­­­Grantee Project Status Summary

FFY’ 17 End of Year Report

For the period of October 1, 2017 through Sept 30, 2018

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Nevada Governor's Council on Developmental Disabilities

Compiled 11/14/17

By: Kari Horn

# Shared Ride Pilot & Research Project

Organization: CitiCare/Sierra Nevada Transportation Coalition

Project Director: Mark Tadder

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 20,000

**Goal 3, Objective 1:** Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

CitiCare/SNTC will develop and pilot a new transportation service, partnering with N4 and Uber or Lyft to provide rides to people with I/DD living in the outlying, non-ADA service areas. Riders will make their trip arrangements through a contracted N4 dispatcher. Qualitative and quantative research will be an integral part of this project to determine the feasibility of this model for people with I/DD. While at scale, this new service will be available to all people with disabilities and replicable throughout the state, this pilot will target people with I/DD.

Activity Summary:

Activity 1A) Develop partnership with ride share companies.

SNTC reports the main challenges to this activity were finding a ride share company who would partner with them and finding the right person to assist providers in booking rides. A partnership with Lyft was established in the 3rd quarter with rides continuing through the 4th quarter. SNTC reports they now have a system that should work well for people with disabilities.

Activity 1B) Develop collaborative model with N4.

SNTC reports a successful collaboration with N4 that will continue past this grant.

Activity 1C) Fund part time dispatcher for N4 to enable the use of volunteer drivers when possible.

N4 created a training outline to better explain their services due to confusion among some participants over how the system works. Several people were not comfortable using their credit card so N4 used VISA gift cards which SNTC reports as being successful. SNTC reports N4 has been working with participants to make them more comfortable with the drivers as some individuals have been uncomfortable with the ride share option. N4 provided an option to pair people up for the first couple rides to increase their comfort level.

Activity 1D) 25 people with I/DD will receive 16 rides a year = 400 rides in a grant year.

SNTC reports a very slow start with a total of 7 active users for the year. No final number of rides provided as grantee states they did not keep track of the number of over-all rides for the year.

Activity 2A) Research interested partners to set up payment accounts for groups and individuals.

This was also a slow start due to not being able to establish a partnership with Lyft. Once they did, Crysalis was set up as a provider. One participant used the service to get home from work. Presentations were made to other providers and agencies with several indicating an interest in the new $10 for $40 Lyft Bucks program. A barrier noted by SNTC is Lyft not applying gift credits to business accounts, which is what SNTC wants to do with providers. They have asked Lyft to reconsider this policy so they can apply $40 credits for a payment of $10. A different process will be used for other providers who will pay for their participants’ rides.

Activity 2B) Conduct surveys, follow up phone calls and focus groups with riders to determine impact of pilot project.

SNTC reports they held focus groups with discussions resulting in the new $40 for $10 project started October 1st which is funded by Fund for a Healthy Nevada, Barker and Hawkins Foundations. Impact reported by SNTC was one young woman used the service twice a week to get home from work and another used it to get home after dark. No specific survey or follow up phone call information was provided to NGCDD.

Activity 2C) Conduct surveys with sponsors to determine impact of pilot project.

Focus groups were held with Chrysalis and other agencies. Discussions included ideas of improvement, how people were less likely to use ride services unless they knew the drivers, or knew they were from the same neighborhood, and moving into the $40 for $10 Lyft project. No other impact information on this activity was provided.

Activity 2D) Research ways to gather feedback from drivers to determine impact of pilot project.

SNTC did not come up with a strategy for this. They reported they didn’t want to unnecessarily identify riders as having disabilities.

Activity 2E) Research ways to incorporate accessible vans into ride share programs.

This activity was never started.

Deliverables Summary:

* Pilot new transportation model, to include qualitative (measuring the quality of something) and quantative (numbers/amounts/measures) data = Pilot project partially met due to lack of partnerships and participants. Qualitative and quantative research to determine the feasibility of this model for people with I/DD was not met.
* Data will be taken on how each paid fare benefited the individual and the over-all project’s goals = partially met. Grantee only had two riders and data was not taken on how *each paid fair* benefited those individuals or the over-all project other than it helped one person keep her job.
* Share research with NGCDD about the rider desirability and fiscal feasibility as well as procedural enhancements, such as methods to charge a co-pay to Lyft/Uber riders, as with RTC ACCESS = partially met.
* Targeted Disparity and Cultural Diversity components of initial grant application = SNTC initially reported “N/A” as their end of year summary to this requirement. After request for clarification, SNTC reported the number of underserved/targeted individuals to be 7.
* Of Note:
* 7 out of 25 people and an unknown number out of 400 projected rides were given. Their 3rd quarter report states 24 rides were given that they were aware of. After request for clarification on the total number of rides given for the year, SNTC reported they don’t know how many were given as they didn’t keep track because the individuals were given vouchers and just replenished as the dollar amounts were used up.
* Activities 2D and 2E were never started
* Grantee proposed to provide qualitative and quantative research to determine the feasibility of this model for people with I/DD which was not met.

