



WASHOE COUNTY SCHOOL DISTRICT COUNCIL ON FAMILY RESOURCE CENTERS

Wednesday, November 20, 2019 at 6 p.m.

WCSD Administrative Building

425 E. 9th St., Board Room

Reno, NV 89512

AGENDA

1. OPENING ITEMS

- 1.01 Call to Order – 6:00 p.m., WCSD Administrative Building, 425 E. 9th St., Board Room, Reno, NV 89512
- 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 DISCUSSION AND POSSIBLE ACTION TO SELECT A CHAIRPERSON FOR THE COUNCIL ON FAMILY RESOURCE CENTERS FOR A TERM ENDING JUNE 30, 2020 FROM THE CURRENT MEMBERSHIP: VANESSA VANCOUR, SHERRILYN ELCANO, CRYSTEL AVALOS, SUSAN SEVERT, BRENDA COSTELLO, SCOTT BENTON, AND NITA LOSOPONKUL (FOR POSSIBLE ACTION)
- 2.03 DISCUSSION AND POSSIBLE ACTION TO SELECT A VICE CHAIRPERSON FOR THE COUNCIL ON FAMILY RESOURCE CENTERS FOR A TERM ENDING JUNE 30, 2020 FROM THE CURRENT MEMBERSHIP: VANESSA VANCOUR, SHERRILYN ELCANO, CRYSTEL AVALOS, SUSAN SEVERT, BRENDA COSTELLO, SCOTT BENTON, AND NITA LOSOPONKUL (FOR POSSIBLE ACTION)

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- 2.04 APPROVAL OF THE MINUTES OF THE MEETING OF THE COUNCIL ON FAMILY RESOURCE CENTERS DATED MAY 22, 2019 (FOR POSSIBLE ACTION)
 - 2.05 PRESENTATION AND DISCUSSION OF RECENT FAMILY RESOURCE CENTERS (FRC) GRANT STATUS AND CHANGES TO FRC SITE LOCATIONS, TO INCLUDE INPUT FROM THE COUNCIL ON POTENTIAL FUNDING OPPORTUNITIES (FOR DISCUSSION ONLY)
 - 2.06 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 WCSO FAMILY RESOURCE CENTER STAFF RELATED TO THE REVISION FOR THE 2019-20 SCHOOL YEAR, AS REQUIRED UNDER NEVADA REVISED STATUTES 430A.140, FAMILY RESOURCE CENTER TO SUBMIT ACTION PLAN TO DIRECTOR (OF THE DEPARTMENT OF HEALTH AND HUMAN SERVICES) FOR APPROVAL (FOR POSSIBLE ACTION)
 - 2.07 PRESENTATION AND DISCUSSION OF FAMILY RESOURCE CENTER YEAR-TO-DATE DATA AND OUTREACH EVENTS, INCLUDING FUTURE COMMUNITY EVENTS AND VOLUNTEER OPPORTUNITIES THAT COUNCIL MEMBERS MAY ATTEND (FOR DISCUSSION ONLY)
 - 2.08 DISCUSSION AND POSSIBLE ACTION TO PROVIDE RECOMMENDATIONS AND INPUT TO THE WCSO FAMILY RESOURCE CENTER STAFF REGARDING PUBLICITY OPPORTUNITIES FOR THE WCSO FAMILY RESOURCE CENTERS, TO INCLUDE THE RECRUITMENT OF AN INTERN (FOR POSSIBLE ACTION)
 - 2.09 PRESENTATION OF NEEDS OF FAMILY RESOURCE CENTER CLIENTS AND DISCUSSION ON WAYS IN WHICH THE COUNCIL ON FAMILY RESOURCE CENTERS MAY SUPPORT THOSE NEEDS (FOR DISCUSSION ONLY)
 - 2.10 PRESENTATION AND DISCUSSION OF FUTURE MEETING DATES, FEBRUARY 26, 2020, AND MAY 27, 2020, AND POSSIBLE ACTION TO RECEIVE FEEDBACK FROM COUNCIL MEMBERS ON ANY POTENTIAL CONFLICTS WITH THOSE DATES AND POTENTIAL CHANGES TO THOSE MEETING DATES (FOR POSSIBLE ACTION)

3. CLOSING ITEMS

- 3.01 Announcement of Next Meetings: February 26, 2020 and May 27, 2020, at WCSO Administration Building, 425 East 9th Street, Board Room, Reno, Nevada 89512
- 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 Council on Family Resource Centers 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 representative, in writing at PO Box 30425, Reno, Nevada 89520-3425, by telephone at 775-789-4621, or by email at lascurry@washoeschools.net.

