

# Quarterly Service Report

October 1, 2021 - December 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 needs, trends, and gaps in services.

The 2-1-1 Database Currently Includes:

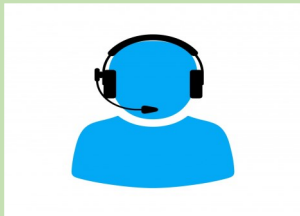
3,966 Programs

2,327 Sites

1,200 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 24/7/265. Information is also available Online and via Live Chat and Text. The Nevada 211 and Nevada 211 Youth Apps are now available for download.



**Calls ----- 28,233**

In Qtr2 FY2022, a total of 28,233 calls came into the 2-1-1 help-line.



**Website ----- 55,625**  
**Live Chats ----- 1,054**

In Qtr2 FY2022, a total of 55,625 people searched Nevada211.org with 1,054 reaching out via Live Chat.



**Text ----- 1,117**

In Qtr2 FY2022, a total of 1,117 people texted for support.

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



**Money Management**  
INTERNATIONAL

# Quarterly Service Report

October 1, 2021 - December 31, 2021

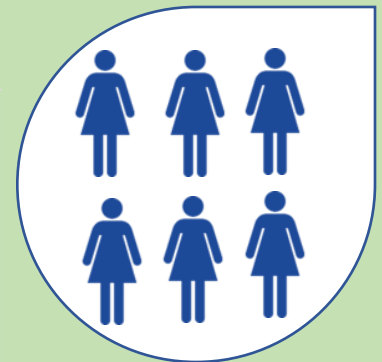
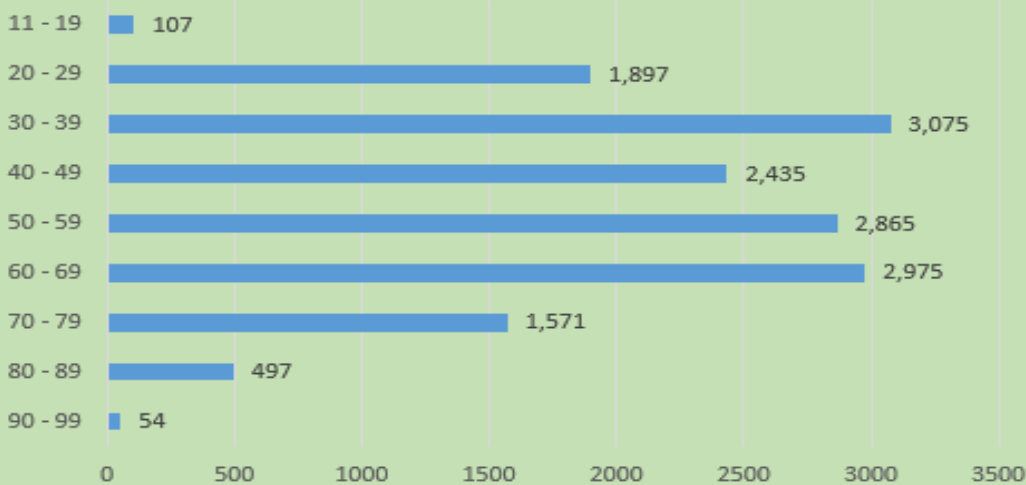
Nevada's Resource to Ensure People are Connected to the Services they Need



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 October 1, 2021 and December 31, 2021.

## Gender

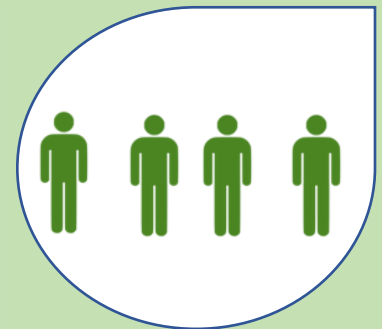
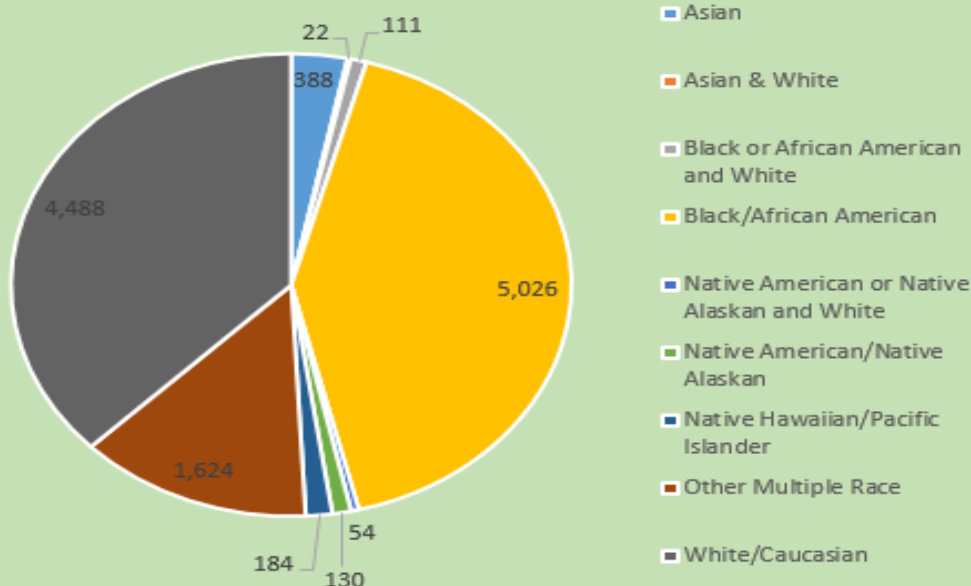
### Age



