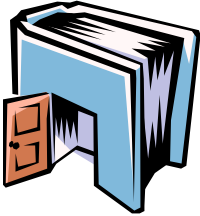


Welcome to *Information Portal*, monthly news to encourage communication, networking and celebrate success of the project. We capture your ideas, implementation practices and feedback to support project development and communication. Please look for *Information Portal* each month at www.unr.edu/sanford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

Education & Training *

As technology and programs change those professionals and informal caregivers working with these changes must also be trained. As staff is hired, expanded, or replaced training becomes the key to maintaining the integrity of the SPE system (Nevada SPE Statewide Leadership Committee—Descriptions, Terms and Definitions 8/16/02).



Training is the Key

As part of this year's SPE project development, the training coordinator (see announcements) will assess the staff skills needed to establish standard intake procedures at all pilot sites. This information will draw from the **Alliance of Information & Referral Systems (AIRS)** a national standards organization, and other resources.

This year's first step for the training coordinator will be to assess staff intake skills such as interpersonal communication, conflict management, and

interviewing.

The Nevada SPE project stakeholders have reported that when seniors call for help with a problem they will often be angry, scared, or frustrated. These feelings become the first barrier to solving the problem. Intake staff will be trained to recognize and respond to a consumer's emotions by listening to validate and clarify the problem and get the facts. Then, staff can provide accurate information about

relevant services and consumers will not be frustrated by the system.

The training coordinator will also assess the kinds of services offered by the SPE organization and help staff to develop common steps for identifying and presenting priorities to consumers. Training will include information and referral (I&R) procedures, interviewing, communication, and eventually add data entry and other skills as required. The training coordinator will collaborate with pilot site staff, the Statewide Leadership Advisory Committee (SLAC) and others to identify the information they require and the services each site provides for elders. The training coordinator will produce appropriate materials, conduct training activities, monitor and coach staff, evaluate their learning and produce a year-end report with recommendations.

Stakeholder Announcements

Judy Dibble, SPE Project Coordinator, started work April 7 in Reno with the Sanford Center for Aging/Cooperative Extension team. Her experience as a corporate trainer and in social services brings strong assessment, development, presentation skills and eagerness to the SPE.

Martha Pilgrim, Social Worker at the Economic Opportunity Board (EOB) of Clark County fills the vacancy formerly held by Dorothy Jacobsen-Otte. Martha brings solid experience and expertise to the project.

Georgia Rohrs, SPE Project

Manager at Division for Aging Services has announced that National Family Caregiver Support Program funding for September 30, 2003 – September 29, 2004 is available. All non-profit, public and for-profit organizations are encouraged to apply as a pilot site for the SPE project. For information call any DAS regional office or get an application from Nevada Elders on the Net (NEON) at www.nvaging.net or at www.nvelder.org. The application orientation is **June 23**. (The deadline is 4:00 P.M., July 25, 2003.)

Project Meeting Dates

SLAC—June 11 1-3 pm
Teleconference to five sites

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
Co-operative Extension, LV

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