

Quarterly Service Report

April 1, 2022 - June 30, 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, on-line directory, test platform and two apps provide help seekers 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.
- ◇ 211 can assist during times of disaster by directing non-emergency calls away from 9-1-1.
- ◇ The 211 system collects important data about emerging needs, trends, and gaps in services.

The 2-1-1 Database Currently Includes:

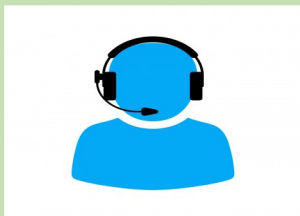
3,971 Programs

2,347 Sites

1,215 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 ----- 29,176

In Qtr4 FY2022, a total of 29,176 calls came into Nevada 211



Website ----- 81,914
Live Chats ----- 1,029

In Qtr4 FY2022, a total of 81,914 Users searched Nevada211.org with 1,029 reaching out via Live Chat.



Text ----- 1,215

In Qtr4 FY2022, a total of 1,215 people texted for support.

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



Money Management
INTERNATIONAL

Quarterly Service Report

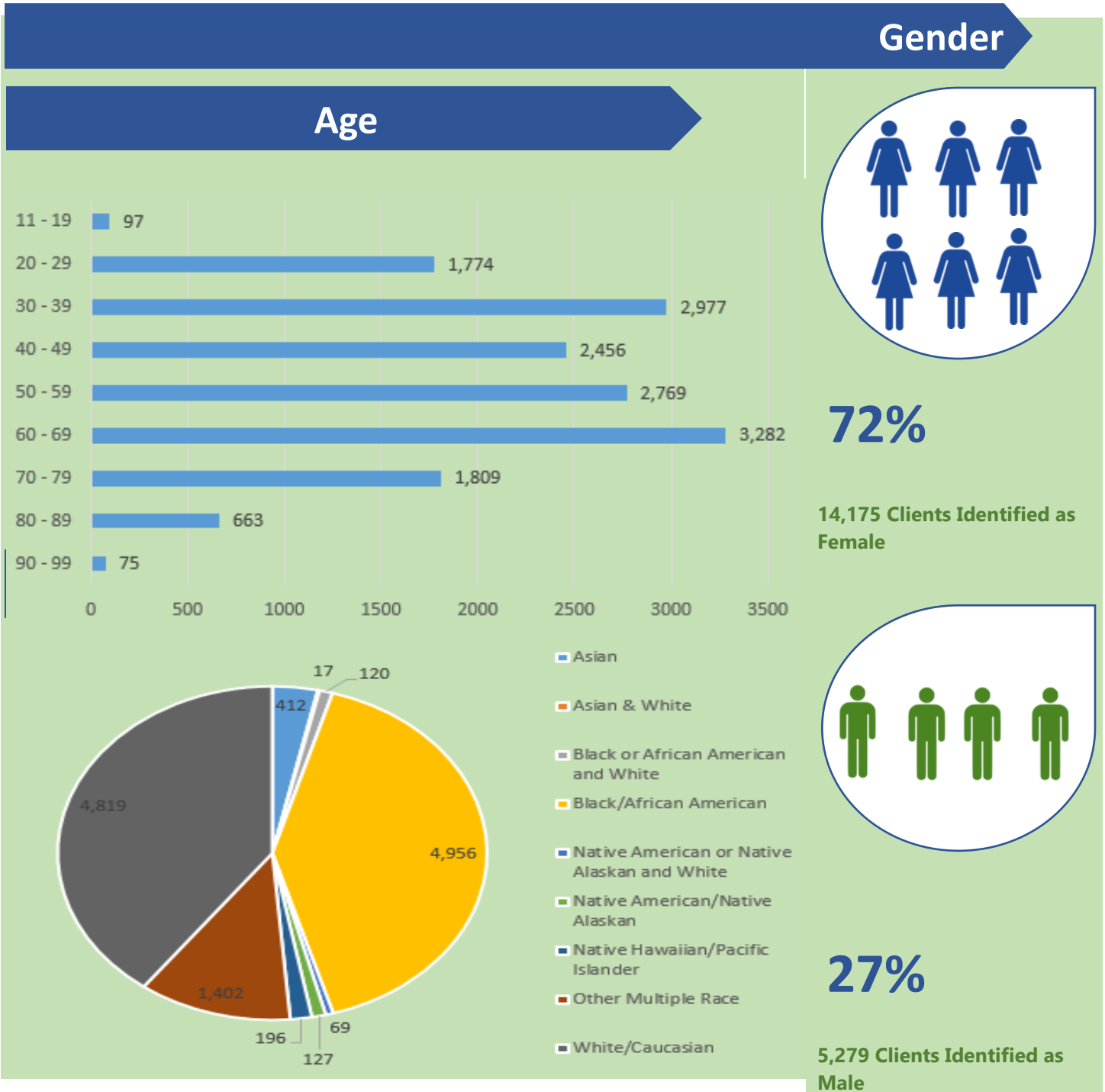
April 1, 2022 - June 30, 2022

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



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 April 1 2022 and June 30, 2022.



