

# Quarterly Service Report

October 1, 2024 - December 31, 2024

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

- ◇ 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.

The 211 Database Currently Includes:

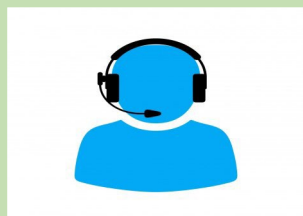
4,105 Programs

2,507 Sites

1,228 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 - 33,635**

In Qtr2 FY2025, a total of 33,635 calls came into Nevada 211



**Website - 56,603**  
**Live Chats - 1,346**

In Qtr2 FY2025 a total of 56,603 Users searched Nevada211.org with 1,346 reaching out via Live Chat.



**Text - 1,547**

In Qtr2 FY2025, a total of 1,547 texted for support.

Nevada 211 is administered by Money Management International



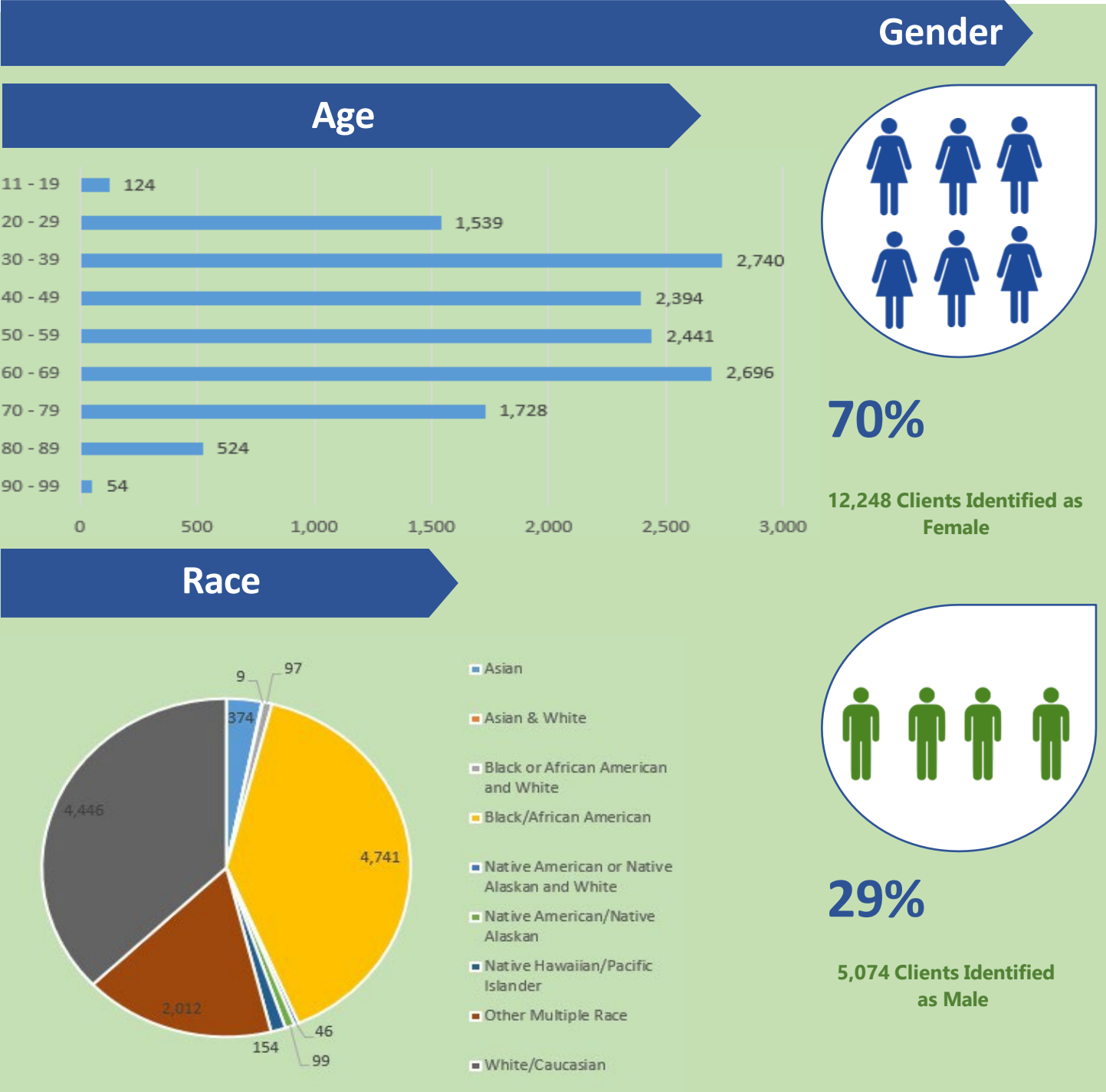
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Nevada’s Resource to Ensure People are Connected to the Services they Need



