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.

### 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.

### Services Provided

- **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.

Money Management International is operated by the Money Management International.
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**

- 68% Female
- 27% Male

**Race**

- 3,982 Asian
- 2,467 Asian & White
- 1,356 Black or African American
- 70 Black/African American
- 240 Choos not to answer
- 200 Email
- 151 Native American or Native Alaskan
- 135 Native American/Native Alaskan
- 130 Native Hawaiian/Pacific Islander
- 70 Other Multiple Race
- 20 Social Media
- 9 Text
- 9 White/Caucasian

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

- **Housing**: 32%
- **Food**: 13%
- **Utilities**: 10%
- **Individual & Family Support Services**: 4%
- **Legal Services**: 4%

### 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
### Comprehensive List of Client Needs

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