



# Nevada CAN Weekly Progress Report

WEB DATA: 7/5/20

REPORT DATE: 7/8/20

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

## REFERRAL NUMBERS

- 985 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31<sup>st</sup> and July 5<sup>th</sup>:
  - 89 forms submitted between March 31<sup>st</sup> & April 7<sup>th</sup>
  - 86 forms submitted between April 8<sup>th</sup> & April 14<sup>th</sup>
  - 97 forms submitted between April 15<sup>th</sup> & April 21<sup>st</sup>
  - 152 forms submitted between April 22<sup>nd</sup> & April 28<sup>th</sup>
  - 81 forms submitted between April 29<sup>th</sup> & May 3<sup>rd</sup>
  - 85 forms submitted between May 4<sup>th</sup> & May 10<sup>th</sup>
  - 59 forms submitted between May 11<sup>th</sup> & May 17<sup>th</sup>
  - 69 forms submitted between May 18<sup>th</sup> & May 25<sup>th</sup>
  - 39 forms submitted between May 26<sup>th</sup> & May 31<sup>st</sup>
  - 32 forms submitted between June 1<sup>st</sup> & June 7<sup>th</sup>
  - 53 forms submitted between June 8<sup>th</sup> & June 14<sup>th</sup>
  - 48 forms submitted between June 15<sup>th</sup> & June 21<sup>st</sup>
  - 44 forms submitted between June 22<sup>nd</sup> & June 28<sup>th</sup>
  - 51 forms submitted between June 29<sup>th</sup> & July 5<sup>th</sup>
- Out of the 985 forms, 97 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 51 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 51 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*)
- All 985 requests have been triaged and/or addressed by the action teams as of July 6<sup>th</sup>.
- 902 requests have come in for the major cities and 80 from the rural areas (3 out of state).
- From the 985 request forms that were triaged as of July 6<sup>th</sup>, 1,591 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 31<sup>st</sup> and July 5<sup>th</sup> (*see page 3 for additional percentage breakdown*):
  - Emergency Financial Assistance – selected 536 times
  - Food – selected 507 times

Emergency Financial Assistance was the most requested service over the last 8 weeks.

- Average age of individuals who completed the online request form between March 31<sup>st</sup> and July 5<sup>th</sup> is 61.

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- **Response time breakdown for requested received between June 1<sup>st</sup> to June 30<sup>th</sup>:**

- 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

- 319 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31<sup>st</sup> and July 5<sup>th</sup>:
  - 108 forms submitted between March 31<sup>st</sup> & April 9<sup>th</sup>
  - 126 forms submitted between April 10<sup>th</sup> & April 29<sup>th</sup>
  - 23 forms submitted between April 30<sup>th</sup> & May 6<sup>th</sup>
  - 13 forms submitted between May 7<sup>th</sup> & May 10<sup>th</sup>
  - 6 forms submitted between May 11<sup>th</sup> & May 17<sup>th</sup>
  - 16 forms submitted between May 18<sup>th</sup> & May 25<sup>th</sup>
  - 3 forms submitted between May 26<sup>th</sup> & May 31<sup>st</sup>
  - 6 forms submitted between June 1<sup>st</sup> & June 7<sup>th</sup>
  - 12 forms submitted between June 8<sup>th</sup> & June 14<sup>th</sup>
  - 1 form submitted between June 15<sup>th</sup> & June 21<sup>st</sup> (*form was a duplicate submission*)
  - 2 forms submitted between June 22<sup>nd</sup> & June 28<sup>th</sup>
  - 3 forms submitted between June 29<sup>th</sup> & July 5<sup>th</sup>
- Out of the 319 forms, 304 unduplicated volunteer requests were triaged as of July 6<sup>th</sup>:
  - 203 volunteers have expressed interest in delivering food and supplies
  - 211 volunteers have expressed interest in providing social support services
- No donations were collected between June 29<sup>th</sup> and July 5<sup>th</sup>.

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## NOTABLE INFO FROM TEAM COORDINATORS

- As of July 3<sup>rd</sup>, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 91,736 meals in Southern Nevada after operating for 15 weeks, and a total of about 17,875 meals in Northern Nevada after operating for 9 weeks.

