



Nevada

Fiscal Year 2019/20

Call Data

Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	10,936	10,047	7,623	8,358	7,958	7,581	7,265	6,462	13,562	12,134	8,632	8,213	108,771
Answered Calls	8,279	7,484	6,528	7,037	6,492	6,290	6,268	5,629	9,412	9,198	6,719	6,812	86,148
Abandoned Calls	2,566	2,493	1,060	1,276	1,391	1,234	966	810	3,976	2,818	1,823	1,323	21,736
Uncategorized Calls	91	70	35	45	75	57	31	23	174	118	90	78	887
Repeat Callers	2,252	1,149	1,701	1,955	1,710	1,532	1,586	1,482	1,957	1,867	1,385	1,559	20,135
Type of Client													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
2-1-1 Call	8,590	8,138	5,180	5,831	5,294	5,213	5,373	4,768	8,103	7,696	6,788	5,687	76,661
MCH	65	54	56	64	31	54	68	64	44	33	32	28	593
Social Media	1	0	0	2	5	5	2	3	0	1	0	0	19
Email	23	31	24	21	16	14	15	12	36	62	51	45	350
In Person	8	0	0	0	2	1	11	11	1	3	1	1	39
Text Clients	244	272	229	382	312	249	205	186	717	568	641	280	4,285
Chat Clients	161	131	163	152	130	131	137	93	312	351	213	171	2,145
Disaster Form	0	0	0	133	0	1	0	0	0	881	1654	1136	3,805
PREA Form	0	0	1 (test)	0	0	0	0	1 (test)	0	0	1 (test)	0	3 (test)
Talk Time Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Talk Time Telephone System (Minutes)	4:50	4:56	4:44	4:53	4:32	4:33	4:49	4:28	4:48	5:06	5:07	5:24	5:00
Average Time to Answer	:59	1:03	:42	:41	:49	:46	:38	:35	1:21	1:06	:56	:48	:45
Total Calls Answered in Two Minutes or less	6688	5299	5748	6221	5485	5412	5633	5093	6627	8122	5508	5852	71,688
Under the two minute limit	80.78%	70.80%	88.05%	88.40%	84.49%	86.04%	89.87%	90.48%	70.41%	88.30%	81.98%	85.91%	83.21%

Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	8,279	7,484	6,528	7,037	6,492	6,290	6,268	5,629	9,412	9,198	6,719	6,812	86,148
Under 30 seconds	4,562	3,449	4,393	4,725	4,087	3,881	4,248	4,077	4,657	4,991	3,987	4,307	51,364
Between 30 & 60 seconds	1,027	890	703	805	721	844	761	592	800	1,001	793	856	9,793
Between 60 & 90 seconds	208	184	132	112	121	127	135	101	192	1,154	131	120	2,717
Between 90 & 120 seconds	891	776	520	579	556	560	489	323	978	976	597	569	7,814
Between 120 & 180 seconds	1,591	1,605	780	818	1,013	878	636	532	2,783	2,055	1,215	958	14,864
Time to answer Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	:59	1:03	:42	:41	:49	:46	:38	:35	1:21	1:06	:56	:48	0:45
Under the two minute limit	80.78%	70.80%	88.05%	88.40%	84.49%	86.04%	89.87%	90.48%	70.41%	88.30%	81.98%	85.91%	83.21%
Over the two minute limit	19.22%	29.20%	11.95%	11.60%	15.51%	13.96%	10.13%	9.52%	29.59%	11.70%	18.02%	14.09%	16.79%
Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average time to abandon	2:40	2:44	2:17	2:17	2:24	2:22	2:23	2:22	3:04	2:54	2:49	2:46	2:39
Abandoned Calls	2,566	2,493	1,060	1,276	1,395	1,234	966	810	3,976	2,818	1,823	1,323	21,740
Abandoned Calls %	23.46%	24.81%	13.91%	15.27%	17.53%	16.28%	13.30%	12.53%	29.32%	23.22%	21.12%	16.11%	19.99%

