprehensive List of Client Needs

HOUSING/SHELTER	15,394	31.01%
FOOD	5,210	10.49%
UTILITIES	4,224	8.51%
INDIVIDUAL AND FAMILY SUPPORT SERVICES	2,944	5.93%
EMPLOYMENT	2,340	4.71%
TRANSPORTATION	2,192	4.41%
PUBLIC ASSISTANCE PROGRAMS	1,959	3.95%
HEALTH SUPPORTIVE SERVICES	1,614	3.25%
CONSUMER REGULATION	1,556	3.13%
MATERIAL GOODS	1,463	2.95%
LEGAL SERVICES	1,438	2.90%
MENTAL HEALTH ASSESSMENT AND TREATMENT	1,221	2.46%
LEGAL ASSISTANCE MODALITIES	836	1.68%
OUTPATIENT HEALTH FACILITIES	592	1.19%
SPECIALTY MEDICINE	587	1.18%
SUBSTANCE USE DISORDER SERVICES	561	1.13%
SOCIAL INSURANCE PROGRAMS	479	0.96%
INFORMATION SERVICES	376	0.76%
COMMUNITY GROUPS AND GOVERNMENT/ADMINISTRATIVE OFFICES	298	0.60%
TAX ORGANIZATIONS AND SERVICES	282	0.57%
SPECIALIZED TREATMENT	282	0.57%
MUTUAL SUPPORT	228	0.46%
DOMESTIC ANIMAL SERVICES	213	0.43%
CONSUMER ASSISTANCE AND PROTECTION	196	0.39%
MENTAL HEALTH CARE FACILITIES	192	0.39%
EDUCATIONAL INSTITUTIONS	185	0.37%
HUMAN REPRODUCTION	185	0.37%
CRIMINAL CORRECTIONAL SYSTEM	177	0.36%
COURTS	176	0.35%
LAW ENFORCEMENT SERVICES	169	0.34%
VOLUNTEER OPPORTUNITIES	160	0.32%
DONOR SERVICES	159	0.32%
REHABILITATION/HABILITATION SERVICES	143	0.29%
LAW ENFORCEMENT AGENCIES	133	0.27%
MONEY MANAGEMENT	129	0.26%
SOCIAL DEVELOPMENT AND ENRICHMENT	124	0.25%
COMMUNITY PLANNING AND PUBLIC WORKS	113	0.23%
HEALTH SCREENING/DIAGNOSTIC SERVICES	112	0.23%

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Comprehensive List of Client Needs

LEISURE ACTIVITIES/RECREATION	106	0.21%
COMMUNITY FACILITIES/CENTERS	98	0.20%
EDUCATIONAL PROGRAMS	92	0.19%
INPATIENTHEALTH FACILITIES	76	0.15%
COUNSELING SETTINGS	76	0.15%
EDUCATIONAL SUPPORT SERVICES	69	0.14%
DISASTER SERVICES	68	0.14%
COUNSELING APPROACHES	60	0.12%
JUDICIAL SERVICES	52	0.10%
HEALTH CARE	45	0.09%
VOLUNTEER DEVELOPMENT	45	0.09%
COMMUNITY ECONOMIC DEVELOPMENT AND FINANCE	42	0.08%
MENTAL HEALTH SUPPORT SERVICES	33	0.07%
PUBLIC SAFETY	30	0.06%
BASIC NEEDS	26	0.05%
DEATH CERTIFICATION/BURIAL ARRANGEMENTS	18	0.04%
FAMILIES AND INDIVIDUALS NEEDING SUPPORT	14	0.03%
OCCUPATIONS	13	0.03%
PUBLIC HEALTH	11	0.02%
ENVIRONMENTAL PROTECTION AND IMPROVEMENT	10	0.02%
TEMPORARY FINANCIAL ASSISTANCE	7	0.01%
MILITARY SERVICE	6	0.01%
OCCUPATIONAL/PROFESSIONAL ASSOCIATIONS	3	0.01%
POLITICAL ORGANIZATION AND PARTICIPATION	2	0.00%
DISABILITIES AND HEALTH CONDITIONS	2	0.00%
BENEFITS RECIPIENTS	1	0.00%
CAREGIVERS	1	0.00%
OCCUPATIONS	1	0.00%
TOPICAL IDENTIFIERS/ISSUES	1	0.00%

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