This agenda and supporting materials, as indicated, have been posted at the following locations:

www.washoeschools.net (with supporting materials)

www.boarddocs.com/nv/washoe/board.nsf/public (with supporting materials)

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



Washoe County School District Council on Family Resource Centers Meeting Minutes

May 22, 2019

OPENING ITEMS

1.01 Call to Order

The meeting of the Council on Family Resource Centers was called to order at 6:00 p.m. at the WCSD Administrative Building, 425 E. 9th St., Board Room, Reno, NV 89512

1.02 Roll Call

Chairperson Vanessa Vancour and Members Sherilyn Elcano, Brenda Costello, Scott Benton, Susan Severt, and Nita Losoponkul were present at roll call. Crystel Avalos was not present at roll call. Rechelle Murillo, staff liaison, was also present.

1.03 Public Comment

There was no public comment at this time.

2. DISCUSSION, PRESENTATION AND ACTION ITEMS

2.01 Action to Adopt the Agenda

On motion by Scott Benton, second by Susan Severt, the Council on Family Resource Centers approved the agenda as presented (Yea: Susan Severt, Vanessa Vancour, Scott Benton, Sherilyn Elcano, Nita Losoponkul and Brenda Costello).
Final Resolution: Motion Carries 6-0

2.02 Approval of the Minutes of the Meeting of the Council on Family Resource Centers Dated February 27, 2019.

On motion by Sherilyn Elcano, second by Brenda Costello, the Council on Family Resource Centers approved the minutes of the meeting of the Council on Family Resource Centers dated February 27, 2018. (Yea: Susan Severt, Vanessa Vancour, Scott Benton, Sherilyn Elcano, Nita Losoponkul, and Brenda Costello).
Final Resolution: Motion Carries 6-0

2.03 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.

FRC staff member Wylie Evanson presented updated year-to-date data on the families served by the FRC's. Chair Vancour asked about how FRC's are data tracking. Staff member Evanson discussed utilizing the Clarity Database, but stated there would a transfer to a new database, which would help to track outcomes. Mr. Evanson discussed how the database would track outcomes in regards to clients moving from crisis to stabilization with resources provided by the FRC's. FRC staff member Marcella Watson discussed the events FRC staff have recently attended with the Summer Camp Expo, NV Housing Coalition Forum, Finance Frameworks Training, and multiple Pinwheels for Prevention being some of the events highlighted. Mrs. Watson highlighted future events with the Head Start Fatherhood Initiative Fair, Sun Valley movie night, and the back to school fair being listed. Council Member Benton requested there be a calendar with events, so council members could attend, if available. Staff Liaison Murillo stated she would work on getting the events updated on the WCSD Intervention Department Calendar online. Committee members discussed establishing community partnerships to attend additional events, possibly working with summer camps, and a sponsor a family opportunity.

2.04 Presentation and Discussion of grant requests submitted by the Washoe County School District Family Resource Centers for fiscal year 2020 and opportunities for additional funding.

Staff member Evanson referred to council member Costello and staff liaison Murillo to discuss grants submitted. Mrs. Costello stated there were two grants submitted with Children's Trust Fund (CTF) and Join Together Norther Nevada (JTNN) which provide funding for the two parenting programs provided by FRC's. Mrs. Costello stated both grants were awarded; however she highlighted one grant was cut 30%. Mrs. Costello stated grants submitted the Title IV-B grant on this date, which helps to provide basic needs and collaborated with Washoe County Human Services Agency. Mrs. Costello discussed the FRC's collaborating with NV Energy who provides some funding as staff process Utility Assistance applications. Staff Liaison Murillo, shared there was a small grant through the Giving Circle which was awarded to the Children in Transition program that will benefit FRC's. Mrs. Murillo discussed the grant was awarded for three years to provide emergency housing assistance. Mrs. Murillo also stated the Barker Foundation provides additional funding for housing assistance. Mrs. Costello discussed additional grants with SNAP and Fund for Health Nevada. Council members discussed possible ways to increase funding for the FRC's.

