



Fiscal Year 2020/21

Call Data

Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	11,681	10,534	11,268	11,265	12,681	13,011	13,018	9,903	9,805	7,311	7,688	8,121	126,286
Answered Calls	8,751	8,715	9,502	8,473	9,050	9,638	9,834	8,480	8,448	6,317	6,896	7,262	101,366
Abandoned Calls	2,808	1,749	1,696	2,699	3,481	3,224	3,057	1,376	1,307	963	755	823	23,398
Uncategorized Calls	122	70	70	73	150	149	127	47	50	31	3	36	982
Repeat Callers	1,902	1,843	1,910	1,833	1,906	2,100	1,919	1,986	2,086	1,508	1,794	1,907	22,694
Type of Client													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
2-1-1 Call	7,693	5,127	7,941	7,110	7,831	8,243	8,414	7,157	7,120	5,207	5,845	6,161	83,489
MCH	47	60	49	24	33	29	42	58	40	43	54	67	546
Social Media	0	1	0	1	0	0	0	0	0	1	0	0	3
Email	28	44	41	29	60	40	70	61	53	34	48	50	558
In Person	0	5	0	0	1	0	0	0	1	2	1	0	10
Text Clients	416	427	418	466	754	591	476	329	294	212	228	307	4,918
Chat Clients	285	279	284	310	366	371	325	317	299	246	269	309	3,660
Disaster Form	509	552	745	728	500	652	1097	905	785	497	285	260	7,515
PREA Form	0	0	0	1 (test)	0	0	0	0	0	0	0	0	1 (test)
Talk Time Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Talk Time Telephone System (Minutes)	6	5:51	5:06	5:57	5:54	5:57	6:02	5:51	5:51	6:00	6:23	6:32	5:30
Average Time to Answer	1:06	:51	:48	1:06	1:18	1:11	1:05	:43	:39	:30	:25	:25	1:07
Total Calls Answered in Two Minutes or less	6,787	7,323	8,143	6,621	6,588	7,331	7,757	7,476	7,587	5,897	6,546	6,863	84,919
Under the two-minute limit	77.56%	84.03%	85.70%	78.14%	72.80%	76.06%	78.88%	88.16%	89.81%	93.31%	94.92%	94.51%	83.77%

Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	8,751	8,715	9,502	8,473	9,050	9,638	9,834	8,480	8,448	6,320	6,896	7,262	101,369
Under 30 seconds	4,592	5,257	5,794	4,288	3,977	4,641	4,946	5,115	5,319	4,434	5,298	5,547	59,208
Between 30 & 60 seconds	980	1,138	1,298	1,277	1,243	1,301	1,459	1,431	1,479	1,075	945	1,007	14,633
Between 60 & 90 seconds	218	172	180	180	204	250	240	170	155	80	77	66	1,992
Between 90 & 120 seconds	997	756	871	876	1,164	1,139	1,112	760	634	308	226	243	9,086
Between 120 & 180 seconds	1,964	1,392	1,359	1,852	2,462	2,307	2,077	1,004	861	423	350	399	16,450
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	2:52	2:39	2:22	2:54	2:54	2:53	2:55	2:17	2:26	2:48	2:38	2:46	2:42
Abandoned Calls	2,808	1,749	1,696	2,699	3,481	3,224	3,057	1,376	1,307	963	755	823	23,938
Abandoned Calls %	24.04%	16.60%	15.05%	23.96%	27.45%	24.78%	23.48%	13.89%	13.33%	13.17%	9.82%	10.13%	18.96%

Call Data

Other Types of Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Responses	3,691	3,581	3,457	2,905	3,220	3,290	3,368	3,063	3,234	2,696	2,892	2,916	38,313
211	186	159	132	136	133	165	173	175	180	144	129	113	1,825
311	498	482	499	424	415	401	376	403	427	426	438	381	5,170
411	179	189	158	153	131	217	196	172	199	184	229	173	2,180
511	8	9	9	4	1	8	10	9	9	12	9	15	103
611	11	13	10	5	7	12	15	8	14	8	12	18	133
711	0	0	0	0	1	0	0	1	0	0	0	1	3
811	2	2	1	1	0	1	2	0	1	3	0	1	14
911	11	12	12	8	18	14	12	17	14	18	10	6	152
Abusive Caller	10	16	24	9	14	25	31	12	14	13	14	14	196
Crisis	39	49	48	58	40	57	42	44	38	48	76	58	597
Disaster	0	3	1	0	0	0	1	0	0	0	0	0	5
Disconnect	752	775	754	584	676	636	640	643	752	553	647	666	8,078
Information Only	186	159	132	136	133	165	173	175	180	144	129	113	13,211
Static	33	70	48	32	45	38	41	42	37	42	47	39	514
Unknown	421	474	414	361	404	432	388	369	380	293	330	380	4,646
Wrong Number	116	96	102	104	129	126	166	188	145	115	88	89	1,464

