

Quarterly Service Report

October 1, 2023 - December 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.

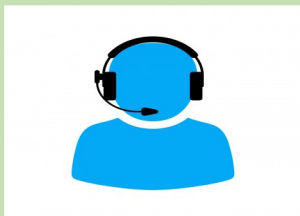
3,989 Programs

2,401 Sites

1,220 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 ----- 33,556

In Qtr2 FY2024, a total of 33,556 calls came into Nevada 211



Website ----- 63,802
Live Chats ----- 1,464

In Qtr2 FY2024, a total of 63,802 Users searched Nevada211.org with 1,464 reaching out via Live Chat.



Text ----- 2,942

In Qtr2 FY2024, a total of 2,942 texted for support.

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



Quarterly Service Report

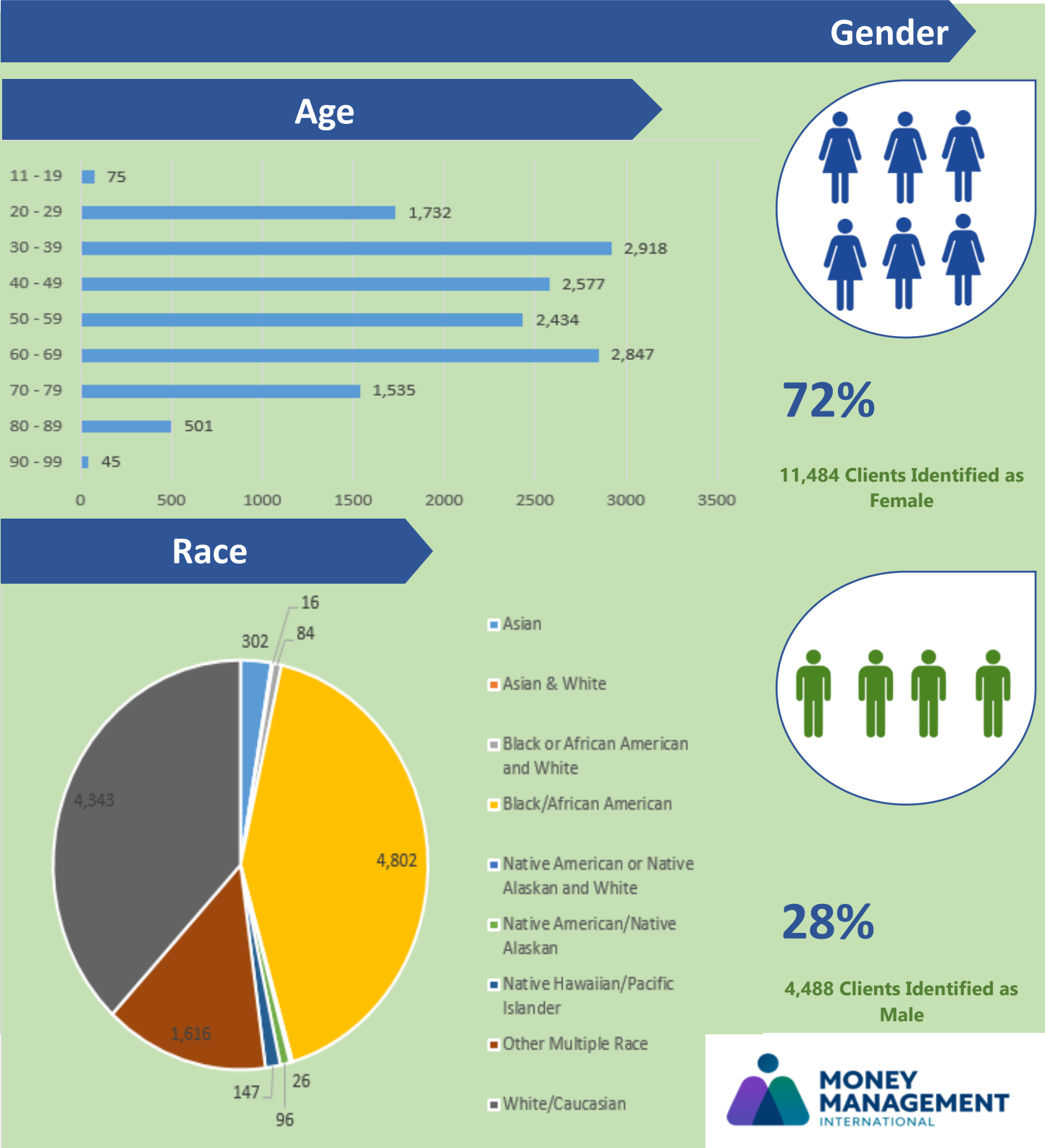
October 1, 2023 - December 31, 2023

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



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 October 1, 2023 and December 31, 2023.



