



Nevada CAN Weekly Progress Report

WEB DATA: 7/12/20

REPORT DATE: 7/15/20

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

REFERRAL NUMBERS

- 1036 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and July 12th:
 - 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
 - 44 forms submitted between June 22nd & June 28th
 - 51 forms submitted between June 29th & July 5th
 - 51 forms submitted between July 6th & July 12th
- Out of the 1036 forms, 103 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and *31 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 *31 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 1036 requests have been triaged and/or addressed by the action teams as of July 13th.
- 947 requests have come in for the major cities and 84 from the rural areas (5 out of state).
- From the 1036 request forms that were triaged as of July 13th, 1,669 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 July 12th (*see page 3 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 564 times
 - Food – selected 528 times

Emergency Financial Assistance was the most requested service over the last 9 weeks.

- Average age of individuals who completed the online request form between March 31st and July 12th is 60.

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- **Response time breakdown for requested received between June 1st to June 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 – 3 days
 - FMAT – 3 days
 - SSAT – 3 day
 - THAT – 1 day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 2 days
 - FMAT – 2 days
 - SSAT – 1 day
 - THAT – 1 day

VOLUNTEER & DONATION NUMBERS

- 321 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and July 12th:
 - 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 submitted between June 15th & June 21st (*form was a duplicate submission*)
 - 2 forms submitted between June 22nd & June 28th
 - 3 forms submitted between June 29th & July 5th
 - 2 forms submitted between July 6th & July 12th
- Out of the 321 forms, 305 unduplicated volunteer requests were triaged as of July 13th:
 - 203 volunteers have expressed interest in delivering food and supplies
 - 122 volunteers have expressed interest in providing social support services
- No donations were collected between July 6th and July 12th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of July 10th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 99,257 meals in Southern Nevada after operating for 16 weeks, and a total of about 19,389 meals in Northern Nevada after operating for 10 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Demasi, 70-year-old female, Southern Nevada

On 06/24/2020, case manager received a referral from the Nevada CAN website for a Ms. Demasi requesting food and other services. Ms. Demasi lives alone and reported minimal support in Las Vegas. The case manager submitted a referral to Three Square to request a SNAP application and additional food resources. Ms. Demasi happily reported that her SNAP application was approved for monthly food purchases and she now has access to Three Square's food pantry for seniors.

Ms. Hill, 57-year-old female, Southern Nevada

On 07/06/2020, case manager received a referral from the Nevada CAN website for a Ms. Hill requesting affordable housing. The case manager contacted Ms. Hill to complete an assessment. Ms. Hill reports most of her income goes towards medical costs, transportation, and food. The case manager provided contact information to Nevada Hand, Southern Nevada Regional Housing Authority and Rome apartments for housing applications. Since receiving the information, Ms. Hill reported application approved for the Rome apartments and will move into new place this month.

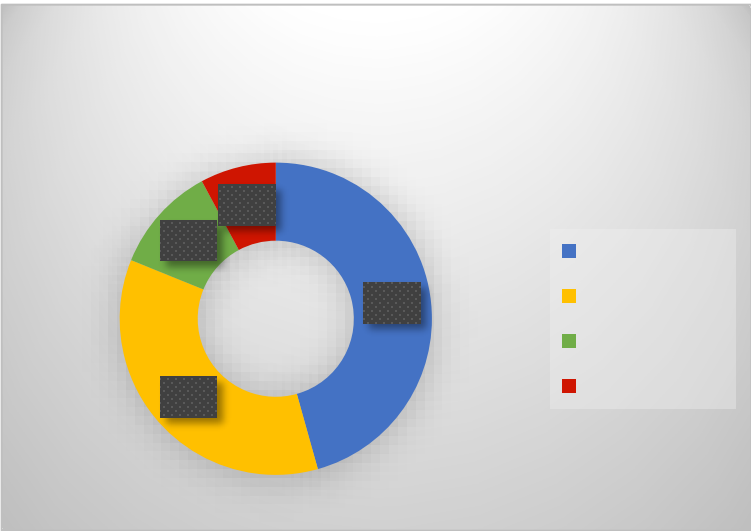
Mr. Borg, 51 years old, Southern Nevada

The FMAT received a referral from the Nevada CAN website from Mr. Borg requesting emergency funds for his monthly rent. Mr. Borg reported inability to pay rent due to limited income and personal issues. Case manager, Krystal Ellison-Smith, completed an assessment to determine which programs would help him financially and immediately. She connected him to the Salvation Army to complete an application for financial assistance. Mr. Borg confirmed with Krystal that he received emergency funds. In addition to the emergency funds, he reported Salvation Army is helping him with additional services to help him remain independent in his own home.

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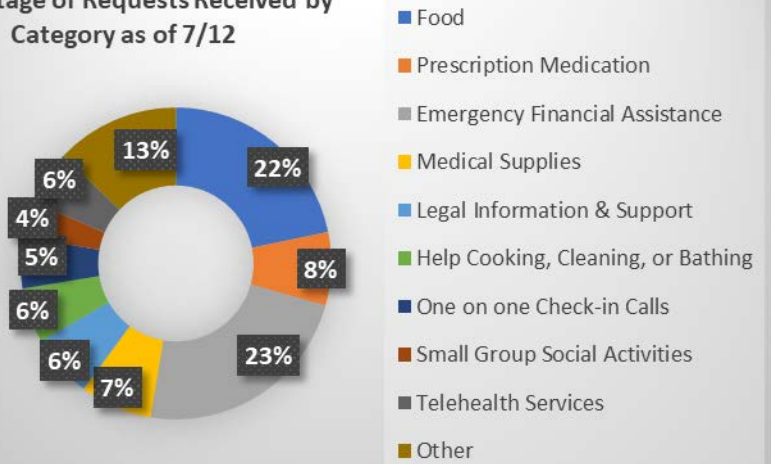
WEB DATA: 7/5/20

REPORT DATE: 7/8/20



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 7/12



Total Number of Individual Requests Submitted by City/Town from 7/6 to 7/12

