



Report for Fiscal Year
2016/17

Call Data

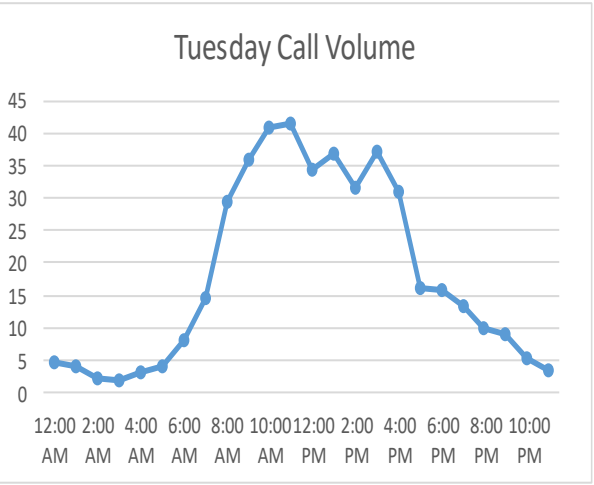
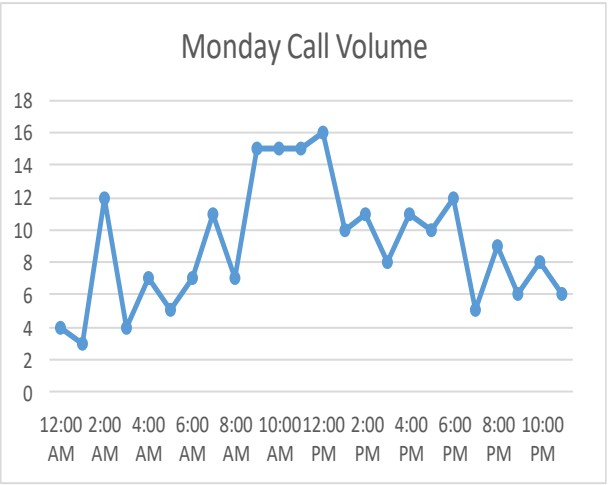
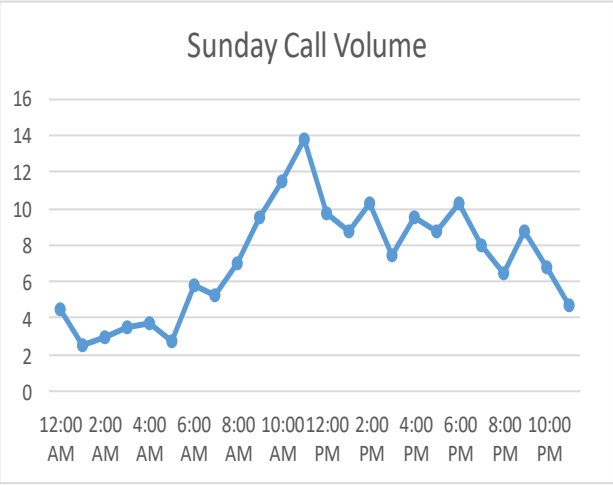
Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	10,347	12,221	10,508	10,974	10,291	10,376	15,053	10,863	10,261	10,326	9,907	10,731	131,858
Uncategorized Calls	0	3	1	7	3	3	2	3	7	5	3	2	39
Answered Calls	9,402	11,284	9,454	9,857	9,295	9,507	12,622	9,750	9,323	9,086	9,065	9,720	118,365
Abandoned Calls	945	934	1,053	1,110	993	866	2,429	1,110	931	1,235	839	1,009	13,454
Answered Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	9,402	11,284	9,454	9,857	9,295	9,507	12,622	9,750	9,323	9,086	9,065	9,720	118,365
311-411-911-211 Out of State	1,302	1,258	761	1,001	1,151	1,180	1,398	1,078	993	1,707	1,235	855	13,919
Individual Clients	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Repeat Calls	2,375	4,442	3,531	3,929	2,895	3,071	5,312	3,004	3,352	1,993	1,929	3,150	38,983
Average Talk Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Talk Time	4:34	4:15	4:32	4:18	4:25	4:08	3:36	3:44	4:30	4:25	4:39	4:16	4:16
Total Calls Answered in Two Minutes or less	8888	10712	8787	9183	8648	9169	11437	9263	8959	8501	8672	9277	111496
Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	9,402	11,284	9,454	9,857	9,295	9,507	12,622	9,750	9,323	9,086	9,065	9,720	118,365
Under 30 seconds	8,098	9,633	7,757	8,134	7,664	8,424	9,956	8,470	8,336	7,577	8,009	8,530	100,588
Between 30 & 60 seconds	388	549	475	476	499	418	730	397	335	465	330	390	5,452
Between 60 & 90 seconds	226	301	311	322	284	204	413	239	182	265	198	198	3,143
Between 90 & 120 seconds	176	229	244	251	201	123	338	157	106	194	135	159	2,313
Between 120 & 150 seconds	180	223	256	243	242	135	355	184	125	204	150	167	2,464
Between 150 & 180 seconds	88	109	112	145	122	62	190	84	60	105	65	68	1,210
Between 180 & 210 seconds	63	78	91	72	88	32	140	54	44	76	42	58	838
Between 210 & 240 seconds	52	45	73	77	71	36	141	53	36	55	47	38	724
Between 240 & 270 seconds	30	33	44	32	39	21	71	43	32	40	18	34	437
Between 270 & 300 seconds	27	22	25	28	21	9	59	17	17	21	21	22	289
Greater than 300 seconds	74	62	66	77	64	43	229	52	50	84	50	56	907

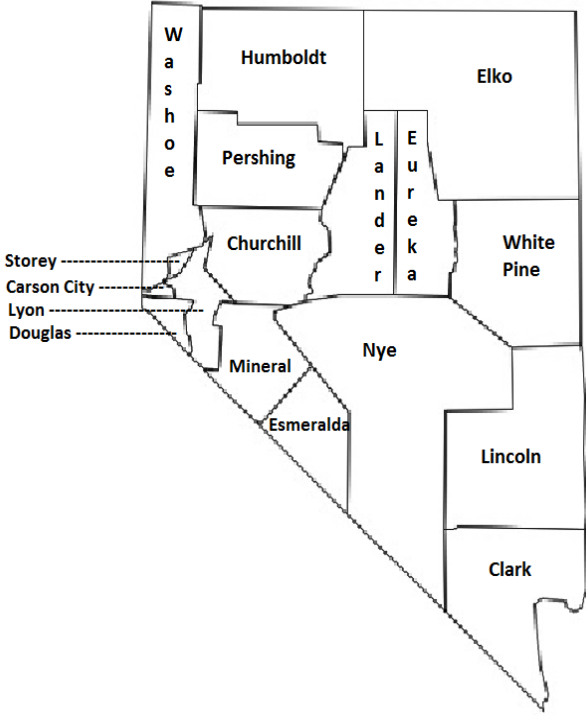
Time to answer													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	0:24	0:23	0:29	0:28	0:28	0:20	0:37	0:23	0:20	0:28	0:21	0:23	0:26
Longest time to answer	31:00	25:40	28:48	30:22	17:30	29:36	36:48	33:04	11:57	16:13	21:44	1:08:12	1:08:12
Under the two minute limit	94.53%	94.93%	92.94%	93.16%	93.04%	96.44%	90.61%	95.01%	96.10%	93.56%	95.66%	95.44%	94.20%
Over the two minute limit	5.47%	5.07%	7.06%	6.84%	6.96%	3.56%	9.39%	4.99%	3.90%	6.44%	4.34%	4.56%	5.80%
Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	945	934	1053	1110	993	866	2429	1110	931	1235	839	1009	13454
Average time to abandon	2:11	2:07	2:06	2:06	2:05	2:04	1:02	1:54	2:08	2:06	2:05	2:09	2:09
Longest time to abandon	13:56	33:07	23:48	27:13	19:40	18:15	18:15	10:30	28:51	13:26	19:33	35:07	35:07
Abandoned Calls prior to 40 seconds	600	639	666	669	614	616	1,475	770	640	824	562	694	8769
Abandoned Calls after 40 seconds	345	295	387	441	379	250	954	340	291	411	277	315	4685
Abandoned Calls %	3.33%	2.41%	3.68%	4.02%	3.68%	2.41%	6.34%	3.13%	2.84%	3.98%	2.80%	2.94%	3.55%
311-411-911-211 Out of State													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	1,302	1,258	761	1,001	1,151	1,180	1,398	1,078	993	1,707	1,235	855	13,919
211	98	32	36	43	52	47	38	28	51	52	50	43	570
311	213	131	107	135	154	132	100	89	98	149	110	78	1,496
411	304	118	112	151	181	177	126	103	120	168	153	53	1,766
511	16	6	10	11	11	19	31	10	5	23	12	7	161
611	22	15	9	7	18	14	12	13	13	14	5	8	150
711	0	0	0	0	0	0	0	0	0	5	0	0	5
811	0	0	1	1	2	0	0	3	1	3	0	1	12
911	8	6	5	8	4	9	3	3	1	6	8	6	67
Abusive Caller	1	6	1	3	6	0	1	2	2	4	7	1	34
Crisis	20	12	4	8	7	6	2	1	3	13	5	3	84
Disconnects	224	120	105	147	212	194	187	111	87	246	244	130	2,007
Static	331	762	341	451	422	516	868	675	564	948	582	480	6,940
Unknown	20	3	3	4	37	28	9	17	12	0	0	0	133
Wrong Number	45	47	27	32	45	38	21	23	36	76	59	45	494

