



Nevada

Fiscal Year 2021/22

Call Data

Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls	9,076	10,302	10,100	9,545	8,943	9,745	10,961	9,474	10,194	8,825	9,984	10,367	117,516
Answered Calls	7,741	7,662	8,094	8,205	7,817	7,951	8,378	7,930	8,558	7,742	8,146	8,131	96,355
Abandoned Calls	1,265	2,518	1,922	1,283	1,075	1,722	2,453	1,476	1,559	1,016	1,760	2,135	20,184
Repeat Callers	1,829	1,839	2,142	1,940	1,841	1,968	1,916	2,034	2,388	1,936	2,166	2,096	24,095
Type of Client													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Call	6,579	6,880	7,136	6,945	6,332	6,530	6,366	7,913	7,242	6,460	6,661	6,856	81,900
MCH	60	74	56	101	65	65	48	51	46	48	70	68	752
Social Media	0	0	0	1	2	1	1	0	0	0	0	2	7
Email	25	33	33	33	33	45	42	55	38	53	42	50	482
In Person	0	0	0	0	0	0	0	0	0	0	1	1	2
Text Clients	310	399	341	386	393	338	486	373	410	373	413	429	4,651
Chat Clients	285	365	319	332	385	337	415	237	326	300	336	393	4,030
Disaster Form	349	371	920	329	308	424	519	205	168	165	2	2	3,762
PREA Form	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk Time Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Talk Time Telephone System (Minutes)	6:29	6:37	6:39	6:03	5:56	5:46	5:55	5:56	5:52	5:42	5:30	5:49	6:15
Average Time to Answer	:36	1:01	:53	:38	:34	:49	1:06	:42	:37	:26	:36	:44	:50
Total Calls Answered in Two Minutes or less	6955	6095	6757	7335	7122	6745	6710	6972	7568	7041	7128	6823	83,251
Under the two-minute limit	90.06%	79.55%	83.48%	89.40%	91.11%	84.83%	80.09%	87.92%	88.43%	90.95%	87.50%	83.91%	86.42%

Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	7,723	7,662	8,094	8,205	7,817	7,951	8,378	7,930	8,558	7,742	8,146	8,131	96,337
Under 30 seconds	5,235	4,137	4,658	5,512	5,556	4,623	4,345	5,033	5,980	6,133	5,805	5,387	62,404
Between 30 & 60 seconds	1,152	1,072	1,203	1,106	976	1,311	1,371	1,204	800	324	353	534	11,406
Between 60 & 90 seconds	107	154	163	129	109	157	180	151	122	109	327	150	1,858
Between 90 & 120 seconds	461	732	733	588	481	654	814	584	666	475	643	752	7,583
Between 120 & 180 seconds	768	1,567	1,337	870	695	1,206	1,668	958	990	701	1,018	1,308	13,086
Time to answer Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	:36	1:01	:53	:38	:34	:49	1:06	:42	:37	:26	:36	:44	:50
Under the two minute limit	90.06%	79.55%	83.48%	89.40%	91.11%	84.83%	80.09%	87.92%	88.43%	90.95%	87.50%	83.91%	86.42%
Over the two minute limit	9.94%	20.45%	16.52%	10.60%	8.89%	15.17%	19.91%	12.08%	11.57%	9.05%	12.50%	16.09%	13.58%
Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average time to abandon	2:45	3:15	2:44	2:37	2:34	2:44	2:59	2:48	2:58	2:58	2:48	2:59	2:54
Abandoned Calls	1,265	2,518	1,922	1,283	1,075	1,722	2,453	1,476	1,559	1,016	1,760	2,135	20,184
Abandoned Calls %	13.94%	24.44%	19.03%	13.44%	12.02%	17.67%	22.38%	15.58%	15.29%	11.51%	17.63%	20.59%	17.18%

