

Nevada CAN Weekly Progress Report

WEB DATA: 9/27/20

REPORT DATE: 9/29/20



REFERRAL NUMBERS

- 1,640 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and September 27th:
 - 1,036 forms submitted between March 31st & 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
 - 59 forms submitted between August 31st & September 6th
 - 35 forms submitted between September 7th & September 13th
 - 50 forms submitted between September 14th & September 20th
 - 39 forms submitted between September 21st & September 27th
- Out of the 1,640 forms, 168 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 47 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to submit an additional form for the same service(s).
 - Reasons why 47 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 1,640 requests were triaged and/or addressed by the action teams as of September 28th.
- 1,501 requests have come in from the major cities and 130 from the rural areas (9 out of state).
- From the 1,640 request forms that were triaged as of September 28th, 2,557 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 September 27th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 923 times
 - Food – selected 794 times

Emergency Financial Assistance was the most requested service for the past 20 weeks.

- Average age of individuals who completed the online request form between March 31st and September 27th is 58.

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- **Response time breakdown for requests received between September 1st and September 28th:**
 - 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 – 1 day
 - FMAT – 1 day
 - SSAT – 1 day
 - THAT – 5 days
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 5 days
 - FMAT – 6 days
 - SSAT – 6 days
 - THAT – less than 1 day

VOLUNTEER & DONATION NUMBERS

- 344 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and September 20th:
 - 332 forms submitted between March 31st & August 2nd
 - 2 forms submitted between August 3rd & August 5th
 - No 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
 - 4 forms submitted between August 31st & September 6th
 - 1 form submitted between September 7th & September 13th
 - 1 form submitted between September 14th & September 20th
 - 1 form submitted between September 21st & September 27th
- Out of the 344 forms, 327 unduplicated volunteer requests.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 227 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 September 21st and September 27th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of September 25th, the Food and Medication Action Team (FMAT) reports that Delivering with Dignity delivered a total of 174,667 meals in Southern Nevada after operating for 27 weeks, and a total of about 33,991 meals in Northern Nevada after operating for 21 weeks.
- The NEST Collaborative (aka Social Support Action Team) reports having officially launched their new TECH Assistance Program this week. The NEST Collaborative successfully trained their first TECH Assistance Volunteer and have assigned the volunteer to assist NEST program participants who have requested assistance using technology. Another TECH Assistance Volunteer is scheduled to be trained within the next couple of weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team (FMAT)

Ms. Gonzalez, 45 years old, Southern Nevada

On 9/21/2020, a case manager received a Nevada CAN referral for Ms. Gonzalez requesting food. Ms. Gonzales reported limited income and no support. The case manager provided her with the contact number for Hope for the City. During a recent follow-up call, Ms. Gonzalez reported receiving a food box from Hope for the City and expressed how thankful she was for the food and immediate help from the Nevada Care Connection Resource Center.

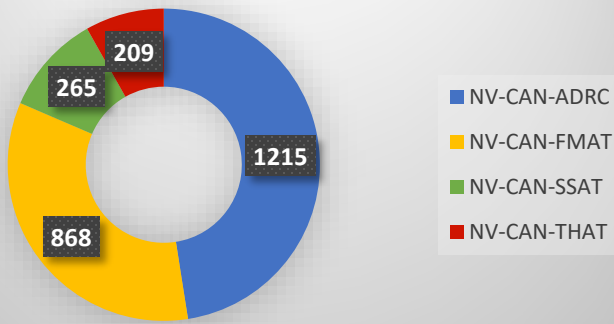
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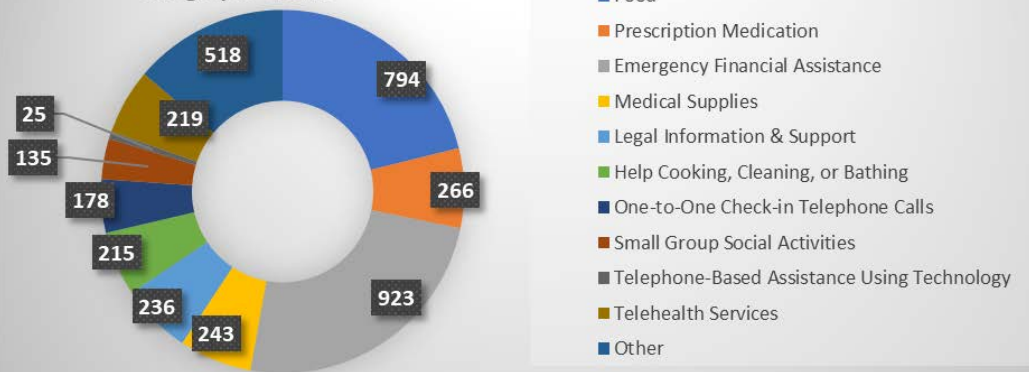


Number of Referrals Sent to Each Action Team as of 9/28



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 9/27



Total Number of Individual Requests Submitted by City/Town from 9/21 to 9/27

