

BRIAN SANDOVAL
Governor



RICHARD WHITLEY, MS
Director

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIRECTOR'S OFFICE

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September 30, 2017

Mr. Richard Combs
Director, Legislative Council Bureau
401 South Carson Street
Carson City, Nevada 89701

Dear Mr. Combs:

The SFY17 Annual Report submitted by the Office of Community Partnerships and Grants (OCPG) of the Department of Health and Human Services (DHHS) satisfies the requirements of multiple Nevada Revised Statutes (NRS).

- Chapter 430A Section 200 requires the DHHS Director to provide an annual written report to the Interim Finance Committee with regards to the operation of the Family Resource Centers.
- Chapter 432 Section 133 requires that the DHHS Director report to each regular session of the Legislature regarding grants under the Children's Trust Account.
- Chapter 439 Section 630 requires the DHHS Director to submit an annual report to the Governor, Interim Finance Committee, the Legislative Committee on Health Care and any other committees or commissions the Director deems appropriate.
- Chapter 458A Section 090 requires the DHHS Director to submit an annual report to the Director of the Legislative Counsel Bureau.

If you have any questions concerning the OCPG Annual Report, please contact me at (775) 684-4001 or via e-mail at crsmith@dhhs.nv.gov.

Sincerely,

Cindy Smith, Chief
Office of Community Partnerships and Grants

Enclosure

cc: Patrick Cates, Director, Department of Administration
Michael Willden, Chief of Staff, Governor Brian Sandoval's Office
Richard Whitley, Director, Department of Health and Human Services

*Nevada Department of Health and Human Services
Helping People – It's Who We Are And What We Do*



NEVADA DEPARTMENT of HEALTH and HUMAN SERVICES

Helping People — It's who we are and what we do

Office of Community Partnerships and Grants Annual Report State Fiscal Year 2017 *July 1, 2016—June 30, 2017*

Brian Sandoval, Governor
Richard Whitley, Director

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

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INTRODUCTION

This report is submitted in accordance with the following Nevada Revised Statutes.

NRS 430A, Section 200, Family Resource Centers

NRS 432, Section 133, Children's Trust Fund

NRS 217, Section 500, Contingency Account for Victims of Human Trafficking

NRS 439, Section 630, Fund for a Healthy Nevada

NRS 458A, Section 090, Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling

The report is assembled as follows.

Section 1 lists the advisory bodies and staff who oversee grants awarded by the Nevada Department of Health and Human Services (DHHS) Office of Community Partnerships and Grants (OCPG). Sections 2 and 3 summarize major activities and expenditures.

Sections 4 through 10 each focus on a different funding source and/or program area. Narratives are followed by statistical reports that track individual grantee progress unless the data is reported within the narrative (e.g., CSBG and Nevada 2-1-1).

Following are some tips about interpreting certain progress reports.

Grantee progress reports for the Children's Trust Fund (CTF), Fund for a Healthy Nevada (FHN), Social Services Block Grant (Title XX), and Problem Gambling are generated from a grants database. The following explanations focus on these reports.

- ✓ The total amount of the grant award and the amount actually drawn by the grantee are listed beneath the project description in the first column. For example, \$76,565/\$75,600 means that the grantee could have drawn up to \$76,565 but drew \$75,600.
- ✓ Some grant awards are split between more than one funding source. Performance data may appear in both applicable sections. In these cases, the funds drawn and service reports are duplicative.
- ✓ Most goals consist of a primary objective and a secondary objective.

The primary objective typically includes an output (*number of clients served or units of service provided*) and an outcome (*positive result*). The output will be reported with the projected number/actual number/percent of goal reached. For example, 200/220/110% means the grantee expected to serve 200 people (*or provide 200 units of service*), actually achieved 220, and exceeded its goal by 10%.

The secondary objective typically includes the percent of clients projected to achieve a positive result and the actual percent who achieved a positive result. For example, 80/89 means the grantee expected that 80% of the people served would achieve a positive result but the actual rate was 89%.

- ✓ Statistical data that appears in the following forms mean that a specific goal was not projected. However, the number of people served, meals provided, flyers distributed or other progress data may still appear in some cases.

(1) and 0/ and 0/0 are examples of statistical data that does not exist and may be disregarded.

0/3,206 is an example of a goal that was not projected but actual activity was still reported.

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Department of Health and Human Services – Office of Community Partnerships and Grants

Advisory Committee Members and Staff

GRANTS MANAGEMENT ADVISORY COMMITTEE

Grants Management Advisory Committee (GMAC) members provide review and recommendations for grant programs funded through the Children’s Trust Fund, Community Services Block Grant, Fund for a Healthy Nevada and Social Services Block Grant. Appointments are made by the Director of the Department of Health and Human Services. The following individuals were members in SFY17.

NRS 232.383 Requirements for GMAC	Members	Affiliation	Subcommittee
Representative of the Nevada Association of Counties	Jeff Fontaine, Chair	Nevada Association of Counties	Prevention of Child Abuse and Neglect
One member with knowledge, skill, and experience in the provision of services relating to the cessation of the use of tobacco	Cindy Roragen	American Cancer Society Cancer Action Network	Disability Services
One superintendent of a county school district or his designee	Dan Wold	Eureka County School District	Wellness (Food Security)
One member with knowledge, skill and experience in the provision of services to children	Michele Howser	Phoenix University	Prevention of Child Abuse and Neglect
Two members of the public with knowledge of or experience in the provision of services to persons or families who are disadvantaged or at risk	Diane Thorkildson	University Center for Autism and Neurodevelopment	Wellness (Food Security)
Two members of the public with knowledge of or experience in the provision of services to persons or families who are disadvantaged or at risk	Candace Young-Richey	CY-R and Associates	Prevention of Child Abuse and Neglect
One member who is a member of the Nevada Commission on Aging	Minddie Lloyd	Nevada Commission on Aging	Prevention of Child Abuse and Neglect

Two members with knowledge, skill and experience in finance or business	Jeff Bargerhuff	Unaffiliated	Wellness (Food Security)
Two member with knowledge, skill and experience in finance or business	Steve Kane	HumanResource Expert.com; Federal Mediation and Conciliation Services	Disability Services
Representative of Department of Juvenile Justice	Leslie Bittleston	Juvenile Justice Programs Office, Division of Child and Family Services	Disability Services
One member with knowledge, skill, and experience in the provision of health services to children	Dr. Allie Wright	Oasis Counseling, LLC	Disability Services
One member with knowledge, skill, and experience in the provision of services to persons with disabilities	Susan Lucia-Terry	Clark County School District Assistive Technology Services	Disability Services
Director of a local agency which provides services for abused or neglected children	Laura Alison Caliendo	Foster Kinship	Prevention of Child Abuse and Neglect
Two members with knowledge, skill and experience in finance or business	Vacant		
One member with knowledge, skill, and experience in building partnerships between the public sector and the private sector	Vacant		
One member with knowledge, skill, and experience in providing services to seniors citizens	Vacant		

ADVISORY COMMITTEE ON PROBLEM GAMBLING

Advisory Committee on Problem Gambling (ACPG) provides review and recommendations for programs funded through the Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling. Appointments are made by the Governor. The following individuals were members in SFY17.

NRS 458A.060 Requirements for ACPG	Members	Affiliation
One member who works in the area of mental health and has experience in the treatment of problem gambling	Denise Quirk, Chair	Reno Problem Gambling Center
Two members who represent private organizations that provide assistance to problem gamblers	Ted Hartwell, Vice-Chair	Desert Research Institute; Lanie's Hope
Two members who represent private organizations that provide assistance to problem gamblers	Carol O'Hare	Nevada Council on Problem Gambling
Two members who hold nonrestricted gaming licenses	Carolene Layugan	Caesars Entertainment Corporation
Two members who hold nonrestricted gaming licenses	VACANT	
One member who represents the Nevada System of Higher Education and has experience in the prevention or treatment of problem gambling	Tony Cabot	Lewis and Roca Law Firm
One member who holds a restricted gaming license	Connie Jones	International Game Technology / Association of Gaming Equipment Manufacturers
One member who works in the area of mental health	Don Jorgason	Dept. of Veteran Affairs, Sierra Nevada Health Care System
One member who represents an organization for veterans	Ryan Gerchman	University of Nevada, Reno

OFFICE OF COMMUNITY PARTNERSHIPS AND GRANTS (OCPG) STAFF

Cindy Smith	Unit Chief
Elena Espinoza	Program Specialist: Lead – Children’s Trust Fund; Co-Lead – Victims of Human Trafficking
Gary Gobelman	Program Specialist: Lead – Community Services Block Grant
Crystal Johnson	Program Specialist: Lead – Statewide Coordinator of Family Resource Centers; Co-Lead – Victims of Human Trafficking; Community Services Block Grant
Julieta Mendoza	Program Specialist: Lead – Social Services Block Grant; Fund for a Healthy Nevada, Disability Services
Pat Petrie	Program Specialist: Lead – Problem Gambling; Fund for a Healthy Nevada, Wellness
Erika Pond	Tribal Liaison
Connie Ronning	Auditor
Jennifer White	Program Specialist: Statewide Coordinator of Nevada 2-1-1
Brittney Johnson	Administrative Assistant II
Gloria Sulhoff	Administrative Assistant III and OCPG Website Administrator

OCPG Staff Changes

Laurie Olson	Social Services Specialist III, Aging and Disability Services Division
DuAne Young	Management Analyst IV, Department of Health and Human Services, Director’s Office
Crystal Johnson	Program Specialist: March 2017. Lead – Fund for a Healthy Nevada – Family Resource Centers; Co-Lead – Community Services Block Grant
Julieta Mendoza	Program Specialist: March 2017. Lead – Social Services Block Grant; Funds for Healthy Nevada, Disability Services
Erika Pond	Tribal Liaison: April 2017

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Department of Health and Human Services – Office of Community Partnerships and Grants

Office of Community Partnerships and Grants (OCPG) Overview

OCPG MISSION

To help families and individuals in Nevada reach their highest level of self-sufficiency by supporting the community agencies that serve them through engagement, advocacy and resource development.

OCPG VISION

To be a valued partner in strengthening the ability of communities to respond to human service needs.

OCPG GUIDING PRINCIPLES

1. The Office of Community Partnerships and Grants (CPG) builds and supports statewide community networks that help families and individuals assess their needs and work toward holistic solutions.
2. The OCPG manages available grant funds in a fair and responsible manner that encourages engagement among community organizations, stimulates innovation and maximizes impact.
3. The OCPG shares responsibility for program accountability, growth and success with its community partners.
4. The OCPG engages in the development of new programs and strengthens existing programs through short- and long-term planning, establishing meaningful goals, tracking achievements, and advocating for sustainability.
5. The OCPG serves as a department-wide resource to foster common standards in grantmaking, streamline processes, share compliance requirements, and otherwise advocate for enhanced coordination among divisions that grant funds to community partners.
6. The OCPG inspires staff to strategically and professionally execute their present responsibilities while preparing for the next steps in their careers.

BACKGROUND INFORMATION

The Office of Community Partnerships and Grants (OCPG) is an administrative unit within the Department of Health and Human Services (DHHS), Director's Office. The OCPG has primary authority for managing grants to local, regional, and statewide programs serving Nevadans. In addition

to ensuring accountability and providing technical assistance to community partners, staff engages in progressive system development intended to help end users (clients, consumers, individuals and families) improve their quality of life and reduce dependence on the social services safety network.

The OCPG oversees the following funding sources and programs.

- Children’s Trust Fund (CTF), which leverages federal Community-Based Child Abuse Prevention (CBCAP) dollars
- Community Services Block Grant (CSBG)
- Family Resource Centers (FRC)
- Differential Response (DR)
- Fund for a Healthy Nevada (FHN) Wellness and Disability Services
- Social Services Block Grant (Title XX of the Social Security Act)
- Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling
- Contingency Account for Victims of Human Trafficking

When the unit was created in July 2003, the goal was to bring together multiple grant programs and advisory committees. Today, two committees provide oversight and recommendations to the DHHS Director – the Grants Management Advisory Committee (GMAC) and the Governor’s Advisory Committee on Problem Gambling (ACPG).

KEY STATEWIDE ACTIVITIES IN SFY17

- The OCPG awarded and monitored 108 grants and contracts in SFY17, some with multiple funding sources. Total expenditures reached \$25,672,991.
- A Request for Applications (RFA) was issued in January 2017 to solicit proposals to address hunger, services for persons with disabilities, and the prevention of child abuse and neglect. The RFA was revised to include community partnerships and collaborations, including healthcare providers. This partnership creates a network for clients that address social services needs as well as their healthcare to ensure clients are addressed holistically. Seventy-three applications were received, with requests totaling more than \$15.1 million. Following a staff review of each proposal, evaluation and recommendations by members of the GMAC, and final consideration by the DHHS Director, 108 awards totaling \$6,081,047 were announced for FY18.

- Three RFAs were issued in February 2017 to solicit proposals to address problem gambling needs including treatment, prevention and workforce development. A total of \$1,133,628 was awarded for FY18 to support seven treatment providers, two prevention programs and one workforce development project. The process included staff evaluations of proposals, recommendations by the ACPG and final approval by the DHHS Director. Another \$180,372 was awarded through other means to support an ongoing data collection and research project and a technical assistance contract.
- Nevada Revised Statute (NRS) 217.500 was passed by the legislature in 2013 to provide programs and services to victims of human trafficking. Administration of the fund was assigned to the OCPG. In SFY17, the Attorney General's office, along with several community members and OCPG staff, organized the Fourth Annual Contingency Account for Victims of Human Trafficking fundraising event in Reno. The event was a huge success with record attendance. As of September 2017, the account had a total of \$91,279. During SFY17, the OCPG approved a number of requests from community agencies statewide for emergency funds to help victims in crisis.
- The OCPG staff implemented AmpliFund, a grants management software system. The SFY18-19 Request for Applications process was conducted online, including the submission of applications as well as the evaluation and scoring process. Grant recipients are submitting reimbursement requests and performance outcome reports through the system, which will greatly increase efficiencies. System reports are available for both OCPG staff and grant recipients to gather data, analyze performance, and track spending in real time.

MAJOR PLANNED ACTIVITIES FOR SFY18

In addition to the routine administration and oversight of grants, the OCPG will pursue the following special activities in SFY18.

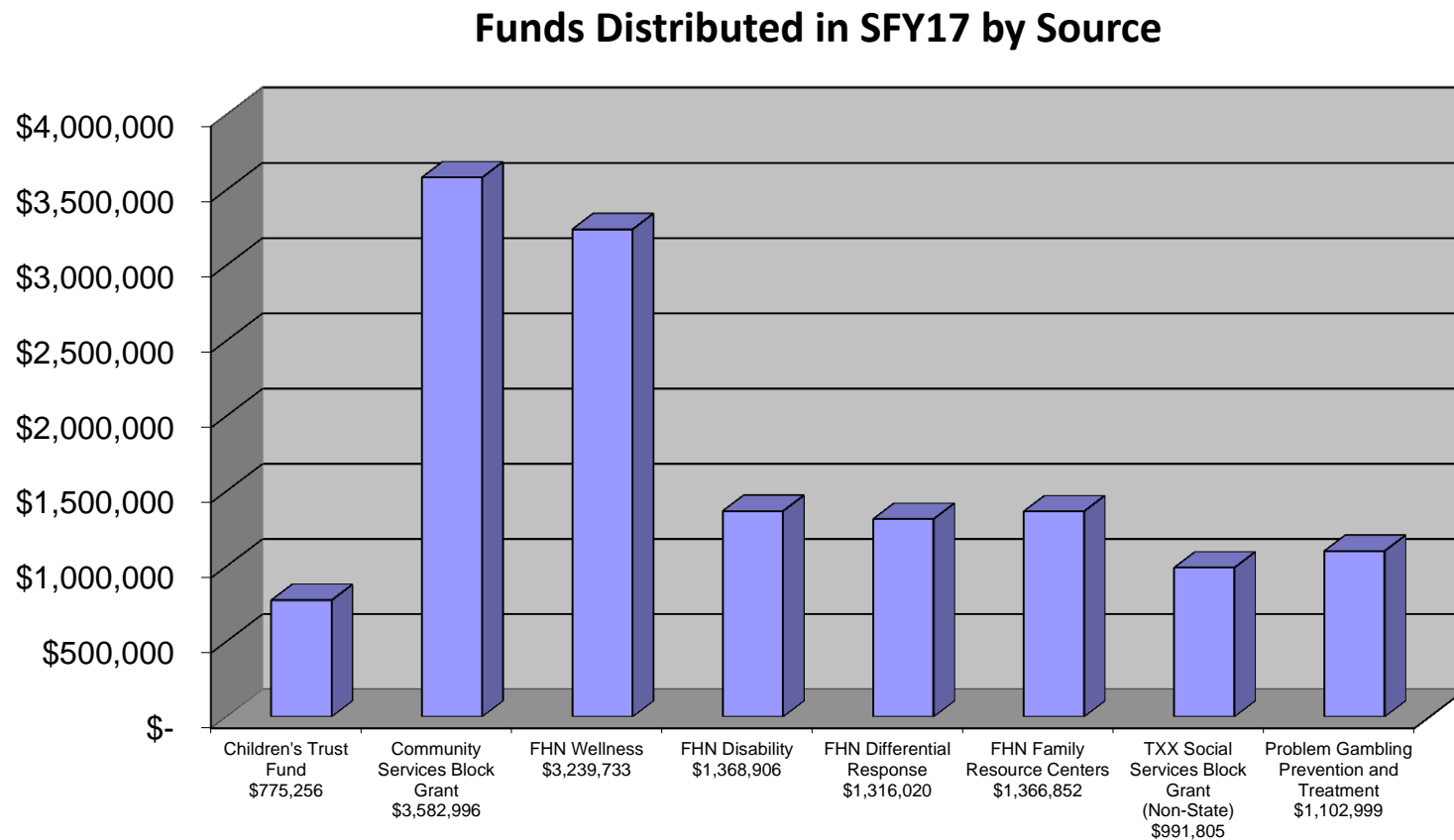
- The OCPG will be working with funded agencies to incorporate collaborations with Federally Qualified Health Centers, Primary Care Centers and other Health Centers to improve client outcomes. Social determinates can drive health outcomes and this collaboration will address client needs to ensure they receive the best possible care and wrap around services.
- The OCPG will continue to explore avenues for bringing additional dollars into the program areas within its purview. Medicaid reimbursement is possible for some services currently supported by other funding streams, such as SSBG Title XX and the Revolving Account for the Prevention and Treatment of Problem Gambling. OCPG will work with Medicaid to identify billable services and help funded agencies implement Medicaid billing wherever applicable.
- OCPG staff will continue to work with representatives from Amplifund to implement the grant software. We will be evaluating outcomes and outputs, and processing requests for reimbursements through this online system to ensure all grant requirements are met.
- OCPG grant managers will continue to convene quarterly meetings of subgrantees in each major program area to share best practices, identify the most common supplemental services consumers need, consider how to help individuals reach their highest level of self-sufficiency, and create successful programs.