Call Data

Other Types of Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Responses	3,037	2,966	3,012	3,210	3,252	3,323	3,466	3,217	3,479	3,135	3,773	3,790	39,660
211	144	147	173	128	115	141	156	144	145	129	140	146	1,708
311	415	327	409	407	392	378	348	375	468	447	637	540	5,143
411	161	135	157	158	137	156	147	155	204	167	202	207	1,986
511	14	11	8	6	16	18	11	10	9	14	15	12	144
611	9	6	10	16	11	16	13	11	12	13	26	21	164
711	0	0	0	0	0	0	2	0	0	0	0	1	3
811	2	2	2	1	1	1	2	0	2	1	5	3	22
911	7	9	7	13	9	13	16	16	19	16	21	13	159
Abusive Caller	30	12	15	11	19	16	26	9	28	22	57	36	281
Crisis	52	32	36	50	34	33	44	32	56	42	61	39	511
Disaster	0	2	17	0	0	0	0	0	0	0	1	0	20
Disconnect	639	562	557	661	633	672	773	749	765	713	932	994	8,650
Information Only	1,085	1,213	1,112	1,198	1,354	1,277	1,342	1,143	1,180	1,032	1,169	1,262	14,367
Static	50	31	32	28	22	26	48	45	32	21	36	26	397
Unknown	357	404	405	461	415	497	446	448	484	444	356	363	5,080
Wrong Number	71	73	72	72	94	77	92	80	75	72	101	118	997

Call Data

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	8,613	9,176	9,897	9,225	8,820	9,074	10,067	8,850	9,595	8,617	9,074	9,079	110,087
Carson City	64	90	70	73	74	62	81	71	83	72	71	77	888
Churchill	6	19	25	29	22	14	20	23	24	18	15	23	238
Clark	6,628	7,013	7,249	7,129	6,654	6,905	7,781	6,801	7,309	6,589	6,770	6,765	83,593
Douglas	9	36	35	29	20	22	36	25	27	19	27	39	324
Elko	39	45	44	47	59	51	49	47	51	40	31	44	547
Esmeralda	1	2	2	0	1	2	2	2	1	3	3	8	27
Eureka	5	1	2	1	1	1	1	4	0	1	1	1	19
Humboldt	6	10	24	25	9	21	21	9	25	9	14	17	190
Lander	1	5	5	4	1	10	3	6	2	9	3	1	50
Lincoln	5	3	6	2	7	7	8	6	3	5	4	4	60
Lyon	53	60	67	77	50	47	77	76	60	63	64	56	750
Mineral	3	4	7	4	4	4	7	3	1	5	1	3	46
Nye	68	51	68	52	83	60	59	66	81	65	57	66	776
Pershing	3	12	9	3	3	7	7	4	7	2	9	5	71
Storey	1	4	1	0	0	1	2	3	1	0	0	0	13
Washoe	571	682	659	684	653	607	748	584	669	600	676	668	7,801
White Pine	6	8	3	10	7	8	7	8	7	8	5	7	84
Other Nevada-No Zip Code Provided	1,053	1,019	1,025	978	1,087	1,153	1,080	1,057	1,153	1,028	1,264	1,201	13,098
Other Zip Codes-Out of State	91	112	596	78	85	92	78	55	91	81	59	94	1,512

