

Quarterly Service Report

October 1, 2020 - December 31, 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:

3,980 Programs

2,331 Sites

1,154 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 Live Chat and Text.



Calls ----- 36,957

In Qtr2 FY2021, a total of 36,957 calls were answered on the 2-1-1 help-line.



Website ----- 81,269
Live Chats ----- 1,047

In Qtr2 FY2021, a total of 81,269 people searched the web with 1,047 reaching out via Live Chat.



Text ----- 1,811

In Qtr2 FY2021, a total of 1,811 people texted for support.

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



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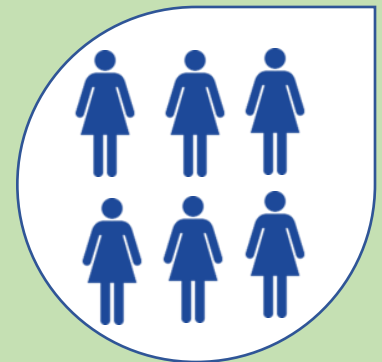
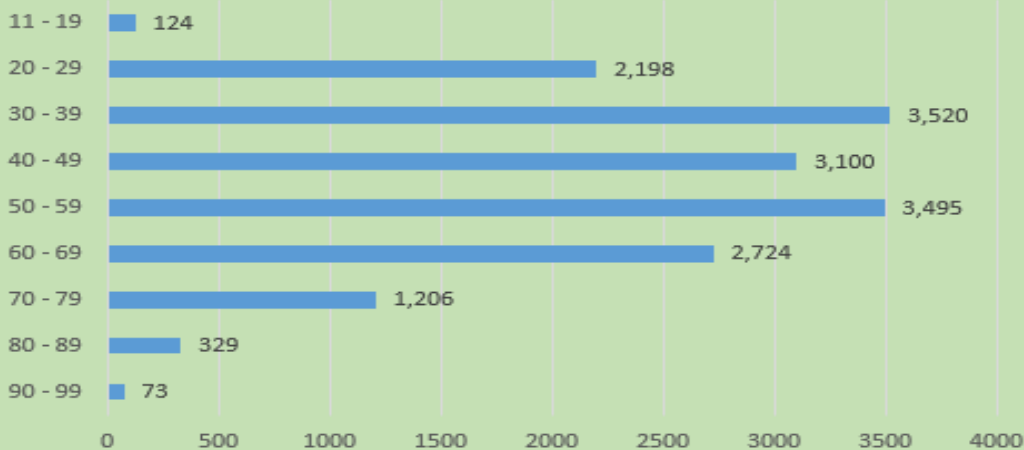
Nevada's Resource to Ensure People are Connected to the Services they Need



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 October 1, 2020 and December 30, 2020.

Gender

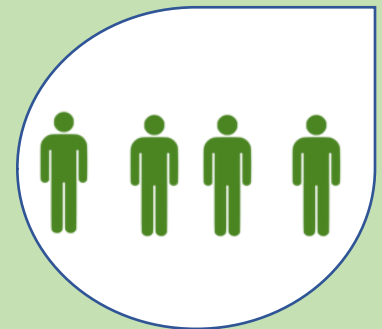
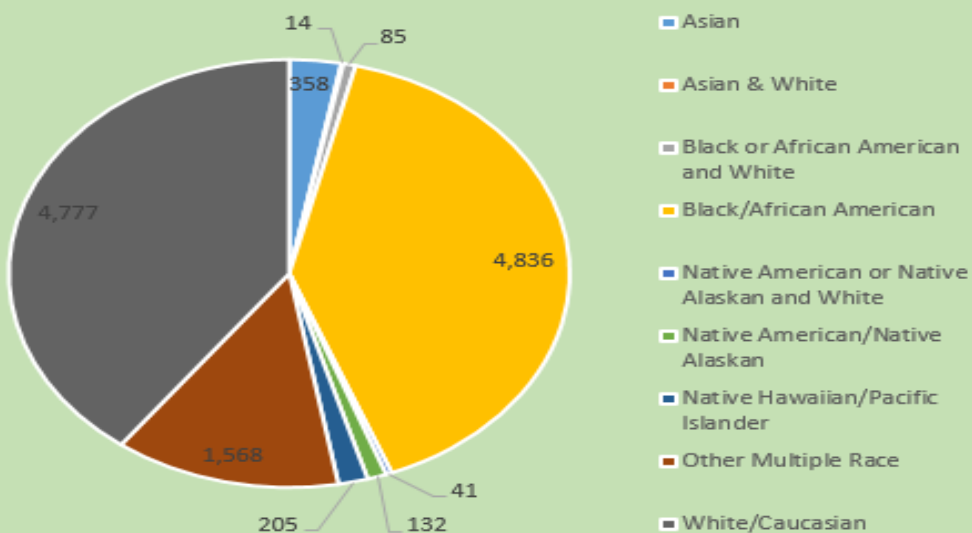
Age