Quarterly Service Report

October 1, 2023 - December 31, 2023

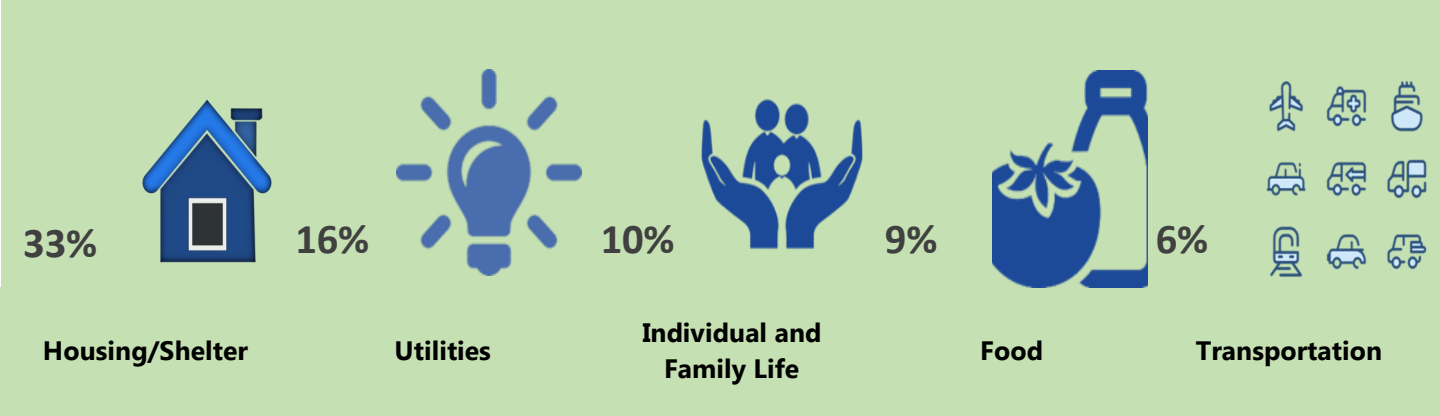
Nevada’s Resource to Ensure People are Connected to the Services they Need



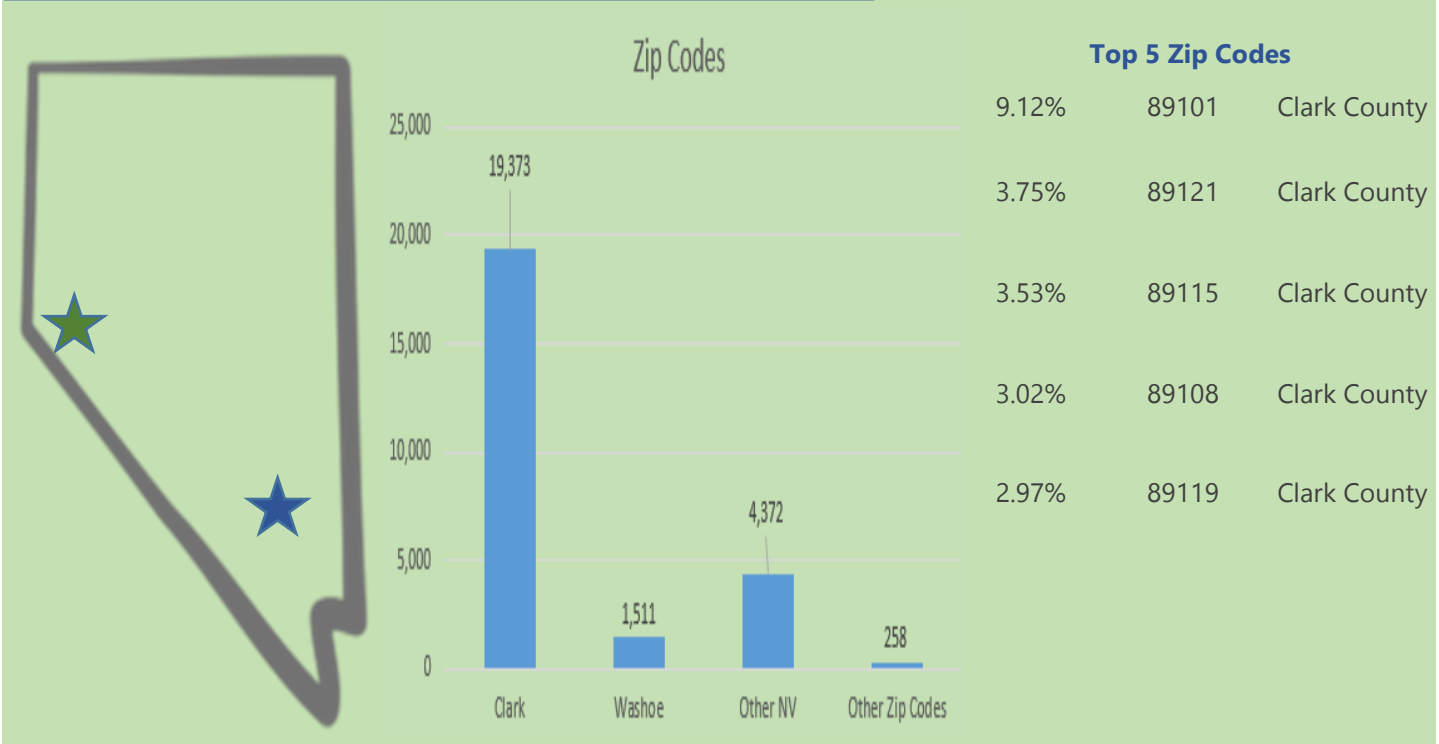
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

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 2024 Top 5 Needs—41,754 requested resources



Where People Need Help Most



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





Comprehensive Breakdown of Client Resources Requested

B Basic Needs	28,302	67.78%
Basic Needs Totals:		
Housing/Shelter	13,906	49.13%
Utilities	6,762	23.89%
Food	3,755	13.27%
Transportation	2,396	8.46%
Material Goods	1,483	5.24%
D Consumer Services	579	1.39%
F Criminal Justice and Legal Services	1,912	4.58%
H Education	98	0.23%
J Environment and Public Health/Safety	42	0.10%
L Health Care	1,622	3.88%
N Income Support and Employment	2,363	5.66%
P Individual and Family Life	4,307	10.32%
R Mental Health and Substance Use Disorder Services	1,982	4.75%
T Organizational/Community/International Services	537	1.29%
Y Target Populations	10	0.02%