

Quarterly Service Report

January 1, 2022 - March 31, 2022

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.

211 Database

Benefits of 211 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:

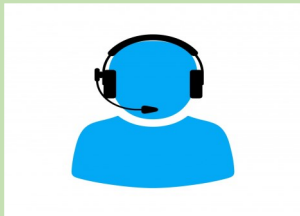
3,972 Programs

2,328 Sites

1,210 Agencies

Services Provided

People can access 211 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 ----- 30,629

In Qtr3 FY2022, a total of 30,629 calls came into Nevada 211



Website ----- 71,928
Live Chats ----- 978

In Qtr3 FY2022, a total of 71,928 Users searched Nevada211.org with 978 reaching out via Live Chat.



Text ----- 1,269

In Qtr3 FY2022, a total of 1,269 people texted for support.

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



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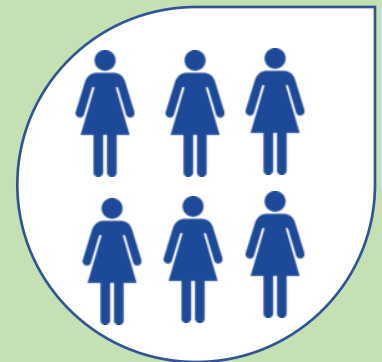
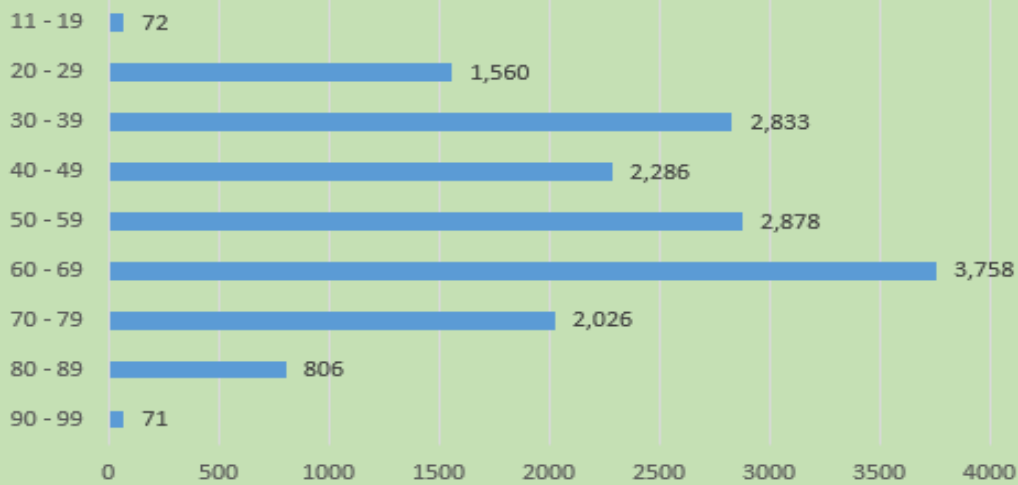


Nevada 211 collects demographic information on help seekers as a way to understand their consumer-base.

The following charts represent the demographics of individuals served between January 1, 2022 and March 31, 2022.

Gender

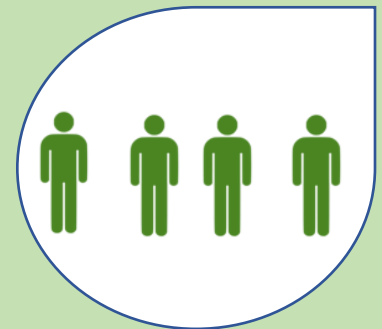
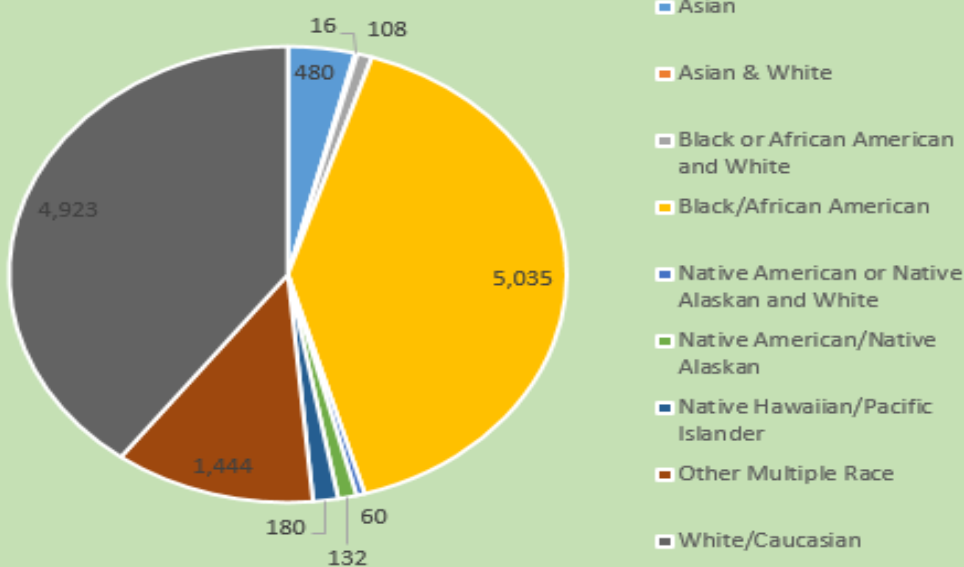
Age