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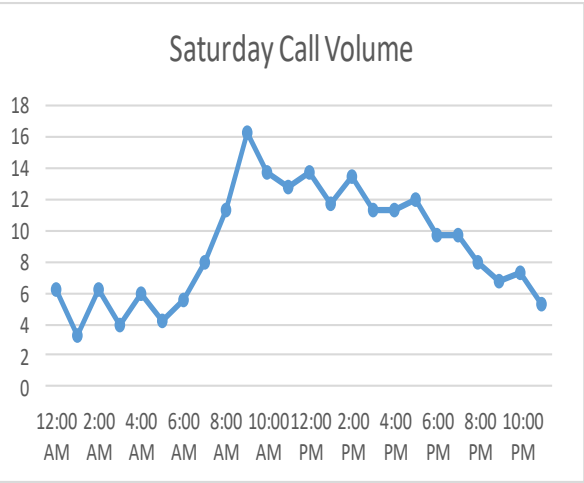
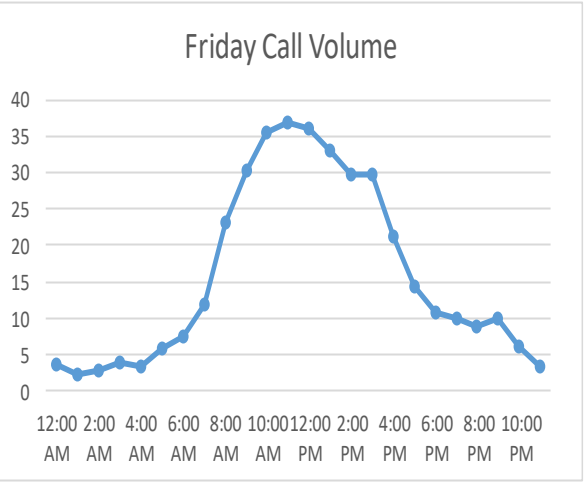
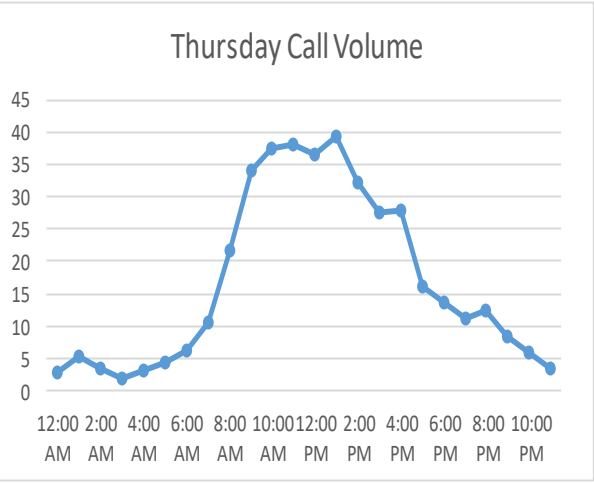
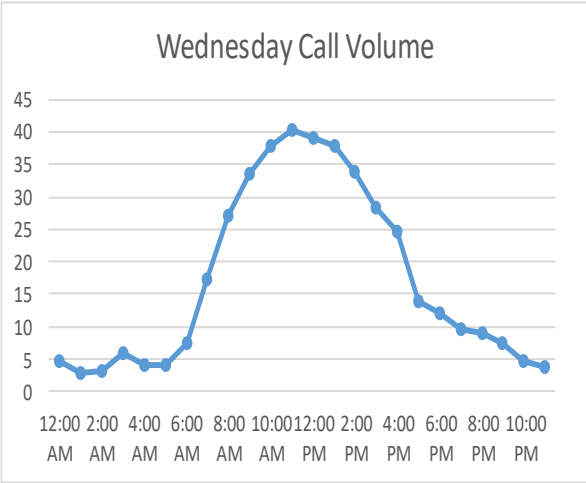
Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Carson City	26	31	28	28	30	26	115	63	49	63	67	61	587
Churchill	4	4	5	1	4	4	10	7	14	10	14	23	100
Clark	4,963	4,880	4,506	4,274	4,590	4,571	3,825	4,787	4,088	4,403	4,864	4,656	54,407
Douglas	5	13	14	7	10	5	61	18	23	28	23	23	230
Elko	7	7	9	9	17	14	19	32	25	31	28	24	222
Esmeralda	1	0	1	1	2	0	1	1	0	2	0	2	11
Eureka	0	0	0	0	1	0	0	1	0	1	1	1	5
Humboldt	9	4	2	2	4	5	5	4	5	3	10	4	57
Lander	4	1	0	0	1	1	2	2	3	3	2	1	20
Lincoln	1	1	1	1	1	3	3	3	1	1	3	1	20
Lyon	23	18	13	16	22	20	60	33	51	41	41	51	389
Mineral	3	1	0	0	1	2	1	2	1	0	6	2	19
Nye	31	12	27	21	22	26	26	31	35	24	36	29	320
Pershing	1	0	1	1	2	1	3	1	2	3	2	1	18
Storey	0	1	0	0	0	0	2	1	0	0	1	1	6
Washoe	347	282	286	252	258	295	1,344	424	431	509	542	553	5,523
White Pine	3	3	2	2	2	1	1	3	2	1	1	7	28
Other Zip Codes	297	326	267	312	282	282	434	255	248	263	260	275	3,501



