

Nevada CAN Weekly Progress Report

WEB DATA: 10/18/20

REPORT DATE: 10/22/20



Due to temporary lapse in Aging and Disability Services Division's ability to access website data, no report was published for the referrals submitted between 10/5 and 10/11. Therefore, this report provides the data for the referrals that were submitted from 10/5 to 10/11 and 10/12 to 10/18.

REFERRAL NUMBERS

- 1,782 "Request for Assistance" forms were submitted through the 211 – Nevada CAN website between March 31st and October 18th:
 - 1,333 forms submitted between March 31st & August 16th
 - 61 forms submitted between August 17th & August 23rd
 - 63 forms submitted between August 24th & August 30th
 - 59 forms submitted between August 31st & September 6th
 - 35 forms submitted between September 7th & September 13th
 - 50 forms submitted between September 14th & September 20th
 - 39 forms submitted between September 21st & September 27th
 - 37 forms submitted between September 28th & October 4th
 - 44 forms submitted between October 5th & October 11th
 - 61 forms submitted between October 12th & October 18th
- Out of the 1,782 forms, 180 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 54 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to submit an additional form for the same service(s).
 - Reasons why 54 consumers submitted more than one form for the same services include:
 - Consumer required additional assistance after receiving initial services.
 - Action team was not able to make contact with the consumer after multiple attempts, so the initial referral was closed due to "no contact".
- All 1,770 requests were triaged and/or addressed by the action teams as of October 19th.
 - *Please Note: Staff believe a system glitch occurred which prevented 12 referrals from getting through to the triage team at the time of submission. The issue has since been addressed and those referrals have been triaged as of October 23rd.*
- 1,630 requests have come in from the major cities and 141 from the rural areas (11 out of state).
- From the 1,770 request forms that were triaged as of October 19th, 2,736 referrals for service have been sent to the Aging and Disability Regional Centers (ADRC), the Food & Medication Action Team (FMAT), the Telehealth Action Team (THAT), and the Social Support Action Team (SSAT) (*see page 4 for breakdown*).
- Most requested assistance categories selected by individuals filling out the online form between March 31st and October 18th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 1006 times
 - Food – selected 847 times

Emergency Financial Assistance was the most requested service for the past 23 weeks.

- Average age of individuals who completed the online request form between March 31st and October 18th is 58.

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- **Response time breakdown for requests received between September 1st and September 30th:**
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – less than 1 day
 - Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 2 day
 - FMAT – 2 day
 - SSAT – 2 day
 - THAT – 4 days
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 5 days
 - FMAT – 6 days
 - SSAT – 7 days
 - THAT – less than 1 day

VOLUNTEER & DONATION NUMBERS

- 347 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and October 18th:
 - 335 forms submitted between March 31st & August 16th
 - 2 forms submitted between August 17th & August 23rd
 - No forms submitted between August 24th & August 30th
 - 4 forms submitted between August 31st & September 6th
 - 1 form submitted between September 7th & September 13th
 - 1 form submitted between September 14th & September 20th
 - 1 form submitted between September 21st & September 27th
 - 1 form submitted between September 28th & October 4th
 - 1 form submitted between October 5th & October 11th
 - 1 form submitted between October 12th & October 18th
- Out of the 347 forms, 330 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 230 volunteers have expressed interest in providing social support services

Please Note: As of August 5, 2020, volunteers that are interested in providing non-contact delivery services are being directed to the United Way website to sign-up for delivery shifts for Delivering with Dignity. Volunteers interested in Social Support can still fill-out a volunteer interest form on the Nevada CAN website, which is now routed directly to the Social Support Action Team email.

