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## **Nevada 2-1-1 Reports Successful Call Center Switch**

**Training and transition have been smooth for service that connects Nevadans with health and human services info**

**Carson City, NV** — The Nevada 2-1-1 hotline switched to a new call center provider this summer and reports that the transition has been smooth.

A new state contract began July 1 with Financial Guidance Center (FGC) to operate the new 2-1-1 call center. Nevada law requires maintenance of a statewide information and referral system known as 2-1-1 where the public can access information on health and human services.

Nevada 2-1-1 provides information about vital health and human service programs that are available throughout the state. This includes information about basic needs, physical and mental health, financial stability, assistance for disabled or elderly persons, support for children and families and support during disasters.

FGC, also known as Consumer Credit Counseling Services, began offering consumer debt repayment and financial education and services 43 years ago. Since that time, FGC has expanded to offer consumers a comprehensive array of financial, housing, education and asset development programs.

“Financial Guidance Center is excited to continue the Nevada 2-1-1 program and to have been provided the opportunity to enhance this service that is vital to so many Nevadans,” said Michele Johnson, president and CEO of FGC. “Few may understand the dramatic benefit that can be afforded Nevada residents through a simple phone call that connects the caller with vital resources needed to better their lives and that of their family.”

The 16 full-time employees of the Nevada 2-1-1 call center in Las Vegas underwent two weeks of training that included communication and listening skills; utilizing the national

Alliance of Information and Referral Systems standards; working with people in crisis; assisting special populations; disaster response; and stress management.

Partnerships have been critical to establishing Nevada 2-1-1 over the past nine years, according to program coordinator Jennifer White.

“Nevada 2-1-1 wouldn’t be where it is today without organizations such as HELP of Southern Nevada, Crisis Call Center, the United Way and other community partners,” White said. “The people behind these organizations have been dedicated to 2-1-1 from its inception, contributing resources, time, and energy towards establishing the statewide information and referral resource system. They believed in the vision of Nevada 2-1-1 long before it became a reality.”

For more program information, visit [www.Nevada211.org](http://www.Nevada211.org) or <http://dhhs.nv.gov/Programs/Grants/Programs/2-1-1/2-1-1/>.

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