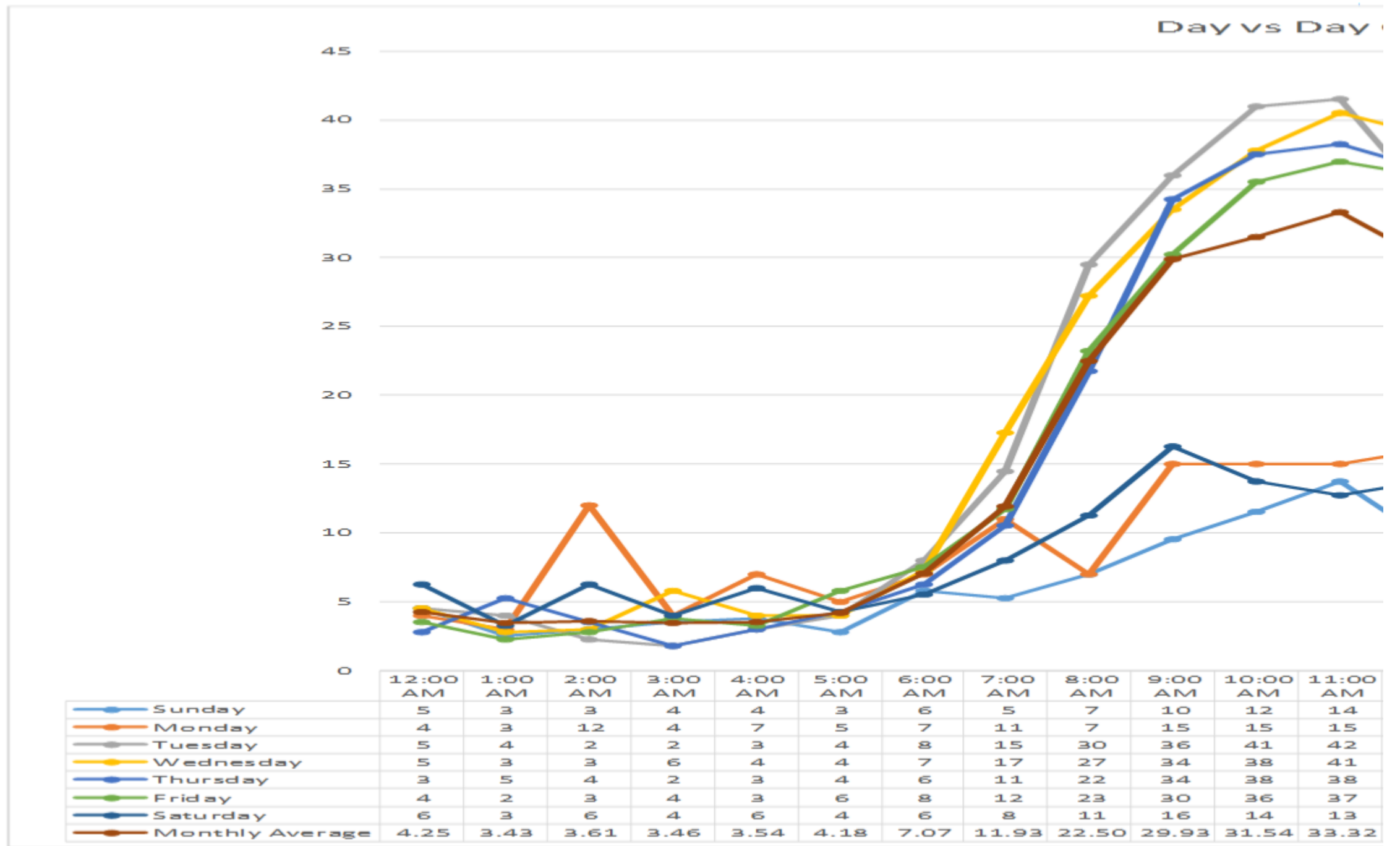


Average Calls Per Hour	Su	M	Tu	W	Th	F	Sa
12:00 AM	3	4	5	4	5	3	2
1:00 AM	4	3	2	3	3	2	2
2:00 AM	3	12	3	6	2	2	3
3:00 AM	3	4	3	1	3	3	2
4:00 AM	2	7	2	4	2	3	2
5:00 AM	3	5	4	5	3	3	4
6:00 AM	5	7	6	4	6	6	5
7:00 AM	4	11	14	11	16	11	7
8:00 AM	6	7	28	23	27	26	11
9:00 AM	8	15	40	40	36	32	10
10:00 AM	8	15	35	39	28	31	11
11:00 AM	9	15	36	32	41	33	13
12:00 PM	10	16	36	30	34	29	8
1:00 PM	10	10	30	30	33	30	11
2:00 PM	11	11	31	28	33	30	12
3:00 PM	8	8	31	34	26	24	13
4:00 PM	7	11	27	24	17	19	11
5:00 PM	8	10	15	12	13	12	9
6:00 PM	8	12	12	8	11	12	6
7:00 PM	8	5	10	10	11	10	7
8:00 PM	8	9	10	9	9	8	7
9:00 PM	3	6	5	5	6	7	4
10:00 PM	4	8	4	5	6	7	7
11:00 PM	3	6	3	4	2	3	5

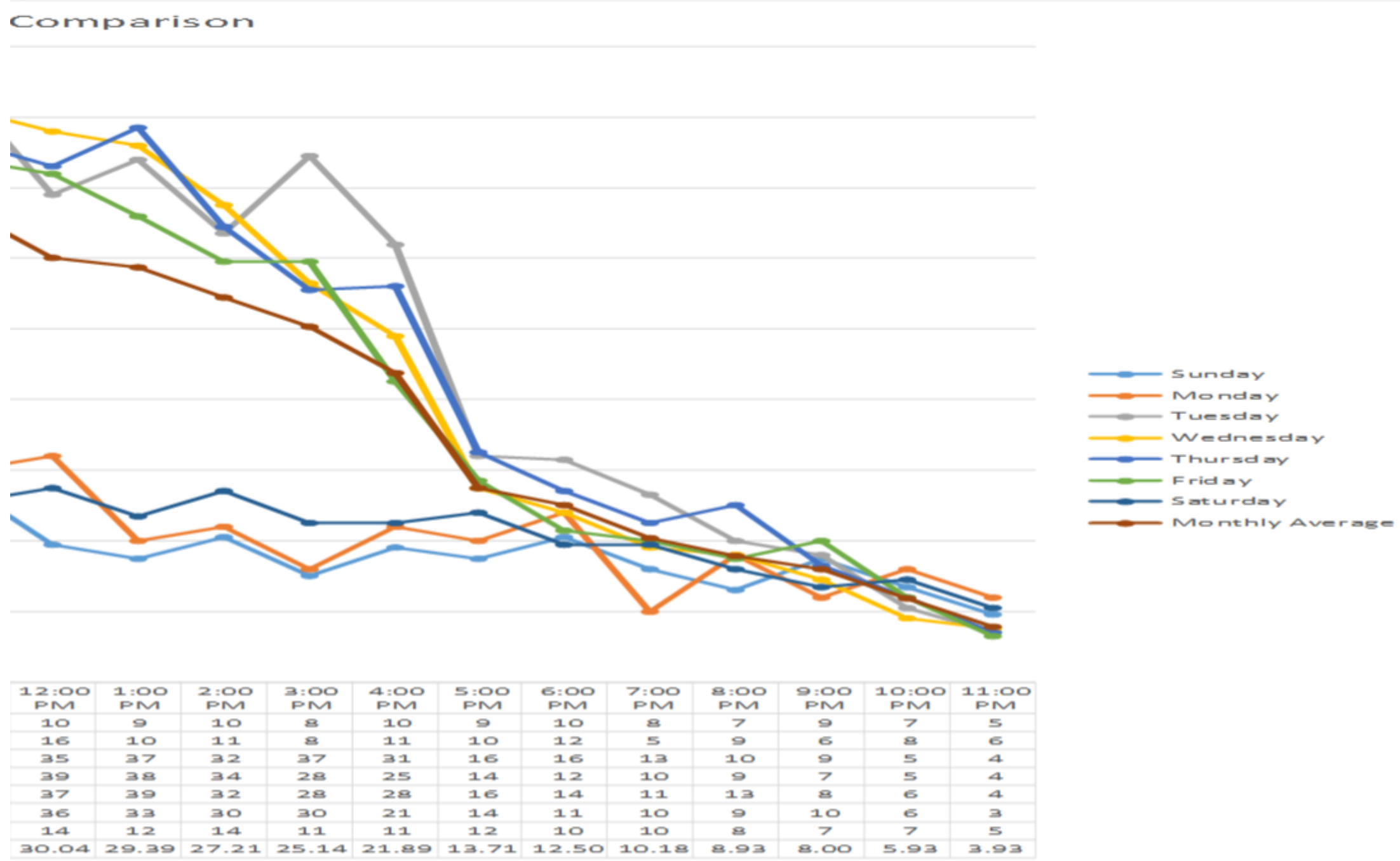
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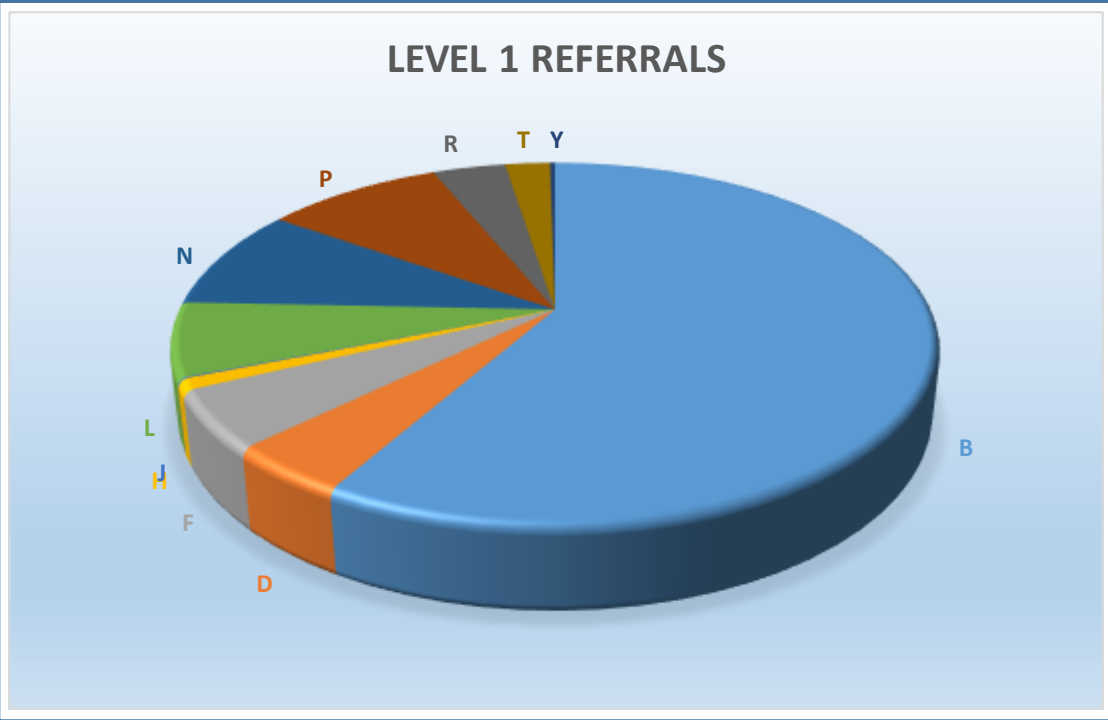


Call Data



Referrals

REFERRALS FOR FISCAL YEAR 2016/17			
LEVEL 1 CATEGORY	CODE	YTD COUNT	%
BASIC NEEDS	B	114,510	58.34%
CONSUMER SERVICES	D	8,771	4.47%
CRIMINAL JUSTICE AND LEGAL SERVICES	F	10,165	5.18%
EDUCATION	H	1,890	0.96%
ENVIRONMENT AND PUBLIC HEALTH	J	205	0.10%
HEALTH CARE	L	12,974	6.61%
INCOME SUPPORT AND EMPLOYMENT	N	17,767	9.05%
INDIVIDUAL AND FAMILY LIFE	P	17,764	9.05%
MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES	R	7,273	3.71%
ORGANIZATIONAL/COMMUNITY/INTERNATIONAL SERVICES	T	4,477	2.28%
TARGET POPULATIONS	Y	495	0.25%



