



Dial 2-1-1

Text Zip Code to 898211

www.Nevada211

Administered by:



Money Management
INTERNATIONAL

Changing How America Overcomes Financial Challenges



How 2-1-1 Came To Be.....

- **2000: Federal Communications Commission (FCC)**
 - **All states must develop a 2-1-1 system**
 - **Take burden off 9-1-1 operators**
 - **Help individuals needing non-emergency assistance and services**
- **2005: Added to State of Nevada Revised Statutes (232. 359)**

Purpose of 2-1-1

- **Provide Information and Referral (I&R):**
 - **Basic Human Services**
 - **Physical and Mental Health Resources**
 - **Employment Support Services**
 - **Programs for Children, Youth, Families, Seniors, Persons with Disabilities, etc.**
- **Provide Community Emergency and Disaster Response Information**

Availability.....

- **Free, Confidential Service, Available 24/7, 365 Days A Year.**
 - **Dial 2-1-1**
 - **Text Zip Code to 898211**
 - **www.Nevada211.Org**
 - **Information Available in More Than 150 Languages!**
- **Current Database of Providers (FY17, Q2):**
 - **762 Agencies**
 - **1,934 Programs**
 - **3,059 Services**

A New 2-1-1 Administrator as of July 1, 2015



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- **Selected by State Of Nevada/DHHS Through RFP Process**
- **501(c)(3) Nonprofit Organization**
- **United Way Member Agency**

Accomplishments Since July 2015

- **Doubled the Number of Calls Received Each Month**
- **Redesigned Website that is Much More User-friendly**
- **Updated Existing Database**
- **Creation of Five-year Strategic Plan**
- **Enhanced Outreach and Education Efforts**

Trained, Professional Call Specialists

- **Asks the Caller's Name, Zip Code, and Contact Number**
- **Identifies Needs of Caller Through Qualifying Questions**
 - **EX: Is Transportation Assistance Needed?**
- **Search 2-1-1 Database for closest provider and/or most available to provide assistance**
- **Provide Relevant and Localized Referral Contact Information**

Nevada 2-1-1 Statistics

- **Answer Between 10,000-12,000 Calls Per Month!**
 - **78% of Calls Answered Under 30 Seconds; 92% In Less Than Two Minutes**
- **Top Three Referrals:**
 - **Housing/Shelter**
 - **Food**
 - **Utility Assistance**
- **Top Three Age Group Users:**
 - **30-39 (20%)**
 - **50-59 (18%)**
 - **40-49 (17%)**

Disaster Response

- **Activation Within Minutes.**
- **Respond to Non-emergency Calls and Messages.**
- **Relieves Burden on 9-1-1 and Emergency Operations Center (EOC).**
- **When Possible, Onsite 2-1-1 Representative During an Emergency.**
- **January '17 Northern Nevada Flood Disaster Response**
 - **1,502 Calls; Mostly over a Three-day Period!**

2-1-1 Partnership Benefits You, Us, and Clients!

- **Makes it Easier for People to Find You**
- **People in Need Find You on the First Contact**
- **Allows Your Staff to Focus on Your Client Base**
- **2-1-1 Database Reduces Need for Duplicative Services**
- **Can Provide You Caller Statistics/Client Demographics**
- **Available 24/7, Reducing Need for Overtime Hours**

Nevada 2-1-1 Next Steps

- **Create a more robust and inclusive database**
 - **Customize database search functionality**
- **Conduct a Marketing and Outreach Campaign to Better Inform the Public About 2-1-1**
- **Create Nevada 2-1-1 Community Ambassador Group**
- **Improve Relationships with Providers Statewide. Prove our Worth!**

Making 2-1-1 Database More Effective

- **Accuracy of Database: Ensure Provider Information is Included and/or Up-to Date!**
 - **Correct contact information, Hours of Operation, Services provided**
- **Go To www.Nevada211.org**
 - **New Providers: Click on “Add New Agency Information”**
 - **Existing Providers: Click on “Update Existing Agency Information”**
- **Use Our “Door Knockers” to Help You Complete the Process**

State Agencies: How Can I Promote Nevada 2-1-1?

- **Ensure Your Provider Service Information is Included/Up-to-Date in 2-1-1 Database**
- **Discuss 2-1-1 with Your Partner Stakeholders**
- **Require 2-1-1 Registration for all Sub-grantees**
- **Partner with 2-1-1 on I&R Database/Call Center Projects**
- **Inform Your Clients About the Availability and Services Provided Through 2-1-1**



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Programs & Services

Crisis Prevention Programs

- **Utility Assistance**
- **Food Security**
- **Debt Management / Repayment**
- **Representative Payee Program**
- **IRS Advocacy Program**



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Programs & Services

Asset Development Programs

- **Free Tax Preparation**
- **Establish Checking/Savings Accounts**
- **Down Payment Assistance for First Time Homebuyers**
- **Lending Circles**
- **Individual Development Accounts (Matched Savings)**
 - **Homeownership**
 - **Education**



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Programs & Services

Counseling

- **Financial Counseling and Coaching**
- **Housing Counseling**
- **Reverse Mortgage Counseling**
- **Bankruptcy Counseling**

Contact Us.....



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