



Nevada 211 Quarterly Report: Q1

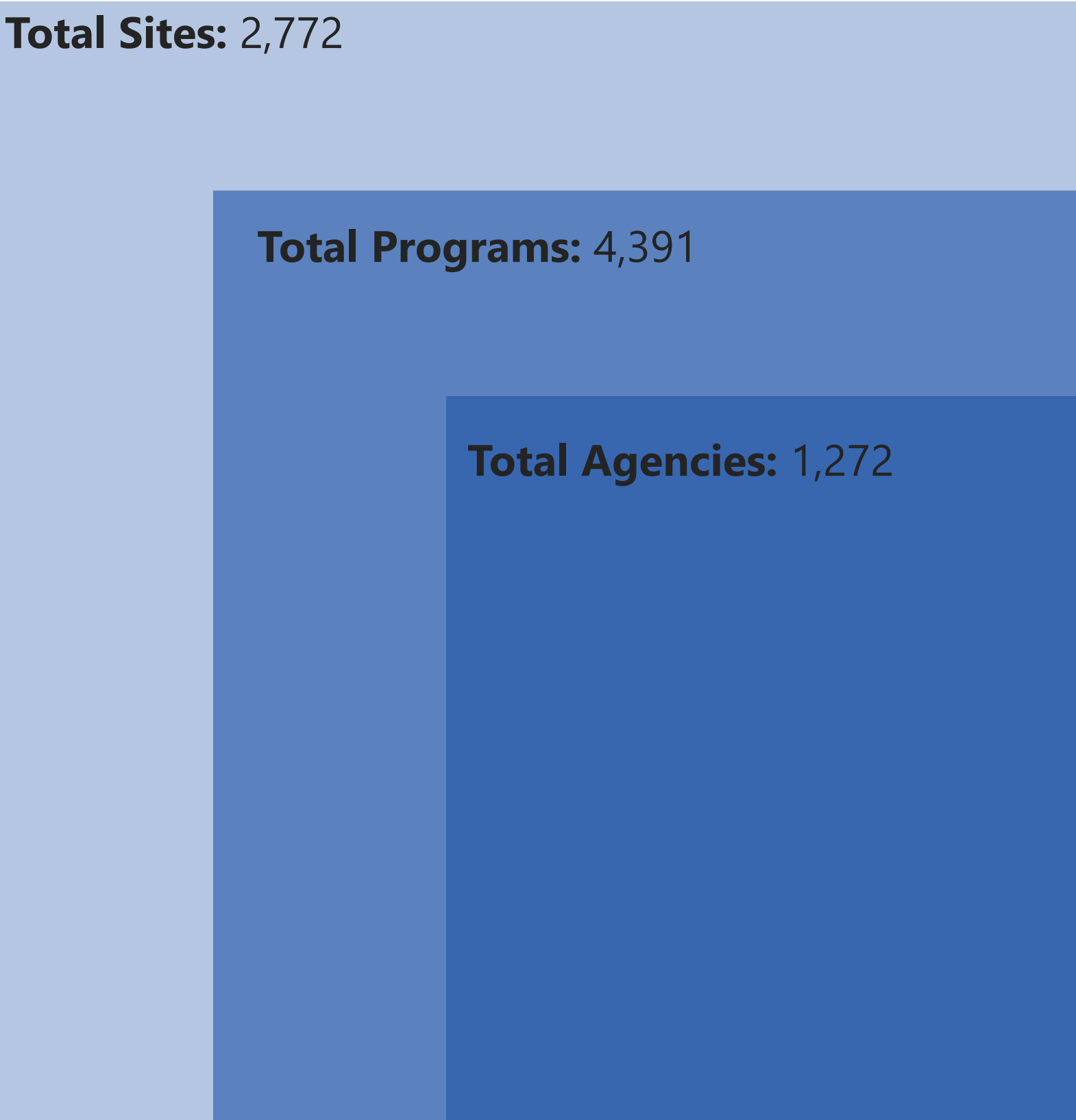
7/1/2026 — 9/30/2026

Nevada 211 is part of a nationwide network of call centers providing information and referrals (I&R) services to residents in need. It connects people with resources for basic needs such as housing, utilities, food and transportation, as well as physical and mental health services, employment support, programs for children and families, assistance for seniors and individuals with disabilities, volunteer opportunities, and disaster recovery support.

