

Quarterly Service Report

April 1, 2020 - June 30, 2020

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:

3,857 Programs

2,254 Sites

1,120 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 ----- 28,979

In Qtr4 FY2020, a total of 27,289 calls were answered on the 2-1-1 help-line.



Website ----- 55,709

In Qtr4 FY2020, a total of 32,388 people searched the web.



Text ----- 1,489

In Qtr4 FY2020, a total of 1,108 people texted for support.

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



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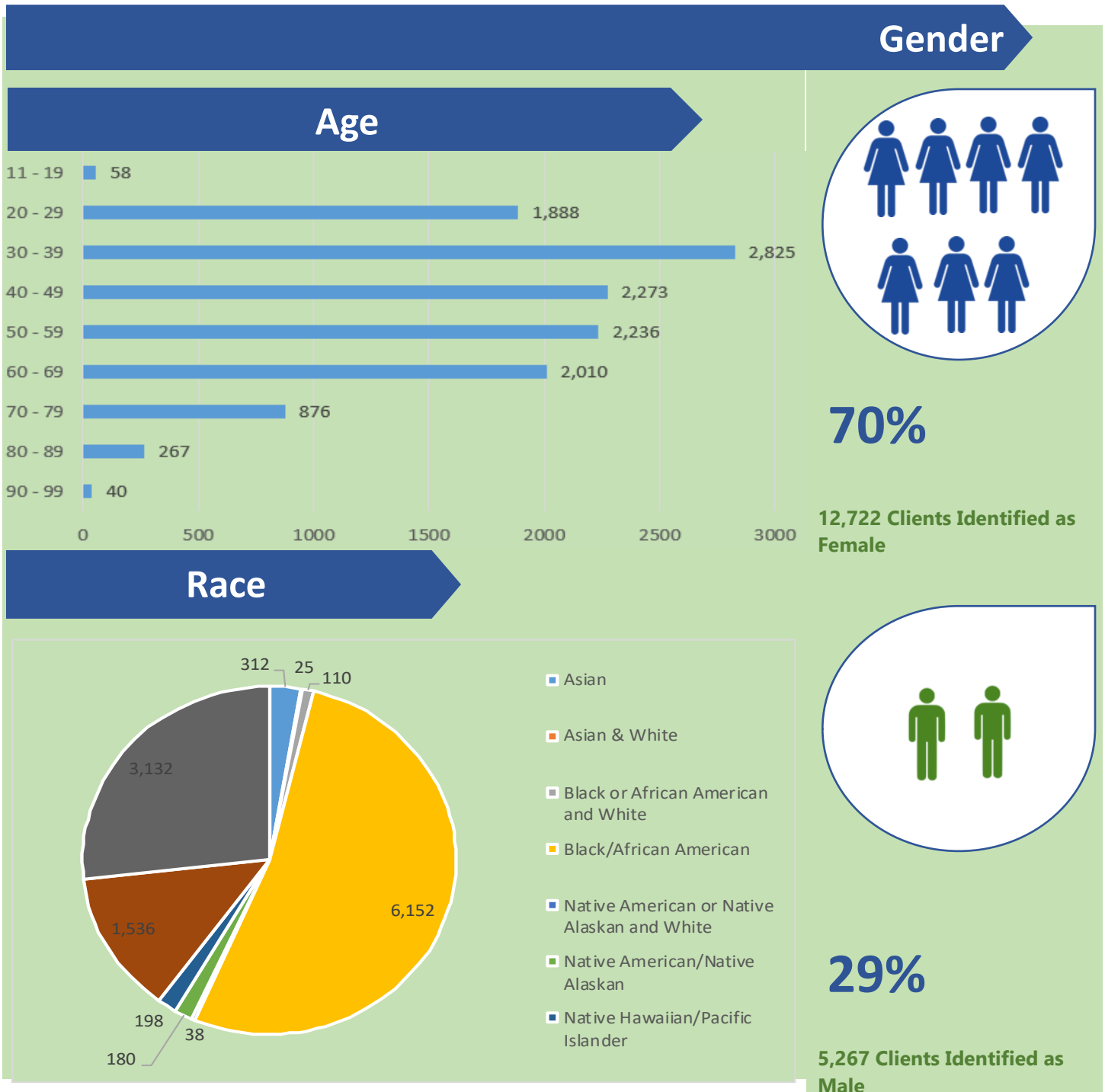
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Nevada's Resource to Ensure People are Connected to the Services they Need



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 April 1, 2020 and June 30, 2020.



