

211 Planning Grant  
Application to the Healthy Nevada Funds  
Executive Summary

United Way of Southern Nevada, on behalf of the Nevada 2-1-1 Statewide Coalition, is requesting support for the development and implementation of the Nevada 2-1-1 Project to create a hassle-free single telephone point of access overlay to the existing community health and social services information and referral programs. Standard 10-digit, 1-800, and local 7-digit access numbers will be replaced with one easy-to-remember phone number.

This single point of contact will simplify access for persons with disabilities to government and non-profit community services and resources by eliminating the need to struggle with hundreds of telephone listings attempting to find the "right" phone number for the "right" service needed. 2-1-1 is a proven concept. The Atlanta, Georgia metropolitan area was the first to implement the project begin and now it is being developed in more than 30 locations including Arizona, Texas, and Wisconsin. More than 33 million Americans have access to health and human service information by calling 2-1-1. The 2-1-1 project will be supported and complemented by an integrated internet web of duplicate information that both professionals and consumers can access.

In 2003, a statewide coalition of state and local government, non-profit organizations, businesses and telephone companies began meeting with a common goal of bringing 2-1-1 to Nevada. Coalition members include: United Way of Southern Nevada, United Way of Northern Nevada and the Sierras, United Way of the Great Basin, United Way of the Colorado River Region, United Way of the Pioneer Territory, Nevada Division for Aging Services, Nevada Department of Human Resources, State of Nevada Telecommunications, and the University of Nevada, Reno Sanford Center for Aging. Local government representation includes Washoe County Senior Services and Clark County Social Services. Nonprofits participating include HELP of Southern Nevada, Nevada Public Health Foundation, the Nevada Disability and Advocacy Law Center, Economic Opportunity Board, and Crisis Call Center. Businesses participating to date include Sprint, Sierra Pacific Power Company/Nevada Power, Nevada Telephone Association and SBC (Nevada Bell Telephone).

Project accomplishments will be documented by adherence to a business plan currently being created for this project. The business plan will identify a specific progression to the ultimate outcome of a functional statewide 2-1-1 call center.

- Continue developing the coalition membership
- Create standardized criteria for certification of 2 regional call centers (Clark County and Washoe County)
- Create a workable framework to ensure that rural resources and expertise is incorporated into the regional call centers and affiliate specialists
- Determine methods to track calls, needs and demographics
- Market the 2-1-1 system throughout the state

United Way of Southern Nevada, on behalf of the Nevada 2-1-1 Statewide Coalition is requesting \$77,035 in Year 1 and \$69,475 in Year 2 to fund the planning effort for an effective 2-1-1 project in Nevada. This money compliments a \$20,000 grant from United Way of America which was given to United Way of Southern Nevada to jumpstart planning.

EXHIBIT D2 Disabilities

Document consists of 1 page.



Entire document provided.



Due to size limitations, pages \_\_\_\_\_ provided. A copy of the complete document is available through the Research Library (775/684-6827) or e-mail [library@lcb.state.nv.us](mailto:library@lcb.state.nv.us).

Meeting Date 3/29/04