# Traveling Through Time

Organization: Neighbor Network of Northern Nevada (N4)

Project Director:

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 20,000

**Goal 3, Objective 1**: Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

Expand N4 programs to include a volunteer ride program, in addition to rides received through the time exchange. People with developmental disabilities will be given the option of having a mentor assigned who assists with requesting and scheduling rides, accompanies people on shopping trips, to medical appointments, or for recreation and healthy activities in the community. N4 staff, VISTA members, and mentors will assist participants in the Traveling through Time project with accessing the online time exchange software where people will post requests for rides, as well as post offers. Additionally, N4 will collaborate with the Sierra Nevada Transportation Coalition (SNTC) Uber/Lyft project by linking people to these services for rides. The N4 information and referral system will also be available to Traveling through Time project participants in order to link people with existing community resources.

Activity Summary:

Activity 1A) Recruit at least 60 new members with I/DD.

N4 had high hopes for recruiting 60 new members with I/DD, but learned it can be difficult for people w/IDD to try new things. Despite numerous presentations to a variety of community organizations, the organizations they initially relied on to connect them with additional members with I/DD were not as collaborative as they had hoped. Most people who joined were recruited by N4 staff. They are implementing a new direct service program where trained, paid staff will provide intermittent in-home and community based support services, allowing them to link recipients from N4 to other programs, including transportation. A total of 12 members with I/DD are now actively using N4’s transportation programs.

Activity 1B) Recruit at least 20 new mentors for people with I/DD.

N4 has more than doubled their membership this year, introducing mentors and potential members with out I/DD to members with I/DD. N4 reports several service exchange moments and special connections made within their volunteer and social programs. N4 now has 59 members in total. Total number of mentors to reported at Council meeting.

Activity 1C) Collaborate with CitiCare/SNTC for ride program of people living outside ADA zones.

N4 has maintained a close partnership with SNTC, providing training and coordination to people with I/DD using the SNTC Uber/Lyft pilot program. Individuals are able to come into the N4 office to review applications with their smart phone and have a “one-stop shop” number and email contact for their transportation needs whether they are utilizing the Uber/Lyft pilot, N4 time exchange, or volunteer program.

Activity 1D) Provide people with I/DD transportation services through N4’s new volunteer ride program.

N4 researched and implemented a new volunteer tracking system, TrackItForward which made coordinating rides, as well as other volunteer services, much easier. A total of 37 rides were received by members with I/DD via the N4 time exchange and volunteer ride programs this year.

Activity 1E) Organize/host social activities with a health focus for people with I/DD. (Includes components of 3.4)

Over the course of this grant project, N4 has facilitated numerous healthy social and recreational activities for people with I/DD while also building social capital. Activities have included healthy cooking classes, social and nutritional workshops and potlucks. Total number to be reported at Council meeting.

Activity 1F) Continue community outreach activities to expand recruitment and expansion efforts.

Over 30 community outreach activities took place throughout the year with a variety of community partnerships created using an ABCD (Asset-Based Community Development) approach. N4 created a resource list and a “community asset map” that aligns with their resource list to give people a visual presentation of resources in their neighborhood. Both are located on the N4 website: www.neighbornv.org.

Activity 2A) Gather information on community needs to include access to health and wellness services, recreation and current community/neighborhood associations.

N4 organized and facilitated several classes and community focus groups discussing the village movement, time exchange, social capital, and an ABCD approach. They report reaching out to various residential communities and faith-based communities throughout the year. N4 uses an asset-based activity that helps people brainstorm about their skills, talents, and gifts while allowing them to express their interests and discuss types of services they can offer to others. They created a questionnaire for members to complete regarding desired workshop and social program activities, including preferred dates and times. Feedback that was gathered led to specific community based activities as reported in Activity 1E.

Deliverables Summary:

* Three large, local community providers for people with I/DD hold organizational-level memberships with N4 and will assist with recruiting new members to participate in the Traveling through Time transportation project = not met; see Activity 1A.
* Bilingual coordinators and materials will be available = met.
* N4 social program will include at least biweekly, fully inclusive activities that will promote a healthy lifestyle in the community = partially met.
* 60 members with I/DD will be recruited = not met, 12 were recruited.
* 20 new mentors for people with I/DD will be recruited = to be reported at Council meeting.
* Targeted Disparity and Cultural Diversity components of initial grant application = met.

