



## **WASHOE COUNTY SCHOOL DISTRICT COUNCIL ON FAMILY RESOURCE CENTERS**

Wednesday, February 27, 2019 at 6 p.m.

Sun Valley Family Resource Center

115 W. 6th Avenue

Sun Valley, NV 89433

### **AGENDA**

#### **1. OPENING ITEMS**

- 1.01 Call to Order – 6:00 p.m., Sun Valley Family Resource Center, 115 W. 6<sup>th</sup> Ave., Sun Valley, NV
- 1.02 Roll Call
- 1.03 Public Comment - Comments from the public are invited at this time on topics not specifically addressed elsewhere in the agenda. A "Citizen's Request to Speak" card should be filled out and submitted to the Recording Secretary before speaking during the Public Comment section. All persons are limited to three minutes per item. In accordance with Open Meeting Law and on the advice of legal counsel, the public body is discouraged from discussing and precluded from deliberating and/or acting on items raised by Public Comment which are not already on the agenda. The public body may impose reasonable content-neutral restrictions on public comment such as willfully disruptive comments that are irrelevant, repetitious, slanderous, offensive, inflammatory, irrational, or amounting to personal attacks or interfering with the rights of other speakers. Correspondence or written materials submitted for public comment by the general public shall be attached to the minutes of the meeting.

#### **2. DISCUSSION, PRESENTATION, AND ACTION ITEMS** (Public comment: any individual may address the public body concerning any item listed below. A completed "Citizen's Right to Speak" card must be submitted to the public body at the meeting. During the discussion of each item on the agenda, the Chair will invite the individual to come forward to speak. Individuals are limited to three minutes per item.)

- 2.01 ACTION TO ADOPT THE AGENDA - Items on this agenda may be taken out of order; the public body may combine two or more agenda items for consideration; and the public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. (For Possible Action)
- 2.02 APPROVAL OF THE MINUTES OF THE MEETING OF THE COUNCIL ON FAMILY RESOURCE CENTERS DATED NOVEMBER 28, 2018 (FOR POSSIBLE ACTION)
- 2.03 RECOGNITION OF CARPENTERS UNION LOCAL 971 FOR VOLUNTEERING TO REPLACE ROOF FOR FRC CLIENT (FOR DISCUSSION ONLY)
- 2.04 REVIEW OF THE FAMILY RESOURCE CENTER (FRC) ACTION PLAN, TO INCLUDE DISCUSSION OF THE SERVICES HOUSED AND PROVIDED IN THE FRC'S SUCH AS CRISIS INTERVENTION, EMERGENCY BASIC NEEDS ASSISTANCE, AND REFERRALS FOR CHILDCARE, ADULT EDUCATION, AND LEGAL ASSISTANCE, AND POSSIBLE ACTION TO PROVIDE INPUT TO THE WCSD FAMILY RESOURCE CENTER STAFF RELATED TO THE FUTURE POTENTIAL REVISION FOR THE 2019-20 SCHOOL

- YEAR, AS REQUIRED UNDER NEVADA REVISED STATUTES 430A.140 (FOR POSSIBLE ACTION)
- 2.05 DISCUSSION OF CLIENT NEEDS IDENTIFIED AT THE FAMILY RESOURCE CENTERS, SUCH AS RENTAL ASSISTANCE, UTILITY ASSISTANCE, FOOD, ETC (FOR DISCUSSION ONLY)
  - 2.06 PRESENTATION AND DISCUSSION OF PUBLICITY OPPORTUNITIES FOR THE WCSD FAMILY RESOURCE CENTERS, WHICH MAY INCLUDE THE USE OF SOCIAL MEDIA AND THE RECRUITMENT OF AN INTERN FOR THAT PURPOSE (FOR DISCUSSION ONLY)
  - 2.07 PRESENTATION AND DISCUSSION OF FAMILY RESOURCE CENTER YEAR-TO-DATE DATA AND OUTREACH EVENTS, INCLUDING FUTURE COMMUNITY EVENTS THAT FAMILY RESOURCE CENTER STAFF PLAN TO ATTEND (FOR DISCUSSION ONLY)

### **3. CLOSING ITEMS**

- 3.01 Announcement of Next Meeting: May 22, 2019 at WCSD Central Administration Building, 425 East 9th Street, Board Room, Reno, Nevada 89512 (this meeting date is subject to change)
- 3.02 Public Comment - Comments from the public are invited at this time on topics not specifically addressed elsewhere in the agenda. A "Citizen's Request to Speak" card should be filled out and submitted to the Recording Secretary before speaking during the Public Comment section. All persons are limited to three minutes per item. In accordance with Open Meeting Law and on the advice of legal counsel, the public body is discouraged from discussing and precluded from deliberating and/or acting on items raised by Public Comment which are not already on the agenda. The public body may impose reasonable content-neutral restrictions on public comment such as willfully disruptive comments that are irrelevant, repetitious, slanderous, offensive, inflammatory, irrational, or amounting to personal attacks or interfering with the rights of other speakers. Correspondence or written materials submitted for public comment by the general public shall be attached to the minutes of the meeting.
- 3.03 Adjourn Meeting

