

Quarterly Service Report

July 1, 2022 - September 30, 2022

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



Nevada 211 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 211 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.

211 Database

Benefits of 211 Services

The 211 Database Currently Includes:

- ◇ 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.

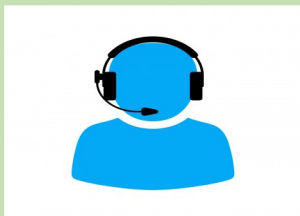
3,969 Programs

2,365 Sites

1,202 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 ----- 35,141

In Qtr1 FY2023, a total of 35,141 calls came into Nevada 211



Website ----- 75,432
Live Chats ----- 1,229

In Qtr1 FY2023, a total of 75,432 Users searched Nevada211.org with 1,229 reaching out via Live Chat.



Text ----- 1,482

In Qtr1 FY2023, a total of 1,482 people texted for support.

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



Money Management
INTERNATIONAL

Quarterly Service Report

July 1, 2022 - September 30, 2022

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

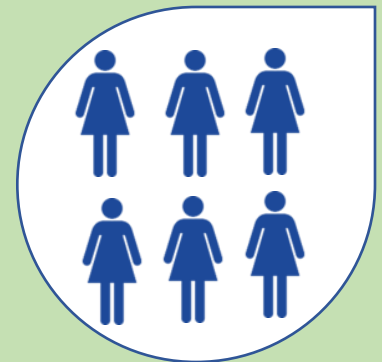
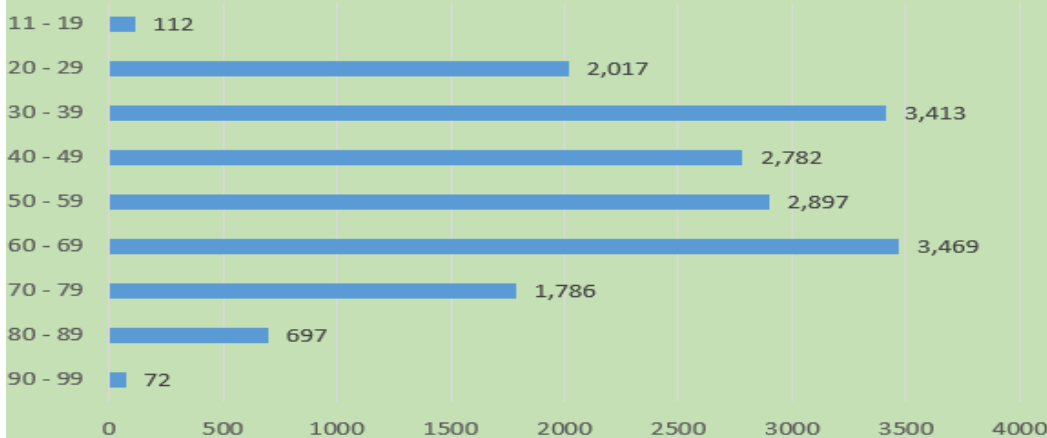


Nevada 211 collects demographic information on help seekers as a way to understand their consumer-base.

The following charts represent the demographics of individuals served between July 1, 2022 and September 30, 2022.

Gender

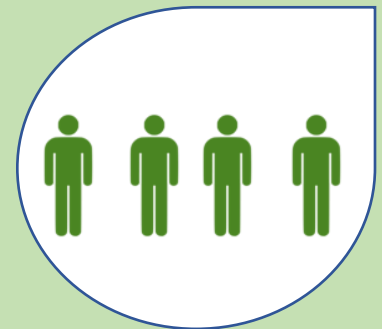
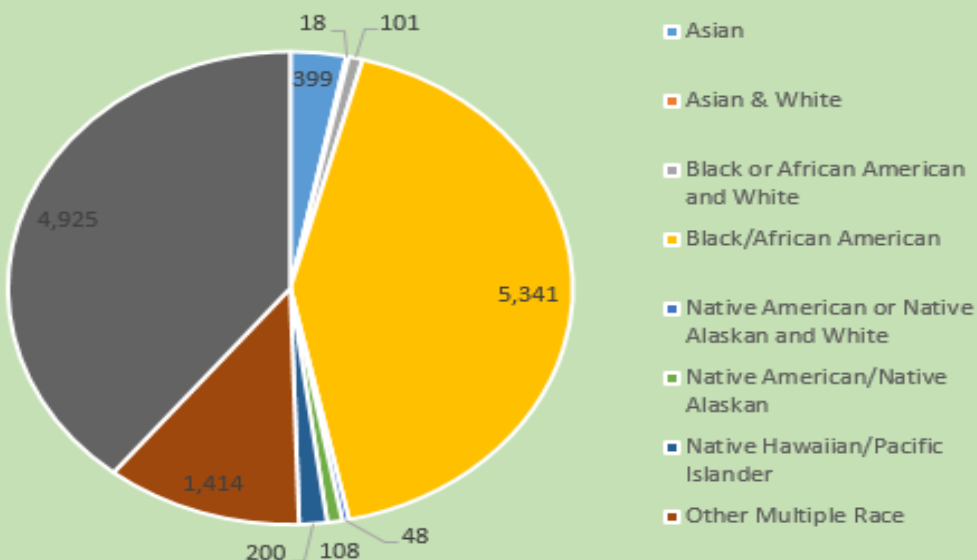
Age