## RECENT TESTIMONIALS/SUCCESS STORIES

### From the Food and Medication Action Team

#### **Mr. Donaldson, 60 year old male, Southern Nevada**

On June 18, Case manager reached out to Mr. Donaldson to discuss food resources. Client reported living alone, limited transportation and no local support for grocery shopping. He struggles with preparing meals and shopping due to medical conditions. He also fears leaving his home due the COVID-19 virus. Case manager found client to be eligible for Delivering with Dignity Program. During a recent phone call, client happy to receive the meals and enjoys the food.

#### **Delivering with Dignity Consumers**

#### **Louise, 93 year old male, Southern Nevada**

Louise is still living independently at 93 years old with support from friends and some community services. Before COVID she grocery shopped weekly, either getting rides or doing a short walk with her walker to the 99 cent store. Louise told a Delivery with Dignity team member, "I haven't left my apartment in over 60 days and have been relying on friends to bring me groceries. It has been hard; a can of soup and some crackers is a staple these days. These meals have been a Godsend. They are fresh and healthy, and the weekly delivery is great because I do not have much storage space. If it were not for this program, I do not know how I would be eating now. And who knows how long this will last."

#### **Lawrence and Val, Southern Nevada**

Lawrence and Val both have multiple medical conditions and Lawrence has no teeth or dentures. They are following the states guidelines and not going out in public during COVID. They also have a very small kitchen with only a microwave but no working stove. The couple told a Delivery with Dignity team member, "This is great, getting these meals, and making soft foods we can chew but are healthy and fresh – we are very grateful!"

#### **Eddie, Southern Nevada**

Eddie has hypertension and usually tries to follow a healthy diet, but with COVID, had no choice but to order food delivery or rely on friends to get and deliver his groceries. Eddie told a Delivery with Dignity team member, "The meals have all been super and much better for me than ordering take out 7 days a week. I'm very thankful for the meals and that they are healthy meals and it's kept me from having to go out there and risk my life".

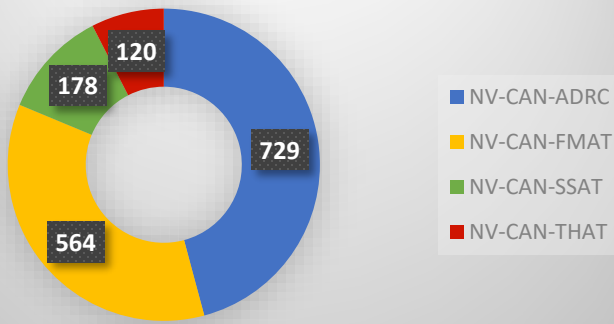
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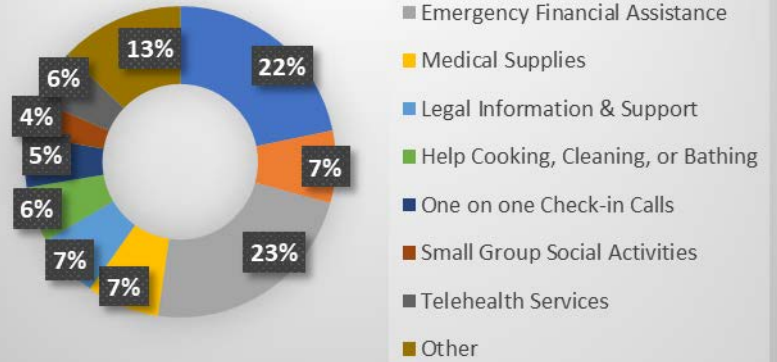


Number of Referrals Sent to Each Action Team as of 7/6



| Action Team | Assistance Categories  |
|-------------|--|
| NV-CAN-ADRC | <ul style="list-style-type: none"> <li>Emergency financial assistance</li> <li>Legal information and support</li> <li>Help cooking, cleaning, or bathing</li> <li>Other</li> </ul> |
| NV-CAN-FMAT | <ul style="list-style-type: none"> <li>Food</li> <li>Prescription Medicine</li> <li>Medical Supplies</li> </ul>  |
| NV-CAN-SSAT | <ul style="list-style-type: none"> <li>One on One Check in calls</li> <li>Small group social activities</li> </ul>   |
| NV-CAN-THAT | <ul style="list-style-type: none"> <li>Telehealth Services</li> </ul>  |

Percentage of Requests Received by Category as of 7/5



Total Number of Individual Requests Submitted by City/Town from 6/29 to 7/5