Forum Restrictions and Orderly Conduct of Business: The Group Insurance Committee conducts the business of the Washoe County School District during its meetings. The presiding officer may order the removal of any person whose statement or other conduct disrupts the orderly, efficient or safe conduct of the meeting. Warnings against disruptive comments or behavior may or may not be given prior to removal. The viewpoint of a speaker will not be restricted, but reasonable restrictions may be imposed upon the time, place and manner of speech. Irrelevant and unduly repetitious statements and personal attacks which antagonize or incite others are examples of speech that may be reasonably limited.

Members of the public wishing to request supporting materials for this meeting or who are disabled and require special accommodations at the meeting should contact Lisa Scurry, Board Services Department. Ms. Scurry can be contacted in writing at PO Box 30425, Reno, Nevada 89520-3425, by telephone at 775-789-4621, or by email at [committees@washoeschools.net](mailto:committees@washoeschools.net).

This agenda and supporting materials, when appropriate, have been posted at the following locations:

[www.washoeschools.net](http://www.washoeschools.net)

[www.boarddocs.com/nv/washoe/board.nsf/public](http://www.boarddocs.com/nv/washoe/board.nsf/public)

State of Nevada website (notice.nv.gov)

WCSD Central Administrative Building

Washoe County Administration Building

Washoe County Courthouse

Reno City Hall

Sparks City Hall

Sparks Library

Pyramid Lake Paiute Tribe Administration Building

Reno Sparks Indian Colony Administrative Office

Sun Valley Family Resource Center

**Outreach & Action Plan  
WCSD Family Resource Center  
SFY2019**

**1. What other state services are “housed” in the Family Resource Center?**

The State of Nevada services co-located between the five Washoe County School District (WCSD) Family Resource Center (FRC) program sites include the Differential Response Program and the Division of Aging and Disability Services. The FRC also has a close relationship with county and state welfare personnel and provides on-site assistance with all welfare program applications. Children’s Trust Fund (CTF) grant funds have been awarded to the FRC to conduct parenting education programs. CTF is administered by the State of Nevada Department of Health and Human Services (DHHS). Four of our five FRC sites are located on school property, with the fifth being located at the Sun Valley Neighborhood Center.

The five FRC sites are also co-located with Washoe County services such as the Women, Infants, Children (WIC) Program, Washoe County Senior Services, and the Sun Valley General Improvement District, as well as Head Start/Early Head Start and WCSD Pre-K programs. Representatives from the Food Bank of Northern Nevada provide SNAP outreach at the FRC sites. Additionally, the FRC partners with Washoe County Human Services Agency (WCHSA) via the Service Level Referral program to provide preventive services to families at risk of entering the child welfare system. All of our sites also serve as intake sites for the State of Nevada Energy Assistance Program.

**2. NRS 430A.160 requires Family Resource Centers (FRCs) to provide certain services or have the capability of linking at-risk families with these services. What services does your agency provide that are specifically paid for with the FRC grant award?**

FRC services begin with the completion of a Welcome Form to obtain household information and determine which services a family may already be receiving. Following a thorough intake and assessment process, which includes a family budget to determine income and expenses, a plan is created to provide direct services and/or referrals to help clients meet their needs and goals. Service coordination and intensive family support services (i.e. case management) are provided on an ongoing basis to those families who desire extensive support.

On-site services include:

- Assistance with welfare applications and ongoing support of benefits;
- Utility assistance through EAP and SAFE programs;
- Credit/budgeting;
- Transportation assistance (bus passes/gas vouchers as available);
- Emergency basic needs assistance – food/food vouchers, hygiene kits, diapers, etc. as available;
- Crisis intervention;
- Translation services;
- Coordination of education-related services; and
- Advocacy/partnering with other agencies.

The WCSD FRC hosts two parenting programs - the Apple Seeds Home Visitation Program and Parenting Wisely. Representatives from the Food Bank of Northern Nevada (FBNN) visit all five sites regularly to assist clients with the Supplemental Nutritional Assistance Program (SNAP) applications and the required interview. Referrals to other services include:

- Childcare/preschool;
- Adult education;
- Clothing, housing/rental assistance;
- Medical/dental/mental health;
- Employment and immigration assistance;
- Disabilities and youth services;
- Domestic violence;
- Legal assistance; and
- Weatherization.

