



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:

3,462 Programs

2,014 Sites

984 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 ----- 23,740

In Qtr3 FY2017/18, a total of 23,740 calls were answered on the 2-1-1 help-line.



Website ----- 21,366

In Qtr3 FY2017/18, a total of 21,366 people searched the web.



Text ----- 475

In Qtr3 FY2017/18, a total of 475 people texted for support.

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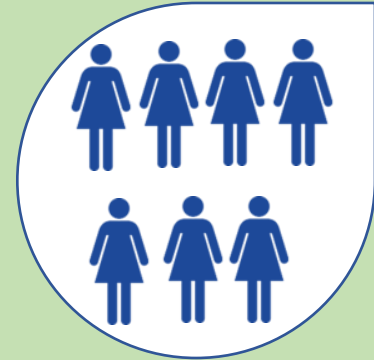


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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between January 1, 2017 and March 31, 2017.

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

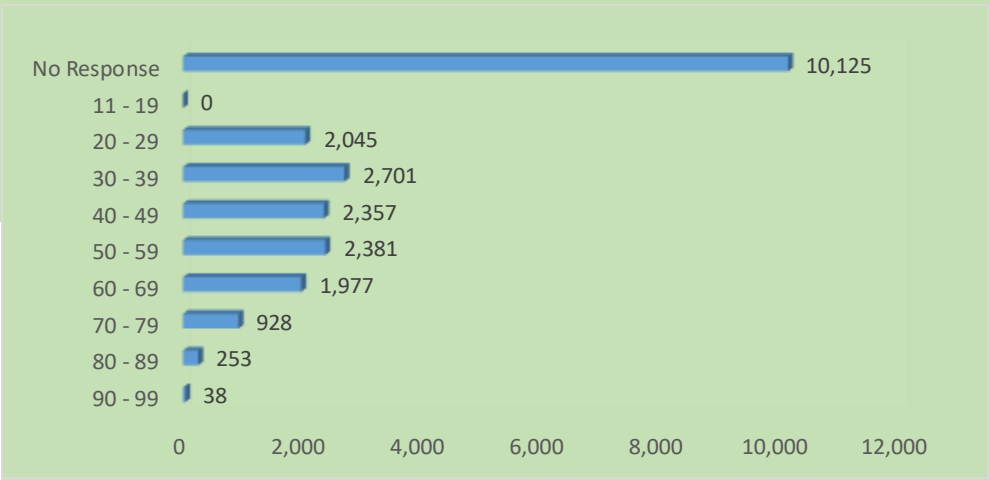
Gender



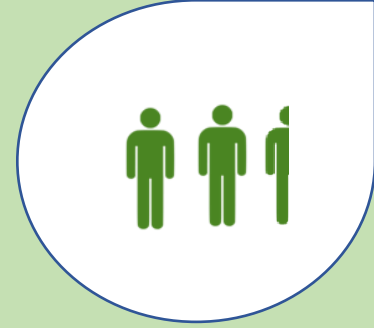
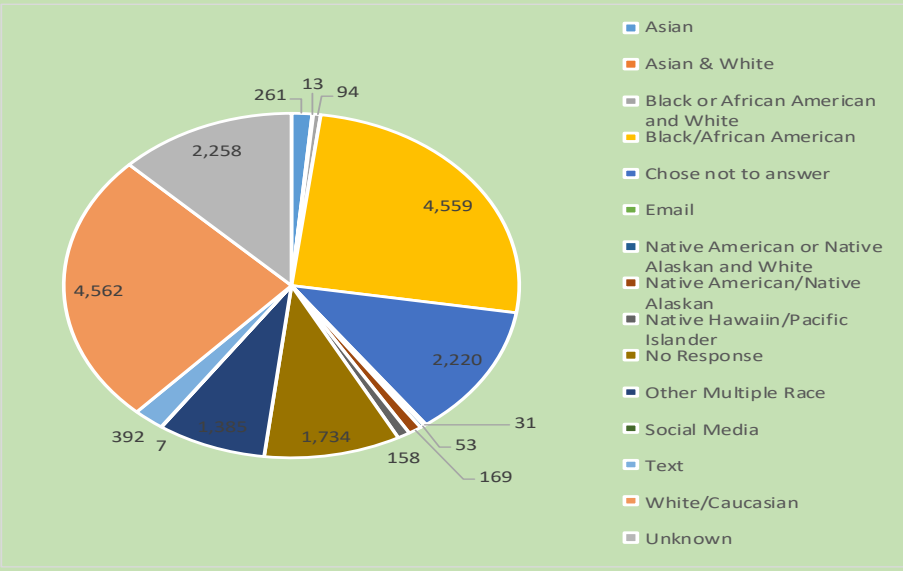
70%

