



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.

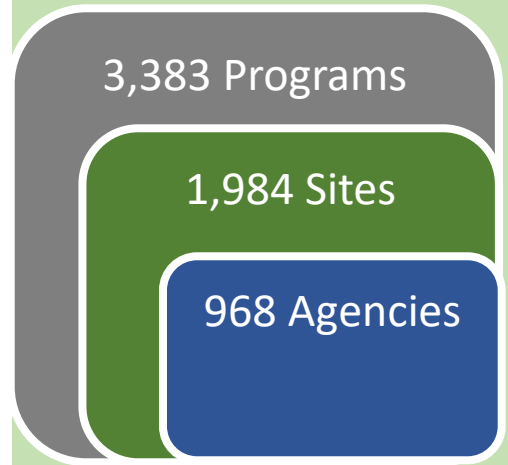
Nevada 2-1-1 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.

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 needs, trends, and gaps in services.

The 2-1-1 Database Includes:



Services Provided

People can access 2-1-1 services through a variety of different ways. There is a toll-free number with live Call Specialists 24-hours a day, 365 days a year. Information is also available online and via text.



Calls ----- 33,051

In Qtr2 FY2018, a total of 33,051 calls were answered on the 2-1-1 help-line.



Website ----- 23,287

In Qtr2 FY2018, a total of 23,287 people searched the web.



Text ----- 519

In Qtr2 FY2018, a total of 519 people texted for support.

Nevada 2-1-1 is operated by the Financial Guidance Center





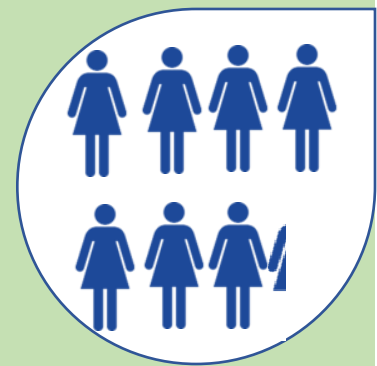
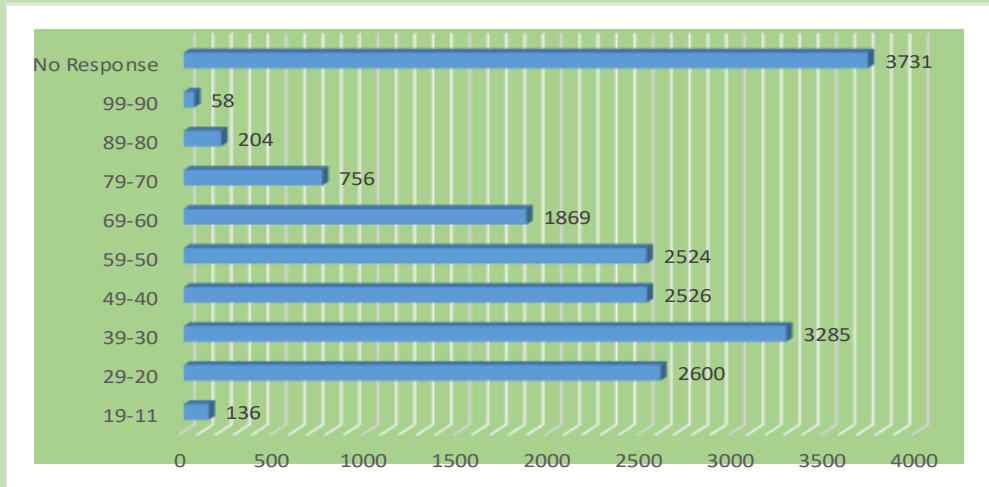
Nevada's Resource to Ensure People are Connected to the Services they Need

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 October 1, 2017 and December 31, 2017.

The majority of individuals calling Nevada 2-1-1 are women between the ages of 30-39.

