



Nevada CAN Weekly Progress Report

WEB DATA: 8/2/20

REPORT DATE: 8/5/20

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

REFERRAL NUMBERS

- 1,236 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and August 2nd:
 - 505 forms submitted between March 31st & 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
 - 57 forms submitted between July 27th & August 2nd
- Out of the 1,236 forms, 118 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 39 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 39 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”.
- 1,233 out of the 1,236 requests were triaged and/or addressed by the action teams as of August 3rd.
- 1,124 requests have come in from the major cities and 107 from the rural areas (5 out of state).
- From the 1,233 request forms that were triaged as of August 3rd, 1,944 referrals for service 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 4 for breakdown*).
- Most requested assistance categories selected by individuals filling out the online form between March 31st and August 2nd (*see page 4 for additional percentage breakdown*):
 - Emergency Financial Assistance – selected 689 times
 - Food – selected 612 times

Emergency Financial Assistance was the most requested service over the last 12 weeks.

- Average age of individuals who completed the online request form between March 31st and August 2nd is 59.

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- **Response time breakdown for requests received between July 1st and July 31st:**
 - 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 – 6 day
 - THAT – Same day
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 6 days
 - FMAT – 8 days
 - SSAT – 6 days
 - THAT – 2 days

VOLUNTEER & DONATION NUMBERS

- 332 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and August 2nd:
 - 234 forms submitted between March 31st & 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
 - 5 forms submitted between July 27th & August 2nd
- Out of the 332 forms, 315 unduplicated volunteer requests were triaged as of August 2nd
 - 300 volunteers have expressed interest in delivering food and supplies
 - 216 volunteers have expressed interest in providing social support services
- No donations were collected between July 27th and August 2nd.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of July 31st, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 124,439 meals in Southern Nevada after operating for 19 weeks, and a total of about 23,739 meals in Northern Nevada after operating for 13 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Ms. Walk, 50 year old female, Southern Nevada

On 7/22/2020, the FMAT team received a Nevada CAN referral from Ms. Walk requesting food and other services. Ms. Walk reported that her unemployment was pending and requested immediate assistance. Her assigned case manager provided contact information to the Book Pantry in Las Vegas, Nevada and for SNAP. During her follow-up call, Ms. Walk reported that the Department of Welfare and Supportive Services approved her SNAP application and she had received her EBT card in the mail. Ms. Walk was happy to receive EBT card and information about the food bank.

Social Support Action Team

Julie, 71 year old female, Southern Nevada

Julie moved to Pahrump from Iowa where she had an assigned case worker and a wonderfully satisfying social, safe, friendly, and happy, apartment community. The heat and dryness of the desert, lack of nearby neighbors, and difficult relationship with her son contributed to significant unhappiness. COVID-19 led to loss of regular transportation, her church closing, even less socialization, and difficulty shopping. Once Julie and her Volunteer—Deborah Goodwin—started to have a relationship, she seemed more cheerful having someone to listen to her. Deborah was able to help coordinate services through Nevada Care Connection for scheduled transportation, medical providers, builders for a ramp she needs in her home, financial assistance, and local movers for an upcoming move. Helping Julie see some of the positive things around her seemed to help her with her medical issue, frustrations, and hope for the future.

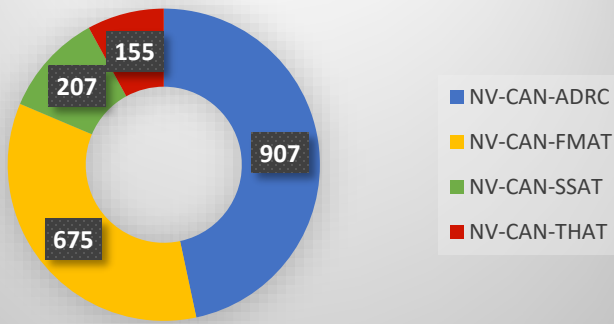
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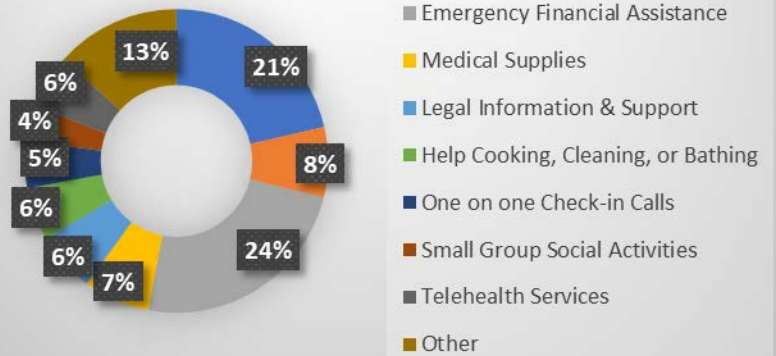


Number of Referrals Sent to Each Action Team as of 8/2



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 8/2



Total Number of Individual Requests Submitted by City/Town from 7/27 to 8/2