Call Data

Other Types of Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Responses	4,293	3,797	2,906	3,199	3,089	2,915	2,817	2,572	4,724	4,452	3,342	3,183	41,289
Out-of-State 211 Calls	141	157	154	142	103	125	125	99	182	193	153	166	1,740
311	1,549	1,129	518	567	547	474	459	466	510	559	456	489	7,723
411	215	196	201	214	185	209	210	159	172	196	206	183	2,346
511	16	16	10	12	18	26	15	15	43	24	8	13	216
611	18	26	25	21	21	22	19	14	19	9	12	11	217
711	0	0	0	0	0	0	0	0	0	1	0	0	1
811	2	5	0	2	3	0	1	2	3	3	2	4	27
911	11	16	7	6	10	12	13	11	18	13	11	4	132
Abusive Caller	13	2	5	9	1	10	5	3	32	23	22	6	131
Crisis	44	52	60	49	30	35	27	31	46	53	39	37	503
Disaster	0	0	0	133	0	7	3	0	6	2	1	4	156
Disconnect	544	571	551	537	495	472	462	450	610	616	456	568	6,332
Information Only	1313	1151	1040	1184	1287	1138	1122	963	2516	2228	1504	1214	16,660
Static	32	30	25	26	70	23	26	24	32	34	26	30	378
Unknown	315	310	210	203	234	295	227	225	443	381	344	337	3,524
Wrong Number	80	136	98	90	82	63	100	103	79	101	96	111	1,139

Call Data

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	8,848	8,219	6,994	7,646	7,085	6,860	6,718	5,919	10,770	11,245	9,168	8,455	97,927
Carson City	40	28	18	52	28	49	43	35	76	94	70	58	591
Churchill	8	5	14	10	10	13	7	13	19	17	22	21	159
Clark	5,935	5,784	5,220	5,611	5,183	5,065	4,957	4,503	7,906	8,348	6,876	6,252	71,640
Douglas	14	15	19	10	11	9	11	19	28	27	27	25	215
Elko	14	14	12	18	30	17	25	26	39	34	36	27	292
Esmeralda	2	1	1	2	2	2	0	1	2	2	1	0	16
Eureka	0	3	0	0	1	1	2	0	1	1	1	0	10
Humboldt	6	2	3	4	3	5	10	9	13	18	17	6	96
Lander	2	1	0	1	0	1	0	1	1	3	3	2	15
Lincoln	3	0	1	2	4	5	2	1	4	3	1	2	28
Lyon	27	39	26	24	42	39	28	31	53	65	61	63	498
Mineral	2	2	2	4	1	3	1	2	5	4	0	1	27
Nye	26	25	28	34	34	28	32	27	57	60	42	40	433
Pershing	1	1	1	4	1	4	2	0	0	1	6	2	23
Storey	2	0	0	0	0	0	0	0	1	1	2	1	7
Washoe	377	341	327	340	318	346	362	193	881	917	659	604	5,665
White Pine	2	7	3	4	1	3	2	3	11	9	9	10	64
Other Zip Codes	2,387	1,951	1,319	1,526	1,416	1,270	1,234	1,055	1,673	1,641	1,335	1,341	18,148

COVID RESPONSE

On March 16, 2020, Nevada 211 was called into service by the NV DHHS DPBH to provide call coverage in response to the COVID-19 Pandemic utilizing the Nevada 211 call center and Nevada’s Coronavirus hotline.

