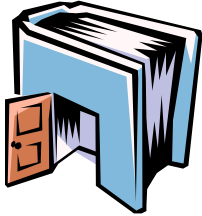


The *Information Portal* newsletter encourages project communication and networking and celebrates success. We've captured your ideas, implementation practices and feedback to support project development and communication. Please find *Information Portal* at [www.unr.edu/sanford](http://www.unr.edu/sanford) (click on Affiliates; click on Single Point of Entry Project); a printed newsletter is mailed to those without Internet access. E-mail Bill Murphy-Sharp no later than the **20th of each month** at [wsharp@unr.edu](mailto:wsharp@unr.edu) with information (all attachments in Microsoft Word, please) or fax text to (775) 784-1814. We welcome your feedback.

**Editor's Note:** This issue explores feedback about the content and purpose of SPE training intake module, and revisits the revised Pre-screen Questionnaire.



## Purposeful Pre-screening

Last year, an SPE stakeholder suggested use of a pre-screen questionnaire to supplement or replace the screening document initially developed. In response, the Statewide Leadership Advisory Committee (SLAC) developed and tested a simplified form. Mike McMahon (Nevada Rural Hospital Project) asked how the document was selected and how it benefited caregivers; we hope that the following information will clarify its purpose.

The document is the first contact between consumers and the SPE, collecting *standardized* preliminary data for the

consumer's record that would be otherwise collected during comprehensive screening and needs assessment, such as name, phone number, address, age, income, assets, insurance, etc. that are used to determine eligibility for service and facilitate referrals.

In contrast to perceptions that the original document collected data for only the National Family Caregiver Support Program (NFCSP), the revised pre-screener does not restrict data criteria but ensure that SPE remain accessible to everyone.

The pre-screener helps consumers identify and prioritize the services they most need. Most people are aware of one problem when they present; however, the SPE processing educates consumers that there may be multiple factors that require attention, treatment, or assistance. The instrument is a tool for providers and consumer alike to demonstrate how procedures or services often are related.

## Training Introduces SPE Intake Process

After months of anticipation and hours of preparation, the SPE intake training module rolled out to Elko and Winnemucca stakeholders last month. One of the inaugural participants was Sylvia Elexpuru (Bright Path Adult Enrichment Center, Elko) acknowledged complimented trainer Judy Dibble's thorough preparation.

The three-hour module blends presentation, discussion, and skill-building activities to describe SPE to intake staff for stakeholder organizations, use of the pre-screener, strong communication and interviewing skills. "The training captures those things that stakeholders do best and introduces new tools that can be used via telephone, on the web or face-to-face," Dibble said. "This reduces redundancy, which irritates customers and wastes valuable resources that are so important to [limited] staff." **cont. on page 2**

## Stakeholder Announcements

BrightPath Adult Enrichment Center (Elko) opened its doors last December to serve day care needs for those 18 years + who require assistance throughout the day but not 24-hour care. Services include individualized care plans, nutrition, nursing supervision, administration of medication, counseling, social activities, recreation, and other services. Hours are Monday - Friday 7:30a. - 5:30p. Please contact BrightPath for more information at (775) 778-0547 or [brightpathhm@elkonv.com](mailto:brightpathhm@elkonv.com) or visit their website at <http://www.brightpathaec.org>.

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The Senior Mental Health Outreach Program (Las Vegas, Reno) provides **in-home** mental health services residents who

are 60 years +. The address is: 480 Galletti Way/Sparks, Nevada 89431. Hours are Monday - Friday 8:00a. - 5:00p. SMHOP is part of the Southern and Northern Nevada Adult Mental Health Services and operates under the auspices of the Division of Mental Health and Developmental Services. Major funding for this program is provided by a grant from Nevada Division for Aging Services. Contact Jo-Allison Bennett, LCSW, at (775) 688-2063 or Jean Wagner, AAIL, at (775) 688-2064 for more information.

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## **Training, cont. from page 1**

Elexpuru agrees “Customer service was a good topic” for the orientation. Despite her own social service and business experience, Elexpuru believes the session was helpful for veteran providers as well as the less experienced.

The curriculum for this first module was developed to assist providers in affirming the standard skills needed for a “one-stop shop” service delivery environment. It also prepares staff for expanding traditional approaches to service delivery and assures a smooth transition into a system that will use an information management system and web-based technology.

Dibble believes that as the SPE system is implemented, this module will “free-up [site] managers to do what they do best: manage program staff” so that effective service delivery can remain the priority. Dibble sees additional training modules being phased-in using a similar approach in skill areas of Information and Referral (I&R), eligibility determination and many others. If your organization is interested in attending one of these sessions, please contact Judy Dibble at (775) 784-1612 or the Sanford Center for Aging at (775) 784-4774 for a schedule of training dates and locations.

*Special Thanks to Sylvia Elexpuru and Dee Larios for their contributions to the presentation of the SPE training.*