

Quarterly Service Report **April 1, 2025 – June 30, 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 Resource Specialists are available Monday through Friday from 9am-9pm PST 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:

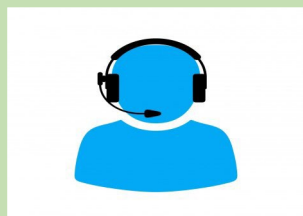
4,279 Programs

2,626 Sites

1,249 Agencies

Services Provided

People can access 211 services through a variety of different ways. Call, text, and chat support are available M-F 9am-9pm PST. The Nevada 211 website and mobile apps (Nevada 211 and Nevada 211 Youth) are available 24/7/365.



Calls -34,340

In Qtr4 FY2025, a total of 34,340 calls came into Nevada 211



Website – 53,072
Live Chats – 1,090

In Qtr4 FY2025 a total of 53,072 Users searched Nevada211.org with 1,196 reaching out via Live Chat.



Text - 1,416

In Qtr4 FY2025, a total of 1,416 texted for support.

Nevada 211 is administered by Money Management International



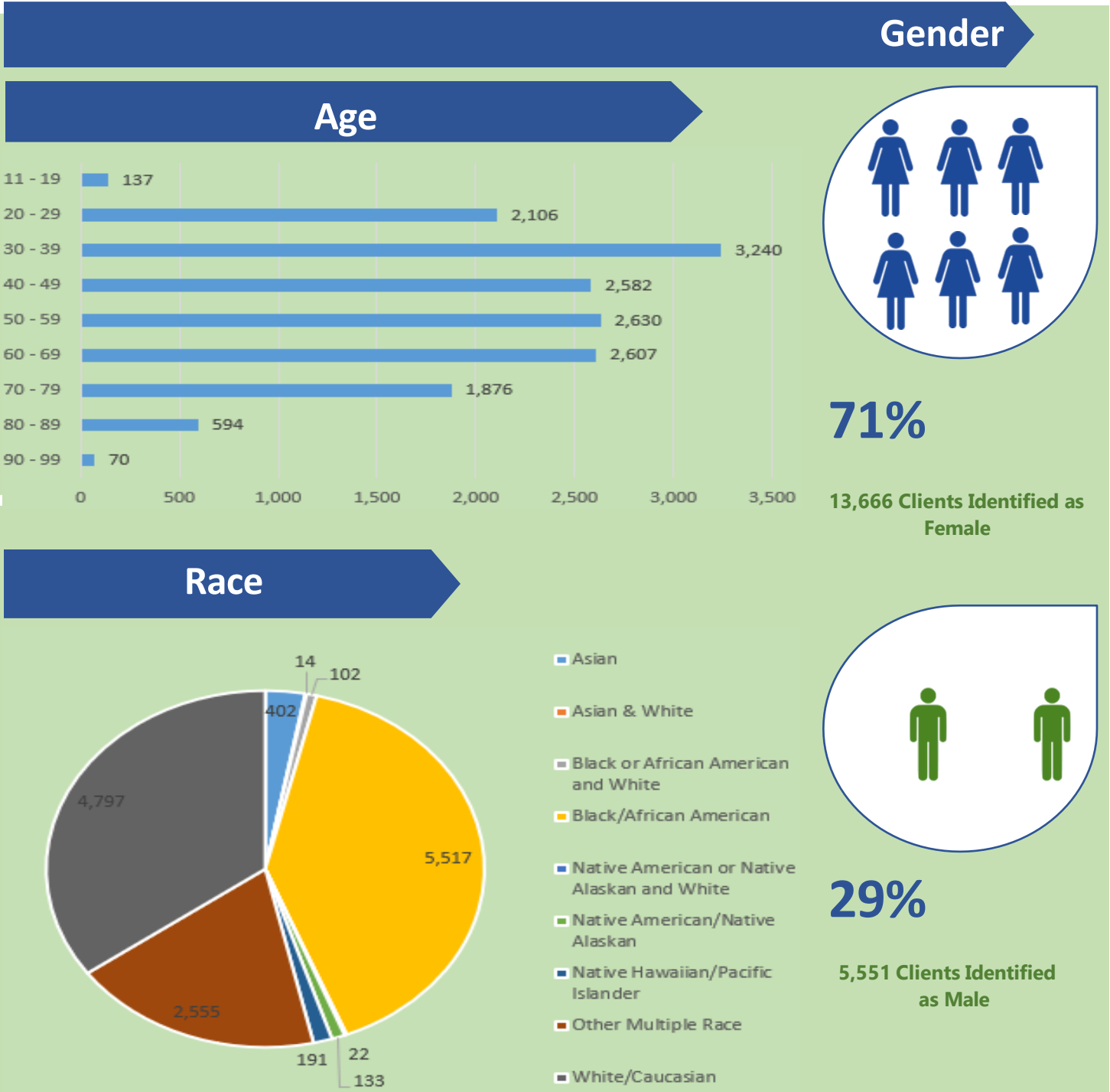
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Nevada’s Resource to Ensure People are Connected to the Services they Need



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 April 1, 2025, and June 30, 2025.