REFERRALS FOR FISCAL YEAR 2016/17			
LEVEL 2 CATEGORY	CODE	YTD COUNT	%
BASIC NEEDS			
BASIC NEEDS	B	36	0.02%
FOOD	BD	20,506	10.45%
HOUSING/SHELTER	BH	59,967	30.55%
MATERIAL GOODS	BM	6,729	3.43%
TRANSPORTATION	BT	7,922	4.04%
UTILITIES	BV	19,350	9.86%
CONSUMER SERVICES			
CONSUMER ASSISTANCE AND PROTECTION	DD	830	0.42%
CONSUMER REGULATION	DF	6,456	3.29%
MONEY MANAGEMENT	DM	431	0.22%
TAX ORGANIZATIONS AND SERVICES	DT	1,054	0.54%
CRIMINAL JUSTICE AND LEGAL SERVICES			
COURTS	FC	730	0.37%
CRIMINAL CORRECTIONAL SYSTEM	FF	607	0.31%
JUDICIAL SERVICES	FJ	239	0.12%
LAW ENFORCEMENT AGENCIES	FL	438	0.22%
LAW ENFORCEMENT SERVICES	FN	591	0.30%
LEGAL ASSISTANCE MODALITIES	FP	3,116	1.59%
LEGAL EDUCATION/INFORMATION	FR	24	0.01%
LEGAL SERVICES	FT	4,420	2.25%
LEGAL SERVICES ORGANIZATIONS	FV	-	0.00%
EDUCATION			
EDUCATIONAL INSTITUTIONS	HD	874	0.45%
EDUCATIONAL PROGRAMS	HH	313	0.16%
EDUCATIONAL SUPPORT SERVICES	HL	703	0.36%
ENVIRONMENT AND PUBLIC HEALTH			
ENVIRONMENTAL PROTECTION AND IMPROVEMENT	JD	28	0.01%
PUBLIC HEALTH	JP	32	0.02%
PUBLIC SAFETY	JR	145	0.07%

Referrals

REFERRALS FOR FISCAL YEAR 2016/17			
LEVEL 2 CATEGORY	CODE	YTD COUNT	%
HEALTH CARE			
HEALTH CARE	LD	167	0.09%
GENERAL MEDICAL CARE	LE	-	0.00%
HEALTH SCREENING/DIAGNOSTIC SERVICES	LF	329	0.17%
HEALTH SUPPORTIVE SERVICES	LH	5,622	2.86%
HUMAN REPRODUCTION	L J	837	0.43%
INPATIENTHEALTH FACILITIES	LL	284	0.14%
OUTPATIENT HEALTH FACILITIES	LN	2,198	1.12%
REHABILITATION/HABILITATION SERVICES	LR	514	0.26%
SPECIALIZED TREATMENT	LT	1,109	0.56%
SPECIALTY MEDICINE	LV	1,914	0.98%
INCOME SUPPORT AND EMPLOYMENT			
EMPLOYMENT	ND	8,899	4.53%
PUBLIC ASSISTANCE PROGRAMS	NL	7,168	3.65%
SOCIAL INSURANCE PROGRAMS	NS	1,623	0.83%
TEMPORARY FINANCIAL ASSISTANCE	NT	77	0.04%
INDIVIDUAL AND FAMILY LIFE			
DEATH CERTIFICATION/BURIAL ARRANGEMENTS	PB	114	0.06%
DOMESTIC ANIMAL SERVICES	PD	767	0.39%
INDIVIDUAL AND FAMILY SUPPORT SERVICES	PH	14,816	7.55%
LEISURE ACTIVITIES/RECREATION	PL	704	0.36%
MUTUAL SUPPORT	PN	562	0.29%
SOCIAL DEVELOPMENT AND ENRICHMENT	PS	304	0.15%
VOLUNTEER DEVELOPMENT	PW	166	0.08%
VOLUNTEER OPPORTUNITIES	PX	331	0.17%
MENTAL HEALTH AND SUBSTANCE USE DISORDER SERVICES			
COUNSELING APPROACHES	RD	213	0.11%
COUNSELING SETTINGS	RF	976	0.50%
MENTAL HEALTH CARE FACILITIES	RM	722	0.37%
MENTAL HEALTH ASSESSMENT AND TREATMENT	RP	3,281	1.67%
MENTAL HEALTH SUPPORT SERVICES	RR	180	0.09%
SUBSTANCE USE DISORDER SERVICES	RX	1,901	0.97%

REFERRALS FOR FISCAL YEAR 2016/17			
LEVEL 2 CATEGORY	CODE	YTD COUNT	%
ORGANIZATIONAL/COMMUNITY/INTERNATIONAL SERVICES			
ARTS AND CULTURE	TA	3	0.00%
COMMUNITY ECONOMIC DEVELOPMENT AND FINANCE	TB	156	0.08%
COMMUNITY FACILITIES/CENTERS	TC	412	0.21%
COMMUNITY GROUPS AND GOVERNMENT/ADMINISTRATIVE OFFICES	TD	1,050	0.53%
COMMUNITY PLANNING AND PUBLIC WORKS	TE	354	0.18%
DISASTER SERVICES	TH	386	0.20%
DONOR SERVICES	TI	528	0.27%
INFORMATION SERVICES	TJ	1,369	0.70%
MILITARY SERVICE	TM	16	0.01%
OCCUPATIONAL/PROFESSIONAL ASSOCIATIONS	TN	18	0.01%
ORGANIZATIONAL DEVELOPMENT AND MANAGEMENT SERVICES	TP	29	0.01%
POLITICAL ORGANIZATION AND PARTICIPATION	TQ	156	0.08%
TARGET POPULATIONS			
AGE GROUPS	YB	68	0.03%
BENEFITS RECIPIENTS	YC	2	0.00%
CAREGIVERS	YD	1	0.00%
DISABILITIES AND HEALTH CONDITIONS	YF	55	0.03%
ETHNIC GROUPS/NATIONAL ORIGIN	YH	5	0.00%
FAMILIES AND INDIVIDUALS NEEDING SUPPORT	YJ	88	0.04%
INCOME/EMPLOYMENT STATUS	YL	132	0.07%
LIVING SITUATION/HOUSING STATUS	YM	2	0.00%
MILITARY PERSONNEL/CONTRACTORS	YN	44	0.02%
OCCUPATIONS	YO	41	0.02%
OFFENDERS	YP	7	0.00%
SEX/GENDER	YS	2	0.00%
TRANSIENTS	YV	18	0.01%
VICTIMS/SURVIVORS	YX	2	0.00%
TOPICAL IDENTIFIERS/ISSUES	YZ	28	0.01%

Referrals

TOP 70 UNMET NEEDS FOR FISCAL YEAR 2016/17							
Rental Deposit Assistance	BH-3800.7250	234	7%	Hand Freight/Stock/Material Movers	YO-8500.4900-300	9	0%
Food Pantries	BD-1800.2000	67	2%	Senior Ride Programs	BT-4500.6500-800	8	0%
Community Shelters	BH-1800.8500-150	61	2%	General Legal Aid	FT-3200	8	0%
Gas Money	BT-8300.2500	53	2%	Early Head Start	HD-1800.1800	8	0%
Low Income/Subsidized Private Rental Housing	BH-7000.4600-450	49	1%	Child Passenger Safety Seats	JR-8400.1500	8	0%
Bus Fare	BT-8300.1000	43	1%	Prescription Expense Assistance	LH-5100.6500	8	0%
Homeless Motel Vouchers	BH-1800.8500-300	38	1%	Child Care Expense Assistance	NL-3000.1500	8	0%
Water Service Payment Assistance	BV-8900.9300-950	37	1%	Social Security Disability Insurance	NS-1800.8000	8	0%
Gas Service Payment Assistance	BV-8900.9300-250	36	1%	Automobile Repair Volunteer Opportunities	PX-1700.0500	8	0%
Work Related Fee Payment Assistance	ND-9300	33	1%	Weatherization Programs	BH-3000.1800-950	7	0%
Return to Point of Origin	BT-8300.7000	27	1%	Section 8 Housing Choice Vouchers	BH-7000.4600-700	7	0%
Home Maintenance and Minor Repair Services	PH-3300.2750	27	1%	Transportation	BT	7	0%
Basic Needs	B	25	1%	Wireless Service Providers	BV-9000.9600	7	0%
Emergency Shelter	BH-1800	25	1%	Landlord/Tenant Assistance	FT-4500	7	0%
Furniture	BM-3000.2000	23	1%	General Dentistry	LV-1600.2400	7	0%
Utility Deposit Assistance	BV-8900.9150	23	1%	State Unemployment Insurance	NS-9000.9000	7	0%
Mortgage Payment Assistance	BH-3800.5000	19	1%	Family Crisis Shelters	BH-1800.1500-200	6	0%
Food Stamps/SNAP	NL-6000.2000	18	1%	Driver Licenses	DF-7000.1850	6	0%
Identification Card Fee Payment Assistance	DF-7020.3300	17	1%	Job Search/Placement	ND-3500.3600	6	0%
Transitional Housing/Shelter	BH-8600	16	0%	Congregate Meals/Nutrition Sites	BD-5000.1500	5	0%
Rapid Re-Housing Programs	BH-0500.7000	15	0%	Home Delivered Meals	BD-5000.3500	5	0%
Medical Appointments Transportation	BT-4500.6500-500	15	0%	Home Rental Listings	BH-3900.3050	5	0%
Family Support Centers/Outreach	PH-2360.2400	15	0%	Low Income/Subsidized Rental Housing	BH-7000.4600	5	0%
Housing/Shelter	BH	14	0%	Disability Related Transportation	BT-4500.6500-170	5	0%
General Furniture Provision	BM-3000.2000-250	13	0%	Transportation Expense Assistance	BT-8300	5	0%
Birth Certificates	DF-7000.1200	12	0%	Utility Assistance	BV-8900	5	0%
Birth Certificate Fee Payment Assistance	DF-7020.1000	11	0%	Heating Fuel Payment Assistance	BV-8900.9300-300	5	0%
Moving Assistance Volunteer Opportunities	PX-8500.5000	11	0%	General Consumer Complaints	DD-1500.4050	5	0%
Extreme Cold Weather Shelters	BH-1800.8500-185	10	0%	Better Business Bureaus	DD-2100.1000	5	0%
General Clothing Provision	BM-6500.1500-250	10	0%	VITA Programs	DT-8800.9300	5	0%
Medicaid Applications	NL-5000.5000-520	10	0%	Unemployment Insurance Benefits Assistance	FT-1000.8900	5	0%
General Minor Home Repair Programs	PH-3300.2750-250	10	0%	Comprehensive Job Assistance Centers	ND-1500	5	0%
Emergency Shelter Clearinghouses	BH-1850	9	0%	Cash Assistance Program for Immigrants	NL-1000.2400-150	5	0%
Thrift Shops	BM-8500	9	0%	Undesignated Temporary Financial Assistance	NT-8900	5	0%
Post Offices	TB-1100.6400	9	0%	Child Care Centers	PH-1250.1400	5	0%