11,491 Clients Identified as Female

Age



Race



26%

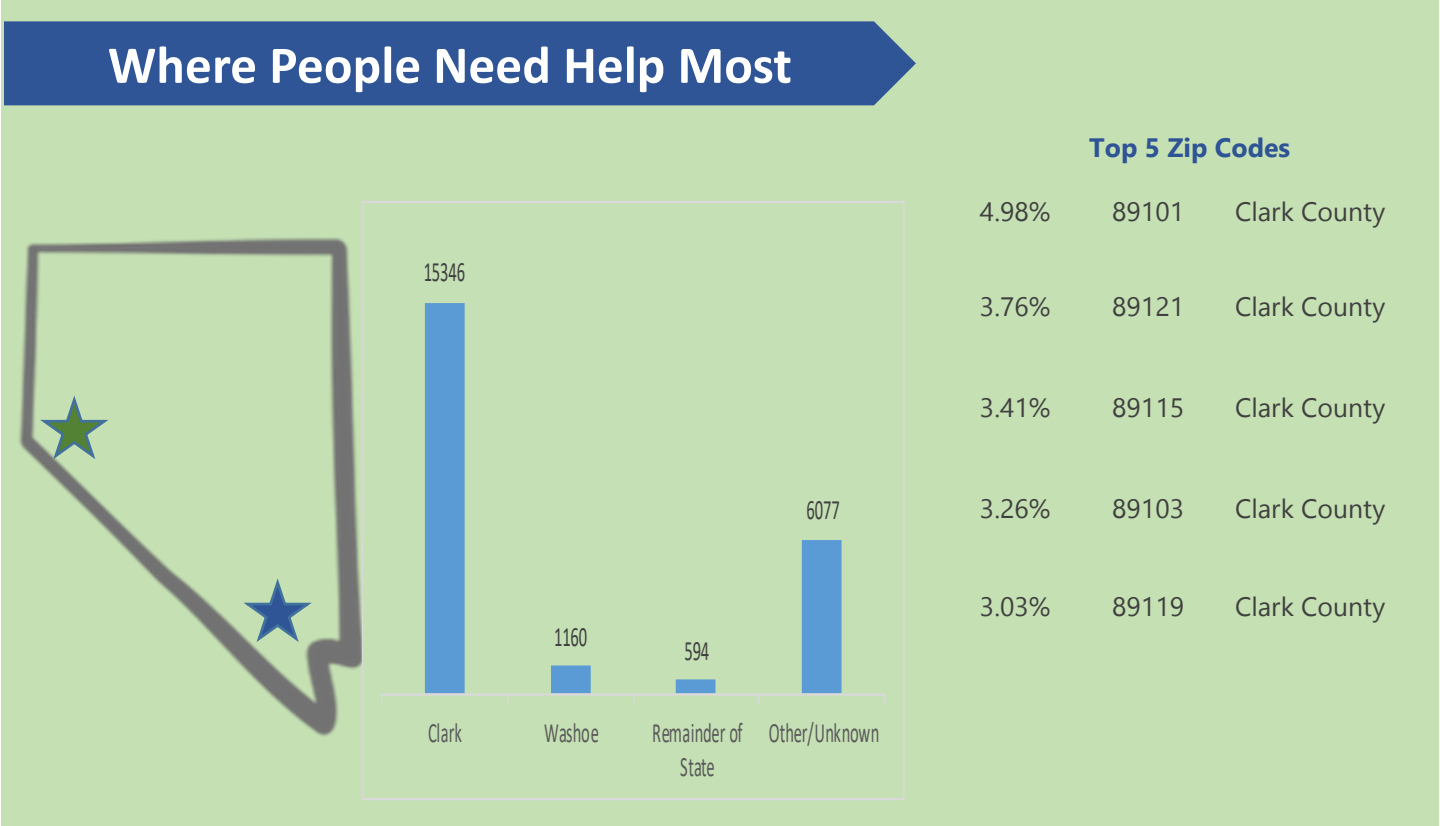
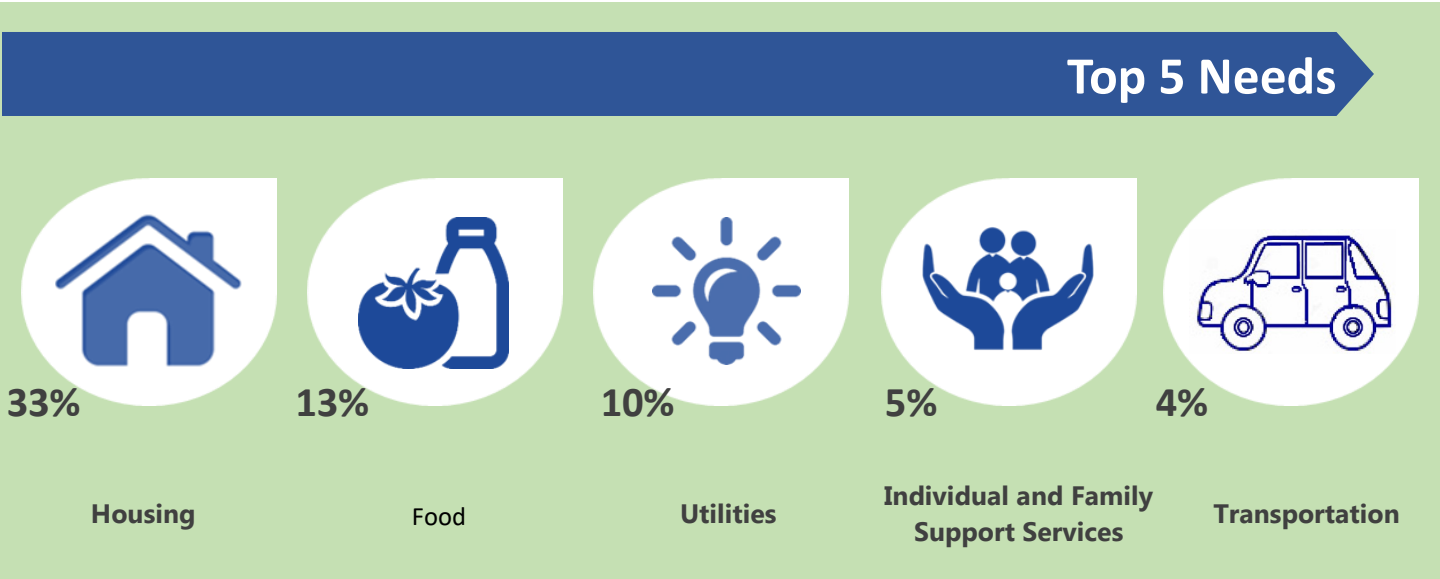
4,302 Clients Identified as Male