- The Tribal Liaison and other OCPG staff will continue to work with DHHS administration to re-establish the Office of Minority Health and will partner with community stakeholders to support and strengthen the statewide Minority Health Coalition.
- New projects that are being pursued or implemented in SFY18 include the Federally Qualified Health Centers Pilot Project, Success Contracts (Senate Bill 400) and the Grief Support Fund (Senate Bill 355) enacted during the 2017 legislative session.
- OCPG staff is collaborating with the Department's Aging and Disability Services Division (ADSD) and others to conduct this year's Community Needs Assessment.

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Department of Health and Human Services – Office of Community Partnerships and Grants

SFY17 Funding Chart



Note: Chart does not include \$11,882,919 in SSBG Title XX funds distributed to State agencies per the SFY16-17 legislatively approved budget.

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Children’s Trust Fund

BACKGROUND INFORMATION

In 1985 Chapter 432 of the Nevada Revised Statutes was amended to create a Children’s Trust Fund (CTF). Monies from the account are used to fund programs and services designed to prevent abuse and neglect of children. Revenues for CTF are derived from a \$3 fee on Nevada birth and death certificates and from federal Community-Based Child Abuse Prevention (CBCAP) funds. Through SFY05, the seven-member Committee for the Protection of Children allocated the CTF funds. The 15-member Grants Management Advisory Committee (GMAC) assumed responsibility for funding recommendations in SFY06.

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

In SFY17, \$850,247 in CTF and CBCAP funds were expended by 16 child abuse prevention programs throughout Nevada.

- \$810,540 was expended by 15 programs to provide parenting classes.
- \$39,707 was expended by the Nevada Institute for Children’s Research and Policy to promote statewide child abuse prevention activities through their program, Prevent Child Abuse Nevada, an accredited state chapter of Prevent Child Abuse America.

The \$85,0247 distributed to the 16 CTF/CBCAP grantees represented 98% of the total awarded for SFY17 (\$870,655). The unspent funds (2%) remain in the CTF account for future use.

An additional \$766,387 in Social Services Block Grant (Title XX) funds were also used to support child abuse prevention in SFY17, including three crisis intervention programs, one child self-protection training program, and one parent training program.

Each grantee is required to submit a Quarterly Report with information about progress toward their goals and objectives, the number of unduplicated participants in their programs, and results of client satisfaction surveys. Most of the SFY17 grantees met or exceeded their stated goals and objectives.

KEY STATEWIDE ACTIVITIES IN SFY17

- A requirement of the CBCAP funding award is participation in Child Abuse Prevention Month activities each April. The 2017 activities were coordinated by the Nevada Institute for Children’s Research and Policy (NICRP) and the Nevada Chapter of Prevent Child Abuse America, with the help and support of nine CTF grantees and the statewide network of Family Resource Centers (FRCs). The 2017 Pinwheels for Prevention statewide campaign focused on community support for families. Community partners “planted” thousands of colorful pinwheels at 45 Pinwheels for Prevention events in communities throughout the state, including the front lawn of the Nevada State Legislature. Many of the Pinwheels for Prevention events were covered by television stations and newspapers. Proclamations from the Governor, county representatives, and town boards were issued designating April as Child Abuse Prevention Month.
- NICRP conducted five statewide conference calls, two in the 2nd quarter and three during the 3rd quarter 2017, to coordinate Child Abuse Prevention efforts throughout the state. Representatives from all of the SFY17 CTF funded programs participated in the conference calls.
- NICRP, the CAN-Prevent Task Force, and the Executive Committee for Child Death Review sponsored the 16th Annual Nevada State Child Abuse Prevention and Safety Conference in Las Vegas, NV on June 8, 2017. This is the only statewide conference devoted to the prevention of child maltreatment and unintentional injuries in children. The Prevention of Child Abuse and Neglect (PCAN) State Lead participated on the planning committee for the 2017 Conference.
- Agencies supported by CTF were invited to participate in monthly webinars sponsored by the FRIENDS National Resource Center. Representatives from a few CTF funded programs participated.
- A Request for Applications (RFA) for SFY18-19 CTF/CBCAP funds was conducted. The RFA was published in late January 2017.

COLLABORATIVE EFFORTS AND LEVERAGE

All of the grantees that received CTF grants used the funds to enhance and/or expand existing programs. All of the organizations used CTF monies for specific programs they would otherwise not have been able to provide. A number of the CTF parenting programs routinely collaborate with the child welfare agencies to provide parenting classes for parents who are court-ordered to attend.

GRANTEE PERFORMANCE

- 72% of all outcomes were met across all CTF-funded programs.
- A total of 6,633 unduplicated individuals were served:
 - Parents/Grandparents: 2,626
 - Children: 3,582

- Community Members: 425
- Across the board a total of 6,633 individuals were served as broken down by four focus areas:
 - Parent Education: 2,626
 - Community Awareness/Training: 425
 - Child Self-Protection Workshops: 3,423
 - Crisis Intervention: 159

MAJOR PLANNED ACTIVITIES FOR SFY18

- CTF grantees will be expected to help coordinate and participate in the Pinwheels for Prevention activities planned for April 2018. Planning phone calls for the events will be coordinated by NICRP starting in January 2018.
- CTF grantees will be invited to attend the 17th Annual Nevada State Child Abuse Prevention and Safety Conference in Reno, NV on June 2018.
- The OCPG will participate in program development and performance evaluation of the programs funded with CTF grants through site visits and program monitoring activities. Additionally, the PCAN State Lead will schedule Quarterly Meetings with the CTF grantees for the purposes of standardizing fiscal and programmatic information and sharing updates on best and emerging practices in the field of child abuse and prevention.
- Agencies supported by CTF will be invited to participate in monthly webinars sponsored by the FRIENDS National Resource Center and other local and national training entities, such as the National Family Strengthening Network and the Prevention Framework. They will also be invited to related informational webinars and capacity building opportunities.

PROGRAM ANECDOTES

- "Living the experience as a child when this program was held at Pine Middle school in 2004 was a memory I will never forget. Being a parent now and experiencing this opportunity as a parent has truly been a blessing. We have enjoyed our time well spent every Thursday for the last 8 weeks. Now we spend more time together and learned to listen to our children as well as showing them how much we love and care for them. Before this program, we didn't feel a family bond as we do now. We look forward to Thursdays. As to my personal experience as a Mother now I can say the program has improved me in so many ways. Thank you again for this amazing opportunity. It has been an experience that as a family we will treasure forever."

- A single father of five children – three daughters and two sons. Father is very proud of his children, but he knew he had to seek help in becoming a better parent. Father originally enrolled in the Parenting Class hoping to get his 17 year old son back, who was placed in a correctional institution. His other son remained at home, but was on house arrest. Father was desperate to help his children and knew he had to learn how to parent better to keep his family together.
- Father spent 6 weeks in class and graduated from the class with a new enthusiasm. Father was determined to change his view of his children and become a more positive influence in their lives. Since class ended, Dwayne's son was recently released from corrections and has been reunited with dad. His son has reported having a stronger relationship with him after his dad used the communication skills he learned in the class. On graduation night Dwayne told his class: "I understand now the mistakes I made raising my children and because of the skills I learned in this parenting class, I can be a better father and repair our relationships".
- A father of a 12-year-old boy was released from prison after serving his sentence. When he first came for the intake appointment he was very nervous and showed the case manager his documents of his time in prison. He was surprised to hear that the case manager did not need to see these documents. During his time completing the parenting book for teens in anticipation of his son coming to live with him again, he confided many times to the case manager that the Family Resource Center made him feel 'normal' again after serving time in prison. He felt as though he would never be an adequate father but the sessions where he learned how to be a good father had given him a new outlook on his abilities and now feels that there is no one more prepared to parent his son than him. He was very grateful and very thankful for the help he had received.
- Megan, a mother of 2 young children and a participant in one of our clinic classes, was struggling with her older daughter's behavior. She described the toddler's temper tantrums and whining with frustration. She expressed feeling overwhelmed and alone and that she couldn't discern what was typical behavior nor how to respond. After class one day she stayed to discuss these issues in private with the instructor and disclosed that she felt she may also be suffering from post-partum depression. The instructor gave the mother resources and continued offering suggestions and parenting techniques. Several weeks after the classes ended, the instructor followed up with Megan and learned that she had followed through on some of the resources and, with some new supports in place and putting the new techniques into practice, her parenting experience was improving.

CHILDREN'S TRUST FUND PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Advocates to End Domestic Violence PARENT TRAINING Provides intensive individualized parenting training for survivors of domestic violence. The goal is to prevent child abuse and neglect by developing positive parenting skills and establishing structure and daily routines to break the cycle of violence that impacts survivors and their children. \$25,264/\$25,264	25 unduplicated parents will enroll in the 7-week STEP program. Of those, 80% (20) will be complete the 7-week STEP program. Note: 38 enrolled; 25 completed (66%). 25/38/152% 80/66	Of the 25 unduplicated parents enrolled in the 7-week STEP program, 90% (22) will report and show a positive increase of (4 or more) in their perception of children's behavior and their competency in parenting. Note: 28 completed the program; 26 show positive results (78%). 90/78	25 unduplicated parents will be surveyed; 80% (20) will report satisfaction with a score of 3 or higher. Note: 29 surveyed; 29 satisfied (100%). 29/29/112% 80/100
Board of Regents (BOR), Nevada System of Higher Education (NSHE), University of Nevada Las Vegas, Nevada Institute for Children's Research and Policy (NICRP) OUTREACH AND TRAINING NICRP provides education on issues related to child safety and healthy relationships specifically designed for three audiences: parents, youth (future parents), and professionals who interact with parents. Training aims to prevent and/or identify child maltreatment through education and awareness.	We will directly train 200 parents We will directly survey (pre and post) all 200 parents. Of those, 160 (80%) will feel an increase in competency in parenting skills and protective capacity. Note: 416 surveyed; 383 reported positively (92%). 200/416/208% 80/92	We will directly train 200 parents. Of those, 160 (80%) will report that they are satisfied with the training they receive. Note: 416 surveyed, 383 were satisfied (92%). 200/416/208% 80/92	We will directly train 200 providers, and 25 trainers (225) that will in turn provide training to others. We will directly survey (pre and post) all providers. 180 (80%) individuals served will feel an increase in competency in the area in which they receive training and will report being satisfied with the training. Note: 1,263 surveyed; 1141 reported increased competency (90%).

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
\$56,332/\$56,331.71			225/1,263/561% 80/90
BOR NSHE, University of Nevada Las Vegas, NICRP CHAPTER SUPPORT The Nevada Institute for Children's Research and Policy (NICRP) is the Nevada Chapter of Prevent Child Abuse America. PCA-NV will focus on building a statewide network of individuals and agencies dedicated to preventing child abuse and neglect (CAN) in all its forms by increasing public awareness of CAN, supporting research based prevention programs, and participating in advocacy activities that will strengthen families and protect children. \$40,000/\$39,706.78	80% of the 12 members of PCANV Advisory Board will participate and focus on achieving the goals and objectives set forth in the PCANV Strategic Plan. Note: 90% Q1; 83% Q2; 81% Q3; 50% Q4) 12/9 80/76	A minimum of two statewide videoconference/teleconference meetings will be held with representation from a minimum of five counties. In addition, PCANV staff will assist organizations throughout Nevada to develop a minimum of 15 "Pinwheels for Prevention" events in April 2017. 2/5/250% 15/45	To increase public awareness of the prevention of child abuse and neglect, NICRP staff will participate in a minimum of 20 community awareness events in Nevada and distribute a minimum of 1,000 pieces of child abuse prevention materials. 20/41/205% 1,000/4,500
Boys & Girls Club of Truckee Meadows STRENGTHENING FAMILIES PROGRAM SFP is an evidence-based family education program that builds skills in parents and children to create a healthy home environment. BGCTM will conduct multiple SFP sessions annually, targeting at-risk families, in order to prevent child abuse/neglect.	204 unduplicated children and families will enroll in an SFP session. Of these, 85% will complete one session. Note: 255 were enrolled; 228 completed one session (92%). 204/204/100% 85/89.4	95 unduplicated parents will be surveyed before and after training is provided. Of these, 75% (71) will report positive results or a change in their perception of their children's behavior and competency in parenting. Note: 89 surveyed; 76 reported positive results (85.4%).	95 unduplicated parents will be surveyed. Of these, 80% (76) will report that they are satisfied or very satisfied. Note: 91 were surveyed; 81 were satisfied or very satisfied (89%). 95/91/96% 80/89

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>In SFY17, we will reach 80 families (320 individuals) with this program.</p> <p>\$65,628/\$65,628</p>		<p>95/89/94% 75/84.4</p>	
<p>Boys Town Nevada, Inc. PARENT TRAINING Boys Town will provide parent training via its evidence-based Common Sense Parenting® (CSP) program. CSP teaches practical skills adaptable to unique personal, social and cultural needs.</p> <p>\$45,402/\$45,402</p>	<p>A minimum of 155 parents will participate in either the 6 session "Common Sense Parenting" program for parents of school-age children or the 7 session "Common Sense Parenting" program for parents of toddlers and preschoolers.</p> <p>155/169/109%</p>	<p>80% of participants completing the Retrospective Protective Factors Survey (PFS) at the end of the parenting class will indicate improvement in three or more of the 20 PFS items.</p> <p>Note: 131 completed the PFS; 111 indicated improvement; (85%).</p> <p>80/85</p>	<p>90% of participants who complete a parenting program will "agree" or "strongly agree" with the statement, "Given my experience in the Common Sense Parenting class, I would recommend this class to my friends and family."</p> <p>Note: 117 surveyed; 109 would recommend the program (93%).</p> <p>90/93</p>
<p>The Children's Cabinet, Inc. PARENT EDUCATION The Children's Cabinet parenting support classes and workshops help families build and maintain healthy relationships to reduce the incidence of maltreatment and promote children's development across all five developmental domains to ensure future health and happiness.</p> <p>\$28,590/\$28,590</p>	<p>405 unduplicated parents will be trained, 100% will complete pre/post and retrospective surveys. 90% will report a change in their perception of their child or children's behavior and their perception of their competency in parenting.</p> <p>Note: 538 parents surveyed; 537 reported a positive change (99.8%).</p> <p>405/424/105% 90/99</p>	<p>405 parents will be surveyed, at least 365 (90%) report they are satisfied or very satisfied with the program.</p> <p>Note: 572 surveyed; 539 were satisfied or very satisfied (94%).</p> <p>405/424/105% 90/96</p>	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
The Children's Cabinet, Inc. SAFE PLACE CRISIS INTERVENTION Safe Place provides youth in crisis a 24-hour phone or text line and designated walk-up businesses where they can get immediate assistance. A Case Manager ensures the youth is in a safe environment and then meets the youth in person to provide crisis intervention services. \$96,951/\$96,951	Through the provision of Safe Place services (crisis intervention including case management, counseling and client service funds) to 100 youth and their families, 90% (90) will be linked to long-term support to ensure stability. Note: 159 youth served; 139 linked to long-term support (87.4%). 100/159/159% 90/87.4	100 unduplicated youth will be assessed. 90% (90) of the youth and families assessed will report a positive response to case management, counseling and/or client service funds. Note: 159 youth assessed; 150 reported a positive response (94%). 100/159/159% 90/94	Through the provision of Project Safe Place counseling services to youth/families, at least 80% of those receiving counseling services will show improvement in their established goals with their therapist. The therapist completes a goal completion summary upon conclusion of counseling sessions. Note: 46 youth received counseling; 32 showed improvement (70%). 80/70
Clark County Department of Family Services PARENT TRAINING The Parenting Project will provide a minimum of 73 parent education programs in English and Spanish for at least 1,000 participants increasing their knowledge, skills and competence in family management practices and promoting positive changes in the lives of children and families in Clark County. \$77,837/\$77,644.74	A minimum of 1,000 participants will attend one of the following 6 to 8-week parenting programs: BabyCare, Nurturing Parents & Families, ABCs of Parenting, Triple P Parenting Program, Teen Triple P, or Staying Connected to Your Teen. 1,000/1,063/106%	80% of the parents who complete the Retrospective Protective Factors Survey (PFS) at the end of the parenting class will indicate improvement in three or more of the 20 PFS items. Note: 273 completed the PFS; 225 indicated improvement (82%). 80/82	90% of participants who complete a parenting program will "agree" or "strongly agree" with the statement, "Given my experience in this Parenting Project program, I would recommend this class to my friends and family." Note: 462 were surveyed; 446 would recommend the class (96.5%). 90/96.5

