



Nevada CAN Weekly Progress Report

WEB DATA: 8/23/20

REPORT DATE: 8/26/20

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

REFERRAL NUMBERS

- 1,394 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and August 23rd:
 - 649 forms submitted between March 31st & 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
 - 74 forms submitted between July 20th & July 26th
 - 57 forms submitted between July 27th & August 2nd
 - 52 forms submitted between August 3rd & August 9th
 - 45 forms submitted between August 10th & August 16th
 - 61 forms submitted between August 17th & August 23rd
- Out of the 1,394 forms, 137 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 42 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 42 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”.
- 1,394 out of the 1,393 requests were triaged and/or addressed by the action teams as of August 24th.
- 1,272 requests have come in from the major cities and 114 from the rural areas (8 out of state).
- From the 1,393 request forms that were triaged as of August 24th, 2,179 referrals for service have been sent to the Aging and Disability Regional Centers (ADRC), the Food & Medication Action Team (FMAT), the Telehealth Action Team (THAT), and the Social Support Action Team (SSAT) (see page 4 for breakdown).
- Most requested assistance categories selected by individuals filling out the online form between March 31st and August 23rd (see page 4 for additional breakdown of categories):
 - Emergency Financial Assistance – selected 774 times
 - Food – selected 681 times

Emergency Financial Assistance was the most requested service for the past 15 weeks.

- Average age of individuals who completed the online request form between March 31st and August 23rd is 59.

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- **Response time breakdown for requests received between July 1st and August 16th:**
 - 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 – 7 days
 - THAT – Same day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 7 days
 - FMAT – 7 days
 - SSAT – 4 days
 - THAT – 1 day

VOLUNTEER & DONATION NUMBERS

- 337 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and August 23rd:
 - 315 forms submitted between March 31st & June 21st
 - 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
 - 2 forms submitted between July 20th & July 26th
 - 5 forms submitted between July 27th & August 2nd
 - 2 forms submitted between August 3rd & August 5th
 - *0 forms submitted between August 6th & August 9th
 - 1 form submitted between August 10th & August 16th
 - 2 forms submitted between August 17th & August 23rd
- Out of the 337 forms, 320* unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 220 volunteers have expressed interest in providing social support services

Please Note: As of August 5, 2020, volunteers that are interested in providing non-contact delivery services are being directed to the United Way website to sign-up for delivery shifts for Delivering with Dignity. Volunteers interested in Social Support can still fill-out a volunteer interest form on the Nevada CAN website, which is now routed directly to the Social Support Action Team email.

- No donations were collected between August 17th and August 23rd.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of August 21st, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 149,936 meals in Southern Nevada after operating for 22 weeks, and a total of about 27,811 meals in Northern Nevada after operating for 16 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Loyd, 64 year old, female, Southern Nevada

On 8/13/2020, a case manager received a referral from the NV CAN website for Ms. Loyd. The case manager contacted Ms. Loyd to complete an assessment. Ms. Loyd reported having limited income to pay for her insulin. She is homebound due to diabetes and neuropathy in her lower extremities. She reported using her sister's insulin but stopped due to health concerns. The case manager encouraged Ms. Loyd to contact the insulin manufacturer to request discounted or free insulin. The case manager contacted Ms. Loyd for a follow-up. She reported receiving a voucher for five free insulin pens the same day. Ms. Loyd is working with the manufacturing company to receive additional discounts. Ms. Loyd stated that she was happy and grateful to receive immediate help.

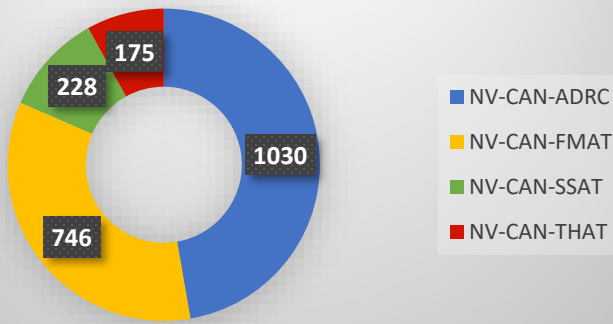
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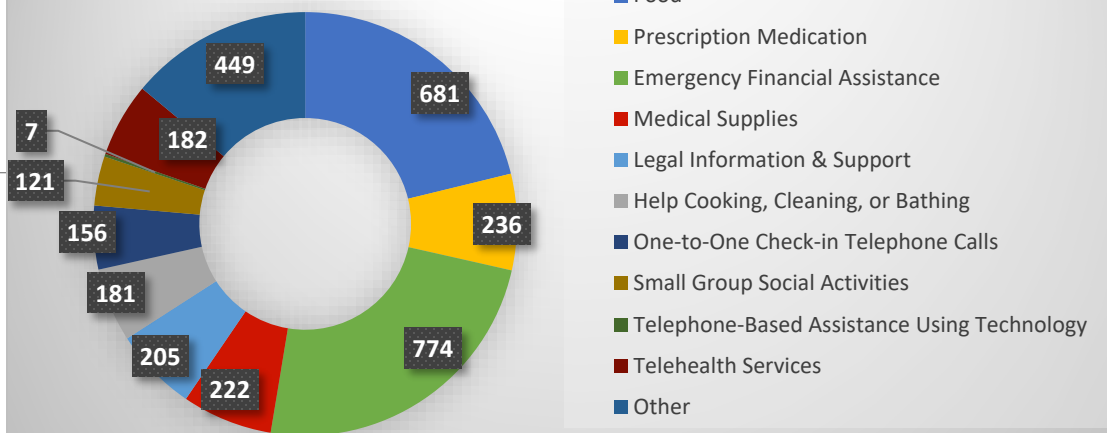


Number of Referrals Sent to Each Action Team as of 8/24



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-To-One Check-In Telephone Calls Small Group Social Activities Telephone-Based Assistance Using Technology
NV-CAN-THAT	<ul style="list-style-type: none"> Telehealth Services

Number of Requests Received by Category as of 8/23



Total Number of Individual Requests Submitted by City/Town from 8/17 to 8/23

