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Nevada

Fiscal Year 2022/23

Call Data

Incoming Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Call Offered – Incoming 211 Queue	10,785	12,231	12,125	11,965	12,247	11,896	12,893	11,024	11,948	11,352	12,270	12,149	142,885
Answered Calls – Incoming 211 Queue	8,179	8,845	8,945	8,044	6,999	7,846	7,913	6,655	6,307	7,224	7,399	5,051	89,407
Call Answered – Call Back Queue										174	1,250	3,666	5,090
Abandoned Calls	2,485	3,225	3,051	3,706	4,968	3,834	4,732	4,082	5,311	3,954	3,621	3,432	46,401
Type of Client													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Repeat Callers	2,286	2,360	2,381	2,136	2,170	2,127	2,317	2,059	1,741	1,720	1,847	1,625	24,769
Call (Inbound)	6,835	7,173	7,261	6,712	6,222	6,700	7,179	5,998	6,004	6,459	7,058	6,259	79,860
Call Back Queue										0	0	720	720
MCH	75	87	92	93	85	133	125	83	129	135	146	139	1,322
Email	39	47	42	36	43	39	65	56	31	26	40	31	495
In Person	1	2	2	1	3	1	0	1	0	0	3	3	17
Text Clients	489	522	471	456	515	484	533	433	585	512	539	593	6,132
Chat Clients	405	434	390	455	503	382	481	439	456	473	435	459	5,312
Disaster Form	5	0	0	0	0	3	6	0	4	0	3	0	21
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)	5:27	5:23	5:23	5:22	5:47	5:27	5:45	5:36	6:02	5:51	5:20	5:26	5:37
Average Time to Answer	:49	:59	1:00	1:11	1:23	1:11	1:22	1:19	1:26	1:13	1:43	3:46	1:27
Total Calls Answered in Two Minutes or less	6715	6895	6952	5910	4707	5695	5381	4586	4175	5200	5409	3414	65,039
Under the two-minute limit	82.10%	77.95%	77.72%	73.47%	67.25%	72.58%	68.00%	68.91%	66.20%	71.98%	73.10%	67.59%	72.74%

Call Data

Answered Calls Wait Time													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Answered Calls	8,179	8,845	8,945	8,044	6,999	7,846	7,913	6,655	6,307	7,224	7,399	5,051	89,407
Under 30 seconds	5,188	4,983	4,958	4,114	3,247	3,957	3,684	3,190	2,781	3,614	3,940	2,681	46,337
Between 30 & 60 seconds	592	680	725	593	490	646	560	466	448	570	533	296	6,599
Between 60 & 90 seconds	153	186	222	198	134	180	172	155	155	170	134	79	1,938
Between 90 & 120 seconds	782	1,046	1,047	1,005	836	912	965	775	791	846	802	358	10,165
Between 120 & 180 seconds	1,464	1,950	1,993	2,134	2,292	2,151	2,532	2,069	2,132	2,024	1,990	1,637	24,368
Time to answer Telephone Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average Time to Answer	:49	:59	1:00	1:11	1:23	1:11	1:22	1:19	1:26	1:13	1:43	3:46	1:27
Under the two minute limit	82.10%	77.95%	77.72%	73.47%	67.25%	72.58%	68.00%	68.91%	66.20%	71.98%	73.10%	67.59%	72.74%
Over the two minute limit	17.90%	22.05%	22.28%	26.53%	32.75%	27.42%	32.00%	31.09%	33.80%	28.02%	26.90%	32.41%	27.26%
Abandoned Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Average time to abandon	2:54	3:01	3:02	3:11	3:28	3:18	3:20	3:23	3:28	3:17	3:45	5:11	3:30
Abandoned Calls	2,485	3,225	3,051	3,706	4,968	3,834	4,732	4,082	5,311	3,954	3,621	3,432	46,401
Abandoned Calls %	23.04%	26.37%	25.16%	30.97%	40.57%	32.23%	36.70%	37.03%	44.45%	34.83%	29.51%	28.25%	32.47%

