



Annual Report Executive Summary FY26 (7/1/2025 - 6/30/2026)

Nevada 211 focused on maintaining high-quality service delivery while navigating significant program and funding changes throughout State Fiscal Year (FY) 2026. With reduced revenue, the program shifted from 24/7 operations to a Monday-Friday schedule from 9:00 AM to 9:00 PM beginning July 1, 2025. Although this adjustment limited overall service availability, it enabled Nevada 211 to concentrate resources during peak demand, strengthen quality assurance, enhance staff support, and improve operational efficiency. These efforts contributed to meaningful gains in service quality, including lower call abandonment rates, faster response times, higher help-seeker satisfaction, and improved success in connecting help-seekers to needed community resources.

Many key performance indicators continued to trend positively. Average time to answer improved from 54 seconds in FY25 to 48 seconds in FY26, the call abandonment rate decreased from 14.26% to 9.85%, and the share of calls answered within two minutes rose from 83.97% to 86.11%. Despite condensed operating hours, Nevada 211 consistently provided timely access to community resources.

In early 2026, Nevada 211 launched a fully redesigned website, resulting in better navigation, accessibility, mobile responsiveness, and overall user experience. A strengthened focus on search engine optimization (SEO) significantly increased website sessions and users, indicating improved visibility and easier access to resource information. While chat volume temporarily dipped after the redesign, minor updates and continued SEO refinement led to a rebound by the end of the fiscal year. Call volume also decreased, potentially reflecting more users successfully finding what they need on the Nevada 211 website as well as the continued difficulty of sustaining public awareness in the absence of a marketing budget.

Overall, Nevada 211 advanced key operational improvements, enhanced the user experience, and refined service quality during FY26. The program continues to grow its reach and impact, with several notable achievements this year. Highlights include the following:

- Successfully implemented new operating hours while maintaining strong service-level performance and customer satisfaction.
- Reduced abandoned calls by 47.5%, from 19,675 in FY25 to 10,326 in FY26.
- Successfully wrapped up the 2025-2026 Ride United program by coordinating 443 free Lyft rides that helped individuals access essential services including health care, food, and emergency shelter.



- Achieved an outstanding 96.16% positive customer satisfaction rate, a substantial increase from 89.23% in FY25.
- Maintained high-quality chat services, increasing chats answered within five minutes from 88.0% to 98.69%.
- Continued engagement with the 211 National Data Platform, positioning Nevada 211 for future participation in national database initiatives that may offer valuable partnership and funding opportunities.
- Maintained strong partnerships with Nevada Voluntary Organizations Active in Disaster (VOAD), local and state emergency management agencies, and 211 organizations nationwide to enhance disaster preparedness, resource coordination, and emergency response capabilities. Continued active participation in disaster planning and information-sharing efforts that strengthened statewide coordination and supported greater community resilience during emergencies.
- Served as Nevada's trusted information hub during both the federal government shutdown and State of Nevada cyberattack, providing timely updates, accurate information, and resource referrals through close coordination with government and community partners.
- Participated in the national 211 Virtual Fly In meetings with Nevada congressional offices to highlight the impact of 211 and raise awareness of its role as a critical community resource.
- Completed 348 outreach activities throughout Nevada, strengthening community awareness and provider engagement through presentations, site visits, tabletop exercises, and partnership meetings. Additionally, Nevada 211 hosted four Ambassador Alliance meetings to foster partnerships, share information, and enhance coordination among service providers.
- Updated and enhanced the Nevada 211 Resource Directory throughout the year, adding 69 agencies, 426 programs, and 280 sites while keeping past due agency updates below 1%.



