



The Nevada Care Connection *Information Portal* encourages project communication and networking for grantees and project sites, reports on developments, and celebrates success.

## Nevada Care Connection Embraces Project Scope

The Nevada Division for Aging Services (DAS) changed the name of the Single Point of Entry project to *Nevada Care Connection (NVCC)*

to more accurately reflect Nevada's statewide collaborative model of information, needs assessment, referral/assistance service and linkage

system for seniors, their families and their caregivers. The NVCC provides seniors and their caregivers with improved service coordination.

## NVCC Welcomes New Grantees and Project NEON Sites

Two grantees joined NVCC since publication of the *Information Portal* in 2003: Clark County Social Service (CCSS) in FY 2004, and Elko County's CornerStone Health Management and Home Health Services of Nevada, Inc. in FY 2005.

As Project Officer, Bob Pettit, CCSS Senior Management Analyst, is responsible for overall grant activities. Key CCSS staff also

working on the project include Nancy McLane, Assistant Director; Matt Garban, Administrative Services Manager; Sandy Burkhead, Social Service Manager, and Eric Fulks, Applications Supervisor.

According to Pettit, the primary objective under the NVCC grant is, "to develop a system to capture and report the information and referral (I & R)

data needed for the statewide project."

This extensive process has involved researching and identifying vendors, obtaining and evaluating proposals, and communicating with DAS's systems analysts to ensure compatibility. CCSS will update DAS, grantees, and stakeholders at the grantee meeting on February 3, 2005.

The partnership of CornerStone Health Management and

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**Editor's Note:** The Sanford Center for Aging will publish *Information Portal* each quarter during FY 2005. We welcome your feedback and ideas for future issues. Please direct questions or comments to Teresa Sacks at [sackst@unr.nevada.edu](mailto:sackst@unr.nevada.edu) or call 775-784-7557.

**Special thanks to Chad Cornwell (Washoe County Senior Services), Bob Pettit (Clark County Social Service) and Sylvia Elexpuru (Cornerstone) who contributed to this edition of Information Portal.**

## New Grantees and Project NEON Sites, continued from Page 1

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Home Health Services of Nevada, Inc. (HHSN) brings NVCC to Elko and surrounding rural and frontier areas of northeastern Nevada.

Leading this effort are William Guisti, HHSN Administrator; Cindy Martinez, Director of HHSN Homemaking Services; and Sylvia Elexpuru, R.N., CornerStone Health Management.

HHSN has established a dedicated phone line and trained personnel to receive calls for assistance while CornerStone is

marketing, promoting stakeholder networking, and resource directory development/maintenance.

According to Elexpuru, “the primary objectives are to establish the program and increase its visibility so that seniors and caregivers in our rural communities become aware of the resources they need to improve health outcomes and thereby improve the quality of their lives.”

“The partners are committed to building a successful NVCC

service in the Elko area.” she said.

Questions specific to either project may be directed to Bob Pettit (702-455-5756) at Clark County Social Services; Sylvia Elexpuru (775-778-0547) with CornerStone Health Management and Cindy Martinez or William Guisti (775-738-2185) with Home Health Services of Nevada, Inc.



## Project NEON Facilitates NVCC Expansion in Rural Communities

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DAS has partnered with eight Nevada Elders on the Net (Project NEON) locations in Amargosa Valley, Beatty, Carson City, Mina, Overton, Pahrump, Searchlight, and Tonopah to expand NVCC to Nevada’s rural areas. The Project NEON sites will be furnished with computer

technology and training for coming on-line in February.

Donna Brooks and Mel Phillips are traveling the state to introduce the computer systems train personnel to use them.



## Regional Grantee Meeting Date

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North - February 3, 2005  
10:00 a.m. - 3:00 p.m.  
Building C, Washoe County Complex  
1155 East 9th Street  
Reno, NV 89512



## Release of Instructor's Training Manual Coincides with Training

An NVCC training manual will be available to DAS, NVCC grantees, and Project NEON sites when project training begins in March. DAS approved a draft of the training manual developed by the University of Nevada, Reno Sanford Center for Aging and Nevada Cooperative Extension. The manual was distributed to national, state and local reviewers with academic and professional experience in the field of aging. Feedback has returned few suggestions for improvement.

The Instructor's Training Manual is designed for an individual who will be the first contact for a

senior, a family member, or their caregiver in need of information, referral or assistance. The manual will help ensure that all those who provide initial contact are universally trained in communication, interviewing and crisis management.

The training manual utilizes a "train-the-trainer" approach to standardize subsequent training for new staff or those unable to participate. Each organization will have the tools and materials necessary after designated personnel participate in

initial training. All the NVCC grantee sites and the contracted Project Neon sites will be trained and receive copies of the Instructor's Training Manual.

The Sanford Center for Aging / Nevada Cooperative Extension NVCC project director is developing a training schedule that will be posted on the Sanford Center for Aging web-site located at: <http://www.unr.edu/sanford/>

[spe/index.htm](http://www.unr.edu/sanford/spe/index.htm).



## Stakeholder Announcement

**Division for Aging Services** – NVCC project will soon have a new program logo to accompany its new name and phone number: **866-687-NVCC (6822)**.

**University of Nevada, Reno Sanford Center for Aging/Nevada Cooperative Extension** – Teresa Sacks, NVCC Project Director, started work December 16, 2004, in Reno to fulfill many grant initiatives. Teresa will conduct statewide training of grantees and representatives from the Project NEON sites.



**Teresa Sacks, NVCC Project Director.**

### **Washoe County Senior Services "Senior Connections" Kiosks Go Live**

– Four kiosks are on-line in the Reno/Sparks/Tahoe area to offer seniors, their families and caregivers powerful, convenient tool to access services and provider information with a user-friendly touch screen that connects directly to [NVElder-Care.org](http://NVElder-Care.org). For those less comfortable with technology, kiosks are equipped with a direct dial telephone if additional information, assistance, or referrals are neces-

sary from a referral specialist located at the Reno Senior Center.

Kiosks are located at Raley's supermarkets on Robb Drive in Northwest Reno, off Wedge Parkway in South Reno, and in Incline Village, and also at Rite Aid on Prater Way in Sparks.

For more information please contact either Marietta Bobba, Senior Services Director or Dan Clarke, Project Manager, at (775) 328-2575.