Referrals

QUALITY SURVEY QUESTIONS													
Did You Receive Assistance from the Referral Agency?													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	282	132	135	113	259	172	114	229	209	242	198	215	2,300
No	253	115	116	82	209	158	73	164	102	141	128	133	1,674
Did Not Answer	49	19	23	69	21	31	9	20	20	15	14	12	302
Reasons the Agency Did Not Help													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	276	122	126	93	187	166	80	166	107	148	128	144	1,743
Other	117	43	43	32	68	45	34	61	33	57	42	33	608
Did not meet program qualifications	79	30	43	22	41	51	21	30	19	33	29	44	442
Referral agency had no funding	35	26	23	16	34	32	11	32	15	26	11	19	280
Chose not to contact referral agency	30	18	13	17	39	32	14	42	34	27	37	39	342
Incorrect referral - agency did not provide needed resource(s)	11	2	1	3	0	4	0	1	3	4	5	7	41
Contact information provided was incorrect	3	3	0	3	3	2	0	0	2	0	1	2	19
Agency closed	1	0	3	0	2	0	0	0	1	1	3	0	11
Initial Satisfaction Survey													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Number of Participants	3,568	3,618	5,162	4,927	7,644	5,256	5,912	5,668	4,978	3,284	2,016	2,457	54,490
Number of Responses	3,470	3,541	3,908	3,603	5,474	3,883	2,830	3,915	3,289	3,180	1,952	2,379	41,424
Number of Positive Responses	3,466	3,535	3,900	3,598	5,461	3,882	2,703	3,798	3,193	3,176	1,951	2,375	41,038
Percentage of Positive Responses	99.88%	99.83%	99.80%	99.86%	99.76%	99.97%	95.51%	97.01%	97.08%	99.87%	99.95%	99.83%	99.07%
Percentage of Individual Clients Queried	33.54%	28.97%	37.19%	32.83%	53.19%	37.42%	18.80%	36.04%	32.05%	30.80%	19.70%	22.17%	31.42%
Secondary Follow-Up Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Follow-Up Calls Completed	584	266	274	264	489	361	196	413	331	398	340	361	4,277
Average Score (5.0) scale	4.25	4.34	4.50	4.53	4.48	4.24	4.61	4.51	4.57	4.83	4.56	4.61	4.39
% of Individual Clients Surveyed	5.64%	2.18%	2.61%	2.41%	4.75%	3.48%	1.30%	3.80%	3.23%	3.85%	3.43%	3.36%	3.24%
Required Surveys	129	153	131	137	129	130	188	136	128	129	124	134	1648

Demographics

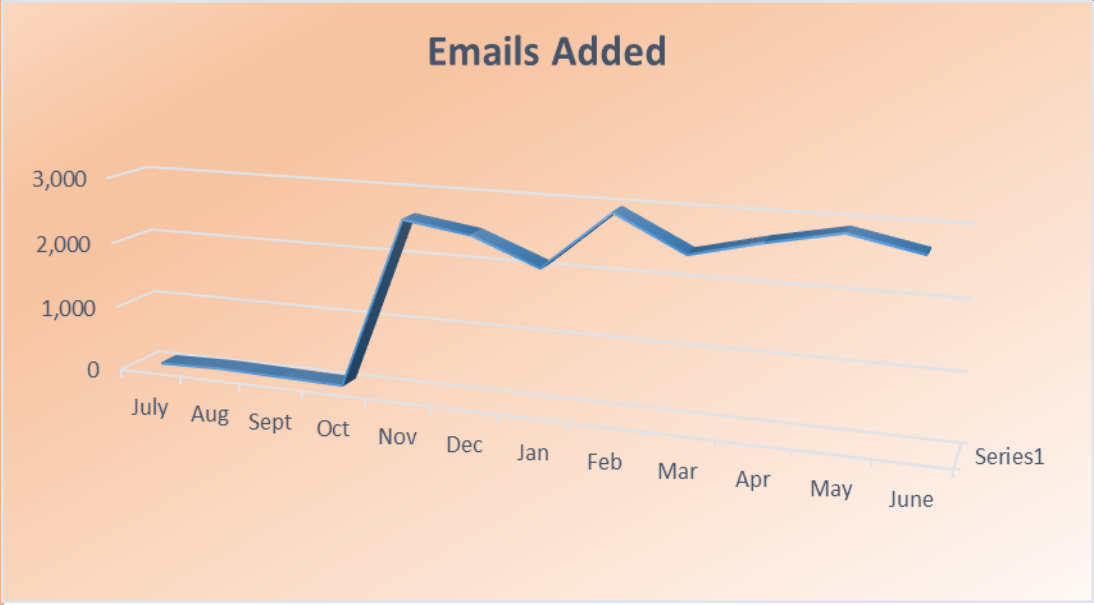
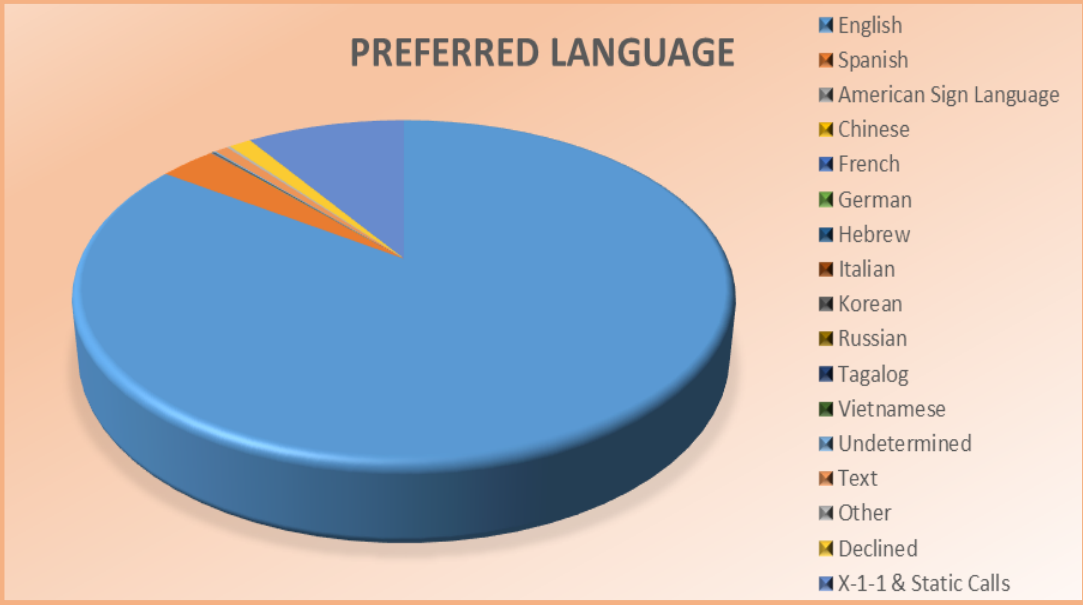
Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Asian	79	74	101	97	74	74	88	100	84	81	97	83	1,032
Asian & White	10	9	6	5	14	12	8	12	8	7	10	9	110
Black/African American	1,895	1,913	1,775	1,718	1,789	1,861	1,464	1,770	1,513	1,669	1,875	1,824	21,066
Black or African American and White	42	39	43	31	36	30	24	39	30	39	43	34	430
Native American or Native Alaskan and White	29	34	28	23	29	39	24	33	33	29	28	22	351
Native American/Native Alaskan	59	57	48	37	50	59	51	60	40	60	59	48	628
Native Hawaiiin/Pacific Islander	54	69	73	71	93	81	48	61	52	57	79	77	815
Other Multiple Race	792	776	675	616	495	407	379	462	470	489	553	526	6,640
White/Caucasian	2,002	1,824	1,683	1,578	1,603	1,513	1,329	1,788	1,649	1,750	1,784	1,695	20,198
Text	44	68	58	49	44	40	42	43	55	57	69	68	637
Chose not to answer	274	238	221	275	608	699	653	806	607	699	790	861	6,731
X-1-1 & Static Calls	445	483	451	427	414	441	1,802	494	437	449	514	468	6,825
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Hispanic or Latino	1,091	1,040	830	766	896	903	794	1,051	860	962	1,001	935	11,129
Not Hispanic or Latino	3,877	3,761	3,617	3,425	3,570	3,542	3,018	3,802	3,368	3,657	3,966	3,836	43,439
Chose not to answer	260	226	203	252	221	230	231	260	246	260	347	400	3,136
Text	45	66	58	47	43	37	40	41	52	50	61	63	603
X-1-1 & Static Calls	452	491	454	437	519	544	1,829	514	452	457	526	481	7,156
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Female	4,042	4,036	3,687	3,510	3,777	3,810	3,530	3,926	3,439	3,695	4,079	4,009	45,540
Male	1,350	1,199	1,160	1,087	1,151	1,160	1,282	1,439	1,287	1,377	1,480	1,390	15,362
Transgender	2	1	2	4	4	4	8	3	3	4	3	2	40
Chose not to answer	39	40	49	38	34	41	31	39	28	39	37	38	453
X-1-1 & Static Calls	263	266	229	267	261	221	1,040	238	189	239	260	234	3,707
Text	29	42	35	21	22	20	21	23	32	32	42	42	361

Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
90 - 99	6	13	11	10	7	12	5	8	8	14	12	12	118
80 - 89	108	84	73	70	66	81	71	109	89	84	91	99	1,025
70 - 79	267	249	246	235	229	233	233	307	268	332	335	304	3,238
60 - 69	669	611	586	564	579	561	527	751	694	664	736	646	7,588
50 - 59	961	931	855	830	910	872	796	1,031	934	953	1,006	926	11,005
40 - 49	958	946	910	835	898	918	756	964	791	882	925	896	10,679
30 - 39	1,184	1,204	1,070	1,039	1,125	1,107	853	1,100	953	1,025	1,154	1,181	12,995
20 - 29	954	938	842	782	883	892	759	784	708	842	923	903	10,210
11 - 19	64	49	35	52	47	55	49	31	30	41	40	45	538
Chose not to answer	554	559	534	510	505	525	1,863	583	503	549	679	703	8,067
Family Status													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
Divorced	500	460	466	410	456	424	387	494	464	477	474	448	5,460
Domestic Partners	125	122	102	94	125	130	123	136	114	141	129	119	1,460
Female Head of Household	491	544	466	470	554	554	360	414	348	424	531	530	5,686
Male Head of Household	71	59	56	66	57	58	55	54	45	64	86	88	759
Married	656	646	588	557	513	522	455	649	580	633	682	639	7,120
Married with children	214	215	220	233	306	274	207	259	219	233	235	217	2,832
Separated	260	204	214	206	217	239	203	227	207	205	247	250	2,679
Single	2,518	2,434	2,206	2,061	2,224	2,254	1,985	2,515	2,150	2,348	2,555	2,460	27,710
Widowed	290	251	251	232	255	236	226	275	256	248	265	287	3,072
Text	43	66	52	46	40	33	41	41	52	50	57	61	582
Chose not to answer	134	114	124	136	107	126	118	146	145	161	193	202	1,706
X-1-1 & Static Calls	423	469	417	416	395	406	1,752	458	398	402	447	414	6,397

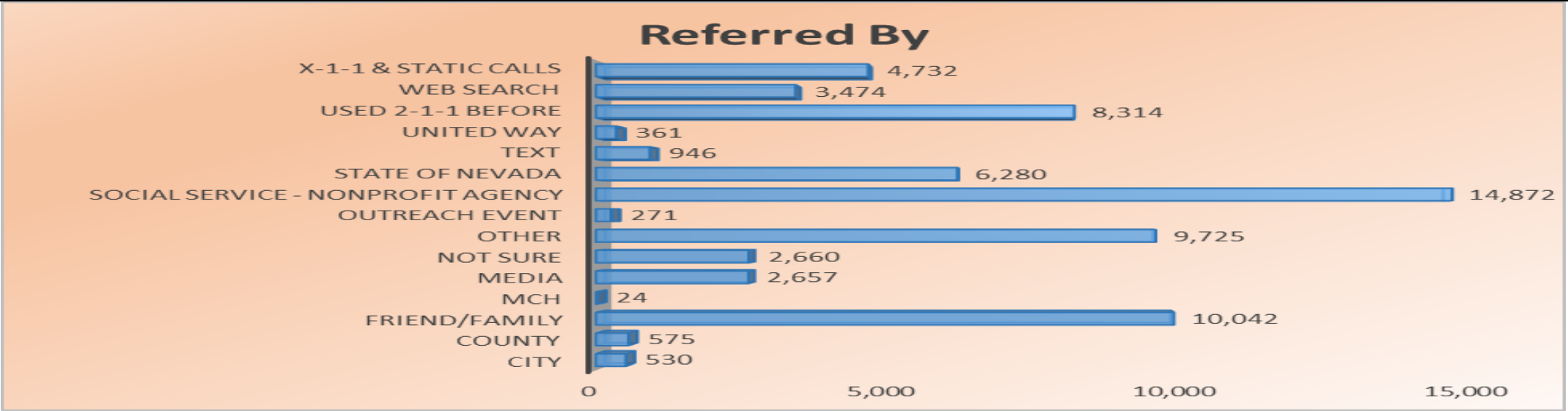
Demographics

Demographics

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
English	4935	4771	4453	4246	4,574	4,561	3,916	4,903	4,312	4,659	5,124	4,988	55,442
Spanish	238	206	154	144	157	164	170	221	187	207	189	162	2,199
American Sign Language	0	1	1	0	2	2	2	2	1	2	2	3	18
Chinese	1	1	1	1	1	0	1	1	3	0	1	0	11
French	3	1	1	2	0	1	2	1	1	2	2	5	21
German	0	0	0	1	2	1	0	2	2	0	0	0	8
Hebrew	0	1	1	0	0	0	1	1	0	0	0	0	4
Italian	0	0	0	0	0	0	0	2	0	0	1	2	5
Korean	1	1	2	1	1	1	1	0	0	1	2	0	11
Russian	3	3	1	2	3	0	0	0	0	0	2	3	17
Tagalog	2	2	4	2	0	2	3	1	2	2	5	3	28
Vietnamese	0	0	1	0	0	1	0	0	2	1	2	0	7
Undetermined	9	9	9	4	7	4	6	5	6	6	8	5	78
Text	31	49	42	38	30	33	44	41	46	45	54	52	505
Other	14	15	20	8	10	4	9	7	10	9	16	11	133
Declined	75	70	69	86	78	87	57	62	57	73	64	88	866
X-1-1 & Static Calls	413	454	403	392	383	395	1,700	419	349	379	429	393	6,109
No Response	0	0	0	0	1	0	0	0	0	0	0	0	1