Call Data

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	10,380	10,175	10,535	9,818	10,810	11,356	11,766	10,070	9,905	7,434	7,894	8,305	118,448
Carson City	93	70	87	74	85	85	140	112	103	63	58	72	1,042
Churchill	17	20	13	18	22	27	27	13	25	17	23	16	238
Clark	8,143	7,919	8,354	7,835	8,517	9,004	8,844	7,605	7,517	5,627	5,950	6,345	91,660
Douglas	45	28	30	36	30	48	109	59	37	17	17	23	479
Elko	32	34	35	50	62	43	74	55	46	35	29	47	542
Esmeralda	2	1	2	1	3	1	4	2	2	2	2	3	25
Eureka	3	2	2	5	1	0	0	4	2	1	0	2	22
Humboldt	6	8	4	11	13	24	27	16	16	5	10	13	153
Lander	3	3	8	4	6	5	4	5	2	4	1	4	49
Lincoln	3	0	11	11	2	5	8	2	8	2	7	3	62
Lyon	71	62	63	47	64	72	106	119	67	53	51	47	822
Mineral	3	3	1	1	5	4	10	5	4	2	3	2	43
Nye	65	60	54	81	88	53	234	145	99	51	54	79	1,063
Pershing	3	0	2	1	6	9	8	9	5	4	2	7	56
Storey	4	0	1	0	0	0	1	2	4	0	3	2	17
Washoe	662	646	561	574	758	673	784	689	705	490	592	603	7,737
White Pine	7	10	13	11	13	5	10	4	10	5	4	7	99
Other Nevada-No Zip Code Provided	1,135	1,231	1,195	988	1,069	1,220	1,280	1,127	1,150	961	986	951	13,293
Other Zip Codes-Out of State	83	78	99	70	66	78	96	97	103	95	102	79	1,046

COVID RESPONSE

COVID SPECIFIC INTERACTIONS	CALLS	CHATS	TEXTS	EMAILS	TOTAL	COVID SPECIFIC RESOURCES REQUESTED
Jul-20	3354	9	76	6	3445	2556
Aug-20	2783	4	67	6	2860	1197
Sep-20	3020	4	40	6	3070	924
Oct-20	2674	5	26	4	2709	981
Nov-20	2753	5	46	9	2813	1395
Dec-20	3553	7	53	7	3620	1280
Jan-21	4335	20	54	26	4435	2397
Feb-21	3039	4	32	11	3086	1277
Mar-21	2814	7	19	9	2849	848
Apr-21	1495	3	13	5	1516	351
May-21	1340	5	4	4	1353	233
Jun-21	1068	2	8	4	1082	196
TOTALS 7/1/2020 through 6/30/2021	32228	75	438	97	32838	13635

Chat Data

Pre- Chat Questions													
Military Experience?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	2	8	11	11	18	18	17	20	0	0	11	13	129
Age	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
< 20	1	4	3	5	4	1	3	3	4	2	4	2	36
20 - 29	51	51	68	77	83	72	60	56	52	45	52	79	746
30 - 39	76	83	68	74	84	104	69	70	76	66	77	63	910
40 - 49	46	52	51	52	62	65	49	60	51	49	41	50	628
50 - 59	41	33	38	31	54	42	40	41	41	24	35	31	451
60 - 69	22	19	27	37	34	40	33	44	33	23	24	41	377
70 - 79	16	6	9	5	9	10	20	11	12	16	7	14	135
80 - 89	1	2	1	5	1	5	12	5	4	2	3	7	48
90 >	0	1	0	0	1	0	5	1	0	1	0	2	11
Chat Information													
Chat Information	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Chat Sessions Answered	249	245	261	260	323	343	295	292	242	230	256	297	3,293
Missed Chat	28	33	24	50	43	28	30	25	57	16	13	12	359
Talk Time Chat													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Talk Time (Minutes)	6,176	5,272	5,918	7,550	7,059	6,629	6,071	8,546	6,771	5,848	7,176	5,362	78,378
Average Chat Length iCarol (minutes)	25	22	23	29	22	19	21	29	28	25	28	18	25

