

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, data 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.

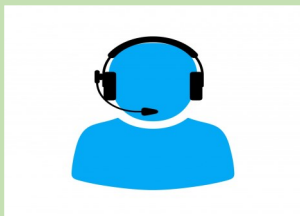
3,979 Programs

2,369 Sites

1,212 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, Text and Email. The Nevada 211 and Nevada 211 Youth Apps are now available for download.



Calls ----- 36,108

Website ----- 85,647

Text ----- 1,455

Live Chats ----- 1,340

In Qtr2 FY2023, a total of 36,108 calls came into Nevada 211

In Qtr2 FY2023, a total of 85,647 Users searched Nevada211.org with 1,340 reaching out via Live Chat.

In Qtr2 FY2023, a total of 1,455 people texted for support.

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



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

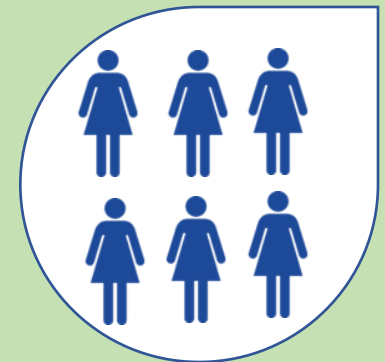
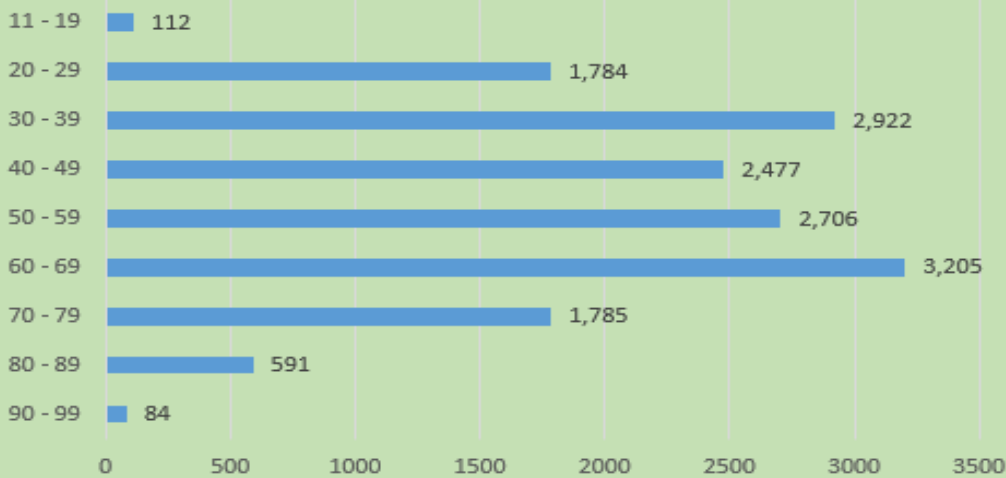


Nevada 211 collects demographic information on help seekers as a way to understand their consumer-base.

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

Gender

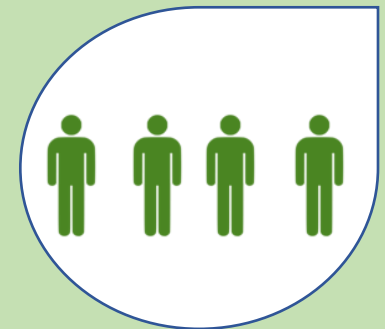
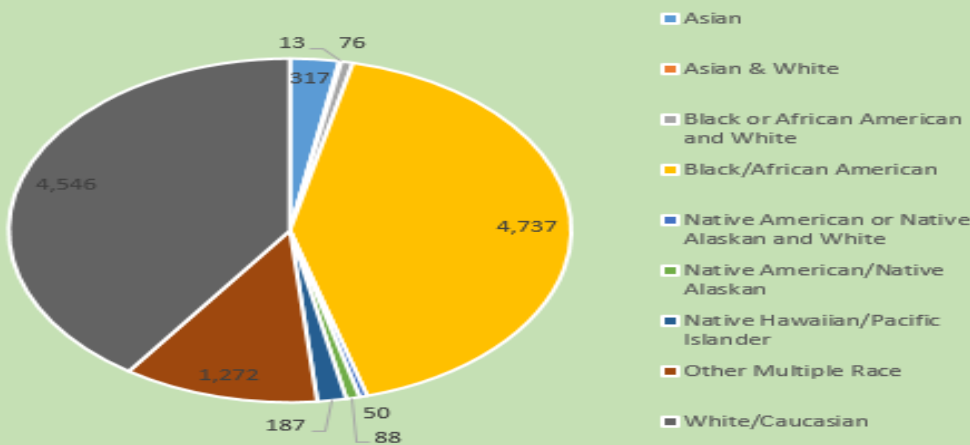
Age



