

Nevada CAN Weekly Progress Report

WEB DATA: 9/20/20

REPORT DATE: 9/22/20



REFERRAL NUMBERS

- 1,601 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and September 20th:
 - 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
 - 50 forms submitted between September 14th & September 20th
- Out of the 1,601 forms, 162 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 1,601 requests were triaged and/or addressed by the action teams as of September 21st.
- 1,467 requests have come in from the major cities and 125 from the rural areas (9 out of state).
- From the 1,601 request forms that were triaged as of September 21st, 2,494 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 20th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 904 times
 - Food – selected 775 times

Emergency Financial Assistance was the most requested service for the past 19 weeks.

- Average age of individuals who completed the online request form between March 31st and September 20th is 58.

Nevada CAN Weekly Progress Report

WEB DATA: 9/20/20

REPORT DATE: 9/22/20



- **Response time breakdown for requests received between September 1st and September 15th:**
 - 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 – 1 day
 - THAT – 5 days
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 4 days
 - FMAT – 3 days
 - SSAT – 4 days
 - THAT – less than 1 day

VOLUNTEER & DONATION NUMBERS

- 343 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and September 20th:
 - 327 forms submitted between March 31st & 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
 - 1 form submitted between September 14th & September 20th
- Out of the 337 forms, 326 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 226 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 September 14th and September 20th.

Nevada CAN Weekly Progress Report

WEB DATA: 9/20/20 REPORT DATE: 9/22/20



NOTABLE INFO FROM TEAM COORDINATORS

- As of September 18th, the Food and Medication Action Team reports that Delivering with Dignity delivered a total of 169,321 meals in Southern Nevada after operating for 26 weeks, and a total of about 32,612 meals in Northern Nevada after operating for 20 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Nevada Care Connection Center in Southern Nevada (aka ADRC – South)

Mr. Miller, 69 years old, Southern Nevada

On 9/15/2020, a case manager received a Nevada CAN referral for a Mr. Miller requesting emergency financial assistance. Mr. Miller lives alone in Las Vegas and has no support. He reported that his monthly income is \$961, and his household expenses exceed his monthly income. The case manager provided an application to the Energy Assistance Program through the Department of Welfare and Supportive Services. During a recent follow-up call, Mr. Miller reported that his application was approved for \$700 to pay for his power bill. Mr. Miller stated that he was happy to receive financial assistance.

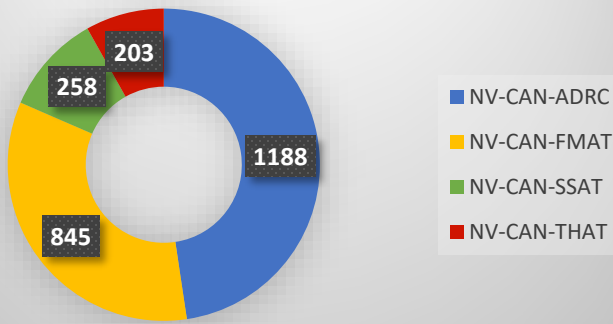


Nevada CAN Weekly Progress Report

WEB DATA: 9/20/20

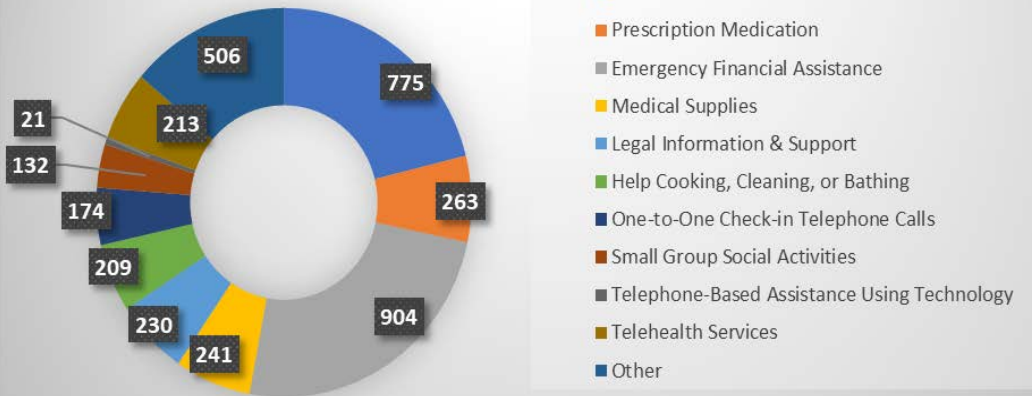
REPORT DATE: 9/22/20

Number of Referrals Sent to Each Action Team as of 9/21



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 9/20



Total Number of Individual Requests Submitted by City/Town from 9/14 to 9/20

