Nevada 2-1-1 is a 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.

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.

2-1-1 Database

- 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 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.

### Gender
- **Female**: 70%
- **Male**: 29%

### Age
- 11 - 19: 58
- 20 - 29: 1,888
- 30 - 39: 2,825
- 40 - 49: 2,273
- 50 - 59: 2,236
- 60 - 69: 2,010
- 70 - 79: 876
- 80 - 89: 267
- 90 - 99: 40

### Race
- Asian: 6,152
- Asian & White: 3,132
- Black or African American and White: 1,536
- Black/African American: 198
- Native American or Native Alaskan and White: 312
- Native American/Native Alaskan: 25
- Native Hawaiian/Pacific Islander: 110
- Other: 180
- Unspecified: 38

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

- **Housing**: 26%
- **COVID-19**: 16%
- **Food**: 15%
- **Utility Assistance**: 9%
- **Legal Aid**: 2%

### Where People Need Help Most

- **Clark County**
  - Top 5 Zip Codes:
    - 89101: 6.04%
    - 89104: 3.63%
    - 89121: 3.52%
    - 89103: 3.19%
    - 89119: 3.18%

Nevada 2-1-1 is operated by Money Management International
## Comprehensive List of Client Needs

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Needs</strong></td>
<td>21388</td>
<td>55.27%</td>
</tr>
<tr>
<td>Basic Needs Totals:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing/Shelter</td>
<td>10960</td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>4714</td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td>3629</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>498</td>
<td></td>
</tr>
<tr>
<td>Material Goods</td>
<td>589</td>
<td></td>
</tr>
<tr>
<td><strong>Consumer Services</strong></td>
<td>840</td>
<td>2.17%</td>
</tr>
<tr>
<td><strong>Criminal Justice and Legal Services</strong></td>
<td>1814</td>
<td>4.68%</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>95</td>
<td>0.24%</td>
</tr>
<tr>
<td><strong>Environment and Public Health/Safety</strong></td>
<td>412</td>
<td>1.06%</td>
</tr>
<tr>
<td><strong>Health Care</strong></td>
<td>1706</td>
<td>4.40%</td>
</tr>
<tr>
<td><strong>Income Support and Employment</strong></td>
<td>2575</td>
<td>6.65%</td>
</tr>
<tr>
<td><strong>Individual and Family Life</strong></td>
<td>1883</td>
<td>4.86%</td>
</tr>
<tr>
<td><strong>Mental Health and Substance Use Disorder Services</strong></td>
<td>1601</td>
<td>4.13%</td>
</tr>
<tr>
<td><strong>Organizational/Community/International Services</strong></td>
<td>687</td>
<td>1.77%</td>
</tr>
<tr>
<td><strong>Target Populations</strong></td>
<td>5693</td>
<td>14.71%</td>
</tr>
</tbody>
</table>