

Quarterly Service Report

January 1, 2021 - March 31, 2021

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

The 2-1-1 Database Currently Includes:

4,041 Programs

2,361 Sites

1,179 Agencies

People can access 2-1-1 services through a variety of different ways. There is a toll-free number with live Call Specialists 24/7/265. Information is also available Online and via Live Chat and Text. The Nevada 211 and Nevada 211 Youth Apps are now available for download.

Services Provided



Calls ----- 32,726

In Qtr3 FY2021, a total of 32,726 calls came into the 2-1-1 help-line.



Website ----- 74,518
Live Chats ----- 941

In Qtr3 FY2021, a total of 74,518 people searched the web with 941 reaching out via Live Chat.



Text ----- 1,099

In Qtr3 FY2021, a total of 1,099 people texted for support.

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



Money Management
INTERNATIONAL

Quarterly Service Report

January 1, 2021 - March 31, 2021

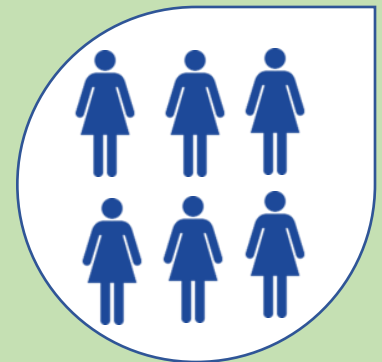
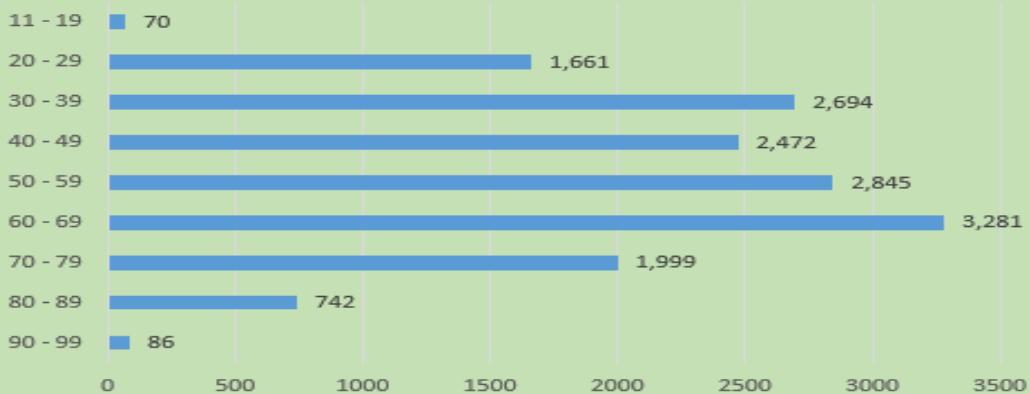
Nevada's Resource to Ensure People are Connected to the Services they Need



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 January 1, 2021 and March 31, 2021.

Gender

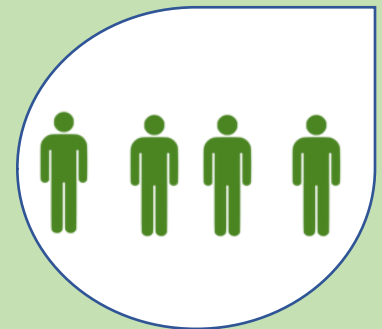
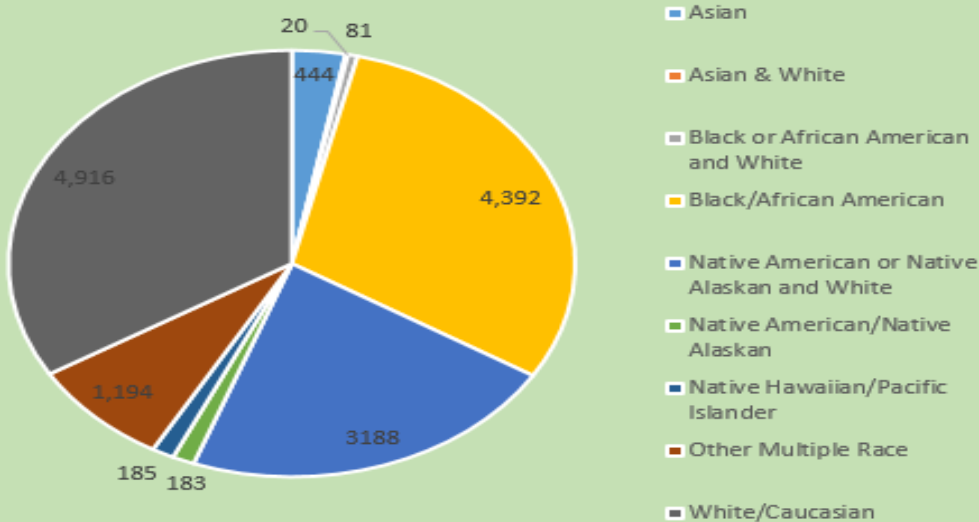
Age



