



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:

3,652 Programs

2,110 Sites

1,036 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 ----- 30,584**

In Qtr1 FY2018/19, a total of 30,584 calls were answered on the 2-1-1 help-line.



**Website ----- 33,848**

In Qtr1 FY2018/19, a total of 33,848 people searched the web.



**Text ----- 598**

In Qtr1 FY2018/19, a total of 598 people texted for support.

Nevada 2-1-1 is operated by the Money Management International





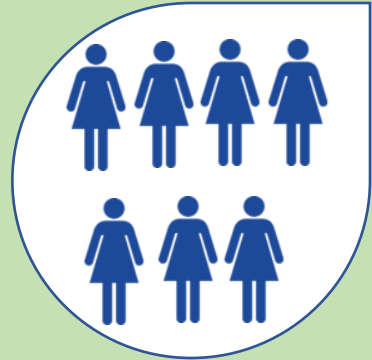
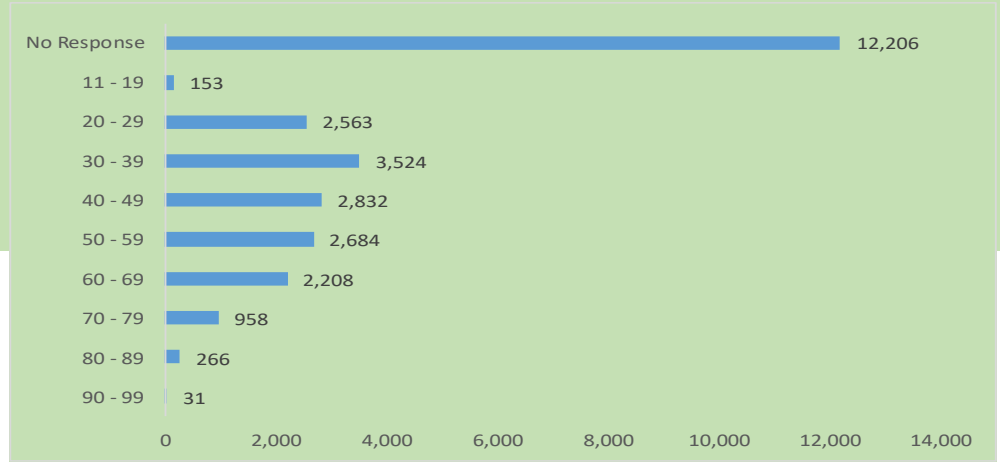
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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between July 1, 2018 and September 30, 2018.

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

**Gender**

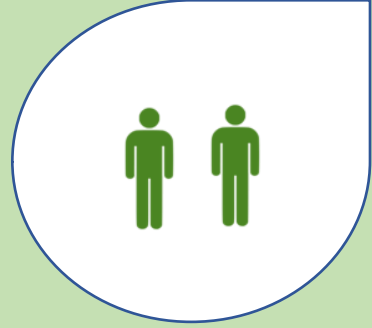
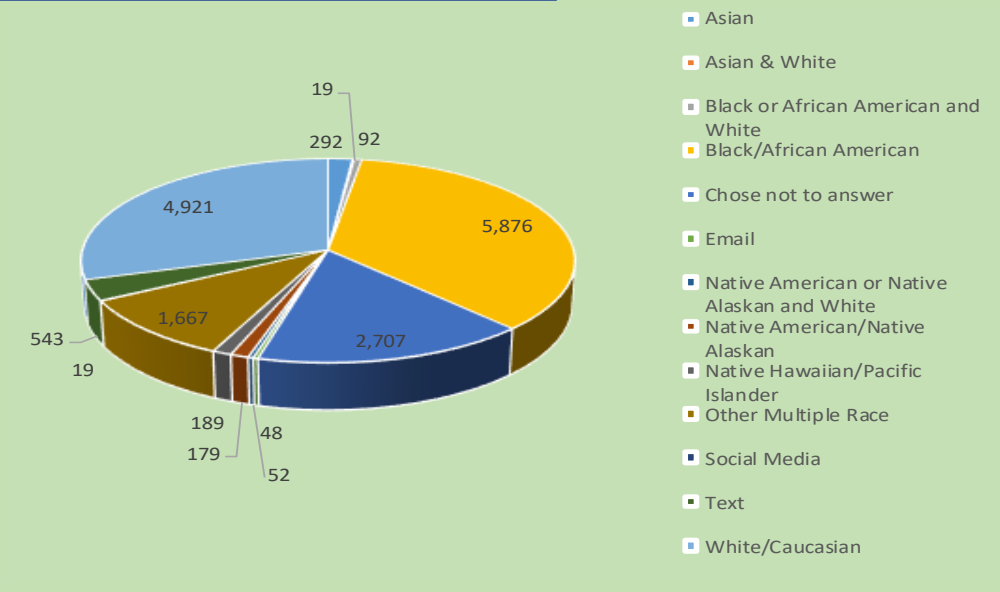
**Age**



