

Quarterly Service

April 1, 2026 – June 30, 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

- 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:

4,377

2,745 Sites

1,272 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 –
23,464**

In Qtr4 FY2026, a total of 23,464 calls came into Nevada 211.



**Website – 75,821
Live Chats – 828**

In Qtr4 FY2026 a total of 75,821 Users searched Nevada211.org with 828 reaching out via Live Chat.



**Texts –
1,308**

In Qtr4 FY2026, a total of 1,308 texted for support.

Nevada 211 is administered by Money Management International



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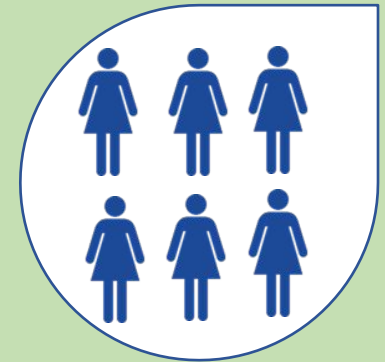
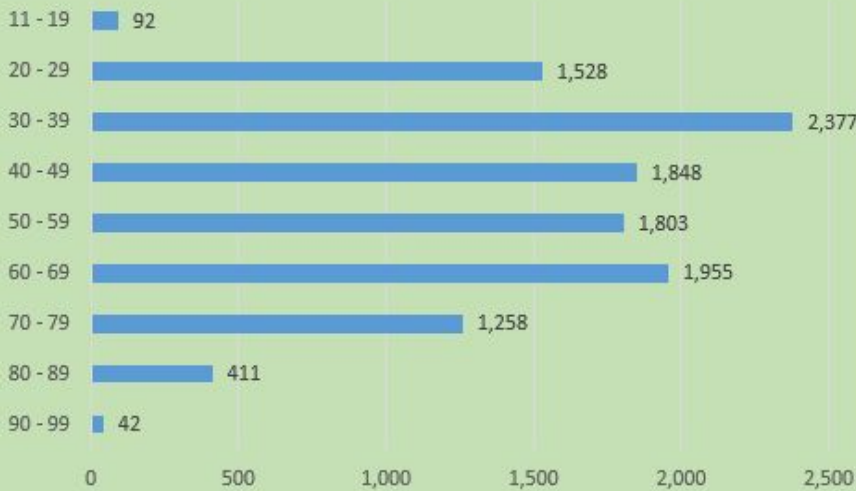
Nevada's Resource to Ensure People are Connected to the Services they Need



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 April 1, 2026 and June 30, 2026.

Gender

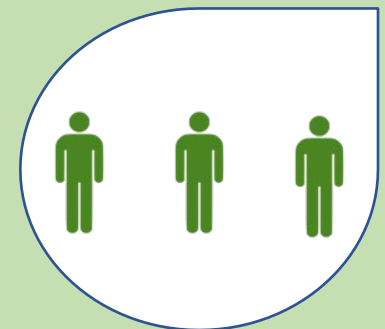
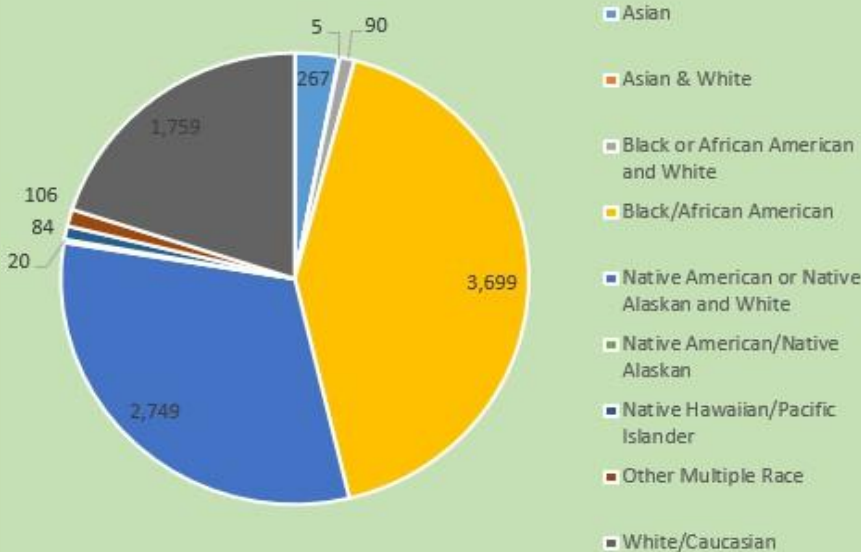
Age



69%

11,112 Clients Identified as Female

Race



29%

4,736 Clients Identified as Male

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Quarterly Service

January 1, 2026 –March 31, 2026

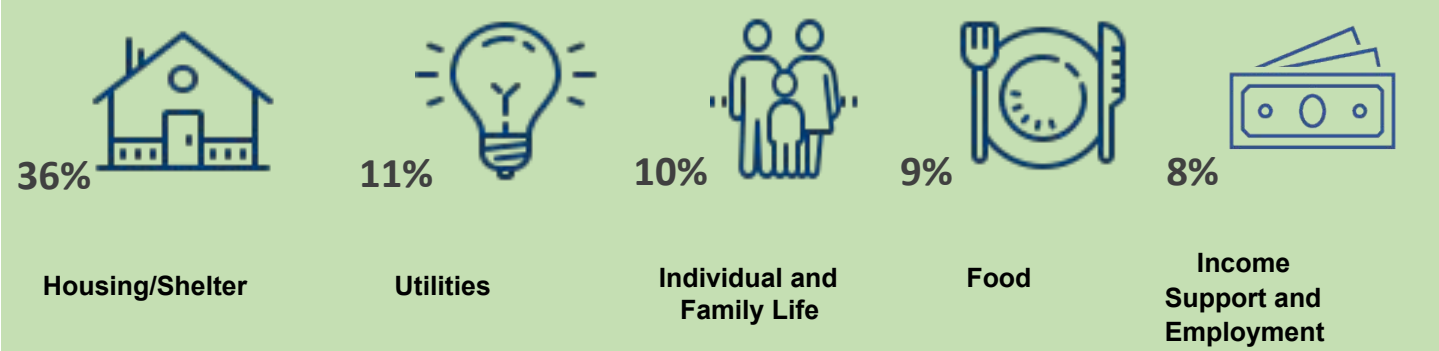
Nevada’s Resource to Ensure People are Connected to the Services they Need



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 Food.

Q4 2026 Top 5 Needs—32,091 requested resources



Where People Need Help Most



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Comprehensive Breakdown of Client Resources Requested

B Basic Needs	20,262	63%
Basic Needs Totals:		
Housing/Shelter	11,394	56%
Utilities	3,425	17%
Food	2,927	14%
Transportation	1,588	8%
Material Goods	928	5%
D Consumer Services	653	2%
F Criminal Justice and Legal Services	1,584	5%
H Education	149	.05%
J Environment and Public Health/Safety	47	.01%
L Health Care	1,735	5%
N Income Support and Employment	2,468	8%
P Individual and Family Life	3,189	10%
R Mental Health and Substance Use Disorder Services	1,352	4%
T Organizational/Community/International Services	650	2%
Y Target Populations	2	N/A

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

