



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

## New Logo Unveiled at Grantee Meeting February 3, 2005



## Public Health Week

The American Public Health Association (APHA) celebrated Public Health Week April 4 – 10, 2005 with a focus on healthy aging: *Empowering Americans to Live Stronger, Longer*.

The Nevada Public Health Association partnered with Washoe County Senior Services, Washoe County District Health Department, UNR’s School of Public Health, the Sanford Center for Aging, Center for Ethics and Health Policy, Saint Mary’s Medical Center, Nevada Division for Aging Services, and WaterFit/GoldenWaves to provide a senior health fair on April 6th at the Washoe County Senior Center. Topics included physical activities to “Get Moving!” nutrition tips, fall prevention, chronic disease information, Medicare changes, medication management, Social Security, advanced directives, podiatry, and body mass index screenings.

## Public Relations Campaign Update

Nevada Care Connection will unveil a DVD produced by Sam Shad Productions at the May 2005 grantee meeting. The DVD will be used to educate legislators and other community members about the project. The DVD includes interviews with Carol Sala, Administrator, Nevada Division for Aging Services and many project grantees. Diane Ross worked with Sam Shad Productions and the grantees and DAS staff who were interviewed for the DVD. “You all did a great job and as soon as the DVD is finalized, we will distribute to all the grantees,” she said. A number of television and radio spots have been aired in the northern area, print ads and a brochure are currently being developed and should be completed soon.

Once again, the new caregiver help-line phone number has been changed to **1-866-687-6822 (NVCC)**.

## Regional Grantee Meeting

**South:** May 12, 2005

9:30 a.m. - 3:00 p.m.

Central Christian Church

1001 New Beginnings Drive

Henderson, NV 89015

(702) 735-4004

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**Editor’s Note:** The Sanford Center for Aging will publish the *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 Shirley Wright (Lyon County), Janice Brown (Clark County Senior Advocate), Diane Ross (The Continuum), Dan Clark (Washoe County Senior Services), and Lauren Tingey (Sanford Center for Aging) who contributed to this edition of Information Portal.**

According to Shirley Wright, "The NVCC project has blossomed in Lyon County since joining the Family Development Center under Lyon County's Human Services." The Center offers space to community members to research resources for needed services, including pamphlets, computer access, and videos. By sharing space, the Lyon County NVCC Project Coordinator, Shirley Wright, helps people over the telephone and in person. Wright links caregivers to a variety of resources including in-home respite services, day-care programs, and support groups and referred seniors to low income housing, energy assistance programs, transportation services, Social Security Administration, and Medicare. Wright is active within Lyon County's senior centers too by providing educational seminars on the Medicare Prescription Discount Cards and other Medicare changes. She utilizes local newspapers, websites (nveldercare.org), coalition meetings, and senior fairs to inform the community of their resources. If you have any questions concerning the NVCC project in Lyon County, please contact Shirley Wright, (775) 577-5009.

1. Visit [www.NvEldercare.org](http://www.NvEldercare.org). Using your mouse, move to the white background area on the webpage and right click. Choose "Create Shortcut." This will install a hot link to the website on your computer's desktop for quick and easy access.
2. Depending on the **type of search** you want to perform, **Search General Information**: use this feature to explore the database for general information using key words such as housing.

**Search Community Resources**: use this feature when you have the specific name of an organization or a key word.

**Find A Resource** – this is the best way to find a resource using a variety search options. Use the drop-down menus by **type of search** and try to refrain from choosing ALL for each field during a single search ("by category", "by county", "by city", and "by zip code"), or you will end up with the entire database. Please note that this search is geared more for finding a resource in a geographic location.

This search is geared more for finding a resource in a geographic location. For a broader search, use "by category" and "by county."

3. **New Resources** – If you or an organization you work with wants to be included in the resource database, click on the **Resource Submittal** button at the bottom of whichever page you are on. Be sure to complete all the required fields, or the request will bounce back. **Update Existing Resource** – If you need to update your organization's existing database information, locate your information using the Search Community Resources feature.

