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*Governor*



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*Director*

# State of Nevada Department of Health and Human Services

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## Nevada COVID-19 Aging Network (Nevada CAN)

Aging and Disability Services Division

Dena Schmidt, Administrator



9/1/2020

*Helping people. It's who we are and what we do.*



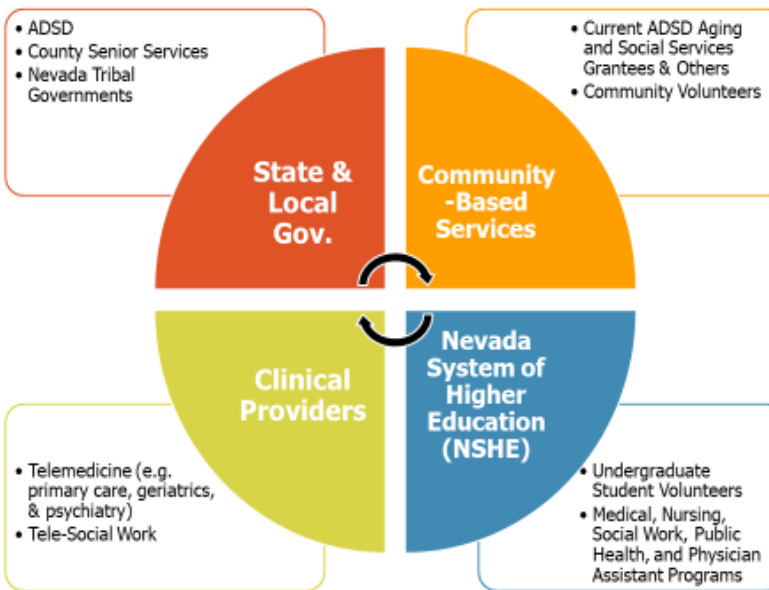
# Agenda

1. Nevada CAN Services
2. Service needs for older adults
3. Home delivered meals update
4. Social isolation outreach
5. Acronyms

# What is Nevada CAN?

## What is Nevada CAN?

The Nevada COVID-19 Aging Network (Nevada CAN) rapid response effort is a statewide, inter-organizational collaboration of many aging services organizations, led by the Nevada Aging and Disability Services Division (ADSD).



## NEVADA CAN: Nevada COVID-19 Aging Network

Nevada CAN is focused on maintaining the quality of life for the 454,221 homebound elders in Nevada. Keeping elders safe from exposure to the virus, while ensuring they are well-supplied, have access to medical and social services, and remain free from isolation is our top priority.

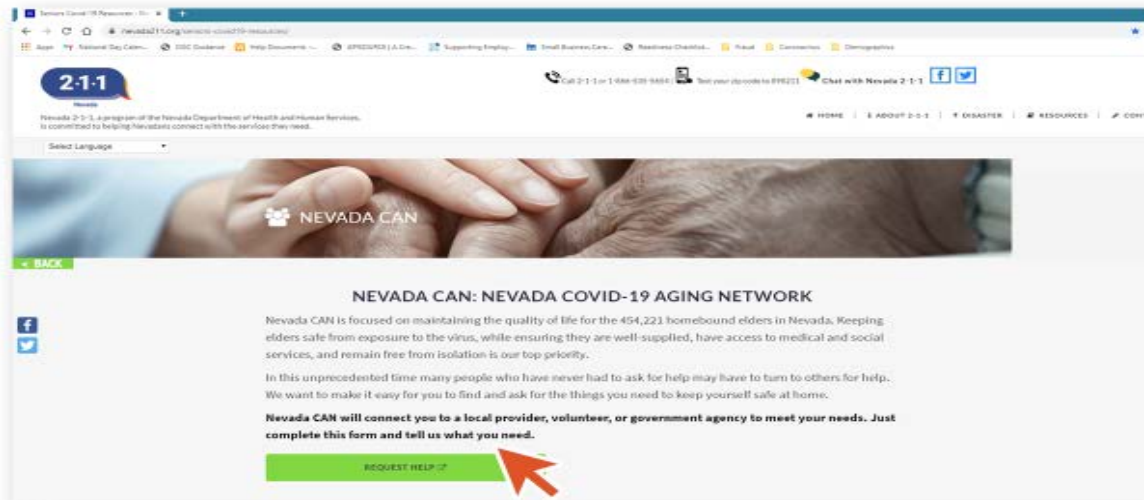
# Our Goal



# How to access services?

- Dial 2-1-1 or 1-866-535-5654
- Text your zip code to 898211
- Go to [www.nevada211.org](http://www.nevada211.org)

