

# Quarterly Service Report

July 1, 2024 - September 30, 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.

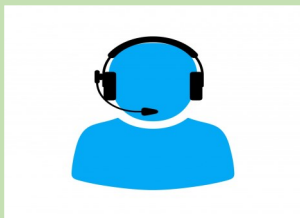
4,042 Programs

2,482 Sites

1,222 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 - 40,037**

In Qtr1 FY2025, a total of 40,037 calls came into Nevada 211



**Website - 77,487**

**Live Chats - 1,508**

In Qtr1 FY2025 a total of 77,487 Users searched Nevada211.org with 1,508 reaching out via Live Chat.



**Text - 1,643**

In Qtr1 FY2025, a total of 1,643 texted for support.

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



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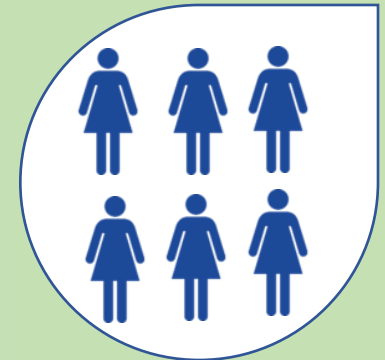
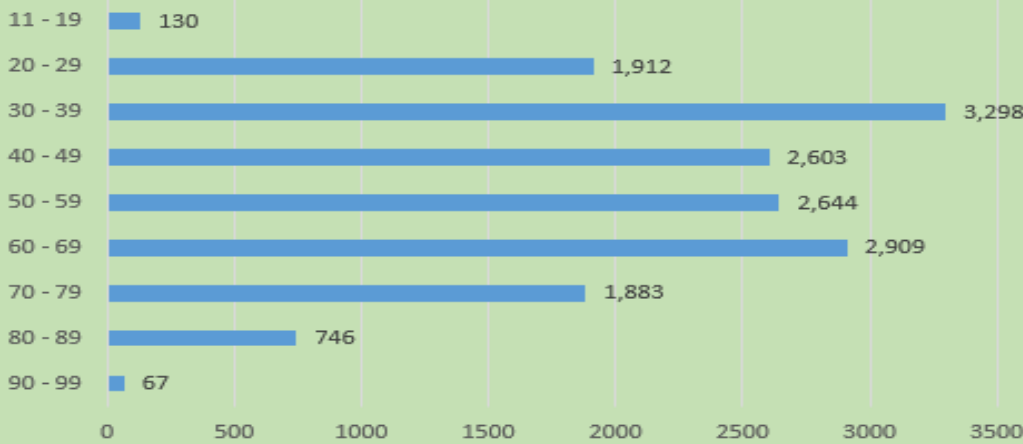
Nevada's Resource to Ensure People are Connected to the Services they Need



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 July 1, 2024 and September 30, 2024.

## Gender

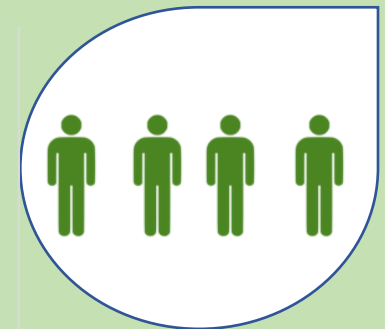
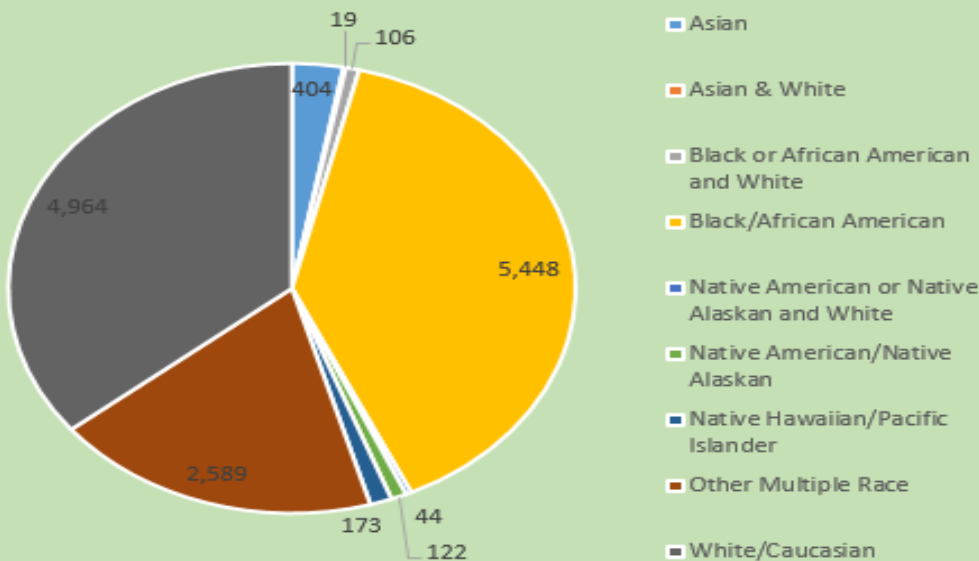
### Age