71%

15,920 Clients Identified as Female

Race



28%

6,256 Clients Identified as Male

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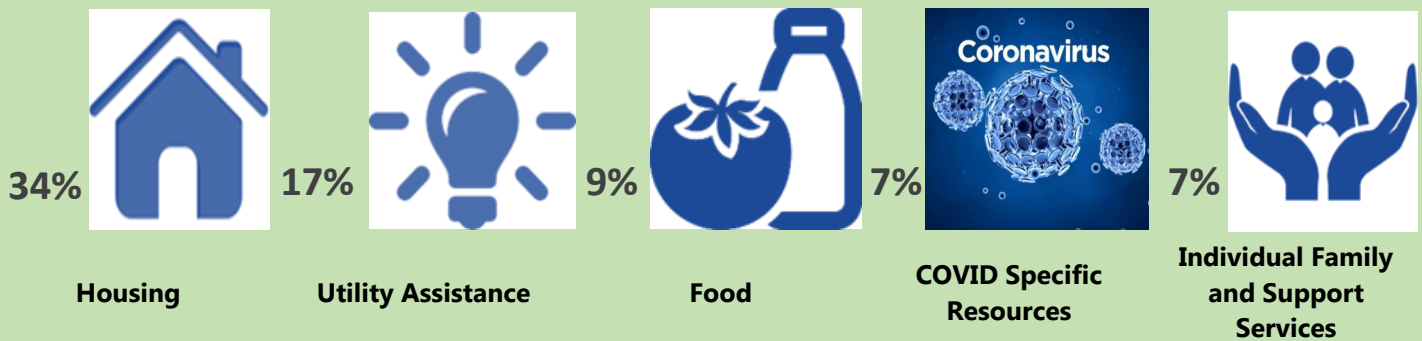
Nevada's Resource to Ensure People are Connected to the Services they Need



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

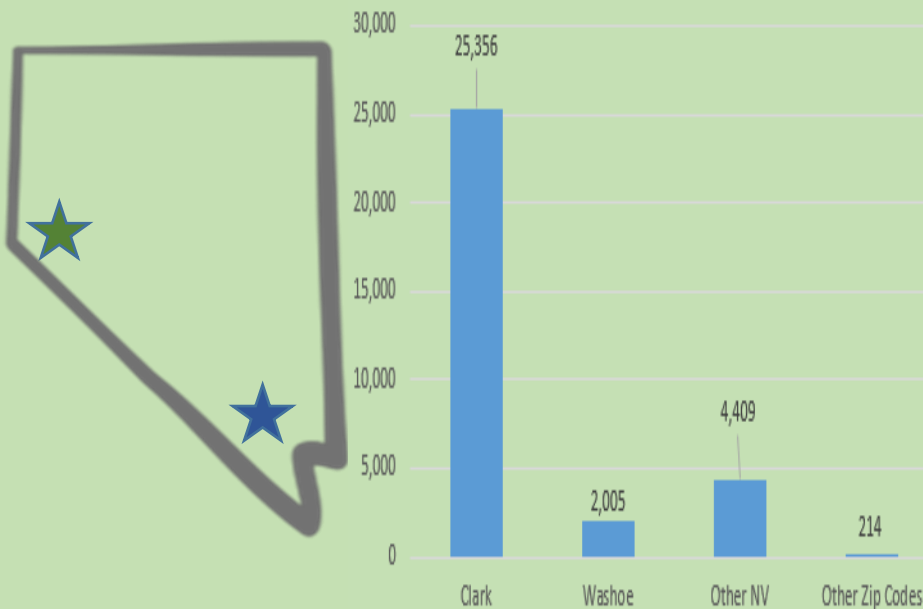
The majority of individuals calling Nevada 2-1-1 requested assistance with basic needs such as housing, food and utilities.

Q2 2021 Top 5 Needs



Where People Need Help Most

Chart Title



Top 5 Zip Codes

6.16%	89101	Clark County
4.16%	89115	Clark County
3.71%	89121	Clark County
3.70%	89104	Clark County
3.52%	89119	Clark County

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Comprehensive List of Client Needs

B Basic Needs	35,576	65.73%
Basic Needs Totals:		
Housing/Shelter	18,576	
Utilities	9,467	
Food	5,132	
Transportation	1,368	
Material Goods	1,033	
D Consumer Services	644	1.21%
F Criminal Justice and Legal Services	2,779	5.23%
H Education	108	0.20%
J Environment and Public Health/Safety	118	0.22%
L Health Care	3,718	7.00%
N Income Support and Employment	2,713	5.11%
P Individual and Family Life	3,875	7.30%
R Mental Health and Substance Use Disorder Services	1,992	3.75%
T Organizational/Community/International Services	715	1.35%
Y Target Populations	1,538	2.90%

