

Nevada CAN Weekly Progress Report

WEB DATA: 10/25/20

REPORT DATE: 10/28/20



REFERRAL NUMBERS

- 1,830 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and October 25th:
 - 1,391 forms submitted between March 31st & 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
 - 39 forms submitted between September 21st & September 27th
 - 37 forms submitted between September 28th & October 4th
 - 44 forms submitted between October 5th & October 11th
 - 61 forms submitted between October 12th & October 18th
 - 48 forms submitted between October 18th & October 25th
- Out of the 1,830 forms, 182 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 58 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to submit an additional form for the same service(s).
 - Reasons why 58 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 1,826 requests were triaged and/or addressed by the action teams as of October 26th.
- 1,675 requests have come in from the major cities and 144 from the rural areas (11 out of state).
- From the 1,826 request forms that were triaged as of October 26th, 2,791 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 October 25th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 1034 times
 - Food – selected 867 times

Emergency Financial Assistance was the most requested service for the past 24 weeks.

- Average age of individuals who completed the online request form between March 31st and October 25th is 58.

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- **Response time breakdown for requests received between October 1st and October 25th:**
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 2 days
 - Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 3 day
 - FMAT – 4 day
 - SSAT – 2 day
 - THAT – less than 1 day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 3 days
 - FMAT – 5 days
 - SSAT – 3 days
 - THAT – less than 1 day

VOLUNTEER & DONATION NUMBERS

- 347 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and October 25th:
 - 337 forms submitted between March 31st & 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
 - 1 form submitted between September 21st & September 27th
 - 1 form submitted between September 28th & October 4th
 - 1 form submitted between October 5th & October 11th
 - 1 form submitted between October 12th & October 18th
 - No forms were submitted between October 19th & October 25th
- Out of the 347 forms, 330 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 230 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 October 19th & October 25th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of October 23rd, the Food and Medication Action Team (FMAT) reports that Delivering with Dignity delivered a total of 195,212 meals in Southern Nevada after operating for 31 weeks, and a total of about 39,896 meals in Northern Nevada after operating for 26 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

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

Mr. Bradley, 37 years old, Southern Nevada

On 10/23/2020, Resource Service Navigator received a referral from the NV CAN website for Mr. Bradley requesting food and housing assistance. The Resource Service Navigator contacted Mr. Bradley to complete an assessment. Mr. Bradley was homeless and sleeping in a park. Mr. Bradley had no food resources and no money for transportation. The Resource Service Navigator provided Mr. Bradley with information to Help of Southern Nevada. Additionally, the Resource Service Navigator reached out to Help of Southern Nevada Mobile Crisis Outreach Team. The Resource Service Navigator also provided Mr. Bradley information for Clark County Social Services and Salvation Army. Help of Southern Nevada Mobile Outreach Team was able to schedule a housing assessment with Mr. Bradley. The team went out to Mr. Bradley's location and provided him with two 24 hr. bus passes and temporary housing. Mr. Bradley reported that he is working with them for long term permanent housing. Mr. Bradley stated that he would use the bus passes to travel to the different food pantries for food and hot meals. Mr. Bradley was truly appreciative of the assistance he received.

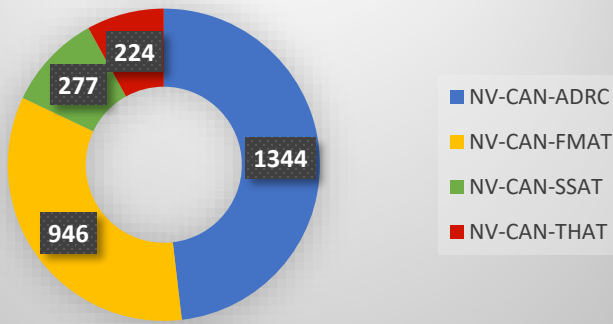


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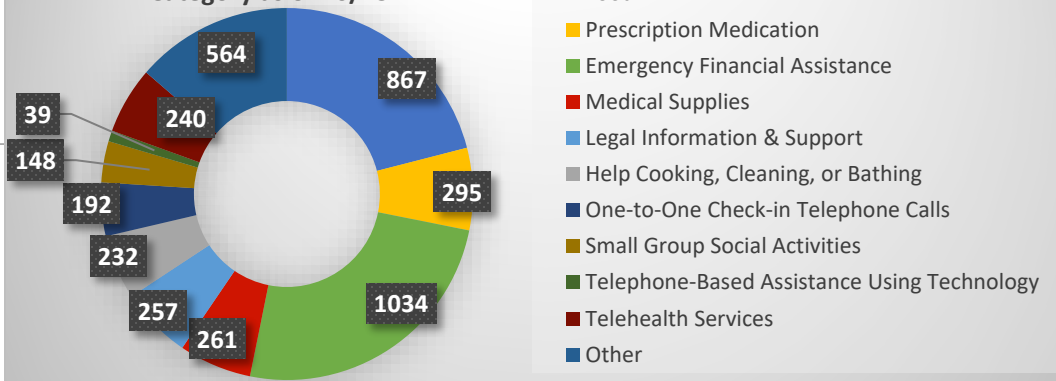
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Number of Referrals Sent to Each Action Team as of 10/26



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 10/25



Total Number of Individual Requests Submitted by City/Town from 10/19 to 10/25