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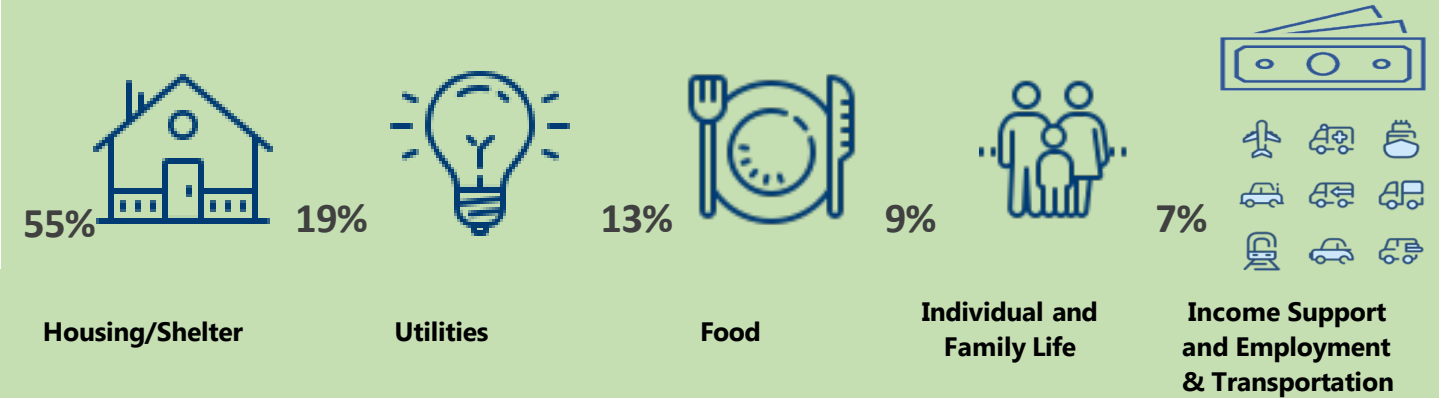
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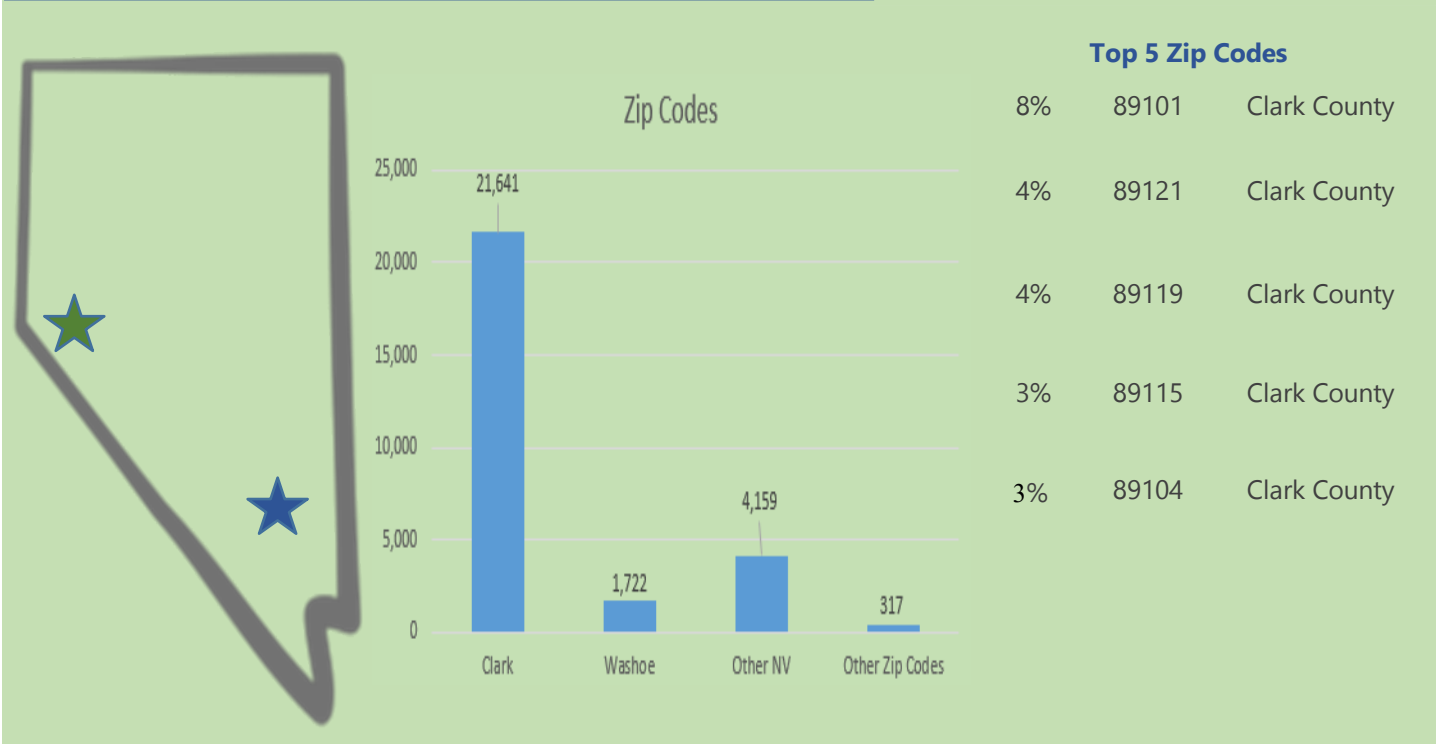
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

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

Q4 2025 Top 5 Needs—41,256 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	26,549	64.00%
Basic Needs Totals:		
Housing/Shelter	14,709	55.00%
Utilities	5,028	19.00%
Food	3,514	13.00%
Transportation	1,903	7.00%
Material Goods	1,395	5.00%
D Consumer Services	630	1.00%
F Criminal Justice and Legal Services	2,484	6.00%
H Education	160	0.04%
J Environment and Public Health/Safety	58	0.01%
L Health Care	2,455	6.00%
N Income Support and Employment	2,759	7.00%
P Individual and Family Life	3,578	9.00%
R Mental Health and Substance Use Disorder Services	1,890	5.00%
T Organizational/Community/International Services	692	2.00%
Y Target Populations	1	0.00%

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