Call Data

Other Types of Calls													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Responses	374	4,172	4,790	4,268	3,564	3,597	3,715	3,446	3,438	3,559	4,148	4,204	43,275
211	163	157	151	148	109	117	121	117	107	99	103	95	1,487
311	545	677	1,143	1,100	877	1,011	1,018	966	839	1,084	1,173	1,052	11,485
411	219	178	188	189	151	165	120	141	130	126	181	140	1,928
511	18	25	28	22	11	22	41	39	25	26	16	6	279
611	29	23	26	28	10	25	10	19	20	15	17	19	241
711	0	0	0	0	1	0	2	0	0	1	0	0	4
811	2	4	1	0	0	3	1	0	0	3	3	4	21
911	29	19	40	22	25	32	23	27	24	28	29	24	322
Abusive Caller	29	26	29	19	24	28	9	9	4	17	28	10	232
Crisis	45	61	45	59	35	42	44	47	27	29	32	28	494
Disaster	4	1	0	0	0	2	0	1	1	0	0	0	9
Disconnect	1,052	992	1,111	814	670	576	498	490	452	497	521	432	8,105
Information Only	1233	1418	1467	1315	1033	989	1144	985	1130	1058	1355	1466	14,593
Static	23	31	41	29	16	24	22	16	16	23	22	34	297
Unknown	381	460	431	431	546	490	609	526	621	492	605	737	6,329
Wrong Number	111	100	89	92	56	71	53	63	42	61	63	54	855

Call Data

Clients By County													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total	9,309	9,830	10,083	9,590	8,707	9,282	9,823	8,321	8,356	8,766	9,689	9,498	111,254
Carson City	59	55	59	49	26	49	94	60	73	79	73	62	738
Churchill	34	22	19	16	25	25	27	20	24	19	23	14	268
Clark	7,003	7,435	7,468	7,015	6,684	7,008	7,308	6,165	6,133	6,641	7,203	6,863	82,926
Douglas	39	24	18	20	15	35	36	33	55	22	24	20	341
Elko	44	48	21	33	32	50	58	20	42	24	25	38	435
Esmeralda	3	1	4	2	2	2	1	2	0	0	3	0	20
Eureka	4	1	0	2	1	7	6	2	2	1	0	1	27
Humboldt	15	18	15	13	16	14	23	18	22	14	18	7	193
Lander	4	3	3	5	0	2	4	1	5	6	3	5	41
Lincoln	1	7	4	5	3	3	4	4	1	4	4	3	43
Lyon	71	62	66	51	48	52	78	74	73	69	44	46	734
Mineral	3	2	5	4	1	7	6	4	4	1	3	0	40
Nye	59	66	63	72	57	56	59	42	60	60	62	48	704
Pershing	10	3	11	6	5	7	8	7	6	4	3	2	72
Storey	0	0	2	0	1	1	0	2	1	4	14	14	39
Washoe	681	650	631	622	562	614	757	581	632	616	610	547	7,503
White Pine	2	6	4	4	12	4	9	4	6	3	6	8	68
Other Nevada-No Zip Code Provided	1,205	1,350	1,595	1,598	1,152	1,275	1,266	1,194	1,119	1,199	1,485	1,740	16,178
Other Zip Codes-Out of State	72	77	95	73	65	71	79	88	98	70	86	80	954