73%

14,985 Clients Identified as Female

Race



27%

5,519 Clients Identified as Male

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



Money Management
INTERNATIONAL

Quarterly Service Report

July 1, 2022 - September 30, 2022

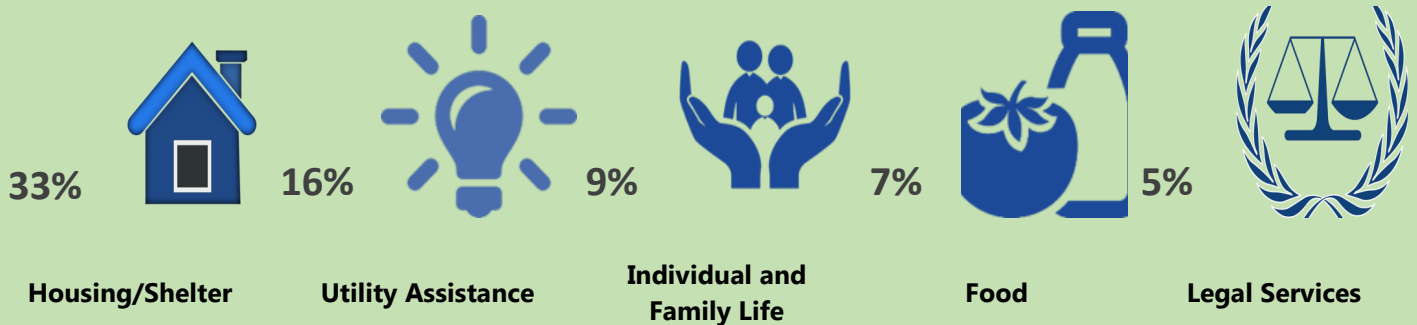
Nevada's Resource to Ensure People are Connected to the Services they Need



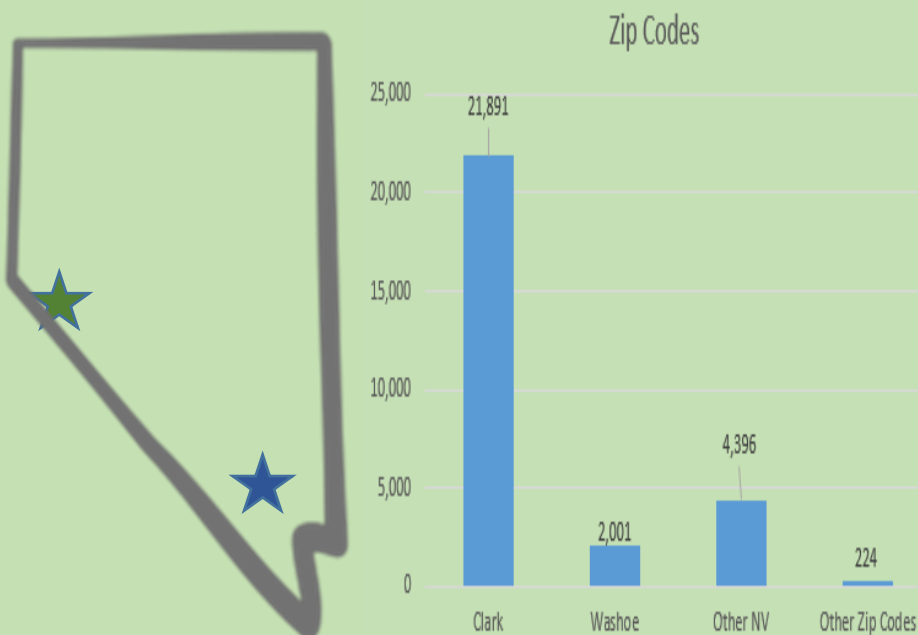
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

The majority of help seekers reaching out to Nevada 211 requested assistance with basic needs; specifically Housing, Utility Assistance and Food Program services.

Q1 2023 Top 5 Needs—49,139 requested resources



Where People Need Help Most



Top 5 Zip Codes

8.39%	89101	Clark County
3.94%	89121	Clark County
3.39%	89115	Clark County
3.20%	89108	Clark County
2.89%	89104	Clark County

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



Money Management
INTERNATIONAL



Comprehensive List of Client Resources Requested

B Basic Needs	31,621	64.35%
Basic Needs Totals:		
Housing/Shelter	16,624	52.57%
Utilities	7,756	24.52%
Food	3,524	11.14%
Transportation	2,558	8.08%
Material Goods	1,159	3.66%
D Consumer Services	838	1.71%
F Criminal Justice and Legal Services	963	5.87%
H Education	248	0.50%
J Environment and Public Health/Safety	81	0.16%
L Health Care	2,806	5.71%
N Income Support and Employment	2,576	5.24%
P Individual and Family Life	4,484	9.94%
R Mental Health and Substance Use Disorder Services	2,373	4.83%
T Organizational/Community/International Services	767	1.56%
Y Target Populations	61	0.12%