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	21	15	24	15	20	22	26	22	12	14	17	15	223
Fairly easy	4	9	3	0	9	10	2	5	4	2	2	6	56
Some problems	2	2	3	0	5	7	2	2	0	1	2	2	28
A lot of problems	1	1	0	0	2	2	4	0	2	1	1	2	16
Very difficult to use	4	1	1	1	2	1	5	3	4	1	1	4	28
Was your chat specialist helpful?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Extremely helpful	13	6	13	9	16	15	18	18	12	9	10	9	148
Very helpful	5	5	5	3	9	10	7	5	4	6	5	4	68
Somewhat helpful	4	6	5	2	2	6	5	2	0	0	6	3	41
Not very helpful	4	2	2	1	4	4	1	2	0	2	1	1	24
Not helpful at all	8	9	8	1	8	8	11	8	7	4	2	11	85

Demographic Data

Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,011	4,679	4,204	4,806	5,499	5,516	5,106	4,810	4,687	3,607	4,081	4,565	56,571
Asian	117	130	80	106	121	131	152	163	129	110	99	140	1,478
Asian & White	14	5	5	3	5	6	6	8	6	4	7	8	77
Black or African American and White	27	27	29	21	24	40	31	22	28	17	26	27	319
Black/African American	1,437	1,368	1,544	1,447	1,687	1,702	1,494	1,460	1,438	992	1,209	1,419	17,197
Native American or Native Alaskan and White	17	11	3	8	13	20	18	19	24	18	14	11	176
Native American/Native Alaskan	48	36	44	43	41	48	60	60	63	32	38	42	555
Native Hawaiian/Pacific Islander	56	60	51	66	76	63	70	66	49	49	48	49	703
Other Multiple Race	567	483	335	426	601	541	404	368	361	323	367	446	5,222
White/Caucasian	1,371	1,276	1,186	1,439	1,622	1,716	1,793	1,561	1,562	1,296	1,382	1,498	17,702
Chose not to answer	1,357	1,283	927	1,247	1,309	1,249	1,078	1,083	1,027	766	891	925	13,142
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	4,982	4,660	4,197	4,781	5,472	5,398	5,001	4,830	4,175	3,662	4,112	4,533	78,736
Hispanic or Latino	1,288	1,191	743	1,088	1,247	1,427	1,160	1,016	954	749	754	773	12,390
Not Hispanic or Latino	3,112	2,899	2,983	3,076	3,541	3,366	3,315	3,213	3,139	2,427	2,736	3,135	36,942
Chose not to answer	582	570	471	617	684	605	526	601	622	486	623	645	7,032

Demographic Data

Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	7,388	6,877	5,169	6,851	7,639	7,798	7,698	6,701	6,694	4,074	5,734	6,113	78,736
Chose not to answer	29	27	24	26	37	28	20	22	24	19	22	19	297
Female	5,202	4,898	3,829	4,888	5,426	5,606	5,336	4,713	4,784	2,548	4,030	4,460	55,720
Male	2,150	1,950	1,312	1,935	2,169	2,152	2,336	1,962	1,875	1,505	1,681	1,632	22,659
Transgender	7	2	4	2	7	12	6	4	11	2	1	2	60
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,103	4,861	4,946	5,024	5,740	6,005	5,630	5,035	5,185	3,656	4,208	4,739	60,132
90 - 99	19	22	9	18	26	29	33	29	24	24	27	32	292
80 - 89	106	93	106	106	106	117	269	206	267	163	151	204	1,894
70 - 79	396	350	374	342	345	519	782	619	598	431	438	474	5,668
60 - 69	905	794	791	780	883	1,061	1,014	1,090	1,177	742	883	911	11,031
50 - 59	1,084	943	1,000	1,068	1,175	1,252	967	903	975	752	838	893	11,850
40 - 49	980	959	939	943	1,043	1,114	948	752	772	564	646	745	10,405
30 - 39	979	1,033	1,049	1,027	1,298	1,195	986	862	846	630	734	931	11,570
20 - 29	596	618	638	699	808	691	603	549	509	340	461	523	7,035
11 - 19	38	49	40	41	56	27	28	25	17	10	30	26	261