71

13,447 Clients Identified as Female

**Race**



24

4,555 Clients Identified as Male

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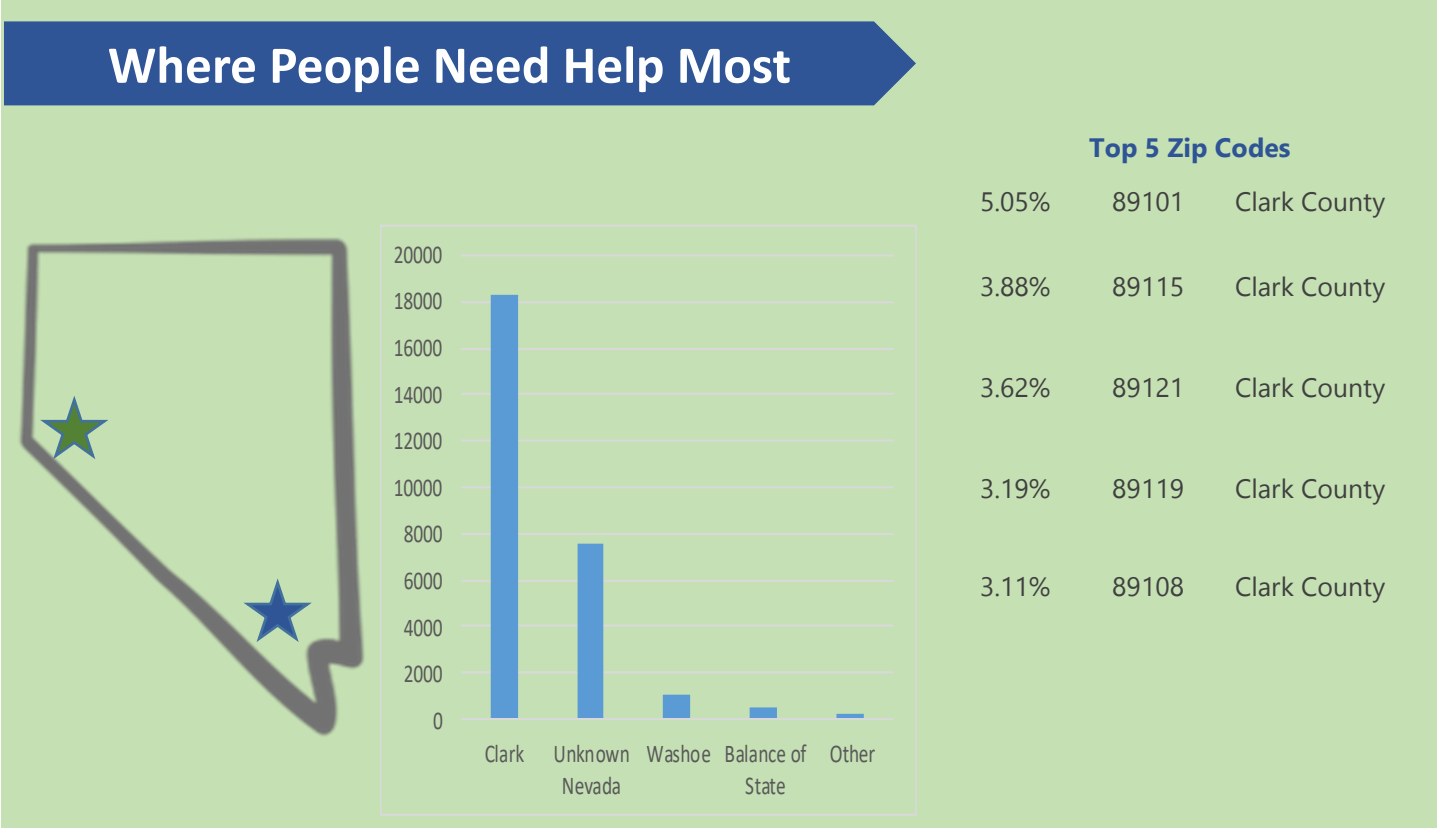
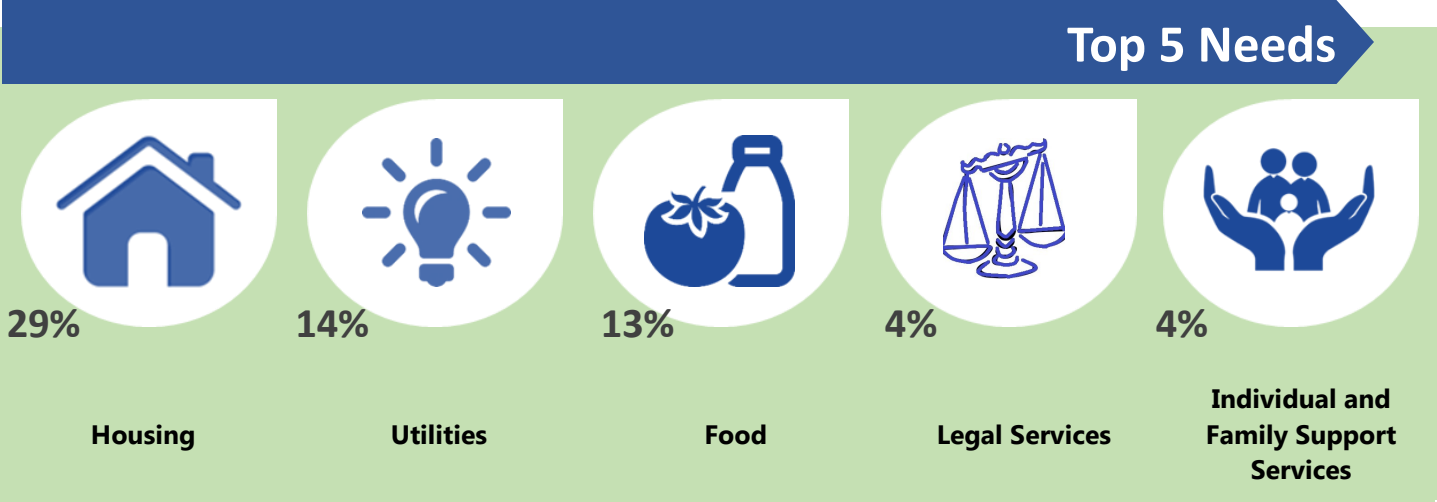




