



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:

3,715 Programs

2,132 Sites

1,052 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 ----- 18,329

In Qtr3 FY2019, a total of 18,329 calls were answered on the 2-1-1 help-line.



Website ----- 24,864

In Qtr3 FY2019, a total of 24,864 people searched the web.



Text ----- 594

In Qtr3 FY2019, a total of 594 people texted for support.



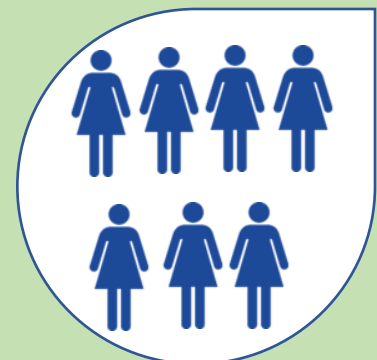
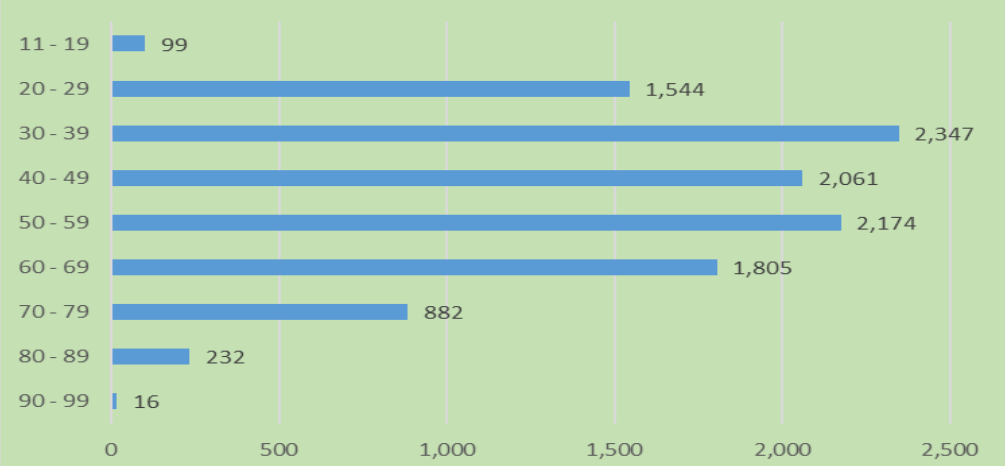


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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between January 1, 2019 and March 31, 2019.

Gender

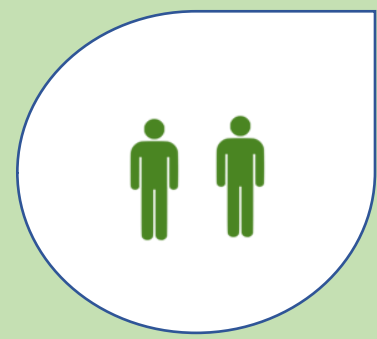
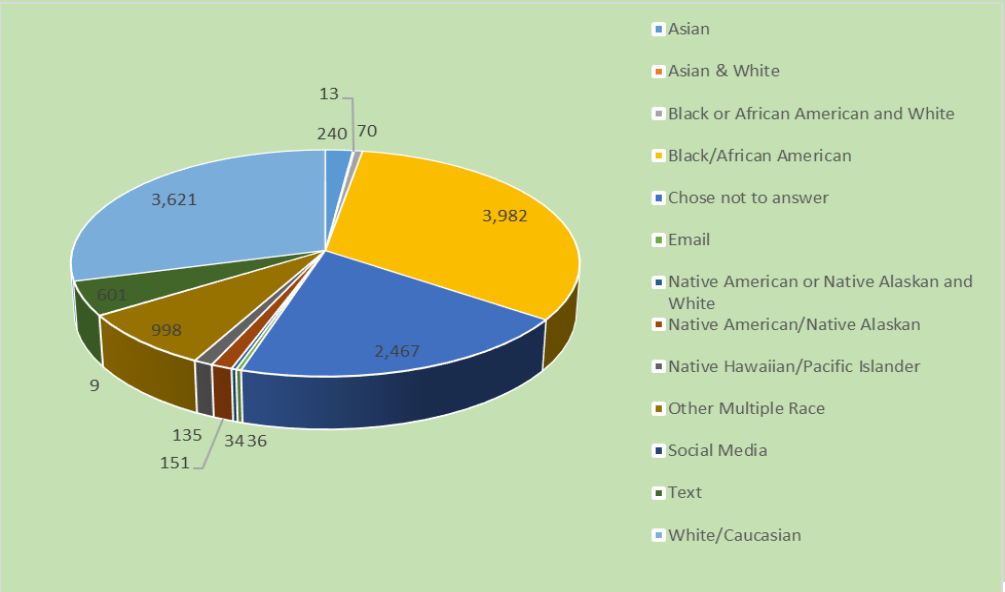
Age