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
East Valley Family Services PARENT TRAINING The Bears and Binkies program is an eight-week experience for parents and children together promoting positive relationships for parents and young children in a supportive developmentally appropriate environment. Families of children in at-risk schools or areas are the targeted participants. \$26,499/\$26,498.88	Provide 12, eight-week Bears and Binkies classes (96 classes) to 140 parents of children ages birth to 6 years old. 140/140/100%	80% of parents who complete the Retrospective Protective Factors Survey (PFS) will indicate improvement in three or more of the 20 items of the PFS. Note: 126 completed the PFS; 126 indicated improvement (100%). 80/100	A Client Satisfaction Survey will be distributed to all parent participants at session 8. 90% of the participants who complete the 8 sessions will circle 4 or 5 to the question, "Given my experience in the Bears and Binkies Program. I would recommend this program to my friends and family." where 5 = Always; 4 = Often; 3 = Occasionally; 2 = Rarely; and 1= Never. Note: 126 completed the survey; 126 would recommend the program (100%). 90/100
Family Resource Centers of Northeastern Nevada PARENT TRAINING FRCNN will provide parenting classes for 100 Elko County families with children, from birth to 17 years of age, utilizing the evidence-based curriculum, Active Parenting. We will conduct primary prevention activities targeted toward the community at large to impact families prior to allegations of child abuse and neglect. \$75,092/\$75,092	100 unduplicated grandparents /parents will enroll in the Active Parenting program. 75% (75) grandparents/parents will complete the curriculum. Note: 153 grandparents/parents were enrolled; 82 completed the curriculum (54%). 100/153/153% 70/54	Of the 100 unduplicated grandparents/parents, 70% (70%) will complete a pre and post survey and will indicate a change in their perception of their grandchildren's/children's behavior and their competency in parenting. Note: 56 grandparents/parents completed the survey; 45 indicated a change in their perception (82%). 70/56/80%	70 unduplicated grandparents/parents will be surveyed; 85% will be satisfied with the Active Parenting program. Note: 82 grandparents/parents were surveyed; 75 were satisfied with the curriculum (91%) 70/82/85%

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Family to Family Connection-ISD 9 PARENT TRAINING Train parents with the “Parenting the Love and Logic Way” curriculum, and train youth with the curricula “Understanding Shaken Baby Syndrome”, “Understanding Prenatal Drug Exposure”, and “Understanding Prenatal Alcohol Exposure.” \$25,689/\$25,498.43	38 parents will participate in Parenting the Love and Logic Way and 38 parents will take the retrospective survey. Of these, 80% (31) will indicate improvement in three or more of the 20 items on the PFS. Note: 49 participated; 49 were surveyed; 44 indicated improved knowledge (90%). 38/49/128% 80/90	70 youth will participate in the Shaken Baby and Drug and Fetal Alcohol training. All will be surveyed using the program curriculum tool and the retrospective survey. Of the 70, 56 (80%) will indicate improved knowledge of how to prevent shaken baby and improved knowledge of drug and alcohol exposed infants. Note: 98 youth participated; 98 were surveyed; 97 indicated improved knowledge (99%). 70/98/140% 80/99	Of the 38 adults and 50 youth who participate, 80% (70) will report that they are satisfied or very satisfied with the programs. Note: Of the 147 adult and youth participants, 147 took the survey and 147 indicated satisfaction (100%). 108/147/100% 80/100
The Rape Crisis Center CHILD ASSAULT PREVENTION The project will allow expansion of the Child Assault Prevention program into more elementary schools. We will focus on reaching second grade students in order to address school concerns regarding disruption to instructional time, while still reaching children with these vital safety messages at a critical time in their development. \$40,000/\$34,573.59	4,000 unduplicated Clark County elementary students will participate in the Child Assault Prevention program. 80% (3,200) will demonstrate an increase in knowledge and skill of self-protection as determined by a post test administered following the completion of the program. Note: 3,423 students evaluated; 3,080 demonstrated increased in knowledge and skill (90%).	4,000 unduplicated Clark County elementary students will participate in the program. 20% (800) will demonstrate an increase in knowledge and skill of self-protection by completing a post-test 90 days after the program presentation. Note: Due to school restrictions, 90-day post tests were not administered. 4,000/3,423/86%	4,000 unduplicated Clark County elementary students will participate in the program. 25% (1,000) will participate in the review process and report concern issues to a trusted adult. Note: Of the 3,423 students who participated, 637 reported concerns to a trusted adult (19%) 4,000/3,423/86% 25/19

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
	4,000/3,423/86% 80/100	20/0	
Ron Wood Family Resource Center PARENT/FAMILY TRAINING Positive Action is a Parenting/Family communication program that has components for all parts of the family, youth and the community. Positive Action is a holistic approach to working with the entire family for positive results. Positive Action is an evidence-based parenting session that incorporates the entire family. \$70,382/\$69,422.39	80 unduplicated parents will complete the Workshop. 90% (72) will report a positive change in their children's behavior and in their competency in parenting as measured by the Positive Action pre- and post-tests and the Protective Factors Survey. Note: 119 parents were tested and surveyed; 119 reported a positive change (100%). 80/119/149% 90/100	80 unduplicated parents will be surveyed upon completion of the Positive Action program, 80% will report they are satisfied or very satisfied with the parenting class. Note: 100 parents were surveyed; 100 reported satisfaction (100%). 80/119/149% 80/100	
The Salvation Army Clark County NURTURING PARENTING SKILLS program is a six-week evidence based parenting class presented 3 to 5 times a year. It is designed to provide parents who may be at-risk of abusing their children with the tools and techniques to develop caring, respectful, healthy, non-violent relationships with their children. \$7,724/\$4,665.02	We will train 5 unduplicated parents. All will be surveyed before beginning the class and at the end of the training period using the post Protective Factors Survey, and must show improvement in knowledge in at least 2 areas surveyed. We expect to have at least an 80% improvement rate among these parents. Note: 18 parents were surveyed; 16 demonstrated an improvement rate of knowledge (89%)	5 parents will be assessed. 4 (80%) parents will be satisfied or very satisfied. Note: 18 parents were assessed; 14 were satisfied or very satisfied (78%). 80/78	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
	5/18/360% 80/89		
Saint Rose Dominican Hospital WIC PARENT TRAINING PROJECT Provide secondary prevention activities in the form of Love and Logic's Early Childhood Parenting Made Fun Curriculum (parent training) to WIC (Women, infants and children) program enrolled families in our service area (southwest Las Vegas and Henderson). \$42,839/\$42,838.99	75 unduplicated parents to be trained. 60 unduplicated parents will be surveyed using the Protective Factors Retrospective Survey. 48 (80%) of those surveyed will report a positive change in their perception of their child(ren)'s behavior and their perception of their competency in parenting. Note: 65 parents surveyed; 54 reported a positive change (83%). 75/81/93% 80/83	60 parents will complete client satisfaction surveys. 48 (80%) will report that they are satisfied or very satisfied. Note: 64 parents completed satisfaction surveys; 64 were satisfied or very satisfied (100%). 60/64/94% 80/100	60 unduplicated parents will be surveyed using components of the Love and Logic pre & post program questionnaire. 48 (80%) of those surveyed will report a positive change in their enjoyment of being a parent. Note: 65 parents surveyed; 49 reported positive change in enjoyment (75%). 60/49/77% 80/75
Washoe County School District Family Resource Center Coalition PARENT TRAINING WCSD will provide parent training to 207 unduplicated Washoe County parents identified as high risk for abuse and/or neglect of minor children. Parent training will be delivered via the WCSD FRC's Apple Seeds/Parents as Teachers and Parenting Wisely programs. (Blended Funding: \$80,657 Title XX, \$65,769 CTF).	157 unduplicated, at risk families will participate in parent training; 80% (126) families will report a positive change in their competency as a parent as measured by the Protective Factors Survey. Note: 163 parents took the Protective Factors Survey; 162 reported positive change (99%). 157/183/117% 80/100	157 unduplicated, at risk families will participate in parent training; 90% (141) families will report being satisfied or very satisfied on the post-workshop Client Satisfaction Survey. Note: 157 parents completed satisfaction survey; 156 were satisfied or very satisfied (99%). 175/175/100% 90/100	85 unduplicated parents participating in the Apple Seeds program, 90% (77) will be able to discuss/demonstrate one new parenting technique on the post-workshop Client Satisfaction Survey and will be able to demonstrate the use of the technique with the home visitor. Note: 92 parents participated; 92 demonstrated one new technique (100%).

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
\$146,426/\$136,139.51			85/85/100% 90/100

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Community Services Block Grant

BACKGROUND INFORMATION

The Community Services Block Grant (CSBG) is a federal program that provides funding to local Community Action Agencies (CAAs) designated by the Department of Health and Human Services (DHHS) in the CSBG State Plan. The mission of CAAs is to help low-income families and individuals become more economically self-sufficient. Funds are used to provide direct services and to develop collaborative strategies with key stakeholders in the community. In SFY17, there were 12 designated CAAs in the state, organized into county service areas.

CAAs receive CSBG funding on an ongoing, non-competitive basis under the federal regulations established in the CSBG Act <http://www.acf.hhs.gov/programs/ocs/programs/csbg>. The role of DHHS is to ensure accountability for program and fiscal requirements, assist CAAs to develop capacity to provide services, and to coordinate statewide strategies to maximize the impact of CAAs. This is accomplished through the State CSBG program staff located in the DHHS Office of Community Partnerships and Grants (OPCG).

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

CSBG funds are distributed to designated CAAs based on a funding formula. The formula includes two factors: 1) a base level of funding to all CAAs to ensure that agencies are able to meet the federal program requirements; and 2) an allocation based on the number of people living below the federal poverty level in each county based on 2010 census data. The formula will be updated following the release of the 2020 census data.

There are several key accountability activities that guide CAAs in administering CSBG funds and delivering services.

- The Federal Office of Community Services (OCS) issued a draft of national Organizational Standards for CAAs in January 2015. There are 58 standards that cut across nine domain areas (e.g., governance, fiscal management and strategic planning). Implementation of the standards has involved a multi-year project. OCS requires CAAs to achieve full compliance with all the standards. The CAAs in Nevada are in the process of working toward full compliance.
- CSBG recipient agencies are required to submit an application every year that includes a plan for delivering services based on local needs. The plan includes a description of services, a multi-purpose program and project budget, an annual plan that addresses the three

goal areas of CSBG – family development, community engagement, and agency capacity-building – and performance targets (beginning SFY 2019).

- CAAs are required to conduct a community needs assessment every three years that is focused on identifying the needs of low-income individuals and families.
- Agencies are required to use a state-mandated client software program and service delivery model to maximize client outcomes. The Nevada model provides a standardized intake process, an assessment of need using scales related to client status across 12 income related domains (e.g., employment, transportation access, child care, nutrition, etc.), a service plan or case plan to assist clients to move up one or more scales into a higher status, and periodic reassessment to track client progress and record results. The software produces reports that CAAs use to become more data driven in addressing community and client needs.
- Detailed fiscal expenditure reports that list every transaction are submitted and reviewed monthly.
- Ongoing program monitoring is conducted through a review of fiscal reports, program reports, periodic on-site monitoring, and submission of required documents to verify compliance with policies and standards.
- CAAs work with the OCPG and the Nevada Community Action Association (NCAA) on statewide special projects to build agency skills.

KEY STATEWIDE ACTIVITIES IN SFY17

- National CSBG Organizational Standards: The federal Office of Community Services requires CAAs to achieve 100% compliance with the national standards. The State CSBG Office established Organizational Standards Compliance Instructions with specific criteria for achieving compliance with each of the 58 national standards. A website was set-up for the 12 CAAs to submit documents to verify compliance with each standard. The documents were reviewed from December 2016 through March 2017 and a summary report was sent to each CAA indicating their compliance status. Corrective action plans were sent to each CAA that did not achieve full compliance and a consultant was hired through the Nevada Community Action Association to assist CAAs achieve full compliance.
- Nevada Service Delivery Model: Through a partnership with NCAA, a statewide service delivery model and software program is being utilized by all 12 CAAs. The service delivery model standardizes client intake, assessment, planning and delivery of services. The goal of the model is to improve the ability of CAAs to increase the number of individuals who improve economic stability and achieve self-sufficiency. The software, which supports the model, provides CAAs with an agency-wide database to collect information on all services provided by the agency. The software includes an outcome-based component that tracks client, program, and agency outcomes. The database provides a common agency-wide reporting framework and creates an opportunity for CAAs and the OCPG to establish performance benchmarks and to use data to improve services. This project has received recognition from within the national CSBG network.

- Case Management Training: Four case management training sessions were provided to CSBG case managers (two in Northern Nevada and two in Las Vegas) to help them understand the Nevada Service Delivery Model and better utilize the model in serving clients.
- CSBG Strategic Planning Guidelines: Guidelines for CAAs to use in completing CSBG Strategic Plans were completed. The guidelines provide step by step instructions for preparing a strategic plan that meets national CSBG standards. Strategic Planning is one of the most important requirements for CAAs. A consultant has been hired through NCAA to help the remaining four CAAs who don't have a strategic plan complete one.
- CSBG American Customer Satisfaction Index: The federal Office of Community Services implemented a national survey process two years ago to collect survey information from CAAs that assesses their satisfaction with the State CSBG Office. The Nevada State CSBG Office scored 81 out of 100 on the initial survey in 2015, one of the highest scores in the nation, and 93 on the survey completed in June 2017.

COLLABORATIVE EFFORTS AND LEVERAGE

One of the primary goals of the CSBG program is to strengthen collaboration at the community level among non-profit agencies, local businesses, and public agencies. All CAAs are engaged in collaboration with local human service coalitions, where available, and on specific collaborative projects with other service providers operating in the community. Data for SFY17 is not due to the OCS until March 31, 2018 and therefore is not available at the time of this report. In SFY16, the 12 CAAs collectively identified over 1,200 government agencies, non-profit organizations, and business that they regularly partner with to coordinate services to low-income families.

CAAs manage multiple funding sources and a significant amount of the Nevada's social service resources. CAAs spent more than \$3.5 million in CSBG dollars in SFY17. In SFY16, CAAs reported that they managed \$47.6 million in federal, state, local and private funding in addition to CSBG funding.

Most of the CAAs participate in a variety of local, regional and statewide coalitions and workgroups such as the Rural Continuum of Care (which focuses on homelessness issues), the Nevada Housing Coalition, and the Nevada Community Action Association. Participation in these types of coalitions provides opportunities for CAAs to leverage new partnerships and resources in order to help low-income families improve their level of self-sufficiency.

GRANTEE PERFORMANCE

CSBG Client Demographics

- Total number of individuals served statewide: 16,676
- Total number of families served statewide: 8,971
- Percent of Hispanic individuals served: 29%
- Percent of African American individuals served: 12%
- Single parents: 25% of the families served were headed by a single parent.
- Level of income: 82% of families served were below the Federal Poverty Level (FPL) and 65% were below 50% of the FPL.
- Housing: 26% of the families served were homeless or lacked permanent housing and 56% were renters

CAA Outcomes

As noted previously, the CSBG program has implemented a new Service Delivery Model and statewide software program. The model and software greatly improves the quality of data and focuses agency efforts on increasing the economic stability and self-sufficiency of individuals and families. Each client receives an assessment across 12 domains related to economic well-being using a scale-based assessment that identifies client status as in-crisis, vulnerable, stable, safe and thriving. Clients are then reassessment at least every 90 days to evaluate their progress. The 12 domains of economic well-being used by CAAs are:

Early Childhood Education	Education
Employment	Energy
Food and Nutrition	Health Insurance – Adults
Health Insurance – Children	Household Budgeting
Housing	Primary Health Care
Transportation	Other Ancillary Human Services

A statewide summary report will be available in October 2017 and will be added to this report and posted on our website.

MAJOR PLANNED ACTIVITIES FOR SFY18

There are three major areas that the State CSBG Office will be working on in SFY 2018. These areas summarize the developmental projects that go beyond the extensive administrative activity required by OCS.

