



Nevada CAN Weekly Progress Report

WEB DATA: 5/17/20

REPORT DATE: 5/20/20

(*asterisks signify a differentiation in data from the previous week due to the development of a new reporting method that was used to increase referral tracking capabilities)

REFERRAL NUMBERS

- 650 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and May 17th:
 - *89 forms submitted between March 31st & April 7th
 - *86 forms submitted between April 8th & April 14th
 - *97 forms submitted between April 15th & April 21st
 - *152 forms submitted between April 22nd & April 28th
 - *81 forms submitted between April 29th & May 3rd
 - *85 forms submitted between May 4th & May 10th
 - *60 forms submitted between May 11th & May 17th
- Out of the 650 forms, 52 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 19 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to submit an additional form for the same services.
 - Reasons why 19 consumers submitted more than one form for the same services include:
 - Consumer required additional assistance after receiving initial services
 - System errors
- 646 of the requests have been triaged and/or addressed by the action teams as of May 17th
 - Only 4 have not been addressed as of 5/20
- 593 requests have come in for the major cities and *55 from the rural areas (*2 out of state – the change in the amount of rural requests is due to the fact that consumer zip codes were updated over the last week to reflect current addresses previously not recorded in SAMS)
- From the 646 request forms that have been triaged, 1064 referrals for services have been sent to the ADRCs, the Food & Medication Action Team (FMAT), the Telehealth Action Team (THAT), and the Social Support Action Team (SSAT) (see page 3 for breakdown).
- Most requested assistance categories selected by individuals filling out the online form between March 31st and May 17th (see page 3 for additional breakdown):
 - Food – selected 356 times
 - Emergency Financial Assistance – selected 349 times
- Average age of individuals who completed the online request form between March 31st and May 17th is 62
- Response time breakdown for May:
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 4 days
 - Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 4 days
 - FMAT – 5 days
 - SSAT – 3 days
 - THAT – 2 days

- Average number of days it took for the consumer to receive a service (*Please note: these figures also include multiple call attempts, meaning any additional time it may have taken for action team staff to actually speak with the individual before services could be rendered*)
 - ADRC – 4 days
 - FMAT – 6 days
 - SSAT – 7 days
 - THAT – 0 days

VOLUNTEER & DONATION NUMBERS

- 272 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and May 17th:
 - *107 forms submitted between March 31st & April 9th
 - *122 forms submitted between April 10th & April 29th
 - *24 forms submitted between April 30th & May 6th
 - *13 forms submitted between May 7th & May 10th
 - 6 forms submitted between May 11th & May 17th
- Out of the 272 forms, 262 unduplicated volunteer requests were triaged as of May 18th:
 - 187 volunteers have expressed interest in delivering food and supplies
 - 179 volunteers have expressed interest in providing social support services
- No donations were submitted through the Nevada CAN website during between May 11th and May 17th; however, a private citizen donated 20 masks by contacting the Food and Medication Action Team.

NOTABLE INFO FROM TEAM COORDINATORS

- As of May 15th, the Food and Medication Action Team reports that Delivering with Dignity has delivered about 39,479 meals in Southern Nevada and 4,165 meals in Northern Nevada to seniors in need.
 - 57 restaurant employees maintained their jobs at four restaurant partners and The Jolt Coffee Co has now reemployed 100% of their kitchen staff.
 - 134 volunteer Food Heroes spent a couple of hours of their time safely delivering meals and hope to doorsteps all over Nevada.
- The Social Support Action Team has created volunteer training materials that are available online for any organization to use to train volunteers providing social support to elders.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Social Support Action Team:

Norma and Marcello M., North Las Vegas, SSAT

Originally from the Philippine’s, Norma and Marcello M. live in North Las Vegas. Their daughter wanted to make sure that her parents remain engaged with people in their age group. She connected with Nevada 2-1-1 to sign her parents up for Small Group – Telephone conversations. In the initial outreach to her parents, their daughter made sure that she was an active participant during the call to ensure that her parents’ wishes were fulfilled.

Laura N.

Laurie N. reached out to Nevada 2-1-1 on April 21st. When contacted by a NEST volunteer two days later, Laurie shared that she works for a nonprofit organization that assists Nevadans with their immediate financial needs and also provides long-term financial guidance. Laurie hoped that she could bring the two organizations together. In addition to seeking a partnership with Nevada CAN, Laurie is also seeking social activities for her ex-husband. He resides in a group home and Laurie has been watching him slowly deteriorate due to the current COVID-19 restrictions. To boost his spirits and give him a sense of connectivity, Laurie signed up her ex-husband as a Small Group-Telephone participant.

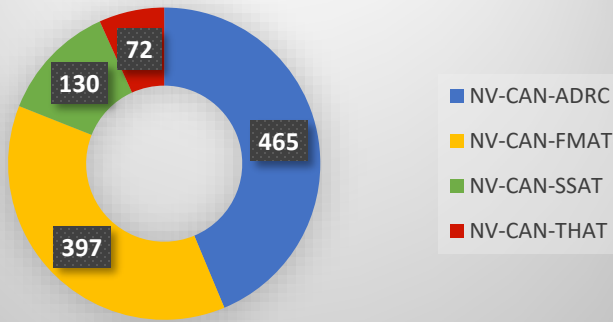
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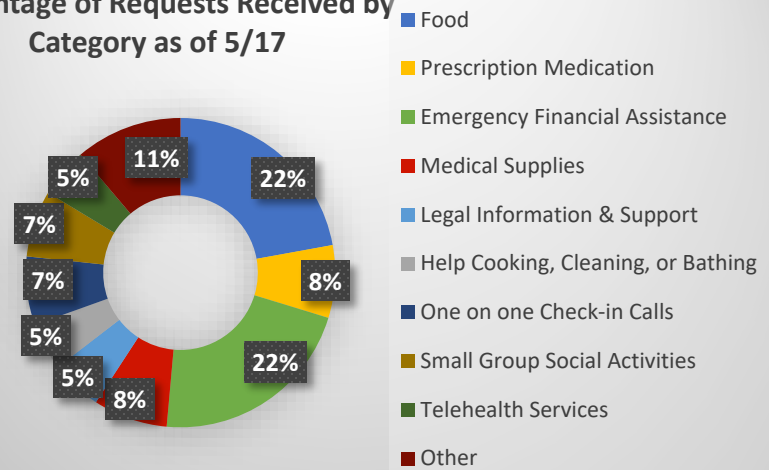


Number of Referrals Sent to Each Action Team as of 5/20



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 on One Check in calls Small group social activities
NV-CAN-THAT	<ul style="list-style-type: none"> Telehealth Services

Percentage of Requests Received by Category as of 5/17



Total Number of Individual Requests Submitted by City/Town from 5/11 to 5/17