71%

13,520 Clients Identified as Female

Race



28%

5,430 Clients Identified as Male

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



Quarterly Service Report

October 1, 2022 - December 31, 2022

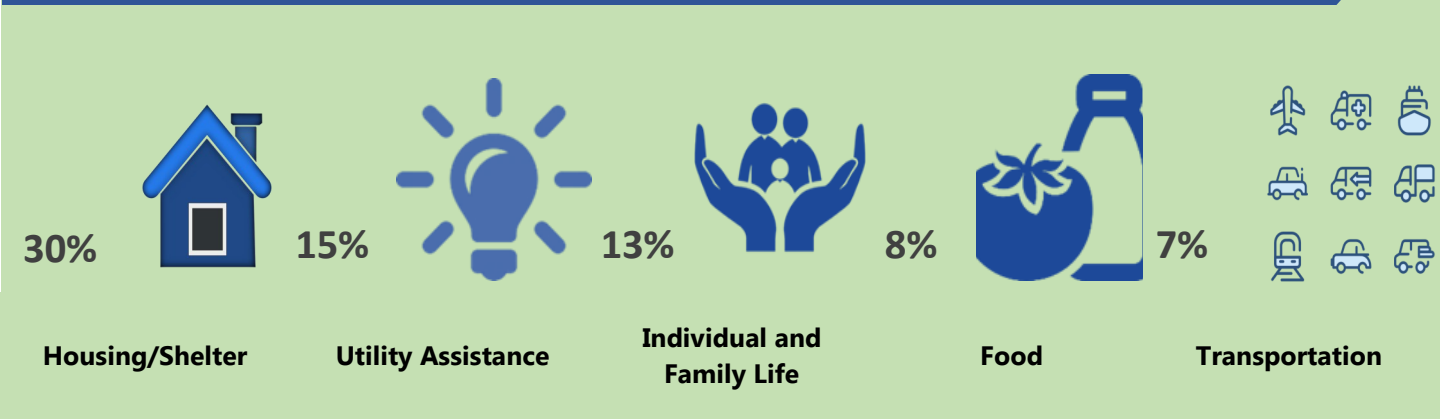
Nevada's Resource to Ensure People are Connected to the Services they Need



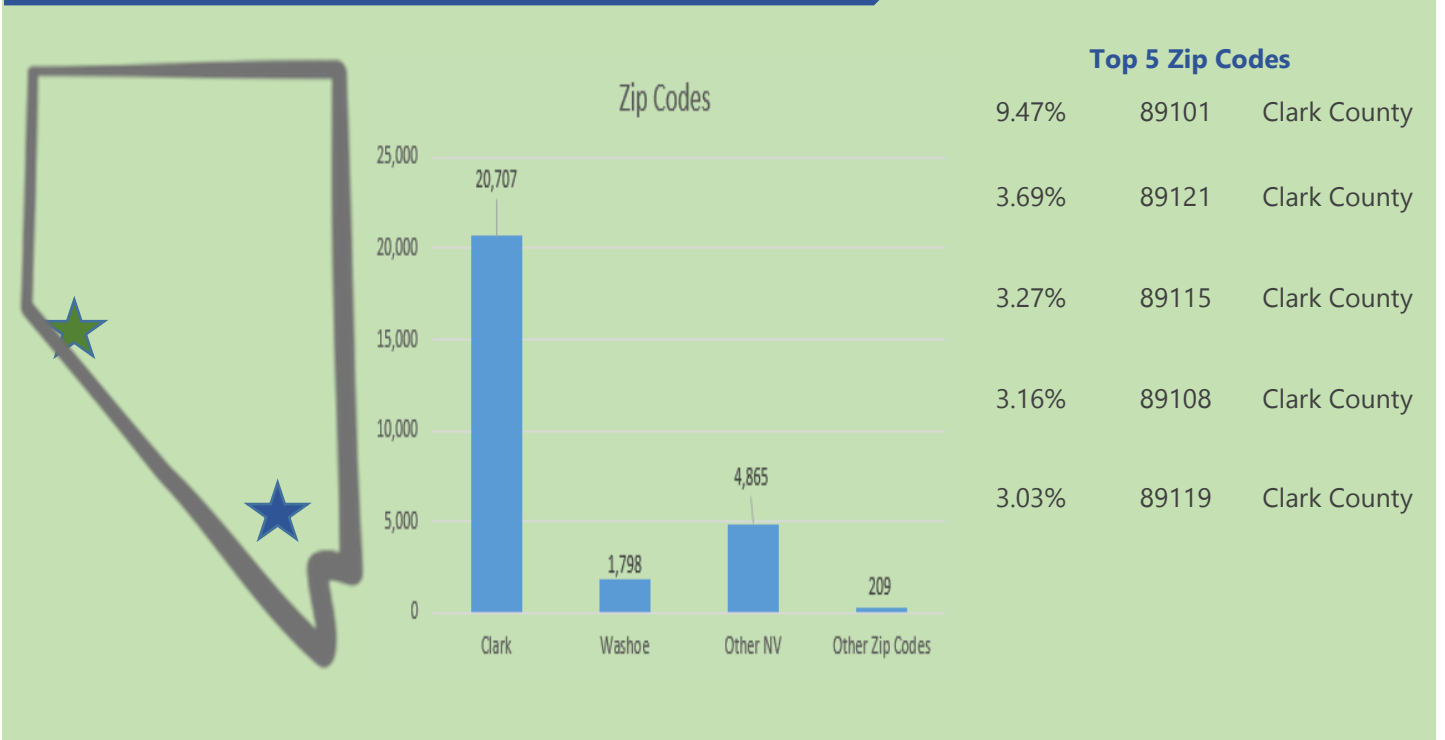
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

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

Q2 2023 Top 5 Needs—42,726 requested resources



Where People Need Help Most



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



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



Comprehensive List of Client Resources Requested

B Basic Needs	26,935	63.04%
Basic Needs Totals:		
Housing/Shelter	12,807	47.55%
Utilities	6,511	24.17%
Food	3,234	12.00%
Transportation	3,039	11.28%
Material Goods	1,344	5.00%
D Consumer Services	663	1.55%
F Criminal Justice and Legal Services	2,514	5.88%
H Education	91	0.21%
J Environment and Public Health/Safety	64	0.15%
L Health Care	1,685	3.94%
N Income Support and Employment	2,238	5.24%
P Individual and Family Life	5,585	13.07%
R Mental Health and Substance Use Disorder Services	2,152	5.04%
T Organizational/Community/International Services	746	1.75%
Y Target Populations	55	0.13%

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

