

**GET CONNECTED.
GET HELP.**

211

Nevada 211: People Helping People

12/2022

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 911 and emergency operations center
- Have assisted in numerous emergencies, including the Route 91 Harvest Festival tragedy and CA Wildfire response
- Maintained the State's "COVID-19 Health and Human Services Information Line" from 3/2020 to – 4/2022

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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”

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Nevada 211



- Since 2015, MMI (formerly Financial Guidance Center) has operated the Nevada 211 call center, answering over 700,000 calls.
- Administration and oversight of Nevada 211 is the responsibility of the Nevada Department of Health and Human Services, Aging and Disability Services Division.
- Nevada 211 receives approximately 10,000 calls per month
- Free, confidential, and available 24/7/365

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211 by the Numbers.

Nevada 211: Key Statistics

In Fiscal Year 2021/22, the Nevada 211 team fielded:

- ✓ 96,355 calls with 8,760 being COVID-19 related
- ✓ 4,651 texts
- ✓ 4,030 live chats
- ✓ 482 email requests

Website & Apps

- ✓ 333,888 website visits
- ✓ 5,986 Nevada 211 App downloads
- ✓ 1,856 Nevada 211 Youth App downloads

The Nevada 211 database contains:

- ✓ 1,208 agencies
- ✓ 3,977 programs
- ✓ 2,374 sites

Nevada 211: Referral Trends

- Top referral categories in FY 2021/22 by volume:
 - ✓ Basic Needs, including Housing/Shelter, Food and Utility Assistance
 - ✓ Individual and Family Life
 - ✓ Health Care
- Top unmet needs of Nevada residents in 2021/22:
 - ✓ Rent Payment Assistance
 - ✓ Utility Assistance
 - ✓ Housing and Shelter
- The majority of help seekers reside in Clark County



Nevada 211 Achievements (FY22)

- Successfully concluded the contract with the Nevada Division of Public and Behavioral Health for the State's COVID-19 Information Line. This effort resulted in 56,161 COVID-19 related interactions from 3/2020 through 4/2022.
- Joined the United Way Worldwide National 211 Data Platform, which is used to centralize and aggregate 211 community resource data, 211 call volume data, needs data for individuals at an aggregated level, and other relevant 211 data.
- Collaborated with the United Way Worldwide on the "Ride United" program, providing over 2,500 rides to individuals across Nevada for health, food access, employment, public benefit access, and education purposes.
- Collaborated with the Nevada Broadcaster's Association on the creation of a new marketing campaign which resulted in increased 211 utilization across different

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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.

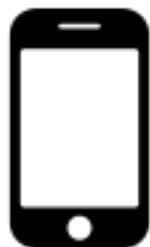
Nevada 211: Current Priorities

- Create additional disaster response partnerships.
- Continue to build and sustain broad-based community support by strengthening and expanding relationships with rural providers and residents, with expanded outreach activities in those areas and increasing the number of rural resources listed in the Nevada 211 resource database.
- Cultivate key champions within stakeholder groups necessary for the program's success.

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Contact Us.

Contact Us



- Dial: 211 or toll-free 866-535-5654
- Text Zip Code to: 898211
- Visit: www.nevada211.org
- Email:
Nevada211forms@MoneyManagement.org
- Download the Nevada 211 and Nevada 211 Youth Apps from Google Play and the apple App Store.

Information Available in More Than 150 Languages!

Contact Us

Southern Nevada

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713.394.3143

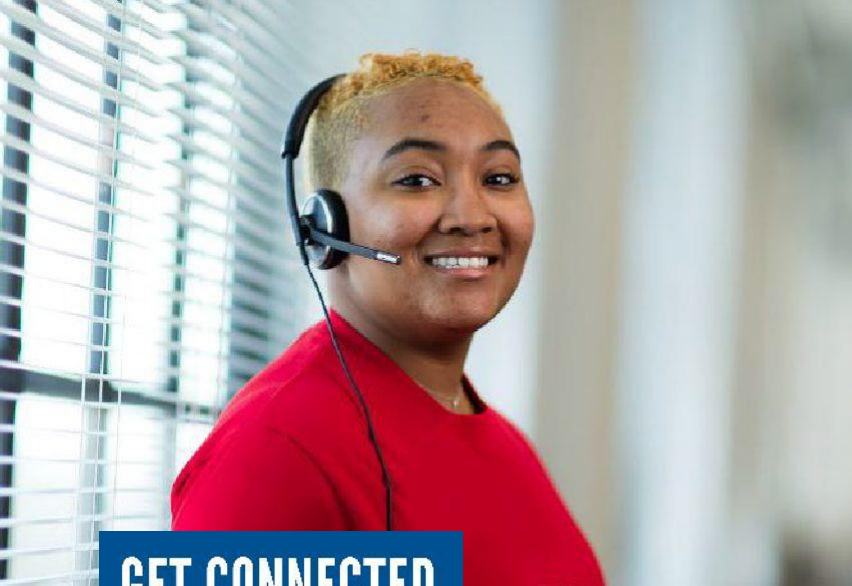
Northern/Rural Nevada

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Questions?

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Thank you.