Gender

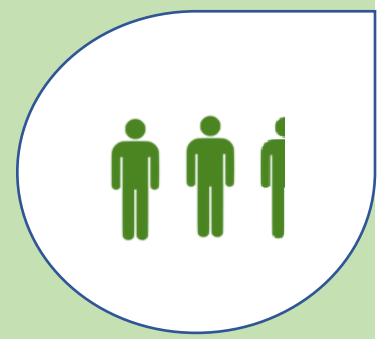
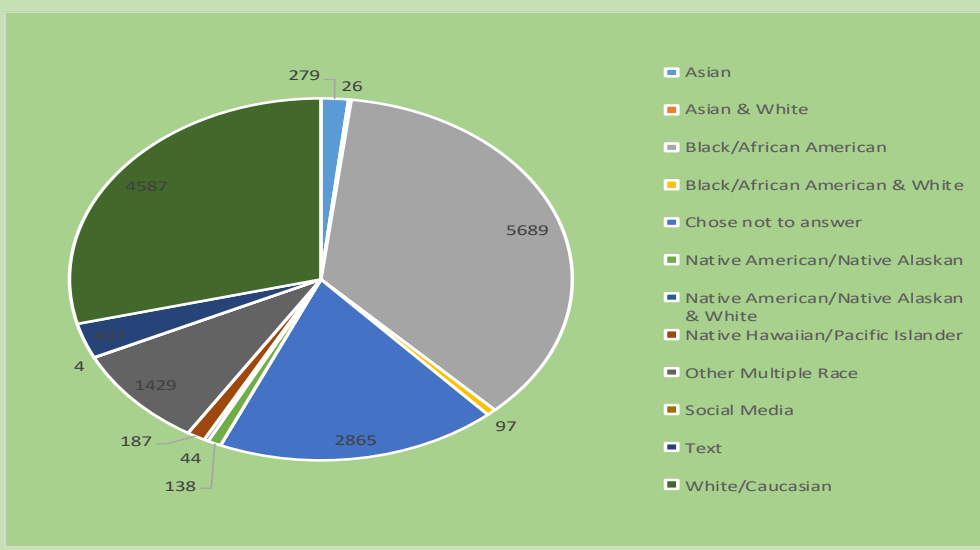
Age



