

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



Nevada 2-1-1 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 2-1-1 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.*

## 2-1-1 Database

### Benefits of 2-1-1 Services

- ◇ It is a useful resource for individuals who need help and don't know where to find it. The call center and on-line directory provides a consumer 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.
- ◇ 2-1-1 can assist during times of disaster by directing non-emergency calls away from 9-1-1.
- ◇ The 2-1-1 system collects important data about emerging

The 2-1-1 Database Currently Includes:

4,038 Programs

2,355 Sites

1,191 Agencies

People can access 2-1-1 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 and Text. The Nevada 211 and Nevada 211 Youth Apps are now available for download.

### Services Provided



**Calls** ----- **23,120**

In Qtr4 FY2021, a total of 23,120 calls came into the 2-1-1 help-line.



**Website** ----- **62,712**

**Live Chats** ----- **824**

In Qtr4 FY2021, a total of 62,712 people searched Nevada211.org with 824 reaching out via Live Chat.



**Text** ----- **747**

In Qtr4 FY2021, a total of 747 people texted for support.

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



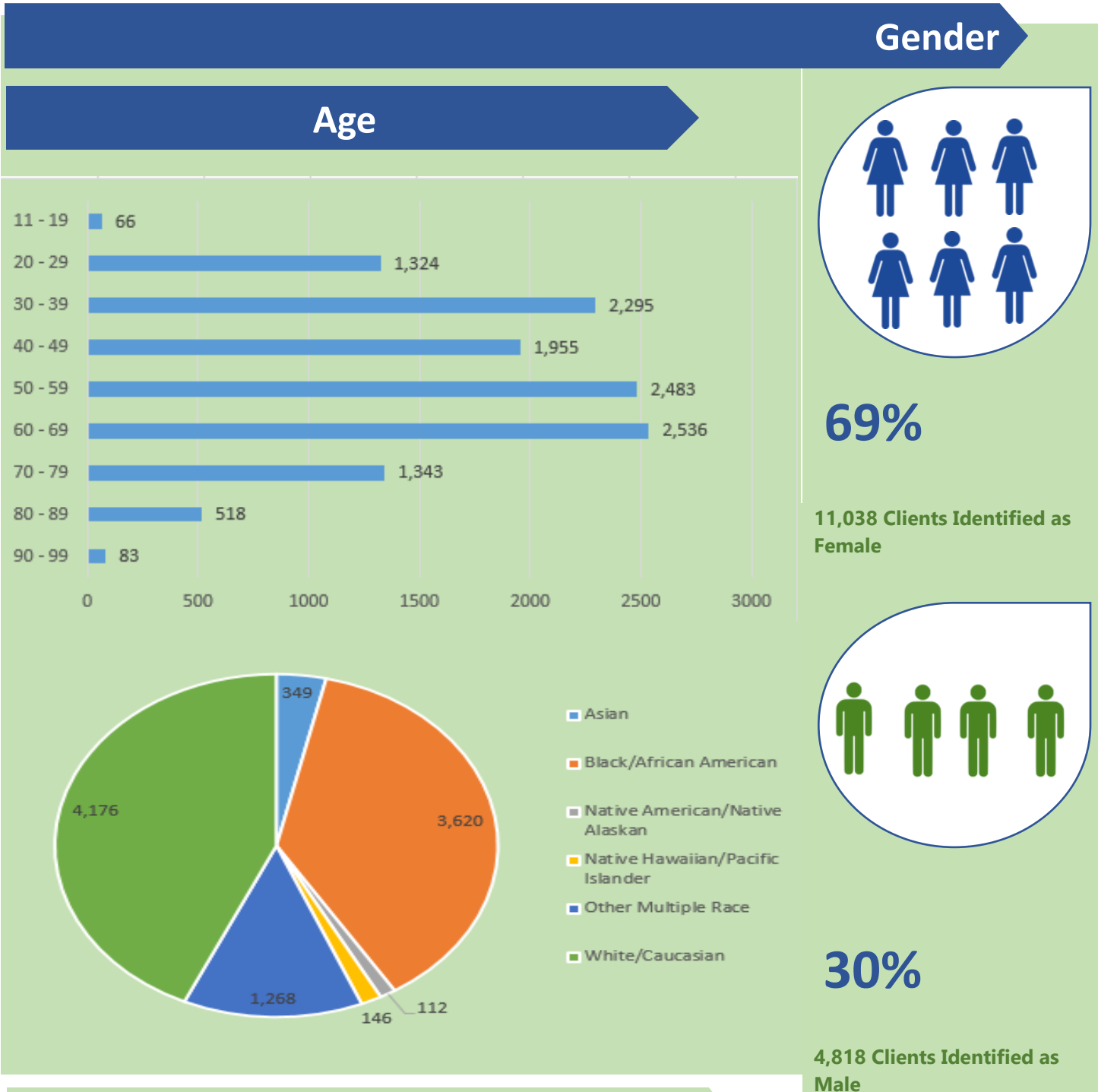
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# Quarterly Service Report April 1, 2021 - June 30, 2021

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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between April 1, 2021 and June 30, 2021.