Chat Data

Pre- Chat Questions													
Military Experience?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Yes	16	24	13	19	21	25	17	27	30	26	16	16	250
Age	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
< 20	6	5	6	6	12	4	13	4	4	4	8	6	78
20 - 29	71	75	77	78	111	58	89	87	84	73	84	83	970
30 - 39	110	88	115	102	135	112	129	111	107	146	127	134	1,416
40 - 49	83	88	56	84	88	62	76	82	69	89	81	87	945
50 - 59	46	55	49	66	57	48	69	40	46	46	53	43	618
60 - 69	31	46	36	51	35	45	36	44	46	39	34	33	476
70 - 79	15	17	12	17	14	15	25	18	23	25	13	18	212
80 - 89	4	7	7	9	2	5	6	7	7	10	7	8	79
90 >	0	4	1	1	0	0	0	4	1	1	0	3	15
Chat Information													
Chat Information	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Chat Sessions Answered	389	403	370	434	457	348	446	403	412	449	406	433	4,950
Missed Chat	16	31	20	21	46	34	35	36	44	24	29	26	362
Talk Time Chat													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Talk Time (Minutes)	8,114	9,357	6,259	9,619	,9776	6,999	8,496	8,995	9,542	9,510	8,186	8,360	103,213
Average Chat Length iCarol (minutes)	21	23	16	21	21	20	19	22	20	21	20	19	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	15	17	16	19	18	13	15	16	26	21	14	18	208
Fairly easy	9	12	7	8	8	5	9	13	4	14	8	8	105
Some problems	3	4	4	4	3	3	3	4	4	3	4	2	41
A lot of problems	1	2	1	0	2	0	2	1	2	3	1	0	15
Very difficult to use	1	2	6	4	3	3	6	7	6	3	2	6	49
Was your chat specialist helpful?	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Extremely helpful	12	10	9	12	17	9	6	13	18	11	8	14	139
Very helpful	4	9	7	9	3	6	9	9	5	16	10	5	92
Somewhat helpful	8	5	6	4	2	3	2	4	7	5	2	5	53
Not very helpful	2	5	1	3	4	1	7	6	4	3	4	1	41
Not helpful at all	8	10	14	13	8	7	12	15	10	12	9	9	127

Demographic Data

Race													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,059	5,205	5,221	4,704	4,383	4,560	4,957	4,091	4,403	4,550	4,973	4,759	56,865
Asian	136	134	129	121	100	96	125	93	122	134	110	127	1,427
Asian & White	6	9	3	3	2	8	7	3	2	2	7	7	59
Black or African American and White	31	42	28	26	26	24	26	24	27	21	41	27	343
Black/African American	1,747	1,818	1,776	1,619	1,536	1,582	1,651	1,326	1,436	1,591	1,757	1,669	19,508
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	21	14	13	24	13	13	6	17	10	13	12	14	170
Native Hawaiian/Pacific Islander	42	35	31	30	27	31	39	40	32	42	45	40	434
Other Multiple Race	63	67	70	87	51	49	78	42	59	75	57	55	753
White/Caucasian	465	460	489	394	440	438	468	353	446	437	503	485	5,378
Chose not to answer	1,641	1,605	1,679	1,530	1,465	1,551	1,650	1,460	1,566	1,470	1,705	1,610	18,932
Ethnicity													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,033	5,219	5,190	4,701	4,367	4,562	4,940	4,087	4,363	4,526	4,963	4,758	56,709
Hispanic or Latino	515	611	619	480	405	390	490	366	314	360	383	348	5,281
Not Hispanic or Latino	925	936	960	915	787	876	972	796	885	869	932	986	10,839
Chose not to answer	3,593	3,672	3,611	3,306	3,175	3,296	3,478	2,925	3,164	3,297	3,648	3,424	40,589