Chat Data

Pre- Chat Questions																				
Military Experience?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD							
Yes							10	24	32	20	18	17	19	11	19	9	19	25	223	
Age	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD							
< 20							3	6	9	5	11	2	2	3	3	0	7	10	61	
20 - 29							60	68	78	64	90	39	76	39	50	60	78	74	776	
30 - 39							68	84	60	76	77	100	126	59	89	90	85	110	1,024	
40 - 49							49	55	67	53	89	57	81	34	52	57	55	68	717	
50 - 59							39	40	42	56	52	53	41	41	57	35	44	45	545	
60 - 69							22	52	30	30	28	39	36	21	28	27	29	35	377	
70 - 79							3	19	9	10	9	16	21	10	14	7	8	9	135	
80 - 89							3	3	1	4	5	3	4	3	10	3	3	11	53	
90 >							1	0	1	0	0	0	0	2	1	1	1	1	8	
Chat Information																				
Chat Information	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD							
Chat Sessions Answered								270	336	295	309	370	317	382	225	304	292	311	378	3,789
Missed Chat								15	29	24	23	15	21	33	12	22	8	25	15	242
Talk Time Chat																				
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD							
Total Talk Time (Minutes)								9,447	9,644	7,539	10,041	10,238	8,872	9,573	3,999	7,304	5,875	6,078	7,694	96,304
Average Chat Length iCarol (minutes)								35	29	26	30	28	28	25	18	24	20	20	20	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					33	16	9	14	19	27	19	16	14	11	19	24	221
Fairly easy					4	3	4	2	8	4	6	2	5	8	4	5	55
Some problems					1	2	2	4	4	9	6	1	3	2	4	3	41
A lot of problems					0	1	2	0	1	3	1	1	0	2	0	1	12
Very difficult to use					1	2	4	3	2	2	2	2	2	2	2	0	24
Was your chat specialist helpful?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD				
Extremely helpful					7	12	6	11	14	16	8	12	7	9	11	12	125
Very helpful					2	8	1	5	7	9	10	6	4	8	9	12	81
Somewhat helpful					4	0	3	1	6	5	3	3	2	4	2	4	37
Not very helpful					2	1	1	1	2	2	3	1	4	2	1	1	21
Not helpful at all					4	7	12	5	6	13	13	5	8	6	7	8	94

Demographic Data

Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	4,912	5,012	5,435	5,309	4,797	4,891	5,345	5,117	5,679	4,946	4,999	5,217	61,659
Asian	136	125	170	144	128	116	139	147	194	148	123	141	1,711
Asian & White	14	7	5	10	10	2	4	4	8	4	7	6	81
Black or African American and White	48	37	48	38	46	27	31	41	36	33	40	47	472
Black/African American	1,567	1,593	1,681	1,823	1,605	1,598	1,753	1,547	1,735	1,532	1,672	1,752	19,858
Native American or Native Alaskan and White	941	993	1,082	984	935	1,051	1,190	1,263	1,310	1,191	932	921	12,793
Native American/Native Alaskan	4	23	45	17	14	23	22	18	20	8	31	30	255
Native Hawaiian/Pacific Islander	49	49	40	54	34	42	41	46	45	37	41	49	527
Other Multiple Race	78	64	74	62	68	54	74	43	63	61	62	73	776
White/Caucasian	439	512	498	543	560	521	496	451	497	440	432	530	5,919
Chose not to answer	1,636	1,609	1,792	1,634	1,397	1,457	1,595	1,557	1,771	1,492	1,659	1,668	19,267
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	4,922	5,052	5,483	5,358	4,825	4,903	5,346	5,118	5,680	4,942	5,001	5,209	61,839
Hispanic or Latino	648	630	687	626	609	688	795	813	893	854	527	559	8,329
Not Hispanic or Latino	844	983	1,079	995	905	900	998	1,008	1,062	865	923	969	11,531
Chose not to answer	3,430	3,439	3,717	3,737	3,311	3,315	3,553	3,297	3,725	3,223	3,551	3,681	41,979

