



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:

3,704 Programs

2,152 Sites

1,046 Agencies

### 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 ----- 29,608**

In Qtr2 FY2019, a total of 29,608 calls were answered on the 2-1-1 help-line.



**Website ----- 26,303**

In Qtr2 FY2019, a total of 26,303 people searched the web.



**Text ----- 759**

In Qtr2 FY2019, a total of 759 people texted for support.

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





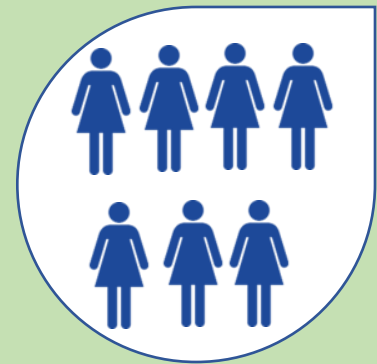
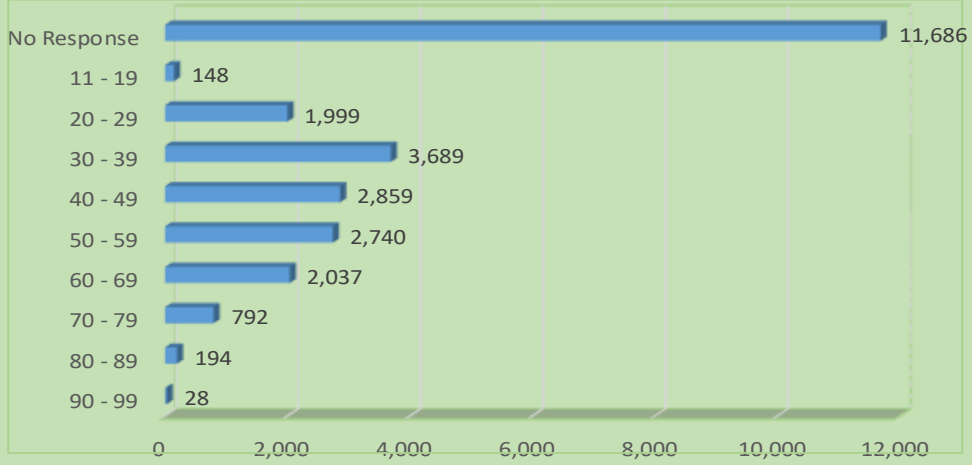
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Nevada 2-1-1 collects demographic information on individuals calling the help-line as a way to understand their consumer-base. The following charts represent the demographics of individuals served between October 1, 2018 and December 31, 2018.

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

**Gender**

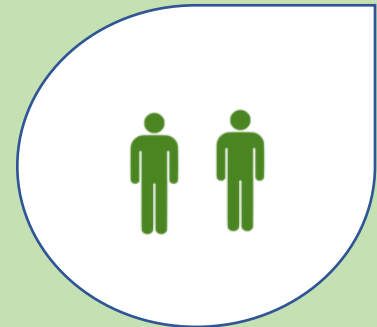
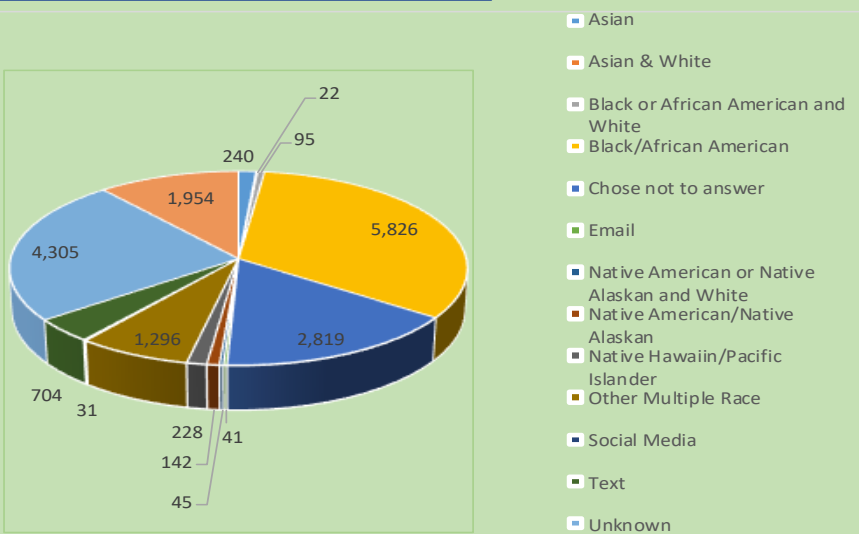
**Age**



