



Nevada CAN Weekly Progress Report

WEB DATA: 7/26/20

REPORT DATE: 7/29/20

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

REFERRAL NUMBERS

- 1179 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and July 26th:
 - 424 forms submitted between March 31st & 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
 - 51 forms submitted between June 29th & July 5th
 - 51 forms submitted between July 6th & July 12th
 - 69 forms submitted between July 13th & July 19th
 - 74 forms submitted between July 20th & July 26th
- Out of the 1179 forms, 112 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 37 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 37 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 1179 requests have been triaged and/or addressed by the action teams as of July 27th.
- 1072 requests have come in for the major cities and 102 from the rural areas (5 out of state).
- From the 1179 request forms that were triaged as of July 27th, 1875 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 July 26th (*see page 3 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 652 times
 - Food – selected 584 times

Emergency Financial Assistance was the most requested service over the last 11 weeks.

- Average age of individuals who completed the online request form between March 31st and July 26th is 59.

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Please note: Due to special circumstances, response times for July will not be available until the first week in August.

- **Response time breakdown for requested received between June 1st to June 30th:**
 - 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 – 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 – 2 days
 - SSAT – 1 day
 - THAT – 1 day

VOLUNTEER & DONATION NUMBERS

- 327 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and July 26th:
 - 108 forms submitted between March 31st & April 9th
 - 126 forms submitted between April 10th & April 30th
 - 23 forms submitted between *May 1st & 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
 - 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
 - 3 forms submitted between June 29th & July 5th
 - 2 forms submitted between July 6th & July 12th
 - 3 forms submitted between July 13th & July 19th
 - 2 forms submitted between July 20th & July 26th
- Out of the 327 forms, 311 unduplicated volunteer requests were triaged as of July 27th:
 - 207 volunteers have expressed interest in delivering food and supplies
 - 213 volunteers have expressed interest in providing social support services
- No donations were collected between July 20th and July 26th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of July 24th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 115,384 meals in Southern Nevada after operating for 18 weeks, and a total of about 22,234 meals in Northern Nevada after operating for 12 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Fitzgibbons, 87 year old, female, Southern Nevada

On 07/06/2020, Ms. Fitzgibbons contacted Nevada Care Connection Resource Center to request food and cleaning services. She is unable to complete most activities due to recent hand surgery. She lives alone and most of her family lives out of state. Her assigned case manager provided contact information to homemaker services in Las Vegas and submitted a referral to Delivery with Dignity. The case manager called the client for a follow-up. Ms. Fitzgibbons expressed that she was happy to receive caregiver services daily and weekly meals from Delivery with Dignity.

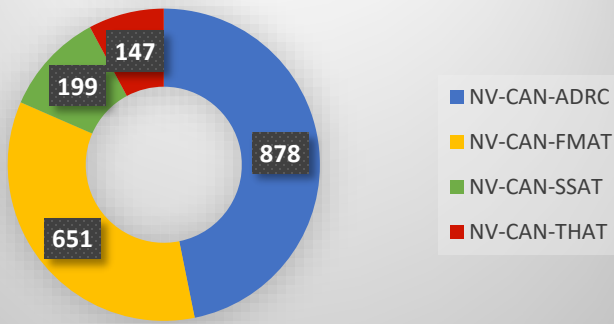
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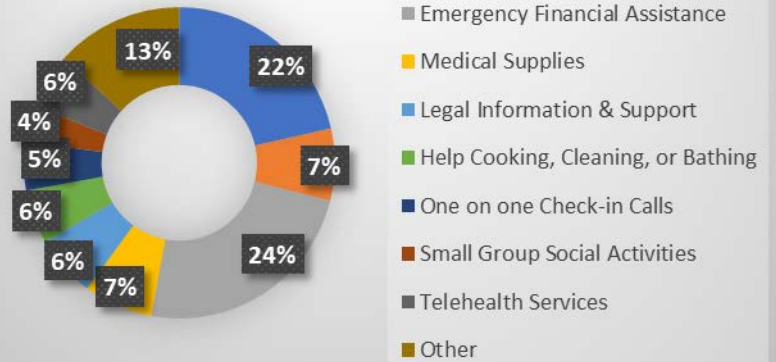


Number of Referrals Sent to Each Action Team as of 7/27



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 7/26



Total Number of Individual Requests Submitted by City/Town from 7/20 to 7/26

