



Nevada CAN Weekly Progress Report

WEB DATA: 6/7/20

REPORT DATE: 6/10/20

(*asterisks signify a differentiation in data from the previous week due to new information collected after the last report was published)

REFERRAL NUMBERS

- 789 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and June 7th:
 - 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
 - 59 forms submitted between May 11th & May 17th
 - 69 forms submitted between May 18th & May 25th
 - 39 forms submitted between May 26th & May 31st
 - 32 forms submitted between June 1st & June 7th
- Out of the 789 forms, 63 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 43 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 43 consumers submitted more than one form for the same services include:
 - Consumer required additional assistance after receiving initial services
 - System errors (*multiple forms submitted at one time due to system glitch*)
- All 789 of the requests have been triaged and/or addressed by the action teams as of June 8th
- 716 requests have come in for the major cities and 71 from the rural areas (2 out of state)
- From the 789 request forms that were triaged as of June 8th, 1,305 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 June 7th (*see page 3 for additional breakdown*):
 - Emergency Financial Assistance – selected 425 times
 - Food – selected 417 times

Emergency Financial Assistance was the most requested service over the last 4 weeks.

- Average age of individuals who completed the online request form between March 31st and June 7th is 62
- Response time breakdown for May 1st to June 7th:
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 3 days

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- 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 – 4 days
 - SSAT – 3 days
 - THAT – 7 days

- Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 7 days
 - FMAT – 8 days
 - SSAT – 5 days
 - THAT – 9 day

VOLUNTEER & DONATION NUMBERS

- 301 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and June 7th:
 - *108 forms submitted between March 31st & April 9th
 - 126 forms submitted between April 10th & April 29th
 - *23 forms submitted between April 30th & May 6th
 - 13 forms submitted between May 7th & May 10th
 - 6 forms submitted between May 11th & May 17th
 - *16 forms submitted between May 18th & May 25th
 - 3 forms submitted between May 26th & May 31st
 - 6 forms submitted between June 1st & June 7th

- Out of the 301 forms, 278 unduplicated volunteer requests were triaged as of June 8th:
 - 203 volunteers have expressed interest in delivering food and supplies
 - 201 volunteers have expressed interest in providing social support services

- No donations were submitted through the Nevada CAN website between June 1st and June 7th

NOTABLE INFO FROM TEAM COORDINATORS

- As of June 5th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 62,285 meals in Southern Nevada after operating for 11 weeks, and a total of about 10,569 meals in Northern Nevada after operating for 5 weeks.

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RECENT TESTIMONIALS/SUCCESS STORIES

From the Food & Medication Action Team

Mr. Johnson, 56 year old, Southern Nevada

On April 29, Care Consultant received a food referral through the NV CAN website. Mr. Johnson suffers from neuropathy, degenerative disc disease and reported recent surgery on spine. Prior to the COVID-19 crisis, he relied on a caregiver to assist with shopping; however, the immediate shutdown disrupted service. He applied for other meal delivery programs but did not qualify or some had a long wait list. He reported only having one meal a day and no one to help with shopping. Care Consultant found Mr. Johnson eligible to receive weekly meals from the Delivering with Dignity Program. Mr. Johnson reported meals are a blessing and very grateful to receive service.

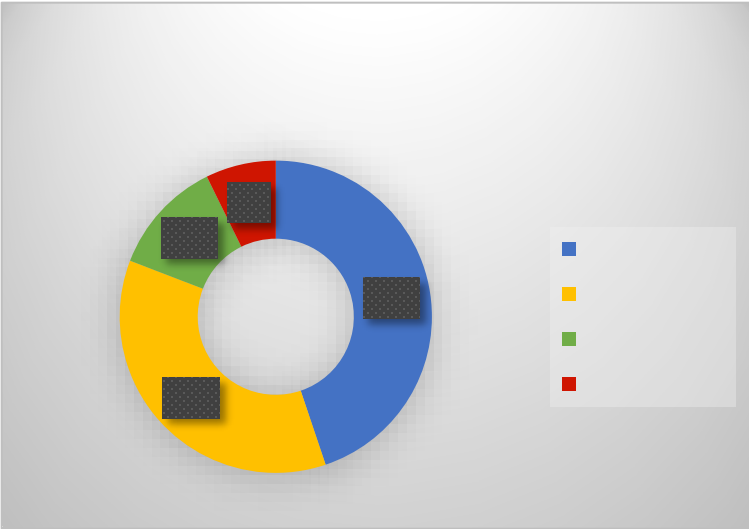
Mr. Dunlap, 56 year old male, Southern Nevada

On May 28th, Mr. Dunlap contacted our office requesting services from the Supplemental Nutrition Assistance Program (SNAP). Mr. Dunlap reported economic hardship due to the COVID-19 crisis. During phone call, he was anxious and overwhelmed due to limited income for food. Case Manager reassured Mr. Dunlap and connected him to the Department of Welfare and Supportive Services website to request SNAP application. Also provided him with a list of food pantries to help with additional supplies. Since initial phone call, Mr. Dunlap happy to inform that a representative completed SNAP application and is waiting to receive EBT card.

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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

Total Number of Individual Requests Submitted by City/Town from 6/1 to 6/7

