



**GET CONNECTED.
GET HELP.**

211

Nevada 211: People Helping People

[[Date]]



211

Who we are.

Vision and Mission Statements

Our vision is to empower all Nevadans to achieve optimal self-sufficiency, health and well-being.

Our mission is to connect all individuals, families, and providers to essential health and human services information and resources.

What is Nevada 211?

- Statewide, comprehensive, free connection to critical health and human services resources
 - Resources include food, shelter, tax preparation, childcare, health care, housing assistance, substance abuse treatment and much more!
- Provide non-emergency assistance during disasters and emergencies
- Available 24 hours a day/7 days a week/365 days a year via voice, text, and online chat, Nevada 211 App and Nevada 211 Youth App
- 211 is NOT a creator of resources

Professional Call Specialists

- Asks caller's first name, zip code, and contact number
- Identifies needs of callers through qualifying questions
 - Example: Is transportation assistance needed to get a service?
- Searches 211 database for closest provider that best meets the caller's needs
- Provides relevant and localized referral contact information
- Trained to provide professional, empathic support to callers, many of whom are in distress
- Will warm-transfer crisis callers to appropriate resource

Disaster Response

- Respond to non-emergency calls and messages during emergencies and disasters
- Activated by local or state government entities
- Often get calls even when not officially activated
- Relieves burden on 9-1-1 and emergency operations center
- Have assisted in numerous emergencies, including the Route 91 Harvest Festival tragedy and CA Wildfire response
- Maintains the State's COVID Information Line since 3/2020

211

History

-

How 211 Came to Be....

- 2000: Federal Communications Commission (FCC)
 - States were directed to develop their own 211 systems
 - Take burden off 911 operators
 - Help individuals needing non-emergency assistance and services
- 2005: Added to State of Nevada Revised Statutes (232.359)
- 2006: 211 launched in Nevada

Nevada Revised Statute 232.359

Requires DHHS to be:

“Be the sole system in this State which is accessible to a person by dialing the digits 2-1-1 and which provides nonemergency information and referrals to the general public concerning the health, welfare, human and social services provided by public or private entities in this State”

GET CONNECTED.
GET HELP.

211



Nevada 211

- Since 2015, MMI (formerly Financial Guidance Center) has operated the Nevada 211 call center, serving nearly 300,000 clients
- Administration and oversight of Nevada 211 is the responsibility of the Nevada Department of Health and Human Services
- Nevada 211 receives more than 10,000 calls per month
- Free, confidential, and available 24/7/365

2·1·1

Nevada

211

211 by the Numbers.

Nevada 211: Key Statistics

In Fiscal Year 2020/21, the Nevada 211 team fielded:

- ✓ 108,771 calls
- ✓ 4,918 texts
- ✓ 3,660 live chats

COVID Specific interactions 3/30/20 through 6/2021

- ✓ 44,792 calls
- ✓ 888 texts
- ✓ 202 live chats
- ✓ 20,336 COVID Specific Resources

The Nevada 211 database contains:

- ✓ 1,191 agencies
- ✓ 4,038 programs
- ✓ 2,355 sites

Nevada 211: Referral Trends

- Top referral categories in FY 2020/21 by volume:
 - ✓ Housing and Shelter
 - ✓ Utility Assistance
 - ✓ Food
- Top unmet needs of Nevada residents in 2020/21:
 - ✓ Rent Payment Assistance
 - ✓ Utility Assistance
 - ✓ Housing and Shelter
- Majority of help seekers reside in Clark County

Nevada 211 Achievements



- Accredited by the Alliance of Information and Referral Systems (AIRS) in 2019.
- The majority of Nevada 211 call specialists are CRS (Community Resource Specialist) AIRS Certified.
- Honored with the 2018 Resource Award from the Care Coalition of Nevada.
- Member of 211 Counts

“The Nevada 211 team is proud to have earned AIRS accreditation,” says Lisa Martin, Nevada 211 Director. “The quality of service we provide is evident not only by the awards we receive, but by the care, compassion, and support our call specialists demonstrate towards each person who reaches out to us for help.”

211

Goals and Future Plans.

Nevada 211: Goals

- People are Connected
 - Users have access to accurate and comprehensive information and are connected to available resources that meet their needs.
- Programs are Equipped
 - Health and human service programs are connected to available community resources in order to support service delivery.
- Systems are Ready
 - Nevada 211 is prepared and ready to quickly assist in the event of a disaster and/or emergency.
- Nevada 211 is Sustainable
 - Nevada 211 has the infrastructure, resources, and support to ensure long-term sustainability.

Nevada 211: Current Priorities

- Create additional disaster response partnerships
- Continue to build and sustain broad-based community support
- Cultivate key champions within stakeholder groups necessary for the program's success

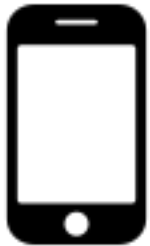
211

Contact Us.



GET CONNECTED.
GET HELP.

211



Contact Us

- Dial: 211
- Text: 898211
- Visit: www.nevada211.org
- Email: Nevada211forms@MoneyManagement.org

Information Available in More Than 150 Languages!

GET CONNECTED.
GET HELP.

211

Contact Us

Southern Nevada

Paul Thornton

Community Outreach Specialist

Paul.Thornton@MoneyManagement.org

713.394.3143

Northern/Rural Nevada

Reina Rodriguez

Community Outreach Specialist

[Reina Rodriguez @MoneyManagement.org](mailto:Reina.Rodriguez@MoneyManagement.org)

713.394.3200 ext. 6840



GET CONNECTED.
GET HELP.

211

“Get Connected. Get Help”

211

Questions?

211

Thank you.