- No donations were collected between October 5th & October 18th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of October 9th, the Food and Medication Action Team (FMAT) reports that Delivering with Dignity delivered a total of 185,300 meals in Southern Nevada after operating for 29 weeks, and a total of about 36,789 meals in Northern Nevada after operating for 24 weeks.
- As of October 16th, the Food and Medication Action Team (FMAT) reports that Delivering with Dignity delivered a total of 190,000 meals in Southern Nevada after operating for 30 weeks, and a total of about 38,408 meals in Northern Nevada after operating for 25 weeks.
- On Friday, October 8th The NEST Collaborative hosted its Volunteer Impact Party (VIP) to celebrate the efforts and accomplishments of all Members, Volunteers, and Interns that have played a role in The NEST Collaborative's success to date. The evening featured a thank-you from ADSD Administrator, Dena Schmidt, three rounds of musical bingo, a costume contest, a silent disco, and personalized recognition of each direct service Volunteer. It was a blast! As a further expression of our gratitude, all Volunteers will receive a NEST Collaborative Volunteer T-Shirt, a NEST Collaborative Face Mask, and certificates of merit from both The NEST Collaborative and from Governor Sisolak's office.

RECENT TESTIMONIALS/SUCCESS STORIES

From the NEST Collaborative (aka the Social Support Action Team)

University of Nevada, Reno NEST Collaborative Intern

According to NEST Leadership, the NEST Collaborative Intern has decided to go above and beyond her normal NEST Collaborative Volunteer duties and has begun to exchange written letters with two of the Participants she is serving! In her letters, she includes artwork she creates specifically for the Participant, along with small gifts that she wishes to pass along.

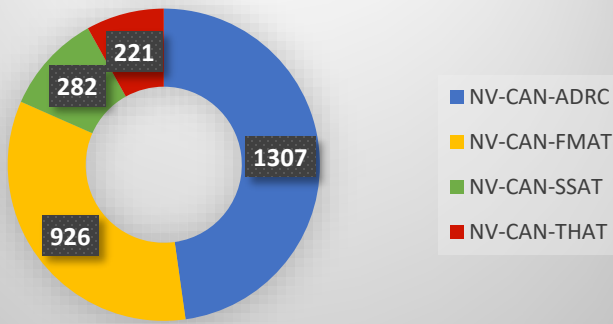


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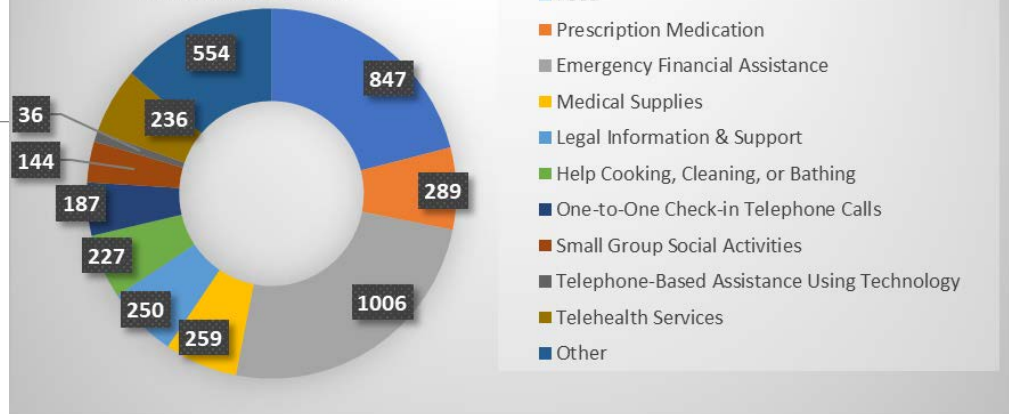
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Number of Referrals Sent to Each Action Team as of 10/19



Action Team	Assistance Categories
NV-CAN-ADRC	<ul style="list-style-type: none"> Emergency Financial Assistance Legal Information and Support Help Cooking, Cleaning, Or Bathing Other
NV-CAN-FMAT	<ul style="list-style-type: none"> Food Prescription Medicine Medical Supplies
NV-CAN-SSAT	<ul style="list-style-type: none"> One-To-One Check-In Telephone Calls Small Group Social Activities Telephone-Based Assistance Using Technology
NV-CAN-THAT	<ul style="list-style-type: none"> Telehealth Services

Number of Requests Received by Category as of 10/18



Total Number of Individual Requests Submitted by City/Town from 10/5 to 10/18