Demographic Data

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
English	6,793	6,439	5,164	6,607	7,450	7,368	7,331	5,417	6,395	4,887	5,479	6,000	75,330
Other	23	13	30	16	12	17	20	11	12	5	9	8	176
Spanish	843	656	200	481	540	716	587	461	466	314	325	281	5,870
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,819	6,419	4,961	6,404	7,104	7,317	7,112	6,274	6,165	4,642	5,222	5,694	74,133
City	61	54	53	75	146	147	104	70	55	53	58	55	931
County	9	12	38	17	33	24	22	21	16	18	16	28	254
Disaster Referral	0	0	0	0	0	0	0	0	0	0	0	0	0
Friend/Family	527	455	381	609	711	627	519	454	365	283	345	403	5,679
MCH	0	3	0	0	1	3	0	19	10	10	16	15	77
Media	308	227	53	145	149	181	258	112	86	72	81	84	1,756
Not Sure	152	142	112	144	126	128	136	126	73	71	84	84	1,378
Other	1,829	1,698	93	1,671	1,854	2,021	2,292	1,924	1,933	1,524	1,511	1,610	20,860
Outreach Event	17	24	13	30	22	34	14	8	14	14	13	7	210
Social Media	11	8	12	9	15	13	14	9	6	1	7	12	117
Social Service - Nonprofit Agency	459	491	424	378	384	381	286	273	248	182	239	268	4,013
State of Nevada	266	235	348	249	267	274	257	228	185	163	141	187	2,800
United Way	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	254	234	234	249	16	288	256	218	193	139	177	23	2,781
Used 2-1-1 before	2,537	2,536	2,093	2,509	2,692	2,874	2,587	2,518	2,725	1,932	2,271	2,424	29,698
Web Search	389	300	207	319	388	322	367	294	256	180	263	294	3,579

Text Data

Text Messages – EMS Platform													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Incomings	1,389	1,360	1,324	1,569	1,890	1,531	1,403	1,012	923	702	796	881	14,780
Total Outgoings	12,084	11,916	11,269	14,241	17,303	13,732	11,285	8,609	7,714	6,661	7,692	9,607	132,113
Text Response Rates:													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	337	347	355	340	636	555	419	304	251	160	200	250	4,154
5-15 mins	57	76	58	109	100	72	61	21	31	22	19	18	644
16-30 mins	24	23	13	39	23	14	11	5	9	5	1	9	176
31 mins to 1 hour	6	12	4	13	11	5	9	3	3	8	0	3	77
Over 1 hour	3	9	2	16	4	0	19	4	1	15	1	3	77

Web Data

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	75.00%	74.00%	73.00%	75.40%	78.40%	75.90%	79.60%	76.30%	79.10%	77.90%	78.20%	79.00%	76.81%
Returning Visitors	25.00%	26.00%	27.00%	24.60%	21.60%	24.10%	20.40%	23.70%	20.90%	22.10%	21.80%	21.00%	23.18%
Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	715	1,024	969	911	851	1,093	864	1,004	1,141	941	977	969	11,459
25-34	1,442	1,716	1,618	1,966	2,814	2,095	1,657	1,608	1,861	1,410	1,584	1,608	21,379
35-44	1,179	1,440	1,325	1,587	2,731	2,051	1,451	1,407	1,663	1,221	1,429	1,431	18,915
45-54	1,023	1,176	1,048	1,428	2,408	1,630	1,342	1,276	1,471	1,171	1,352	1,319	16,664
55-64	748	762	728	1,241	2,390	1,337	1,332	931	1,188	865	892	1,040	13,454
65+	718	606	512	1,026	1,627	1,040	1,157	817	988	638	713	712	10,554
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	2,531	3,043	2,782	3,341	5,439	3,866	3,314	3,031	3,486	2,627	3,019	3,021	39,500
Female	3,672	4,186	3,821	5,149	7,838	5,863	4,862	4,407	5,264	4,011	4,378	4,449	57,900
Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	21,321	23,406	22,023	26,300	40,573	33,352	32,059	28,307	29,392	23,037	25,253	27,437	332,460
Users	16,907	18,270	17,354	20,975	33,221	27,073	26,979	22,910	24,629	19,104	20,856	22,752	271,030
Page Views	50,276	56,079	49,198	59,591	82,235	68,171	61,087	53,513	55,202	44,473	46,049	49,651	675,525
App Download Data													
FY 20-21	iPhone	Android											
211 App	2,100	851											2,951
211 Youth App	949	380											1,329

