

Quarterly Service Report

January 1, 2026 – March 31, 2026

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 (excluding National Holidays) 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.

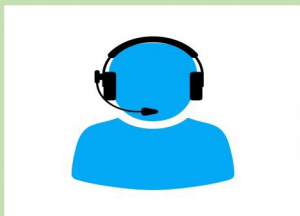
4,391 Programs

2,737 Sites

1,271 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 -22,156

In Qtr3 FY2026, a total of 2,156 calls came into Nevada 211.



Website – 62,011
Live Chats – 320

In Qtr3 FY2026 a total of 62,011 Users searched Nevada211.org with 320 reaching out via Live Chat.



Texts – 871

In Qtr3 FY2026, a total of 871 texted for support.

Nevada 211 is administered by Money Management International



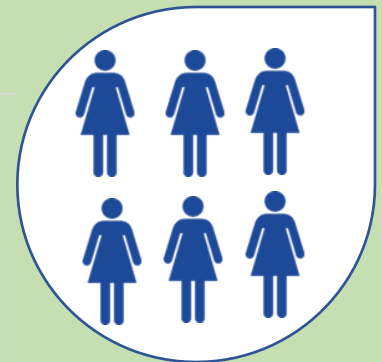
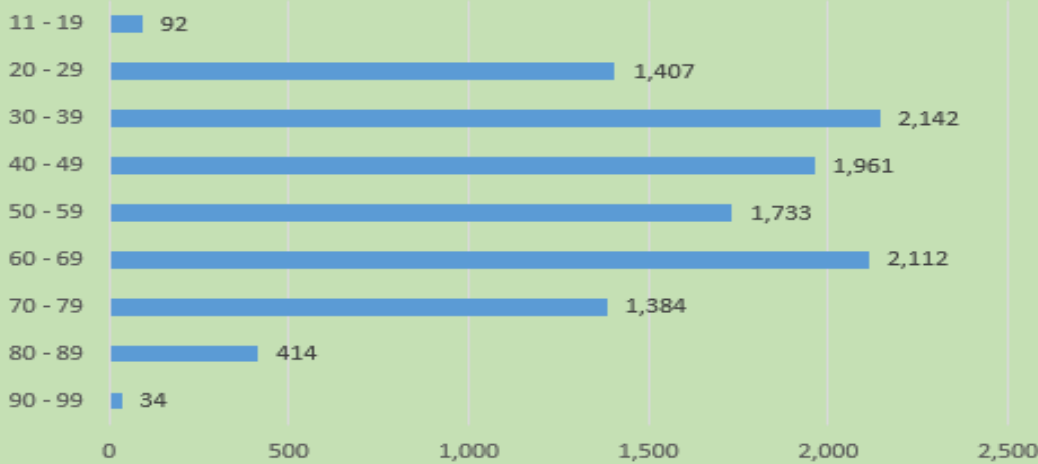
Nevada's Resource to Ensure People are Connected to the Services they Need



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, 2026 and March 31, 2026.

Gender

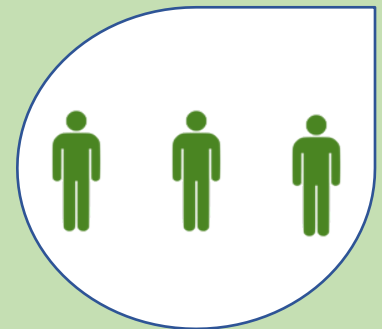
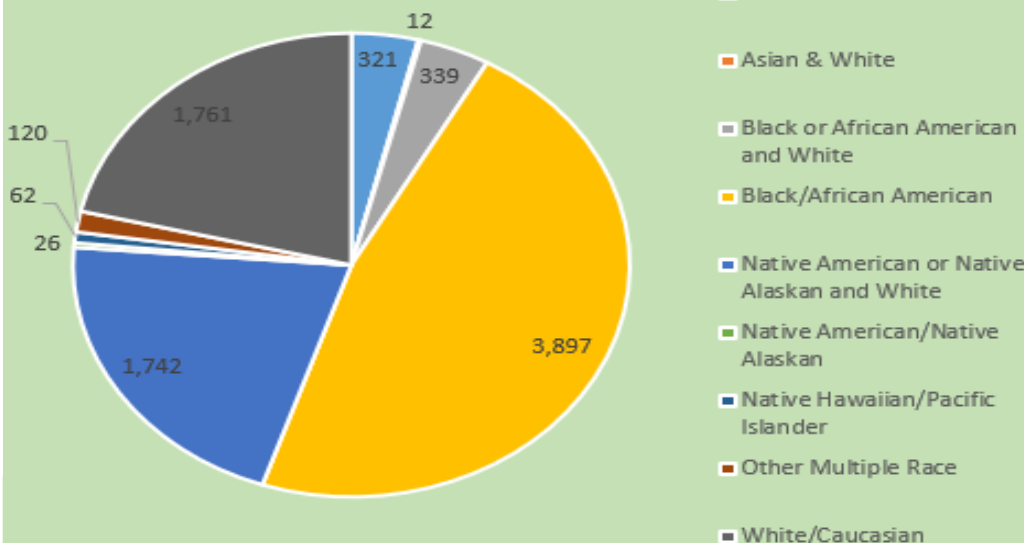
Age



