

Quarterly Service Report

October 1, 2019 - December 31, 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:

3,782 Programs

2,225 Sites

1,103 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 ----- 19,819

In Qtr2 FY2020, a total of 19,819 calls were answered on the 2-1-1 help-line.



Website ----- 29,599

In Qtr2 FY2020, a total of 29,599 people searched the web.



Text ----- 943

In Qtr2 FY2020, a total of 943 people texted for support.

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



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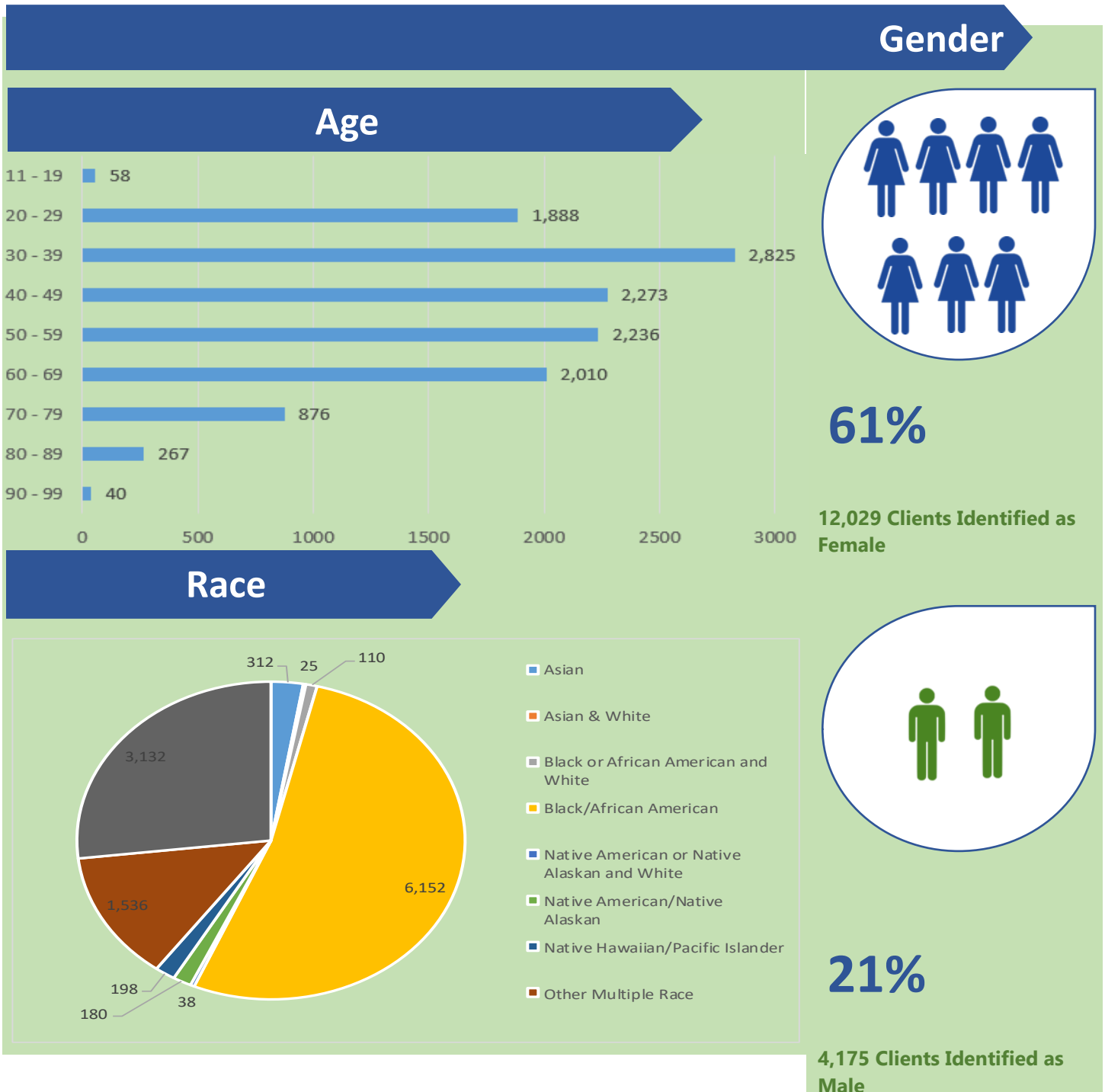
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Nevada's Resource to Ensure People are Connected to the Services they Need



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 July 1, 2019 and September 30, 2019.



