Nevada 2-1-1 is 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.

2-1-1 Database

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
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**

- **Female**: 69%
- **Male**: 26%

**Race**

- **Asian**: 234
- **Asian & White**: 15
- **Black or African American and White**: 84
- **Black/African American**: 29
- **Chose not to answer**: 2,115
- **Email**: 1,127
- **Email/White/Caucasian**: 4,820
- **Email/White/Caucasian and White**: 15
- **Email/White/Caucasian and Native Alaskan**: 15
- **Email/White/Caucasian and Native Alaskan and White**: 84
- **Email/White/Caucasian and Native Hawaiian/Pacific Islander**: 234
- **Email/White/Caucasian and Other Multiple Race**: 1
- **Email/White/Caucasian and Text**: 1
- **Email/White/Caucasian and Other multiple Race**: 1
- **Email/White/Caucasian and Other Race**: 1

**Age**

- 11 - 19: 98
- 20 - 29: 1,945
- 30 - 39: 2,302
- 40 - 49: 2,415
- 50 - 59: 2,115
- 60 - 69: 963
- 70 - 79: 272
- 80 - 89: 29
- 90 - 99: 0

Nevada 2-1-1 is administered by 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**: 12%
- **Utilities**: 9%
- **Individual & Family Support Services**: 5%
- **Legal Services**: 4%

### Where People Need Help Most

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Percentage</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>89101</td>
<td>5.62%</td>
<td>Clark County</td>
</tr>
<tr>
<td>89121</td>
<td>3.83%</td>
<td>Clark County</td>
</tr>
<tr>
<td>89115</td>
<td>3.47%</td>
<td>Clark County</td>
</tr>
<tr>
<td>89104</td>
<td>3.29%</td>
<td>Clark County</td>
</tr>
<tr>
<td>89106</td>
<td>3.06%</td>
<td>Clark County</td>
</tr>
</tbody>
</table>

Nevada 2-1-1 is administered by Money Management International
### Comprehensive List of Client Needs

<table>
<thead>
<tr>
<th>Category</th>
<th>Clients</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Needs</strong></td>
<td>18,512</td>
<td>60.41%</td>
</tr>
<tr>
<td>Top 5 Basic Needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>10,230</td>
<td>33.53%</td>
</tr>
<tr>
<td>Food</td>
<td>3,921</td>
<td>13.01%</td>
</tr>
<tr>
<td>Utilities</td>
<td>2,976</td>
<td>9.61%</td>
</tr>
<tr>
<td>Transportation</td>
<td>1,169</td>
<td>3.70%</td>
</tr>
<tr>
<td>Material Goods</td>
<td>858</td>
<td>2.71%</td>
</tr>
<tr>
<td><strong>Consumer Services</strong></td>
<td>803</td>
<td>2.62%</td>
</tr>
<tr>
<td><strong>Criminal Justice and Legal Services</strong></td>
<td>2,019</td>
<td>6.59%</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>109</td>
<td>0.36%</td>
</tr>
<tr>
<td><strong>Environment and Public Health/Safety</strong></td>
<td>41</td>
<td>0.13%</td>
</tr>
<tr>
<td><strong>Health Care</strong></td>
<td>1,929</td>
<td>6.30%</td>
</tr>
<tr>
<td><strong>Income Support and Employment</strong></td>
<td>2,365</td>
<td>7.72%</td>
</tr>
<tr>
<td><strong>Individual and Family Life</strong></td>
<td>1,946</td>
<td>6.35%</td>
</tr>
<tr>
<td><strong>Mental Health and Substance Use Disorder Services</strong></td>
<td>1,736</td>
<td>5.67%</td>
</tr>
<tr>
<td><strong>Organizational/Community/International Services</strong></td>
<td>1,181</td>
<td>3.85%</td>
</tr>
<tr>
<td><strong>Target Populations</strong></td>
<td>2</td>
<td>0.01%</td>
</tr>
</tbody>
</table>

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