

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:

3,940 Programs

2,299 Sites

1,135 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 ----- 26,974

In Qtr1 FY2021, a total of 26,294 calls were answered on the 2-1-1 help-line.



Website ----- 52,531

In Qtr1 FY2021, a total of 52,531 people searched the web.



Text ----- 1,261

In Qtr1 FY2021, a total of 1,261 people texted for support.

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



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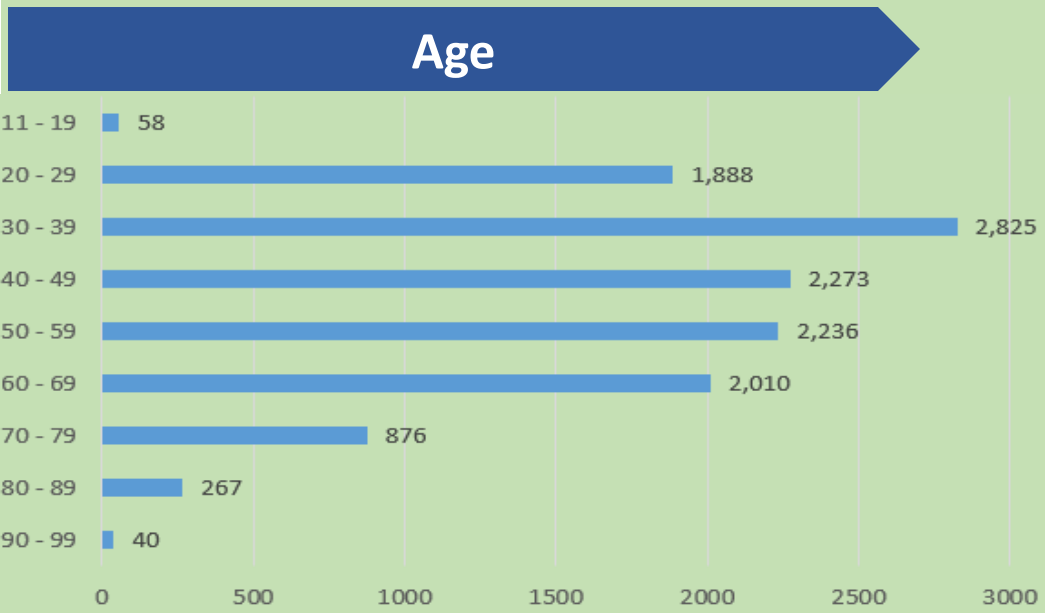
Quarterly Service Report July 1, 2020 - September 30, 2020

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, 2020 and September 30, 2020.

