

# Quarterly Service Report **January 1, 2025 - March 31, 2025**

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:

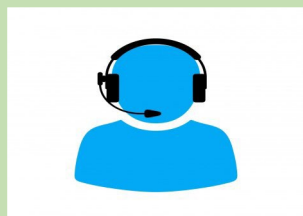
4,225 Programs

2,569 Sites

1,236 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 -29,964**

In Qtr3 FY2025, a total of 29,964 calls came into Nevada 211



**Website – 51,743**  
**Live Chats – 1,090**

In Qtr3 FY2025 a total of 51,743 Users searched Nevada211.org with 1,090 reaching out via Live Chat.



**Text - 1,308**

In Qtr3 FY2025, a total of 1,308 texted for support.

Nevada 211 is administered by Money Management International



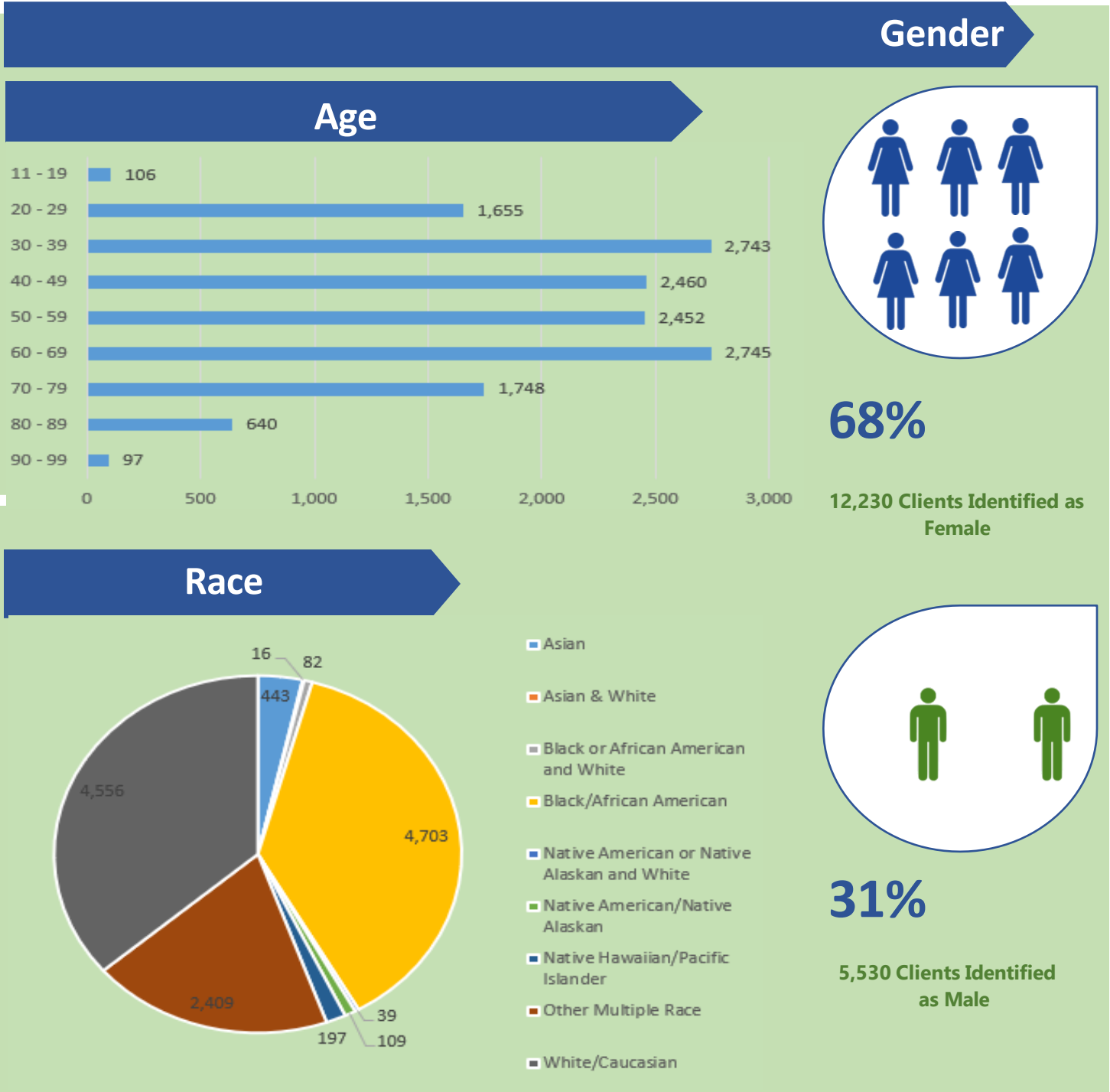
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Nevada’s Resource to Ensure People are Connected to the Services they Need



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 January 1, 2025, and March 31, 2025.