- a) The OCPG is collaborating with the state association, Nevada Community Action Association (NCAA), on a technical assistance and development plan. CSBG discretionary funds have been combined with other funding managed by the association to create a combined plan. The plan includes funding for:
 - Service Delivery Model and related software program;
 - Assistance to CAAs to achieve full compliance with the national Organizational Standards
 - Development of a web tool for collecting and managing Organizational Standard documents submitted by CAAs
 - Organizing policy documents and guidance into an on-line policy manual;
 - Cataloguing CAA community collaborative projects for purposes of completing the required annual report as well as understanding the CAA community impacts;
 - Training on the CSBG Results Oriented Management and Accountability (ROMA) model which is the quality improvement system used by the national CSBG network.
- b) The OCPG will continue to support the implementation of the Nevada Service Delivery Model along with NCAA. All 12 agencies will receive training and support focused on using the model in a proficient manner. The major focus for SFY 2018 will be on producing and analyzing different types of outcome reports to evaluate performance. These efforts will move the project into the evidence-based arena.
- c) The OCPG has established Strategic Planning Guidelines for CAAs. OCPG will work with the remaining five CAAs that don't have a Strategic Plan to create one. OCPG will also work to connect the Community Needs Assessment, Strategic Plan, Annual Plan (based on the Strategic Plan), and a Strategic Plan Performance Tracking Tool together into a strategy and results system to guide the work of CAAs.

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Fund for a Healthy Nevada - Overview

BACKGROUND INFORMATION

The Fund for a Healthy Nevada (FHN) is supported by 60% of the revenue generated for Nevada by the Tobacco Master Settlement Agreement reached in 1998 between multiple states and tobacco manufacturers. The remaining 40% supports the Governor Kenny Guinn Millennium Scholarship program administered by the Nevada State Treasurer's Office.

The Grants Management Advisory Committee (GMAC) has been an advisory body for the FHN since July 1, 2007. In order to appropriately address a wide range of consumer needs, Nevada Revised Statute (NRS) 232.383 requires representation on this committee from a variety of health and human services disciplines as well as delegates with business acumen. These members are charged with making recommendations concerning funding priorities and grant awards to the Director of the Department of Health and Human Services (DHHS) who has final authority.

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

Distribution of FHN funds in SFY17 was aligned with the results of the 2016 Statewide Community Needs Assessment conducted in accordance with NRS 439.630. The Office of Community Partnerships and Grants (OCPG) was directly responsible for administering certain grants in the Wellness and Disability Services categories of the FHN statute.

In SFY17, \$5,090,268 was distributed by the OCPG as listed on the following pages. All grantees were required to submit progress and financial reports to the OCPG. Most grantees met or exceeded projected goals and outcomes. Specific information on expenditures and progress for individual grantees follows this narrative section.

Wellness Program Areas	Amount Expended	Notes
Food Security	\$1,980,433	<i>Food Security projects were also supported with SSBG Title XX funds in the amount of \$286,567, bringing the total amount of funds expended for these programs to \$1,980,433. The primary effort focused on Hunger One-Stop Shops but some funds were also directed toward traditional SNAP outreach and planning.</i>
Nevada 2-1-1	\$700,000	<i>These funds supported a vendor contract to provide call center services, maintain and update the resource database, work toward national information and referral certification, and collaborate with public and private partners to develop a strategic plan that includes activities to diversify funding.</i>
Immunizations	\$300,000	<i>These funds supported the State Immunization Program administered by the Division of Public and Behavioral Health.</i>
Suicide Prevention	\$379,896	<i>Funds expended in this category reflect one grant award to the Division of Public and Behavioral Health to support the Office of Suicide Prevention. Other FHN funds that supported state mental health programs in SFY17 were not administered by the OCPG but transferred directly into the appropriate budget accounts.</i>
Total	\$3,360,329	<i>FHN Wellness funds were also used to support Family Resource Centers and Differential Response.</i>
Disability Services Program Areas	Amount Expended	Notes
Respite Care	\$425,756	<i>Funds were utilized by four grantees providing voucher or center-based respite care.</i>
Independent Living	\$655,984	<i>Funds were utilized by six grantees providing case management, transportation, assistive technology, education/employment support and transitional support to homeless individuals with disabilities.</i>
Positive Behavior Support	\$287,166	<i>All funds were expended by one grantee.</i>
Total	\$1,368,906	<i>Other FHN funds that supported Disability Services programs in SFY17 were not administered by the OCPG but transferred directly into the appropriate budget accounts.</i>

KEY STATEWIDE ACTIVITIES IN SFY17

- Food security grants administered by the OCPG in SFY17 included five Hunger One-Stop Shops that collectively provided services in every county in the state. As envisioned in ***Food Security in Nevada: Nevada's Plan for Action***, the one-stop shops provide individuals and families with food to meet their immediate needs and also help them find long-term solutions such as enrollment in federal benefit programs, job readiness, and employment. The hallmark of these projects is collaborative partnerships among two or more community agencies. Overall, the Hunger One-Stop Shops projected serving 46,111 unduplicated clients in SFY17, but significantly exceeded expectations by serving 54,601. In addition, the grantees forecast that they would successfully link 41,752 unduplicated individuals to federal food programs such as USDA Commodities and the Supplemental Nutrition Assistance Program (SNAP), but actually linked 99,323.
- Four respite providers funded in SFY17 collectively projected serving 712 unduplicated families but surpassed expectations by serving 1,475. On average, these families received \$500 worth of respite care, and 98% reported that the service reduced the stress of caring for a dependent family member. The purpose of respite care is to delay or prevent institutionalization.

MAJOR PLANNED ACTIVITIES FOR SFY18

- The OCPG is convening quarterly teleconferences among grantees with similar programs (i.e., Hunger One-Stop Shops, Respite and Independent Living). The goal is to share best practices, explore how grantees can provide more holistic service, and identify opportunities for collaboration.
- Some program areas overlap with other Division, the OCPG will continue communication across agency lines to identify opportunities to coordinate competitive processes and provide services to Nevada's children and families.
- The OCPG will participate in program development and performance evaluation of FHN grantees through site visits, program monitoring activities and the provision of technical assistance.

PROGRAM ANECDOTES AND PROGRAM PERFORMANCE DATA

Refer to Sections 6-A through 6-D for specific information by program area.

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Fund for a Healthy Nevada Wellness – Food Security

FHN WELLNESS – FOOD SECURITY/HUNGER ONE-STOP SHOP PROGRAMS

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

Distribution of FHN funds in SFY16 was aligned with the results of the 2014 Statewide Community Needs Assessment conducted in accordance with NRS 439.630. The Office of Community Partnerships and Grants (OCPG) is directly responsible for administering certain grants in the Wellness and Disability Services categories of the FHN statute.

In SFY17, \$2,250,000* was distributed by the OCPG to Food Security programs. All grantees were required to submit progress and financial reports to the OCPG. Most grantees met or exceeded projected goals and outcomes. Specific information on expenditures and progress for individual grantees follows this narrative section.

** Food Security projects were also supported with Title XX funds in the amount of \$286,567, bringing the total amount of funds expended for these programs to \$2,536,567. The grant amounts reflected in this report also include funds awarded from Nevada Clinical Services.*

KEY STATEWIDE ACTIVITIES IN SFY17

Food security grants administered by the OCPG in SFY17 included five Hunger One-Stop Shops that collectively provided services in every county in the state. As envisioned in ***Food Security in Nevada: Nevada's Plan for Action***, the one-stop shops provide individuals and families with food to meet their immediate needs and help them find long-term solutions such as enrollment in federal benefit programs, job readiness, and employment. The hallmark of these projects is collaborative partnerships among two or more community agencies. Overall, the Hunger One-Stop Shops projected serving 46,111 unduplicated clients in SFY17, but significantly exceeded expectations by serving 54,601. In addition, the grantees forecast that they would successfully link 41,752 unduplicated individuals to federal food programs such as USDA Commodities and the Supplemental Nutrition Assistance Program (SNAP), but linked 99,323.

MAJOR PLANNED ACTIVITIES FOR SFY18

- The OCPG is convening quarterly teleconferences among Hunger One-Stop Shops. The goal is to share best practices, explore how grantees can provide more holistic service, and identify opportunities for collaboration.
- The OCPG will participate in program development and performance evaluation of grantees through site visits, program monitoring activities and the provision of technical assistance.

PROGRAM ANECDOTES

ELKO — Family Resource Center case managers Hilda Jacobo and Gladys Magele never tire of telling the story of their work with Shirley, a 66-year-old Elko woman who was homeless for at least 10 years. After vagrancy laws went into effect, Shirley began hanging out on the sidewalk in front of the FRC building.

“We knew it wasn’t right to just call law enforcement to move her along,” says Jacobo. “It took a year of handing her bottled water during the hot summer months and cups of coffee in the winter, but we eventually gained her trust and started to piece together her story.” In October of 2015 she told FRC staff, “I don’t think I will survive another winter on the streets.”

“We sought out and received donated funds allowing us to place her in temporary housing through the 2015 winter months while we searched for long-term affordable housing,” said Jacobo. Eventually a vacancy occurred at Vitality continuum of care housing and FRC staff worked tirelessly to meet tenancy requirements to include obtaining a mental health evaluation and state-issued ID. Magele said, “We helped her obtain utilities in her name and assisted her in moving into the apartment. We found generous donors who provided her with furniture, household goods and dishes.” After moving her into her new apartment Shirley said, “I feel like a human being again.”

FRC staff also assisted her in getting a cellphone and taught her how to use it. She needed clothing so Magele asked JC Penney if they would donate a gift card. They responded with generosity and Magele took her shopping and helped her choose things including slippers, and a nightgown. “She was thrilled with these items since she could neither afford nor wear them during her many years living on the streets,” said Magele. Staff also assisted her in applying for food stamps, and helped her get used to receiving mail at her new residence, and cash benefit checks. They also assisted her with food through the Hunger Project.

Shirley’s challenges aren’t over, so FRC case managers continue to visit her daily to ensure her ongoing success in her new environment. “While many others had long since given up on helping Shirley, we did not,” says Jacobo, “and our compassion and dedication made a huge difference in the quality of her life.” The FRC tag line on our logo is “Catalyst for Growth” and Shirley’s story illustrates their case management model. Jacobo says, “We believe in helping people reach their highest potential and because this looks different for every individual we help, our work is both extremely challenging and rewarding.”

LAS VEGAS – Sherry is a working forty-six year old single mother who went to ULAN for food assistance. She learned of FGC's IDA education program where she could get eight dollars of matching funds for every one dollar she saves. Sherry started saving in March and intends to attend CSN in the fall. Her goal is to save \$500 and she will get a matching \$4,000 grant funds to pay tuition and books.

FHN WELLNESS – FOOD SECURITY/HUNGER ONE-STOP SHOP PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>Catholic Charities of Northern Nevada HUNGER ONE-STOP SHOP Five years ago, we realized that people with food insecurities who visited our campus also needed assistance finding housing, employment, medical and other services. Our project offers a one-stop shop approach to food and other social service agencies, bringing these resources together in one location. (Blended Funding - \$766,180 FHN Wellness and \$286,567 Title XX.)</p> <p>(Blended Funding: \$766,180 FHN, \$286,567 Title X)X</p> <p>\$1,052,747 / \$1,052,747</p>	<p>39,850 unduplicated people will be receiving food for FY17. Of these 18,846 unduplicated people will be surveyed after receiving food from our pantries. 86% of those surveyed or 16,207 will have skipped fewer meals as a result of receiving food from our pantries.</p> <p>39,850/43,856/110% 86%/60%</p>	<p>Through the provision of food assistance referrals to 38,650 people, 38,650 (100%) will be successfully linked to one or more federal food assistance programs and be approved for service.</p> <p>38,650/43,856/110% 100%/100%</p>	<p>Through the provision of 5,155,460 meals in FY17 the project will increase the number of meals provided to low-income families by 468,678 (10%) as compared to the 4,627,567 meals provided in FY16.</p> <p>5,155,460/5,473,500/106% 10%/18%</p>
<p>Consumer Credit Counseling Service of Southern Nevada NUTRITION FOR LIFE This program is a collaboration of five strong community-based nonprofit agencies that have served Nevadans for nearly 1.5 centuries. NFL will continue to expand its coordinated efforts in increasing access not only to food but to comprehensive services</p>	<p>4,400 unduplicated people will be receiving food for FY17. Of these 2,000 unduplicated people will be surveyed after receiving food from our pantries. 86% of those surveyed or 1,892 will have skipped fewer meals as a result of receiving food from our pantries.</p> <p>4,400/6,851/155%</p>	<p>Through the provision of food assistance referrals to 2,200 people, 550 (25%) will be successfully linked to one or more federal food assistance programs and be approved for service.</p> <p>2,200/4,400/200% 25%/55%</p>	<p>Through the provision of 91,260 meals in FY17 the project will increase the number of meals provided to low-income families by 21,060 (30%) as compared to the 70,200 meals provided in FY16.</p> <p>91,260/120,009/131% 10%/61%</p>

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>that will stabilize families and move them toward financial self-sufficiency.</p> <p>\$355,971/\$355,971</p>	<p>86%/89%</p>		
<p>Division of Welfare and Supportive Services SNAP OUTREACH. This project consists of outreach to low-income families and individuals, and assistance in applying for the federal Supplemental Nutrition Assistance Program (SNAP). Funds associated with this award will be sub granted to Three Square and Food Bank of Northern Nevada to carry out the Scope of Work and the Data Reporting and Tracking Agreement already executed between these entities and the Nevada Division of Welfare and Supportive Services.</p> <p>\$286,567/\$286,567</p>	<p>In order to track SNAP Outreach activities as they relate to the Food Security Strategic Plan, at the end of each quarter, DWSS will submit copies of the Application Tracking Activities Summary for trusted partners throughout the state, including but not limited to, Three Square and Food Bank of Northern Nevada.</p> <p>Outcomes – Three Square assisted 6,748 applicants with application submissions, an increase of 1,411 applications for the year (26%). Five thousand eight hundred twenty-six (5,826) of the applications were processed by DWSS for an approval rate of 68%. Twenty-three (23) percent of the applications were expedited cases. Application assistance was provided at approximately 463 unique sites from July 2016 through June 2017.</p>		

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
	Food Bank of Northern Nevada submitted 2,158 Community Partner Interview (CPI) applications, down 811 from the previous year. Of those, 1,921 were approved for an average approval rate of 89%. An average 47% of the CPI applications for FY 2017 were for expedited applications.		
East Valley Family Services CHANCE, CHOICE, CHANGE CCC is a Family Resource Center collaborative in Clark County designed to help participants end their personal food insecurity through comprehensive nutrition education, weekly menus and nutritious food, application assistance and employment training and job referrals. \$387,381/\$382,315	Through the provision of food assistance to 800 unduplicated people, 250 (100%) of the 250 surveyed will report that they did not need to skip meals after receiving services for at least one month. 800/962/120% 100%/100%	Through the provision of food assistance referrals to 250 people, 230 (92%) will be successfully linked to one or more federal food assistance programs and be approved for service. 230/245/106% 92%/100%	Through the provision of 21,875 meals in FY 2017, the project will increase the number of meals provided to low-income families by 4,375 (25%) as compared to the 17,500 meals provided in FY 2016. 21,875/76,960/351% 25%/439%
Family Resource Centers of Northeastern Nevada HUNGER ONE-STOP Through community collaboration, case management and food distribution, provide individuals with resources to meet immediate needs. Provide application assistance for other food programs and link clients to	Through the provision of food assistance to 800 unduplicated people, 650 (93%) of the 700 surveyed will report that they did not need to skip meals after receiving services for at least one month. 800/2,373/296% 93%/80%	Through the provision of food assistance referrals to 550 people, 220 (40%) will be successfully linked to one or more federal food assistance programs and be approved for service. 550/2,373/431% 40%/54%	Through the provision of 423,258 meals in FY 2017, the project will increase the number of meals provided to low income families by 55,208 (15%) as compared to the 368,050 meals provided in FY 2016. 423,258/428,869/101%

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
services like workforce readiness, applications, budgeting, and addiction counseling to stabilize and move them toward self-sufficiency. \$286,429/\$286,429			15%/17%
NyE Communities Coalition HUNGER ONE-STOP SHOP Nye CC is creating a comprehensive system of food delivery, nutritional awareness, and linkages to services in Nye, Esmeralda, and Lincoln Counties. This collaborative process builds upon the strengths of the volunteers and the systems in place and grows the infrastructure to support a system that ensures food security. \$167,472/\$167,068	Through the provision of food assistance to 261 unduplicated people, 178 (80%) of the 221 surveyed will report that they did not need to skip meals after receiving services for at least one month. 261/559/214% 80%/88%	Through the provision of food assistance referrals to 100 people, 80 (80%) will be successfully linked to one or more federal food assistance programs and be approved for service. 100/350/350% 80%/80%	Through the provision of 208,483 meals in FY 2017, the project will increase the number of meals provided to low-income families by 48,111 (30%) as compared to the 160,372 meals provided in FY 2016. 208,483/307,827/147% 30%/92%

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Fund for a Healthy Nevada Wellness – State Immunization Program

FHN WELLNESS – STATE IMMUNIZATION PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
DHHS – Division of Public and Behavioral Health Nevada State Immunization Program To support IMMUNIZE NEVADA in Statewide and regional efforts in providing a variety of immunization promotion and education activities to improve access to vaccinations and to decrease disparities in vaccination coverage levels in Nevada populations. \$300,000/\$299,891	Through a sub-grant with the Southern Nevada Health District, AFIX visits to child care centers will be conducted in 50 locations throughout Clark County by June 30, 201. In an additional effort to trainings for child care staff throughout Clark County; these trainings will provide the staff with continuing education credits for their profession. Note: The grantee exceeded the goal for number of trainings. 5/7/140% 100/140	Through a sub-grant with Immunize Nevada, PINK (Protect & Immunize Nevada's Kids) Packets will be developed and distributed to all participating birthing hospitals in Nevada. Note: Number of Packets distributed 27,080.	Through a sub-grant with Immunize Nevada, mobile friendly applications will be developed and provided to the public consumer. Mobile development will be focused on a WIC linkage application (Helping WIC enrollees find immunization services) and making the Immunize Nevada and Nevada VFC websites mobile and parent-friendly. Immunize Nevada tracks website and application usage and will provide these statistics as part of this outcome's measurement. Note: 27,559 page views in the 4 th quarter.

