



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.

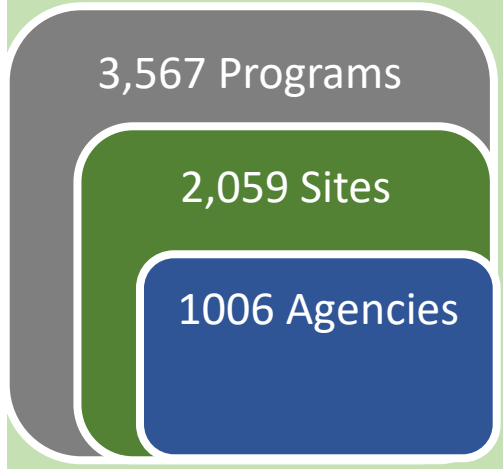
Nevada 2-1-1 is available 24 hours a day, 7 days a week, and information is provided in multiple languages.

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 ----- 25,498

In Qtr4 FY2017/18, a total of 25,498 calls were answered on the 2-1-1 help-line.



Website ----- 47,727

In Qtr4 FY2017/18, a total of 47,727 people searched the web.



Text ----- 506

In Qtr4 FY2017/18, a total of 506 people texted for support.

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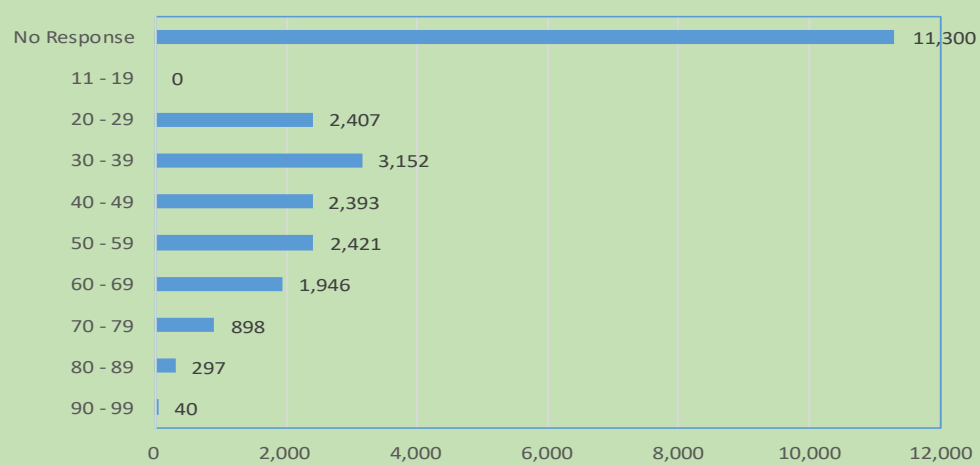


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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between April 1, 2018 and June 30, 2018.

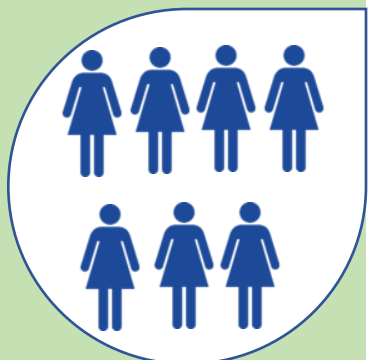
The majority of individuals calling Nevada 2-1-1 are women between the ages of 30-39.

Age



Age Group	Number of Clients
No Response	11,300
11 - 19	0
20 - 29	2,407
30 - 39	3,152
40 - 49	2,393
50 - 59	2,421
60 - 69	1,946
70 - 79	898
80 - 89	297
90 - 99	40

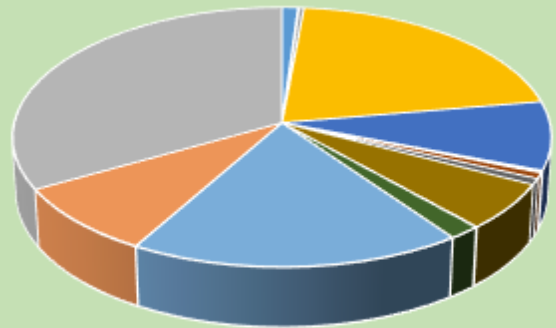
Gender



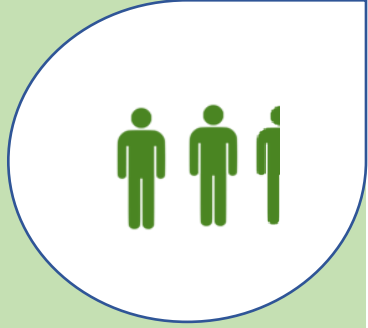
74%

12,055 Clients Identified as Female

Race



- Asian
- Asian & White
- Black or African American and White
- Black/African American
- Chose not to answer
- Email
- Native American or Native Alaskan and White
- Native American/Native Alaskan
- Native Hawaiian/Pacific Islander
- Other Multiple Race
- Social Media
- Text



