

Nevada CAN Weekly Progress Report

WEB DATA: 9/14/20

REPORT DATE: 9/15/20



Due to the holiday on 9/7, no report was published for the referrals submitted between 8/31 and 9/6. Therefore, this report provides the data for the referrals that were submitted from 8/31 to 9/6 and 9/7 to 9/13.

REFERRAL NUMBERS

- 1,551 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and September 13th:
 - 1,036 forms submitted between March 31st & 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
 - 63 forms submitted between August 24th & August 30th
 - 59 forms submitted between August 31st & September 6th
 - 35 forms submitted between September 7th & September 13th
- Out of the 1,551 forms, 154 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 47 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 47 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 1,551 requests were triaged and/or addressed by the action teams as of September 14th.
- 1,421 requests have come in from the major cities and 122 from the rural areas (8 out of state).
 - From August 31st to September 6th – all 59 requests were submitted by consumers in major cities.
 - From September 7th to September 13th – 33 requests were submitted by consumers in major cities and 2 requests were submitted by consumers in rural areas.
- From the 1,551 request forms that were triaged as of September 14th, 2,427 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 September 13th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 872 times
 - Food – selected 756 times

Emergency Financial Assistance was the most requested service for the past 18 weeks.

- Average age of individuals who completed the online request form between March 31st and September 13th is 58.

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- **Response time breakdown for requests received between August 1st and August 31st:**
 - 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 – 2 days
 - FMAT – 2 days
 - SSAT – 3 days
 - THAT – 1 day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 6 days
 - FMAT – 7 days
 - SSAT – 5 days
 - THAT – 1 day

VOLUNTEER & DONATION NUMBERS

- 342 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and September 13th:
 - 325 forms submitted between March 31st & 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
 - No forms submitted between August 6th & August 9th
 - 1 form submitted between August 10th & August 16th
 - 2 forms submitted between August 17th & August 23rd
 - No forms submitted between August 24th & August 30th
 - 4 forms submitted between August 31st & September 6th
 - 1 form submitted between September 7th & September 13th
- Out of the 337 forms, 325 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 225 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 31st and September 13th.

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NOTABLE INFO FROM TEAM COORDINATORS

- On September 4th, the Food and Medication Action Team reported that Delivering with Dignity had delivered a total of 158,584 meals in Southern Nevada after operating for 24 weeks, and a total of about 30,115 meals in Northern Nevada after operating for 18 weeks.
- As of September 11th, the Food and Medication Action Team reports that Delivering with Dignity delivered a total of 164,044 meals in Southern Nevada after operating for 25 weeks, and a total of about 31,418 meals in Northern Nevada after operating for 19 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Davis, 41 year old, female, Southern Nevada

On 9/9/2020, a case manager received a referral from the NV CAN website for Ms. Davis. The case manager contacted Ms. Davis to complete an assessment. She requested emergency funds to pay for rent and utilities. Ms. Davis stated that has no income and is the only provider for her small child. The case manager submitted an application to Clark County Social Services the same day she spoke with Ms. Davis. Clark County responded immediately and provided a \$530.00 check to pay for household expenses. Ms. Davis was happy to receive immediate resources.

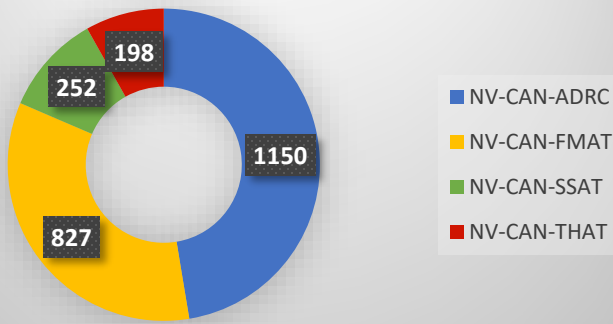


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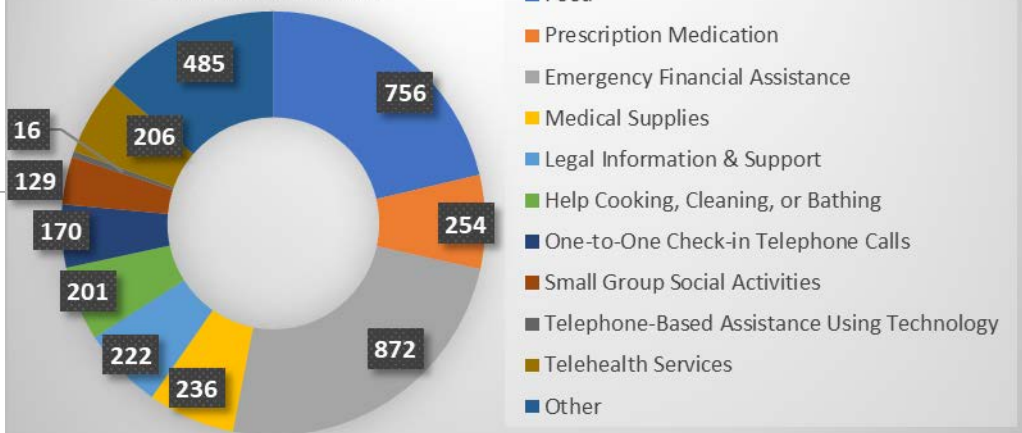
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Number of Referrals Sent to Each Action Team as of 9/14



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 9/13



Total Number of Individual Requests Submitted by City/Town from 8/31 to 9/13

