



Nevada CAN Weekly Progress Report

WEB DATA: 6/21/20

REPORT DATE: 6/24/20

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

REFERRAL NUMBERS

- 890 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and June 21st :
 - 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
 - 53 forms submitted between June 8th & June 14th
 - 48 forms submitted between June 15th & June 21st
- Out of the 890 forms, 90 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 44 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 (**a calculation error was found in the tool used to track this data after the last report was published – the error has now been corrected, which contributes to the unusual jump in duplicate applications from the previous week – 64 to 90*).
 - Reasons why 44 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 890 of the requests have been triaged and/or addressed by the action teams as of June 22nd.
- 811 requests have come in for the major cities and 77 from the rural areas (2 out of state).
- From the 890 request forms that were triaged as of June 22nd, 1,469 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 21st (*see page 3 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 468 times
 - Food – selected 461 times

Emergency Financial Assistance was the most requested service over the last 6 weeks.

- Average age of individuals who completed the online request form between March 31st and June 21st is 61.

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- **Response time breakdown for requested received between May 15th to June 21st:**
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 1.5 days
 - Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 3 days
 - FMAT – 3 days
 - SSAT – 5 days
 - THAT – 1 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 – 7 days
 - SSAT – 2 days
 - THAT – 6 days

VOLUNTEER & DONATION NUMBERS

- 314 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and June 21st:
 - 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
 - 12 forms submitted between June 8th & June 14th
 - 1 form was submitted between June 15th & June 21st (*form was a duplicate submission*)
- Out of the 314 forms, 300 unduplicated volunteer requests were triaged as of June 22nd:
 - 200 volunteers have expressed interest in delivering food and supplies
 - 208 volunteers have expressed interest in providing social support services
- The donations were collected between June 15th and June 21st.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of June 12th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 77,081 meals in Southern Nevada after operating for 13 weeks, and a total of about 14,541 meals in Northern Nevada after operating for 7 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

54-year-old male, Southern Nevada

On May 11, an Options Counselor contacted client regarding a request for food. Client reported only having two cans of soup and minimal income to purchase healthy food. He has no family, friend, or agency support. Client reports frequent pain in lower extremities preventing him from leaving home most of the time. Options Counselor was able to connect client to a local church for food delivery 2x/month. He was able to receive a food box the following day. Client was grateful and excited to receive immediate delivery in the same week.

Ms. Haran, 69 years old, Southern Nevada

Ms. Haran is an active caregiver receiving support from a Care Consultant at Nevada Senior Services. Brenda is caring for her boyfriend, mother, and sister while coping with her own physical and mental health issues. During a recent phone call, she reported limited income to purchase essential supplies needed for her family. Nevada Senior Services provided incontinent supplies, toilet paper, and face masks for the entire household. Brenda expressed that the donations greatly reduced her stress level and feels connected to her community.

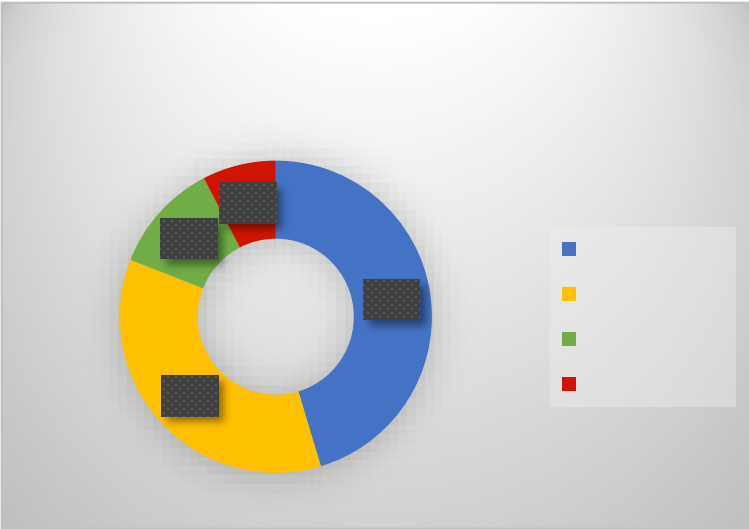
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Action Team	Assistance Categories
NV-CAN-ADRC	<ul style="list-style-type: none"> Emergency financial assistance Legal information and support Help cooking, cleaning, or bathing Other
NV-CAN-FMAT	<ul style="list-style-type: none"> Food Prescription 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 6/15 to 6/21