Key FY26 Statistics

In addition to the statistics listed below, real-time data for Nevada 211 can be found at: <https://nv.211counts.org/>

Phone Calls	Texts, Chats & Emails	Website & Apps	
- Total Calls Answered: 90,147 - 72,930 - Incoming - 17,217 - Call Backs	- Text Clients: 5,356 - Incoming Chats: 3,292 - Email Clients: 630	- Website Sessions: 362,741 - Website Users: 275,873 - Nevada 211 App Downloads: 5,068 - Nevada 211 Youth App Downloads: 287	
Top 20 Most Requested Referrals		FY26 TOTALS	PERCENTAGE
Total Requested Referrals		135,091	
Utility Service Payment Assistance		15,421	11%
Rent Payment Assistance		15,015	11%
Food (including Pantries, Congregate Meals, Emergency Food)		13,321	10%
Individual and Family Support Services (including Case Management, Street Outreach, Protective Services)		10,574	8%
Low Income/Subsidized Rental Housing		10,269	8%
Emergency Shelter		8,976	7%
Transportation		7,470	4%
Public Assistance Programs		6,063	4%
Legal Services		5,069	4%
Income Support and Employment		4,161	3%
Clothing/Personal/Household Needs (including diapers)		4,094	3%
Transitional Housing/Shelter		3,800	3%
Mental Health and Substance Use Disorder Services (including Crisis Intervention)		2,984	2%
Rental Deposit Assistance		2,581	2%
Medicaid		2,497	2%
Health Supportive Services		2,437	2%
In Home Assistance		2,314	2%
Housing Related Coordinated Entry		2,121	2%
Rapid Re-Housing Programs		1,498	1%
Holiday Programs		1,190	1%



FY27 Transition of Nevada 211 Services

Money Management International's (MMI) final day providing Nevada 211 services was June 30, 2026. This marks the conclusion of a long and deeply valued partnership with the State of Nevada. Over many years, MMI played a central role in shaping Nevada 211 into the strong, trusted, statewide resource it is today. Through its leadership, dedication, and commitment to high-quality service, MMI helped grow the program into a thriving system that connects Nevadans with essential community resources every day.

Following a competitive selection process, the Nevada Aging and Disability Services Division (ADSD) awarded the Nevada 211 grant to United Way of the Midlands, which has assumed responsibility for Nevada 211 service delivery as of July 1, 2026.

United Way of the Midlands brings a robust set of strengths to this role, including extensive experience operating multiple 211 systems, Inform USA accreditation, familiarity with Nevada 211's resource directory platform, and a strong operational model focused on data quality, customer experience, and community partnerships.

ADSD looks forward to working closely with United Way of the Midlands to continue advancing the mission of Nevada 211 to connect individuals and families with the help they need, when they need it.

MMI has greatly valued the opportunity to administer, strengthen, and grow Nevada 211 on behalf of the State of Nevada and its residents. We are proud to transition the program to United Way of the Midlands from a position of strength, supported by a solid foundation of operational excellence, strong community partnerships, a robust resource database, and a continued commitment to serving Nevadans. We are confident that Nevada 211 will continue to thrive and evolve under its new leadership.

Finally, MMI extends its sincere gratitude to the citizens of Nevada, community partners, government agencies, service providers, funders, and stakeholders who have supported Nevada 211 throughout the years. Your collaboration, trust, and commitment have been instrumental in making Nevada 211 a statewide success and a vital resource for hundreds of thousands of Nevadans seeking help and hope.

Thank you for being part of this remarkable journey.



Major Planned Activities for FY27

- Transition all Nevada 211 services to United Way of the Midlands on July 1, 2026, while ensuring uninterrupted support for help-seekers. This includes launching an interactive voice response (IVR) system to streamline calls and maximize efficiency.
- Introduce United Way of the Midlands to community agencies and update agreements and partnerships, including those related to disaster response.
- Explore potential partnerships with Medicaid and Nevada Health Link to expand awareness of available health services.
- Continue refining the new Nevada 211 website to improve SEO and make it easier for the public to find and access Nevada 211.
- Identify and secure additional funding to strengthen and expand Nevada 211's capacity and impact.
- Explore opportunities to increase marketing and outreach efforts.
- Maintain collaboration with United Way Worldwide and Inform USA through the Ride United program, the 211 National Leadership Committee, and the Inform USA State Advisory Committee, while remaining prepared to assist other 211s during disasters and emergencies.