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.*

**Benefits of 211 Services**

- 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.

**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** - 35,865
  - In Qtr3 FY2023, a total of 35,865 calls came into Nevada 211

- **Website** - 124,082
  - In Qtr3 FY2023, a total of 124,082 Users searched Nevada211.org

- **Live Chats** - 1,376
  - In Qtr3 FY2023, a total of 1,376 reached out via Live Chat

- **Text** - 1,551
  - In Qtr3 FY2023, a total of 1,551 people texted for support

Nevada 2-1-1 is operated by Money Management International
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 January 1, 2023 and March 31, 2023.

### Gender

- **Female**: 12,965 clients identified
- **Male**: 5,328 clients identified

### Race

- **Asian**: 4,413 clients
- **Asian & White**: 540 clients
- **Black or African American**: 1,267 clients
- **Black/African American and White**: 179 clients
- **Native American or Native Alaskan and White**: 111 clients
- **Native American/Native Alaskan**: 33 clients
- **Native Hawaiian/Pacific Islander**: 77 clients
- **Other Multiple Race**: 12 clients
- **White/Caucasian**: 4,676 clients

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

- **Housing/Shelter:** 30%
- **Utilities:** 18%
- **Individual and Family Life:** 10%
- **Food:** 7%
- **Transportation:** 6%

### Where People Need Help Most

- **Top 5 Zip Codes**
  - 89101, Clark County: 9.71%
  - 89121, Clark County: 3.44%
  - 89115, Clark County: 3.12%
  - 89119, Clark County: 3.07%
  - 89108, Clark County: 2.96%

Nevada 2-1-1 is operated by Money Management International
## Comprehensive List of Client Resources Requested

<table>
<thead>
<tr>
<th>Category</th>
<th>Requested</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic Needs</strong></td>
<td>26,640</td>
<td>63.83%</td>
</tr>
<tr>
<td><strong>Basic Needs Totals:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing/Shelter</td>
<td>12,547</td>
<td>47.10%</td>
</tr>
<tr>
<td>Utilities</td>
<td>7,495</td>
<td>28.13%</td>
</tr>
<tr>
<td>Food</td>
<td>2,957</td>
<td>11.10%</td>
</tr>
<tr>
<td>Transportation</td>
<td>2,552</td>
<td>9.58%</td>
</tr>
<tr>
<td>Material Goods</td>
<td>1,089</td>
<td>4.09%</td>
</tr>
<tr>
<td><strong>Consumer Services</strong></td>
<td>979</td>
<td>2.35%</td>
</tr>
<tr>
<td><strong>Criminal Justice and Legal Services</strong></td>
<td>2,491</td>
<td>5.97%</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>118</td>
<td>0.28%</td>
</tr>
<tr>
<td><strong>Environment and Public Health/Safety</strong></td>
<td>41</td>
<td>0.10%</td>
</tr>
<tr>
<td><strong>Health Care</strong></td>
<td>1,834</td>
<td>4.39%</td>
</tr>
<tr>
<td><strong>Income Support and Employment</strong></td>
<td>2,330</td>
<td>5.58%</td>
</tr>
<tr>
<td><strong>Individual and Family Life</strong></td>
<td>4,211</td>
<td>10.09%</td>
</tr>
<tr>
<td><strong>Mental Health and Substance Use Disorder Services</strong></td>
<td>2,286</td>
<td>5.47%</td>
</tr>
<tr>
<td><strong>Organizational/Community/International Services</strong></td>
<td>785</td>
<td>1.88%</td>
</tr>
<tr>
<td><strong>Target Populations</strong></td>
<td>23</td>
<td>0.06%</td>
</tr>
</tbody>
</table>