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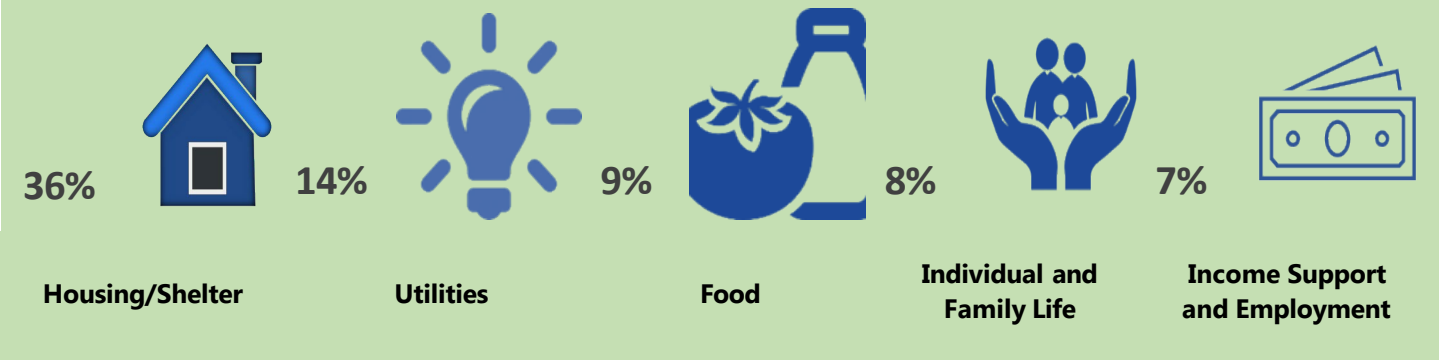
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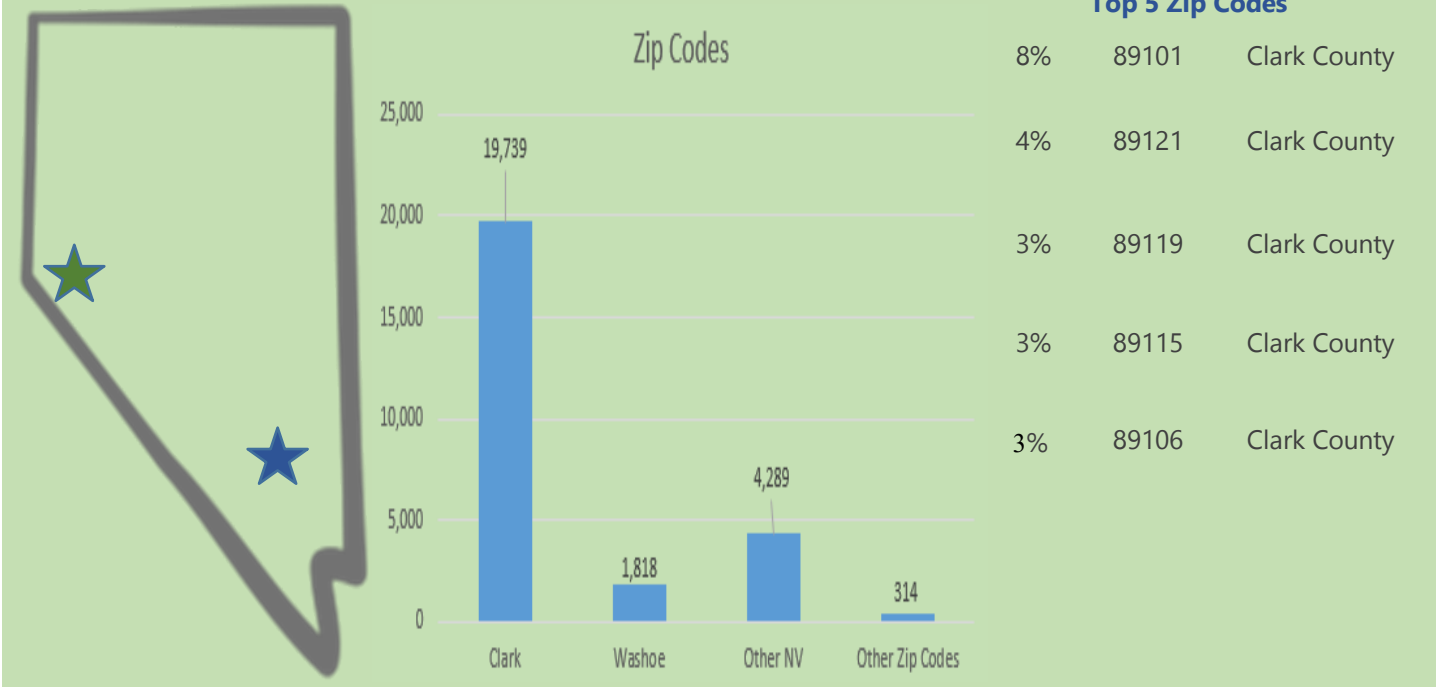
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

*The majority of help seekers reaching out to Nevada 211 requested assistance with basic needs; specifically, Housing, Utility Assistance and Food.*

Q3 2025 Top 5 Needs—38,900 requested resources



Where People Need Help Most



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



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## Comprehensive Breakdown of Client Resources Requested

B Basic Needs	25,763	66.00%
Basic Needs Totals:		
Housing/Shelter	13,995	54.00%
Utilities	5,613	22.00%
Food	3,443	13.00%
Transportation	1,537	6.00%
Material Goods	1,175	5.00%
D Consumer Services	769	2.00%
F Criminal Justice and Legal Services	2,119	5.00%
H Education	121	0.03%
J Environment and Public Health/Safety	46	0.01%
L Health Care	2,040	5.00%
N Income Support and Employment	2,656	7.00%
P Individual and Family Life	2,996	8.00%
R Mental Health and Substance Use Disorder Services	1,855	5.00%
T Organizational/Community/International Services	536	1.00%
Y Target Populations	0	0.00%

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