<u>COVID SPECIFIC INTERACTIONS</u>	<u>CALLS</u>	<u>CHATS</u>	<u>TEXTS</u>	<u>EMAILS</u>	<u>TOTAL</u>	<u>COVID SPECIFIC RESOURCES REQUESTED</u>
March 16th-March 31, 2020	2013	83	155	9		752
Apr-20	4523	28	150	20		2294
May-20	3493	15	106	14		2237
Jun-20	2535	1	39	11		1418
TOTALS 3/16/2020 through 6/30/2020	12564	127	450	54	0	6701

Chat Data

Pre- Chat Questions													
Military Experience?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	9	9	8	7	3	2	10	4	12	20	8	13	105
Age	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
< 20	1	1	2	2	4	1	4	1	5	4	2	2	29
20 - 29	38	25	39	32	20	18	16	21	49	53	43	31	385
30 - 39	34	42	46	61	30	44	38	29	89	99	54	40	606
40 - 49	37	20	22	18	25	26	26	21	58	60	27	27	367
50 - 59	19	16	21	13	16	22	22	9	59	64	38	32	331
60 - 69	14	12	20	8	12	7	14	1	25	34	13	16	176
70 - 79	1	2	1	2	3	2	2	1	11	12	14	4	55
80 - 89	4	0	0	0	4	1	3	2	1	1	3	4	23
90 >	0	0	0	0	2	1	0	0	0	1	0	3	7
Chat Information													
Chat Information	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Chat Sessions Answered	142	122	159	143	123	120	119	85	265	295	177	115	1,865
Missed Chat	19	7	4	11	7	11	9	8	47	56	35	28	242
Talk Time Chat													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Talk Time (Minutes)	2964	2465	3338	2593	2052	2228	2090	1414	6791	8473	5867	3265	43540
Average Chat Length iCarol (minutes)	21	18	21	17	17	19	18	17	26	29	33	28	19

Chat Data

Post Chat Questions													
Was the chat service easy to use?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Very easy, no problems at all	8	10	11	5	8	6	13	7	26	24	15	20	153
Fairly easy	4	4	7	2	3	1	5	2	6	6	4	5	49
Some problems	1	0	0	0	0	1	0	0	3	5	0	2	12
A lot of problems	0	2	0	0	0	1	0	0	3	3	1	1	11
Very difficult to use	0	0	1	1	0	0	2	0	1	3	2	1	11
Was your chat specialist helpful?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Extremely helpful	3	6	7	3	4	6	6	4	16	14	6	9	84
Very helpful	5	5	5	4	6	1	6	2	7	9	5	9	64
Somewhat helpful	2	3	4	0	1	0	5	1	6	5	4	3	34
Not very helpful	1	2	1	0	0	1	0	1	0	3	1	2	12
Not helpful at all	2	2	3	3	0	2	5	2	8	9	6	8	50

Demographic Data

Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,111	6,624	4,204	4,596	4,147	4,054	4,150	3,735	5,569	4,952	3,376	3,773	55,291
Asian	100	132	80	69	59	90	80	68	161	125	78	84	1,126
Asian & White	10	10	5	7	10	2	4	1	8	4	5	5	71
Black or African American and White	34	47	29	36	31	31	23	25	25	19	18	22	340
Black/African American	2,227	2,381	1,544	1,670	1,419	1,439	1,493	1,183	1,558	1,274	877	1,127	18,192
Native American or Native Alaskan and White	15	20	3	9	11	6	7	12	22	35	0	11	151
Native American/Native Alaskan	61	75	44	40	39	44	37	61	52	15	29	37	534
Native Hawaiian/Pacific Islander	70	77	51	79	57	44	58	47	84	59	28	46	700
Other Multiple Race	599	602	335	351	335	333	331	315	476	377	267	274	4,595
White/Caucasian	1,976	2,094	1,186	1,307	1,268	1,157	1,249	1,153	1,647	1,348	916	1,041	16,342
Chose not to answer	1,019	1,186	927	1,028	918	908	868	870	1,536	1,696	1,158	1,126	13,240
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,115	6,631	4,197	4,597	4,126	4,033	4,139	3,711	5,548	4,924	3,348	3,765	55,134
Hispanic or Latino	1,100	1,109	743	867	752	765	744	641	1,196	1,264	802	864	10,847
Not Hispanic or Latino	4,500	4,912	2,983	3,203	2,919	2,824	2,916	2,578	3,554	2,842	1,952	2,339	37,522
Chose not to answer	515	610	471	527	455	444	479	492	798	818	594	562	6,765

