

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:

3,968 Programs

2,324 Sites

1,193 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 ----- 29,478

In Qtr1 FY2022, a total of 29,478 calls came into the 2-1-1 help-line.



Website ----- 59,389
Live Chats ----- 969

In Qtr1 FY2022, a total of 59,389 people searched Nevada211.org with 969 reaching out via Live Chat.



Text ----- 1,050

In Qtr1 FY2022, a total of 1,050 people texted for support.

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



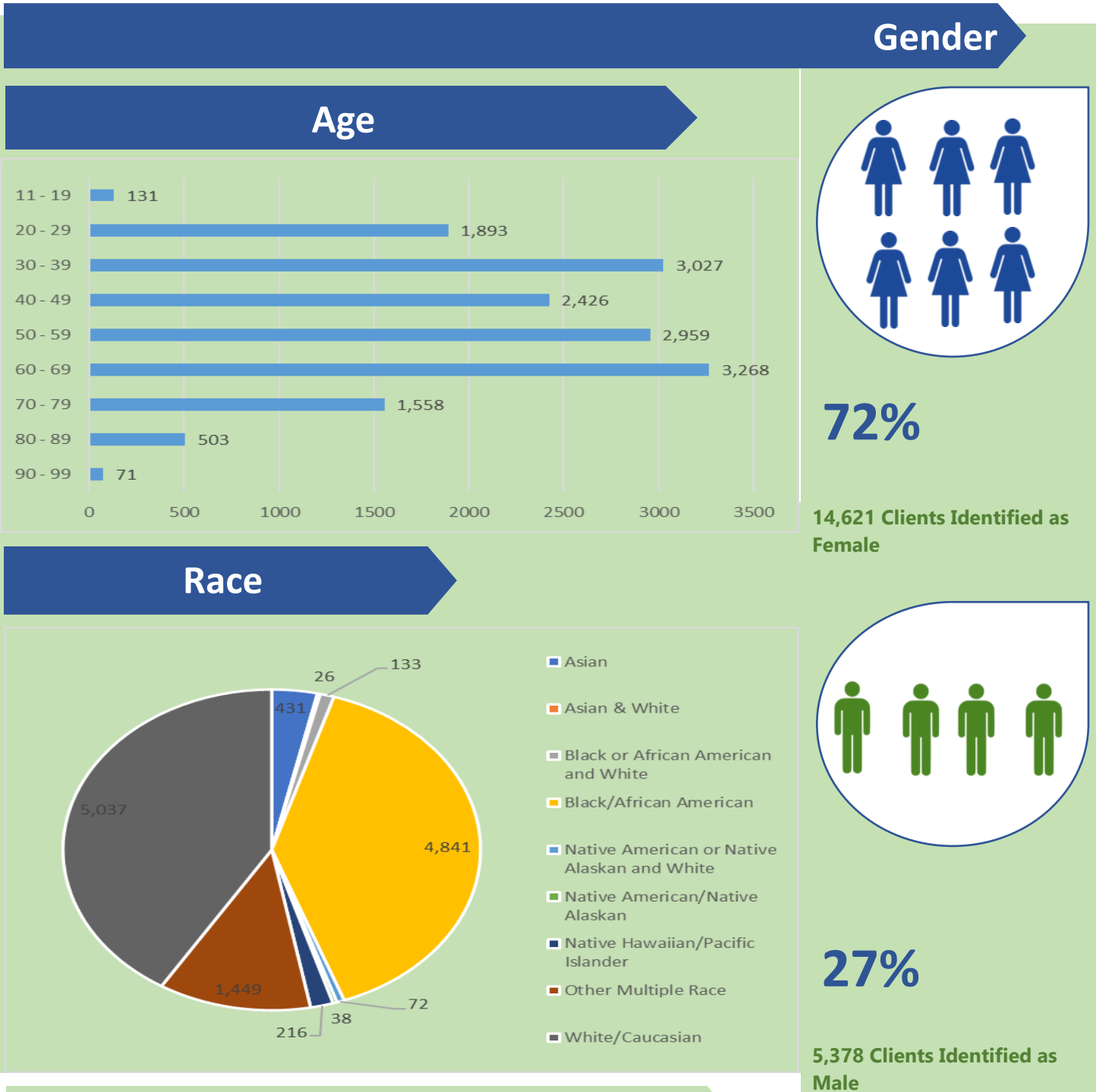
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Quarterly Service Report July 1, 2021 - September 30, 2021

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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, 2021 and September 30, 2021.