Demographic Data

Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,653	6,991	6,983	6,469	6,037	6,519	6,918	5,686	5,808	6,154	6,620	5,988	76,826
Chose not to answer	31	46	26	17	29	15	14	17	16	18	16	19	264
Female	4,857	5,142	4,986	4,624	4,346	4,550	4,903	3,944	4,118	4,378	4,718	4,388	54,954
Male	1,760	1,795	1,964	1,822	1,658	1,950	1,994	1,721	1,667	1,753	1,882	1,581	21,547
Transgender	5	8	7	6	4	4	7	4	7	5	4	0	61
Age													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	5,620	5,892	5,733	5,335	5,011	5,320	5,660	4,664	4,856	4,944	5,353	5,192	63,580
90 - 99	22	22	28	31	28	25	40	27	25	29	20	18	315
80 - 89	212	238	247	225	149	217	278	244	219	216	229	195	2,669
70 - 79	597	617	572	630	502	653	717	670	602	605	633	552	7,350
60 - 69	1,102	1,161	1,206	1,083	1,027	1,095	1,198	996	1,002	948	936	994	12,748
50 - 59	954	1,013	930	881	898	927	947	802	855	871	934	887	10,899
40 - 49	911	940	931	825	840	812	885	717	791	811	894	891	10,248
30 - 39	1,129	1,188	1,096	973	932	1,017	1,009	779	843	903	1,032	1,014	11,915
20 - 29	658	672	687	639	593	552	541	403	497	535	643	611	7,031
11 - 19	35	41	36	48	42	22	45	26	22	26	32	30	405

Demographic Data

Preferred Language													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
English	6,889	7,217	7,092	6,572	6,223	6,708	7,215	5,888	6,129	6,342	6,951	6,637	79,863
Other	11	5	14	15	17	15	7	6	12	17	12	19	150
Spanish	267	316	318	319	274	295	318	317	352	363	331	387	3,857
Referred By													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Calls with Responses	6,548	6,916	6,762	6,218	5,813	6,366	6,746	5,637	5,613	5,971	6,396	6,078	75,064
City	82	83	117	107	92	114	109	80	108	135	139	115	1,281
County	23	32	22	10	32	29	39	26	26	27	36	31	333
Disaster Referral	0	0	0	0	0	0	0	0	0	0	0	0	0
Friend/Family	444	490	431	423	462	466	467	345	419	486	485	450	5,368
MCH	1	1	1	2	4	5	3	4	4	2	0	1	28
Media	112	120	101	104	105	90	93	80	141	135	142	157	1,380
Not Sure	81	99	73	97	100	79	108	67	102	65	87	87	1,045
Other	2,123	2,192	2,209	1,979	1,546	1,825	1,922	1,645	1,636	1,756	1,931	1,886	22,650
Outreach Event	7	7	5	6	11	7	3	3	3	5	9	9	75
Social Media	3	3	6	5	1	2	7	7	11	18	13	13	89
Social Service - Nonprofit Agency	322	287	250	246	200	272	250	181	188	243	274	295	3,008
State of Nevada	229	261	260	241	273	318	328	276	303	303	331	316	3,439
United Way	2	0	3	2	0	0	2	0	1	0	2	0	12
Unknown	203	232	214	211	234	391	451	385	410	488	443	404	4,066
Used 2-1-1 before	2,625	2,841	2,792	2,519	2,526	2,486	2,669	2,300	1,939	1,997	2,160	1,933	28,787
Web Search	291	268	278	266	227	282	295	238	322	311	344	381	3,503

Text Data

Text Messages – EMS Platform													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Total Incomings	2,705	2,833	2,630	2,834	3,273	2,710	3,364	2,732	3,415	2,847	3,095	3,242	35,680
Total Outgoings	20,044	21,193	20,310	18,235	19,359	20,259	20,588	17,807	20,131	17,892	19,738	20,261	235,817
Text Response Rates:													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
0-5 min	368	442	395	407	486	412	475	371	401	413	425	510	5,105
5-15 mins	65	73	79	66	90	103	95	81	139	90	88	84	1,053
16-30 mins	24	28	26	12	32	17	34	27	49	14	34	33	330
31 mins to 1 hour	16	12	6	4	8	4	12	9	18	9	20	13	131
Over 1 hour	12	1	3	1	6	8	4	4	12	29	8	6	94

