

Steve Sisolak  
Governor

Richard Whitley, MS  
Director



# DEPARTMENT OF HEALTH AND HUMAN SERVICES

AGING AND DISABILITY SERVICES DIVISION  
*Helping people. It's who we are and what we do.*



Dena Schmidt  
Administrator

---

## Memorandum

DATE: July 25, 2022

TO: Fran Almaraz, President, Nevada Silver Haired Legislative Forum

THROUGH: Richard Whitley, Director, Nevada Department of Health and Human Services  
Dena Schmidt, Administrator, Aging and Disability Services Division, Nevada Department of Health and Human Services

FROM: Cheyenne Pasquale, Planning Chief, Aging and Disability Services Division, Nevada Department of Health and Human Services

SUBJECT: Follow-up to the Nevada Silver Haired Legislative Forum on July 14<sup>th</sup>, 2022

---

On July 14<sup>th</sup>, 2022, Aging and Disability Services Division presented the "Nevada No Wrong Door System" to the Nevada Silver Haired Legislative Forum. Please see the responses below as follow up to the questions from the Nevada Silver Haired Legislative Forum:

### **Can you provide additional information on the defined regions and summary of positions for Regional Coordinators?**

- **Regional Coordinator Position Summary:** Regional Coordinators serve as a liaison between the community, healthcare partners, and state agencies. Focus on community partnerships and development of budget and policy recommendations from a public health perspective. Work with community stakeholders including community providers, healthcare providers, family and peer advocates and others to coordinate resources and education across regions.
- **Regions:** ADSD is going to start this initiative with 3 Regional Coordinators based on available funding, with the goal of growing to a team of 5 Coordinators over time. The ADSD is working with our advocacy groups to determine the 3 initial regions that will be defined.

### **When was Nevada 211 was established?**

- Nevada 211 was established through law in 2005.

### **Lucille Adin – Asked question regarding a friend experiencing care deficiencies in group home and wanted resources to provide assistance.**

- The Long-Term Care Ombudsman program receives and investigates complaints on behalf of residents. To report concerns in long-term care facilities, please contact the LTCOP Helpline at 1-888-282-1155 or complete the complaint form: [https://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/Inquiry/Complaint\\_Form/](https://adsd.nv.gov/Programs/Seniors/LTCOmbudsman/Inquiry/Complaint_Form/)