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Fund for a Healthy Nevada Wellness – Suicide Prevention

FHN WELLNESS – SUICIDE PREVENTION PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1	Outcome #2	Outcome #3
<p>DHHS, Division of Public and Behavioral Health, Office of Suicide Prevention (OSP)</p> <p>This statewide program promotes public health to decrease suicide and injury due to suicide attempts for Nevadans across the lifespan. To accomplish this, the program will strengthen and further implement the goals of the Nevada Suicide Prevention Plan; bring a new programming focus to military members, veterans, and their families; and build on the successes of current youth suicide prevention programs.</p> <p>\$400,00/\$379,896</p>	<p>Through the provision of outreach and education, OSP will facilitate sharing information and consensus building among multiple constituent groups to address Assembly Bill (AB) 93, mandating suicide prevention training for mental and behavioral health providers and support licensing boards in encouraging providers of all health care. OSP will work with associations to encourage licensing boards to implement AB93. This will be measured by board approvals for training CEUs and evidence-based training development and increased opportunities.</p> <p>Note: The grantee added 3 training options and 7 new partnerships.</p>	<p>Strengthen the public/private partnership prevention efforts in healthcare settings and emergency departments. The increase in collaboration will be demonstrated by facility completion of baseline surveys examining knowledge, attitudes, training/education, and utilization of skills around suicide prevention. These collaborations will lead to increased trainings for health care providers and facility staff.</p> <p>Note: The grantee demonstrated collaboration with 6 facilities and trained 224 healthcare providers/facility staff.</p>	<p>Enhance the skills of those working with and caring for youth, SMVF and elders to better identify and intervene with someone at risk for suicide through the provision of 8 ASIST two-day suicide intervention workshops to 160 providers/caregivers; 9 Youth Mental Health First Aid trainings to 180 participants; and 10 NV Gatekeeper trainings to 200 participants. 80% will show increased suicide intervention knowledge or awareness as demonstrated by the results of pre and post-tests and surveys and registration/sign-in sheets.</p> <p>Note: Grantee reports that responses to survey showed 88% increased suicide intervention knowledge of awareness.</p>

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Fund for a Healthy Nevada – Disability Services

FHN DISABILITY SERVICES

Program areas include Independent Living, Respite Care and Positive Behavior Support.

PROGRAM ANECDOTES

Independent Living

- Our Case manager met with a 74 year old client to complete an assessment for services. Client was released from the hospital due to significant breathing problems. She is currently receiving services from a homemaker to help with household chores. She also struggles with preparing meals independently due to her health. Her income is limited and has trouble purchasing the proper food to help manage her diabetes. Since the assessment, client now receives 7 meals 1 x week with fruit and milk to ensure proper nutrition from the Meals on Wheels Program. She also receives weekly wellness calls from the Telephone Reassurance Program.
- Previous barriers to placement included requirements by Siegel Suites of background checks and proper identification for clients. We have been reaching out to other housing providers and are moving in a positive direction to add housing units to our standing inventory for this and other programs. Each development is required to have an executed MOU in place prior to placement. While this is sometimes a lengthy process, work is being done to expedite this process.
- Clients are experiencing success in this program and the permanent supportive housing programs they transition too. One client was recently assisted with the SOAR process and was approved for SSI very quickly.

Respite Care

- Family Moved from another state and has had difficulties obtaining services for her medically fragile child. Respite services allowed family a much needed break and ability to make follow up appointments and calls for further resources for their family.
- A client was asked to provide information on how RSVP services have helped her. This is her story: Currently my husband and I are caregivers and support for my 93 year old mother. As a widow she has found it so challenging to be alone in this country. Our desire is to

keep her comfortable, safe, and well through her aging health process and strokes. We called upon the leadership of a Respite Field Representative in Pahrump. She has been an invaluable friend: always kind, constant, competent, dedicated, and wise. We cannot thank her enough. Also, we would like to say thank you to each of you for all you do and have done by providing this organization and system. It is a service much needed for all isolated senior and caregivers for even though we think we are ready...we are never really for the challenge of being elderly and caring for the special people we love.

- Because of respite programs I am able to sing in a community choir which really reduces my caregiving stress.
- We live on 1 income. Without this funding, I typically would take a respite break every 3-4 months. Anytime I have extra money I pay debts, buy supplements. The fact that this money can't be used for anything but respite is an incredible gift to our family.

Positive Behavioral Support

- J&N (parents) attended a Potty Pros class hosted by PBS-Nevada at Marvin Picollo School. At the time, their SON (age 5) had been partially potty trained for quite a while but they were still experiencing issues with SON having bowel movements on the toilet. SON didn't like to have a bowel movement on the toilet, and had gotten used to holding it for long periods of time, such that SON would often go days without having a bowel movement (3 on average). J&N had taken SON many times to the doctor to check for any medical reasons as to why this could be happening, but the doctors could never find anything wrong, and recommended behavior strategies to remedy the problem. After taking the PBS-NV Potty Pros class, checking in with the PBS-NV consultants to address any questions or concerns, and receiving a potty chart and a plan, J&N were ready to start using new strategies. After talking with SON, J&N decided to use Pokémon pictures for SON's potty chart to indicate when he had a success in the toilet. SON loves Pokémon, and got very excited whenever he earned a Pokémon sticker on his potty chart. When he earned 5 Pokémon's, he got a new set of Pokémon cards. J&N were very proud to report after a couple of weeks that SON had not only had zero accidents in his pants for at least a week, but that he was very proud whenever he had a bowel movement in the toilet. The night before the consultants went out to the home to check in, mom reported that SON had a bowel movement and called his mom in to show her, excited that he had gone entirely in the toilet with no other messes in his pants or elsewhere. SON currently is still doing well; parents reported to the consultants that they were amazed at how well SON has been doing. Mom disclosed that she and her husband had historically both felt that SON's bathroom problems would continue throughout his life. They even reported expecting that, despite all their efforts, he would never be able to have appropriate bowel movements entirely on his own. Both J&N reported improvements in their quality of life as well as that of SON, and were excited to use the same techniques on their younger daughters when they are ready to start toilet training!

FHN DISABILITY SERVICES PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Board of Regents, Nevada System of Higher Education, University of Nevada Reno, Center for Excellence in Disabilities PATH TO INDEPENDENCE P2I provides inclusive postsecondary education (PSE) opportunities to students with intellectual disabilities (ID). The expected outcome for each student is integrated, competitive employment. \$45,525/\$45,191	P2I will serve 9 students, and 9 students will be surveyed. The number of participants who indicate an increase in self-sufficiency will be 6 or 85%. 9/9/100% 85/100		
Board of Regents, Nevada System of Higher Education, University of Nevada Reno, Center for Excellence in Disabilities POSITIVE BEHAVIOR SUPPORT NV PBS provides training and technical assistance to parents and caregivers of individuals with disabilities in order to decrease challenging behavior and increase quality of life. This project is a true statewide initiative with services coordinated and provided in each of three regions across the state (Reno, Elko and Las Vegas). \$340,000/\$308,448	Through the provision of trainings and on-site consultation/technical assistance, 155 unduplicated focus individuals will be served, where 90% of focus individuals will demonstrate behavior improvement as measured by behavior change date, assessments and/or interviews. 155/173/112% 90/112	Through the provision of satisfaction surveys to training participants, 80% will be returned and 85% of those collected will indicate positive responses through expressing that they found the training valuable and/or were satisfied overall with the training session as measured by the survey. Note: 173 focus individuals were served but a larger circle of individuals associated with the focus individuals were surveyed. 150/529/352% 85/352	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
DHHS, Division of Employment, Training and Rehabilitation (DETR), Bureau of Vocational Rehabilitation To implement statewide ASSISTIVE TECHNOLOGY (AT) devices/services to Vocational Rehabilitation (VR) clients that enable individuals with disabilities (IWD) to increase and maximize accessibility to employment. Provision of updated AT training servicers for Vocational Rehabilitation counselors to assess for AT needs of clients in an ever changing employment setting. \$159,840/\$148,712	Assistive Technology Services will be provided to 75 unduplicated clients. Surveys will be administered to all clients after 90 days of receiving services. Of the clients served, 80% (60) will demonstrate improved self-sufficiency. 75/84/113% 80/113	Of the 75 clients served and surveyed, 80% will report satisfied or very satisfied at the time of service. Note: 83 clients were served and surveyed. Of those, 85.5% (71) reported they were satisfied or very satisfied. 75/83/110% 80/110	
Catholic Charities of Southern Nevada COMPREHENSIVE CASE MANAGEMENT This project will provide essential adaptive resource services to sustain the independence and improve the lives of the aging population within southern Nevada through outreach, case management and direct service. \$122,189/\$119,683	We will serve 300 unduplicated clients. Every client eligible for the program will be assessed for self-sufficiency. We will gather survey data from 225 unduplicated clients. We project at least 75% (169) will report an improvement in their well-being. Note: Continuing clients may be surveyed more than once during the year; therefore, survey results are not unduplicated as characterized in the outcome. The grantee completed 281 client surveys; 274 reported improvement (94%)	Of the 300 people who receive services, approximately 80% (240) will respond to the satisfaction survey and of those, 75% (180) will report they are satisfied or very satisfied. Note: 281 responded to the survey; 269 reported satisfaction (96%) 281/269/96% 75/96	Based on 300 unduplicated clients, we expect 95% (285) to continue receiving our services or other services we recommend after three months, and we expect 90% (270) will continue using our services or other services we recommend after six months. Note: 304 clients served; 219 continued receiving services at both the three- and six-month marks (72%). 270/219/72% 90/62

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
	300/281/94% 75/94		
CitiCare TRANSPORTATION SERVICES The program will provide 823 non-ADA service area paratransit rides to people with disabilities, and use as match to double those rides with federal funds. CitiCare will partner with local organizations to provide 1,500 free bus tickets so people with disabilities can access needed resources. \$17,618/\$17,605	Non-ADA service area rides: 52 total unduplicated clients will be served with 713 rides. A written survey will be mailed after the first six months and will include approximately 26 people. Of the expected respondents, 90% (9) will indicate that having access to these rides has increased their self-sufficiency. Note: 39 surveys were distributed; 29 were returned. 29 indicated increased self-sufficiency (88% of respondents.) 39/29/88% 90/88	Non-ADA service area rides: 52 unduplicated clients will be served. The written survey will be mailed after the first six months so will include approximately 26 people. Based on previous surveys, 10 responses (40%) are expected. Of the respondents, 70% (7) will indicate that they were satisfied or very satisfied with the services provided by the project. Note: 21 surveys were distributed; 9 were returned. 6 indicated they were satisfied or very satisfied (82% of the respondents). 26/21/82% 70/82	Free bus tickets: 50 total unduplicated clients will be served. A verbal survey will be conducted with all 50 clients. The question will be, "Does having access to these free bus tickets increase your self-sufficiency?" Based on previous surveys, 50 responses are expected. Of the respondents, 95% (45) will indicate that they felt their self-sufficiency was increased by having the free bus tickets. Note: Funds from sources other than FHN covered the cost of tickets for the additional 139 clients surveyed for this outcome. 50/139/278% 95/278
Clark County Social Services TRANSITION TO HEALTHY LIVING This project will serve 86 households who are chronically homeless with a disability and require recuperative care, with two months of bridge housing to stabilize the client with medical treatment, mental health support, and substance abuse	86 unduplicated chronically homeless people to be served. Of these, 80 will be surveyed 3 months after services are completed. 69 (80%) of those who have received services will have increased their self-sufficiency by having sustained housing placement. Note: 18 clients were surveyed; 15	86 clients will be served. 75 of those who received assistance will complete a client satisfaction survey upon exiting the program. 70 (93%) of those respondents will report being satisfied or very satisfied with program services. Note: 56 clients completed a survey;	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>interventions as an interim housing placement.</p> <p>\$234,500/\$164,624</p>	<p>increased self-sufficiency (75% of respondents).</p> <p>86/73/75% 80/75</p>	<p>41 reported being satisfied or very satisfied (80% of respondents).</p> <p>70/56/80% 93/90</p>	
<p>Foundation for Positively Kids, Inc. POSITIVELY KIDS SKILLED RESPITE PROGRAM This project will provide in-home skilled respite care for children who are severely disabled including children who are medically fragile, medically dependent and/or developmentally delayed. We also serve children who have severe autism and children with Down's Syndrome where parents/caregivers need a break from constant care demands.</p> <p>\$99,000/\$69,339</p>	<p>The number of unduplicated children to be served in Respite Care is 60. At least 120 family members will benefit from the respite care. All families are routinely surveyed throughout the period of receiving services. In general, an average of 80% of the families report reduced stress as a result of the services.</p> <p>120/146/122% 80/122</p>	<p>A minimum of 60 families will be assessed throughout their time of receiving services. An average of 70% of families will report fewer medical emergencies and more time to care for other family members or the ability to work. 45 families will report positive results.</p> <p>60/146/243% 75/243</p>	<p>All 60 families receive surveys during the program. 80% of families (48) annually report being satisfied or very satisfied with services provided.</p> <p>60/146/243% 80/243</p>
<p>Easter Seals Nevada FAMILY RESPITE This is a voucher reimbursement respite program for families or children or adults with disabilities. This allows the family to choose the provider they are most comfortable with which is a proven and preferred method with our families.</p>	<p>Through the provision of respite vouchers to 150 unduplicated families, 450 immediate family members will be served. 150 families receiving respite services will receive a survey upon intake and quarterly. 95% (122) will report reduction in family stress levels as a result of receiving respite through the Easter Seals program.</p>	<p>150 families will be surveyed at intake and quarterly thereafter; approximately 128 will return surveys. 85% (109) will report that services helped them avoid a crisis and maintain a stable household as a result of receiving respite services .</p> <p>128/130/98% 85/98</p>	<p>Through the completion of post-respite surveys, 90% of the (115) will report they are satisfied or very satisfied with services provided by the Easter Seals program.</p> <p>115/130/88% 90/88</p>

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
\$222,420/\$196,600	<p>Note: Report captured unduplicated families – this number was confirmed.</p> <p>150/130/86% 95/86</p>		
<p>Nevada Rural Counties RSVP, Inc. RURAL RSVP RESPITE CARE PROGRAM Volunteers provide family caregivers who care for elders or adult family members with disabilities essential regular breaks from the sometimes overwhelming responsibilities of 24/7 care to attend to their own needs. The one cared for at home is provided with a safe environment and person-centered care.</p> <p>\$154,247/\$67,157</p>	<p>In SFY17, 40 new volunteers will provide 15,500 hours of in-home respite care services to 120 unduplicated families. Assessments done before services begin and after 6 months of service will show a reduction in family stress levels among 102 of these families (85%).</p> <p>Complete Outcome: 10 new volunteers provided in-home respite care services to 292 unduplicated families. 243 reported a reduction in family stress levels (83%)</p> <p>102/243/238% 85/238</p>	<p>In SFY17, the RSVP Respite Program Coordinator and Volunteer Field Representatives will survey 120 families during initial in-home intake and assessment, six months after services are rendered, and then annually thereafter. Of these 120 families, 102 (85%) will report that RSVP's respite care services helped them to avoid a crisis and maintain a stable household.</p> <p>Note: 292 families surveyed; 243 reported positively (83%).</p> <p>102/243/238% 85/238</p>	<p>In SFY17, 120 unduplicated families will complete client satisfaction surveys 6 months after service begins. Of these, 102 (85%) will report that they are satisfied or very satisfied with services provided by RSVP respite care volunteers.</p> <p>Note: 292 families surveyed; 113 reported they were satisfied or very satisfied (84%).</p> <p>120/113/94% 85/94</p>
<p>Nevada Senior Services, Inc. RESPITE CARE AND SUPPORT SERVICES This program provides financial support for in-home respite services for caregivers of loved ones deemed ineligible due to age (e.g., under 60) for financial assistance through</p>	<p>In SFY17, 12 unduplicated individuals and 12 unduplicated families will be served. Assessments conducted before services are rendered and after (at 30, 60 and 90 days and 12 months) will show a reduction in stress among 11 of the 12 families</p>	<p>The number of families assessed before/after services are rendered will be 12. Surveys will occur at 30, 60 and 90 days, then at annual reassessment. The number of families reporting the services helped them avoid a crisis and</p>	<p>The number of families assessed before/after services are rendered will be 12. Surveys will occur at 30, 60 and 90 days, then at annual reassessment. The number of respondents reporting they are satisfied or very satisfied with</p>