Benefits of 211:

- 211 serves as a one-stop resource for individuals and families who need help but don't know where to turn. The call center, resource directory, and Nevada 211 apps connect people with the most appropriate services for their needs.
- The online resource directory supports community organizations by helping them link their clients to programs outside the scope of their own services.
- During disasters, 211 handles non-emergency calls and helps reduce call volume to 9-1-1.
- By serving families statewide, 211 maintains real-time insights into changing community needs, emerging trends, and gaps in services.

211 Resource Directory:



Community members can access 211 through call, text, chat, the Nevada 211 website or mobile apps (Nevada 211 and Nevada 211 Youth)



Total Calls:
17,619



Total Emails:
258



Total Web Sessions:
86,638



Total Chats:
1,001



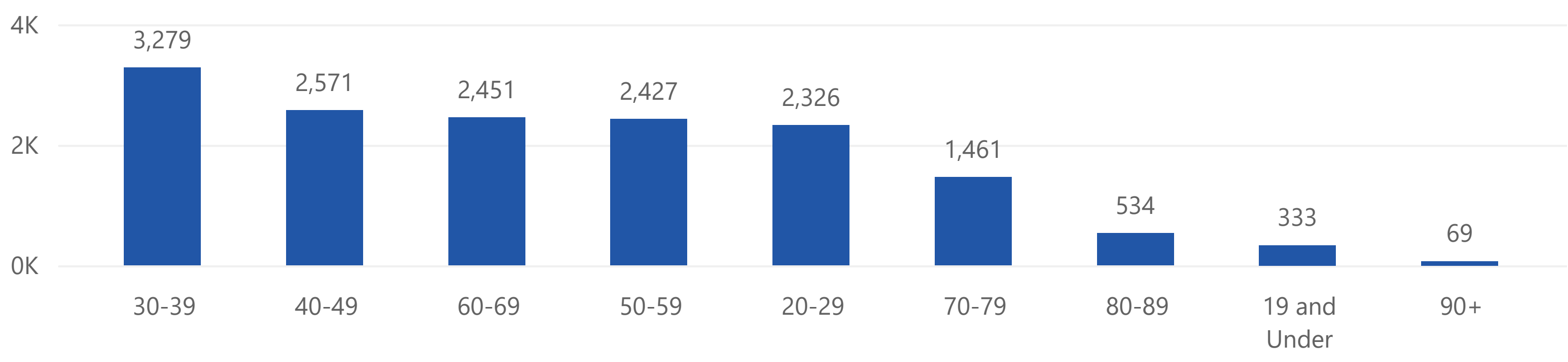
Total Texts:
2,082

Nevada 211 Resource Specialists are available Monday-Friday, 9 AM - 9 PM PT.

