

# **Nevada Department of Health and Human Services Summary of Information and Referral Strategic Plan (September 2013)**

## **Vision Statement**

Nevada's vision for information and referral is a comprehensive, coordinated system of service delivery through effective communication and collaboration.

## **Principles**

The following principles were used to guide the strategic plan.

1. The I&R service provides barrier-free access to information.
2. The I&R service recognizes the inquirer's right to self-determination.
3. The I&R service provides an appropriate level of support in obtaining services.
4. The primary pathways to I&R are recognized, easy to remember, reliable, and connected to the broader service delivery system.
5. The I&R service is about quality, not just quantity.

## **Characteristics of the I&R System**

The system envisioned would rely on Nevada 2-1-1 as the primary portal for I&R while recognizing that FRCs and ADRCs also act as a gateway to I&R.









Regional expertise would be utilized to ensure that resources are up to date and that the resource directories reflect accurately information at the state, regional and local level. Liaisons would be identified and engaged from each region or subpopulation and linked to the statewide system.

Members of the public at large would be linked to the right resource at the right time and with the correct information for accessing the resources, regardless of how or where they access the system.

The feedback loop between service providers and gateway organizations would be open and ongoing to ensure a continuous relay of information. Any provider would be able to link the client to the correct resource, either directly or through a gateway resource.

Providers would be fully engaged and see themselves as part of the system, and would update their information to ensure that clients experience fewer barriers when seeking information or a referral.

## Goals and Benchmarks

Goal	Benchmarks
<b>1. Design, adopt, and implement a system to ensure resource information is up to date.</b>	<ul style="list-style-type: none"> <li> Establish baseline percentage of resources updated within the last 12 months for ADRC and Nevada 2-1-1 online</li> <li> Increase percentage by 15% each year</li> </ul>
<b>2. Create a unified, sustainable alliance of information and referral systems (NV I&amp;R).</b>	<ul style="list-style-type: none"> <li> Implement cost-sharing for database management, training, and advertising to save the state \$230,000 or 10% of the current annual state investment</li> <li> Secure new public/private funding to ensure sustainability in the amount of \$150,000 by July 2015</li> </ul>
<b>3. Establish and implement a comprehensive public outreach and awareness plan for NV I&amp;R and its gateway organizations</b>	<ul style="list-style-type: none"> <li> Increase the utilization of Nevada gateway organizations from 5% to equal 10% of Nevada's population by 2016</li> </ul>
<b>4. Ensure that community service agencies in Nevada know how to access NV I&amp;R alliance members and attain resources for their clients</b>	<ul style="list-style-type: none"> <li> Decrease the percentage of service providers that report needing help finding information on where and how to obtain services as a critical need in the DHHS GMU survey from 61% to 25%</li> </ul>
<b>5. Ensure a quality I&amp;R system by establishing a shared framework with common definitions, standards and performance measures</b>	<ul style="list-style-type: none"> <li> By December 2014, Nevada's I&amp;R framework is adopted and MOUs are in place</li> <li> By December 2016, gateway agencies have implemented Nevada's standards</li> </ul>

## Acknowledgements

Funding for plan development provided by State of Nevada. Plan development coordinated by Social Entrepreneurs, Inc. Members of Steering Committee:

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