



Nevada CAN Weekly Progress Report

WEB DATA: 8/30/20

REPORT DATE: 9/2/20

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

REFERRAL NUMBERS

- 1,457 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and August 30th:
 - 718 forms submitted between March 31st & 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
 - 52 forms submitted between August 3rd & August 9th
 - 45 forms submitted between August 10th & August 16th
 - 61 forms submitted between August 17th & August 23rd
 - 63 forms submitted between August 24th & August 30th
- Out of the 1,457 forms, 144 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.
 - 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 1,457 requests were triaged and/or addressed by the action teams as of August 31st.
- 1,329 requests have come in from the major cities and 120 from the rural areas (8 out of state).
- From the 1,457 request forms that were triaged as of August 31st, 2,290 referrals for service have been sent to the Aging and Disability Regional Centers (ADRC), 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 30th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 812 times
 - Food – selected 708 times

Emergency Financial Assistance was the most requested service for the past 16 weeks.

- Average age of individuals who completed the online request form between March 31st and August 30th is 58.

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- **Response time breakdown for requests received between August 1st and August 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 – 2 days
 - FMAT – 2 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 – 6 days
 - FMAT – 7 days
 - SSAT – 5 days
 - THAT – 1 day

VOLUNTEER & DONATION NUMBERS

- 337 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and August 30th:
 - 317 forms submitted between March 31st & 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
 - 2 forms submitted between August 3rd & August 5th
 - *0 forms submitted between August 6th & August 9th
 - 1 form submitted between August 10th & August 16th
 - 2 forms submitted between August 17th & August 23rd
 - No forms submitted between August 24th & August 30th
- Out of the 337 forms, 320 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 220 volunteers have expressed interest in providing social support services

Please Note: As of August 5, 2020, volunteers that are interested in providing non-contact delivery services are being directed to the United Way website to sign-up for delivery shifts for Delivering with Dignity. Volunteers interested in Social Support can still fill-out a volunteer interest form on the Nevada CAN website, which is now routed directly to the Social Support Action Team email.

- No donations were collected between August 24th and August 30th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of August 28th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 153,585 meals in Southern Nevada after operating for 23 weeks, and a total of about 29,013 meals in Northern Nevada after operating for 17 weeks.
- The NEST Collaborative (aka the Social Support Action Team) student interns from CHS 494 and GERO 499 courses at the University of Nevada, Reno conducted a total of **1,064** outreach calls on behalf of the NEST Collaborative within the following sectors:
 - Long-Term Care
 - Primary Care
 - Acute Care
 - Veterans' Care
 - Community Service Organizations
 - Faith-Based Communities
 - Education

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

Mr. Thomas, 61 year old, male, Southern Nevada

On 8/18/2020, a case manager received a referral from the NV CAN website for Mr. Thomas. The case manager contacted Mr. Thomas to complete an assessment. Mr. Thomas requested emergency financial assistance and food. The case manager provided contact information for Jewish Family Services and Economic Opportunity Board. Mr. Thomas reported that he was able to sign-up for Jewish Family Services drive-thru pantry for groceries. He submitted an application to the Economic Opportunity Board and passed the pre-screening to receive financial assistance for his rent and utilities.

From the Social Support Action Team

Volunteer, NEST Collaborative

A NEST volunteer is happy to report that based on the discussion in their weekly Volunteer Cohort Huddle, they were able to identify that one of their program participants shared a common interest with a participant who is being served by a different volunteer in their Cohort. Both volunteers were able to connect those two individuals (with their expressed desire and permission). As a result, the two participants have built a new relationship which shows that the NEST Collaborative is making impacts on social support even outside of their established programs.

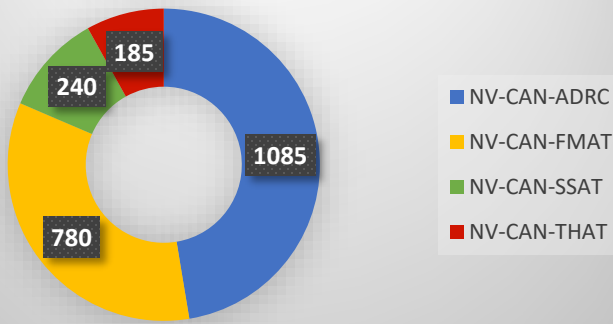
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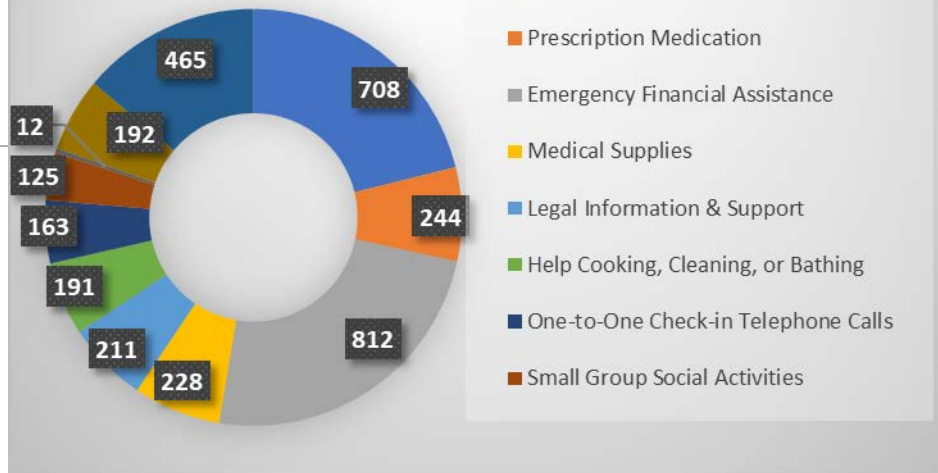


Number of Referrals Sent to Each Action Team as of 8/31



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-To-One Check-In Telephone Calls Small Group Social Activities Telephone-Based Assistance Using Technology
NV-CAN-THAT	<ul style="list-style-type: none"> Telehealth Services

Number of Requests Received by Category as of 8/30



Total Number of Individual Requests Submitted by City/Town from 8/24 to 8/30