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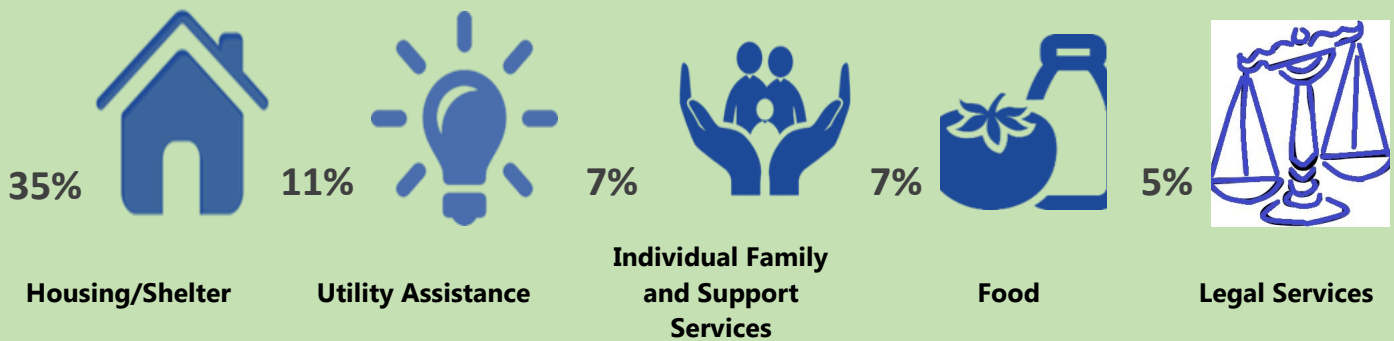
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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

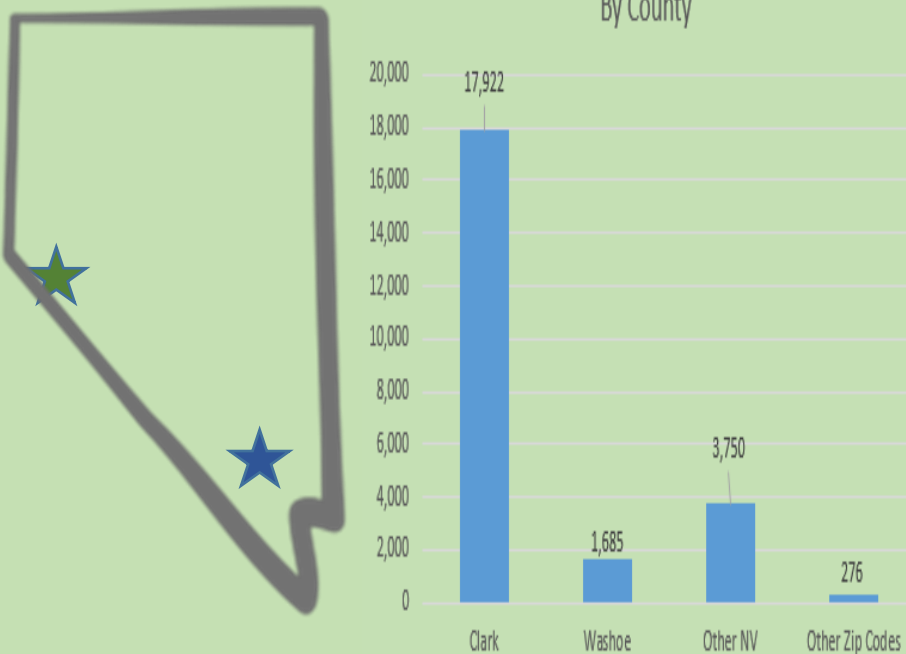
***The majority of individuals calling Nevada 2-1-1 requested assistance with basic needs such as housing, food and utilities.***

### Q4 2021 Top 5 Needs



### Where People Need Help Most

By County



Top 5 Zip Codes

8.05%	89101	Clark County
3.75%	89121	Clark County
3.60%	89115	Clark County
3.55%	89119	Clark County
3.49%	89104	Clark County

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# Quarterly Service Report **April 1, 2021 - June 30, 2021**

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## Comprehensive List of Client Needs

B Basic Needs	23,071	59.54%
Basic Needs Totals:		
Housing/Shelter	13,684	59.31%
Utilities	4,480	19.41%
Food	2,232	9.67%
Transportation	1,916	8.30%
Material Goods	759	3.28%
D Consumer Services	929	2.40%
F Criminal Justice and Legal Services	2,604	6.72%
H Education	160	0.41%
J Environment and Public Health/Safety	91	0.23%
L Health Care	2,821	7.28%
N Income Support and Employment	2,531	6.53%
P Individual and Family Life	3,250	8.39%
R Mental Health and Substance Use Disorder Services	2,397	6.19%
T Organizational/Community/International Services	678	1.75%
Y Target Populations	215	0.55%

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