

# Quarterly Service Report

January 1, 2024 - March 31, 2024

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 is available 24 hours a day, 7 days a week, 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.

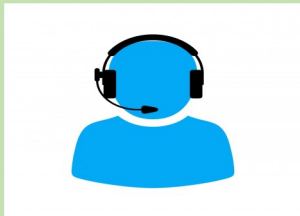
4,012 Programs

2,425 Sites

1,235 Agencies

### Services Provided

People can access 211 services through a variety of different ways. There is a toll-free number with live Call Specialists 24/7/265. Information is also available Online and via Live Chat, Text and Email. The Nevada 211 and Nevada 211 Youth Apps are now available for download.



**Calls ----- 31,384**

**Website ----- 58,792**

**Text ----- 1,333**

**Live Chats ----- 1,388**

In Qtr3 FY2024, a total of 31,384 calls came into Nevada 211

In Qtr3 FY2024, a total of 58,792 Users searched Nevada211.org with 1,388 reaching out via Live Chat.

In Qtr3 FY2024, a total of 1,333 texted for support.

Nevada 2-1-1 is operated 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, 2024 and March 31, 2024.

Gender

Age

Age Group	Count
11 - 19	114
20 - 29	1,868
30 - 39	3,150
40 - 49	2,824
50 - 59	2,952
60 - 69	3,285
70 - 79	2,433
80 - 89	830
90 - 99	113

69%

14,266 Clients Identified as Female

Race

Race	Count
Asian	20
Asian & White	84
Black or African American and White	479
Black/African American	5,554
Native American or Native Alaskan and White	47
Native American/Native Alaskan	139
Native Hawaiian/Pacific Islander	197
Other Multiple Race	2,601
White/Caucasian	5,726