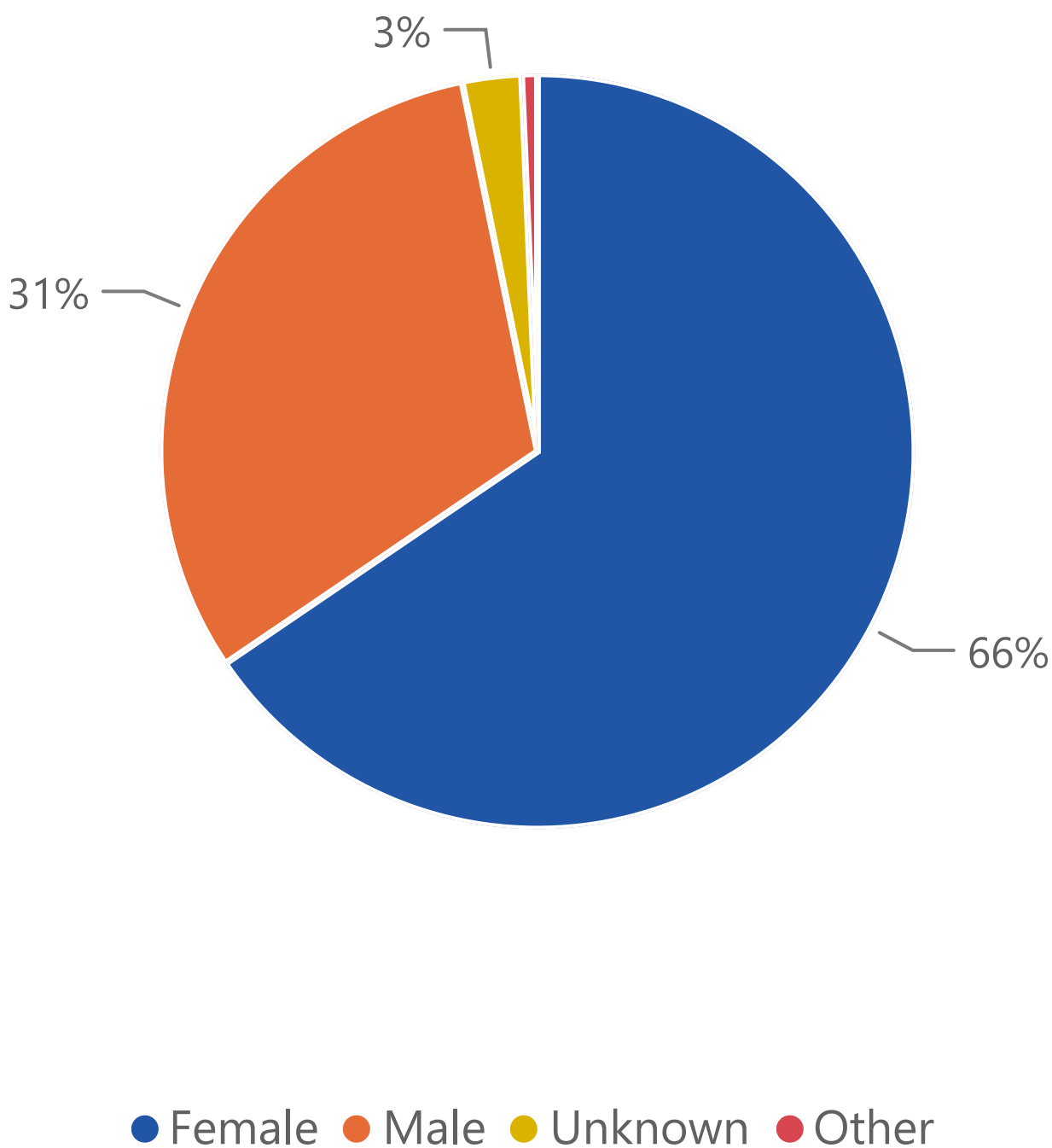
Nevada 211 is administered by United Way of the Midlands

Nevada 211 collects demographic information from help-seekers in order to provide the best resource for their need. The following chart represents the demographics of individuals served during the quarter.