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Medicaid's state plan, home and community-based waivers, or Independent Living grants through the Older Americans Act. \$41,040/\$24,314	(92%). 12/21/125% 92/125	maintain a stable household will be 11. The percent of positive results will be 92%. 12/21/125% 92/125	services provided by this project will be 11 (92%). 12/21/125% 92/125
Northern Nevada RAVE Family Foundation RAVE (acronym for Respite and Volunteer Experiences) RESPITE VOUCHER PROGRAM RAVE accomplishes the mission by providing vouchers throughout Northern Nevada for families to choose appropriate respite options through the Respite Voucher Program. \$25,437/\$25,437	Through the provision of respite vouchers to 150 unduplicated families who have primary caregiving responsibilities, 120 (80%) will report reduction in family stress levels as a result of services, as measured by pre-and post-respite surveys. Note: 123 of the 150 families served responded to surveys and of those, 98.33% reported reduced stress levels. 150/123/98% 80/98%	Through the completion and return of pre- and post-respite surveys, at least 120 (80%) will report the services provided helped avoid crises and maintain a stable household. Note: This specific question was not asked on the survey, but answers to all other questions demonstrated that they were able to avoid crises and maintain a stable household. 150/123/98% 80/98	Through the completion and return of post-respite services, 120 (80%) will complete client satisfaction surveys and report they are satisfied or very satisfied with the services provided through the Rural Respite program. Note: 123 families completed surveys, 123 (100%) reported they were satisfied or very satisfied. 120/123/103% 80/103
Olive Crest Foster Family Agency RESPITE PROGRAM Provides respite care services to parents, adoptive parents, and legal guardians with children who have a developmental disability, autism, emotional and behavioral needs (mental health diagnosis), or special education involvement.	Through the provision of respite vouchers to 220 children/160 unduplicated families who have primary caregiving responsibilities for a child with special needs, 90% of the families completing surveys will report reduction in family stress levels as measured by the surveys.	Through the completion and return of service surveys, at least 95% (160 families) will report that the services helped them avoid a crisis and maintain a stable household. 160 families will be completing the survey. 160/121/88%	Through the completion and return of post-respite surveys, at least 95% (160 families) will report that they are satisfied with services. This will be indicated by a response of "satisfied" or "very satisfied". 160/194/121% 95/121

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
\$132,856/\$118,578	160/163/128% 90/128	95/88	

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Nevada 2-1-1

BACKGROUND INFORMATION

Nevada Revised Statute (NRS) 232.359, adopted by the Legislature in 2005, set the stage for the development of a statewide information and referral system focusing on health and human services. Actual implementation began after Governor Kenny Guinn issued an Executive Order in February 2006, which pulled together essential partners from state and local governments, telephone companies, United Way organizations, information and referral agencies, and other interested stakeholders. From 2006 through the end of SFY15, two call centers and the 2-1-1 web-based resource directory were operated through a collaboration involving HELP of Southern Nevada, Crisis Call Center, United Way of Southern Nevada, and United Way of Northern Nevada and the Sierra.

The original Executive Order was followed by amendments signed by Governor Jim Gibbons and Governor Brian Sandoval. When the final Executive Order expired on December 31, 2013, the Department of Health and Human Services (DHHS) took responsibility for continuation of the program as mandated in NRS 232.359. Oversight was assigned to the Office of Community Partnerships and Grants (OCPG) in the Director's Office since this unit had administered a significant amount of grant funding for 2-1-1 over the years and could also offer expertise in program development. To comply with State regulations concerning the distribution of funding, a competitive Request for Proposals (RFP) for 2-1-1 operations was conducted in early 2015. Financial Guidance Center (FGC) in Las Vegas won the bid and took over the call center function and resource database maintenance on July 1, 2015. The contract with FGC was recently renewed for another two years, thereby making the contract effective through June 30, 2019.

BACKGROUND INFORMATION KEY STATEWIDE ACTIVITIES IN SFY17

Nevada 2-1-1 has continued moving forward in efforts to strengthen the program to better meet the needs of the community. A collaboration between DHHS and the Nevada Division of Health Care Financing and Policy (DHCFP) has allowed the State to invest in 2-1-1's long-term infrastructure. Over the past year, these activities included:

- Updating the existing resource database with improved search options

- Implementing a DHCFP assessment pilot project, where 2-1-1 call specialists performed a basic assessment with callers who may be eligible for Medicaid long term support services
- Creating a Nevada 2-1-1 Disaster Response Plan
- Submitting the initial application for national accreditation
- Conducting a marketing and outreach campaign that significantly increased website visitors

SFY17 STATISTICS AND CLIENT DEMOGRAPHICS

Phone Calls	Text Messages	Website
Number of Incoming Calls: 131,858	Number of Unique Texters: 1,061 From 36 states; 787 from Nevada	Total Visits: 73,474
Uncategorized: 39	Average texts per conversation: 10.5	New Visitors: 51,100 Returning Visitors: 22,374
Answered: 118,365 - 38,983 were from returning (repeat) clients	Actual incoming texts: 7,499	Webpage Views
Abandoned: 13,454 Abandoned calls prior to 40 seconds: 8,769	Actual outgoing texts: 23,976	Number of Page Views: 229,944 Viewed from all 50 states and the District of Columbia
Calls answered within two minutes: 111,496 Average wait time: 26 seconds		34,418 from Nevada (next highest state California with 7,290)

Nevada Callers By County	
Carson City	587
Churchill	100
Clark	54,407
Douglas	230
Elko	222
Esmeralda	11
Eureka	5
Humboldt	57
Lander	20
Lincoln	20
Lyon	389
Mineral	19
Nye	320
Pershing	18
Storey	6
Washoe	5,523
White Pine	28
Other Zip Codes	3,501
Total YTD	65,463

Client Needs Top Referral Types	
Housing/Shelter	59,967
Food	20,506
Utilities	19,350
Individual & Family Support Services	14,816
Employment	8,899
Transportation	7,922
Public Assistance Programs	7,168
Material Goods	6,729
Health Supportive Services	5,622
Legal Services	4,420
Mental Health Assessment & Treatment	3,281
Outpatient Health Facilities	2,198
Substance Abuse Disorder Services	1,901
Specialized (Health) Treatment	1,109
Note that health, mental health and substance abuse have numerous sub-categories and these numbers do not reflect all health-related referrals.	

Data was also collected on client race, ethnicity, gender, age, family status, preferred language, referral source, and specific needs, and is included in Nevada 2-1-1's SFY17 Report, which is posted on the Nevada 2-1-1 website at: <http://www.nevada211.org/reports/>.

PROGRAM ANECDOTES

- A senior called 2-1-1 because he had been without food for two days. He did not have a way to contact the local food agencies, and he did not have any friends or family that could provide assistance. The call specialist contacted Helping Hands of Vegas Valley to see if they could help the caller. Fortunately, the agency had resources to deliver food to him, so the call specialist reached out to the caller to let him know that someone from the agency would be calling him shortly. At the end of the call specialist's shift, she called the gentleman again to ensure the food delivery had been set up with the agency, which it had, and the food was expected to be delivered later that day.
- A senior caller had been in Las Vegas for just a few months when her husband unexpectedly passed away. She lost her apartment and felt unsafe and afraid where she was currently staying. After seeing the 2-1-1 number posted on the bulletin board, she decided to contact 2-1-1. The call specialist suggested that she contact Hope Link, where they gave her several names of weekly hotels. After securing one of those hotels and feeling safer, she called 2-1-1 again to explore additional options. The call specialist gave her information on accessible housing for seniors and the disabled, as well as information on low income subsidized rental housing. She also mentioned that was receiving threatening phone calls over missing a payment on a payday loan. The call specialist talked with her about Financial Guidance Center's programs that assist people in getting back on track with their finances and shared their contact information with the caller. As the conversation came to a close, the caller reported that she felt rejuvenated with all of this new information.
- A caller, who was legally blind, had most of his belongings damaged when his apartment flooded. He was in desperate need of clothing. The call specialist contacted the Goodwill to make arrangements for the caller to receive a voucher for clothing. The call specialist also informed the Goodwill that the caller needed assistance with shopping for clothing because he was legally blind. They said that any of the customer representatives would be able to assist the caller once he was there. The call specialist then called the man again to share the referral with him and to also give his son the information to contact them.

MAJOR PLANNED ACTIVITIES FOR SFY18

- Upgrade 2-1-1 database platform to better meet the needs of the community
- Continue marketing and outreach campaign to better inform the public about 2-1-1, including a targeted campaign towards college students in Northern and Southern Nevada
- Create the Nevada 2-1-1 Community Ambassador Alliance
- Continue with the multi-year national accreditation process
- Secure additional funding resources

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Family Resource Centers

BACKGROUND INFORMATION

Family Resource Centers (FRCs) were established by legislation in 1995 (NRS 430A). The state is divided into 22 Service Areas with a FRC providing information, referrals, and case management to residents in each Service Area. The FRCs collaborate with local and state agencies and organizations to help individuals and families access needed services and support.

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

In SFY17, \$1,366,373 was distributed to 20 organizations that served as fiscal agents for FRCs in 22 Service Areas throughout Nevada. This represents 95% of the \$1,437,910 granted to the FRCs from the Fund for a Healthy Nevada (FHN).

The Grants Management Advisory Committee (GMAC) first approved the allocation of funds to the fiscal agents in SFY09. A funding allocation formula was created based on demographic data for each of the 22 Service Areas. Still in use today, the formula takes into consideration total population, percent of people living in poverty, and the number of children ages birth to 18. Current statistics are reflected through biannual updates.

Each FRC is required to submit a monthly report with information about the number of unduplicated individuals served, the number of case files opened, the number of referrals made, the number of clients with a “Goal Worksheet,” and the number of times a case manager met with a client to review progress toward achieving their goal(s). Also required are quarterly reports, which focus on program accomplishments, challenges, staffing, staff training received, technical assistance requested, in-kind/cash donations received, and anecdotal stories that demonstrate the impact of the program. Through review of monthly and quarterly reports, regional meetings, telephone calls, and e-mail correspondence, OCPG staff worked closely with the FRCs in SFY17 to ensure that clients accessing services were provided with appropriate referrals and support to help them achieve goals.

COLLABORATIVE EFFORTS AND LEVERAGING

In Las Vegas, the geographic boundaries of the Service Areas correspond with Neighborhood Family Service Centers, which provide services to families involved with the Nevada Division of Child and Family Services (DCFS), Clark County Department of Family Services (CCDFS), Nevada

Early Intervention Services (NEIS), and Nevada PEP (a statewide parent training and information center for families who have children with disabilities). In Washoe County, the Washoe County School District (WCSD) Family Resource Center Coalition is comprised of five sites located in Central Reno, Northeast Reno, the North Valley area, the Sun Valley area, and Sparks. The WCSD FRC Coalition provides services to families involved with the Washoe County Department of Social Services (WCDSS) as well as local community service providers. FRCs throughout the state (including those located in rural Nevada) collaborate with DCFS, the Nevada Division of Welfare and Supportive Services (DWSS), the Aging and Disability Services Division (ADSD), the Division of Public and Behavioral Health (DPBH), their local school districts, and many other community and state agencies. The FRCs also partner with the Energy Assistance program at DWSS to help clients accurately complete Energy Assistance applications and streamline the process. Nine FRCs are funded through the OCPG to provide Differential Response (DR) services to help families resolve issues that led to low-risk child abuse and neglect reports; two FRCs received grants to serve as Hunger One-Stop Shops; and seven receive grants to support parent education and provide crisis intervention.

Statewide, FRCs received more than \$1,256,913 in cash and in-kind donations in SFY17.

GRANTEE PERFORMANCE

In SFY17, FRC programs across the state collectively served 33,841 unduplicated adults, children, and seniors with referrals, resources and support to meet their immediate needs. Services included the following.

- FRCs opened 12,303 case files. Of those, 11,901 clients had Goal Worksheets as part of their case file and 11,763 clients (96%) achieved a minimum of one goal.
- FRCs made 192,273 referrals to community support organizations.
- FRCs assisted clients with the submission of 282 Temporary Assistance for Needy Families (TANF) applications, 3,157 Supplemental Nutrition Assistance Program (SNAP) applications, 2,141 Nevada Medicaid/Nevada Check-Up applications, 2,008 Energy Assistance applications, and 89 childcare assistance applications.

KEY STATEWIDE ACTIVITIES IN SFY17

- FRC staff attended trainings for accountable case management, homeless outreach, trauma informed care, energy assistance, suicide prevention, Medicaid and Nevada Check-Up, as well as many other online classes. Representatives from some of the FRCs also attended the Prevention of Child Abuse and Neglect Conference held in Las Vegas in June.
- FRCs participated in *Pinwheels for Prevention* events in their communities during April 2017, National Child Abuse Prevention Awareness Month.

- Ron Wood Family Resource Center developed and began a new program titled I.G.N.I.T.E. This acronym stands for inspire, grow, nurture, imagine, thrive, and encourage. This class is offered for parents and children ages 5-11. The class teaches children how to identify overwhelming emotions and give them the tools to assist them with the challenges they face. It is a child parent interactive class so the parents learn the tools and techniques to support their children. Ron Wood has great success with this program and positive feedback from parents and children. Ron Wood has received many referrals from the community for this program.

MAJOR PLANNED ACTIVITIES FOR SFY18

- The FRCs will continue to lead organizations in their communities for the statewide *Pinwheels for Prevention* campaign for Child Abuse Prevention Month in April 2018.
- The OCPG will continue to participate in program development and performance evaluation of the FRCs through site visits, program monitoring activities and the provision of technical assistance. As part of that effort, support will be given to the FRCs to access additional funding sources and seek out collaborative partnerships to expand their programs and services.
- The OCPG will continue its work with the FRCs to develop statewide standards, establish outcomes that effectively measure the impact that services have on quality of life, and create a training component for coordinators to enhance case management skills and community outreach efforts.
- The OCPG will be coordinating FRC services with the Federally Qualified Health Centers and Primary Care providers to ensure clients' needs are addressed in a holistic manner.

PROGRAM ANECDOTE

- Lyon County Human Services had a senior connect with their FRC in May expressing concern for homelessness and need of basic needs and necessities. He was without a home or income after finishing up a job in trade for shelter. His social security was pending, however he had few months to figure out how to survive prior to receiving his benefits. The FRC immediately conducted applicable assessments and rolled into goal planning. He agreed to participate in their employment program. Two days later the client landed a job interview and started attending job fairs. In addition, the FRC assisted with showers, gasoline and clothing through the collaboration with community partners and grant funding. Within 10 days, this senior secured employment and the FRC case manager began to search for housing possibilities. Early June, he received his first paycheck and started budgeting workshops offered by the FRC. In addition to housing, employment and budgeting services, he was also connected with medical insurance, assistance with past utility bills and connection to local food resources. Just over one month from when he was first walked into the FRC, permanent housing was secured for him. Currently, he continues to work, has maintained employment and housing while collecting Social Security.