### **3. Describe how your services are tailored to meet the needs of the community?**

Due to demographic shifts and Washoe County's growing Spanish-speaking population, it is essential that clients are able to access services in the language with which they are most comfortable. All five of the WCSD FRC sites have bilingual/ bicultural staff. The FRC's extensive welfare assistance efforts (via FRC staff and FBNN SNAP outreach) allow clients with transportation issues to receive benefits without having to go to the welfare office. The WCSD FRC serves as an intake site for the State of Nevada Energy Assistance Program, as well as NV Energy's SAFE emergency utility assistance program, allowing clients easy access to programs that can prevent loss of utilities. Because the FRC is part of WCSD, the FRC is able to reinforce the link with children's education and work closely with school personnel to address the needs of children and families. FRC also receives guidance from clients via annual client satisfaction surveys and the recently completed Washoe County Community Health Needs Assessment.

### **4. Describe your agency's community outreach and events in SFY18?**

The FRC's connection with school personnel facilitates FRC attendance at WCSD events such as back-to-school nights, parent meetings, WCSD Parent University's Family Access Day at UNR, and Early Childhood events. FRC staff also present at meetings for counselors, Parent Involvement Facilitators, secretaries, nurses, and other school personnel.

In addition to outreach within WCSD, outreach occurs via serving as intake sites for EAP and the NV Energy SAFE program, as well as hosting SNAP outreach with the FBNN. FRC staff attend meetings of Join Together Northern Nevada (JTNN), Maternal & Child Health Coalition, the Student Attendance Review Board, Sun Valley Community Advisory Board, Reno Housing Authority Family Self-Sufficiency Program, Opportunity Alliance, Head Start, Differential Response, Human Services Network, and other agencies where FRC staff share program information. FRC staff participate in community events such as FBNN's Family Health Festivals, Mexican Consulate visits and Immigration Fairs, Children's Cabinet and Women's Day events, and other events that allows FRC staff to reach at-risk families. FRC's parenting programs, which are conducted in the schools and community-based agencies, also provide excellent opportunities for FRC outreach. FRC staff also coordinates holiday assistance

programs with the LDS Church and conduct outreach at Catholic Charities and FBNN food distribution activities.

**5. How does the agency collaborate with community partners? Describe any specific project collaborations that are in place.**

In addition to the collaborations listed above, the WCSD FRC partners with:

- All WCSD Departments, including WCSD’s Intervention Department, which includes Children in Transition (services for homeless children), Re-Engagement (re-enrollment of vanished students), and Truancy;
- JTNN – funding for parenting classes, attendance at collaboration meetings;
- Washoe County Human Services Agency – Service Level Response and Differential Response programs;
- UNR – field placement for social work and Human Development and Family Studies students;
- Rotary Club – basic needs assistance program, host lending library;
- Washoe County Low Income Housing Trust Funds – rental assistance program;
- Community Services Agency – parenting classes;
- Women and Children’s Center of the Sierra – parenting classes;
- Casa de Vida – parenting classes
- STEP 2 – parenting classes;
- Food Bank of Northern Nevada – SNAP Outreach and Mobile Harvest
- NV Energy – intake site for SAFE emergency utility assistance program
- State of Nevada Energy Assistance Program – intake site

The FRC engages in mutual referrals with many agencies including: Catholic Charities, Children’s Cabinet, Community Services Agency, HOPES clinic, Salvation Army, Community Health Alliance, Nevada Legal Services, and Washoe Legal Services.

Memorandums of Understanding (MOUs) are in place with Washoe County Human Services Agency, State of Nevada EAP, NV Energy, Casa de Vida, Women and Children’s Center of the Sierra, Catholic Charities, Community Services Agency, and Food Bank of Northern NV.

**6. Describe your agency’s activities/programs that are targeted for improvement or restructuring?**

The FRC staff will continue to work on improving our visibility within WCSD and the larger community encompassing all of Washoe County, NV. The FRC team will also continue to align ourselves with the WCSD Strategic Plan and revisit our own FRC Strategic Plan. The FRC team has had some challenges with the Clarity database and staff is working through and will continue to make improvements to the system. The FRC team is also seeking additional funding to support direct services with clients.

**7. What technical assistance does the agency need from the OCPG?**

The FRC staff is always interested in low / no cost training opportunities for staff. Additionally, the modifications to the Clarity database system that were approved in the BMR will allow data entry and reporting processes to be more streamlined and accurate. The FRC staff welcomes information on funding opportunities that will allow us to increase staffing and provide increased direct services to families.