**71%**

13,990 Clients Identified as Female

## Race



**29%**

5,678 Clients Identified as Male

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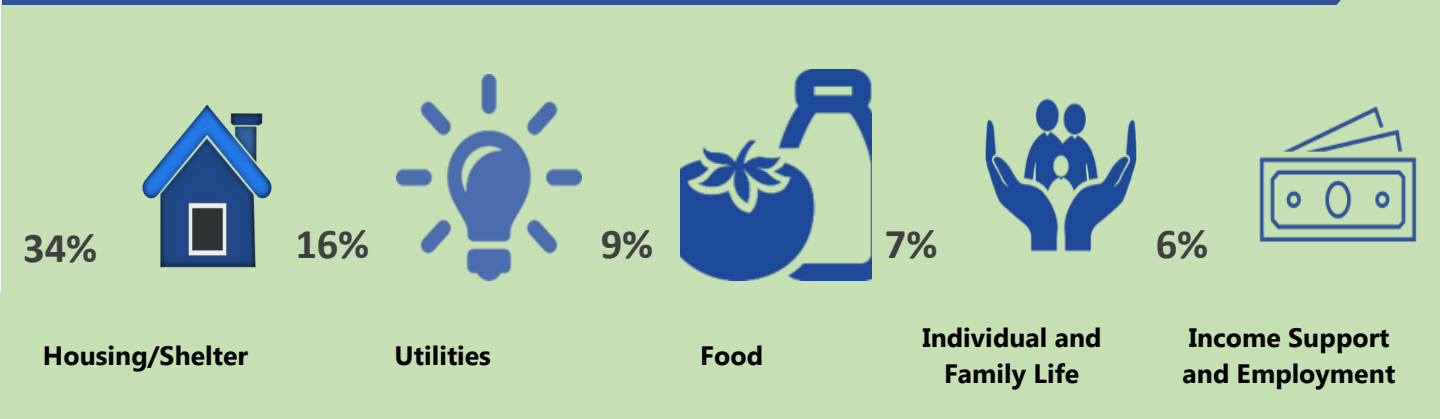
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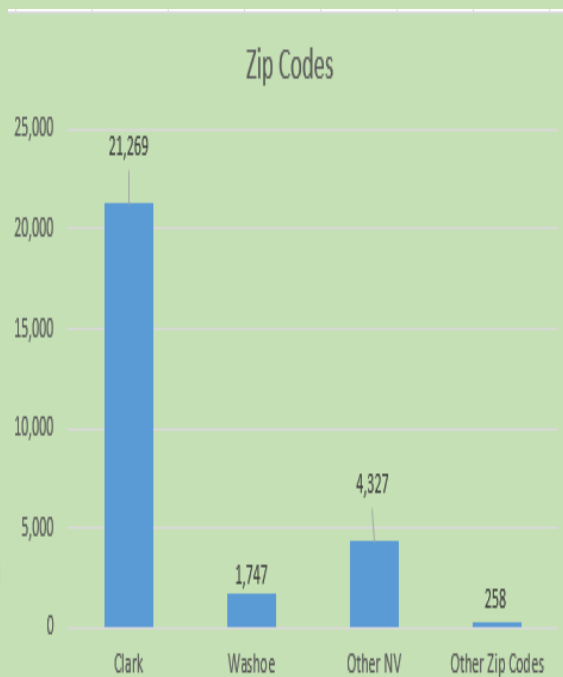
Nevada 211 assists people in identifying needs and provides referrals to Agencies and Programs which may be able to support those needs.

*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.*

## Q1 2025 Top 5 Needs—44,925 requested resources



## Where People Need Help Most



### Top 5 Zip Codes

| Percentage | Zip Code | County       |
|------------|----------|--------------|
| 6.28%      | 89101    | Clark County |
| 4.02%      | 89119    | Clark County |
| 3.93%      | 89121    | Clark County |
| 3.80%      | 89115    | Clark County |
| 3.05%      | 89108    | Clark County |

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# Quarterly Service Report April 1, 2024 - June 30, 2024

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



## Comprehensive Breakdown of Client Resources Requested

|   |        |        |
|---|--------|--------|
| B Basic Needs                                       | 30,253 | 67.34% |
| Basic Needs Totals:                                 |        |        |
| Housing/Shelter                                     | 15,153 | 50.09% |
| Utilities   | 7,207  | 23.82% |
| Food  | 3,930  | 12.99% |
| Transportation                                      | 2,090  | 6.91%  |
| Material Goods                                      | 1,873  | 6.19%  |
| D Consumer Services                                 | 685    | 1.52%  |
| F Criminal Justice and Legal Services               | 2,576  | 5.73%  |
| H Education   | 305    | .68%   |
| J Environment and Public Health/Safety              | 76     | .17%   |
| L Health Care                                       | 2,140  | 4.77%  |
| N Income Support and Employment                     | 2,829  | 6.30%  |
| P Individual and Family Life                        | 3,306  | 7.36%  |
| R Mental Health and Substance Use Disorder Services | 2,014  | 4.48%  |
| T Organizational/Community/International Services   | 733    | 1.63%  |
| Y Target Populations                                | 8      | .02%   |

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