

# Quarterly Service Report

July 1, 2019 - September 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:

3,836 Programs

2,223 Sites

1,099 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 ----- 22,291**

In Qtr1 FY2020, a total of 22,291 calls were answered on the 2-1-1 help-line.



**Website ----- 35,403**

In Qtr1 FY2020, a total of 35,403 people searched the web.



**Text ----- 745**

In Qtr1 FY2020, a total of 745 people texted for support.

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



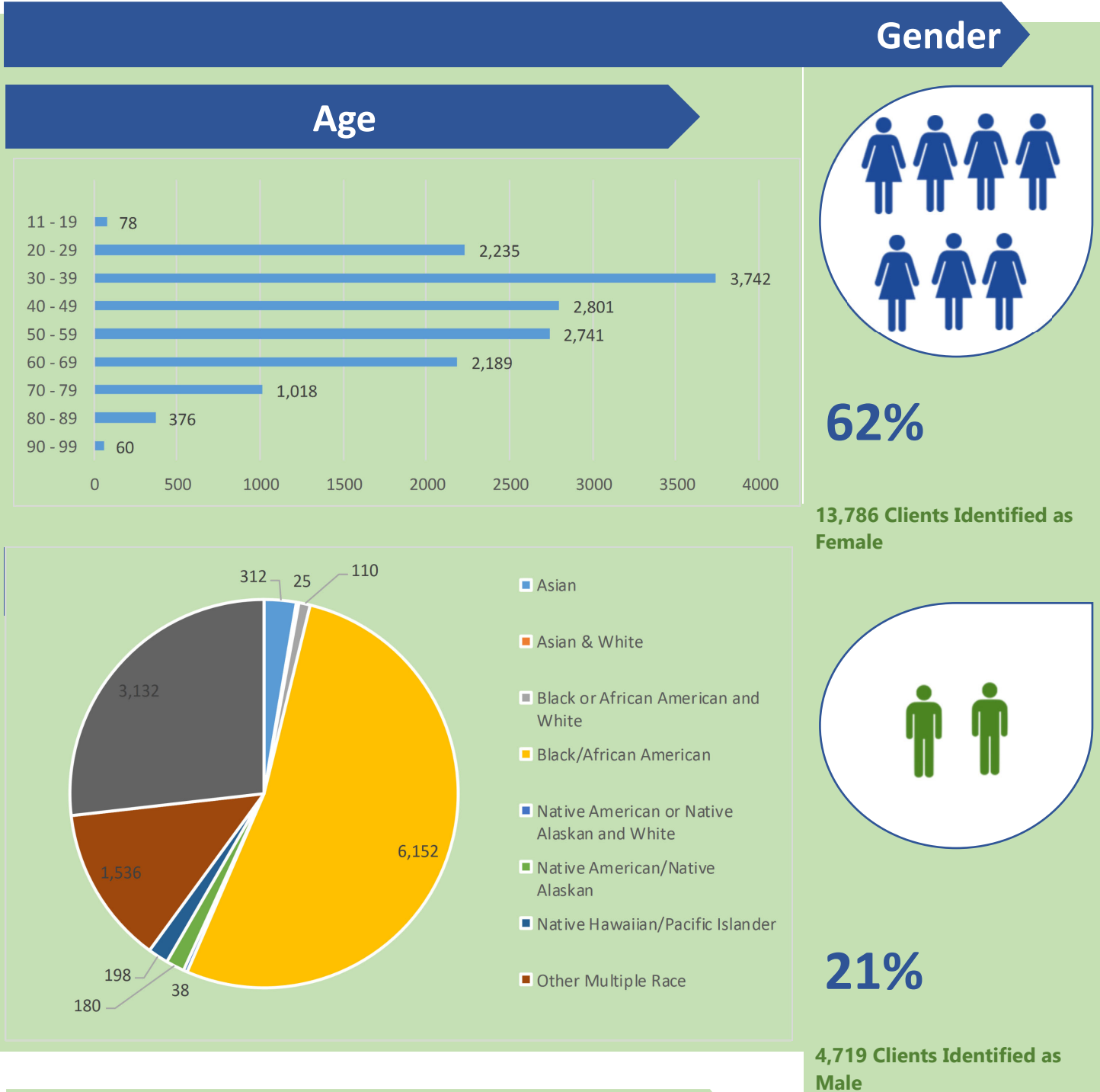
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# Quarterly Service Report     July 1, 2019 - September 30, 2019

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 July 1, 2019 and September 30, 2019.



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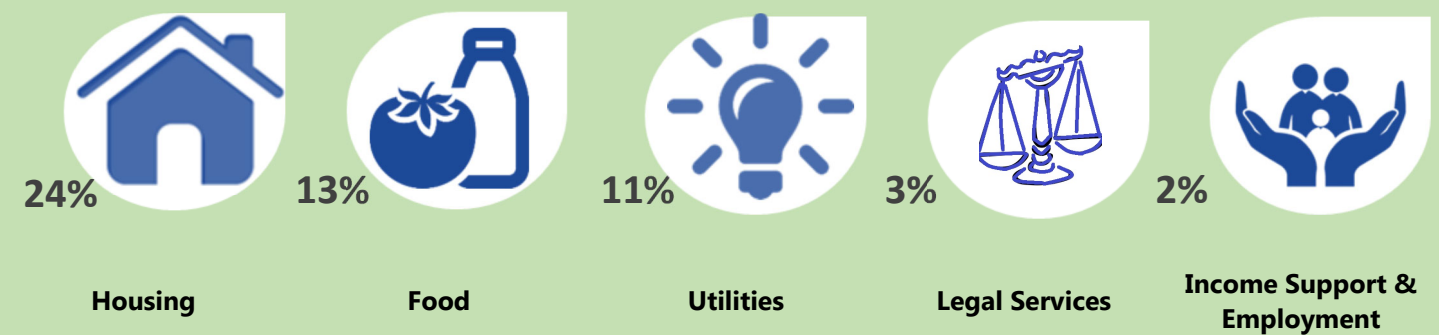
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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

## Top 5 Needs



## Where People Need Help Most



### Top 5 Zip Codes

|       |       |              |
|-------|-------|--------------|
| 6.45% | 89101 | Clark County |
| 4.22% | 89104 | Clark County |
| 3.99% | 89115 | Clark County |
| 3.87% | 89121 | Clark County |
| 3.49% | 89108 | Clark County |

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## Comprehensive List of Client Needs

|   |        |        |
|---|--------|--------|
| B Basic Needs                                       | 20,227 | 62.04% |
| <i>Top 5 Basic Needs:</i>                           |        |        |
| <i>Housing</i>                                      | 6,982  |        |
| <i>Food</i>   | 4,040  |        |
| <i>Utilities</i>                                    | 3,127  |        |
| <i>Transportation</i>                               | 1,274  |        |
| <i>Material Goods</i>                               | 454    |        |
| D Consumer Services                                 | 701    | 2.15%  |
| F Criminal Justice and Legal Services               | 1,902  | 5.83%  |
| H Education   | 540    | 1.66%  |
| J Environment and Public Health/Safety              | 39     | 0.12%  |
| L Health Care                                       | 1,997  | 6.13%  |
| N Income Support and Employment                     | 2,554  | 7.83%  |
| P Individual and Family Life                        | 2,072  | 6.36%  |
| R Mental Health and Substance Use Disorder Services | 1,713  | 5.25%  |
| T Organizational/Community/International Services   | 856    | 2.63%  |
| Y Target Populations                                | 3      | 0.01%  |

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