Of Note:

* For reasons previously noted above, some activities were not completed as initially projected, and some deliverables were not met.
* N4 incorporated two proven best practice approaches, Person Centered Planning and ABCD which we will be able to report as an unintended benefit in our Federal reporting.

# Mid-Day Transportation

Organization: Easter Seals Nevada

Project Director: Amanda Shipp

Project Period: Oct 1, 2016 to Sep 30, 2017

Total Grant Funds: $ 12,000

**Goal 3, Objective 1**: Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

Expand mid-day transportation opportunities for people with development disabilities to our community to participate in a meaningful activities that will teach or improve socialization skills, safety skills, money management and volunteer opportunities.

Activity Summary: **P**

Activity 1A) Discuss and plan details of community outings with people with I/DD.

Conversations for preferred community outings were held throughout the year.

Activity 1B) Facilitate community outings.

A total of 447 community outings were held with 125 individuals with I/DD participating. Outings included: grocery stores, retail stores and malls, restaurants, parks, the YMCA and Desert Regional Center.

Activity 2A) Discuss and plan details of community volunteer opportunities with people with I/DD.

Staff worked with their Volunteer Coordinator to schedule tours and volunteer hours throughout the year.

Activity 2B) Facilitate volunteer outings.

25 outings were held with 28 people with I/DD participating. Individuals volunteered with other community organizations at Three Square Food Bank. A total of 138 volunteer hours were completed over the 25 outings.

Deliverables Summary:

* Monitor the number of people with developmental disabilities that participated in the mid-day community outing = met at 125.
* Monitor the number of hours people with developmental disabilities volunteered in the community during their mid-day outings = see attachment A at the end of this report.
* Monitor the total number of mid-day community outings = met at 447.
* Monitor the annual satisfaction surveys on mid-day community transportation = see attachment A at the end of this report.
* Targeted Disparity and Cultural Diversity components of initial grant application = met.

Of Note:

* Individuals w/I/DD are volunteering in their community.
* Concerns remain over whether or not the community outings meet the intent of our 5 year state plan objectives.
* Clarification was requested regarding final reporting numbers. See attachment A at the end of this report for the clarification that was received.

# Agai Dicutta Live in Unity

Organization: Walker River Paiute Tribe

Project Director: Raynell J. Miller

Project Period: Oct 1, 2016 to Sep 30, 2017

Total Grant Funds: $51,376

**Goal 3, Objective 1**: Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

Create a transportation system that serves our people with I/DD so they can join in and participate with the rest of the community. 76 persons with I/DD have been identified within the Tribe. The goal is to start by offering the transportation program with a sliding scale fee that is collected at the time of service. The transportation program will treat everyone as an equal whether they require mobility equipment or not.

Activity Summary: See Of Note below

Activity 1A) The Agai Dicutta Elders Center Director along with the Site Council will set up a sliding fee schedule, plan the route and weekly schedule.

Activity 2A) Advertising the Service of the Agai Dicutta Live In Unity Project will be completed by the Agai Dicutta Elders Center Staff and will be the responsibility of the Director to oversee.

Activity 3A) The Agai Dicutta Elders Center Staff will ensure all persons are knowledgeable about the accessible bus.

Activity 4A) It will be the responsibility of the Agai Dicutta Elders Center Director and the Agai Dicutta Site Council to stay informed and on top of reviewing the fees, expenses and make changes as deemed necessary to sustain the project.

Deliverables:

* Utilize the existing 2010 eight passenger accessible bus = met.
* Create a sliding scale for the participants that are on a fixed income = met.
* Detailed records will be kept and shared with the NGCDD in the monthly financial reports
* Churchill Area Regional Transportation (CART) in Fallon will provide transportation training to ensure ADA compliance = not met.
* Targeted Disparity and Cultural Diversity components of initial grant application = met.

Of Note:

Despite several requests, grantee has not sent in 4th quarter summary, end of year summary, progress reports, personal stories and other financial reports. Final reimbursement will not be processed until these have been received.

# First Responder Training

Organization: JUSTin HOPE Foundation

Project Director: Carol Reitz

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 24,944

**Goal 3, Objective 3**: Develop and/or strengthen a minimum of one system that improves quality of services and access to quality services and supports for individuals with I/DD in their local communities by working with agencies to bring awareness and training to public safety and emergency responder throughout the State of Nevada.

NGCDD Expected Outcome(s):

* A higher level of care and service will be provided to individuals with I/DD by Public Safety Entities through the development of a program that provides awareness and training to Emergency Personnel across the State.
* Individuals with I/DD in Nevada will experience a decrease in traumatic impact during an emergency situation, while maximizing a higher level of care and service.

