



**GET CONNECTED.
GET HELP.**

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Nevada 211: People Helping People

[[Date]]



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Who we are.

Vision and Mission Statements

Our vision is to empower all Nevadans to achieve optimal self-sufficiency, health and well-being.

Our mission is to connect all individuals, families, and providers to essential health and human services information and resources.

What is Nevada 211?

- Statewide, comprehensive, free connection to critical health and human services resources
 - Resources include: food, shelter, tax preparation, child care, health care, housing assistance, substance abuse treatment and much more!
- Provide non-emergency assistance during disasters and emergencies
- Available 24 hours a day/7 days a week/365 days a year via voice, text, and online chat
- 211 is NOT a creator of resources

Professional Call Specialists

- Asks caller's first name, zip code, and contact number
- Identifies needs of callers through qualifying questions
 - Example: Is transportation assistance needed to get a service?
- Searches 211 database for closest provider that best meets the caller's needs
- Provides relevant and localized referral contact information
- Trained to provide professional, empathic support to callers, many of whom are in distress
- Will warm-transfer suicidal callers to appropriate resource

Disaster Response

- Respond to non-emergency calls and messages during emergencies and disasters
- Activated by local or state government entities
- Often get calls even when not officially activated
- Relieves burden on 9-1-1 and emergency operations center
- Have assisted in numerous emergencies, including the Route 91 Harvest Festival tragedy

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History.

How 211 Came to Be....

- 2000: Federal Communications Commission (FCC)
 - States were directed to develop their own 211 systems
 - Take burden off 911 operators
 - Help individuals needing non-emergency assistance and services
- 2005: Added to State of Nevada Revised Statutes (232.359)
- 2006: 211 launched in Nevada

Nevada Revised Statute 232.359

Requires DHHS to be:

“Be the sole system in this State which is accessible to a person by dialing the digits 2-1-1 and which provides nonemergency information and referrals to the general public concerning the health, welfare, human and social services provided by public or private entities in this State”

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Nevada 211

- Since 2015, MMI (formerly Financial Guidance Center) has operated the Nevada 211 call center, serving nearly 300,000 clients
- Administration and oversight of Nevada 211 is the responsibility of the Nevada Department of Health and Human Services
- Nevada 211 receives more than 10,000 calls per month
- Free, confidential, and available 24/7/365

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211 by the Numbers.

Nevada 211: Key Statistics

- In Fiscal Year 2019/20, the Nevada 211 team fielded:
 - ✓ 108,771 calls
 - ✓ 4,285 texts
 - ✓ 2,145 live chats
- The Nevada 211 database contains:
 - ✓ 1,154 agencies
 - ✓ 3,980 programs
 - ✓ 2,331 sites

Nevada 211: Referral Trends

- Top referral categories in FY 2019/20 by volume:
 - ✓ Food
 - ✓ Housing and Shelter
 - ✓ Utility Assistance
- Top unmet needs of Nevada residents in 2019/20:
 - ✓ Rent Payment Assistance
 - ✓ Rental Deposit Assistance
 - ✓ Electric Service Payment Assistance
- Majority of callers are from Clark County

Nevada 211: Recent Achievements



- Accredited by the Alliance of Information and Referral Systems (AIRS) in 2019.
- The majority of Nevada 211 call specialists are CRS (Community Resource Specialist) AIRS Certified.
- Honored with the 2018 Resource Award from the Care Coalition of Nevada.
- Joined 211 Counts

“The Nevada 211 team is proud to have earned AIRS accreditation,” says Lisa Martin, Nevada 211 Director. “The quality of service we provide is evident not only by the awards we receive, but by the care, compassion, and support our call specialists demonstrate towards each person who reaches out to us for help.”

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Goals and Future Plans.

Nevada 211: Goals

- People are Connected
 - Users have access to accurate and comprehensive information and are connected to available resources that meet their needs.
- Programs are Equipped
 - Health and human service programs are connected to available community resources in order to support service delivery.
- Systems are Ready
 - Nevada 211 is prepared and ready to quickly assist in the event of a disaster and/or emergency.
- Nevada 211 is Sustainable
 - Nevada 211 has the infrastructure, resources, and support to ensure long-term sustainability.

Nevada 211: Current Priorities

- Create additional disaster response partnerships
- Continue to build and sustain broad-based community support
- Cultivate key champions within stakeholder groups necessary for the program's success

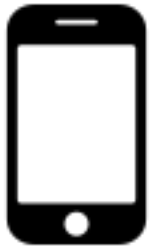
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Contact Us.



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Contact Us

- Dial: 211
- Text: 898211
- Visit: www.nevada211.org
- Email: Nevada211forms@MoneyManagement.org

Information Available in More Than 150 Languages!

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Questions?

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Thank you.