Web Data

Nevada211.org Web Data													
Visitor Counts													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
New Visitors	75.90%	75.30%	76.30%	76.30%	75.20%	79.30%	81.90%	83.40%	81.50%	82.60%	81.60%	81.90%	79.27%
Returning Visitors	24.10%	24.70%	23.70%	23.70%	24.80%	20.70%	18.10%	16.60%	18.50%	17.40%	18.40%	18.10%	20.73%
Age Distribution Total Users													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
18-24	1,061	1,230	1,263	1,287	1,391	1,111	1,059	1,194	1,218	1,247	1,300	1,102	14,463
25-34	1,497	1,817	1,700	1,545	1,748	1,612	1,754	1,653	1,779	1,800	1,745	1,475	20,125
35-44	1,427	1,706	1,679	1,536	1,592	1,928	2,051	1,855	1,716	1,821	1,914	1,435	20,660
45-54	1,190	1,355	1,230	1,078	1,243	1,723	1,991	1,633	1,452	1,521	1,580	1,181	17,177
55-64	822	983	923	739	836	1,248	1,356	1,347	1,147	1,124	1,203	801	12,529
65+	548	598	507	472	450	754	945	850	789	819	758	547	8,037
Gender													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Male	3,076	3,581	3,370	3,001	3,468	4,195	4,828	3,850	3,708	3,654	3,843	2,971	43,545
Female	4,193	4,949	4,681	4,355	4,593	4,774	4,996	5,373	5,019	5,340	5,382	4,169	57,824
Session Data													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Sessions	28,741	33,003	33,091	32,804	35,605	37,434	47,182	48,646	48,077	49,120	49,835	43,464	487,002
Users	22,953	26,076	26,403	26,266	28,182	31,199	40,428	42,545	41,109	42,671	42,903	37,223	407,958
Page Views	109,199	123,374	116,800	58,381	61,805	63,503	74,489	142,560	152,105	151,810	153,682	141,440	1,349,148
Avg. Session Duration	1:32	1:26	1:26	1:21	1:19	1:03	:55	:52	:59	:54	:54	1:05	1:13
App Download Data FY 2022-2023													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
211 App	iPhone	454	504	458	426	1000	421	471	456	527	379	448	6038
	Android	559	666	563	501	524	497	563	559	551	559	515	6607
												TOTAL	12645
211 Youth App	iPhone	24	35	40	55	35	27	39	38	32	30	23	407
	Android	17	32	41	25	23	21	28	26	20	21	35	317
												TOTAL	724