Grantee Proposal:

Work with the Department of Public Safety and Training to schedule trainings in Elko, Ely and Winnemucca. We are also working with the Department of Public Safety and Training to schedule the trainings in Elko, Ely and Winnemucca. Our coordinator will work in conjunction with each department and their CAD (computer-aided dispatch) system to bring the Dispatch Registry to the South and the rural areas. We are also having the Dispatch Registry translated into Spanish and it will be included in our resource guide that will be dispersed to reach the subpopulation who don’t have access to the internet.

Activity Summary: **PCC education (train at least 50 people w/I/DD)**

Activity 1A) Provide trainings to 1,000 First Responders in Southern Nevada and Rural areas.

40 classes were held statewide training a total of 925 First Responders. Agencies included: Las Vegas Metro Police, Reno Police Hostage Negotiation, Clark County Juvenile Justice, Douglas County Sheriffs, N. Las Vegas Fire, Washoe County Sheriffs, Sparks/Reno, Battle Mountain and Carson Fire Departments. For those that participated in the class, the satisfaction rate was over 98% and additional comments were exceptionally positive.

Activity 1B) Produce online training video accessible through First Responder online training systems.

Through conversations with first responders, it was felt that the training was better done live. JIH started filming the scenario-based videos that will be shown in their continuing efforts of training first responders and they will provide the Council with follow up outcomes from the video trainings.

Activity 2A) Registry will be implemented in South/Rural areas.

JIH trained first responders in rural areas and they have reported that they will be implementing the dispatch registry form. One officer, who is a parent, is working on having the registry given to all parents during IEPs.

Activity 2B) Translate Registry into Spanish for inclusion into JIH resource guide.

Form is translated, on their website and is distributed at community events.

Deliverables Summary:

* Provide trainings to 1,000 First Responders in South and Rural areas of Nevada = 925, very close to being met.
* Bring the Dispatch Registry to the South and the rural areas = met.
* Translate Registry into Spanish = met.
* Record and produce video of a training session = in progress, will be met.
* Targeted Disparity and Cultural Diversity components of initial grant application = met.

Of Note:

* Although grantee did not meet initial projections in the numbers of responders trained, the broad reach of agencies across the state, the impact and satisfaction rate of the trainings and unexpected benefit of the possibility of getting the registry to parents during IEP’s is exemplary, and will be very valuable to the community and in showing the Councils’ worth to the Feds in our annual report.

# Informed Health Choice

Organization: United Cerebral Palsy of Nevada

Project Director: Jill Gabel

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 24,874

**Goal 3, Objective 4**: Annually educate a minimum of 100 persons with I/DD and their families to be able to make informed choices throughout their lifespan.

Also addresses components of **3.1 & 3.2** of the NGCDD 5 year state plan.

NGCDD Expected Outcome(s):

* People with I/DD will receive accessible and appropriate information on available healthcare resources.
* People with I/DD will be provided educational information that will give them the ability to make decisions throughout their lifespan guided by informed choice.

Grantee Proposal:

Expand on the pilot program grant from NGCDD. Participants will have transportation training and experience (Obj. 3.1) and engage in career planning to determine their employment goals. The curriculum will have an individualized plan with input from the individual determining their futures. Sessions will be based on the needs of the participants and include effective communication, mock interviews, professionalism, resume writing, career exploration and accessing community resources. The project manager will train the trainers, the direct support staff and implement the curriculum for the first session with Elko staff leading the second session independently. UCPNV will begin educating Northern Nevada agencies about the Employment First philosophy (Obj. 3.2). UCPNV will work with RTC transit to communicate the needs of our program participants to help educate the agency on working with individuals with disabilities. Once the sessions are completed, UCPNV will provide follow up with the participants to assess their skills sets and provide additional resources.

Activity Summary: **P**

Activity 1A) Implement the Working Progress program in Reno/Sparks for 60 participants with disabilities.

There were 83 participants throughout the 3 sessions in Reno Sparks, surpassing their initial goal of 60 participants. Presentations were made to Sierra Regional Center, Vocational Rehab and Washoe County School District. Through this avenue they were able to receive outside referrals to the program. Participants engaged in person to person discussions and hands on learning opportunities.

Activity 1B) Implement the Working Progress program in Elko for 20 participants with disabilities.

There were a total of 18 participants throughout the 2 sessions in Elko. UCPNV’s Regional Manager sent out the information and made presentations throughout Elko. The overall objective of these 2 sessions was to expand the knowledge about the opportunities for the world of work with people with disabilities. Through the 18 participants, there was an increase in skill level demonstrated by their participation and ability to implement the skills after learning them. As they continue to expand their network, they anticipate more attendees in the future as word spreads about the program.