30%

6,147 Clients Identified as Male

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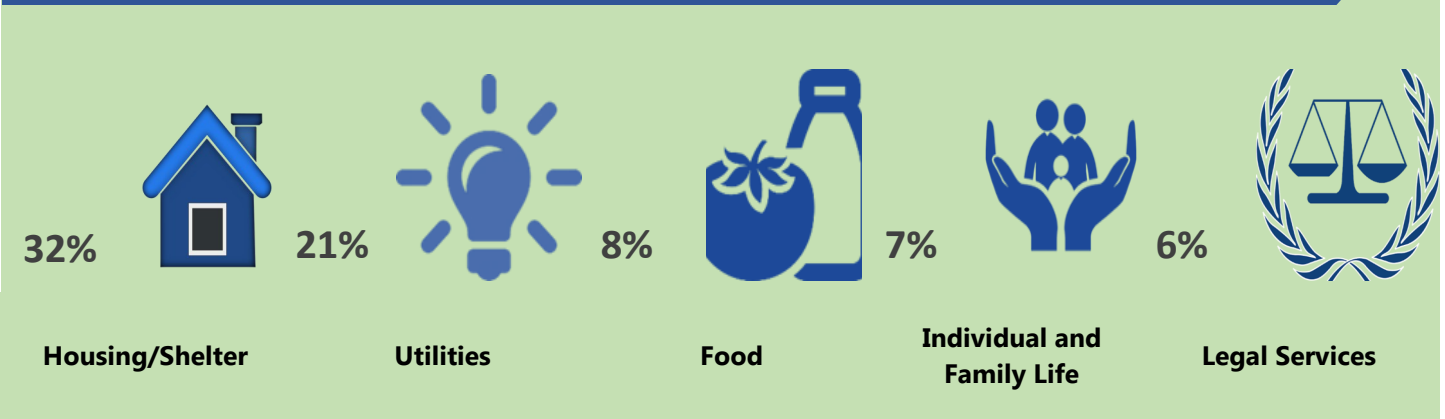
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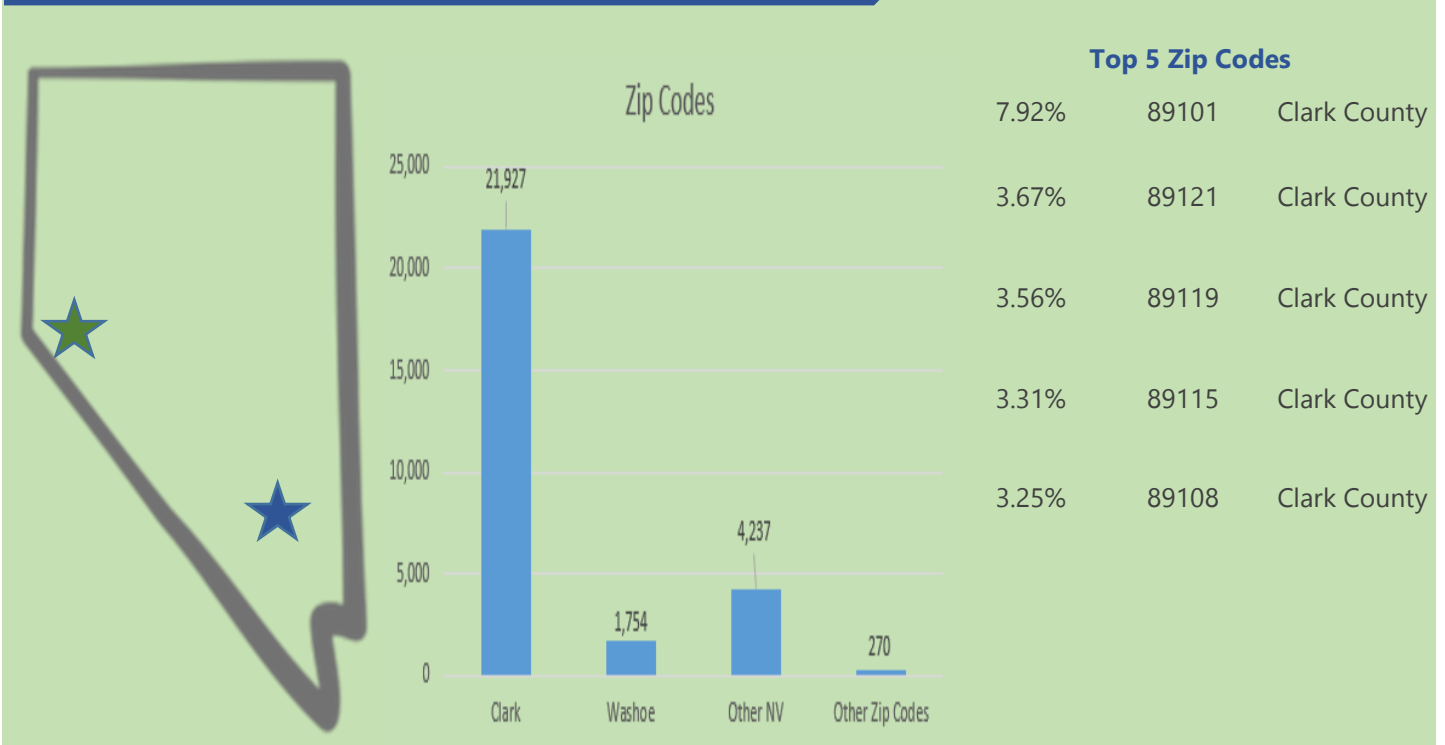
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

*The majority of help seekers reaching out to Nevada 211 requested assistance with basic needs; specifically Housing, Utility Assistance and Individual and Family Life services.*

## Q2 2024 Top 5 Needs—46,856 requested resources



## Where People Need Help Most



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## Comprehensive Breakdown of Client Resources Requested

B Basic Needs	31,722	67.70%
Basic Needs Totals:		
Housing/Shelter	14,818	46.71%
Utilities	9,688	30.54%
Food	3,763	11.86%
Transportation	1,919	6.05%
Material Goods	1,534	4.84%
D Consumer Services	945	2.02%
F Criminal Justice and Legal Services	2,682	5.72%
H Education	116	0.25%
J Environment and Public Health/Safety	58	0.12%
L Health Care	2,185	4.66%
N Income Support and Employment	2,619	5.59%
P Individual and Family Life	3,386	7.23%
R Mental Health and Substance Use Disorder Services	2,518	5.37%
T Organizational/Community/International Services	615	1.31%
Y Target Populations	12	0.03%

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