Demographic Data

Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,460	6,659	6,956	6,908	6,261	6,416	7,046	6,586	4,147	6,363	6,526	6,702	77,030
Chose not to answer	25	14	29	26	21	18	24	43	35	38	38	50	361
Female	4,658	4,876	5,087	4,971	4,526	4,500	4,956	4,577	2,095	4,569	4,739	4,867	54,421
Male	1,774	1,764	1,840	1,907	1,714	1,898	2,062	1,961	2,014	1,751	1,747	1,781	22,213
Transgender	3	5	0	4	0	0	4	5	3	5	2	4	35
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,022	5,223	5,591	5,500	4,982	4,994	5,457	5,199	5,634	4,902	5,462	5,538	63,504
90 - 99	23	22	26	16	21	17	23	19	29	18	30	27	271
80 - 89	155	167	181	157	142	198	255	273	278	219	219	225	2,469
70 - 79	450	539	569	544	471	556	616	664	746	618	576	615	6,964
60 - 69	1,044	1,091	1,133	1,013	931	1,031	1,136	1,214	1,408	1,070	1,060	1,152	13,283
50 - 59	1,044	904	1,011	1,060	947	858	980	889	1,009	850	962	957	11,471
40 - 49	762	758	906	873	804	758	841	714	731	725	902	829	9,603
30 - 39	923	1,041	1,063	1,097	993	985	1,022	900	911	848	1,104	1,025	11,912
20 - 29	580	653	660	703	630	564	562	505	493	532	567	675	7,124
11 - 19	41	48	42	37	43	27	22	21	29	22	42	33	407

Demographic Data

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
English	6374	6722	6933	6897	6,364	6,454	7,168	6,580	7,252	6,505	6,660	6,835	80,744
Other	4	3	10	13	6	3	8	4	8	7	3	9	78
Spanish	343	325	367	334	301	271	354	396	343	272	268	280	3,854
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,141	6,413	6,708	6,567	6,017	6,156	6,744	6,395	6,945	6,205	6,423	6,539	77,253
City	73	59	74	62	56	62	65	71	83	64	85	88	842
County	36	23	26	46	26	38	29	19	22	24	12	19	320
Disaster Referral	0	0	0	0	0	0	0	0	0	0	0	0	0
Friend/Family	475	423	509	510	489	459	402	411	443	413	404	489	5,427
MCH	27	24	28	29	17	10	8	3	10	1	7	3	167
Media	92	91	83	77	66	97	77	109	141	94	103	135	1,165
Not Sure	57	60	84	98	90	113	129	116	136	111	83	80	1,157
Other	1,804	2,096	1,942	1,848	1,538	1,731	2,180	1,910	1,928	1,879	2,075	2,120	23,051
Outreach Event	15	15	11	20	13	10	16	8	12	7	8	2	137
Social Media	6	9	5	10	16	1	4	8	6	3	5	8	81
Social Service - Nonprofit Agency	325	398	432	409	428	353	346	386	399	320	280	348	4,424
State of Nevada	256	302	334	336	276	212	266	244	249	223	298	302	3,298
United Way	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown	264	262	237	261	252	235	314	304	321	442	256	218	3,366
Used 2-1-1 before	2,395	2,335	2,621	2,500	2,375	2,540	2,560	2,549	2,907	2,376	2,491	2,439	30,088
Web Search	316	316	322	361	375	295	348	257	288	248	316	288	3,730

Text Data

Text Messages – EMS Platform													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Incomings	1,780	2,343	1,964	2,069	2,191	1,740	2,772	2,007	2,174	1,908	2,376	2,521	25,845
Total Outgoings	12,065	13,536	13,574	15,541	11,641	11,690	15,181	12,188	13,371	11,629	13,290	18,250	161,956
Text Response Rates:													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	231	336	273	270	299	245	359	317	357	296	327	329	3,639
5-15 mins	40	53	46	41	45	46	94	41	39	40	54	67	606
16-30 mins	11	10	17	20	9	12	26	10	12	9	19	23	178
31 mins to 1 hour	4	9	4	5	4	10	11	4	7	4	14	7	83
Over 1 hour	1	6	3	6	3	6	12	3	6	4	7	12	69

