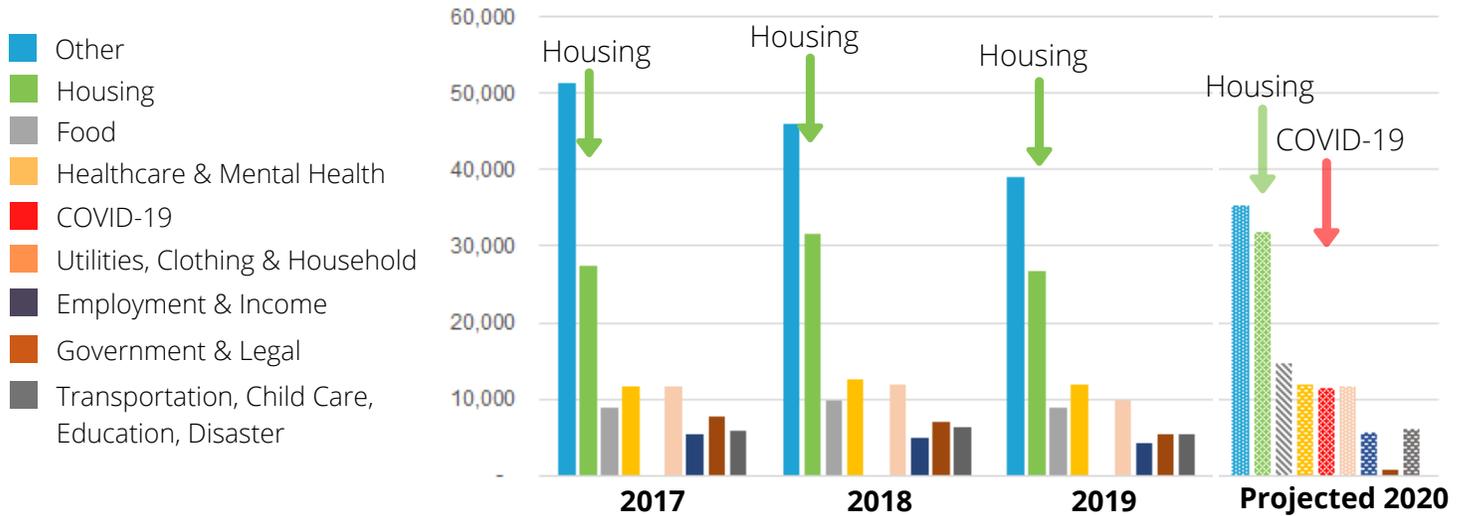


# HOW HAVE THE CALLS CHANGED FOR NEVADA 2-1-1 SINCE COVID-19?

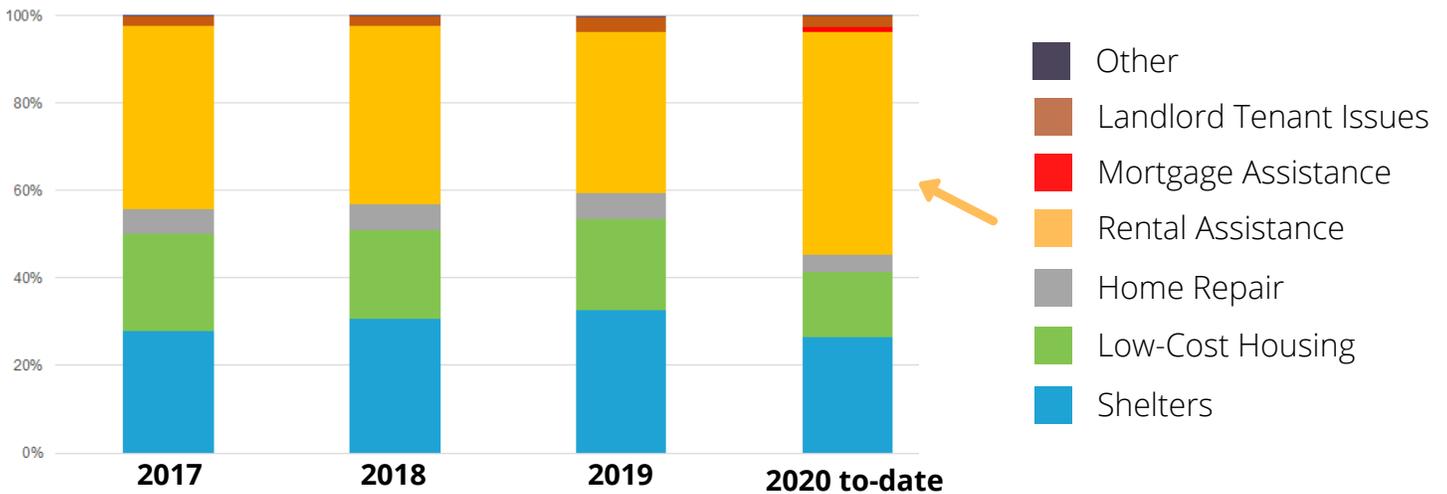
Nevada 2-1-1 is a program by Nevada Health & Human Services to connect Nevadans with the resources and services they need. The data below was obtained through 2-1-1 Counts (<https://211counts.org/>) through April 14, 2020. Nevada 2-1-1 handles approximately 100,000 calls per year (over 120,000 requests for information).

Housing consistently ranks #1 for all categories of the top requests that can be classified. COVID-19 tracking started in March and includes calls specific to COVID-19, like testing for example. 2-1-1 Counts does not track the calls that are related to COVID-19; however, manual counts by Nevada 2-1-1 show that about half of the calls received during the week are COVID-19 related. Since COVID-19, the percentage of requests for rental assistance outpaces all other housing related service requests.

## Nevada 2-1-1 Percentage of Requests for All Categories\*



## Nevada 2-1-1 Housing Related Service Requests\*



\*Data obtained from 2-1-1 Counts. Graphics and projections from the Guinn Center.

