



Nevada CAN Weekly Progress Report

WEB DATA: 6/28/20

REPORT DATE: 6/29/20

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

REFERRAL NUMBERS

- 934 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and June 28th:
 - 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
 - 59 forms submitted between May 11th & 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
- Out of the 934 forms, 94 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 46 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 46 consumers submitted more than one form for the same services include:
 - Consumer required additional assistance after receiving initial services
 - System errors (*multiple forms submitted at one time due to system glitch*)
- Out of the 934 requests, 933 have been triaged and/or addressed by the action teams as of June 29th.
- 855 requests have come in for the major cities and 77 from the rural areas (2 out of state).
- From the 933 request forms that were triaged as of June 29th, 1,523 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 June 28th (*see page 3 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 509 times
 - Food – selected 481 times

Emergency Financial Assistance was the most requested service over the last 7 weeks.

- Average age of individuals who completed the online request form between March 31st and June 28th is 61.

Nevada CAN Weekly Progress Report

WEB DATA: 6/28/20

REPORT DATE: 6/29/20



- **Response time breakdown for requested received between May 28th to June 28th:**
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 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 – 3 day
 - THAT – 1 day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 2 days
 - FMAT – 3 days
 - SSAT – 1 day
 - THAT – 4 days

VOLUNTEER & DONATION NUMBERS

- 316 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and June 28th:
 - 108 forms submitted between March 31st & April 9th
 - 126 forms submitted between April 10th & April 29th
 - 23 forms submitted between April 30th & May 6th
 - 13 forms submitted between May 7th & May 10th
 - 6 forms submitted between May 11th & May 17th
 - 16 forms submitted between May 18th & May 25th
 - 3 forms submitted between May 26th & May 31st
 - 6 forms submitted between June 1st & June 7th
 - 12 forms submitted between June 8th & June 14th
 - 1 form submitted between June 15th & June 21st (*form was a duplicate submission*)
 - 2 forms submitted between June 22nd & June 28th
- Out of the 316 forms, 302 unduplicated volunteer requests were triaged as of June 29th:
 - 201 volunteers have expressed interest in delivering food and supplies
 - 209 volunteers have expressed interest in providing social support services
- No donations were collected between June 22nd and June 28th.

Nevada CAN Weekly Progress Report

WEB DATA: 6/28/20

REPORT DATE: 6/29/20



NOTABLE INFO FROM TEAM COORDINATORS

- As of June 26th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 84,404 meals in Southern Nevada after operating for 14 weeks, and a total of about 16,387 meals in Northern Nevada after operating for 8 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Williams, 58-year-old female, Southern Nevada

On Jun 12, Ms. Williams called our office requesting immediate housing. Ms. Williams is 58 years old, disabled and living out of her car. She reported no income or support. Case manager connected Ms. Williams to Southern Nevada Center for Independent Living, Hopelink, Help of Southern Nevada, and Jewish Family Services. Jewish Family Services provided emergency funds for a 30 day hotel voucher. In addition, she received a \$25 gift card for groceries. Help of Southern Nevada scheduled a one-to-one interview with Ms. Williams to discuss permanent housing. Ms. Williams was impressed to receive services within a week and grateful to the Nevada Care Connection Resource Center Team.

From the Social Support Action Team Volunteers

Cody Yamada, SSAT Volunteer

“I believe that I’ve gained a valuable opportunity to connect with elders who may not have the ability to socialize or have access to resources they may need. I also believe that the elders we serve will gain some much needed social engagement which can be important to their wellbeing.”

“I enjoyed all my conversations with my participant, as we were able to bond and share stories and experiences. One memorable conversation was the time when my elder shared with me her experience at her nail salon and how she was absolutely excited to get a pedicure after months of being inside.”

Ryan Nolan, SSAT Volunteer

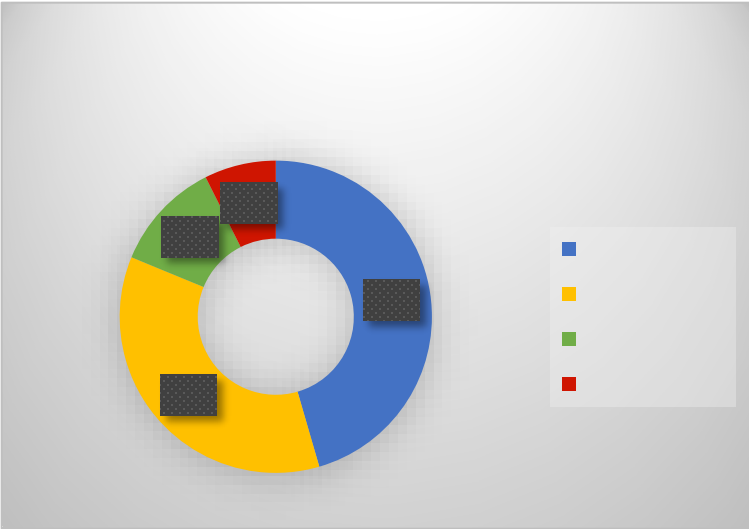
“When I reflect upon my experience so far with the NEST Collaborative, I would say that it is clear to me that what has benefitted my elders and myself the most is simply the social connection that we have developed. I try my best to make sure that the elders I am in contact with are feeling content with the service we are providing by letting them know that I care and paying attention to their needs and concerns. By doing this, I believe that I also gain the benefit of learning essential skills such as communication, patience, and developing meaningful social interactions.”

“The most enjoyable part of this volunteer experience so far has been seeing the development of trust between myself and the elders I have been talking to as time goes on. Being able to call or email an elder and have them know my name and be excited to share information with me has been something that really brightens my day.”

Nevada CAN Weekly Progress Report

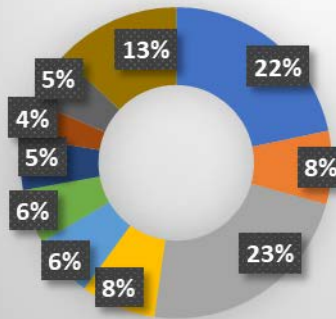
WEB DATA: 6/28/20

REPORT DATE: 6/29/20



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

Percentage of Requests Received by Category as of 6/28



- Food
- Prescription Medication
- Emergency Financial Assistance
- Medical Supplies
- Legal Information & Support
- Help Cooking, Cleaning, or Bathing
- One on one Check-in Calls
- Small Group Social Activities
- Telehealth Services
- Other

Total Number of Individual Requests Submitted by City/Town from 6/22 to 6/28