FAMILY RESOURCE CENTERS PROGRAM PERFORMANCE DATA

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Olive Crest <u>Las Vegas North</u> 89030, 89031, 89033, 89036, 89081, 89084, 89085, 89086, 89087, 89115, 89130, 89131, 89143, 89149, 89156, 89191	\$143,416	1470	386	386	100%	383	99%
East Valley Family Services <u>Las Vegas East and Central</u> 89032, 89101, 89102, 89104, 89106, 89107, 89108, 89109, 89110, 89119, 89120, 89121, 89142, 89169	\$315,588	6321	2769	2769	100%	2769	100%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Boys and Girls Clubs of Southern Nevada <u>Las Vegas West</u> 89004, 89018, 89103, 89113, 89117, 89118, 89124, 89128, 89129, 89134, 89135, 89138, 89139, 89141, 89144, 89145, 89146, 89147, 89148, 89166, 89178, 89179	\$197,858	1973	622	622	100%	615	99%
HopeLink <u>Las Vegas South</u> 89002, 89005, 89011, 89012, 89014, 89015, 89044, 89052, 89074, 89122, 89123, 89139, 89183	\$149,548	4853	1776	1754	99%	1731	99%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Salvation Army of Mesquite <u>North Rural Clark County (Mesquite/Bunkerville)</u> 89007, 89024, 89027	\$24,075	2375	549	700	100%	700	100%
Cappalappa FRC <u>North Rural Clark County (Overton/Moapa/Logandale)</u> 89021, 89025, 89040	\$18,908	169	97	83	86%	75	90%
East Valley Family Services <u>South Rural Clark County (Laughlin)</u> 89019, 89026, 89028, 89029, 89039, 89046	Expenditures included under East Las Vegas /Central	159	86	86	100%	86	100%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Washoe County School District FRC Coalition <u>Washoe County</u> 89339, 89405, 89412, 89424, 89431, 89432, 89433, 89434, 89435, 89436, 89439, 89442, 89501, 89502, 89503, 89504, 89505, 89506, 89507, 89508, 89509, 89510, 89511, 89512, 89513, 89515, 89519, 89520, 89523, 89533, 89557, 89570, 89595, 89599	\$168,868	4662	1291	1291	100%	1291	100%
Family Support Council of Douglas County <u>Douglas County</u> 89402, 89410, 89411, 89413, 89423, 89448, 89449, 89450, 89451, 89452	\$33,523	180	75	75	100%	56	75%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Tahoe Family Solutions <u>Incline Village and Crystal Bay</u> 89402, 89450, 89451, 89452	\$9,993	338	103	103	100%	103	100%
Ron Wood FRC <u>Carson City</u> 89701, 89702, 89703, 89704, 89705, 89706, 89711, 89712, 89713, 89714, 89721	\$38,453	2168	967	967	100%	967	100%
Community Chest, Inc. <u>Storey County</u> 89440	\$16,578	287	95	41	43%	46	112%
Churchill County Social Services <u>Churchill County</u> 89406, 89407, 89496, 89406, 89407, 89496	\$16,221	1064	424	363	86%	372	102%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Lyon County Human Services <u>Lyon County</u> 89403, 89408, 89428, 89429, 89430, 89444, 89447	\$41,240	1205	496	351	71%	356	101%
Frontier Community Action Agency <u>Humboldt County</u> 89404, 89414, 89421, 89425, 89426, 89438, 89445, 89446	\$41,968	1702	724	658	91%	634	96%
Frontier Community Action Agency <u>Lander County</u> 89310, 89820	Expenditures included under Humboldt	232	103	100	100%	81	81%
Pershing County School District FRC <u>Pershing County</u> 89418, 89419	\$19,043	90	28	28	100%	28	100%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Family Resource Center of Northeastern Nevada <u>Elko County</u> 89801, 89802, 89803, 89815, 89822, 89823, 89824, 89825, 89826, 89828, 89830, 89831, 89832, 89833, 89834, 89835, 89883	\$37,520	2450	1037	955	92%	917	96%
Little People's Head Start <u>White Pine and Eureka Counties</u> 89301, 89311, 89315, 89316, 89317, 89318, 89319, 89821	\$22,316	916	200	184	92%	184	100%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Consolidated Agencies of Human Services <u>Mineral, Esmeralda and Northern Nye Counties</u> 89010, 89013, 89022, 89045, 89047, 89049, 89314, 89409, 89415, 89420, 89422, 89427	\$17,240	331	102	23	23%	12	52%
Nevada Outreach Training Organization, NOTO Abuse <u>Southern Nye County</u> 89003, 8920, 89023, 89041, 89048, 89060, 89061	\$36,129	709	270	259	96%	256	99%

Agency <u>Geographic Service Area/s</u> (defined by zip code)	SFY 17 Amounts Expended	YTD Unduplicated number of adults and children served	YTD Number of case files opened (families served)	YTD Number of clients with a Family Goal Worksheet	Outcome #1 A minimum of 85% of clients with a case file will have a Goal Worksheet.	YTD clients who have achieved a minimum of one goal on the Family Goal Worksheet	Outcome #2 A minimum of 75% of clients pursuing the goals listed on their Goal Worksheet will achieve a minimum of one goal as stated on their goal sheet.
Lincoln County Community Connection <u>Lincoln County</u> 89001, 89008, 89017, 89042, 89043	\$17,888	187	103	103	100%	101	98%
Totals	\$1,366,373	33841	12303	11901	97%	11763	96%

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Differential Response

Program Growth 2007 - 2017

	SFY 07* *2/28/07– 6/30/07	SFY 08 7/1/07– 6/30/08	SFY 09, 10, 11, 12, 13, 14, 15, 16 July 1 st – June 30 th	SFY 17 Current Status
Number of DR programs	2 (Las Vegas)	7 (4 Las Vegas, 2 Washoe, 1 Elko)	12 (5 Las Vegas, 2 Washoe, 5 Rural)	11 (5 Las Vegas, 2 Washoe, 4 Rural)
Number of DR Staff	4	16	23	24

Total Number of Families Served 2007 - 2017

	SFY 07 2-28-07 to 6-30-07	SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	SFY 13	SFY 14	SFY15	SFY16	SFY17	Cumulative Total
Cumulative number of families referred to DR from CPS	90	362	912	1,053	1,137	1,234	1,319	1,367	1,421	1,436	1,077	11,408
Number of cases returned to CPS *	16	66	147	76	44	47	13	32	42	27	35	545
Number of cases closed	33	247	665	906	1,135	1,182	1,324	1,333	1,403	1,396	1,095	10,719

Current Status by Program – SFY17
July 1, 2016 – June 30, 2017

Program	DR Case Managers FTE Positions	Number of cases carried forward from FY16 to FY17	Number of cases referred to DR from CPS	Number of cases returned to CPS*	Number of cases closed	Number of open DR cases as of 06/30/17
Las Vegas South HopeLink FRC	2	12	51	14	40	9
Las Vegas East East Valley Family Services FRC	2	16	58	4	64	7
Las Vegas Central East Valley Family Services FRC	2	9	56	4	57	4
Las Vegas North Olive Crest FRC	2	20	90	0	91	19
Las Vegas West Boys & Girls Club of So. NV FRC	2	13	76	1	90	0
Total Clark County	10	70	331	23	342	39
Washoe FRC	2	18	133	1	126	23
Washoe Children's Cabinet **	3	45	110	1	134	19
Total Washoe County	5	63	243	2	260	42

Program	DR Case Managers FTE Positions	Number of cases carried forward from FY16 to FY17	Number of cases referred to DR from CPS	Number of cases returned to CPS*	Number of cases closed	Number of open DR cases as of 06/30/17
Elko FRC of Northeastern Nevada	2	7	80	4	83	0
Lyon, Pershing, Mineral, Churchill Lyon County Human Services FRC	4	29	171	3	149	44
Carson City/Douglas Ron Wood FRC	2	14	227	0	231	11
Pahrump/Southern Nye East Valley Family Services FRC	1	7	25	3	30	0
Total Rural Counties	9	57	503	10	490	61
Total State	24	190	1077	35	1092	142

* Cases are returned to CPS for the following reasons: Unable to locate family or family moved; family refused DR services or did not respond to DR communication; child in home under the age of 5 (from 2/28/07-6/30/13); after 7/1/13 concern for safety of children under 5; new allegation of abuse or neglect; family not in service area.

** Children's Cabinet is funded by WCDSS to provide DR services. While they are not being funded by FRC state funding, they are participating in the training and other DR activities and their data is incorporated into the evaluation information.

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Social Services Block Grant – Title XX

BACKGROUND INFORMATION

Title XX was added to the Social Security Act in 1974 and was amended to establish the Social Services Block Grant (SSBG) program in 1981. Under the block grant statute, states receive annual allocations for services directed toward one or more of the following five national goals.

1. Achieving or maintaining economic self-support to prevent, reduce or eliminate dependency
2. Achieving or maintaining self-sufficiency, including reduction or prevention of dependency
3. Preventing or remedying neglect, abuse, or exploitation of children and adults unable to protect their own interests, rehabilitating or reuniting families
4. Preventing or reducing inappropriate institutional care by providing for community-based care, home-based care or other forms of less intensive care
5. Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

Grants are administered by the Office of Community Partnerships and Grants (OCPG) in the DHHS Director's Office. Projects are monitored through quarterly progress reports and through fiscal reports when funds are drawn. In addition, program monitoring and fiscal reviews are conducted and technical assistance is provided as needed.

In SFY17, \$12,512,525 in SSBG Title XX funds were sub-granted to State agencies within the Department of Health and Human Services (DHHS). The funds supported a variety of essential services administered by the Aging and Disability Services Division, the Division of Child and Family Services, and the Division of Public and Behavioral Health.

An additional \$1,061,410 in SSBG Title XX funds were sub-granted to six non-state entities to support programs that focus on preventing child abuse (parent training, crisis intervention, and child self-protection training) and food security. These grants represented the second year of a two-year grant cycle that began July 1, 2016 following a competitive application process.

LEVERAGING

SSBG Title XX benefits Nevadans because of the flexible nature of its intended purpose and liberal rules of use. This fund is often pooled with other resources, ensuring that Nevada is meeting the immediate needs of its residents. The SFY16 Post-Expenditure Report submitted to the federal Office of Community Services by the DHHS OCPG in December 2016 documented that the \$13,971,923 Nevada expended in SSBG Title XX dollars that year was an important part of a \$165+ million effort to support at-risk Nevada families, children and individuals.

GRANTEE PERFORMANCE

As shown in the detailed progress records included in this report, most non-state subrecipients substantially met or exceeded their goals in SFY17. The federal Post-Expenditure Report (referenced in the preceding section) documented services to 67,541 Nevadans by State and non-state (community) agencies. Data by service categories for SFY17 was as follows.

- Case management services to 1,862 children
- Counseling services to 2,215 children and one adult
- Employment and job training to 1,292 adults
- Foster care services to 1,689 children
- Health related services to 3,543 children and 4,107 adults
- Home-based services to 25 children and 1,223 adults
- Independent/Transitional living services to 0 adults
- Prevention and intervention services to 13,997 children and 731 adults
- Protective services to 7,074 adults
- Residential treatment services to 355 children
- Substance abuse services to 130 adults
- Transportation services to 0 children and 0 adults
- Other Services to 3,724 children and 2,944 adults

PROGRAM ANECDOTES

- A parent training program led a session for parents who needed help with their children's picky eating habits. Staff went over children's anxiety associated with trying new foods and how a parent should ease into it. Staff conducted an activity with parents to explain how intimidating trying new foods can be. Staff blindfolded parents and introduced new foods such as pumpkin puree, peas, apple sauce, cereal and raisins; all while having a can of tuna opened in the back ground. Parents enjoyed the activity and stated they would implement new strategies when feeding new foods to their toddlers – patience, involving the child in the choosing of the new foods, and taking into consideration all five senses.
- A family was referred to a crisis intervention program by Child Welfare because both boys were found to be left unattended at home while the mother was at a friend's home and under the influence of a controlled substance. Crisis intervention staff helped the mother enroll her children in school as well as two local children's programs in the event that child care is needed. In addition, staff taught the mother additional parenting skills to increase positive discipline strategies instead of relying on physical discipline. The mother was able to learn these strategies, how to identify informal/formal supports, and set reasonable expectations for her sons. She also began utilizing the support of her family when she was feeling frustrated and needed a break.

MAJOR PLANNED ACTIVITIES FOR SFY18

- Non-state agencies funded for the prevention of child abuse and neglect will participate in quarterly conference calls to work toward standardizing fiscal and programmatic information and to share updates on best and emerging practices in the field of child abuse and prevention.
- OCPG staff will participate in monthly conference calls convened by the federal Office of Community Services and will assist in collecting success stories to support continued funding of the Title XX program.
- All programs will receive technical assistance and monitoring as required. Site visits will be scheduled for at least one-third of the community-based programs and State agencies receiving SSBG Title XX funds.

SSBG TITLE XX NON-STATE (COMMUNITY AGENCIES) PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Boys Town Nevada, Inc. IN-HOME FAMILY SERVICES (PCA Crisis Intervention) Boys Town's In-Home Family Services (IHFS) works with families at home to ensure a safe and stable family environment. A Family Consultant with parents to manage crisis, improve parenting skills, create a safe and nurturing home for their children, and help them access necessary community resources to achieve self-sufficiency. \$326,216 / \$317,052.84	Of the 80 families with 200 children served in the IHFS program, 85% will complete the six-week program and achieve 90% of their treatment goals. Note: 81 completed the program; 67 achieved their goals (83%). 80/81/1.01% 85/87	At the end of the six-week IHFS program, 90% of families will complete a survey that identifies a minimum of three skills they learned in the program that helped their family reduce overall family stress. Note: 77 families completed a survey; 75 identified three skills (97.4%). 90/97	85% of the families who complete the six week IHFS program will not have a substantiated CPS report 12 months following the family's completion of the IHFS program. Note: 77 families completed the program; 77 did not have a substantiated CPS report (100%). 85/100
Child Abuse Prevention Project of Washoe County CHILD ABUSE PREVENTION WORKSHOP (PCA Child Self-Protection Training) CAPP of Washoe County provides an interactive, skills-based workshop that uses songs, demonstrations, dialogue and role playing to empower children to recognize and ward off abusive situations they may encounter with bullies, strangers, internet predators and known and trusted people. CAP	10,000 unduplicated children in the second, fourth and sixth grades in Washoe, Storey and Lyon Counties will attend Elementary Abuse Prevention Workshops. Of those, 75% (7,500) will demonstrate an increase in knowledge and skill of self-protection 90 days after the workshop presentation. Note: 9,954 children took part in follow-up activities; demonstrated improved knowledge and skills (87%). Due to the 90-day interval, follow-up	10,000 unduplicated children in the second, fourth and sixth grades in Washoe, Storey and Lyon Counties will attend Elementary Abuse Prevention Workshops. Of those, 40% (4,000) will acknowledge affirmative action against an abusive situation as determined by post testing children 90 days after the workshop presentation. Note: 11,450 participated in the post-test in Quarters 2, 3 and 4; of	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
encourages children to talk to trusted adults who will advocate for them. \$102,350 / \$102,350	could not begin until the second quarter of the fiscal year. 10,000/13,803/138% 75/87	those, 6,023 acknowledged affirmative action (53%). 10,000/13,803 40/53	
Olive Crest Foster Family Agency STRONG FAMILIES (PCA Crisis Intervention) Strong Families is a strengths-based program that targets families in crisis and helps them overcome current stressors while also working to build their protective capacity, enhance overall family functioning, and meet basic needs to decrease the incidence of child abuse/neglect. Strong Families strengthens families and moves them toward self-sufficiency. \$210,675 / \$174,110.81	117 families will receive crisis intervention services through the Strong Families program and at the close of services, 85% (99) of the families will indicate positive outcomes as evidenced by achievement of care plan goals, results of the Olive Crest Pre/Post Assessment or the Protective Factors Survey. Note: 56 evaluated for positive outcomes; 49 achieved goals (87.5%). 117/97/83% 85/83	Through the administration of surveys at 3 months, 6 months, and a year following successful discharge from the Strong Families Program, a minimum of 80% (136) of the families will report no involvement with Child Protective Services and/or there will be no further Child Protective Services referrals/involvement reported on the family. Note: 27 families surveyed; 27 reported no CPS involvement (100%). 117/97/83% 80/100	Through the administration of a Client Satisfaction survey following discharge from the Strong Families program, 90% of the families will respond affirmatively to the statement, "I will recommend this program to my friends and family." Note: 51 surveyed; 50 would recommend the program (99.5%). 90/99.5
Tahoe SAFE Alliance CHILDREN'S PROGRAM (PCA Crisis Intervention) This program provides access to individual therapy as well as therapeutic and empowerment groups	Through the provision of education, counseling, therapeutic and empowerment groups, advocacy and case management for 64 children, 54 (85%) will show improved well-being as measured by the reduction and	The number of unduplicated families to be served is 64. The number of unduplicated children who will be assessed to evaluate the level of long-term support and stabilization resulting from services	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>for children who are victims of abuse, witnessed some form of family violence or are otherwise at-risk. The program also assists the non-offending parent and other family members, when appropriate.</p> <p>\$36,734/\$36,734</p>	<p>management of emotional symptoms, as outlined and tracked in individual treatment plans and/or pre/post surveys.</p> <p>Note: 56 children received services; 49 showed improvement (100%).</p> <p>64/56/87.5% 85/100</p>	<p>is 64. The number of those assessed with a positive result is 54 (85%).</p> <p>Note: 56 children assessed; 56 showed a positive result (100%).</p> <p>64/56/87.5% 85/100</p>	
<p>Washoe County Family Resource Center Coalition PCA PARENT TRAINING. WCSD will provide parent training to 207 unduplicated Washoe County parents who are identified as high risk for abuse and/or neglect of minor children. The parent training will be delivered via the WCSD Family Resource Center's Apple Seeds/Parents as Teachers and Parenting Wisely programs.</p> <p>(Blended Funding: \$80,657 Title XX, \$65,769 Children's Trust Fund.)</p> <p>\$146,426/\$136,139.51</p>	<p>157 unduplicated, at risk families will participate in parent training; 80% (126) families will report a positive change in their competency as a parent as measured by the Protective Factors Survey.</p> <p>Note: 183 parents took the Protective Factors Survey; 183 reported positive change (100%).</p> <p>157/183/117% 80/100</p>	<p>157 unduplicated, at risk families will participate in parent training; 90% (141) families will report being satisfied or very satisfied on the post-workshop Client Satisfaction Survey.</p> <p>Note: 175 parents completed satisfaction survey; 175 were satisfied or very satisfied (100%).</p> <p>175/175/100% 90/100</p>	<p>85 unduplicated parents participating in the Apple Seeds program, 90% (77) will be able to discuss/demonstrate one new parenting technique on the post-workshop Client Satisfaction Survey and will be able to demonstrate the use of the technique with the home visitor.</p> <p>Note: 131 parents participated; 131 demonstrated one new technique (100%).</p> <p>85/85/100% 90/100</p>
<p>Catholic Charities of Northern Nevada HUNGER ONE-STOP SHOP</p>	<p>39,850 unduplicated people will be receiving food for FY17. Of these</p>	<p>Through the provision of food assistance referrals to 38,650</p>	<p>Through the provision of 5,155,460 meals in FY17 the project will</p>

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>Five years ago, we realized that people with food insecurities who visited our campus also needed assistance finding housing, employment, medical and other services. Our project offers a one-stop shop approach to food and other social service agencies, bringing these resources together in one location. (Blended Funding - \$766,180 FHN Wellness and \$286,567 Title XX.)</p> <p>(Blended Funding: \$766,180 FHN, \$286,567 Title X)X</p> <p>\$1,052,747 / \$1,052,747</p>	<p>18,846 unduplicated people will be surveyed after receiving food from our pantries. 86% of those surveyed or 16,207 will have skipped fewer meals as a result of receiving food from our pantries.</p> <p>39,850/43,856/110% 86%/60%</p>	<p>people, 38,650 (100%) will be successfully linked to one or more federal food assistance programs and be approved for service.</p> <p>38,650/43,856/110% 100%/100%</p>	<p>increase the number of meals provided to low-income families by 468,678 (10%) as compared to the 4,627,567 meals provided in FY16.</p> <p>5,155,460/5,473,500/106% 10%/18%</p>

SFY 17 Annual Report

Department of Health and Human Services – Office of Community Partnerships and Grants

Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling (Problem Gambling Fund)

BACKGROUND INFORMATION

The Revolving Account to Support Programs for the Prevention and Treatment of Problem Gambling was created by Senate Bill 357 of the 2005 Legislative Session and codified in NRS 458A. The account is funded through slot machine fees that would otherwise go to the State General Fund. The statute was amended in the 2007 Legislative Session to remove the sunset clause initially attached to this funding. The Office of Community Partnerships and Grants (OCPG) in the Director's Office of the Department of Health and Human Services (DHHS) administers the funds, and the Advisory Committee on Problem Gambling (ACPG) provides review and recommendations related to solicitation of applications and awarding of grants.

