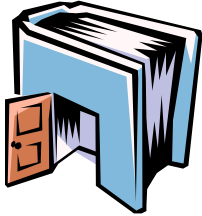


Welcome to *Information Portal*, a newsletter that encourages project communication, networking and celebrate success. We've captured your ideas, implementation practices and feedback to support project development and communication. Please look for *Information Portal* at www.unr.edu/sanford (click on Affiliates; click on Single Point of Entry Project). A printed newsletter is mailed to those without Internet access. To submit information, e-mail Bill Murphy-Sharp no later than the **20th of each month** at wsharp@unr.edu (all attachments in Microsoft Word, please) or fax text to (775) 784-1814.

Editor's Note: This July issue contains articles about stakeholder services related to developing a Single Point of Entry system. We believe these ideas for using volunteers to provide services and marketing the system will be of interest to everyone. Please send us your feedback about the *Information Portal* and we will make every effort to accommodate your ideas and suggestions.



Senior Leadership Institute Supports Pilot Site

Since October 2001, Clark County Senior Advocate Program has responded to 15-20 people per day. Its volunteers are the "heart" of the organization and "are irreplaceable," said Janice Brown, Senior Advocate for Clark County Parks and Community Services. She helped introduced the Senior Leadership Institute to educate pilot site volunteers.

Collaboration with the Clark County Neighborhood Congress produced an innovative curriculum that trains seniors for peer-to-peer service. Graduates perform information and

referral (I&R) duties; become park ambassadors; offer housing, legal and utility assistance; and provide outreach at community fairs and speaking engagements.

"Five volunteers spend at least four hours every week in our office," Brown said. Client needs are diverse so training modules include Clark County government and human services, federal representation, SPE, Medicaid, the federal food stamp program, and other services. The Program has compiled a Senior Resource Directory

for internal use and produces a directory of "Royal Pages" and quarterly newsletter for seniors in the community.

"The volunteers that graduate from Senior Leadership Institute are a vital part of our program now and in the future," Brown said. "Volunteers are passionate about the cause and add value to any program. They are eager to learn and participate in training sessions with great enthusiasm." To build on this success, Brown is planning to assign volunteers to Clark County senior centers to assist with SPE information and referral. For more information, contact Janice Brown at (702) 455-7051.

The Continuum Expands Services

The Continuum in Reno, has expanded from a full service rehabilitation and adult/toddler day care facility to offer caregiver education, an Internet-based service directory, and Single Point of Entry — services that allow caregivers to obtain updated information about services and respite care.

Rather than print "another paper booklet," Ross proposed using the Internet to post a resource directory. In 1999, the Nevada Division for Aging Services provided funding and <http://www.nvelder.org/> was born. Its success sparked interest in developing additional resource information.

The Continuum responds to Caregiver Assistance helpline

inquiries (1-800-243-3638) and distributes *Share the Care* manuals to caregivers. "People are thrilled. We've had calls from rural hospitals, the City of Reno, and other entities," Ross said.

She believes marketing is key with Single Point of Entry. "It's taken a few years to raise awareness about the web site, so if we start marketing SPE now (as a coming attraction!), people will look forward to its arrival." She supports efforts to seek input from stakeholders and keep the message clear: "Single Point of Entry will make life easier!"

Stakeholder Announcements

Jennifer Shadley, LSW, has joined the SPE at the Economic Opportunity Board Community Partnership. Shadley, a UNLV graduate, brings 15 years human services experience to her position. Martha Pilgrim, LCSW, and Jennifer are eager to continue developing this excellent senior resource program for the EOB Community Partnership.

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