68%

9,664 Clients Identified as Female

Race



31%

4,411 Clients Identified as Male

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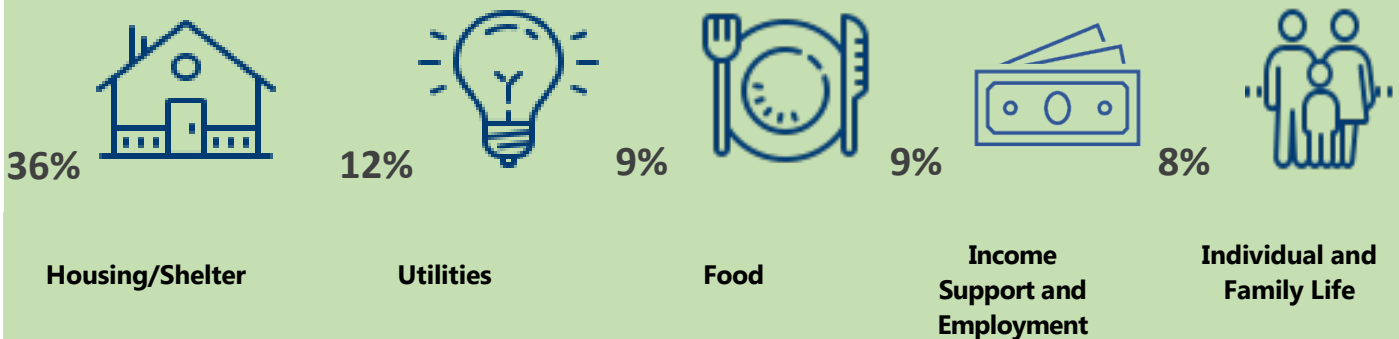
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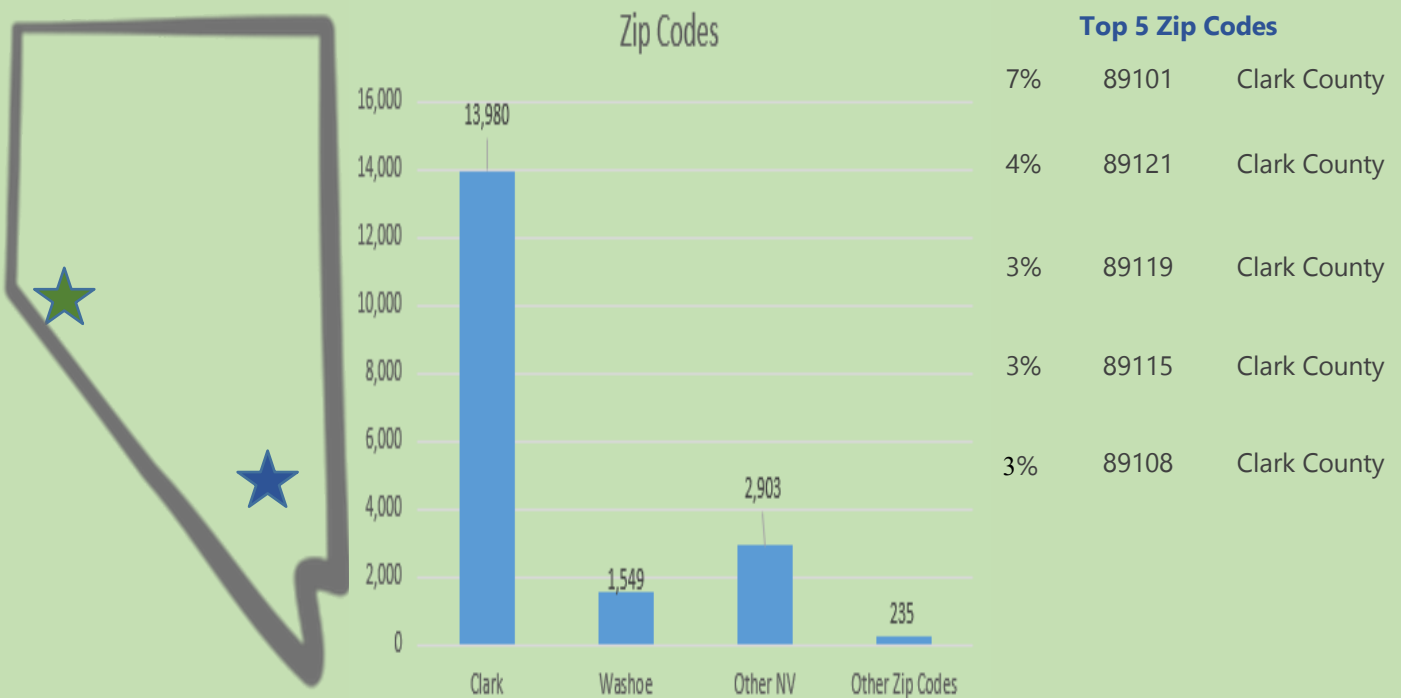
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

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

Q3 2026 Top 5 Needs—29,158 requested resources



Where People Need Help Most



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Comprehensive Breakdown of Client Resources Requested

B Basic Needs	18,690	64%
Basic Needs Totals:		
Housing/Shelter	10,550	56%
Utilities	3,562	19%
Food	2,552	14%
Transportation	1,262	7%
Material Goods	764	4%
D Consumer Services	644	2%
F Criminal Justice and Legal Services	1,512	5%
H Education	99	.03%
J Environment and Public Health/Safety	50	.02%
L Health Care	1,603	5.5%
N Income Support and Employment	2,613	9%
P Individual and Family Life	2,375	8%
R Mental Health and Substance Use Disorder Services	1,165	4%
T Organizational/Community/International Services	403	1%
Y Target Populations	4	.01%

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