Select the **Update** button on the Resource Submittal page, follow the instructions and change only the information you wish to change, then click "submit this resource for review" button. This message will be sent to the webmaster at The Continuum who will make the necessary changes.

4. Explore the website... if you need additional assistance, try the **Site Help** button on the main page. Have fun! If you need additional assistance using the website, please contact Diane Ross at The Continuum at (775) 829-4700.

## Clark County's Senior Advocate Program

The Senior Advocate Program, a division of Clark County Parks & Community Services, is a partner of the NVCC project. According to Janice Brown, "The Senior Advocate Program is dedicated to providing referral, outreach, partnerships, and advocacy for all senior citizens of Clark County."

The Senior Advocate Program strives to fulfill that mission. Last year, the staff served more than 30,000 seniors, sponsored more than 35 senior fairs, three holiday fairs and a senior forum. In addition, staff hosted two conferences on

affordable housing. The Senior Advocacy Council appointed by the Board of County Commissioners, identifies service gaps and suggests solutions. The program sponsors two Senior Leadership Institutes annually and trains senior volunteers.

The Senior Advocate Program has been granted three Vista Volunteers who work in the community with senior service partners in an effort to make the lives of low-income seniors better. For more information, please contact Janice Brown, (702) 455-7051.



## Nevada State Conference on Aging

On October 23 – 26, 2005 Governor and Congressional Committee appointed delegates from across the nation will convene in Washington, D.C. for the **2005 White House Conference on Aging (WHCoA)**. These delegates will discuss aging issues and make policy recommendations to the President and Congress that will guide our nation's aging agenda for the next ten years when the next WHCoA will occur.

The recommendations these delegates make will impact aging field professionals and senior advocates efforts in “promoting dignity, health, independence and economic security” for our senior populations now and into the future. The focus of this year's conference will be on the “opportunities and challenges presented by an aging nation.”

As a state with a burgeoning senior population (72% increase since the 1990s), Nevada has an opportunity to organize and plan a conference to be acknowledged as a **WHCoA Designated Event**. The Division for Aging Services (DAS) in collaboration with the Sanford Center for Aging, Washoe County Senior Services and other individuals and organizations from across the state, are planning a Nevada State Conference on Aging that our state's delegates can participate and be involved in so that our voice is heard when they attend the national meeting in October.

DAS sent out an invitation to aging professionals and organizations to solicit their involvement in this effort. The planning committee envisions, as a precursor to the State Conference on Aging, a series of open public forums, listening posts, activities and events occurring across the state. For more information, please contact Dr. Lawrence Weiss at the Sanford Center for at (775) 784-4774; [weisslj@unr.edu](mailto:weisslj@unr.edu).

## Medication Management: A Need for Some Seniors

Effective medication management affects all seniors because of the unique physiology of older adults and the often complicated set of medications that are taken on a regular basis, problems arise as a result of these two factors that compromise their health and well being. Adding to the problem is the fact that many primary care physicians are not educated in the specifics of prescribing medications to older adults; and similarly, because many seniors see multiple doctors and specialists who don't communicate with one another about what they are prescribing, the likelihood for drug interaction and drug duplication in senior populations increases.

The Nevada Division for Aging Services has funded a Medication Management Pilot Project (MMPP) with the Sanford Center for Aging to determine if seniors manage prescriptions, supplements, and OTC drugs differently after participating in a medication review with a geriatric certified pharmacist. Initial data suggests that these reviews reduce duplications, dangerous adverse reactions and unpleasant side effects.

The pharmacist provides a medication management plan to the client following the review. Seniors 60+ who take eight or more prescription medications are eligible to participate. Please contact Lauren Tingey, project coordinator, at: (775) 784-1801 or [Ltingey@unr.edu](mailto:Ltingey@unr.edu).

## Stakeholder Announcements

**2005 Joint Conference of ASA / NCOA, Philadelphia, PA, March 10 – 13th** – Dr. Lawrence Weiss, Director of the Sanford Center for Aging and Dr. Claudia Collins, Aging Specialist, Nevada Cooperative Extension presented *Single Point of Entry: Creating Access to Care for the Aging* about Nevada Care Connection Project.