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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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



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

**Comprehensive List of Client Needs**

Housing/Shelter	10,183	29.47%
Utilities	4,982	14.42%
Food	4,734	13.70%
Legal Services	1,406	4.07%
Individual and Family Support Services	1,397	4.04%
Employment	1,253	3.63%
Transportation	1,236	3.58%
Mental Health Assessment and Treatment	1,080	3.13%
Public Assistance Programs	993	2.87%
Material Goods	986	2.85%
Health Supportive Services	761	2.20%
Community Facilities/Centers	737	2.13%
Consumer Regulation	504	1.46%
Outpatient Health Facilities	432	1.25%
Substance Use Disorder Services	422	1.22%
Educational Support Services	360	1.04%
Specialty Medicine	287	0.83%
Social Insurance Programs	241	0.70%
Domestic Animal Services	233	0.67%
Mental Health Care Facilities	196	0.57%
Specialized Treatment and Prevention	157	0.45%
Legal Assistance Modalities	156	0.45%
Disaster Services	145	0.42%
Information Services	143	0.41%
Consumer Assistance and Protection	142	0.41%
Courts	124	0.36%
Human Reproduction	115	0.33%
Educational Institutions/Schools	112	0.32%
Criminal Correctional System	95	0.27%
Leisure Activities/Recreation	93	0.27%
Inpatient Health Facilities	77	0.22%

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**Comprehensive List of Client Needs**

Health Screening/Diagnostic Services	74	0.21%
Law Enforcement Services	71	0.21%
Money Management	57	0.16%
Mutual Support	54	0.16%
Community Groups and Government/Administrative Offices	52	0.15%
Law Enforcement Agencies	45	0.13%
Community Economic Development and Finance	45	0.13%
Educational Programs	43	0.12%
Rehabilitation/Habilitation Services	41	0.12%
Death Certification/Burial Arrangements	40	0.12%
Counseling Approaches	37	0.11%
Community Planning and Public Works	35	0.10%
Tax Organizations and Services	28	0.08%
Judicial Services	23	0.07%
Mental Health Support Services	22	0.06%
Emergency Medical Care	21	0.06%
Donor Services	19	0.05%
Volunteer Development	18	0.05%
Political Organization and Participation	15	0.04%
Public Safety	11	0.03%
Public Health	8	0.02%
Social Development and Enrichment	7	0.02%
Volunteer Opportunities	7	0.02%
Environmental Protection and Improvement	2	0.01%
Temporary Financial Assistance	1	0.00%

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