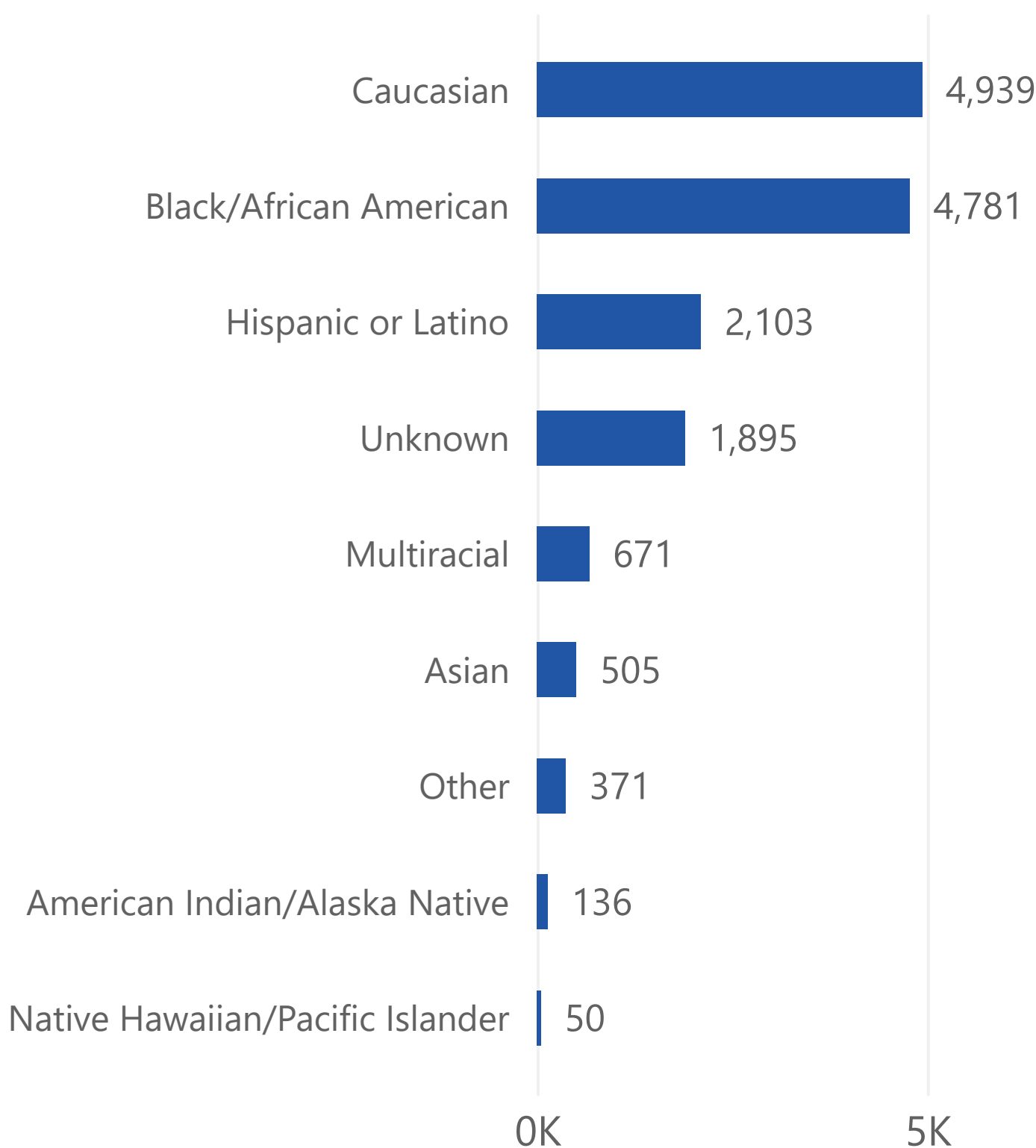
Age



Gender



Race/Ethnicity



Total Needs - 27,341

Top 5 Needs



39.26%
Housing



10.13%
Utilities



8.63%
Food and
Meals



7.86%
Health Care



7.18%
Individual &
Family Support

Top Counties

County Name	Total Calls
Clark	16,474
Washoe	2,072
Carson City	203
Nye	203
Lyon	166
Total	19,118

Top 5 Zip Codes
(With Their County)

ZipCode, County	Total Calls
89121, Clark	901
89101, Clark	855
89119, Clark	769
89115, Clark	746
89108, Clark	672
Total	3,943

Comprehensive Breakdown of Client Resources Requested by Need:

Need Category	Percentage of Total Needs
Housing	39.26%
Utilities	10.13%
Food and Meals	8.63%
Health Care	7.86%
Individual/Family Support	7.18%
Legal, Consumer, Public Safety	6.55%
Transportation	5.67%
Mental Health and Addictions	3.81%
Clothing/Personal/Household	3.04%
Employment	2.20%
Income Support/Assistance	1.74%
Disaster Services	1.43%
Information Services	0.88%
Other Government and Economy	0.62%
Education	0.58%
Volunteers and Donations	0.23%
Arts, Culture, Recreation	0.18%
Total	100.00%