**8. What are the agency's training needs?**

The FRC welcomes any training opportunities that will enable staff to provide the highest quality support services to clients, particularly related to all aspects of case-management / family support practices and working with diverse populations.

**9. Describe your strategic plans for the SFY19?**

The FRC team will continue to solidify its role in the Family Engagement section of the WCDS’s Strategic Plan, Envision 2020. The FRC team will review / revise its internal FRC Strategic Plan to reflect current structure and goals. The FRC team will continue to search for funding opportunities that will allow us to expand our staffing and direct services to families.

**10. Please include the following information on the agency’s Family Resource Council:**

**a. Member listing (include title and affiliation)**

Name	Affiliation
Cristel Avalos	WCSD Parent Involvement Facilitator
Sherrilyn Elcano	Community Member
Brenda Costello	FRC Staff
Vanessa Vancourt	Parent, UNR School of Journalism
Scott Benton	Parent, Volunteers of America, Case Manager
Susan Severt	Elected Sun Valley General Improvement District
Amber Joiner	Parent, Assemblywoman District 24

**b. Policy & Procedures**

Bylaws attached

**c. Meeting minutes submitted for each instance**

Please refer to: <https://www.washoeschools.net/Page/5784>

**11. Does the agency provide any Medicaid billable services?**

The FRC together with WCSD is working with Medicaid staff to research if current services qualify for Medicaid billing. FRC job descriptions and services are being reviewed by Medicaid staff and ongoing conversations will continue as Medicaid and FRC work together to determine billing ability.

**12. Collaborations with primary care/Federally Qualified Health Care Centers(FQHC) or any health care providers.**

The FRC does not MOUs with local FQHCs but do refer frequently to Community Health Alliance and Northern Nevada Hopes. The FRC will pursue MOUs with these entities as opportunities present.

**13. Describe any evidence based/informed practices being utilized.**

The FRC’s family support services incorporate aspects of the Brokerage / Generalist and Strengths-Based models, as well as Best Practices in Family Support.

**14. Provide hours of operation for all programs housed in the FRC.**

<b>Program</b>	<b>Hours of Operation</b>
WCSD FRC sites, includes Differential Responses and Parenting Classes	Monday – Friday: 9 AM – 4 PM with accommodations for families who must meet outside of these hours.
WIC	Monday – Friday: 9 AM – 5 PM
Washoe County Senior Services	Monday – Friday: 9 AM – 1 PM
WCSD Early Childhood Program	Monday – Friday: 7 AM – 3 PM
Food Bank of Northern NV SNAP Outreach	Varies by site

**15. Do you have any other secured/pending grant applications? List all and provide grant manager contact information.**

<b>Grant</b>	<b>Amount</b>	<b>Contact</b>
Title IV-B	\$70,000 confirmed	Jennie Bear (775) 684-2235 <a href="mailto:JBear@dcfs.nv.gov">JBear@dcfs.nv.gov</a>
CTF – Parenting	\$152,407 confirmed	DHHS
Differential Response	\$142,545 pending	Dorothy Edwards <a href="mailto:DAEdwards@washoecounty.us">DAEdwards@washoecounty.us</a>
JTNN – Parenting	\$30,000 pending	Courtney Huth 775-324-7557 <a href="mailto:courtney@jtnn.org">courtney@jtnn.org</a>
SNAP Outreach	Up to \$61,644	Kathie Lee (775) 246-0809 <a href="mailto:kxlee@dwss.nv.gov">kxlee@dwss.nv.gov</a>

**16. Describe your community needs assessment? Provide your FRC grants manager with the dates and times of formal needs assessment sessions.**

The FRC does not conduct its own Community Needs Assessment.

**17. What did you identify in your community needs assessment? Did you find any gaps in services? List the findings or gaps in services.**



While the FRC does not conduct its own community needs assessment, it has reviewed the results of the recently completed 2018-2020 Washoe County Community Health Needs Assessment. This study identified Access to Health, Mental Health, and Social Determinants as the areas of our county's greatest needs. Other issues identified are lack of adequate / affordable housing, overcrowding in schools, and healthcare facilities being at or near capacity. Four of the five FRC sites are located in areas within the top five highest CNIs – Community Needs Index – based on income, culture/language, education level, housing status and medical insurance coverage. Top needs identified in these sites were safety / security, access to healthcare services, and environmental health. Surveys conducted as part of the process indicate a need for increased education around referrals for needed services.

Full report:

[https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA\\_FINAL.pdf](https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA_FINAL.pdf)[https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA\\_FINAL.pdf](https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA_FINAL.pdf)

Summary:

[https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA%20Executive%20Summary\\_FINAL.pdf](https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA%20Executive%20Summary_FINAL.pdf)