Activity 1C) Train 2 Elko Staff on the program and delivery of the services.

The Program Director spent time with the trainers over the phone and via email to provide the curriculum, timeline, and all the materials needed to run the Working Progress program in Elko. The trainers came to Reno during the June session of Working Progress to see the implementation of the program, ask questions and participate as support staff throughout the week. The first session in Elko was presented by the Program Director with the future trainers present. The trainers were able to effectively deliver the program in July.

Activity 1D) Provide 30 day and 90 day follow up support with each of the program participants to assess their individual needs and provide additional resources to continue the learning and planning process.

After 30 days and 90 days, each participant was contacted to see if they wanted to further explore job opportunities. If interested they were given 1:1 case management to ensure that they had the next step for potential employment. While they did encounter a lot of potential interest, UCPNV reports many individuals expressed concerns about changing their current situation. Other individuals needed re-training of the skills that were learned because they did not remember all of the things from the program. Their 1:1 time was spent on focusing on what they needed to learn to prepare to move to the next step. Four participants were able to gain employment by going through this program and they are still successfully employed in a job that is meaningful for them. 10 individuals were referred to Vocational Rehab and now have case managers helping them start the process for supported competitive employment. UCPNV reports providing follow up supports was a huge benefit, making the program more meaningful for those who did not understand what the next step would look like. There were several participants who appreciated have the time to focus on what their specific wants and interests were.

Activity 2A) Provide transportation training for all 80 participants in the program, including using the local bus system and learning bus routes.

Training was completed for all participants in the Reno/Sparks area using the public bus system. Participants were able to familiarize themselves with the system and the different routes around town. While it was not all inclusive, it did provide exposure to the community and the bus as a method of transportation. Participants were able to explore their community and find potential job opportunities by having the opportunity to ask informed questions to employers. They also had the chance to increase their overall knowledge of where things are located in the community. In Elko, UCPNV reported a barrier of very limited bus access at times. The lack of accessible vans to rent in Elko also provided difficulties for people with mobility issues. UCPNV noted a major barrier to the public transit system in Reno/Sparks was inconsistent schedules with unreliable wait times, sometimes over an hour, hindering their ability to effectively get around the community. They also noted not all bus stops were accessible for all of the participants.

Activity 2B) Work with RTC to communicate the needs of our program participants to help educate the agency on working with individuals with disabilities.

UCPNV gathered feedback from all their participants and met with RTC to discuss their concerns. They reported seeing no changes after the meeting and noted this needs to be an ongoing discussion within the community.

Activity 3A) Educate 20 community members on the Employment First Initiative and the benefits of hiring people with disabilities in the community.

Activity 3B) Educate 10 providers across Northern Nevada about the nationwide best practices in the Employment First Initiative for individuals with disabilities.

A total of 62 providers were educated through presentations made to the Sierra and Rural Regional Centers, surpassing their initial goal of 10 providers.

Deliverables Summary:

* 5 week-long sessions (3 wks in Reno, 2 wks in Elko), 3 hours a day, Monday through Friday = met.
* 80 people with disabilities will be trained in transportation, career exploration and job prep in Reno/Sparks and Elko = exceeded with a total of 101.
* 90% of participants will finish the Working Progress program = met.
* 30 day follow up supports to 75% of participants to provide additional resources for career development and competitive employment = met.
* 90 day follow up supports to 50% of participants to provide additional resources for career development and competitive employment = met.
* Targeted Disparity and Cultural Diversity components of initial grant application = met.

Of Note:

* Far exceeded the number of individuals and professionals projected to be educated.
* While they did encounter a lot of interest, UCPNV reported many individuals expressed a concern about changing their current situation and did not pursue follow up options provided by UCPNV.
* While not everyone has gained successful and meaningful employment, UCPNV reported an increase in discussions and the level of participation in career exploration and interest in working out in the community. Participants are successfully asking questions and becoming empowered to look at places that might interest them, showing a shift in mindsets to solidify a foundation for people with I/DD focusing on competitive employment in the community.
* Information gained from this program and the reporting provided, is extremely valuable information not only for the Council’s annual reporting to the Feds, but also to inform the Governor’s Taskforce on Integrated Employment.

# Sexual Health Education

Organization: Planned Parenthood Mar Monte (PPMM)

Project Director: Kayla Armbruster

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 5,000

**Goal 3, Objective 4**: Annually educate a minimum of 100 persons with I/DD and their families to be able to make informed choices throughout their lifespan.