72%

13,997 Clients Identified as Female

### Race



28%

5,519 Clients Identified as Male

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



**Money Management**  
INTERNATIONAL

# Quarterly Service Report

October 1, 2021 - December 31, 2021

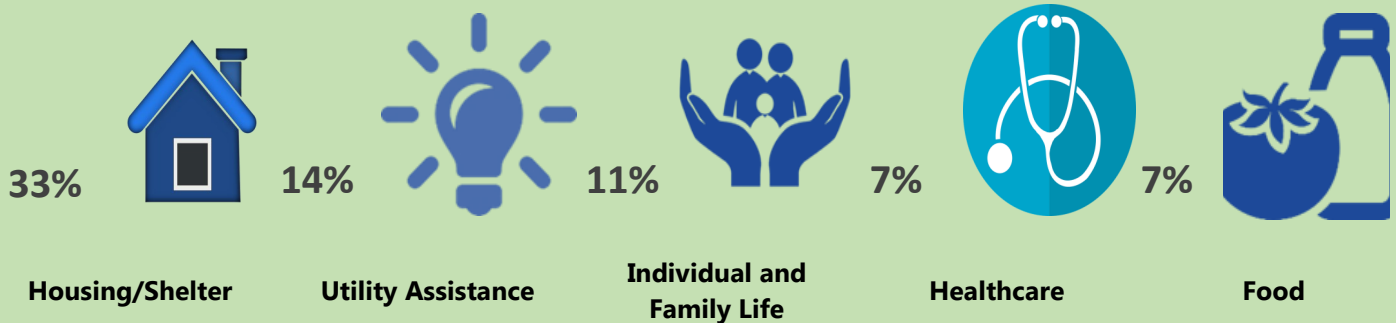
Nevada's Resource to Ensure People are Connected to the Services they Need



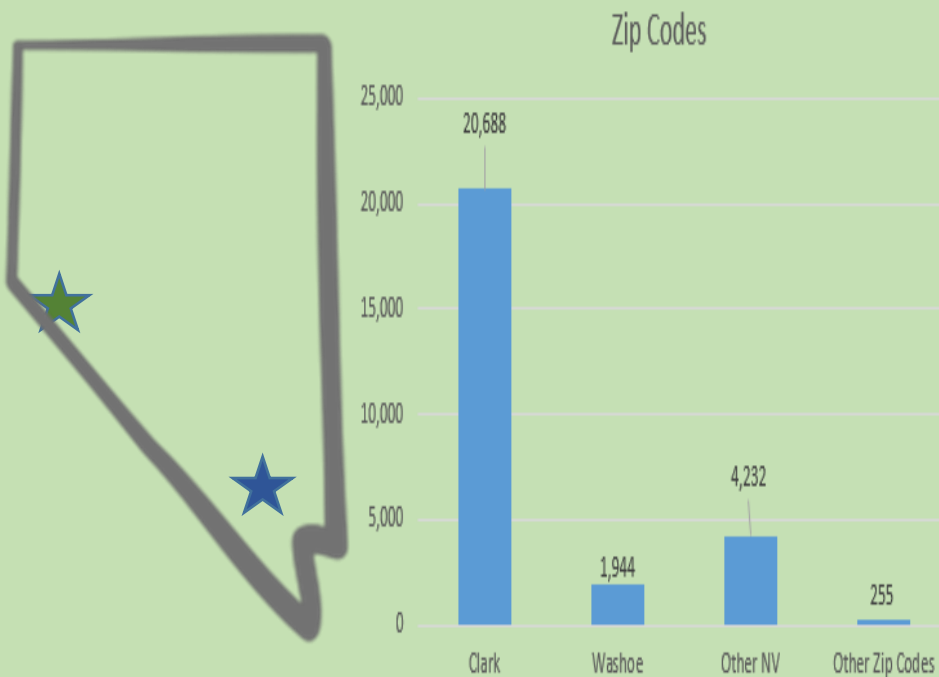
Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

## Q2 2022 Top 5 Needs



## Where People Need Help Most



### Top 5 Zip Codes

8.78%	89101	Clark County
3.74%	89121	Clark County
3.38%	89115	Clark County
3.10%	89119	Clark County
2.91%	89108	Clark County

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





### Comprehensive List of Client Resources Requested

B Basic Needs	28,390	61.73%
Basic Needs Totals:		
Housing/Shelter	15,512	54.64%
Utilities	6,542	23.04%
Food	3,070	10.81%
Transportation	2,097	7.39%
Material Goods	1,132	3.99%
D Consumer Services	781	1.68%
F Criminal Justice and Legal Services	2,801	6.16%
H Education	135	0.50%
J Environment and Public Health/Safety	117	0.32%
L Health Care	3,127	7.44%
N Income Support and Employment	2,652	5.50%
P Individual and Family Life	5,348	9.70%
R Mental Health and Substance Use Disorder Services	2,358	4.83%
T Organizational/Community/International Services	599	1.57%
Y Target Populations	223	0.57%