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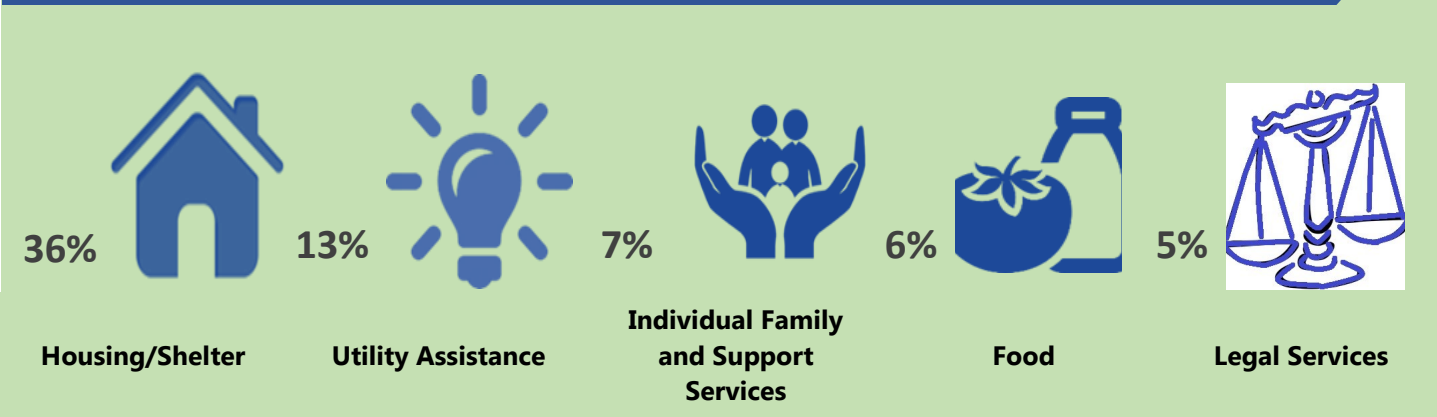
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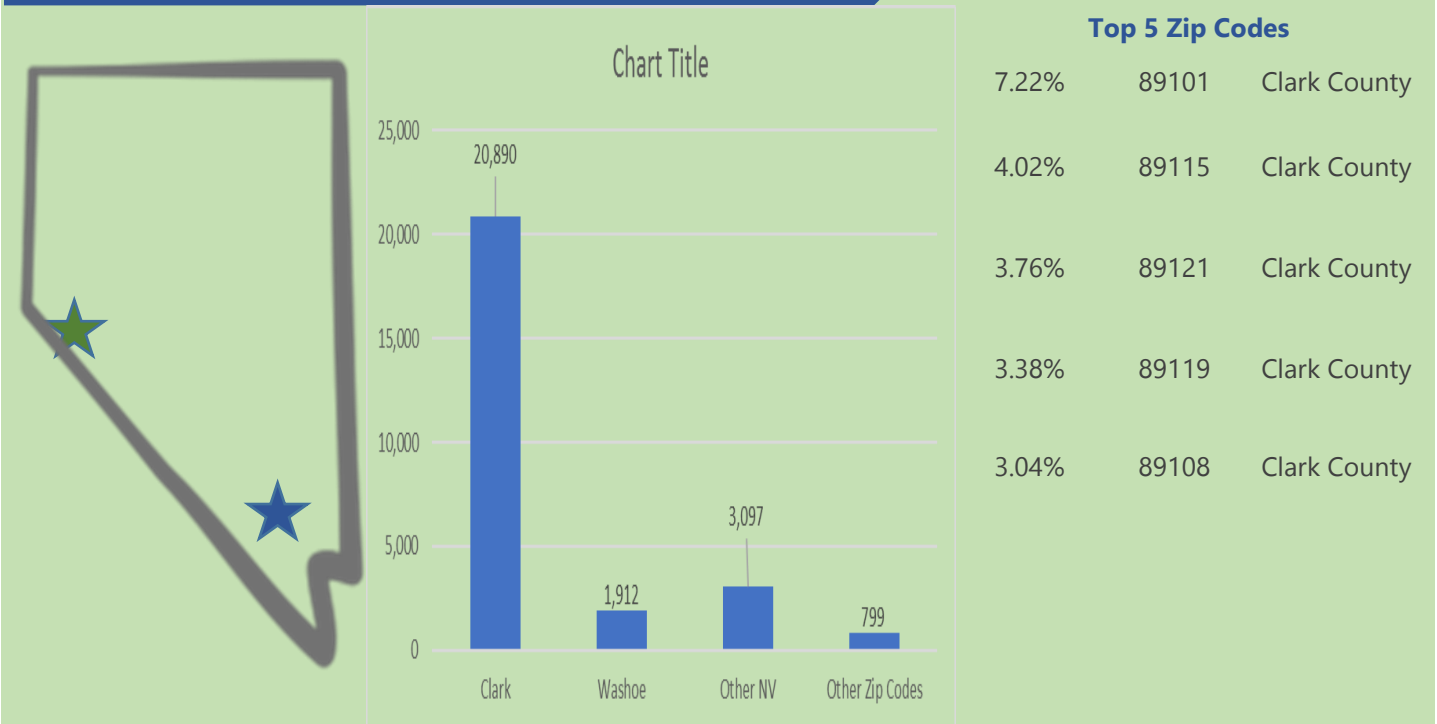
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

Q1 2022 Top 5 Needs



Where People Need Help Most



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Comprehensive List of Client Resources Requested

B Basic Needs	29,281	62.43%
Basic Needs Totals:		
Housing/Shelter	16,753	57.21%
Utilities	6,488	22.15%
Food	2,908	9.93%
Transportation	2,275	7.76%
Material Goods	857	2.92%
D Consumer Services	785	1.67%
F Criminal Justice and Legal Services	2955	6.30%
H Education	328	0.70%
J Environment and Public Health/Safety	186	0.40%
L Health Care	3823	8.15%
N Income Support and Employment	2489	5.31%
P Individual and Family Life	3719	7.93%
R Mental Health and Substance Use Disorder Services	2153	4.59%
T Organizational/Community/International Services	868	1.85%
Y Target Populations	313	0.67%

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