



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:

3,331 Services

1,967 Programs

957 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 ----- 29,631

In Qtr1 FY2018, a total of 29,631 calls were answered on the 2-1-1 help-line.



Website ----- 18,154

In Qtr1 FY2018, a total of 18,154 people searched the web.



Text ----- 387

In Qtr1 FY2018, a total of 387 people texted for support.

Nevada 2-1-1 is operated by the Financial Guidance Center



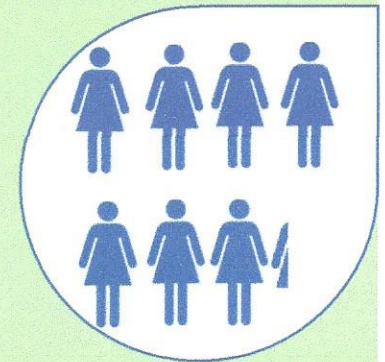


Nevada's Resource to Ensure People are Connected to the Services they Need

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 July 1, 2017 and September 30, 2017.

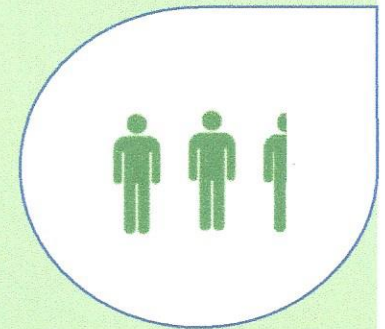
The majority of individuals calling Nevada 2-1-1 are women between the ages of 30-39.