Demographic Data

Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,394	7,060	5,169	5,766	5,319	5,215	5,337	4,758	7,765	7,259	5,293	5,546	70,881
Chose not to answer	51	33	24	26	36	18	27	20	30	45	30	15	355
Female	4,706	5,251	3,829	4,221	3,965	3,843	3,818	3,339	5,549	4,984	3,757	3,981	51,243
Male	1,631	1,776	1,312	1,511	1,316	1,348	1,486	1,393	2,177	2,219	1,502	1,546	19,217
Transgender	6	0	4	8	2	6	6	6	9	11	4	4	66
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,323	5,895	4,005	4,365	4,176	3,932	3,983	3,527	5,580	5,108	3,516	3,871	53,281
90 - 99	28	22	10	13	14	13	19	13	15	14	12	15	188
80 - 89	132	160	84	70	91	106	112	86	106	92	94	150	1,283
70 - 79	390	379	249	319	261	296	323	332	412	397	307	366	4,031
60 - 69	733	861	595	685	643	682	688	623	891	893	632	686	8,612
50 - 59	899	1,099	743	760	768	708	743	714	1,167	1,159	751	789	10,300
40 - 49	952	1,108	741	873	696	704	707	562	1,171	1,053	611	634	9,812
30 - 39	1,352	1,483	907	988	952	885	877	693	1,128	943	688	796	11,692
20 - 29	814	769	652	643	718	527	489	481	665	524	405	415	7,102
11 - 19	23	14	24	14	33	11	25	23	25	33	16	20	261

Demographic Data

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
English	5,909	6,534	5,164	5,739	5,334	5,195	5,297	4,723	7,697	6,884	5,134	5,293	68,903
Other	38	15	30	27	34	34	18	13	20	22	10	14	275
Spanish	174	201	200	208	189	186	186	166	457	709	448	387	3,511
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,676	5,442	4,968	5,565	4,969	4,950	4,867	4,366	7,153	6,722	4,774	5,072	64,524
City	89	87	53	56	53	49	73	67	97	95	61	41	821
County	52	43	38	34	15	14	18	10	29	11	16	19	299
Disaster Referral	0	0	0	133	0	0	0	0	0	55	0	0	188
Friend/Family	451	417	381	419	405	392	379	348	680	450	345	336	5,004
MCH	1	2	0	0	0	1	2	1	0	1	0	2	10
Media	81	67	65	74	76	66	74	59	322	359	160	122	1,525
Not Sure	129	126	112	119	115	106	133	85	169	128	110	133	1,465
Other	1,153	1,145	993	1,093	930	956	921	815	1,715	1,672	1,213	1,275	13,881
Outreach Event	21	14	13	10	12	13	23	27	29	23	20	8	213
Social Media	6	10	7	9	9	15	6	7	52	11	7	8	147
Social Service - Nonprofit Agency	455	408	424	463	416	452	447	378	426	375	281	391	4,896
State of Nevada	371	413	348	399	346	299	368	301	380	300	186	210	3,921
United Way	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	444	368	234	240	198	309	209	159	348	411	307	242	2,464
Used 2-1-1 before	2,210	2,116	2,093	2,307	2,152	2,041	1,978	1,913	2,538	2,599	1,901	2,079	25,927
Web Search	213	226	207	209	242	237	236	196	368	323	166	226	2,758