Web Data

Nevada211.org Web Data														
Visitor Counts														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
New Visitors	76.90%	75.20%	73.90%	75.90%	76.50%	75.30%	78.40%	77.30%	75.10%	77.80%	78.80%	76.00%	76.40%	
Returning Visitors	23.10%	24.80%	26.10%	24.10%	23.50%	24.70%	21.60%	22.70%	24.90%	23.20%	22.20%	24.00%	23.60%	
Age Distribution Total Users														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
18-24	1,001	979	411	975	1,015	812	1,060	1,170	1,104	1,145	1,468	1,343	12,483	
25-34	1,729	1,538	671	1,385	1,460	1,277	1,693	1,624	1,499	1,640	1,878	1,659	18,053	
35-44	1,561	1,258	556	1,171	1,318	1,202	1,516	1,595	1,397	1,664	1,796	1,674	16,708	
45-54	1,252	1,196	485	1,115	1,216	1,039	1,211	1,170	1,175	1,478	1,567	1,381	14,285	
55-64	1,069	945	375	859	824	728	915	929	922	986	1,192	1,123	10,867	
65+	751	677	241	671	636	548	648	587	564	667	832	803	7,625	
Gender														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
Male	3,190	2,693	1,062	2,438	2,517	2,247	3,128	3,196	2,838	3,266	3,972	3,492	34,039	
Female	4,651	4,289	1,835	4,090	4,534	3,828	4,598	4,749	4,433	4,957	5,594	5,177	52,735	
Session Data														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
Sessions	29,762	22,918	21,490	22,988	24,516	21,774	32,137	31,198	25,725	31,579	37,209	32,592	333,888	
Users	24,239	18,295	16,855	18,423	19,797	17,405	26,222	25,328	20,378	25,591	30,267	26,056	268,856	
Page Views	54,148	54,178	89,819	92,047	95,132	87,477	119,235	108,700	92,351	111,139	125,766	118,540	1,148,532	
Avg. Session Duration	1:58	2:03	1:54	1:57	1:33	1:35	1:26	1:25	1:25	1:34	1:22	1:21	1:41	
App Download Data FY 2021-2022														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD	
211 App	iPhone	73	76	74	58	68	58	141	381	415	354	366	373	2437
	Android	88	104	102	95	98	96	177	586	580	530	547	546	3549
211 Youth App	iPhone	75	112	94	96	92	81	106	38	18	36	26	25	799
	Android	116	124	129	134	144	128	143	28	27	27	30	27	1057

ReferralData

Taxonomy Category Trends													
Counts	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	9,413	9,503	10367	10,159	8,967	9,264	10,583	9,960	10,109	9,022	8,556	9,504	115,407
D Consumer Services	276	252	257	310	239	232	360	409	517	435	286	274	3,847
F Criminal Justice and Legal Services	1,023	932	1,000	925	947	929	949	868	1,043	886	856	983	11,341
H Education	114	157	57	55	38	42	42	55	69	53	53	47	782
J Environment and Public Health/Safety	43	92	51	40	32	45	72	31	30	31	33	35	535
L Health Care	1,136	1,523	1,164	1,078	942	1,107	1,696	933	1,149	1,003	965	968	13,664
N Income Support and Employment	794	759	936	947	910	795	925	893	1,052	867	871	903	10,652
P Individual and Family Life	1,289	1,258	1,172	1,531	1,972	1,845	1,425	1,226	1,484	1,635	1,700	1,703	18,240
R Mental Health and Substance Use Disorder Services	774	660	719	766	828	764	990	835	926	874	949	787	9,872
T Organizational/Community/International Services	328	265	275	230	192	177	185	206	219	202	218	281	2,778
Y Target Populations	92	121	100	66	76	81	139	59	32	39	28	50	883
Total	15,282	15,522	16,098	16,107	15,143	15,281	17,366	15,475	16,630	15,047	14,515	15,535	18,8001
Category Percentages	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	61.60%	61.22%	64.40%	63.07%	59.22%	60.62%	60.94%	64.36%	60.79%	59.96%	58.95%	61.18%	61.39%
D Consumer Services	1.81%	1.62%	1.60%	1.92%	1.58%	1.52%	2.07%	2.64%	3.11%	2.89%	1.97%	1.76%	2.05%
F Criminal Justice and Legal Services	6.69%	6.00%	6.21%	5.74%	6.25%	6.08%	5.46%	5.61%	6.27%	5.89%	5.90%	6.33%	6.03%
H Education	0.75%	1.01%	0.35%	0.34%	0.25%	0.27%	0.24%	0.36%	0.41%	0.35%	0.37%	0.30%	0.42%
J Environment and Public Health/Safety	0.28%	0.59%	0.32%	0.25%	0.21%	0.29%	0.41%	0.20%	0.18%	0.21%	0.23%	0.23%	0.28%
L Health Care	7.43%	9.81%	7.23%	6.69%	6.22%	7.24%	9.77%	6.03%	6.91%	6.67%	6.65%	6.23%	7.27%
N Income Support and Employment	5.20%	4.89%	5.81%	5.88%	6.01%	5.20%	5.33%	5.77%	6.33%	5.76%	6.00%	5.81%	5.67%
P Individual and Family Life	8.43%	8.10%	7.28%	9.51%	13.02%	12.07%	8.21%	7.92%	8.92%	10.87%	11.71%	10.96%	9.70%
R Mental Health and Substance Use Disorder Services	5.06%	4.25%	4.47%	4.76%	5.47%	5.00%	5.70%	5.40%	5.57%	5.81%	6.54%	5.07%	5.25%
T Organizational/Community/International Services	2.15%	1.71%	1.71%	1.43%	1.27%	1.16%	1.07%	1.33%	1.32%	1.34%	1.50%	1.81%	1.48%
Y Target Populations	0.60%	0.78%	0.62%	0.41%	0.50%	0.53%	0.80%	0.38%	0.19%	0.26%	0.19%	0.32%	0.47%
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%