## How Can I Request Help?



The screenshot shows the Nevada 2-1-1 website. At the top, there's a navigation bar with links like 'HOME', 'ABOUT 2-1-1', 'DISASTER', 'RESOURCES', and 'CONTACT'. Below the navigation bar, there's a large image of hands holding each other, with the text 'NEVADA CAN' overlaid. To the left of the image is a '2-1-1' logo. Below the image, there's a section titled 'NEVADA CAN: NEVADA COVID-19 AGING NETWORK'. The text in this section describes the network's focus on maintaining the quality of life for homebound elders in Nevada. At the bottom of this section, there's a green button labeled 'REQUEST HELP ??' with a red arrow pointing to it.



# Action Teams

- Tele-Medicine Action Team (THAT)
- Social Support Action Team (SSAT)
- Food and Medication Action Team (FMAT)



# Nevadans Ensuring Supports Together (NEST) Collaborative addressing social isolation in Nevada

Dr. Jennifer Carson, University of Nevada, Reno (UNR) School of Community Health Sciences' (CHS) Dementia Engagement, Education and Research (DEER) Program

11 UNR students as interns for the NEST Collaborative with a focus on sector-specific outreach that will result in over 1,300 hours of direct contact with potential program participants and volunteers

- Collaboration with Long Term Care Ombudsman to expand the reach into long term care communities
- Targeted outreach to veteran community
- Building collaboration with community organizations to expand social support opportunities to individuals with disabilities

NEST programs

- One on one check in calls
- Group calls
- Technical assistance
- Volunteer mobilization





# Success Stories

## From the Social Support Action Team:

- Seventy-six-year-old male, from Southern Nevada suffered a stroke in July. He and his wife have no family in town. The police department was performing wellness checks on them but stopped providing that service due to the COVID-19 pandemic. He signed up to receive the one-on-one calls to have someone check in on them and make sure their needs were met.

## Social Support Action Team & Telehealth Action Team

- Sixty-year-old female, called needing food, medical telehealth, emergency financial assistance, help with cooking, cleaning, and yard work. We were able to do an online application for Supplemental Nutrition Assistance Program (SNAP), she was able to provide pictures of her documents and send them via email. We also completed an Energy Assistance Program (EAP) application in which she would only have to go in to sign the application by curbside service. Helping Hands of North Las Vegas which does home maintenance assistance for the elderly and disabled were set up to maintain yard work. She called back stating how grateful she was for the assistance.







# Telehealth Action Team

## Telehealth Services

- Geriatric Assessments
- Counseling services
- Psychiatry
- Social Work – assessment and case management

UNR-UNLV primary care provider training through project ECHO.

Mobilizing tablets to individuals – delivered by volunteer nursing and medical students





# Food and Medication Action Team

- Partnerships
  - 6 community partners working together
- Collaboration
  - Emergency support for partners
  - Shared resources
- Outcomes
  - 2-day average time to receive services
  - 203 new volunteers
  - More than 100,000 meals delivered



# Food and Medication Action Team (Cont'd)

## **Ms. Hill, 57-year-old female, Southern Nevada**

On 07/06/2020, case manager received a referral from the Nevada CAN website for a Ms. Hill requesting affordable housing. The case manager contacted Ms. Hill to complete an assessment. Ms. Hill reports most of her income goes towards medical costs, transportation, and food. The case manager provided contact information to Nevada Hand, Southern Nevada Regional Housing Authority and Rome apartments for housing applications. Since receiving the information, Ms. Hill reported application approved for the Rome apartments and will move into new place this month.

## **Mr. Borg, 51 years old, Southern Nevada**

The FMAT received a referral from the Nevada CAN website from Mr. Borg requesting emergency funds for his monthly rent. Mr. Borg reported inability to pay rent due to limited income and personal issues. Case manager, Krystal Ellison-Smith, completed an assessment to determine which programs would help him financially and immediately. She connected him to the Salvation Army to complete an application for financial assistance. Mr. Borg confirmed with Krystal that he received emergency funds. In addition to the emergency funds, he reported Salvation Army is helping him with additional services to help him remain independent in his own home.