Text Data

Text Messages – EMS Platform													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Incomings	670	722	725	751	766	698	592	576	1,568	2,002	1,755	1,243	12,068
Total Outgoings	6,138	6,826	6,158	6,649	7,128	6,225	5,464	5,121	15,485	13,387	10,594	8,900	98,075
Text Response Rates:													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	212	190	201	202	274	208	158	156	1,416	480	313	202	4,012
5-15 mins	29	57	14	27	33	21	16	8	329	158	112	62	866
16-30 mins	10	8	6	5	1	8	2	1	116	58	37	15	267
31 mins to 1 hour	0	2	0	1	1	0	0	0	63	30	21	5	123
Over 1 hour	0	1	1	3	0	0	0	1	21	7	11	4	49

Web Data

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	79.00%	78.30%	78.10%	77.10%	79.50%	71.90%	74.10%	76.10%	77.70%	73.90%	73.79%	73.90%	76111%
Returning Visitors	21.00%	21.70%	21.90%	22.90%	20.50%	28.10%	25.90%	23.90%	22.30%	26.10%	26.21%	26.10%	23.88%
Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	379	377	417	425	344	240	300	327	723	1,145	683	565	5,925
25-34	1,294	1,332	1,277	1,245	1,024	1,179	1,246	623	1,792	2,745	1,482	1,308	16,547
35-44	1,068	1,138	922	926	769	940	927	515	1,377	2,605	1,400	931	13,518
45-54	756	800	673	645	550	612	645	506	1,058	2,230	1,101	813	10,389
55-64	540	562	452	394	401	368	451	340	878	1,768	945	684	7,783
65+	296	310	269	260	253	170	225	332	819	1,627	803	635	5,999
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	1,761	1,714	1,445	1,311	1,077	1,185	1,372	937	2,596	8,109	4,340	1,861	27,708
Female	3,220	2,932	2,667	2,687	2,355	2,436	2,494	1,874	4,444	4,582	2,406	3,357	35,454
Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	14,969	14,513	13,320	13,065	12,786	10,497	10,479	9,101	20,433	35,249	19,748	16,121	190,281
Users	12,446	11,983	10,974	10,699	10,688	8,212	8,673	7,375	16,340	27,134	15,778	12,797	153,099
Page Views	34,159	32,359	30,756	30,773	29,070	26,657	24,406	21,698	50,928	92,938	49,372	39,069	462,185
Avg. Session Duration	1:48	1:41	1:50	1:54	1:53	2:10	1:50	2:00	2:08	2:12	2:04	2:00	2:10