NGCDD Expected Outcome(s):

* People with I/DD will be provided educational information that will give them the ability to make decisions throughout their lifespan guided by informed choice.
* Persons with I/DD will receive accessible and appropriate and appropriate information on available healthcare resources.

Grantee Proposal:

Facilitate accessible and appropriate information on healthcare resources to people with intellectual and/or developmental disabilities (I/DD). A minimum of 25 youth and young adults ages 15-25 will be reached via group education with comprehensive, medically accurate and age and developmentally appropriate sexual health education. To accomplish this goal, PPMM will formalize and expand collaborative partnerships with the agencies serving intellectually and/or developmentally disabled youth to provide group education. PPMM will utilize a sexual health curriculum created for individuals with I/DD. PPMM will identify and contact at least two new potential partners per year to expand collaborative partnerships with the agencies serving youth and young adults with I/DD. Program staff of agencies that work with people with I/DD will have the opportunity to learn how to provide referrals to reproductive health services. Progress will be documented via meeting notes partner agency staff training/ meetings and testimonies from program staff.

Activity Summary:

Activity 1A) Provide sexual health education to 25 youth and young adults with I/DD.

PPMM collaborated with Nevada Center for Excellence in Disabilities to implement a weekly sexual health education course to young adults with I/DD. In this course titled Relationships and Sexuality, 12 individuals were educated in a group setting with comprehensive, medically accurate sexual health education. These individuals attended 10 education sessions with a new topics each session including healthy relationships, hygiene, boundaries and communication, decision making, reproductive anatomy, sexually transmitted infections, contraception and a review day with presentations of final projects. In an effort to collaborate with other agencies and expand educational opportunities in Northern Nevada, PPMM conducted an in-service training for 17 case managers at Sierra Regional Center and reached out to the Center for Independent Living, United Cerebral Palsy of Nevada and Family Support Council to attempt to gain more participants. Those outreach efforts didn’t result in any additional participants.

Deliverables Summary:

* 75% of participants will indicate increased knowledge on improved sexual health topics = met; surveys received from 10 of the 12 trained. Out of those 10, 100% indicated increased knowledge.
* 100% of participants will be informed of resources to access sexual health services = met; surveys have been received from 10 of the 12 trained. Of those 10, 100% indicated being better informed about resources.
* Targeted Disparity and Cultural Diversity components of initial grant application = met

Of Note:

* 12 out of 25 individuals projected were trained.
* Efforts to gain additional participants through outreach to 5 agencies were not successful.
* Aside from reaching out to the above 5 agencies, there was limited activity in the 2nd, 3rd and 4th quarters. Project Manager provided support and ideas on how grantee could provide intended training through emails and several in person meetings. This also proved unsuccessful.

# Informed Choice Through a Person-Centered No Wrong Door System

Organization: Aging and Disability Services Division

Project Director: Cheyenne Pasquale

Project Period: Oct 01, 2016 to Sep 30, 2017

Total Grant Funds: $ 27,441

**Goal 3, Objective 4**: Annually educate a minimum of 100 persons with I/DD and their families to be able to make informed choices throughout their lifespan.

NGCDD Expected Outcome(s):

* People with I/DD will receive accessible and appropriate information on available healthcare resources.
* People with I/DD will be provided educational information that will give them the ability to make decisions throughout their lifespan guided by informed choice.

Grantee Proposal:

Work with sister agencies and advocates to help people with I/DD increase access to services in a person-centered system: (1) increase individuals’ knowledge of Long Term Services and Support (LTSS) services and access options through a No Wrong Door (NWD) system, (2) develop statewide standards and training for person-centered counseling (PCC) and (3) ensure that individuals with I/DD understand person-centered counseling and their role in the process.

Activity Summary:

Activity 1A) Identify and attend a minimum of 12 outreach events for people with I/DD.

It took longer than expected to find and hire a Training and Outreach Specialist, finally hiring one in March. Initial work focused on development of training materials and standards. Throughout the project, while not a direct result of this funding, a statewide marketing campaign was launched to help promote ‘Nevada Care Connection’ as the place for finding care and support needs. ADSD was able to attend 12 outreach events for individuals with I/DD which provided an opportunity for the Training and Outreach Specialist to directly interact with aproximately 150 families and exposing the Nevada Care Connection brand to over 5000 individuals.

Activity 1B) Connect a minimum of 100 people with I/DD to Long Term Services and Support.

The Assess My Needs tool (LTSS tool) launched prior to this project and the outreach efforts directly supported by this project helped more individuals with I/DD connect with LTSS services. The Assess My Needs tool is designed to help people connect with the Regional Centers and the Care Connection Resource Centers to explore options to meet long term care goals and needs. In total, 56 referrals were made to the Regional Centers through the Assess My Needs form with an additional 35 unduplicated calls being received from individuals who self-identified as having I/DD for a total of 91 individuals being connected with LTSS.