2.05 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 WSD Family Resource Center staff related to the future potential revision for the 2019-20 school year, as required under Nevada Revised Statues 430A.140, Family Resource Center to submit action plan to director (of the Department of Health and Human Services) for approval.

Mr. Evanson shared that the committee reviewed the Action Plan at the last council meeting with staff member Lisa Guzman going over the plan in detail. Mr. Evanson stated the plan was to provide members with the new action plan for FY 19-20 when it was released, so members are able to provide input, but stated it has not been provided at this time. Mr. Evanson stated he wanted to table the review of the Action Plan, until the new plan is released. At that time committee members would have a chance to review and provide feedback.

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.

Chair Vancour discussed the recent creation of the Family Resource Center Facebook page which currently has 99 "likes." Mrs. Vancour also displayed and did a demonstration of how staff and committee members could access the page and share with others. Mrs. Vancour stated she also plans to continue work on getting a social media intern to help provide assistance to staff.

2.07 Discussion and possible action to approve the proposed Council on Family Resource Centers' meeting schedule for the 2019-20 school year.

Chair Vancour stated the next meeting date would be in August and the proposed schedule would keep the meetings on Wednesday nights. Staff liaison Murillo, stated the dates and location could be subject to change. Committee member, Benton, stated he would like to continue doing meetings at the FRC's and asked that at least one meeting be held at an FRC. Committee Member, Nita, stated she would not be able to attend three of the proposed dates due to all the dates being adjacent to a holiday and being on vacation. Committee members discussed possibly changing months to accommodate member's schedules. Committee members agreed to approve the calendar as presented with Staff Liaison, Murillo and staff looking at shifting some dates and proposing new dates to committee members.

On motion by Brenda Costello, second by Sherilyn Elcano, the Council on Family Resource Centers approved the meeting schedule for the 2019-20 school year, with some of the meeting date/times subject to change. (Yeas: Susan Severt, Vanessa Vancour, Scott Benton, Sherilyn Elcano, Nita Losoponkul, and Brenda Costello). Final Resolution: Motion Carries 6-0

CLOSING ITEMS

3.01 Announcement of Next Meeting – August 28, 2019 at 6 PM in the WCSD Administrative Building Board Room, 425 East 9th St. Reno, NV 89512, which could be subject to change.

3.02 Public Comment

Students from Reno High School were in attendance and commented on the social media presentation which they all said they “liked” the FRC Facebook Page. There was no other public comment.

3.03 Adjourn Meeting

There being no further business, the meeting was adjourned at 6:51 p.m.

**Washoe County School District
Family Resource Center
Outreach & Action Plan
SFY20**

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

The Washoe County School District’s (WCSD) Sun Valley FRC site is currently co-located with the Division of Aging and Disability Services at the Sun Valley Neighborhood Center. However, this site will be relocated to the new Desert Skies middle school in the upcoming school year. All four of the WCSD FRC sites have a close relationship with county and state welfare personnel and provide 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). Additionally, The WCSD FRC serves as an intake site for the State of Nevada’s Energy Assistance Program (EAP).

Other agencies co-located among the WCSD FRC sites include 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 (FBNN) provide SNAP outreach at the FRC sites. Additionally, the FRC partners with the 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. The WCSD FRC also serves as an intake site for NVEnergy’s SAFE emergency utility assistance program. While three of the four sites are currently located on WCSD school property, all sites will be located on school grounds with the relocation of the Sun Valley site in the fall of 2019.

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 to assist families in securing needed resources and services.

