

# Quarterly Service Report

January 1, 2023 - March 31, 2023

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.

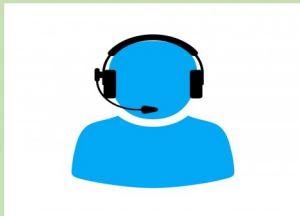
3,996 Programs

2,410 Sites

1,221 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 ----- 35,865**

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



**Website ----- 124,082**  
**Live Chats ----- 1,376**

In Qtr3 FY2023, a total of 124,082 Users searched Nevada211.org with 1,376 reaching 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



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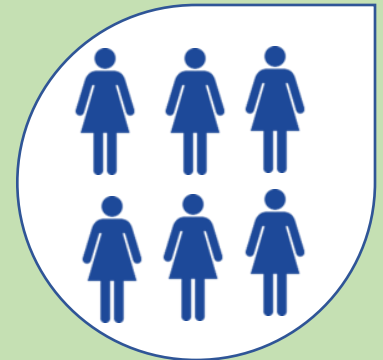
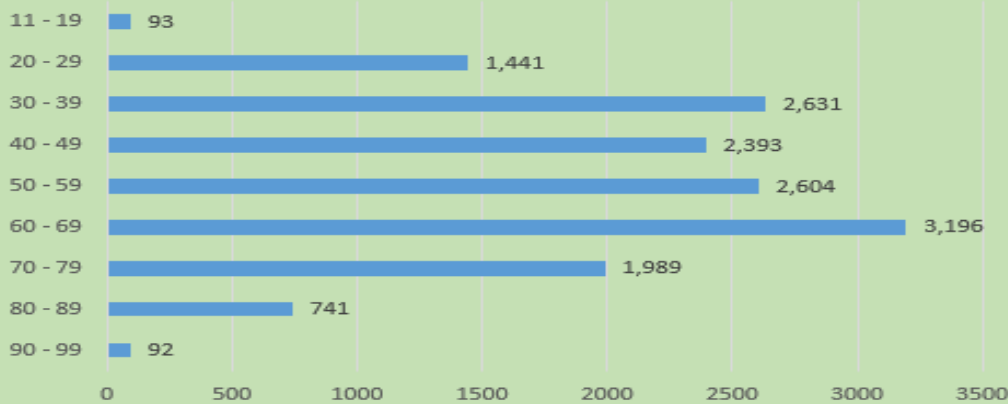


Nevada 211 collects demographic information on help seekers as a way to understand their consumer-base.

The following charts represent the demographics of individuals served between January 1, 2023 and March 31, 2023.

## Gender

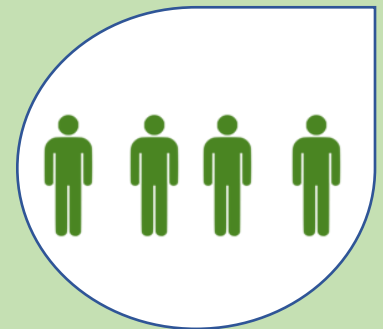
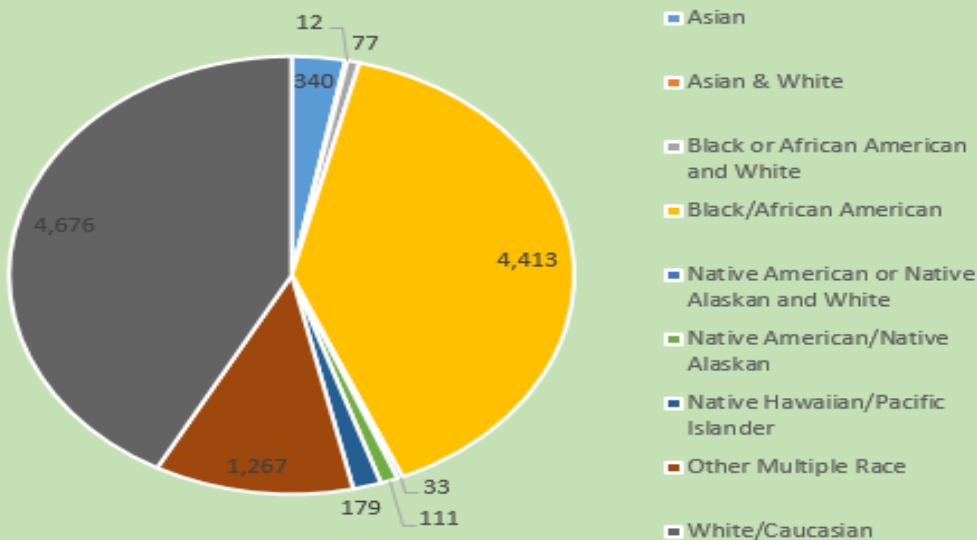
### Age