**71%**

**12,797 Clients Identified as Female**

**Race**



**24%**

**4,377 Clients Identified as Male**

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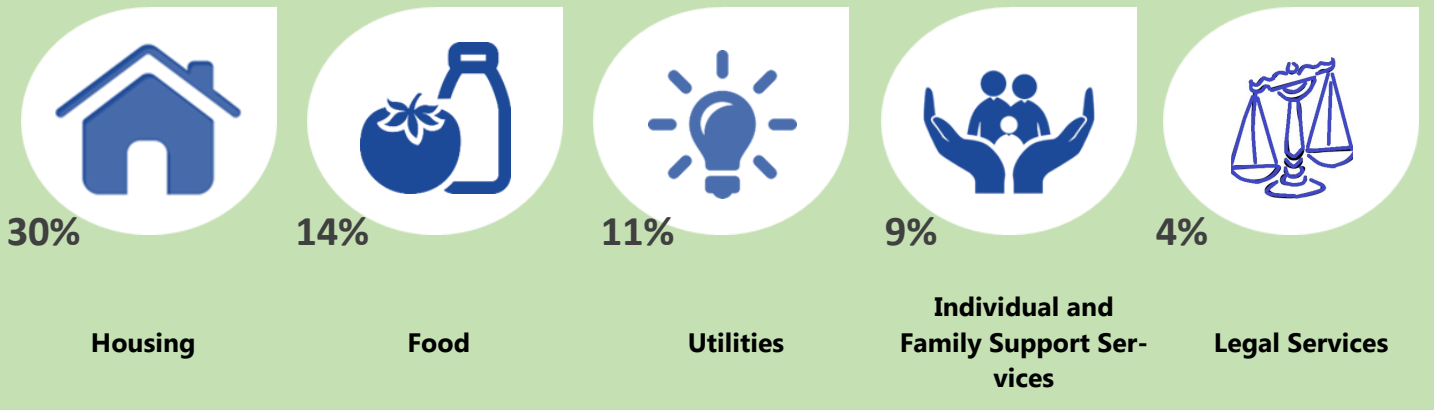


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Nevada 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

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

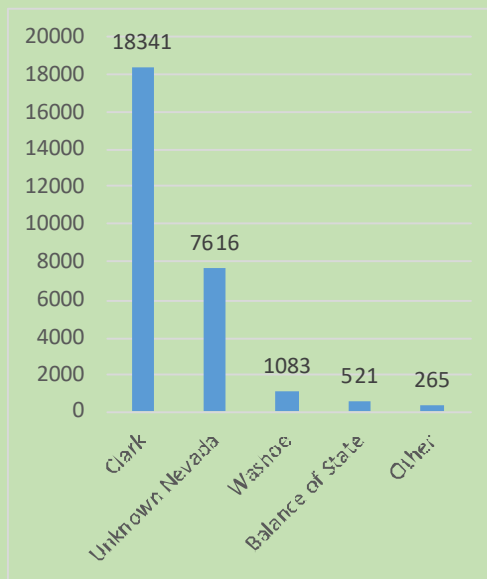
Top 5 Needs



Where People Need Help Most

Top 5 Zip Codes

5.43%	89101	Clark County
3.92%	89115	Clark County
3.89%	89121	Clark County
3.12%	89104	Clark County
3.08%	89030	Clark County



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## Comprehensive List of Client Needs

Housing/Shelter	9,585	30.16%
Food	4,490	14.13%
Utilities	3,385	10.65%
Individual and Family Support Services	3,011	9.47%
Legal Services	1,199	3.77%
Material Goods	1,110	3.49%
Public Assistance Programs	1,037	3.26%
Employment	971	3.05%
Mental Health Assessment and Treatment	949	2.99%
Transportation	939	2.95%
Health Supportive Services	686	2.16%
Community Facilities/Centers	557	1.75%
Outpatient Health Facilities	427	1.34%
Specialty Medicine	315	0.99%
Substance Use Disorder Services	310	0.98%
Consumer Regulation	291	0.92%
Social Insurance Programs	221	0.70%
Domestic Animal Services	217	0.68%
Legal Assistance Modalities	193	0.61%
Mental Health Care Facilities	149	0.47%
Consumer Assistance and Protection	119	0.37%
Information Services	119	0.37%
Human Reproduction	113	0.36%
Criminal Correctional System	108	0.34%
Courts	103	0.32%
Political Organization and Participation	85	0.27%
Community Economic Development and Finance	83	0.26%
Educational Institutions/Schools	77	0.24%
Leisure Activities/Recreation	77	0.24%
Law Enforcement Services	69	0.22%
Mutual Support	67	0.21%

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## Comprehensive List of Client Needs

Specialized Treatment and Prevention	63	0.20%
Money Management	62	0.20%
Educational Programs	54	0.17%
Law Enforcement Agencies	52	0.16%
Inpatient Health Facilities	51	0.16%
Community Groups and Government/Administrative Offices	51	0.16%
Rehabilitation/Habilitation Services	50	0.16%
Community Planning and Public Works	41	0.13%
Health Screening/Diagnostic Services	38	0.12%
Volunteer Opportunities	34	0.11%
Counseling Approaches	33	0.10%
Disaster Services	33	0.10%
Emergency Medical Care	24	0.08%
Death Certification/Burial Arrangements	24	0.08%
Donor Services	19	0.06%
Volunteer Development	17	0.05%
Mental Health Support Services	15	0.05%
Tax Organizations and Services	14	0.04%
Judicial Services	13	0.04%
Public Safety	10	0.03%
Educational Support Services	7	0.02%
Public Health	7	0.02%
Social Development and Enrichment	5	0.02%
Occupational/Professional Associations	3	0.01%
Environmental Protection and Improvement	2	0.01%
Organizational Development and Management Services	1	0.00%

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