Requested Resources

Top 20 Requested Resources						
FY Total Requests 122,216	Q1	Q2	Q3	Q4	TOTALS	PERCENTAGE
Utility Service Payment Assistance	5,975	6,048	7,233	5,264	24,520	20.06%
Rent Payment Assistance	6,286	5,192	4,342	4,161	19,981	16.35%
Low Income/Subsidized Private Rental Housing	4,089	3,055	3,771	3,350	14,265	11.67%
Emergency Shelter	1,886	2,391	3,215	2,154	9,646	7.89%
Transitional Housing/Shelter	1,692	1,919	2,584	2,440	8,635	7.07%
Food Pantries	1,867	2,030	1,992	2,205	8,094	6.62%
Street Outreach Programs	1,126	1,498	1,479	1,685	5,788	4.74%
General Legal Aid	1,247	1,275	1,250	1,325	5,097	4.17%
COVID Specific Resources	1,794	1,003	977	253	4,027	3.29%
Medicaid Applications	664	795	825	719	3,003	2.46%
Rapid Re-Housing Programs	437	786	828	871	2,922	2.39%
Food Stamps/SNAP	603	643	729	736	2,711	2.22%
Aging and Disability Resources Centers	464	528	780	714	2,486	2.03%
Ride APP Services	556	331	1,274	98	2,259	1.85%
Landlord/Tenant Assistance	709	565	502	471	2,247	1.84%
Grocery Ordering/Delivery	510	531	446	294	1,781	1.46%
Housing Related Coordinated Entry	117	459	443	480	1,499	1.23%
Personal Care	97	335	305	506	1,243	1.02%
Non-Emergency Medical Transportation	136	275	348	345	1,104	0.90%
Holiday Programs	0	908	0	0	908	0.74%

Special Needs

Tobacco Abuse Taxonomy Code		July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Smoking Addiction Support Groups	PN-8100.0500-830	4	0	0	1	0	1	1	0	0	2	0	0	9
Chewing Tobacco Education/Prevention	RX-8250.8000	1	0	0	0	2	0	0	1	2	0	3	0	9
Smoking/Vaping Cessation Support	RX-8470.8100	2	1	0	1	0	1	2	3	0	0	2	0	12



Nevada