DISTRIBUTION OF FUNDS AND ACCOUNTABILITY

- Treatment – five grants, \$666,443.00 expended
- Program Enhancement – five grants, \$7,870.00 expended
- Research and Evaluation – one grant, \$139,163.00 expended
- Technical Assistance – one contract, \$41,000.00 expended
- Workforce Development – one grant, \$49,032.00 expended
- Prevention – two grants, \$199,491.00 expended
- Media Campaign – one grant, \$64,994.00 expended

The expenditures above total \$1,167,993 (97% of the \$1,209,752 awarded).

All grantees and contractors must submit regular progress and financial reports to the OCPG. Summary reports are provided to the ACPG at their meetings.

IMPLEMENTATION OF TREATMENT STRATEGIC PLAN

SFY17 marked year one of the “Three-Year Strategic Plan for Problem Gambling Treatment Services within the State of Nevada,” which was first approved by the ACPG on May 19, 2016, and revised November 1, 2016. The document includes: (1) Strategic planning for procurement, information management, treatment, and workforce development, and (2) Treatment admission criteria, provider standards, reporting requirements, procedure codes, and reimbursement rates.

As required in the strategic plan, OCPG staff analyzed utilization of funds by treatment grantees mid-year. The intent of this process is to ensure that money is moved from treatment grantees that are under-utilizing funds to grantees that are demonstrating a need for additional funds.

GRANTEE PERFORMANCE

- It was projected that, across all programs, 517 new clients would be admitted in SFY17. Collectively, grantees enrolled 471 clients (about 91% of the SFY17 program goal and a 6% increase of the SFY16 enrollment).

SFY17 was the second-year client projections were calculated by OCPG staff in conjunction with the program’s contracted subject matter expert (as opposed to treatment grantees estimating their own enrollment). Projections were based on the average cost of treatment in prior years vs. the amount of each award. The formula will be re-evaluated for future grant cycles.

- Four out of five grantees exceeded the performance standard set forth in the Treatment Strategic Plan for the number of clients who would complete treatment during the project period. The performance standard reads as follows.

“Successful Completion: The percent of all individuals receiving services funded through this Agreement who successfully complete treatment must not be less than 35%. A successful problem gambling treatment completion is defined as the individual’s: (a) achievement of at least 75% of short-term treatment goals, (b) completion of a continued wellness plan (i.e., relapse prevention plan), and (c) lack of engagement in problem gambling behaviors for at least 30 days prior to discharge from services.”

PROGRAM ANECDOTES

- I was brought to PGC by my wife, two daughters and an interventionist. I was hesitant about discussing my problem (or whether I indeed had one) with strangers and opening up about my personal life. I spent 6+ weeks attending 4 meeting per week and truly learning about my disease and that I was not alone with strangers. I started to understand the issues I had been dealing with since I was a young boy (I started gambling at about 8 and even brought a picture of me with 3 friends sitting playing poker at my kitchen table. Over 50 years of gambling ended. While I still attend GA meetings, I truly enjoy our PGC Saturday Aftercare meetings. The recovery in the room is unbelievable; the camaraderie and sharing is the highlight of my week. I stress “The Wheel” to everyone whenever I talk about gaining

control and having patience NOW. I always talk about how the ability to just “go to the mailbox” AND “sleep at night” are a result of my 4 ½ year relationship with PGC and my friends.

- We have provided problem gambling treatment services to a 31-year-old male who had scored 7/9 on the DSM-5 Diagnostic Criteria for Problem Gambling. He was diagnosed with moderate gambling disorder. He reported he started gambling at age 21, on his birthday. He stated, “I went to the Fandango Casino and gambled with my girlfriend. I won \$400.00 that night and from then on I was chasing another big win.” He reported that over the next 10 years, his drug addiction and gambling caused him to be in and out of jail and prison numerous times. He has struggled with schizophrenia symptoms of severe paranoia and thought that if he stayed high on the methamphetamine, he would not fall asleep. If he did not fall asleep the people he felt were going to kill him could not get to him. He reported always having a weapon of some sort, usually knives, on his person for protection. After entering treatment, he was received a mental health evaluation. In that evaluation, it was determined that the schizophrenia symptoms were actually psychosis brought on by the methamphetamine. He was extremely happy to hear this saying, “It is so good to hear that I am not crazy and that if I stop using the drugs my symptoms will completely go away.” He has been in treatment for nearly 45 days and reports having no paranoia at all. He has also made breakthroughs in understanding his gambling problem and why he gambles. He understands his high-risk situations which need to be avoided (i.e. allowing himself to intentionally isolate). He stated, “I realize now that before I gamble, I separate myself from anyone I am with by making some kind of an excuse to get away and then I go gamble.” He is due to discharge from residential treatment. He has voluntarily decided to go to a Sober Living Home and to continue receiving outpatient gambling treatment.

MAJOR PLANNED ACTIVITIES FOR SFY18

- Monitoring visits are planned for all the grantees funded in SFY18. Informal site visits will be conducted and technical assistance will be provided as needed. In addition, a random sample of client records will be audited to determine whether the payments issued to treatment providers match those records.
- Three new treatment grantees were awarded funding, increasing the total number of treatment grantees to seven.

PROBLEM GAMBLING PROGRAM PERFORMANCE DATA

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
Board of Regents (BOR) Nevada System of Higher Education (NSHE) University of Nevada Las Vegas, International Gaming Institute (IGI) DATA COLLECTION AND RESEARCH. This project supports ongoing data collection and research projects at several stages throughout the client's experience in engaging State-funded problem gambling clinics in Nevada. Encounter data submitted by treatment grantees is also used to generate the information needed by the State to pay clinicians for services rendered. \$139,372/\$139,163	As defined in the approved Scope of Work, IGI will collect encounter data from state-funded treatment grantees and generate monthly reports for purposes of cost reimbursement. There are 5 treatment centers resulting in 5 reports per month (total of 60 per year). As part of that process, IGI will resolve any reporting discrepancies with the grantees and send revisions/corrections to DHHS as necessary. 60/60/100%	As defined in the approved Scope of Work IGI will collect data on all clients served with state funds at problem gambling clinics and IGI will submit draft quarterly reports and semiannual reports to DHHS and the ACPG 14 to 21 days prior to every Problem Gambling Advisory Committee meeting. IGI will also submit a draft annual report to DHHS and the ACPG due 90 days after the completion of FY17 (total of 7 reports). 7/7/100%	IGI will complete follow-up interviews with clients of State-funded problem gambling treatment programs who consent to be contacted regarding their experiences in treatment. IGI will attempt to contact clients at 30 days, 90 days, and one year following intake into a treatment program. IGI will submit a draft report summarizing all follow-up research to DHHS and the ACPG 30 days after the completion of FY17. 1/1/100%
BOR NSHE, University of Nevada Reno, Center for the Application of Substance Abuse Technologies (CASAT) UNR PROBLEM GAMBLING PREVENTION PROJECT. This proposed program represents continuation and expansion of comprehensive, evidence-based efforts implemented	200 Students from UNR and 100 students from TMCC will participate in problem gambling educational and/or support interventions sponsored through NRAP at UNR. (300 total) 300/399/133%	25 faculty/staff from UNR and 25 faculty/staff from TMCC will attend educational trainings/webinars on problem gambling identification, support, and referral sources for students. (50 Total) 50/30/60%	Posts on the UNR and TMCC NRAP Facebook pages will result in a 5% increase in page "likes" from the number of "likes" on July 1, 2016 (5% of 1,480 = 74). Note: "Likes" increased by 315 or 19%. 315/19%

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
through existing campus substance abuse and problem gambling programming at the University of Nevada, Reno (UNR) and includes new partners and venues as appropriate \$63,466/\$62,746			
Bristlecone Family Resources TREATMENT Bristlecone Family Resources is seeking funding for the Gambling Addiction Treatment and Education Program. This Program provides clients with recovery oriented, evidence based residential, intensive outpatient and outpatient treatment services by certified problem gambling counselors. \$157,970/\$122,722	60 clients will be admitted in FY17. Of these clients, at least 40% (24) will actively engage in problem gambling treatment for at least 10 clinical contact Sessions (as defined in Appendix A, Provision II, of the Treatment Strategic Plan). 60/53/88% 40%/92%	Of the 60 clients admitted in FY17, at least 35% (21) will successfully complete treatment (as defined in Appendix A, Provision II, of the Treatment Strategic Plan). 60/53/88% 35%/75%	5 family members will be enrolled in problem gambling services in FY17. 5/0/0%
Bristlecone Family Resources PROGRAM ENHANCEMENT \$2,629/\$2,629	Funds were used to supplement the Treatment Program.		
Nevada Council on Problem Gambling WORKFORCE DEVELOPMENT This Initiative will provide continuing	Deliver a professional education conference for a minimum of 100 Nevada residents that will enable	A post-conference evaluation survey will be completed and 85% (85) of the projected 100 participants will	

Organization Name Project Description Grant Amount/Total Payments	Outcome #1 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #2 # Goal/YTD #/ YTD % % Goal/ YTD%	Outcome #3 # Goal/YTD #/ YTD % % Goal/ YTD%
<p>education, training, and networking opportunities for Nevada professionals, to expand their knowledge of problem gambling prevention, treatment, research, recovery, and public policy. Primary service will be the Annual Nevada State Conference on Problem Gambling.</p> <p>\$49,032/\$49,032</p>	<p>them to expand their knowledge in Problem Gambling treatment, prevention, or any other area of the Problem Gambling field. Attendees will be able to get a minimum of 12 CEUs.</p> <p>100/224/224%</p>	<p>rate the conference satisfactory or better.</p> <p>85%/96%</p>	
<p>Nevada Council on Problem Gambling PREVENTION NCPG will sustain and expand current statewide prevention efforts, including information dissemination, community outreach, Problem Gambling Awareness Month, online information and referral resources, peer advocacy, and Mini-grant funded projects. NCPG will engage in strategic planning and coordination activities with OCPG and community partners to build sustainable prevention services for Nevada.</p> <p>\$136,744/\$136,744</p>	<p>NCPG will distribute 3,000 books, brochures, pamphlets, and information booklets to Nevada Community organizations, agencies, and individuals.</p> <p>3,000/12,160/405%</p>	<p>NCPG will coordinate the implementation of at least 12 problem gambling presentations to schools, community organizations, and healthcare providers</p> <p>12/23/192%</p>	<p>NCPG will participate in at least 4 community events focused on special populations or related issues throughout the grant term.</p> <p>4/7/175%</p>

<p>Nevada Council on Problem Gambling MEDIA CAMPAIGN NCPG will coordinate the development and implementation of a media campaign to raise awareness of the impact of problem gambling and promote availability of Nevada treatment and support resources. Primary product will be a 30 second information video advertisement suitable for delivery via television, websites, and social media platforms.</p> <p>\$64,994/\$64,994</p>	<p>NCPG will coordinate and develop a video ad consistent with the messaging guidelines of the Nevada Strategic Plan, directing viewers to the 24 Problem Gamblers HelpLine and www.WhenTheFunStops.org for Nevada specific gambling services and support.</p> <p>Goal Was Completed Satisfactorily</p>	<p>Nevada 211 into the campaign for additional referral resources, via a link on NCPG Resource Locator webpage and conduct staff briefing for the HelpLine Call Center prior to campaign launch, to include demonstration of ad, review of State funded treatment services, and use of 211 for additional supportive resources.</p> <p>Goal Was Completed Satisfactorily</p>	<p>NCPG will coordinate social media and internet based delivery and promotion of the video ad.</p> <p>Goal Was Completed Satisfactorily</p>
<p>New Frontier Treatment Center TREATMENT New Frontier Treatment Center provides residential and outpatient treatment services in our offices in Fallon and Battle Mountain and provides services to our other rural locations including Lovelock, Winnemucca, Elko, West Wendover, Ely, and Caliente/Pioche through telehealth services. We also take referrals from anywhere in the State of Nevada for residential treatment.</p> <p>\$130,549/\$130,549</p>	<p>56 clients will be admitted in FY17. Of these clients, at least 40% (22) will actively engage in problem gambling treatment for at least 10 clinical contact sessions (as defined in Appendix A, Provision II, of the Strategic Plan).</p> <p>56/60/107% 40%/92%</p>	<p>Of the 56 clients admitted in FY17, at least 35% (20) will successfully complete treatment (as defined in Appendix A, Provision II, of the Treatment Strategic Plan)</p> <p>56/60/107% 35%/70%</p>	<p>3 family members will be enrolled in problem gambling services FY17.</p> <p>3/0/0%</p>
<p>New Frontier Treatment Center PROGRAM ENHANCEMENT \$2,629/\$2,629</p>	<p>Funds were used to supplement the Treatment Program.</p>		

Pathways Counseling Center TREATMENT Pathways provides professional, licensed care to problem gamblers and their families via screening; either an intensive outpatient program, family therapy or individual therapy; and continuing care. We serve the southeast area of Las Vegas and Henderson. \$71,151/\$71,082	75 clients will be admitted in FY17. Of these clients, at least 40% (30) will actively engage in problem gambling treatment for at least 10 clinical contact sessions (as defined in Appendix A, Provision II, of the Strategic Plan). 75/46/61% 40%/78%	Of the 75 clients admitted in FY17, as least 35% (26) will successfully complete treatment (as defined in Appendix A, Provision II, of the Strategic Plan). 75/46/61% 35%/52%	5 family members will be enrolled in problem gambling services FY17. 5/3/60%
Pathways Counseling Center PROGRAM ENHANCEMENT \$2,629/\$0	Funds were intended to supplement the Treatment Program but were not used.		
The Problem Gambling Center TREATMENT The Problem Gambling Center provides an intensive outpatient treatment program demonstrated to effectively treat individuals with gambling problems. PGC is requesting funding from the revolving account for the prevention and treatment of problem gambling to assist in delivering our program of group and individual therapies to Nevadans and their families. \$258,733/\$285,733	247 clients will be admitted in FY17. Of these clients, at least 40% (99) will actively engage in problem treatment for at least 10 clinical contact sessions (as defined in Appendix A, Provision II, of Strategic Plan). 247/183/74% 40%/74%	Of the 247 clients admitted in FY17, at least 35% (86) will successfully complete treatment (as defined in Appendix A, Provision II, of the Strategic Plan). 247/183/74% 35%/41%	12 family members will be enrolled in problem gambling services FY17. 12/18/167%
The Problem Gambling Center PROGRAM ENHANCEMENT \$2,629/\$0.00	Funds were intended to supplement the Treatment Program but were not used.		

Reno Problem Gambling Center TREATMENT Outpatient program for gambling families. Reno Problem Gambling Center has provided professional counseling services in a non-profit outpatient setting since 2006, serving Northern Nevada families impacted by Gambling Disorder. RPGC honors these families by giving expert care where, when, and how the family needs these essential services. \$83,640/\$83,356	79 clients will be admitted in FY17. Of these clients, at least 40% (32) will actively engage in problem gambling treatment for at least 10 clinical contact sessions (as defined in Appendix A, Provision II, of the Strategic Plan). 79/129/163% 40%/25%	Of the 79 clients admitted in FY17, at least 35% (62) will successfully complete treatment (as defined in Appendix A, Provision II, of the Strategic Plan). 79/129/163% 35%/30%	9 family members will be enrolled in problem gambling services IN FY17. 9/32/356%
Reno Problem Gambling Center PROGRAM ENHANCEMENT \$2,612/\$2,612	Funds were used to supplement the Treatment Program.		