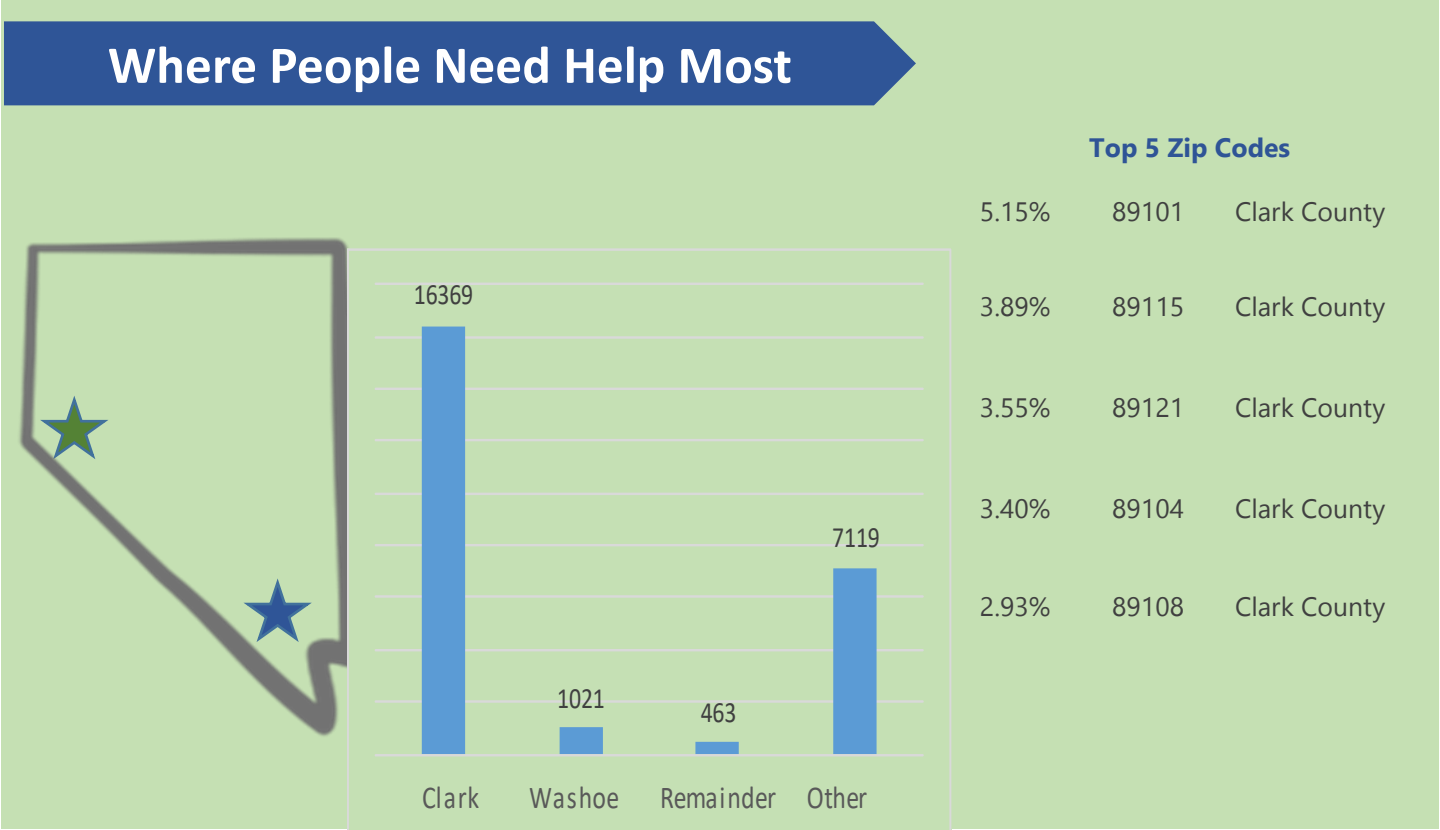
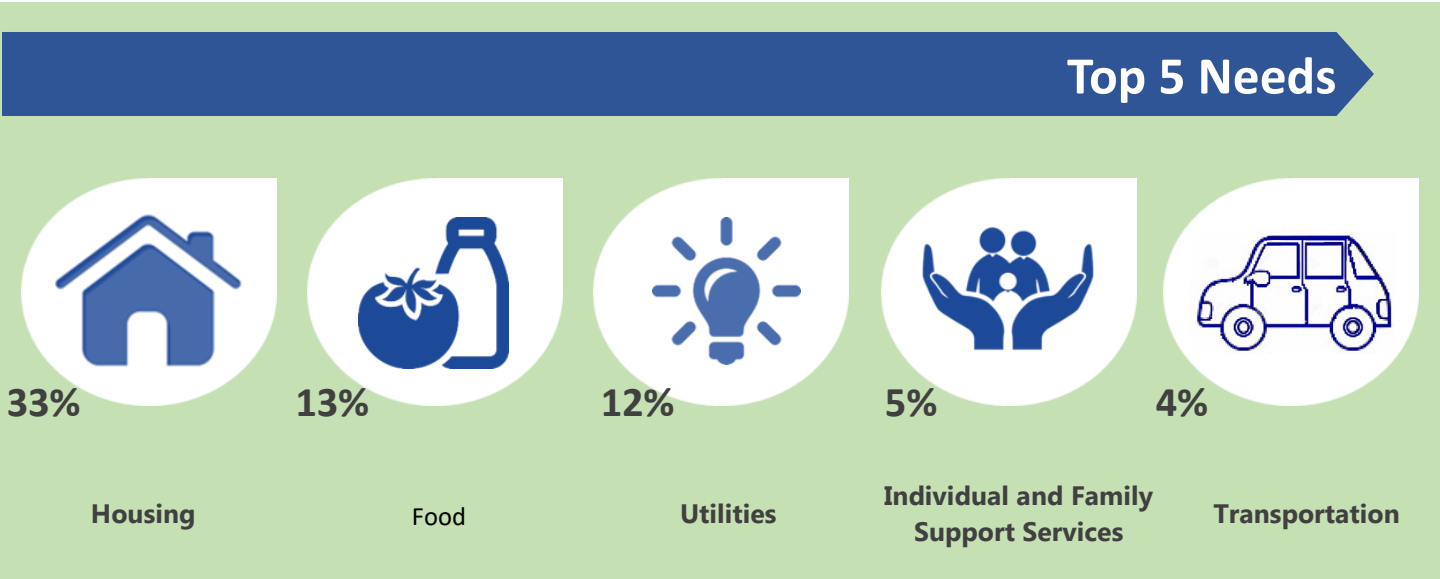
25%