The WCSD FRC offers two parenting programs - the Apple Seeds Home Visitation Program and Parenting Wisely. Representatives from the FBNN visit all five sites regularly to assist clients with the Supplemental Nutritional Assistance Program (SNAP) applications and the required interview, and also provide food from their Mobile Harvest program. When services are not available on site, referrals to other agencies may 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 four of the WCSD FRC sites have bilingual/ bicultural staff. Steps are taken to accommodate speakers of other languages as well, such as interpreters when necessary. The FRC's extensive Welfare assistance efforts (via FRC staff, advocacy with DHHS workers, 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 EAP, 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 on community needs from clients via annual client satisfaction surveys and the 2018 Washoe County Community Health Needs Assessment.

4. Describe your agency's community outreach and events in SFY19? What are your outreach projections for SFY20?

The FRC's connection with the Washoe County School District facilitates allows public outreach at events such as back-to-school nights, parent meetings, WCSD Parent University's Family Access Day at UNR, and Early Childhood events. FRC staff are also present at meetings for counselors, Parent Involvement Facilitators, secretaries, nurses, and other school personnel. Staff also meet regularly with the Office of Student Support Services and the Intervention Department where the FRC is housed, allowing opportunities to network and educate about FRC services.

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 and Mobile Harvest 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, 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, WIC Nutrition Fair, Women's Day, Resource Fairs sponsored by and Women and Children Center of the Sierra (WACCS) and Children's Cabinet, and other events that allow 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 coordinate holiday assistance programs with the LDS Church and conduct outreach at Catholic Charities and FBNN food distribution activities.

For SFY20, staff will continue to engage in many of the same outreach events listed above and will seek additional opportunities as well. To date, staff are planning to attend the FBNN's Family Health Festival in July and the WCSD Back to School Expo in August.

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

The FRC would not be able to have the positive impact on families that it does without the support and collaboration of many community agencies. 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, as well as the Office of Student Support Services;
- JTNN – funding for parenting classes, attendance at collaboration meetings;
- Washoe County Human Services Agency – Service Level Response program;
- UNR – field placement for social work and Human Development and Family Studies students;
- Rotary Club – basic needs assistance program, school supplies, host lending library;
- Washoe County Low Income Housing Trust Funds – rental assistance program;
- Community Services Agency – parenting classes, Head Start, Employment Assistance, Weatherization;
- Women and Children's Center of the Sierra – parenting classes, diaper bank, mutual referrals;
- Casa de Vida – parenting classes, mutual referrals, clothing and infant needs;
- STEP 2 – parenting classes;
- Food Bank of Northern Nevada – SNAP Outreach and Mobile Harvest;
- Catholic Charities – thrift store, rental assistance, mutual referrals;
- Children's Cabinet – mutual referrals;
- HOPES Clinic – mutual referrals;
- Community Health Alliance – mutual referrals;
- Salvation Army – mutual referrals;
- Nevada Legal Services / Washoe Legal Services – mutual referrals
- NV Energy – intake site for SAFE emergency utility assistance program;

- State of Nevada Energy Assistance Program – intake site

Memorandums of Understanding (MOUs) are in place with Washoe County Human Services Agency, State of Nevada EAP, NV Energy, and FBNN.

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

The FRC staff will continue to work on improving visibility within WCSD and the larger community encompassing all of Washoe County. The FRC team will also continue to align itself with the WCSD Strategic Plan and revisit the FRC Strategic Plan. The FRC team is looking forward to transitioning to the Center for Applied Management’s ELogic database program in SFY20. This will allow staff to track and monitor not only numbers served, but actual client progress. 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. The OCPG’s guidance and support of the transition to ELogic have been invaluable. Continued support during the transition would be beneficial and appreciated. FRC staff welcome information on funding opportunities that will allow for increased staffing and 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. Specific areas of interest are motivational interviewing, trauma informed care, and working with diverse populations. Staff plan to participate in training for the ELogic database system in order to transition to the new system in the new fiscal year.

9. Describe your strategic plans for the SFY20?

The FRC team will continue to solidify its role in the Family Engagement section of the WCSD’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 expansion of staffing and direct services to families.