70%

14,833 Clients Identified as Female

Race



29%

6,173 Clients Identified as Male

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



Money Management
INTERNATIONAL

Quarterly Service Report

January 1, 2021 - March 31, 2021

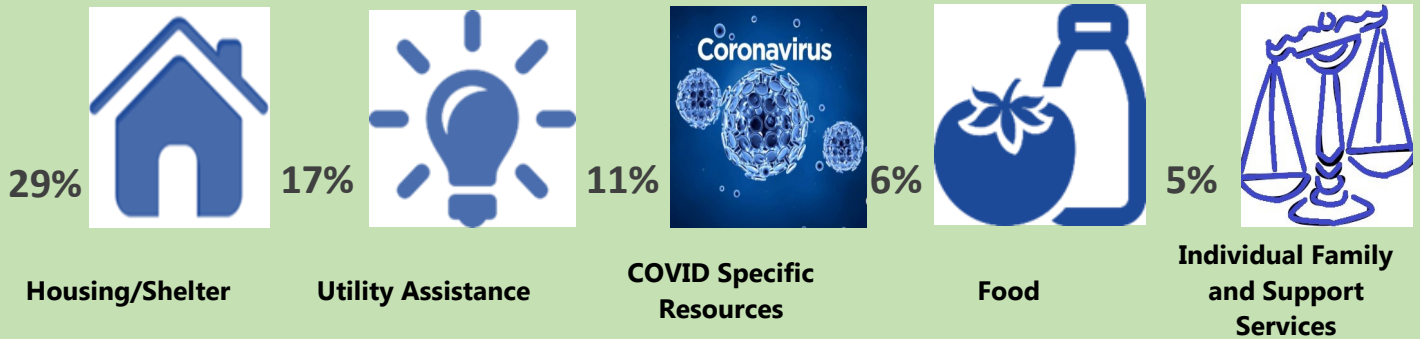
Nevada's Resource to Ensure People are Connected to the Services they Need



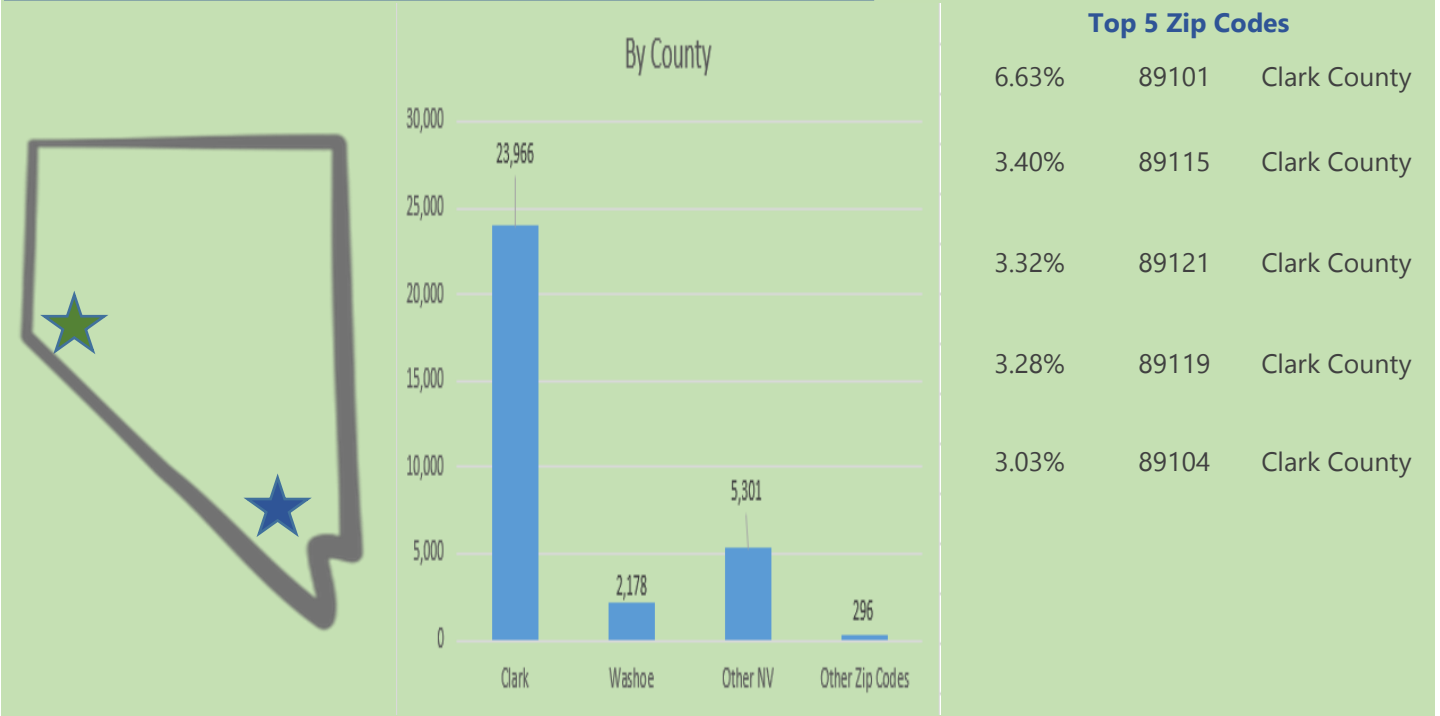
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

Q3 2021 Top 5 Needs



Where People Need Help Most



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





Comprehensive List of Client Needs

B Basic Needs	26,213	57.48%
Basic Needs Totals:		
Housing/Shelter	13,111	50.02%
Utilities	7,579	28.91%
Food	2,955	11.27%
Transportation	1,950	7.44%
Material Goods	618	2.36%
D Consumer Services	1,393	3.05%
F Criminal Justice and Legal Services	2,612	5.73%
H Education	112	0.25%
J Environment and Public Health/Safety	73	0.16%
L Health Care	6,300	13.81%
N Income Support and Employment	3,031	6.65%
P Individual and Family Life	2,205	4.83%
R Mental Health and Substance Use Disorder Services	2,338	5.13%
T Organizational/Community/International Services	628	1.38%
Y Target Populations	703	1.54%