70%

12,965 Clients Identified as Female

### Race



29%

5,328 Clients Identified as Male

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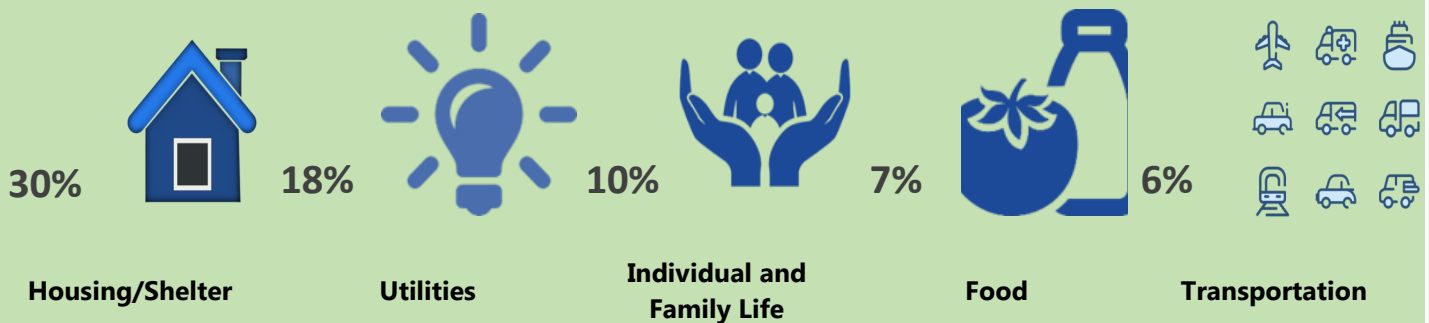
Nevada's Resource to Ensure People are Connected to the Services they Need



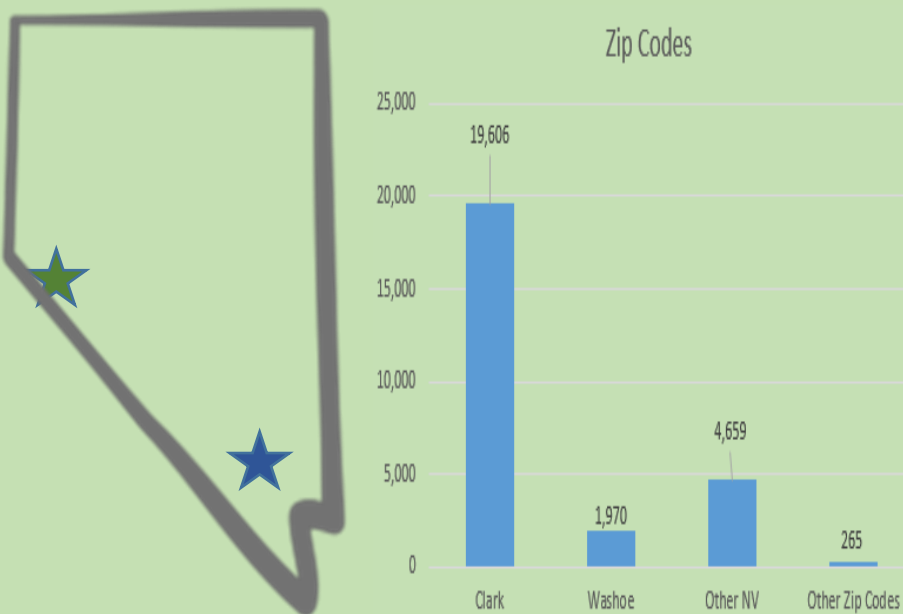
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

*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



### Top 5 Zip Codes

9.71%	89101	Clark County
3.44%	89121	Clark County
3.12%	89115	Clark County
3.07%	89119	Clark County
2.96%	89108	Clark County

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### Comprehensive List of Client Resources Requested

B Basic Needs	26,640	63.83%
Basic Needs Totals:		
Housing/Shelter	12,547	47.10%
Utilities	7,495	28.13%
Food	2,957	11.10%
Transportation	2,552	9.58%
Material Goods	1,089	4.09%
D Consumer Services	979	2.35%
F Criminal Justice and Legal Services	2,491	5.97%
H Education	118	0.28%
J Environment and Public Health/Safety	41	0.10%
L Health Care	1,834	4.39%
N Income Support and Employment	2,330	5.58%
P Individual and Family Life	4,211	10.09%
R Mental Health and Substance Use Disorder Services	2,286	5.47%
T Organizational/Community/International Services	785	1.88%
Y Target Populations	23	0.06%