Gender



72%

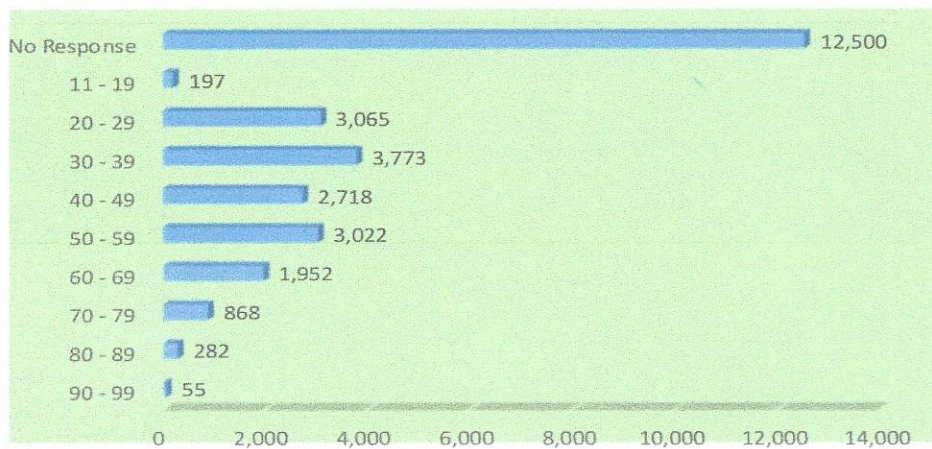
14,323 Clients Identified as Female



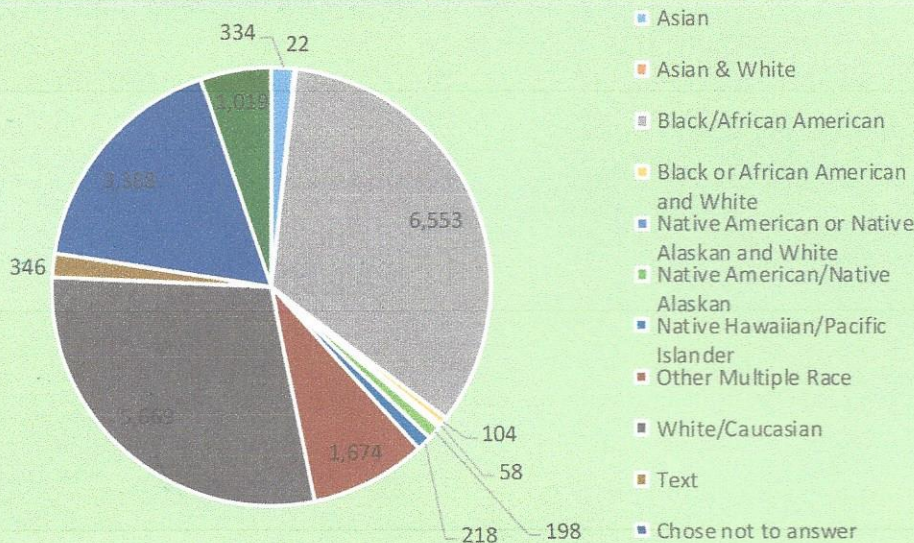
24%

4,916 Clients Identified as Male

Age



Race



Nevada 2-1-1 is operated by the Financial Guidance Center





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

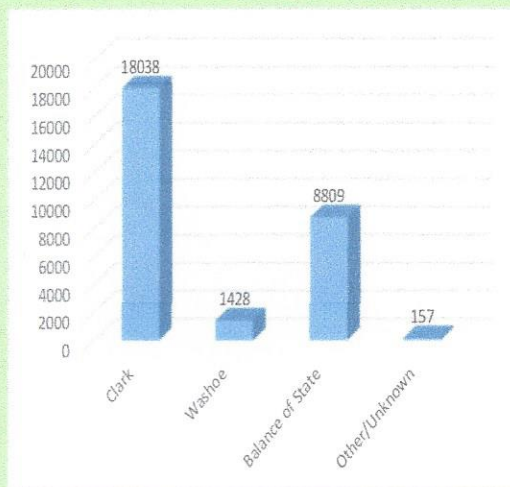
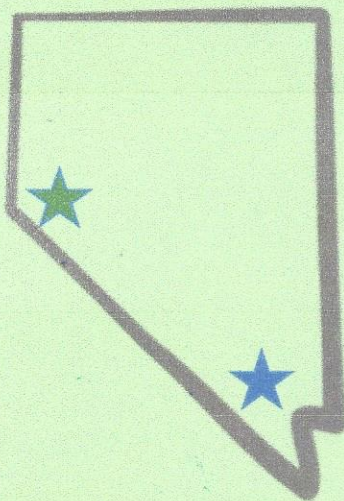
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

Top 5 Needs



Where People Need Help Most



Top 5 Zip Codes

5.3%	89101	Clark County
5.0%	89121	Clark County
4.4%	89115	Clark County
4.4%	89108	Clark County
3.9%	89119	Clark County



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

Comprehensive List of Client Needs

Housing/Shelter	11,073	31.39%
Utilities	5,082	14.41%
Food	4,005	11.35%
Individual and Family Support Services	1,548	4.39%
Transportation	1,257	3.56%
Material Goods	1,151	3.26%
Employment	1,140	3.23%
Public Assistance Programs	1,126	3.19%
Consumer Regulation	954	2.70%
Legal Services	937	2.66%
Health Supportive Services	836	2.37%
Mental Health Assessment and Treatment	710	2.01%
Educational Support Services	516	1.46%
Outpatient Health Facilities	467	1.32%
Legal Assistance Modalities	360	1.02%
Substance Use Disorder Services	348	0.99%
Specialty Medicine	339	0.96%
Leisure Activities/Recreation	240	0.68%
Specialized Treatment and Prevention	231	0.65%
Social Insurance Programs	231	0.65%
Domestic Animal Services	199	0.56%
Information Services	191	0.54%
Courts	187	0.53%
Mental Health Care Facilities	186	0.53%
Educational Institutions/Schools	150	0.43%
Consumer Assistance and Protection	142	0.40%
Community Groups and Government/Administrative Offices	129	0.37%
Human Reproduction	111	0.31%
Donor Services	105	0.30%
Disaster Services	95	0.27%
Inpatient Health Facilities	81	0.23%
Mutual Support	81	0.23%
Military Personnel/Contractors	75	0.21%
Law Enforcement Services	74	0.21%
Criminal Correctional System	72	0.20%
Law Enforcement Agencies	70	0.20%
Community Planning and Public Works	70	0.20%
Money Management	62	0.18%

Nevada 2-1-1 is operated by the Financial Guidance Center





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

Comprehensive List of Client Needs

Health Screening/Diagnostic Services	62	0.18%
Rehabilitation/Habilitation Services	61	0.17%
Community Facilities/Centers	58	0.16%
Educational Programs	49	0.14%
Community Economic Development and Finance	47	0.13%
Public Safety	33	0.09%
Counseling Approaches	33	0.09%
Disabilities and Health Conditions	33	0.09%
Mental Health Support Services	30	0.09%
Volunteer Opportunities	29	0.08%
Tax Organizations and Services	28	0.08%
Judicial Services	24	0.07%
Emergency Medical Care	23	0.07%
Death Certification/Burial Arrangements	22	0.06%
Social Development and Enrichment	21	0.06%
Topical Identifiers/Issues	21	0.06%
Public Health	17	0.05%
Temporary Financial Assistance	15	0.04%
Volunteer Development	15	0.04%
Environmental Protection and Improvement	9	0.03%
Families and Individuals Needing Support	8	0.02%
Organizational Development and Management Services	2	0.01%
Counseling Settings	1	0.00%
Military Service	1	0.00%
Political Organization and Participation	1	0.00%