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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	10,578	33.77%
Food	4,021	12.84%
Utilities	3,113	9.94%
Individual and Family Support Services	1,443	4.61%
Transportation	1,186	3.79%
Public Assistance Programs	1,071	3.42%
Employment	1,052	3.36%
Legal Services	852	2.72%
Material Goods	827	2.64%
Health Supportive Services	781	2.49%
Mental Health Assessment and Treatment	781	2.49%
Consumer Regulation	676	2.16%
Tax Organizations and Services	558	1.78%
Outpatient Health Facilities	453	1.45%
Substance Use Disorder Services	325	1.04%
Legal Assistance Modalities	316	1.01%
Specialty Medicine	314	1.00%
Social Insurance Programs	241	0.77%
Mental Health Care Facilities	229	0.73%
Domestic Animal Services	220	0.70%
Information Services	160	0.51%
Consumer Assistance and Protection	143	0.46%
Human Reproduction	135	0.43%
Courts	106	0.34%
Specialized Treatment and Prevention	105	0.34%
Community Groups and Government/Administrative Offices	98	0.31%
Mutual Support	96	0.31%
Military Personnel/Contractors	96	0.31%
Educational Institutions/Schools	89	0.28%
Law Enforcement Agencies	79	0.25%
Rehabilitation/Habilitation Services	76	0.24%

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Community Planning and Public Works	76	0.24%
Health Screening/Diagnostic Services	73	0.23%
Inpatient Health Facilities	68	0.22%
Disabilities and Health Conditions	63	0.20%
Law Enforcement Services	61	0.19%
Criminal Correctional System	56	0.18%
Community Economic Development and Finance	56	0.18%
Money Management	54	0.17%
Leisure Activities/Recreation	54	0.17%
Topical Identifiers/Issues	47	0.15%
Volunteer Opportunities	46	0.15%
Community Facilities/Centers	39	0.12%
Educational Programs	35	0.11%
Volunteer Development	34	0.11%
Educational Support Services	33	0.11%
Families and Individuals Needing Support	32	0.10%
Public Safety	31	0.10%
Judicial Services	29	0.09%
Disaster Services	29	0.09%
Donor Services	24	0.08%
Emergency Medical Care	22	0.07%
Death Certification/Burial Arrangements	22	0.07%
Public Health	21	0.07%
Temporary Financial Assistance	21	0.07%
Counseling Approaches	20	0.06%
Mental Health Support Services	19	0.06%
Social Development and Enrichment	14	0.04%
Basic Needs	8	0.03%
Political Organization and Participation	8	0.03%
Occupational/Professional Associations	5	0.02%
Military Service	3	0.01%
Organizational Development and Management Services	3	0.01%

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