



Nevada CAN Weekly Progress Report

WEB DATA: 7/20/20

REPORT DATE: 7/23/20

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

REFERRAL NUMBERS

- 1105 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and July 19th:
 - 424 forms submitted between March 31st & 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
 - 69 forms submitted between July 13th & July 19th
- Out of the 1105 forms, 104 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 33 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 33 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 1105 requests have been triaged and/or addressed by the action teams as of July 20th.
- 1009 requests have come in for the major cities and 91 from the rural areas (5 out of state).
- From the 1105 request forms that were triaged as of July 20th, 1767 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 19th (*see page 3 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 608 times
 - Food – selected 552 times

Emergency Financial Assistance was the most requested service over the last 10 weeks.

- Average age of individuals who completed the online request form between March 31st and July 19th is 60.

Nevada CAN Weekly Progress Report

WEB DATA: 7/20/20

REPORT DATE: 7/23/20



Please note: Due to special circumstances, response times for July will not be available until the first week in August.

- **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

- 325 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and July 19th:
 - 108 forms submitted between March 31st & April 9th
 - *126 forms submitted between April 10th & April 30th
 - *23 forms submitted between *May 1st & May 6th
 - 13 forms submitted between May 7th & May 10th
 - 6 forms submitted between May 11th & May 17th
 - *17 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
 - 3 forms submitted between July 13th & July 19th
- Out of the 325 forms, 309 unduplicated volunteer requests were triaged as of July 20th:
 - 205 volunteers have expressed interest in delivering food and supplies
 - 213 volunteers have expressed interest in providing social support services
- No donations were collected between July 13th and July 19th.

Nevada CAN Weekly Progress Report

WEB DATA: 7/20/20

REPORT DATE: 7/23/20



NOTABLE INFO FROM TEAM COORDINATORS

- As of July 17th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 107,206 meals in Southern Nevada after operating for 17 weeks, and a total of about 20,874 meals in Northern Nevada after operating for 11 weeks.
- Dr. Peter Reed, Director, Sanford Center of Aging and the leader of the Telehealth Action Team, presented on Nevada CAN and the NEST Collaborative (aka Social Support Action Team) at the July 20th meeting of the National Alzheimer's Project Act's (NAPA) Advisory Council on Alzheimer's Research, Care, and Services. Here's a link to the meeting agenda and materials: <https://aspe.hhs.gov/advisory-council-alzheimers-research-care-and-services-meetings#Jul2020>
- The Nevada Appeal did a front-page, feature article on loneliness among seniors, with a major focus on Nevada CAN and NEST Collaborative (aka Social Support Action Team) as resources to combat social isolation and address other essential needs: Here's a link to the story: <https://www.nevadaappeal.com/news/northern-nevadans-work-together-to-help-seniors-overcome-loneliness/>
- Casey Acklin, Program Coordinator, NEST Collaborative (aka Social Support Action Team), delivered another Part 2 training for 3 new CHECs volunteers on July 21st. Prior to this training, Casey made extensive revisions and improvements to the curriculum and Jessica Noonan-Phipps, AmeriCorps VISTA, Dementia Friendly Nevada, developed a 30-page learner's resource that corresponds to the Part 2 training PPT slides.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Mr. Ramirez, 65-year-old, male, Southern Nevada

Case manager received a referral from NV CAN website for Mr. Ramirez. He reported financial issues and unable to pay for utilities, rent or purchase healthy foods. Case manager completed assessment and discovered that he is a veteran and not aware of services or benefits. Case manager submitted a referral to Salvation Army to request financial assistance through their Supportive Services for Veteran Families Program. Mr. Ramirez approved for services and program will help with rent and utilities. For additional food, Mr. Ramirez reached out to Delivery with Dignity and approved to receive weekly deliveries for entire family. Mr. Ramirez happy to receive immediate services.

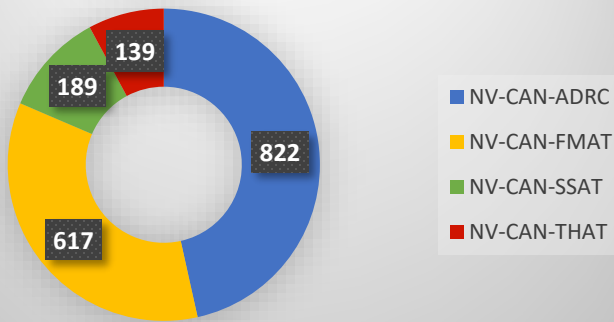
Nevada CAN Weekly Progress Report

WEB DATA: 7/20/20

REPORT DATE: 7/23/20

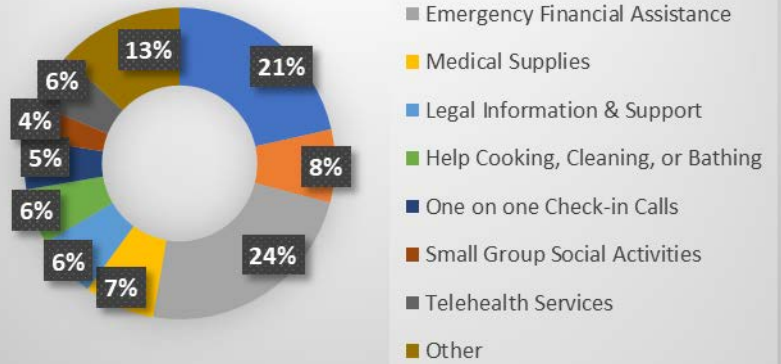


Number of Referrals Sent to Each Action Team as of 7/20



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 7/19



Total Number of Individual Requests Submitted by City/Town from 7/13 to 7/19