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, 2024 and December 31, 2024.



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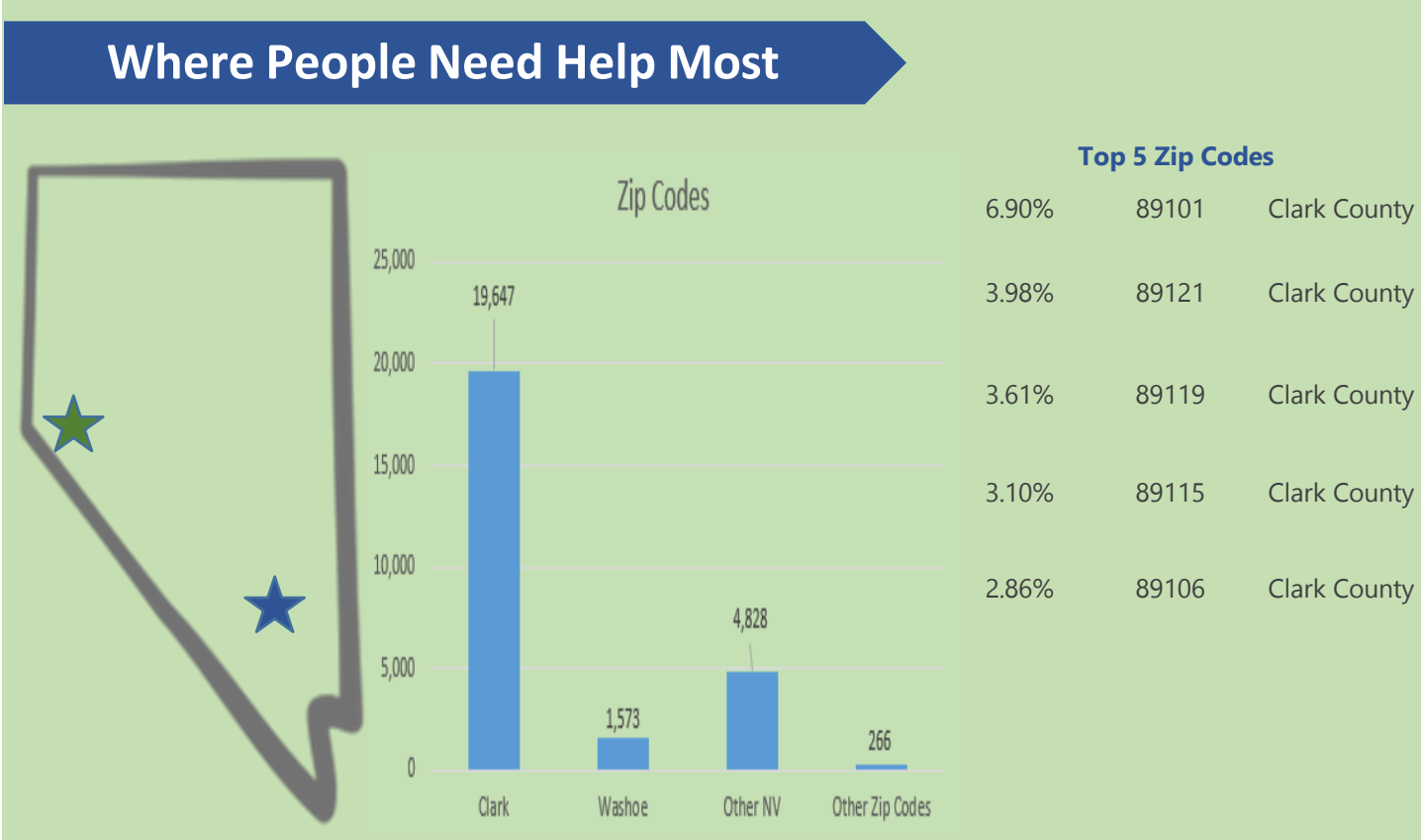
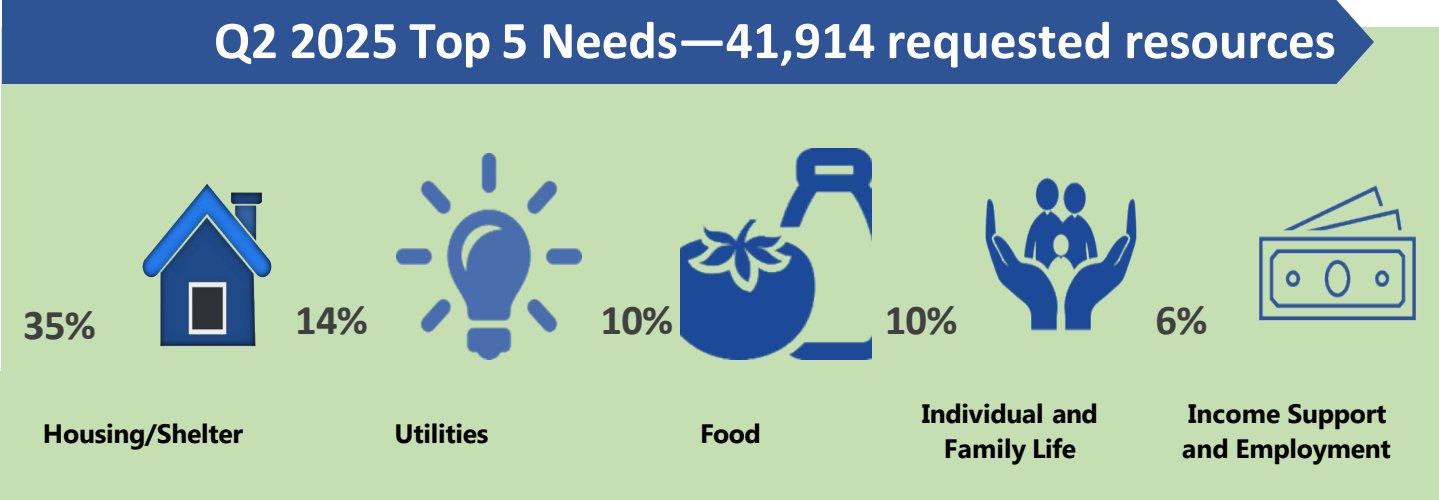
Nevada’s Resource to Ensure People are Connected to the Services they Need

2.1.1

Nevada

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 Food.*



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



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## Comprehensive Breakdown of Client Resources Requested

B Basic Needs	28,249	67.40%
Basic Needs Totals:		
Housing/Shelter	14,760	52.25%
Utilities	5,856	20.73%
Food	4,212	14.91%
Transportation	1,943	6.88%
Material Goods	1,478	5.23%
D Consumer Services	534	1.27%
F Criminal Justice and Legal Services	1,914	4.57%
H Education	111	.26%
J Environment and Public Health/Safety	53	.13%
L Health Care	1,700	4.06%
N Income Support and Employment	2,674	6.38%
P Individual and Family Life	4,165	9.94%
R Mental Health and Substance Use Disorder Services	1,825	4.35%
T Organizational/Community/International Services	683	1.63%
Y Target Populations	5	.01%

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