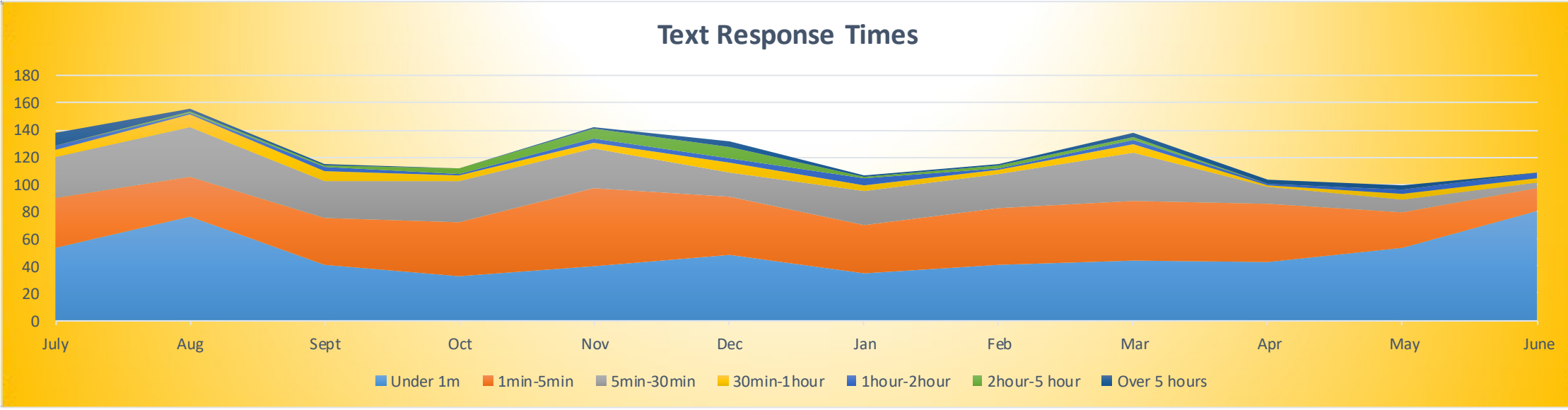
Email Addresses Added													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
	62	85	64	45	2,637	2,490	2,097	2,957	2,456	2,701	2,907	2,703	21,204
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	5,725	5,584	5,162	4,927	5,249	5,256	5,912	5,668	4,978	5,386	5,901	5,715	65,463
City	49	46	40	45	25	47	44	48	38	45	57	46	530
County	78	63	49	48	49	33	26	48	42	39	52	48	575
Friend/Family	906	873	811	766	841	885	682	882	761	845	929	861	10,042
MCH				3	6	6	2	4	2	1	0	0	24
Media	184	173	156	136	157	160	218	210	233	312	351	367	2,657
Not Sure	300	254	241	231	215	225	209	219	194	201	205	166	2,660
Other	862	888	852	830	836	764	805	855	714	786	797	736	9,725
Outreach Event	35	49	22	19	18	17	19	21	22	16	13	20	271
Social Service - Nonprofit Agency	1,295	1,213	1,085	1,129	1,257	1,232	1,048	1,360	1,131	1,229	1,424	1,469	14,872
State of Nevada	521	535	558	421	439	483	455	626	538	521	578	605	6,280
Text	97	87	102	89	94	74	74	62	65	62	72	68	946
United Way	45	41	28	24	26	25	24	38	32	28	20	30	361
Used 2-1-1 before	720	658	615	632	728	725	608	700	693	755	783	697	8,314
Web Search	314	355	298	248	252	281	255	293	262	278	311	327	3,474
X-1-1 & Static Calls	319	349	305	306	306	299	1,443	302	251	268	309	275	4,732
No Input	0	0	0	0	0	0	0	0	0	0	0	0	0



Demographics

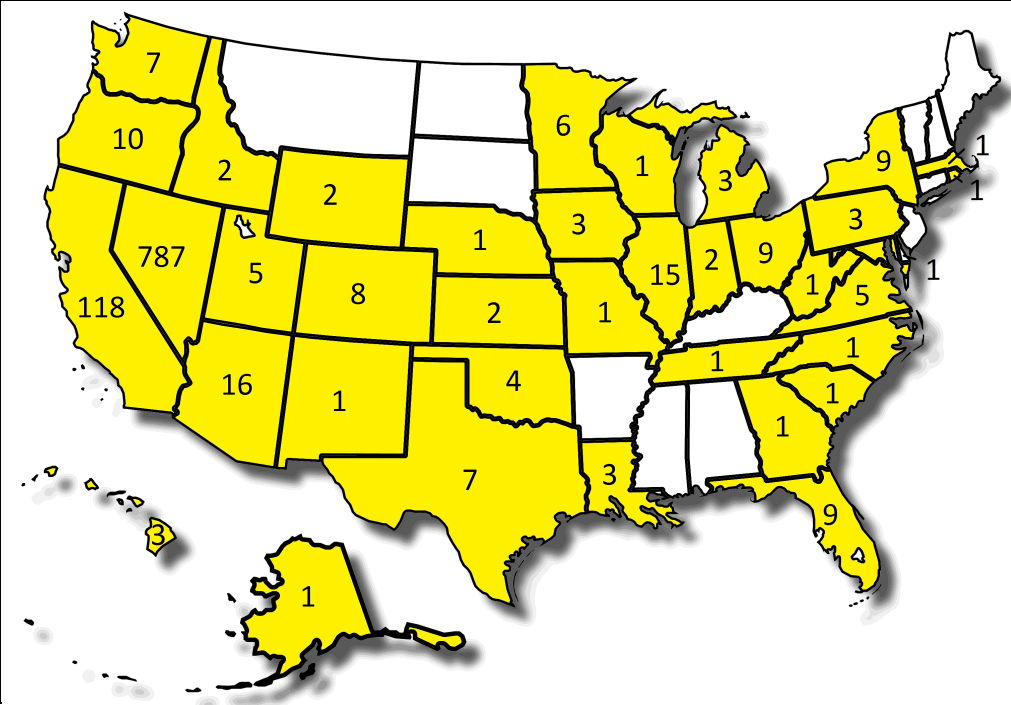
Text Messages

Text Messages													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Unique Texters	82	107	96	88	77	80	87	85	101	77	93	88	1,061
Average texts per conversation	12	10	11	9	11	10	9	11	10	12	11	13	129
Actual Incoming Texts	963	905	627	519	487	491	565	579	649	583	525	606	7,499
Actual Outgoing Texts	2182	2,236	1,803	1,655	2,306	2,343	1,571	1,711	2,026	1,801	2,160	2,182	23,976
Text Response Rates::													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	90	103	75	71	96	91	70	83	88	86	76	76	1,005
6-15 mins	26	27	15	19	18	12	20	20	28	9	6	16	216
6-15 mins	4	9	12	11	11	6	5	5	7	3	4	4	81
31 mins to 1 hour	5	9	8	5	5	7	4	3	7	1	4	4	62
Over 1 hour	15	4	4	5	11	16	8	3	7	4	6	3	86
No Response	274	403	340	344	494	798	544	315	537	448	736	655	5,888



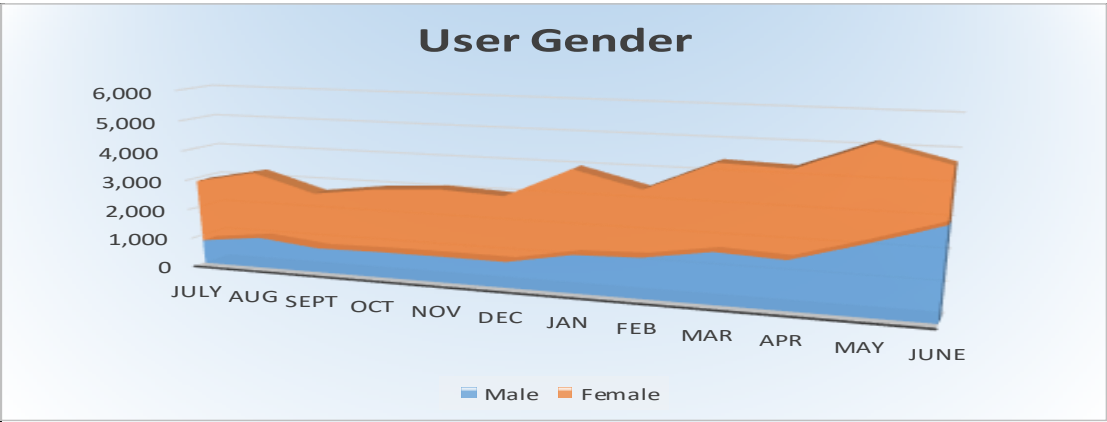
Text Users by State	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
AK Alaska	0	0	1	0	1
AL Alabama	0	0	0	0	0
AR Arkansas	0	0	0	0	0
AZ Arizona	4	3	6	3	16
CA California	33	29	30	26	118
CO Colorado	2	2	1	3	8
CT Connecticut	0	0	0	0	0
DC District of Columbia	0	0	0	0	0
DE Delaware	0	0	0	0	0
FL Florida	3	1	1	4	9
GA Georgia	1	0	0	0	1
HI Hawaii	1	1	0	1	3
IA Iowa	2	1	0	0	3
ID Idaho	0	0	1	1	2
IL Illinois	3	4	5	3	15
IN Indiana	0	0	1	1	2
KS Kansas	0	1	1	0	2
KY Kentucky	0	0	0	0	0
LA Louisiana	2	0	0	1	3
MA Massachusetts	0	0	0	1	1
MD Maryland	0	0	0	1	1
ME Maine	0	0	0	0	0
MI Michigan	1	0	2	0	3
MN Minnesota	1	1	3	1	6
MO Missouri	0	1	0	0	1
MS Mississippi	0	0	0	0	0
MT Montana	0	0			0
NC North Carolina	1	0	0	0	1
NE Nebraska	0	0	1	0	1
NH New Hampshire	0	0	0	0	0
NJ New Jersey	0	0	0	0	0
NM New Mexico	0	0	0	1	1
NV Nevada	214	182	199	192	787

Text Users by State	Qtr 1	Qtr 2	Qtr 3	Qtr 4	YTD
NY New York	0	4	3	2	9
ND North Dakota					0
OH Ohio	0	4	2	3	9
OK Oklahoma	0	0	0	4	4
OR Oregon	3	5	2	0	10
PA Pennsylvania	0	1	1	1	3
SD South Dakota					0
SC South Carolina	0	0	1	0	1
TN Tennessee	1	0	0	0	1
TX Texas	1	1	2	3	7
UT Utah	1	1	1	2	5
VA Virginia	2	1	1	1	5
VT Vermont	0	0	0	0	0
WA Washington	2	2	2	1	7
WI Wisconsin	1	0	0	0	1
WV West Virginia	0	0	1	0	1
WY Wyoming	0	1	0	1	2