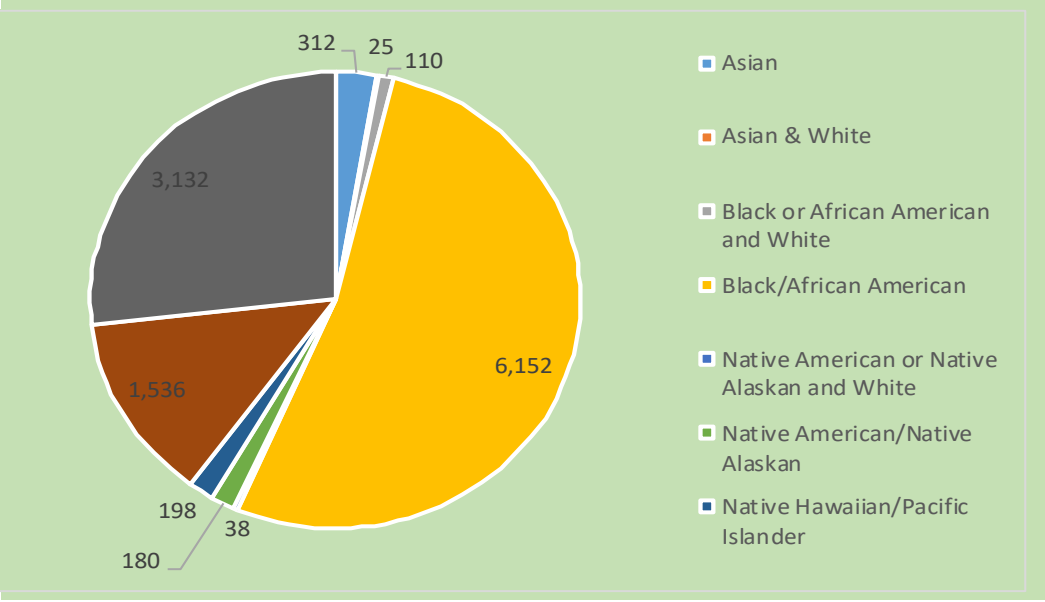
Gender



58%

19,434 Clients Identified as Female

Race



42%

13,929 Clients Identified as Male

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Quarterly Service Report

July 1, 2020 - September 30, 2020

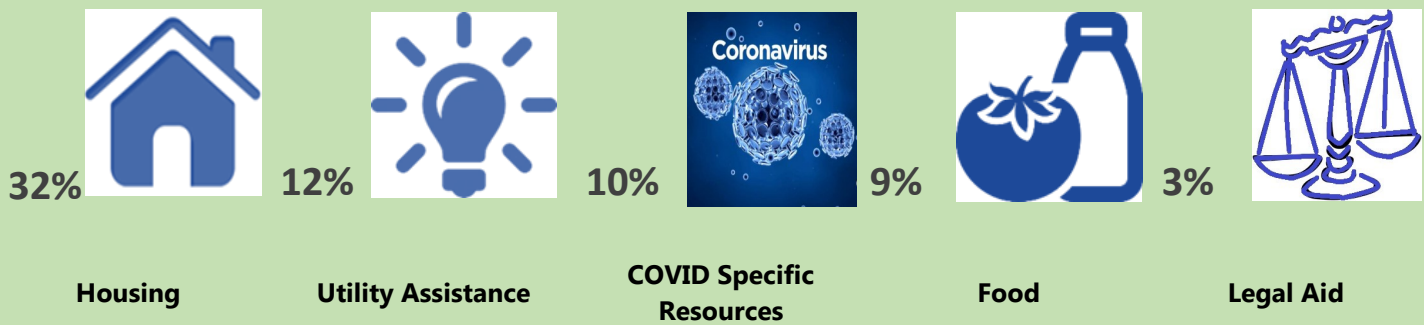
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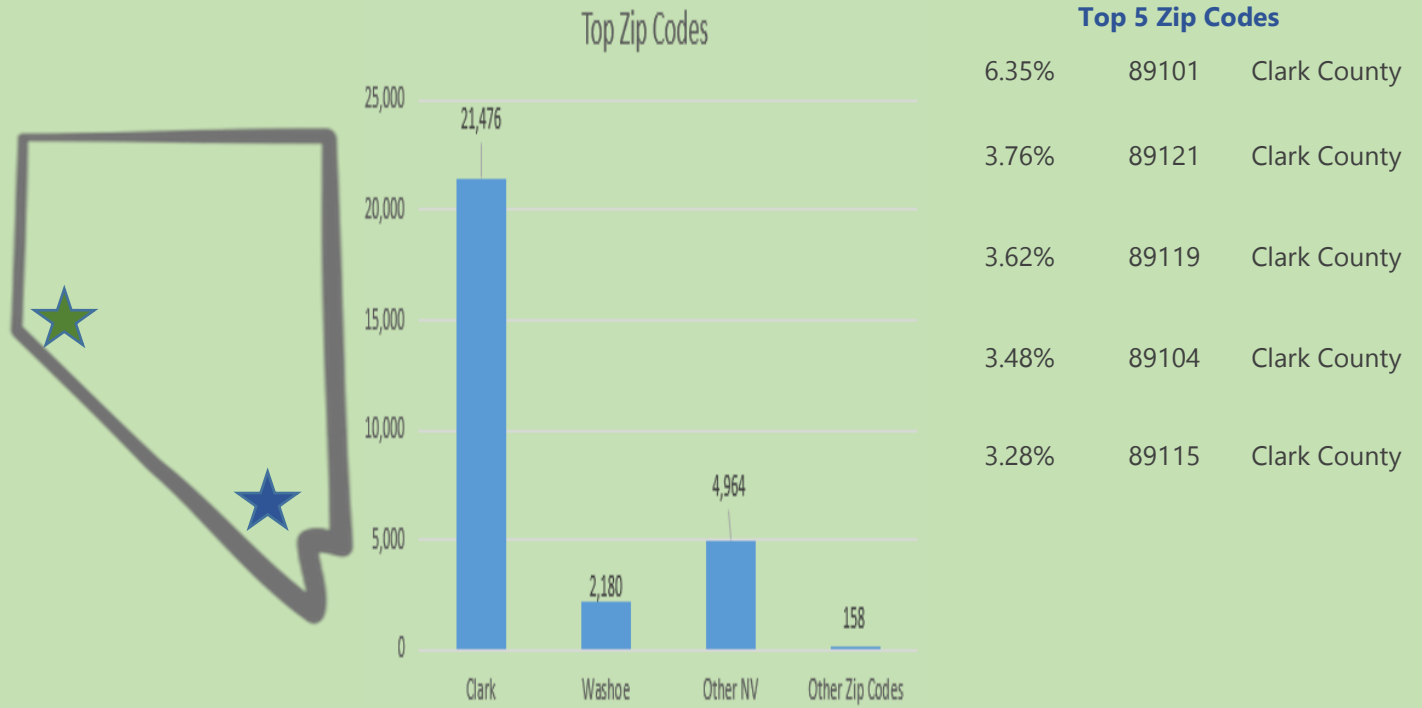
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

The majority of individuals calling Nevada 2-1-1 requested assistance with basic needs such as housing, food and utilities.

Q1 2021 Top 5 Needs



Where People Need Help Most



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Comprehensive List of Client Needs

B Basic Needs	29,524	60.90%
Basic Needs Totals:		
Housing/Shelter	17,842	
Utilities	5,889	
Food	4,186	
Transportation	918	
Material Goods	689	
D Consumer Services	891	1.84%
F Criminal Justice and Legal Services	2,660	5.49%
H Education	214	0.44%
J Environment and Public Health/Safety	113	0.23%
L Health Care	3,935	8.12%
N Income Support and Employment	2,649	5.47%
P Individual and Family Life	2,242	4.63%
R Mental Health and Substance Use Disorder Services	2,127	4.39%
T Organizational/Community/International Services	864	1.78%
Y Target Populations	3,256	6.72%

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