

Nevada CAN Weekly Progress Report

WEB DATA: 12/1/2020

REPORT DATE: 12/4/2020



REFERRAL NUMBERS

- 2,061 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and November 30th:
 - 1,391 forms submitted between March 31st & 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
 - 37 forms submitted between September 28th & October 4th
 - 44 forms submitted between October 5th & October 11th
 - 61 forms submitted between October 12th & October 18th
 - 48 forms submitted between October 18th & October 25th
 - 37 forms submitted between October 26th & October 31st
 - 194 forms submitted between November 1st & November 30th
- Out of the 2,061 forms, 207 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 65 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 65 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”.
- Out of the 2,061 requests received between October 26th and November 30th – 2,039 requests were triaged and/or addressed by the action teams as of December 1st.
- 1,881 requests have come in from the major cities and 166 from the rural areas (14 out of state).
- From the 2,039 request forms that were triaged as of December 1st – 3,112 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 3 for breakdown*).
- Most requested assistance categories selected by individuals filling out the online form between March 31st and November 30th (*see page 3 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 1,181 times
 - Food – selected 980 times

Emergency Financial Assistance was the most requested service for the past 29 weeks.

- Average age of individuals who completed the online request form between March 31st and November 30th is 56.

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- **Response time breakdown for requests received between October 26th and November 30th:**
 - Average number of days consumers had to wait for their requests to be triaged and sent to the action teams – 1 day
 - Average number of days it took for the action teams to contact the consumer after the triage team sent the referral:
 - ADRC – 8 days
 - FMAT – 7 days
 - SSAT – 2 days
 - THAT – 3 days
 - Average number of days it took for the consumer to receive a service after being contacted by the action team:
 - ADRC – 4 days
 - FMAT – 5 days
 - SSAT – 7 days
 - THAT – less than 1 day

NOTABLE INFO FROM TEAM COORDINATORS

- As of December 4th, the Food and Medication Action Team (FMAT) reports that Delivering with Dignity delivered a total of 230,846 meals in Southern Nevada after operating for 37 weeks, and a total of about 49,635 meals in Northern Nevada after operating for 32 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team (FMAT)

Mr. Rifkin, 64 years old, Southern Nevada

On 10/28/2020, a case manager received a NV CAN referral from Mr. Rifkin requesting food. Mr. Rifkin reported losing his job due to the COVID-19 pandemic. He reported no family, friend, or agency support to help with food. The case manager submitted a referral to Delivering with Dignity to provide nutritious meals once a week. The case manager also completed a SNAP application to help Mr. Rifkin with monthly food purchases. During a recent follow up call, Mr. Rifkin reported that he is receiving SNAP benefits and weekly meals from Delivering with Dignity. He also expressed that he is very appreciative to everyone who helped him get food.

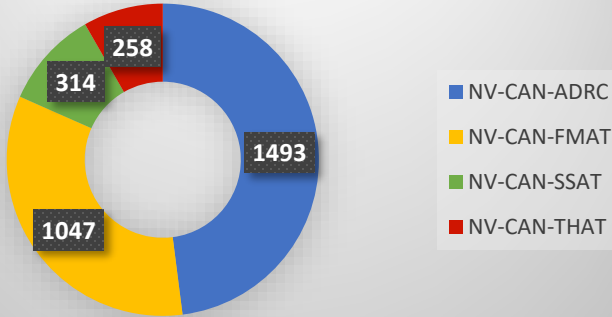


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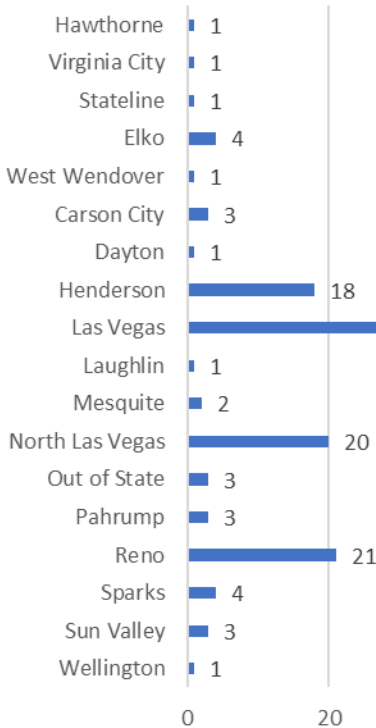
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Number of Referrals Sent to Each Action Team as of 12/1



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

Total Number of Individual Requests Submitted by City/Town from 10/26 to 11/30



Number of Requests Received by Category as of 11/30