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

- Member listing (include title and affiliation)

Name	Affiliation
Cristel Avalos	WCSD Parent Involvement Facilitator
Sherrilyn Elcano	Community Member
Brenda Costello	FRC Staff
Vanessa Vancour	Parent, UNR School of Journalism
Scott Benton	Parent, Volunteers of America Case Manager

Susan Severt	Elected Member of Sun Valley General Improvement District
Nita Losoponkul	Community Member

b. Policy & Procedures

Bylaws attached

c. Meeting minutes submitted for each instance

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

11. Describe any Medicaid billable services that your agency provides?

The FRC and 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. There have been challenges due to the stringent Medicaid requirements, however staff will continue to explore this possibility.

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

The WCSD FRC has a close working relationship with the Community Health Alliance and Northern Nevada Hopes Clinics. While there is not currently an MOU in place with either entity, this is something that may be pursued as opportunities arise in the future.

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

The WCSD 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.

Program	Hours of Operation
WCSD FRC sites	Monday – Friday, 9am-4pm with accommodations for families who must meet outside of these hours
WIC	Monday – Friday, 9am-5pm
Washoe County Senior Services	Monday – Friday, 9am-1pm
WCSD Early Childhood Programs	Monday – Friday, 7am-3pm
Food Bank of Northern NV SNAP Outreach	Varies by site

a. List any planned office closures.

No office closures are planned.

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

Grant	Amount	Contact
Title IV-B	\$100,000 pending	Jean Booth (775) 684-4447 JBooth@dcsf.nv.gov
SNAP Outreach	Approx \$65,000 pending	Kathie Lee (775) 246-0809 kxlee@dwss.nv.gov
CTF – Parenting	\$121,624 confirmed (parenting only)	DHHS – Julieta Mendoza (775) 684-4005 JMendoza@dhhs.nv.gov
JTNN – Parenting	\$39,752 confirmed (parenting only)	Britany Wiele 775-324-7557 britany@jtnn.org

16. Describe your community needs assessment?

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 Washoe County’s greatest needs. Other issues identified are lack of adequate/affordable housing, overcrowding in schools, and healthcare facilities being at or near capacity. The WCSD 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

Summary:

https://www.washoecounty.us/health/files/data-publications-reports/2018-2020%20CHNA%20Executive%20Summary_FINAL.pdf

- a. Provide your FRC grants manager with the dates and times of formal needs assessment sessions. N/A.
- b. Provide a copy of your last community needs assessment results. Please see above.
- c. What did you identify in your community needs assessment? Please see above.
- d. Did you find any gaps in services? Please see above.
- e. List the findings or gaps in services. Please see above.

- f. Which of these gaps you identified will you be providing to address the gaps?

The WCSD FRC is poised to address many of the issues identified in the recent Washoe County Health Needs Assessment. As part of the intake and assessment process, staff routinely screen for insurance coverage and access to primary medical care. When lacking, staff connect families with Medicaid and/or sliding fee clinics to ensure that their healthcare needs are met. The WCSD FRC has also recently established a relationship with Health Plan of Nevada and is able to refer members with high needs for intensive services and medical case management. Staff has found this additional support to be very effective for families dealing with multiple and significant health-related issues.

Additionally, FRC staff are well aware of the lack of affordable housing in our area. Staff receive multiple calls each day from families needing rental assistance and shelter and make referrals to other agencies as appropriate. The FRC is fortunate to have received a generous donation from a community member to address the needs of homeless families and is able to provide direct assistance with rent and utilities when appropriate.

17. Describe how the FRC activities are addressing this outreach and action plan.

The FRC takes an intentional approach to establishing activities that address the needs of families as well as expanding community awareness of the work staff do. For this reason, staff participate in activities that target families such as 'Back to School Expo', 'Family Health Fair', and other community activities. Staff often work together with community agencies in order to provide comprehensive services. An example of this is scheduling regular Food Stamp Outreach events at many of the centers, mutual referrals, and advocating for clients to ensure that needed services are received. All FRC staff activities are driven by the goal to help families meet their needs and goals, become strong and stable, and help children succeed academically and grow into healthy adults.