



Nevada CAN Weekly Progress Report

WEB DATA: 8/9/20

REPORT DATE: 8/12/20

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

REFERRAL NUMBERS

- 1,288 “Request for Assistance” forms were submitted through the 211 – Nevada CAN website between March 31st and August 9th:
 - 590 forms submitted between March 31st & 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
 - 52 forms submitted between August 3rd & August 9th
- Out of the 1,288 forms, 123 of the forms were submitted by previous 211-Nevada CAN consumers who returned to the site to request additional services, and 41 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 41 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”.
- 1,286 out of the 1,288 requests were triaged and/or addressed by the action teams as of August 10th.
- 1,172 requests have come in from the major cities and 109 from the rural areas (7 out of state).
- From the 1,288 request forms that were triaged as of August 10th, 2,035 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 9th (*see page 4 for additional breakdown of categories*):
 - Emergency Financial Assistance – selected 721 times
 - Food – selected 639 times

Emergency Financial Assistance was the most requested service for the past 13 weeks.

- Average age of individuals who completed the online request form between March 31st and August 9th is 59.

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- **Response time breakdown for requests received between July 1st and August 10th:**
 - 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 – 8 days
 - FMAT – 9 days
 - SSAT – 7 days
 - THAT – 2 days

VOLUNTEER & DONATION NUMBERS

- 334 “Request to Volunteer” forms were submitted through the 211 – Nevada CAN website between March 31st and August 9th:
 - 296 forms submitted between March 31st & 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
 - 2 forms submitted between August 3rd & August 5th
- Out of the 334 forms, 317 unduplicated volunteer requests were triaged as of August 5th.
 - 302 volunteers have expressed interest in delivering food and supplies
 - 217 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 3rd and August 9th.

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NOTABLE INFO FROM TEAM COORDINATORS

- As of August 5th, the Nevada CAN “Request for Assistance” webform has been updated to include an option for “Telephone-based assistance using technology”, which is a service that will now be provided by the NEST Collaborative (aka the Social Support Action Team).
 - Examples of this service include assisting consumers with online grocery orders, assisting with technology for telehealth appointments, connecting with online programs offered through Nevada’s Aging Services Network, etc.
- As of August 7th, the Food and Medication Action Team reports that Delivering with Dignity has delivered a total of 134,063 meals in Southern Nevada after operating for 20 weeks, and a total of about 25,198 meals in Northern Nevada after operating for 14 weeks.

RECENT TESTIMONIALS/SUCCESS STORIES

From the Food and Medication Action Team

41 year-old female, Southern Nevada

On 7/22/2020, a case manager received a referral from the Nevada CAN website for a female who lives in Southern Nevada. The case manager contacted the client to complete an assessment. The client reported frequent abuse from her significant other and expressed immediate need for housing. She is the only provider to her three children that have physical and cognitive disabilities. The case manager discussed housing options and provided contact information for HopeLink and Family Promise. Hopelink provided hotel vouchers for temporary shelter away from her significant other. The client reported having an upcoming job interview and is working with Family Promise to obtain permanent housing.

Social Support Action Team

A NEST Collaborative Program Participant, who regularly attends counseling, reported that her counselor believes the PEER Group she attends weekly is a positive force in her life. The counselor is now working with one of the NEST Volunteer Guides to get more of her clients connected with NEST Collaborative programs after seeing the beneficial impact they have had!

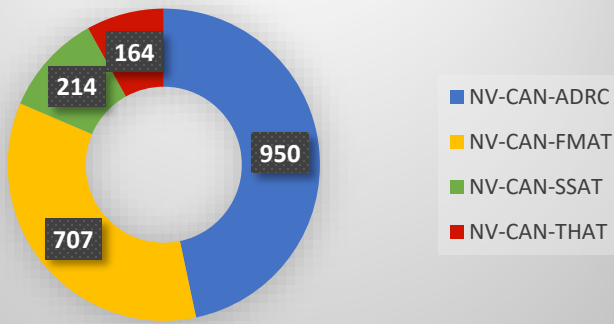
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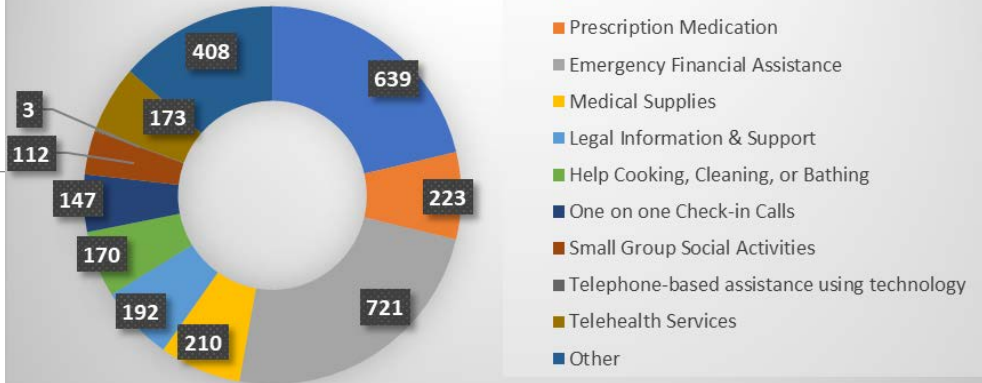


Number of Referrals Sent to Each Action Team as of 8/10



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 Telephone-based assistance using technology
NV-CAN-THAT	<ul style="list-style-type: none"> Telehealth Services

Number of Requests Received by Category as of 8/9



Total Number of Individual Requests Submitted by City/Town from 8/3 to 8/9