65%

11,628 Clients Identified as Female

Race



34%

6,037 Clients Identified as Male

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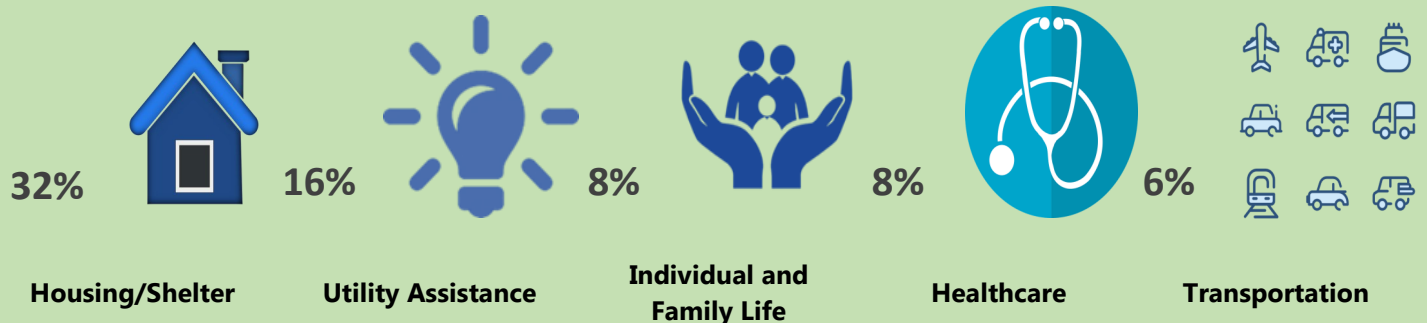
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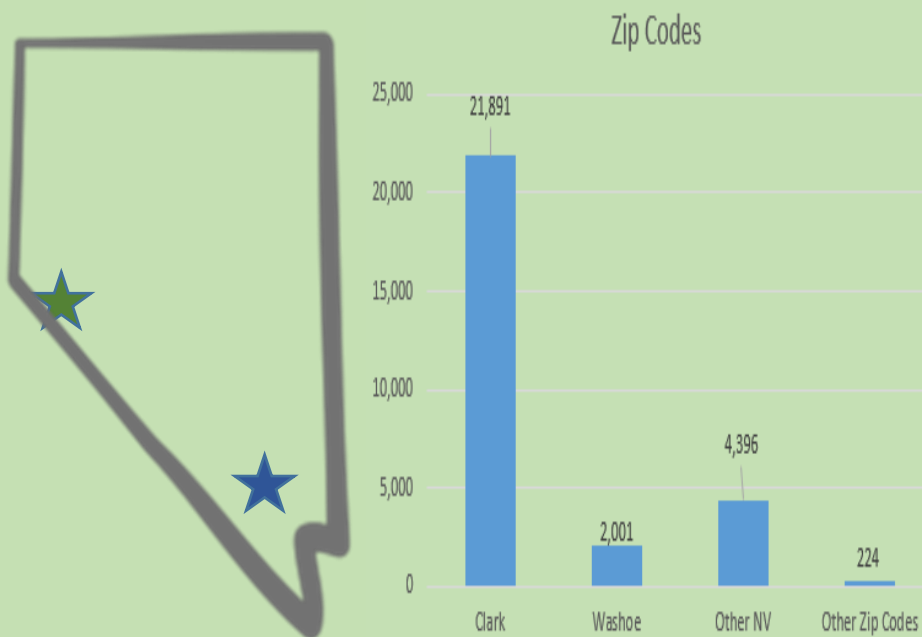
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

The majority of help seekers reaching out to Nevada 211 requested assistance with basic needs; specifically Housing, Utility and Transportation resources.

Q3 2022 Top 5 Needs—49,466 requested resources



Where People Need Help Most



Top 5 Zip Codes

8.16%	89101	Clark County
3.95%	89121	Clark County
3.72%	89115	Clark County
3.38%	89108	Clark County
3.04%	89119	Clark County

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Comprehensive List of Client Resources Requested

B Basic Needs	30,648	61.95%
Basic Needs Totals:		
Housing/Shelter	15,919	51.94%
Utilities	7,839	25.57%
Food	2,918	9.52%
Transportation	3,060	9.98%
Material Goods	912	2.97%
D Consumer Services	1,285	2.59%
F Criminal Justice and Legal Services	2,860	5.78%
H Education	166	0.03%
J Environment and Public Health/Safety	133	0.02%
L Health Care	3,777	7.63%
N Income Support and Employment	2,870	5.80%
P Individual and Family Life	4,135	8.35%
R Mental Health and Substance Use Disorder Services	2,751	5.56%
T Organizational/Community/International Services	610	0.12%
Y Target Populations	230	0.04%