68%

10,038 Clients Identified as Female

Race



27%

3,934 Clients Identified as Male

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



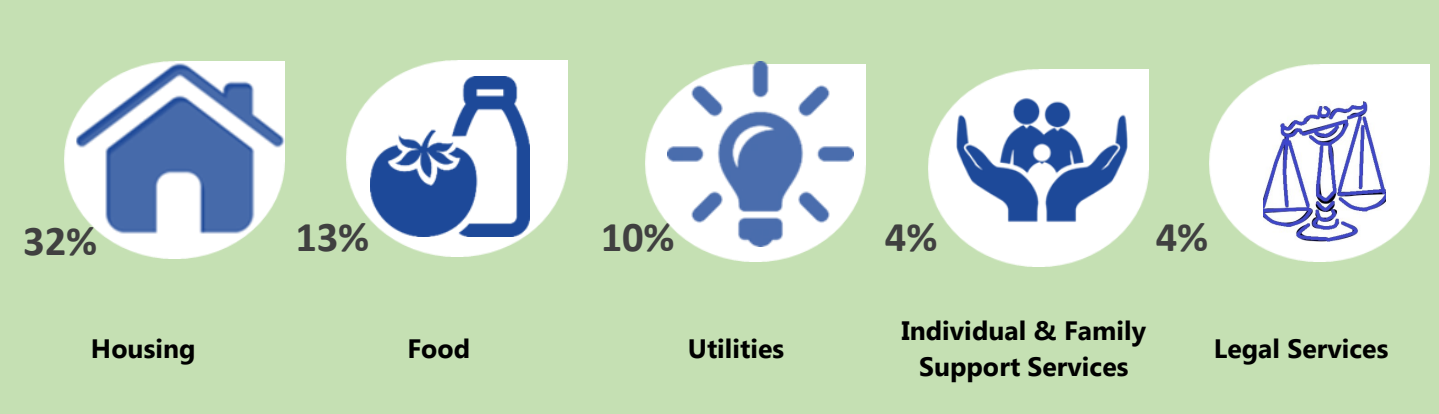


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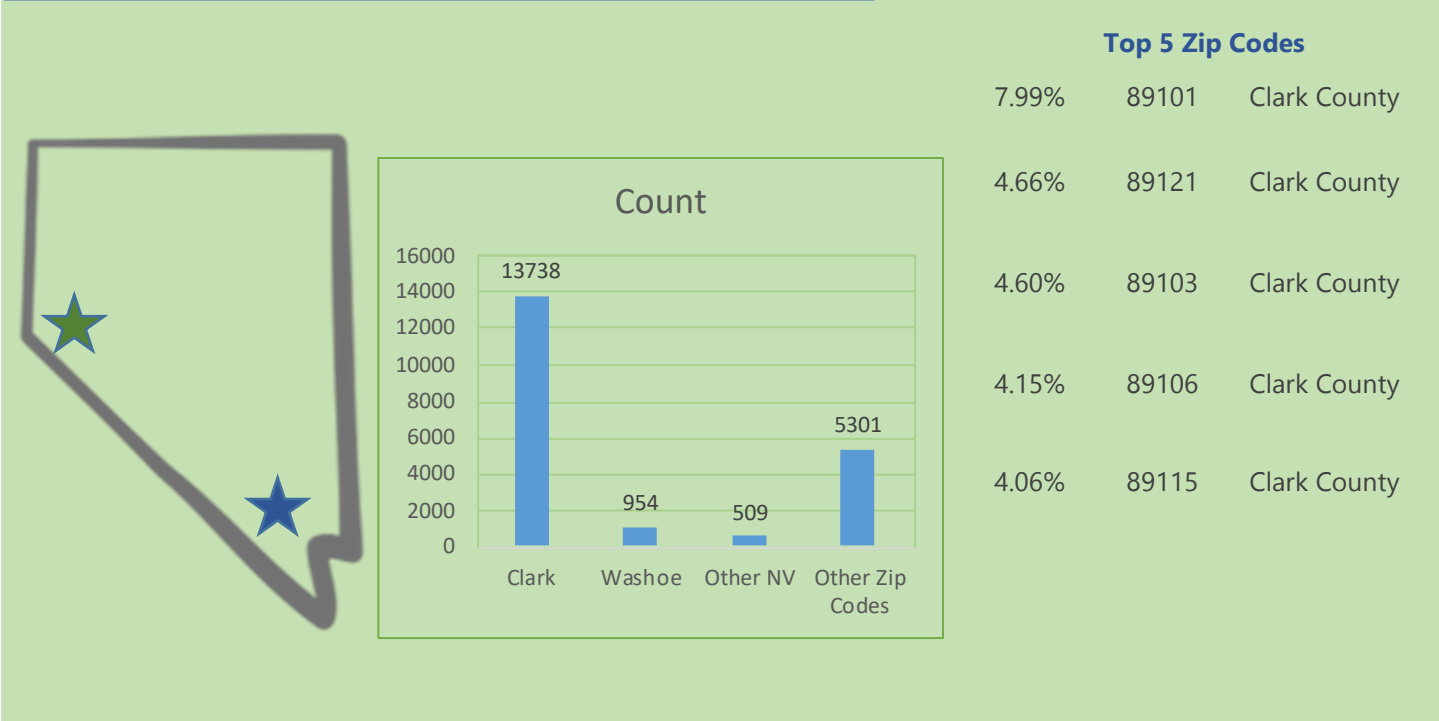
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

Top 5 Needs



Where People Need Help Most



Top 5 Zip Codes

7.99%	89101	Clark County
4.66%	89121	Clark County
4.60%	89103	Clark County
4.15%	89106	Clark County
4.06%	89115	Clark County

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Comprehensive List of Client Needs

B Basic Needs	16037	57.89%
<i>Top 5 Basic Needs:</i>		
<i>Housing</i>	8899	55.43%
<i>Food</i>	3660	22.82%
<i>Utilities</i>	2891	18.03%
<i>Transportation</i>	960	5.99%
<i>Material Goods</i>	675	4.21%
D Consumer Services	929	3.35%
F Criminal Justice and Legal Services	1388	5.01%
H Education	246	0.89%
J Environment and Public Health/Safety	67	0.24%
L Health Care	1922	6.94%
N Income Support and Employment	1701	6.14%
P Individual and Family Life	2130	7.69%
R Mental Health and Substance Use Disorder Services	1856	6.70%
T Organizational/Community/International Services	924	3.34%
Y Target Populations	501	1.81%