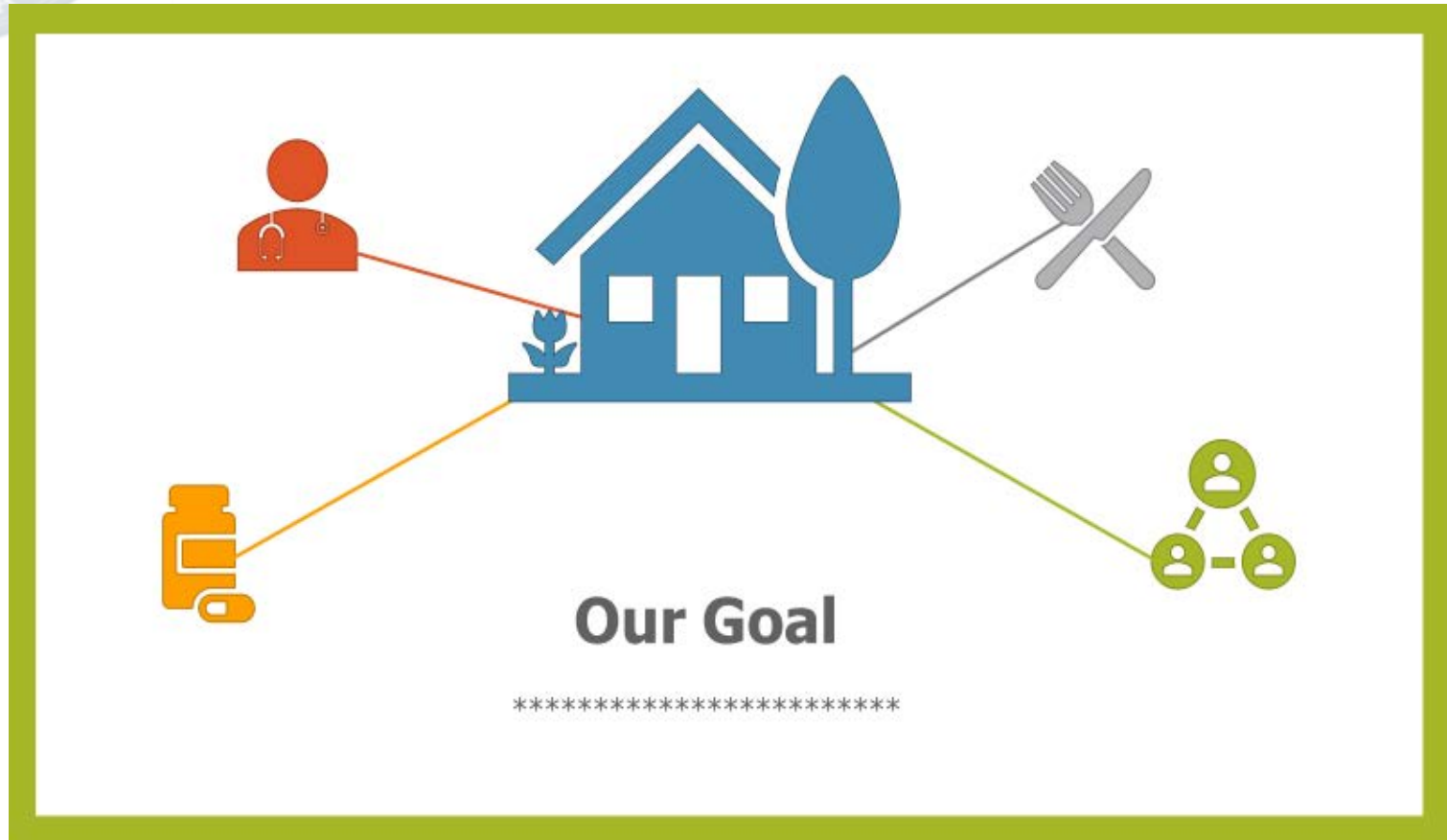




# What happens next?

- Nevada CAN transition planning
- Nevada Care Connection
- Expansion of Delivering with Dignity
- Hospital to Home expansion and collaborations
- Telemedicine provider training expansion
- NEST Collaborative expansion

# Our Goal for Success





# Questions?





# Contact Information

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Administrator

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775-687-0515

[www.adsd.nv.gov](http://www.adsd.nv.gov)





# Acronyms

- **ADSD** - Nevada Aging and Disability Services Division
- **CHS** – Community Health Sciences’
- **COAT** - Communications and Outreach Action Team
- **COVID-19** - Coronavirus
- **DEER** – Dementia Engagement, Education and Research
- **EAP** – Energy Assistance Program
- **FMAT** - Food and Medication Action Team
- **Nevada CAN** – Nevada COVID-19 Aging Network
- **SNAP** - Supplemental Nutrition Assistance Program
- **SSAT** - Social Support Action Team
- **THAT** - Telehealth Action Team
- **UNLV** – University of Nevada, Las Vegas
- **UNR** – University of Nevada, Reno