



STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

Las Vegas  
1860 East Sahara  
Las Vegas, NV 89104

(702) 486-3545 • Fax (702) 486-3236  
[adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)

RICHARD WHITLEY  
*Director*

JANE GRUNER  
*Administrator*

BRIAN SANDOVAL  
*Governor*

**Name of Organization:** Nevada No Wrong Door (NWD) Advisory Board

**Date and Time of Meeting:** April 28, 2015; 1:00 p.m.

**Place of Meeting:** Office of Economic Development  
808 West Nye Lane  
Carson City, NV 89703

### Minutes

#### **I. Welcome, Roll Call and Introductions**

Cheyenne Pasquale, ADRC Project Manager called the meeting to order at 1:05 pm.

*Members Present:* Brian Patchett, Dena Schmidt, Ellen Richardson-Adams, Jane Gruner, Janice John, Jeff Fontaine, Maria Dent, Mechelle Merrill, Sherri Rasmussen, Sherri Rice

*Members Absent:* Laurie Olsen, Laurie Squartsoff

*Staff Present:* Cheyenne Pasquale, Jeff Duncan, Lisa Watson (SEI), Sarah Marshall (SEI), Wanda Brown, Jill Berntson

**II. Public Comment** (No action may be taken upon a matter raised under public comment period unless this matter has been specifically included on an agenda as an action item.)  
No public comment

#### **III. Review and Approve Minutes from February 11, 2015 (For possible action)**

Ellen R. motioned to approve the minutes as drafted. Jane G. seconded. All approved.

#### **IV. Review, Discuss and Approve NWD Vision, Mission & Guiding Principles (For possible action)**

- Mission Statement – will be revised to read “Unify the entry into Nevada’s social services system and ensure that every individual is on a direct path to receive meaningful assistance that meets their needs.”
- Vision Statement- remove ‘including all populations and payers’. So the final reads “Nevadans needing long term services and supports have easy

access to information and services that maximize independence, choice and dignity”.

- Guiding Principles
  - Accessible “The LTSS System will offer multiple access points with streamlined eligibility practices making it easy for individuals and families to enter into the system of care.”
  - Person-Centered “The LTSS System will provide services from a person-centered framework, focusing on individual and family needs, strengths, and choices.”
  - Coordinated “The LTSS system will coordinate efforts across government agencies, public, and private service providers to increase consumer satisfaction, produce more positive outcomes, and reduces costs to governments while maintaining or enhancing service delivery”.
  - The group also discussed adding an additional principle of Sustainable and Accountable: “The LTSS system will be a transparent system which is economically sustainable and accountable through measurement and reporting of outcomes.
- Brian P. motioned to adopt the Mission, Vision & Guiding Principles as outlined in our discussions. Jane G. seconded. All approved.

## **V. Review & Discuss Outreach Summary Report**

- There was a variety of perspectives gained from focus groups (67 participants), key informant interviews (15), and consumer surveys (428).
  - Concern was raised about the lack of the youth voice in the outreach; members suggested we could outreach to the Mental Health Youth Outreach Consortium and the Interagency Coordinating Council. Could also gain some information from work that was gathered for the Autism Strategic Planning activities, although that is a small subset of the population.
  - SEI will work to host an additional Focus Group with early intervention providers.
  - Jane G. also agreed to work on getting a representative on the Advisory Board from DCFS.
- Sarah M. also reminded the group that this is our first attempt at outreach and there will be engagement opportunities as we begin to shape and ultimately implement the plan.
- Limitations of the outreach include the fact that we only reached people who are within our system, also there was limited response from people who speak Spanish as well as males.
- Results were grouped in the report based on the four required components of the NWD system: linkage & referral, person centered planning, streamlined access, and governance & administration.
  - Sarah M. reviewed the major findings included in the NWD Outreach Report for each component.

- Overall, it seems people are very excited for the idea of the NWD concept and there is a lot of buy in.
- One of the biggest concerns is the gaps in services and the limited availability of services. The group agreed with the findings, particularly in regards to transportation as a barrier and the availability of services in rural areas of Nevada.
- One of the big take-a-ways for the group to consider is a phased approach.
- There are still many concerns regarding the funding available for carrying forward the plan.
- In addition, Sarah M. encouraged the group to consider how can we engage the community and stakeholders to identify solutions, instead of just identifying the problems.

## **VI. Review, Discuss and Approve Critical Issues to be included in the Strategic Plan (For possible action)**

- Lisa W. presented the group with a draft of Critical Issues (handout) that came from the Outreach. The critical issues were grouped into the four components of the NWD vision: outreach and linkage to key referral sources, person centered counseling, streamlined access, and governance and administration.
  - Outreach & Linkage – Nevada’s Care Connection and 2-1-1 are not utilized as the premier sources of I&R; Partnerships need to be developed and formalized; Outreach is needed so people are aware of the resources available.
  - Person Centered Counseling (PCC) – Consistent methodology across the state in how PCC is conducted; training to ensure staff have the skills and knowledge to conduct PCC; and Staff resources to properly support PCC in our system.
  - Streamlined Access – Intake practices are duplicative; gaps in service availability
  - Governance – there needs to be a key champion; policies need to realign to support NWD vision; financing is needed to support the NWD concept; and mechanisms to help MIS systems coordinate with each other.
- There was a lot of discussion about the importance of the role of 2-1-1 in this concept and the need to help support them in achieving success.
- Additionally, the need to formalize partnerships that are not necessarily person based, but rather organizationally based.
- The group also identified the need for training and knowledge for front line staff to be able to know the broader picture of the system and what is available.
  - It will be critical to find the balance between how much the front line staff are able to do and giving them enough information to

know who to connect a consumer with the right service for more in depth assistance.

Maria D. motioned to approve the critical issues presented; Ellen R. seconded. All approved.

#### **VII. Review & Discuss draft Strategic Plan**

- Lisa W. provided a draft of the Strategic Plan to the group to review the major sections, the information that has been inserted to date as a result of the outreach.
- So far, the group agrees it is a good layout and we appear to be on the right track.
- Additional information will be added as it is completed.

**VIII. Public Comment** (No action may be taken upon a matter raised under public comment period unless this matter has been specifically included on an agenda as an action item.)  
No public comment.

#### **IX. Final Comments, Next Steps and Adjournment**

- In the next meeting, we will need to discuss strategies to address critical issues and identify timelines & resources associated with the strategies;
- The group also agreed it would be good to review & discuss other initiatives that are happening at the beginning of the meeting to help with the identification of strategies and activities.
  
- Meeting adjourned at 3:55 pm.

Note: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

---

Supporting materials for this meeting are available at <http://adsd.nv.gov> or by contacting Nicole Moore at (702) 486-2438.