Activity 2A) Convene Person Centered Counseling (PCC) workgroup.

The PCC workgroup met 7 times beginning in December to provide input and feedback on the standards and staff training materials. The workgroup met their goal of establishing a certification program for individuals to be trained in person centered counseling.

Activity 2B) Develop PCC standards and staff training.

The final products developed through the workgroup include state standards for Person Centered Counseling (locally will be advertised as Resource & Service Navigation) as well as a comprehensive bi-level certification program. The Level 1 certification will be available online to NWD system partners and stakeholders and includes 4 modules: Introduction to Person Centered Practices, Communication 101, Introduction to NWD and Introduction to Public Programs. The Level 2 certification will be conducted in person for staff who are going to be Resource Navigators in the Nevada Care Connection partnership. These modules include: Overview of Resource and Service Navigation, Communications Across Services, Serving Private Pay Individuals and the Basics of Person Centered Planning. Resource Navigators will also be required to complete the complete 2 day skills course “Person Centered Thinking”, allowing trained state staff and community partners to offer comprehensive person-centered services.

Activity 2C) Implement PCC staff training (train at least 50 NWD partner staff).

While ADSD was not able to fully implement the PCC training during this project period, the additional time was used to focus and refine development of the training materials and a sustainable system was created for training and evaluating PCC efforts that will lead to long term, system changes for individuals with I/DD.

Activity 3A) Develop consumer PCC education materials.

ADSD conducted 2 focus groups with individuals and families to discuss the Resource & Service Navigation core values, standards and consumer rights/responsibilities. A draft PowerPoint was created for educating consumers about their rights and responsibilities in person centered systems and will provide a foundation for future trainings.

Activity 3B) Implement consumer PCC education (train at least 50 people w/I/DD)

The NWD Coordinator educated 130 individuals and self-advocates through the A-Team organization in Las Vegas. The Coordinator was invited back to speak at the Parent Advocacy Group which will help solidify the information shared. The specific number of individuals w/I/DD at that meeting is not known because the group had another event right after the presentation and the Coordinator was not able to collect the surveys distributed. To date, only 5 surveys were returned.

Deliverables Summary:

* Increase individuals knowledge of LTSS services and access options through a NWD system by identifying and attending a minimum of 12 outreach events for people with I/DD; connecting a minimum of 100 people with I/DD to LTSS services = outreach session projection was met; number projected to connect services with was not met.
* Develop and implement statewide standards and staff training for person-centered counseling (PCC) through the establishment of a PCC workgroup; training at least 50 NWD partner staff = developing standards and certificate was met; number projected to be trained was not met.
* Ensure people with I/DD understand person-centered counseling and their role in the process through the development and implementation of consumer PCC materials and education; training at least 50 people with I/DD = met.
* Through outreach efforts targeted to the Hispanic community, 20% of individuals with I/DD who connect with services will self-identify as being Hispanic/Latino = not met; no specific outreach efforts were conducted to the Hispanic community.
* At least 20% of individuals with I/DD who receive training on their role in a person-centered planning process will self-identify as being Hispanic/Latino = not met; ADSD reports approximately 23% of the individuals at the A-team meeting in LV were Hispanic/Latino but they are unable to count how many of those had I/DD.
* Targeted Disparity and Cultural Diversity components of initial grant application = not met

Of Note:

* As stated in previous reports, it took a long time to get a training and outreach specialist hired so progress was hindered. Project Manager sits on the workgroup and an incredible amount of work has been done on the training modules to date.
* Despite a few activities and several deliverables not being fully met, the quality and value of the final products developed through the workgroup and in working with a diverse group of individuals representing Divisions across the Department of Health and Human Services is immeasurable. The conversations that have come out of this, including the willingness to have staff within each agency trained, will lead to improvements in the service delivery system.

# Glossary Of Terms

**Activity Summary** = A summary of a grantees progress on their activities for that period. Information is summarized from grantee reports and from Project Manager meetings with grantee.

**Best Practice:** A practice that incorporates methods or techniques that has consistently shown results superior to those achieved with other means, and that is used as a benchmark.

**Deliverables Summary:** Specific measureable outcomes the grantee said they would accomplish in their application.

**Goal(s)** = Over-all goal(s) identified by the Council in their current five-year state plan that the grantees are helping the Council accomplish through their grant award. Several grantees can be working toward the same goal but through different objectives.