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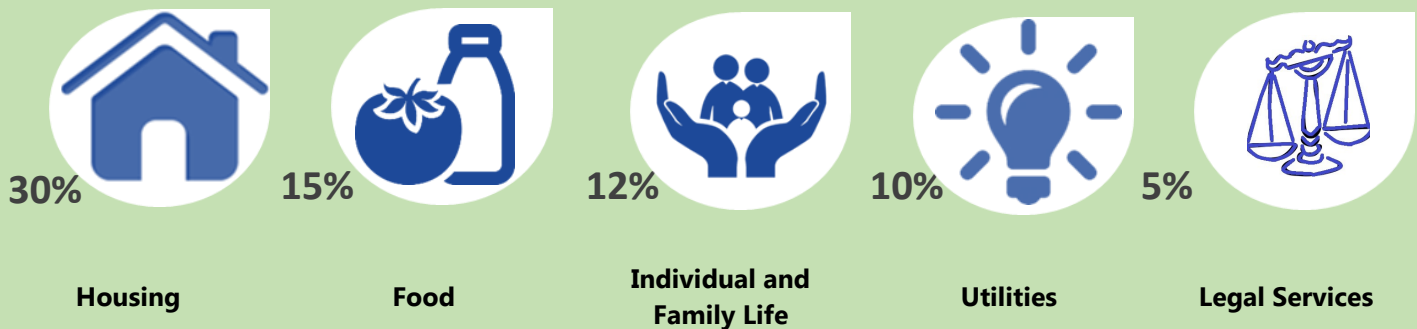
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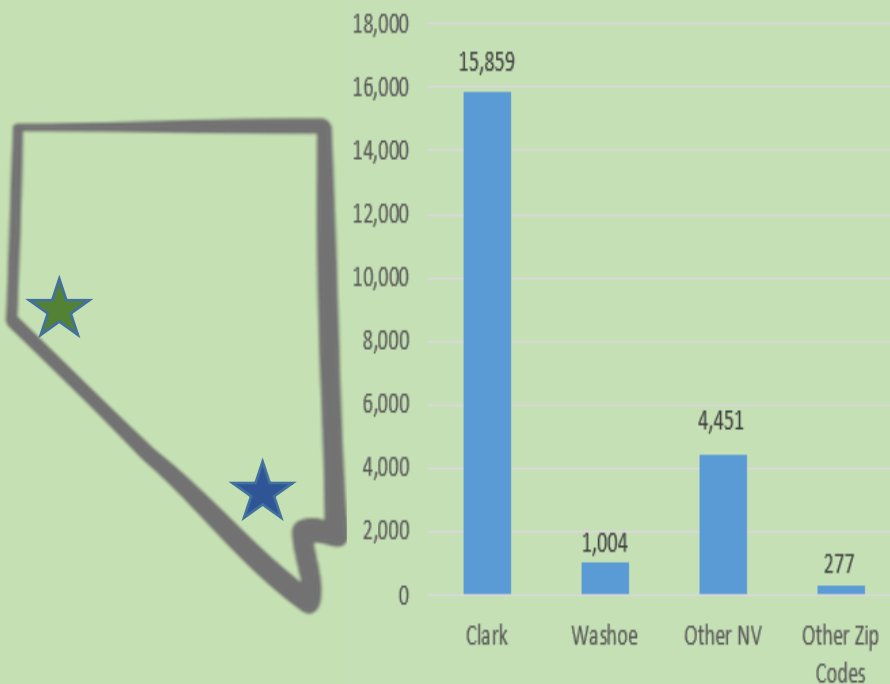
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

6.27%	89101	Clark County
4.05%	89115	Clark County
3.97%	89121	Clark County
3.64%	89104	Clark County
3.56%	89106	Clark County

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Comprehensive List of Client Needs

B Basic Needs	18,756	61.12%
<i>Basic Needs Totals:</i>		
<i>Housing</i>	9,052	
<i>Food</i>	4,543	
<i>Utilities</i>	3,066	
<i>Transportation</i>	1,092	
<i>Material Goods</i>	1,002	
D Consumer Services	574	1.86%
F Criminal Justice and Legal Services	1,572	5.10%
H Education	127	0.41%
J Environment and Public Health/Safety	34	0.10%
L Health Care	1,708	5.55%
N Income Support and Employment	2,129	6.91%
P Individual and Family Life	3,744	12.16%
R Mental Health and Substance Use Disorder Services	1,638	5.32%
T Organizational/Community/International Services	412	1.33%
Y Target Populations	1	0.003%