73.3%

13,065 Clients Identified as Female

Race



23.6%

4,213 Clients Identified as Male

Nevada 2-1-1 is operated by the Financial Guidance Center

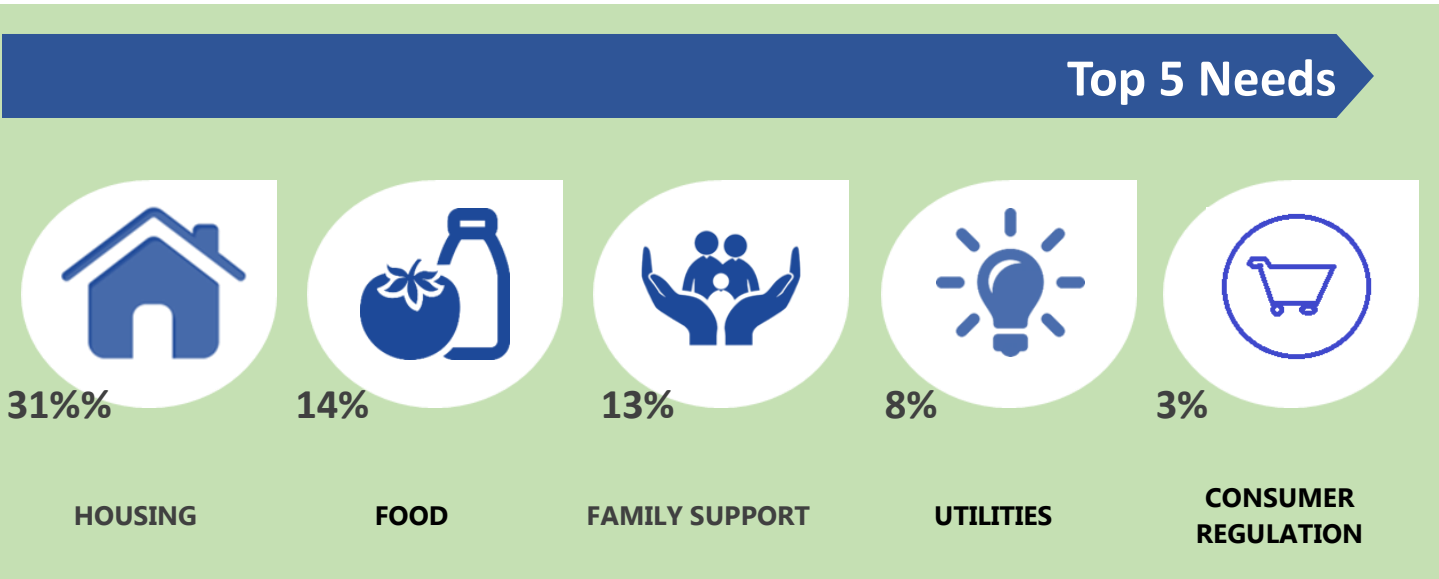




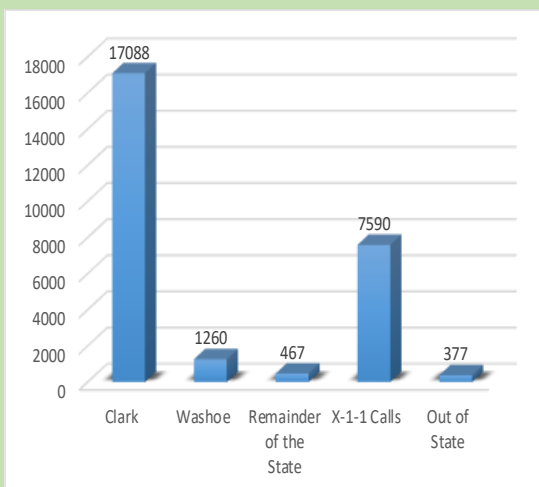
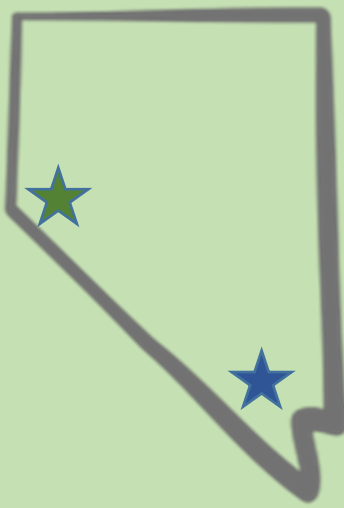
Nevada's Resource to Ensure People are Connected to the Services they Need

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.



Where People Need Help Most



Top 5 Zip Codes

4.3%	89101	Clark County
3.64%	89115	Clark County
3.57%	89121	Clark County
3.21%	89108	Clark County
3.21%	89119	Clark County

Nevada 2-1-1 is operated by the Financial Guidance Center





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

Comprehensive List of Client Needs

Housing/Shelter	10,265	31.42%
Food	4,687	14.35%
Individual and Family Support Services	4,413	13.51%
Utilities	2,674	8.18%
Consumer Regulation	1,060	3.24%
Material Goods	1,021	3.13%
Transportation	981	3.00%
Employment	939	2.87%
Public Assistance Programs	884	2.71%
Mental Health Assessment and Treatment	691	2.11%
Health Supportive Services	690	2.11%
Legal Services	671	2.05%
Outpatient Health Facilities	336	1.03%
Legal Assistance Modalities	329	1.01%
Substance Use Disorder Services	293	0.90%
Specialty Medicine	280	0.86%
Social Insurance Programs	196	0.60%
Domestic Animal Services	191	0.58%
Mental Health Care Facilities	158	0.48%
Information Services	157	0.48%
Military Personnel/Contractors	125	0.38%
Human Reproduction	117	0.36%
Courts	114	0.35%
Consumer Assistance and Protection	104	0.32%
Specialized Treatment and Prevention	102	0.31%
Inpatient Health Facilities	99	0.30%
Community Groups and Government/Administrative Offices	91	0.28%
Educational Institutions/Schools	89	0.27%
Law Enforcement Services	74	0.23%
Criminal Correctional System	57	0.17%
Mutual Support	55	0.17%
Community Economic Development and Finance	46	0.14%
Law Enforcement Agencies	45	0.14%
Community Facilities/Centers	45	0.14%
Disabilities and Health Conditions	43	0.13%
Rehabilitation/Habilitation Services	38	0.12%
Disaster Services	37	0.11%
Health Screening/Diagnostic Services	35	0.11%

Nevada 2-1-1 is operated by the Financial Guidance Center





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

Comprehensive List of Client Needs

Community Planning and Public Works	35	0.11%
Volunteer Opportunities	34	0.10%
Money Management	30	0.09%
Tax Organizations and Services	26	0.08%
Judicial Services	26	0.08%
Educational Programs	25	0.08%
Donor Services	25	0.08%
Educational Support Services	24	0.07%
Death Certification/Burial Arrangements	24	0.07%
Families and Individuals Needing Support	24	0.07%
Topical Identifiers/Issues	24	0.07%
Counseling Approaches	23	0.07%
Leisure Activities/Recreation	19	0.06%
Social Development and Enrichment	18	0.06%
Volunteer Development	18	0.06%
Public Health	17	0.05%
Emergency Medical Care	16	0.05%
Mental Health Support Services	14	0.04%
Public Safety	10	0.03%
Temporary Financial Assistance	3	0.01%
Environmental Protection and Improvement	2	0.01%
Military Service	2	0.01%
Political Organization and Participation	1	0.00%



Nevada 2-1-1 is operated by the Financial Guidance Center

