



Dear Commission,

I want to thank the commission for taking the time to allow DCN to update the commission. As we have discussed, DCN is growing quickly. Please see bullet points below

- **Early Intervention Services Case Load**
 - Total of home visits is **473** from July 2017 to May 2018
 - Deaf Mentor- Tearra Donovan (Southern Nevada)
 - 10 Families receiving services on a weekly basis
 - 17 Families currently waiting for Services.
 - Averaging 3 Families per month from referral or direct contact
 - Deaf Mentor – Casey McCollough (Northern Nevada)
 - 11 Families currently receiving services on a weekly basis
 - 3 Families have reached out for services
 - SKI-HI – Merideth Foster
 - 6 Families currently receiving SK-HI services on a weekly basis
 - 4 Families are currently waiting for SKI-HI services from DCN

- **Adult Case Services Case Load**
 - 120 New Clients from July 2017 to May 2018
 - Averaging 15 New Clients a month. (Please see CLEO report)
 - 1084 Direct Service appointments with a total of 11,196 contacts through email, VP and Phone Calls.
 - 3 hour average time spent on each direct service appointment = 3252 hours spent on direct services.
 - Case Specialist – Morgann Smith (Southern Nevada)
 - 95 Active Clients
 - 22 Clients received services at least once a week
 - Case Specialist – Laura Thompson (Southern Nevada)
 - 79 Active Clients
 - 17 Clients receive services at least once a week
 - Case Specialist – Jennifer Montoya (Northern Nevada)
 - 17 Active Clients
 - 10 Clients receive services at least once a week
 - Case Specialist – Gina Burnaugh
 - 21 Active Clients
 - 8 Clients receive services at least once a week



- Job Developer – Victoria Chipman (Southern Nevada)
 - 36 Current Active Clients
 - 1 hour per week spent with client
- Job Developer – Debbie Helms (Northern Nevada)
 - 8 Current Active Clients
 - 2 hours spent each week with each client
- **Youth Case Services**
 - 38 New Clients from July 2017 to May 2018
 - 121 Direct Service appointments with 381 contacts made via Email, VP and phone calls.
 - Case Specialist – Emilee Montecino (Southern Nevada)
 - 16 Active families
 - Case Manager – Summer Wright
 - 25 Active families receiving services
 - 10 Clients receiving services at least 3 times a month
- **Assistive Technology**
 - 533 pieces of equipment installed from July 2017 to May 2018
 - 22 services calls

- **Client Service**
 - Received 3921 VP Calls
 - Received 3255 Phone Calls
 - Received 4020 Emails

- Grant year 2016-2017
 - **New Clients 648**
 - **Returning Clients 898**

- Grant Year 2017-2018 (July 2017 to May 2018)
 - **New Clients 696**
 - **Returning Clients 1641**



- Summary
 - **New Clients are trending to be up 15% based on number of months from last grant cycle**
 - **Returning Clients are trending to be up 83% from last grant cycle**

Currently with these trends in has put DCN in a very difficult position. Due to the 83% increase in the number of clients we are seeing we have ran out of space in our current location. We are now having to see clients in our Lunch room, board room (which holds our restrooms as well) and set up make shift office space to see our clients. The clients have let us know that it has made them uncomfortable to have to meet with their case specialist in these types of rooms.

We need to move to a space that would be able to accommodate the needs of our business. The new space would allow us more room to hold workshops, townhall meetings and social activities. In addition, it allows us more client appointment rooms so that the confidentiality of the client is better protected. We would need to find a space around 8,000 Sq. feet. Most importantly it creates a safe place for our clients to come in and meet with their case specialist.

Thank you again for allowing us to update you on the current status of DCN.

Please let me know if you have any questions or comments.

Sincerely,

Kevin Carter

Executive Director