ReferralData

Taxonomy Category Trends													
Counts	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	9,636	11,209	10,776	9,036	8,797	9,102	9,520	8,274	8,843	8,997	9,851	10,181	114,222
D Consumer Services	263	266	309	276	193	196	323	365	293	338	260	218	3,300
F Criminal Justice and Legal Services	963	975	946	895	822	797	932	800	755	836	840	945	10,506
H Education	77	112	59	37	31	23	46	32	40	24	36	48	565
J Environment and Public Health/Safety	28	25	28	11	29	24	16	15	10	25	18	9	238
L Health Care	842	1,016	948	645	509	533	657	600	578	603	549	592	8,072
N Income Support and Employment	852	825	899	762	748	728	861	715	753	836	891	798	9,668
P Individual and Family Life	1,754	1,615	1,515	1,595	1,882	2,108	1,400	1,392	1,419	1,122	1,285	1,321	18,408
R Mental Health and Substance Use Disorder Services	759	851	763	763	705	684	834	769	683	745	782	755	9,093
T Organizational/Community/International Services	249	256	262	260	233	253	311	218	256	227	230	250	3,005
Y Target Populations	29	19	13	17	13	25	11	7	5	4	4	4	151
Total	15,452	17,169	16,518	14,297	13,962	14,473	14,911	13,187	13,635	13,757	14,746	15,121	177,228
Category Percentages	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
B Basic Needs	62.36%	65.29%	65.24%	63.20%	63.01%	62.89%	63.85%	62.74%	64.86%	65.40%	66.80%	67.33%	64.45%
D Consumer Services	1.70%	1.55%	1.87%	1.93%	1.38%	1.35%	2.17%	2.77%	2.15%	2.46%	1.76%	1.44%	1.86%
F Criminal Justice and Legal Services	6.23%	5.68%	5.73%	6.26%	5.89%	5.51%	6.25%	6.07%	5.54%	6.08%	5.70%	6.25%	5.93%
H Education	0.50%	0.65%	0.36%	0.26%	0.22%	0.16%	0.31%	0.24%	0.29%	0.17%	0.24%	0.32%	0.32%
J Environment and Public Health/Safety	0.18%	0.15%	0.17%	0.08%	0.21%	0.17%	0.11%	0.11%	0.07%	0.18%	0.12%	0.06%	0.13%
L Health Care	5.45%	5.92%	5.74%	4.51%	3.65%	3.68%	4.41%	4.55%	4.24%	4.38%	3.72%	3.92%	4.55%
N Income Support and Employment	5.51%	4.81%	5.44%	5.33%	5.36%	5.03%	5.77%	5.42%	5.52%	6.08%	6.04%	5.28%	5.46%
P Individual and Family Life	11.35%	9.41%	9.17%	11.16%	13.48%	14.57%	9.39%	10.56%	10.41%	8.16%	8.71%	8.74%	10.39%
R Mental Health and Substance Use Disorder Services	4.91%	4.96%	4.62%	5.34%	5.05%	4.73%	5.59%	5.83%	5.01%	5.42%	5.30%	4.99%	5.13%
T Organizational/Community/International Services	1.61%	1.49%	1.59%	1.82%	1.67%	1.75%	2.09%	1.65%	1.88%	1.65%	1.56%	1.65%	1.70%
Y Target Populations	0.19%	0.11%	0.08%	0.12%	0.09%	0.17%	0.07%	0.05%	0.04%	0.03%	0.03%	0.03%	0.09%
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%

Referrals

Top 20 Referrals						
FY Total Referrals 122,216	Q1	Q2	Q3	Q4	TOTALS	PERCENTAGE
Utility Service Payment Assistance	7,207	6,142	7,001	6,656	27,006	16.34%
Rent Payment Assistance	6,078	3,477	4,253	4,243	18,051	10.92%
Individual and Family Support Services	5,200	4,754	3,313	1,747	15,014	9.09%
Low Income/Subsidized Private Rental Housing	3,284	2,216	2,522	4,403	12,425	7.52%
Food Pantries	2,684	2,410	2,219	4,342	11,655	7.05%
Income Support and Employment	2,454	2,238	2,330	2,526	9,548	5.78%
Emergency Shelter	2,342	2,344	1,977	2,393	9,056	5.48%
Transitional Housing/Shelter	2,036	1,454	1,542	1,929	6,961	4.21%
General Legal Aid	1,905	1,374	1,548	1,986	6,813	4.12%
Mental Health Assessment and Treatment	1,655	1,478	1,418	1,185	5,736	3.47%
Street Outreach Programs	1,019	1,593	795	523	3,930	2.38%
Rapid Re-Housing Programs	748	799	959	1,175	3,681	2.23%
Clothing	635	868	587	1,585	3,675	2.22%
Crisis Intervention	719	1,380	584	514	3,197	1.93%
Ride App Services	763	1,454	693	0	2,910	1.76%
Housing Related Coordinated Entry	613	691	538	1,045	2,887	1.75%
Food Stamps/SNAP	753	659	574	862	2,848	1.72%
Medicaid Applications	378	505	497	409	1,789	1.08%
Non-Emergency Medical Transportation	364	341	409	532	1,646	1.00%
Senior Ride Programs	264	263	311	269	1,107	0.67%

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	2	0	0	4	0	0	3	0	0	0	0	9
Chewing Tobacco Education/Prevention	RX-8250.8000	1	0	0	0	0	2	0	0	0	0	0	0	3
Smoking/Vaping Cessation Support	RX-8470.8100	1	0	0	3	1	0	1	0	0	0	0	0	6



Nevada