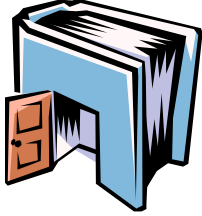


Welcome to *Information Portal*, a newsletter to encourage project communication, networking and celebrate success. We've captured your ideas, implementation practices and feedback to support project development and communication. Please look for *Information Portal* at www.unr.edu/sanford (click on 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: Our commitment to publish a relevant and interesting newsletter that reflects stakeholder feedback has delayed the June and July issues. We hope you'll agree our revisions of style and content were worth the wait, and we pledge to publish future issues in a timely manner. We welcome your feedback about *Information Portal* and will make every effort to accommodate your ideas and suggestions.

A Rural Change of Heart

The seven Single Point of Entry (SPE) sites support the concept of a statewide system. But, that hasn't always been the case. Initially, Carolyn Gillis, Director of Mineral County Care and Share Senior Center, was skeptical of invitations she received to join the project.

"I was not interested. We had our own information and referral system (I & R) and [I] felt it would duplicate services," Gillis admitted.

After meeting last summer with Keyth Durham, SPE Rural

Coordinator, she reluctantly agreed to attend a regional meeting. But, she still didn't believe the project would work in Mineral County.

Gillis declined a Division for Aging Services (DAS) invitation to serve as a pilot site. "We went back and forth before I said I would do it." But, once she agreed she promised to "put my heart into it to make it work." Gillis hired a full time SPE representative to receive all incoming calls

and compile a list of medical and county resources for elders. Gillis knew the efforts produced tangible results when she overheard Sharmaine Lopez, SPE representative, respond to a question.

"The VA van [runs] Tuesdays and Thursdays. If you will give me your name and phone number, I will get you signed up and call you back with all the information." Both Lopez and Gillis realized, "That is what SPE is all about!"

It was a turning point for Gillis who invited local service providers to the next rural tour meeting at Share and Care in Hawthorne. Acknowledging the difficulty of providing an SPE in a frontier community, she emphasized the importance of showing the cities how hard it is to make things happen in a small community. Now, Gillis believes SPE is a tool to help the community better coordinate (Continued Page 2)

Stakeholder Announcements

Caregiver Care Packets are ready for distribution thanks to the collaborative efforts of **Diane Ross** (The Continuum, Reno) and the Northern Nevada Caregiver Coalition comprised of 15 northern Nevada service providers. Their goals to: 1) Help caregivers self-identify, 2) Provide contact information to locate statewide resources, and 3) Enhance awareness of caregiver issues prompted compilation of these useful materials including AARP the caregiver handouts *Assessing Housing Options* and *Managing Stress*, valuable tracking forms, a medication reminder and other tools. Care receiver information may be stored in the same packet for

convenient retrieval. Public Service Announcement's promoting the www.nvelder-care.org website, caregiver statewide telephone number (800-423-3638), and speaker's bureau help raise awareness about available resources. If you're interested in distributing packets or joining the Coalition, please call (800) 423-3638 or contact Diane Ross at (775) 829-4700.

Regional Meeting Dates

Rural — July 23 1-3 pm
Teleconference to eight sites

North — July 31 10 am -12 pm
Legislative Council Bureau

South — July 29 10 am -12 pm
Cooperative Extension, Las Vegas

Information Portal is funded in part by a National Family Caregiver Support Program (NFCSP) grant and is administered by the Nevada Division for Aging Services. This newsletter is a project of the Sanford Center for Aging and Nevada Cooperative Extension and does not necessarily reflect opinions of the Nevada Division for Aging Services or NFCSP.

Rural Change of Heart continued...

caregiver and senior services but uses simple techniques to deliver service, such as developing an information booklet summarizing the services provided by each organization. "We feel this will eliminate unnecessary steps for each of us," Gillis said.

Gillis is optimistic about the future of the project. "I find it to be very rewarding to work with other organization's and stakeholders because we see how it will work in the future." Clients don't have to wait because it's working now.

The county library is referring human service requests to the senior center. The hospital notifies the senior center when elders who will need meals delivered at home are discharged. Lopez also receives calls from the hospital (with authorization from the patient) to share records, allowing Care and Share to interview and certify patients before they are sent home. "I feel very, very positive about it now," Gillis said. It's a win/win situation for Mineral County.

Project Update on Statewide Progress

At the June 11 Statewide Leadership Advisory Committee, Carol Sala, DAS Administrator, announced that the SPE achieved encouraging progress during the 2003 legislative session including passage of two legislative resolutions: SCR11 (encouraging the Department of Human Resources to establish statewide information and referral system for health, welfare, human and social services) and SCR36 (strategic plans for rural communities, people with disabilities, and elders drafted by service providers, included an SPE cost detail FY 2003-2005 with funds from AoA Title III-E program (NFCSP)). A third resolution proposing the Department of Human Resources establish a 211 system did not pass.

On June 23, Senator Valerie Weiner reported that the cost detail included with the aging plan remained intact. Weiner attributed passage, in part, to SPE's "significant community support."

Other accomplishments in 2002-03 include:

- Approximately 12 months of pre-screen questionnaire testing by stakeholder organizations,
- Identification of necessary technology features required for the system, and
- Submission of two funding proposals for hardware and software purchases (award notifications pending).

Stakeholders and supporters cite several reasons they are optimistic about the coming year — new stakeholders are on the rise; existing stakeholders participation lends experience, insight, and consensus as the project develops; employment of the SPE Training Coordinator, and innovation at the pilot sites that encourage best practices among all stakeholders.