ReferralData

Taxonomy Category Trends													
Counts	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	9,994	10,559	8,966	11,099	11,900	11,905	9,557	8,613	8,043	6,059	7,890	9,122	113,707
D Consumer Services	301	309	281	233	223	188	362	512	520	337	321	271	3,858
F Criminal Justice and Legal Services	813	839	1008	1041	874	864	823	808	981	770	838	996	10,655
H Education	48	111	55	48	36	24	37	30	45	45	37	78	594
J Environment and Public Health/Safety	45	32	36	40	44	34	35	17	21	33	28	30	395
L Health Care	1305	952	1678	1084	1364	1270	2991	1772	1539	974	963	884	16,776
N Income Support and Employment	726	900	1023	847	926	940	1008	998	1025	835	831	865	10,924
P Individual and Family Life	735	737	770	792	1817	1266	699	696	810	838	1141	1271	11,572
R Mental Health and Substance Use Disorder Services	660	727	740	693	662	637	769	797	772	771	765	861	8,854
T Organizational/Community/International Services	281	297	286	287	260	168	218	184	226	219	215	244	2,885
Y Target Populations	1894	832	530	497	538	503	349	198	156	74	77	64	5,712
Total	16,802	16,295	15,373	16,661	18,644	17,799	16,848	14,625	14,138	10,955	13,106	14,686	185,932
Category Percentages	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	59.48%	64.80%	58.32%	66.62%	63.83%	66.89%	56.72%	58.89%	56.89%	55.31%	60.20%	62.11%	61.16%
D Consumer Services	1.79%	1.90%	1.83%	1.40%	1.20%	1.06%	2.15%	3.50%	3.68%	3.08%	2.45%	1.85%	2.07%
F Criminal Justice and Legal Services	4.84%	5.15%	6.56%	6.25%	4.69%	4.85%	4.88%	5.52%	6.94%	7.03%	6.39%	6.78%	5.73%
H Education	0.29%	0.68%	0.36%	0.29%	0.19%	0.13%	0.22%	0.21%	0.32%	0.41%	0.28%	0.53%	0.32%
J Environment and Public Health/Safety	0.27%	0.20%	0.23%	0.24%	0.24%	0.19%	0.21%	0.12%	0.15%	0.30%	0.21%	0.20%	0.21%
L Health Care	7.77%	5.84%	10.92%	6.51%	7.32%	7.14%	17.75%	12.12%	10.89%	8.89%	7.35%	6.02%	9.02%
N Income Support and Employment	4.32%	5.52%	6.65%	5.08%	4.97%	5.28%	5.98%	6.82%	7.25%	7.62%	6.34%	5.89%	5.88%
P Individual and Family Life	4.37%	4.52%	5.01%	4.75%	9.75%	7.11%	4.15%	4.76%	5.73%	7.65%	8.71%	8.65%	6.22%
R Mental Health and Substance Use Disorder Services	3.93%	4.46%	4.81%	4.16%	3.55%	3.58%	4.56%	5.45%	5.46%	7.04%	5.84%	5.86%	4.76%
T Organizational/Community/International Services	1.67%	1.82%	1.86%	1.72%	1.39%	0.94%	1.29%	1.26%	1.60%	2.00%	1.64%	1.66%	1.55%
Y Target Populations	11.27%	5.11%	3.45%	2.98%	2.89%	2.83%	2.07%	1.35%	1.10%	0.68%	0.59%	0.44%	3.07%
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 172,230	Q1	Q2	Q3	Q4	TOTALS	PERCENTAGE
Rent Payment Assistance	10,904	10,247	4,877	4,839	30,867	17.92%
Electric Service Payment Assistance	4,346	5,175	3,526	2,823	15,870	9.21%
Low Income/Subsidized Private Rental Housing	3,261	3,449	3,607	4,254	14,571	8.46%
Food Pantries	3,561	4,189	2,090	1,397	11,237	6.52%
Gas Service Payment Assistance	998	3,311	3,111	1,169	8,589	4.99%
COVID-19 Specific Resources	4,268	1,551	668	811	7,298	4.24%
General Legal Aid	1,069	1,497	1,337	1,115	5,018	2.91%
COVID-19 Diagnostic Tests	1,963	1,269	705	0	3,937	2.29%
Food Stamps/SNAP	994	1,034	1,037	760	3,825	2.22%
Vaccine Information	0	1,598	1,162	0	2,760	1.60%
Medicaid Applications	479	568	663	619	2,329	1.35%
Community Shelters	451	615	529	613	2,208	1.28%
Extreme Weather Shelters	530	745	500	401	2,176	1.26%
Transitional Housing/Shelter	130	667	690	462	1,949	1.13%
Landlord/Tenant Assistance	531	501	254	489	1,775	1.03%
General Counseling Services	412	290	502	399	1,603	0.93%
Ride APP Services	0	374	837	133	1,344	0.78%
Holiday Gifts/Toys	0	1,226	0	0	1,226	0.71%
Street Outreach Programs	345	124	0	746	1,215	0.71%
Community Clinics	376	114	343	221	1,054	0.61%

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	0	1	0	0	0	0	0	0	2	1	0	4
Chewing Tobacco Education/Prevention	RX-8250.8000	2	0	0	1	0	0	0	0	0	2	0	0	5
Smoking/Vaping Cessation Support	RX-8470.8100	1	0	0	0	0	0	0	0	0	0	0	0	1



Nevada