

Quarterly Service Report

April 1, 2019 - June 30, 2019



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:

3,799 Programs

2,179 Sites

1,084 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 ----- 24,046

In Qtr4 FY2019, a total of 24,046 calls were answered on the 2-1-1 help-line.



Website ----- 40,148

In Qtr4 FY2019, a total of 40,148 people searched the web.



Text ----- 681

In Qtr4 FY2019, a total of 681 people texted for support.

Nevada 2-1-1 is administered by Money Management International



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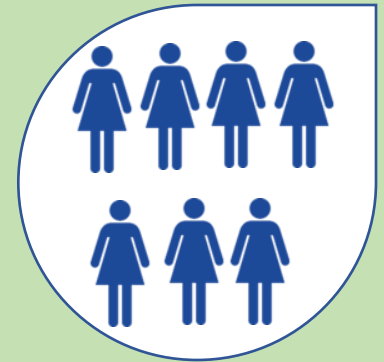
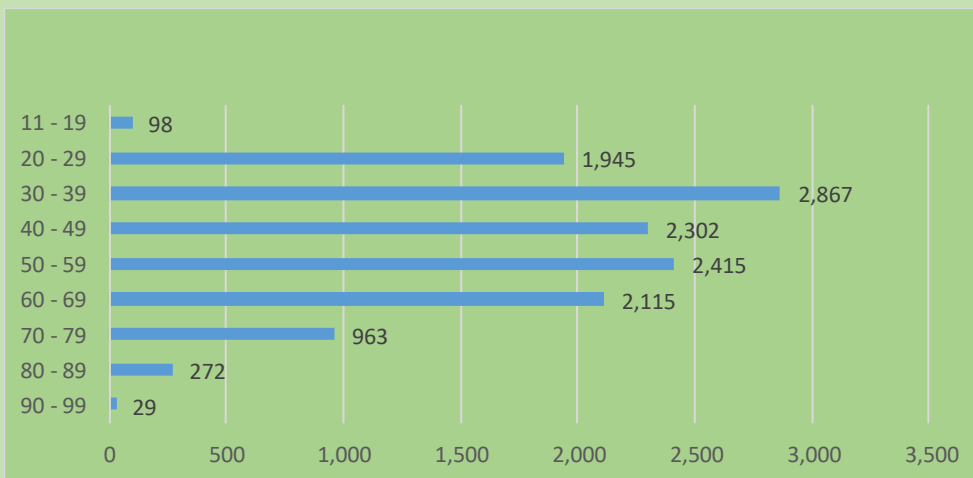


Nevada's Resource to Ensure People are Connected to the Services they Need

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 April 1, 2019 and June 30, 2019.

Gender

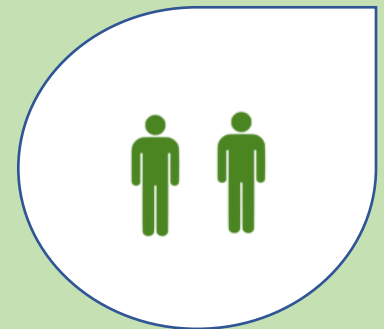
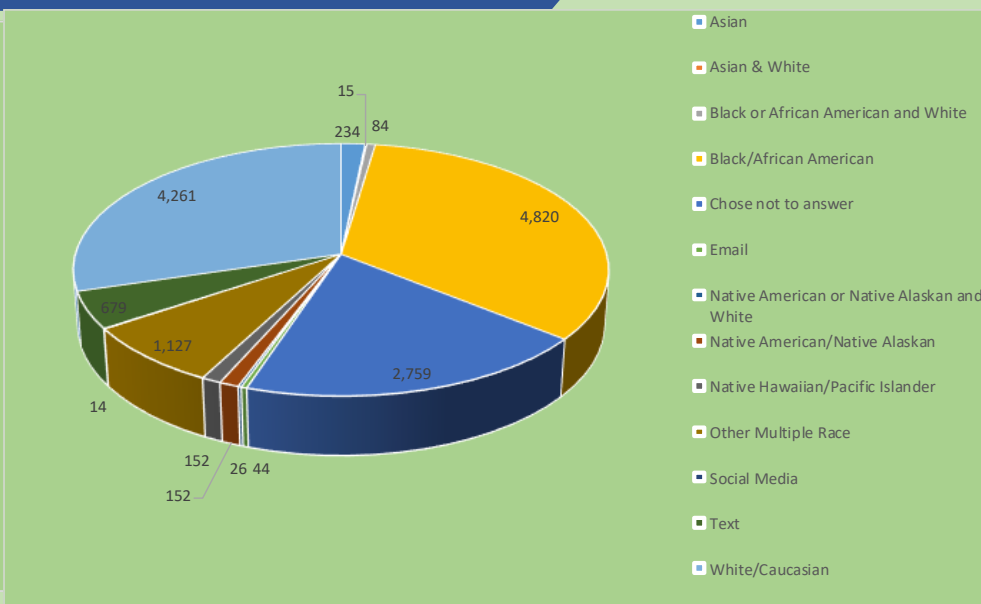
Age



69%

12,308 Clients Identified as Female

Race



26%

4,564 Clients Identified as Male

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Nevada



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



32%

Housing



12%

Food



9%

Utilities



5%

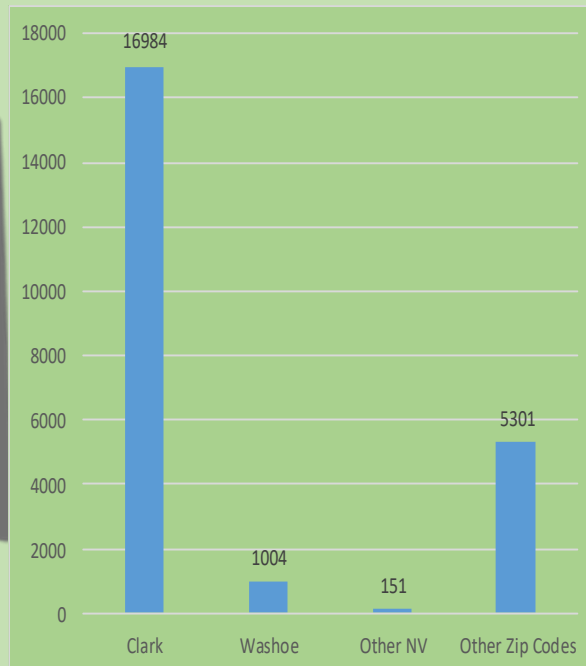
Individual & Family
Support Services



4%

Legal Services

Where People Need Help Most



Top 5 Zip Codes

5.62%	89101	Clark County
3.83%	89121	Clark County
3.47%	89115	Clark County
3.29%	89104	Clark County
3.06%	89106	Clark County

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Comprehensive List of Client Needs

B Basic Needs	18,512	60.41%
<i>Top 5 Basic Needs:</i>		
<i>Housing</i>	10230	
<i>Food</i>	3921	
<i>Utilities</i>	2976	
<i>Transportation</i>	1169	
<i>Material Goods</i>	858	
D Consumer Services	803	2.62%
F Criminal Justice and Legal Services	2019	6.59%
H Education	109	0.36%
J Environment and Public Health/Safety	41	0.13%
L Health Care	1929	6.30%
N Income Support and Employment	2365	7.72%
P Individual and Family Life	1946	6.35%
R Mental Health and Substance Use Disorder Services	1736	5.67%
T Organizational/Community/International Services	1181	3.85%
Y Target Populations	2	0.01%