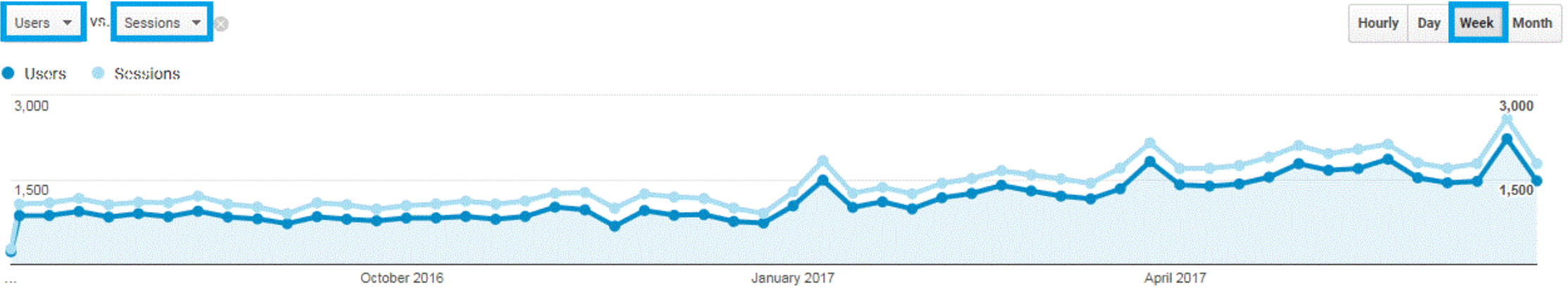
Text Messages

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	3,218	3,438	2,855	2,969	3,166	2,962	4,404	4,228	5,395	5,166	6,935	6,364	51,100
Returning Visitors	1,500	1,634	1,466	1,659	1,938	1,793	1,950	1,663	2,229	2,118	2,213	2,211	22,374
Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	580	544	419	456	455	376	524	488	564	596	702	669	6,373
25-34	781	1,035	819	929	992	961	1,129	928	1,213	1,199	1,613	1,277	12,876
35-44	633	717	612	708	739	718	982	729	1,056	1,080	1,244	978	10,196
45-54	414	476	416	441	445	483	627	660	686	689	847	673	6,857
55-64	256	288	263	267	282	336	470	434	567	487	467	588	4,705
65+	73	107	96	115	111	91	183	153	187	178	202	349	1,845
Age Distribution New Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	364	339	255	277	268	265	363	345	371	366	523	472	4,208
25-34	464	573	474	482	564	512	678	620	790	790	1,128	811	7,886
35-44	369	443	376	426	418	401	578	487	641	658	858	635	6,290
45-54	357	313	271	272	260	263	432	370	430	420	545	457	4,390
55-64	175	189	151	172	172	178	332	304	338	338	523	388	3,260
65+	54	79	77	85	80	69	140	114	139	144	163	276	1,420
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	808	1,045	831	869	874	864	1,261	1,339	1,685	1,593	2,249	2,954	16,372
Female	2,083	2,246	1,881	2,110	2,233	2,152	2,733	2,146	2,729	2,750	2,940	1,719	27,722



Website

Access by Domain Name													
Number of Hits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
211nevada.communityos.org	1150768	1105940	961034	971398	905582	912793	893290	788369	968414	966467	862130	921422	11407607
211nevadadisaster.communityos.org	7536	12021	12892	15406	13028	8880	6070	8160	5600	3252	5400	1883	100128
211nevada-provider.communityos.org	7022	11240	12520	15230	12881	8880	6011	8160	5600	3252	5400	1883	98079
211nevada-public.communityos.org	6960	11240	12520	15230	12881	8880	5900	8160	5600	3252	5400	1904	97927
Visits duration													
Number of Visits	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0s-30s	7451	6848	5702	6030	5338	5397	5696	4916	5731	6045	4841	5073	69068
30s-2mn	1219	1137	987	1044	923	96	979	857	1087	1026	986	1039	11380
2mn-5mn	843	818	646	720	696	683	750	649	822	807	703	781	8918
5mn-15mn	703	787	684	650	656	650	686	571	747	829	706	729	8398
15mn-30mn	325	313	280	322	286	313	328	269	334	303	260	327	3660
30mn-1h	327	273	216	250	252	246	237	181	261	282	222	254	3001
1h+	133	126	112	108	137	109	95	102	112	119	106	122	1381
Unknown	6	12	8	27	16	8	13	10	12	14	11	17	154



Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	4,718	5,072	4,321	4,628	5,104	4,755	6,354	5,891	7,622	7,284	9,148	8,575	73,472
Users	3,499	3,738	3,131	3,263	3,488	3,295	4,774	4,583	5,776	5,610	7,385	6,782	9,910
Page Views	15,253	15,995	14,784	16,474	18,968	15,698	19,387	17,768	22,541	21,641	24,992	26,443	229,944
Pages per Session	3.23	3.15	3.42	3.56	3.72	3.30	3.05	3.02	2.96	2.97	2.73	3.08	3.40
Avg. Session Duration	2:58	2:51	3:18	3:27	3:59	3:13	2:55	2:32	2:35	2:41	2:17	2:23	3:18
Bounce Rate	40.61%	39.53%	37.01%	39.15%	36.79%	38.80%	40.73%	43.69%	44.15%	41.46%	40.50%	41.88%	38.66%
New Sessions	68.14%	67.65%	65.98%	64.04%	61.93%	62.19%	69.28%	71.70%	70.64%	70.84%	75.68%	74.15%	64.96%

Web Sessions By State													
Region	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Region	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration
Nevada	51,477	66.86%	34,418	38.78%	3.14	173.84	New Jersey	108	91.67%	99	68.52%	2.04	82.75
California	10,421	69.95%	7,290	42.63%	3.65	214.67	Tennessee	92	73.91%	68	39.13%	3.49	277.32
Texas	1,597	81.15%	1,296	37.07%	2.84	126.44	Kentucky	87	63.22%	55	36.78%	2.78	108.82
Virginia	848	91.98%	780	24.76%	2.56	46.65	Maryland	82	89.02%	73	45.12%	2.93	103.02
Arizona	693	75.04%	520	42.14%	2.99	188.71	New Mexico	81	80.25%	65	43.21%	3.09	208.75
New York	602	83.55%	503	65.61%	2.04	80.45	Idaho	69	95.65%	66	55.07%	3.23	171.33
Illinois	483	73.71%	356	39.13%	3.24	203.43	South Carolina	61	80.33%	49	55.74%	2.43	66.51
Washington	479	87.06%	417	50.73%	2.53	139.05	Hawaii	48	70.83%	34	52.08%	3.00	156.27
Minnesota	453	56.29%	255	32.23%	3.33	164.70	Iowa	48	87.50%	42	58.33%	2.04	99.52
Colorado	392	54.85%	215	37.50%	2.76	136.71	Louisiana	47	87.23%	41	48.94%	3.02	126.43
Florida	327	84.71%	277	50.15%	2.34	98.75	Oklahoma	42	71.43%	30	47.62%	2.64	146.62
Utah	286	85.31%	244	46.15%	3.00	122.15	Kansas	41	90.24%	37	56.10%	2.10	64.49
Wisconsin	284	65.85%	187	43.66%	4.15	303.44	Montana	36	91.67%	33	52.78%	2.17	218.28
District of Columbia	269	86.62%	233	36.43%	2.36	65.61	Alabama	32	84.38%	27	46.88%	2.56	116.75
Pennsylvania	252	95.24%	240	35.32%	2.41	43.82	Arkansas	23	95.65%	22	65.22%	2.00	64.91
Oregon	194	82.99%	161	44.85%	2.78	126.38	Alaska	20	80.00%	16	30.00%	2.70	105.85
Georgia	176	89.77%	158	47.16%	2.66	143.27	Maine	18	72.22%	13	33.33%	3.33	70.89
Connecticut	171	73.68%	126	26.90%	3.43	211.27	Wyoming	17	88.24%	15	41.18%	2.59	89.59
North Carolina	161	87.58%	141	52.80%	2.39	110.43	Mississippi	16	81.25%	13	62.50%	2.38	134.00
(not set)	158	94.30%	149	82.91%	1.34	18.85	Rhode Island	15	66.67%	10	60.00%	2.33	61.27
Nebraska	158	39.87%	63	33.54%	3.21	237.54	West Virginia	13	84.62%	11	69.23%	1.85	189.54
Missouri	127	83.46%	106	55.12%	3.07	132.15	New Hampshire	12	83.33%	10	33.33%	3.25	220.83
Ohio	127	83.46%	106	52.76%	2.39	110.98	Delaware	9	88.89%	8	55.56%	2.44	27.56
Michigan	126	85.71%	108	55.56%	2.31	80.97	Vermont	8	75.00%	6	0.00%	6.88	214.50
Indiana	119	72.27%	86	50.42%	3.39	219.96	North Dakota	6	100.00%	6	33.33%	2.67	63.83
Massachusetts	114	87.72%	100	66.67%	2.12	135.25	South Dakota	6	100.00%	6	50.00%	2.17	65.50
								71,531	69.05%	49390	39.94%	3.17	174.04