Marietta Bobba, Director of Washoe County Senior Services attended also and answered questions about NVCC and Senior Connections kiosks. Also serving on the panel were representatives from the Atlanta Regional Commission Area on Aging, Institute for Future of Aging Services, Multnomah County Aging & Disabilities Services, and RTZ & Associates who discussed design, implementation, and operation of information and assistance / referral service systems.



## Announcements (cont).

**Clark County Senior Advocate Program** – Senior Fairs are scheduled at the following Senior Centers:

May 19, Cora Coleman  
June 9, Cambridge Recreation Center-  
December 8 (Holiday Fair), Paradise Recreation Center

Senior Leadership Institute— one more is planned this year. For more information on these or future events, please call (702) 455-7051.

**Lyon County Human Services** – The 2005 “Senior Health & Fitness Day” will be Wednesday, May 25th from 10:00 a.m. to 2:00 pm. at the Fernley Senior Center, 1170 W. Newlands Drive, Fernley, NV 89408. For more information, please call (775) 577-5009 ext. 11.

**The Continuum** – is working with Janice McIntosh, Director, Carson City Senior Center (a Project NEON site) to develop an adult day program.

The Continuum launched a **Falls and Mobility Clinic** for SHMO clients at risk. The goal is to assess why the falls occur and offer appropriate interventions to prevent further falls. For more information, please call (775) 829-4700.

**Washoe County Senior Services** – is pleased to report that the **Senior Connections** kiosks received 2,591 hits during the three month period December, 2004 – February, 2005. The kiosks have been accessed for the NvElderCare.org, visiting other websites, accessing and printing maps, and making phone calls directly to an information and referral specialist at the Reno Senior Center. Kiosk-specific data follows:

Sparks, Rite-Aid	904
NW Reno, Raley’s	575
South Reno, Raley’s	513
Incline Village, Raley’s	599

## NVCC Vision, Mission, Goals, & Objectives

### Vision

Nevada Care Connection is a sustainable, comprehensive service system that is easily accessible by multiple means and offers system integration for programs that are effective and responsive to the needs of older Nevadans and those who care for them.

### Mission

Nevada Care Connection service providers and advocates demonstrate leadership, engage in cooperative planning efforts, and develop collaborative partnerships to provide a solid foundation for a comprehensive information and referral/assistance service system that enhances the quality of life for older Nevadans and those who care for them.

### Goals

To assist seniors, their families and caregivers, by guiding them through the social services and health care maze; To give service providers tools that will assist them in offering quality services in a timely and efficient manner;

To gather data on what services are being provided, what services are needed, and what services are not available but should be part of the senior care system; and

To enable seniors, their families and caregivers, to have easy access to information about how and where to get assistance, care planning and care management, and other essential services.

### Objectives

Improve the capacity of older Nevadans to live independently for as long as possible.

Develop an IT solution that will provide the above along with report generation.

Provide a model for collaboration among agencies.

Create a model for easy access that may duplicated by service providers for other populations.

Develop a common standardized database of elder needs and services utilized to track individual and group services provided in order to provide data for reporting and predicting future needs.

Develop a marketing strategy to promote awareness of the Nevada Care Connection (NVCC) system for seniors, caregivers, family members, providers, and communities.

Develop universal accessibility through a variety of portals so seniors and their caregivers can reach the NVCC system directly or by referral.

Identify and pursue diverse funding sources to maintain and expand access to the NVCC system.

Determine an appropriate governing body and establish policies and procedures to administer the NVCC system.

Continuously and actively recruit partner agencies to expand the capacity and effectiveness of the NVCC system.

Ensure that relevant training is available to and accessed by partners on an ongoing basis.

Develop a system for ensuring all referral information is current and accurate and continue to add new appropriate referral resources and information.

Develop and maintain a quality assurance program.

Source: <http://www.nvaging.net/spe.htm>