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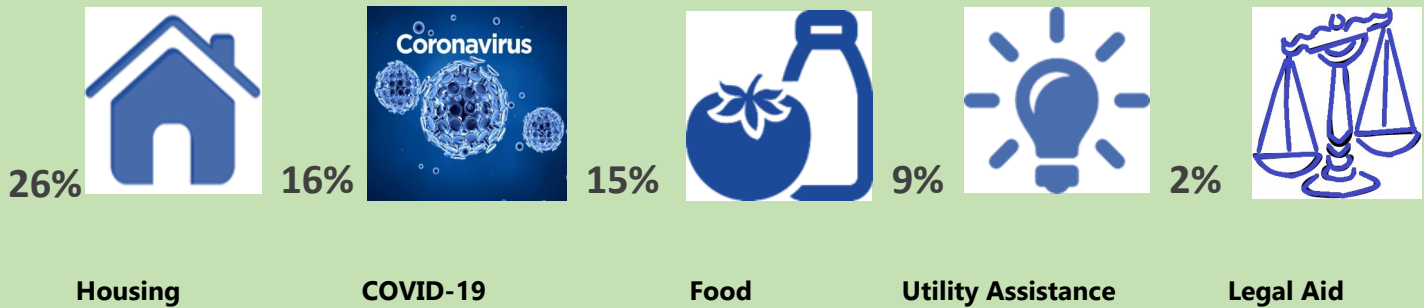
Nevada's Resource to Ensure People are Connected to the Services they Need



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.

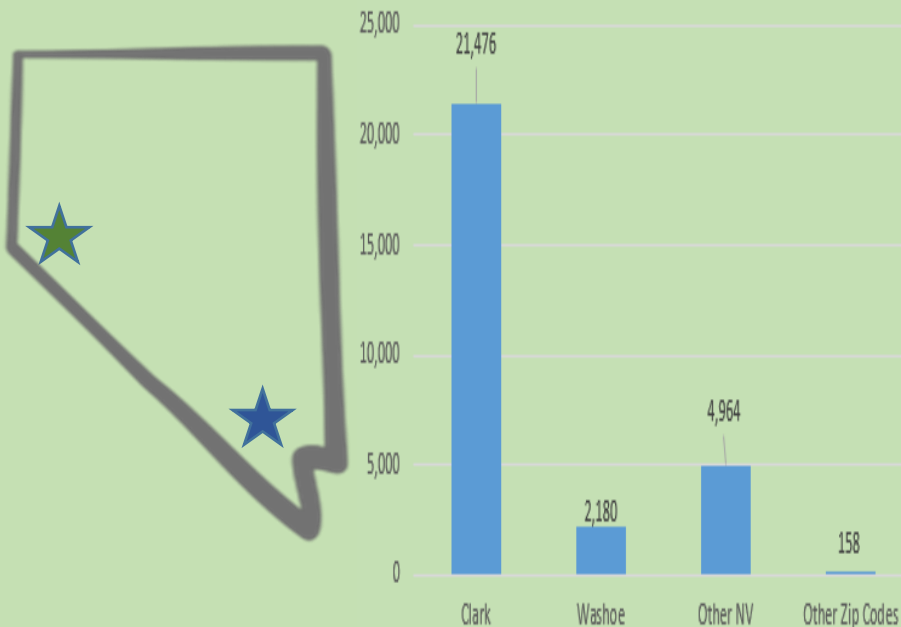
Q4 Top 5 Needs



Where People Need Help Most

Top Zip Codes

Top 5 Zip Codes



6.04%	89101	Clark County
3.63%	89104	Clark County
3.52%	89121	Clark County
3.19%	89103	Clark County
3.18%	89119	Clark County

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Comprehensive List of Client Needs

B Basic Needs	21388	55.27%
Basic Needs Totals:		
Housing/Shelter	10960	
Food	4714	
Utilities	3629	
Transportation	498	
Material Goods	589	
D Consumer Services	840	2.17%
F Criminal Justice and Legal Services	1814	4.68%
H Education	95	0.24%
J Environment and Public Health/Safety	412	1.06%
L Health Care	1706	4.40%
N Income Support and Employment	2575	6.65%
P Individual and Family Life	1883	4.86%
R Mental Health and Substance Use Disorder Services	1601	4.13%
T Organizational/Community/International Services	687	1.77%
Y Target Populations	5693	14.71%