**Grantee Proposal** = What the grantee said they would do to in their application.

**NGCDD Expected Outcome(s)** = What the Council expects to see as a result of grantee efforts.

**Objective(s)** = What the grantees have specifically agreed to accomplish during their grant period and how they said they would accomplish it.

**Of Note** = Any concerns, issues and/or additional information the Council needs to know. Will include any previous recommendations from the Council and the grantee’s progress toward those recommendations.

**Performance Measures** = Specific number of people effected by Council efforts.

**Promising Practice** = A practice with an innovative approach that improves upon existing practice and positively impacts the area of proactive. The practice should demonstration a high degree of success and the possibility of replication in other agencies or settings, but has not been tested.

# Attachment A

Email to Easter Seals, NV

To: Amanda Shipp [<mailto:amanda.shipp@eastersealsnevada.org>]   
Sent: Wednesday, November 8, 2017 12:02 PM

Hi Amanda,

Just that I’m clear in my reporting….you report that you gave out approximately 100 surveys, so the 19 you reported below for “Number of surveys distributed to **people with I/DD”** should be 100 and the 0 reported in the “Number of surveys distributed **to all** (includes professionals, people with I/DD, family members and other)” should also be changed to 100. And out of that 100, you received 13 back, correct?

Additionally, I’m still not completely clear on the difference between the 125 people reported to have participated in community outings in the end of year summary and the PM outcome of  “Number of **people with I/DD** who participated in project activities designed to increase their knowledge of how to take part in decisions that affect their lives, the lives of others, and/or systems.” which is 117? There’s a difference of 8 people between those two numbers, which should be the same since the activity should have led to the PM outcome. Can you help clarify that for my report to the Council?

Thank you,

Kari

From: Amanda Shipp [<mailto:amanda.shipp@eastersealsnevada.org>]   
**Sent:** Wednesday, November 8, 2017 10:45 AM  
**To:** Kari Horn <[khorn@dhhs.nv.gov](mailto:khorn@dhhs.nv.gov)>  
**Cc:** Sherry L. Manning <[smanning@dhhs.nv.gov](mailto:smanning@dhhs.nv.gov)>  
**Subject:** Re: End of year grant reports

Hi Kari,

Please see my reply below.  Please let me know if you need additional information or clarification.  Thank you again for you time.

Question: the final report has a total of 125 people participating in community outings but you only have 19 people that survey’s were distributed too.

Answer: I report the number that we received back not the number distributed.  We gave out over 100.

Question: Additionally, you only reported 17 people who participated in project activities. Can you provide some more details around these numbers for me please?

Answer: This number is missing a 1; it should be 117.

On Mon, Nov 6, 2017 at 4:03 PM, Kari Horn <[khorn@dhhs.nv.gov](mailto:khorn@dhhs.nv.gov)> wrote:

Hi Amanda,

A couple more questions….. the final report has a total of 125 people participating in community outings but you only have 19 people that surveys were distributed too. Additionally, you only reported 17 people who participated in project activities. Can you provide some more details around these numbers for me please?

# Consumer Satisfaction Survey Data

|  |  |
| --- | --- |
| Number of surveys distributed to **people with I/DD** | 19 |
| Number of surveys distributed to **family members of people with I/DD** | 0 |
| Number of surveys distributed **to all** (includes professionals, people with I/DD, family members and other) | 0 |
| Number of surveys returned **in all** (includes professionals, people with I/DD, family members and other) | 13 |
| Number of surveys returned by **people with I/DD** | 13 |
| Number of surveys returned by **family members of people with I/DD** | 0 |

# 

# Individual and Family Advocacy - OUTPUT MEASURES

|  |  |  |
| --- | --- | --- |
| IFA 1.1 | Number of **people with I/DD** who participated in project activities designed to increase their knowledge of how to take part in decisions that affect their lives, the lives of others, and/or systems. | 17 |
| IFA 1.2 | Number of **family members of people with I/DD** who participated in project activities designed to increase their knowledge of how to take part in decisions that affect the family, the lives of others, and/or systems. | 0 |

Thanks so much!

Kari

F**rom:** Kari Horn   
**Sent:** Monday, November 6, 2017 3:49 PM  
**To:** [amanda.shipp@eastersealsnevada.org](mailto:amanda.shipp@eastersealsnevada.org)  
**Cc:** Sherry L. Manning <[smanning@dhhs.nv.gov](mailto:smanning@dhhs.nv.gov)>  
**Subject:** RE: End of year grant reports

 Hi Amanda,

Could you also clarify the final number of hours volunteered and number of days attended? Your 4th quarter and end of year report both state the total for the *quarter* is 42 hours and number of days attended to volunteer is 7.

Thanks!

Kari