4,165 Clients Identified as Male

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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.



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Comprehensive List of Client Needs

Housing/Shelter	10,951	33.08%
Food	4,293	12.97%
Utilities	3,951	11.94%
Individual and Family Support Services	1,459	4.41%
Transportation	1,418	4.28%
Employment	1,041	3.14%
Public Assistance Programs	1,037	3.13%
Legal Services	985	2.98%
Mental Health Assessment and Treatment	951	2.87%
Material Goods	866	2.62%
Health Supportive Services	856	2.59%
Consumer Regulation	622	1.88%
Outpatient Health Facilities	437	1.32%
Community Facilities/Centers	427	1.29%
Substance Use Disorder Services	354	1.07%
Specialty Medicine	320	0.97%
Legal Assistance Modalities	272	0.82%
Social Insurance Programs	264	0.80%
Domestic Animal Services	234	0.71%
Mental Health Care Facilities	234	0.71%
Human Reproduction	152	0.46%
Information Services	138	0.42%
Courts	136	0.41%
Tax Organizations and Services	125	0.38%
Consumer Assistance and Protection	111	0.34%
Criminal Correctional System	98	0.30%
Mutual Support	91	0.27%
Rehabilitation/Habilitation Services	87	0.26%
Specialized Treatment and Prevention	87	0.26%
Educational Institutions/Schools	72	0.22%
Law Enforcement Agencies	71	0.21%

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Comprehensive List of Client Needs

Disaster Services	70	0.21%
Law Enforcement Services	68	0.21%
Leisure Activities/Recreation	68	0.21%
Inpatient Health Facilities	67	0.20%
Educational Programs	63	0.19%
Health Screening/Diagnostic Services	60	0.18%
Community Planning and Public Works	60	0.18%
Community Economic Development and Finance	58	0.18%
Community Groups and Government/Administrative Offices	57	0.17%
Money Management	55	0.17%
Counseling Approaches	49	0.15%
Judicial Services	33	0.10%
Public Safety	30	0.09%
Educational Support Services	29	0.09%
Social Development and Enrichment	25	0.08%
Political Organization and Participation	25	0.08%
Donor Services	24	0.07%
Volunteer Development	22	0.07%
Death Certification/Burial Arrangements	21	0.06%
Mental Health Support Services	17	0.05%
Public Health	16	0.05%
Emergency Medical Care	14	0.04%
Volunteer Opportunities	12	0.04%
Temporary Financial Assistance	10	0.03%
Environmental Protection and Improvement	3	0.01%
Legal Education/Information	1	0.00%
Education	1	0.00%
Environment and Public Health/Safety	1	0.00%
Military Service	1	0.00%
Organizational Development and Management Delivery Methods	1	0.00%
Organizational Development and Management Services	1	0.00%

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