ReferralData

Taxonomy Category Trends													
Counts	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	7,058	6,811	6,358	6,737	6,026	6,069	6,,302	5,238	10,006	8,087	6,181	7,120	81,993
D Consumer Services	212	270	219	245	163	166	326	374	351	280	252	308	3,166
F Criminal Justice and Legal Services	675	655	572	595	452	525	528	490	545	650	560	604	6,851
H Education	229	257	54	51	26	50	40	38	58	34	29	32	898
J Environment and Public Health/Safety	9	14	16	11	15	8	11	11	453	304	70	38	960
L Health Care	706	687	604	623	546	539	563	580	545	569	481	656	7,099
N Income Support and Employment	883	882	789	883	659	587	699	563	983	1022	789	764	9,503
P Individual and Family Life	715	749	608	824	1651	1269	638	505	528	532	597	754	9,370
R Mental Health and Substance Use Disorder Services	561	545	607	647	471	520	570	474	497	446	550	605	6,493
T Organizational/Community/International Services	392	322	142	146	146	120	159	176	223	213	213	261	2,513
Y Target Populations	0	2	1	1	0	0	2	4	1,765	2,026	2,274	1,393	7,468
Total	11,440	11,194	9,970	10,763	10,155	9,853	9,836	8,453	15,954	14,163	11,996	12,535	136,314
Category Percentages	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	61.70%	60.85%	63.77%	62.59%	59.34%	61.60%	64.07%	61.97%	62.72%	57.10%	51.53%	56.80%	60.15%
D Consumer Services	1.85%	2.41%	2.20%	2.28%	1.61%	1.68%	3.31%	4.42%	2.20%	1.98%	2.10%	2.46%	2.32%
F Criminal Justice and Legal Services	5.90%	5.85%	5.74%	5.53%	4.45%	5.33%	5.37%	5.80%	3.42%	4.59%	4.67%	4.82%	5.03%
H Education	2.00%	2.30%	0.54%	0.47%	0.26%	0.51%	0.41%	0.45%	0.36%	0.24%	0.24%	0.26%	0.66%
J Environment and Public Health/Safety	0.08%	0.13%	0.16%	0.10%	0.15%	0.08%	0.11%	0.13%	2.84%	2.15%	0.58%	0.30%	0.70%
L Health Care	6.17%	6.14%	6.06%	5.79%	5.38%	5.47%	5.72%	6.86%	3.42%	4.02%	4.01%	5.23%	5.21%
N Income Support and Employment	7.72%	7.88%	7.91%	8.20%	6.49%	5.96%	7.11%	6.66%	6.16%	7.22%	6.58%	6.09%	6.97%
P Individual and Family Life	6.25%	6.69%	6.10%	7.66%	16.26%	12.88%	6.49%	5.97%	3.31%	3.76%	4.98%	6.02%	6.87%
R Mental Health and Substance Use Disorder Services	4.90%	4.87%	6.09%	6.01%	4.64%	5.28%	5.80%	5.61%	3.12%	3.15%	4.58%	4.83%	4.76%
T Organizational/Community/International Services	3.43%	2.88%	1.42%	1.36%	1.44%	1.22%	1.62%	2.08%	1.40%	1.50%	1.78%	2.08%	1.84%
Y Target Populations	0.00%	0.02%	0.01%	0.01%	0.00%	0.00%	0.02%	0.05%	11.06%	14.30%	18.96%	11.11%	5.48%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

ReferralData

Top 20 Referrals						
FY Total Referrals 127,912	Q1	Q2	Q3	Q4	TOTALS	PERCENTAGE
Food Pantries	3,610	4,050	5,774	4,028	17,462	13.65%
Rent Payment Assistance	1,794	1,749	3,151	6,442	13,136	10.26%
Utility Service Payment Assistance	3,127	2,191	3,493	3,480	12,291	9.60%
Low Income/Subsidized Private Rental Housing	3,520	2,998	2,998	2,525	12,041	9.41%
COVID-19			2,188	6,102	8,290	6.48%
Community Shelters	1,223	1,401	1,680	659	4,963	3.88%
General Legal Aid	616	555	606	662	2,439	1.90%
Food Stamps/SNAP	430	411	498	936	2,275	1.77%
General Clothing Provision	454	463	625	223	1,765	1.37%
Holiday Gifts/Toys		865	865		1,730	1.35%
Community Clinics	420	366	389	267	1,442	1.12%
Medicaid Applications	343	335	458	276	1,412	1.10%
Landlord/Tenant Assistance	363	323	292	202	1,180	0.09%
Work Related Fee Payment Assistance	479	321	321		1,121	0.08%
Family Crisis Shelters	207	376	485		1,068	0.08%
Thanksgiving Baskets		503	503		1,006	0.07%
General Counseling Services	197	188	306	280	971	0.07%
Job Search/Placement	233	282	386		901	0.07%
State Unemployment Insurance			306	485	791	0.06%
Home Delivered Meals				461	461	0.03%

Special Needs

		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Tobacco Abuse	Taxonomy Code													
Smoking Addiction Support Groups	PN-8100.0500-830	0	4	0	0	3	0	0	1	2	0	2	2	4
Chewing Tobacco Education/Prevention	RX-8250.8000	0	6	0	0	0	0	1	0	0	0	3	0	6
Smoking/Vaping Cessation Support	RX-8470.8100	0	3	0	0	0	0	1	0	0	3	3	0	3



Nevada