



Nevada CAN Weekly Progress Report

WEB DATA: 5/25/20

REPORT DATE: 5/27/20

(*asterisks signify a differentiation in data from the previous week due to the development of a new reporting method that was used to increase referral tracking capabilities)

REFERRAL NUMBERS

- 719 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and May 25th: *(due to the holiday, Monday was included as part of the weekend for this report)*
 - 89 forms submitted between March 31st & April 7th
 - 86 forms submitted between April 8th & April 14th
 - 97 forms submitted between April 15th & April 21st
 - 152 forms submitted between April 22nd & April 28th
 - 81 forms submitted between April 29th & May 3rd
 - 85 forms submitted between May 4th & May 10th
 - 60 forms submitted between May 11th & May 17th
 - 69 forms submitted between May 18th & May 25th
- Out of the 719 forms, 54 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 34 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 34 consumers submitted more than one form for the same services include:
 - Consumer required additional assistance after receiving initial services
 - System errors
- 717 of the requests have been triaged and/or addressed by the action teams as of May 27th
 - Only 2 were not addressed as of May 27th, but both of those have now been triaged as of May 29th
- 653 requests have come in for the major cities and 64 from the rural areas (2 out of state)
- From the 717 request forms that were triaged as of May 17th, 1,205 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 May 25th *(see page 3 for additional breakdown)*:
 - Food – selected 388 times
 - Emergency Financial Assistance – selected 390 times*Emergency Financial Assistance has taken the lead over Food for the first time since the start of Nevada CAN.*
- Average age of individuals who completed the online request form between March 31st and May 25th is 62
- Response time breakdown for May:
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 3 days

- Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 5 days
 - FMAT – 5 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 – 3 days
 - FMAT – 3 days
 - SSAT – 8 days
 - THAT – 5 day
- From April 10th to May 25th, the following referrals were triaged and handed off to the action teams, but did not receive services for the following reasons:
 - Unable to make contact with consumers
 - ADRC – 3
 - FMAT – 2
 - SSAT – 0
 - THAT – 4
 - Consumer refused services
 - ADRC – 5
 - FMAT – 1
 - SSAT – 4
 - THAT – 2

VOLUNTEER & DONATION NUMBERS

- 293 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and May 25th:
 - 107 forms submitted between March 31st & April 9th
 - *126 forms submitted between April 10th & April 29th
 - 24 forms submitted between April 30th & 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
- Out of the 293 forms, 274 unduplicated volunteer requests were triaged as of May 27th:
 - 195 volunteers have expressed interest in delivering food and supplies
 - 193 volunteers have expressed interest in providing social support services
- No donations were submitted through the Nevada CAN website between May 18th and May 25th

NOTABLE INFO FROM TEAM COORDINATORS

- The THAT team in collaboration with the Aging and Disability Services (ADSD), Long Term Care Ombudsman are excited to roll-out technology to support virtual visitation with our long-term care residents. ADSD is looking at purchasing tablets and deploying to nursing and assisted living facilities to facilitate face to face contact.
- As of May 22nd, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 46,231 meals in Southern Nevada after operating for 9 weeks, and a total of about 6,424 meals in Northern Nevada after operating for 3 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food & Medication Action Team

54-year-old male, Southern Nevada

On May 11, an Options Counselor contacted client regarding a request for food. Client reported only having two cans of soup and minimal income to purchase healthy food. He has no family, friend, or agency support. Client suffers from hip and feet issues that limit his mobility and prevents him from leaving home most of the time. Options Counselor was able to connect client to a local church for food delivery 2x/month. He was able to receive a food box the following day. Client was grateful and excited to receive immediate delivery in the same week.

Ms. Haran, 69 years old, Southern Nevada

Ms. Haran is an active caregiver receiving support from a Care Consultant at Nevada Senior Services. Brenda is caring for her boyfriend, mother, and sister while coping with her own physical and mental health issues. During a recent phone call, she reported limited income to purchase essential supplies needed for her family. She was relieved to hear that Nevada Senior Services would be providing incontinent supplies, toilet paper, and face masks for the entire household. Brenda expressed that the donations greatly reduced her stress level and feels connected to her community.

Ms. Sims, 82 years old, Southern Nevada

On May 13, an Options Counselor from Nevada Senior Services contacted Ms. Sims to complete a phone assessment. Ms. Sims suffers from chronic back pain and anxiety. She does not drive and struggles to leave her home due to medical conditions and fears she will be exposed to the COVID-19 virus. She lives alone and reports minimal contact from family and friends. She expressed not having essential supplies and no support to help retrieve items from the store. Due to the pandemic, Nevada Senior Services received donations from private donors to help clients in need. Options Counselor delivered a supply of toilet paper, paper towels, face masks, and adult incontinent supplies to client's home. When presented with the supplies, Ms. Sims expressed gratitude to all involved and very happy that her community responded quickly.

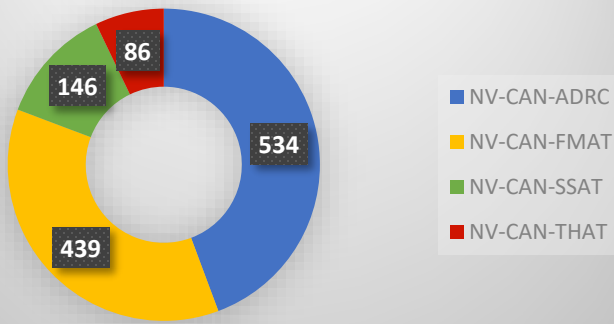
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Number of Referrals Sent to Each Action Team as of 5/25



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

Total Number of Individual Requests Submitted by City/Town from 5/18 to 5/25