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



Money Management
INTERNATIONAL

Quarterly Service Report

April 1, 2022 - June 30, 2022

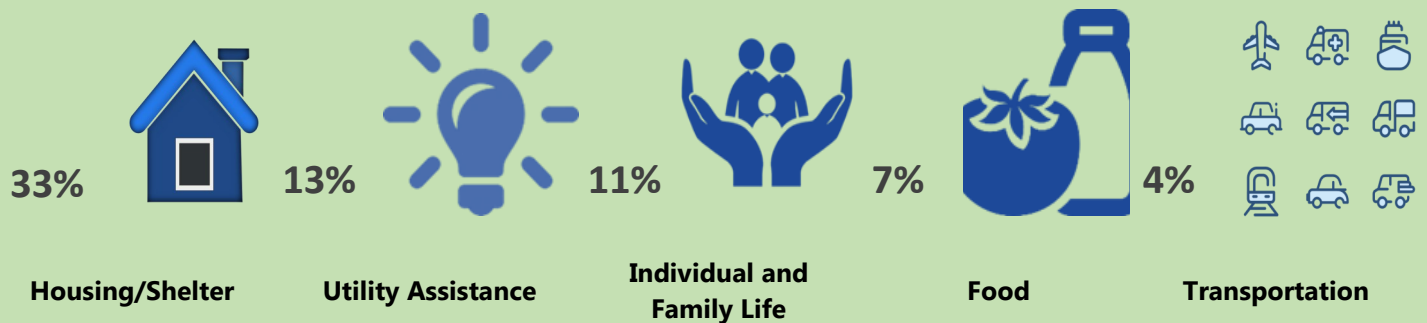
Nevada's Resource to Ensure People are Connected to the Services they Need



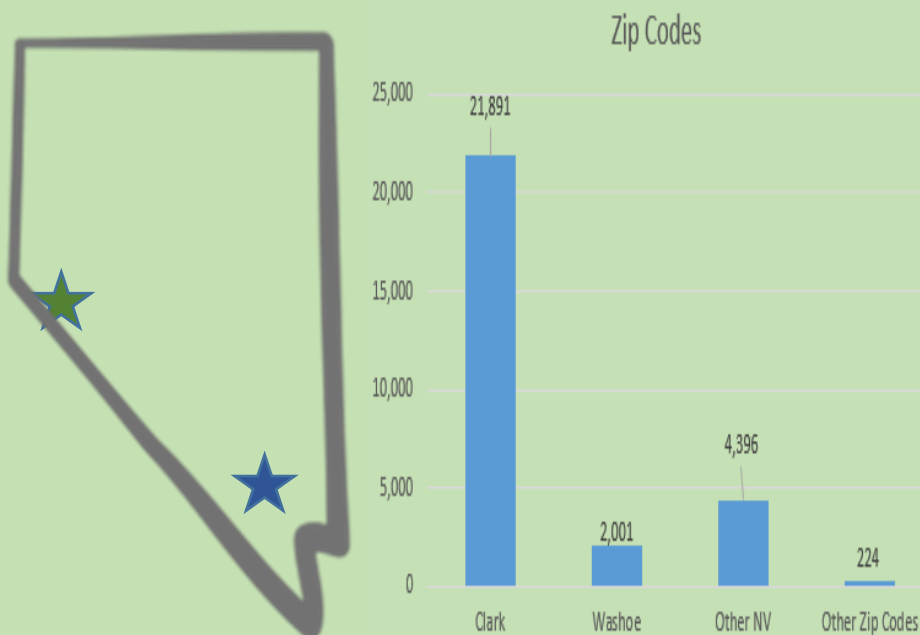
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

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

Q4 2022 Top 5 Needs—45,097 requested resources



Where People Need Help Most



Top 5 Zip Codes

8.93%	89101	Clark County
4.22%	89121	Clark County
3.43%	89115	Clark County
3.30%	89104	Clark County
3.26%	89119	Clark County

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





Comprehensive List of Client Resources Requested

B Basic Needs	27,085	60.05%
Basic Needs Totals:		
Housing/Shelter	15,254	56.31%
Utilities	5,796	21.39%
Food	3,036	11.20%
Transportation	2,027	7.48%
Material Goods	972	3.58%
D Consumer Services	993	2.20%
F Criminal Justice and Legal Services	2,725	6.04%
H Education	153	0.30%
J Environment and Public Health/Safety	99	0.20%
L Health Care	2,935	6.50%
N Income Support and Employment	2,641	5.85%
P Individual and Family Life	5,038	11.17%
R Mental Health and Substance Use Disorder Services	2,610	5.78%
T Organizational/Community/International Services	701	1.55%
Y Target Populations	117	0.20%

