

2-1-1 CONNECT

Nevada 2-1-1 Quarterly Newsletter

June 2017

BEYOND OUR BORDERS

In our First Edition of 2-1-1 Connect! we shared with our readers that 2-1-1 was created from a mandate issued by the Federal Communications Commission in 2000. Since that time, 2-1-1 has grown and taken on more roles than expected. Currently, more than 93 percent of the population in the United States is covered by 2-1-1, and there's a presence in every state within the continental US. This is great news for family members and service providers who are trying to connect family, friends, and clients to services in other states.

The Alliance of Information and Referral Systems (AIRS), as well as the United Way Worldwide, provide support and data for 2-1-1 programs across the country. Nevada 2-1-1 and the Financial Guidance Center is thus given access to the best practices, timely training, and national trends at any given time. Below are some national 2-1-1 statistics from 2016 that we think you will find quite interesting:

- 26 million website visits
- 13 million answered calls
- 3.9 million connections to housing or utility assistance
- 2 million connections to physical and/or mental health assistance
- 1.3 million connections to food assistance
- 295,000 connections to educational resources

This is a small sampling of how 2-1-1 has impacted our nation's communities. If you need to connect a loved one to valuable resources in another part of the country, visit the national website at www.211.org to get them connected.

93.5% Overall Coverage





"I just wanted to thank you for coming to Mesquite Behavioral Health Center vesterday, and giving your presentation. I'd like very much for you to come to the next Mesquite Interagency Meeting and present again. There are typically 10-15 area non-profit and/or government entities represented. I think it would be a fantastic opportunity for them to get a better understanding of Nevada211."

- Kimberly Gilbert, MBA

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Pharmacy Prescription Coupon

Coupon MBR ID:

332A57824G

RXGRP: NVRX RxBIN: 610709

This coupon has no expiration date and is reusable on Brand and Generic Rx's. Savings can be as high as 75%.



PATIENT INSTRUCTIONS: This card/coupon is pre-activated and can be used immediately. Present this card/coupon to any participating pharmacy to receive a

PHARMACIST INSTRUCTIONS: Submit as a primary claim (cannot be processed as secondary) using the following pharmacy processing information. For processing questions and comments please call the Pharmacy Helpline below.



Customer Service: 877-321-6755 Pharmacy Helpline: 800-223-2146

This program is not insurance. This is a point-of-sale discount plan.

Prescription Help Is a Click Away

We live in challenging times. It's reassuring to know there are caring people out there, and that help is only a call or click away. One great resource that all Nevadans can take advantage of is the statewide Prescription Assistance Program (PAP). Residents can visit the Nevada Drug Card website and print a free discount prescription drug card coupon that offers up to 75 percent in savings at more than 68,000 pharmacies across the country, including CVS Pharmacy, Safeway, Walgreens, Rite Aid, Kmart, and Albertsons, to name a few.

The program can be used in conjunction with Medicare Part B and most supplemental insurance plans. There are no enrollment forms, no age restrictions, no claim forms, or waiting periods. It's confidential to enroll, and includes discounts on both brand and generic medications. Best of all, pre-existing conditions are covered! The Nevada Drug Card has partnered with companies that negotiate discounts directly with pharmacies. These negotiated savings are passed on directly to card holders. Cardholders can also check the price of their prescriptions prior to making purchase right on the Nevada Drug Card home page.

See for yourself if the PAP is right for you and your family. For more information, or to register for this discounted prescription program, please visit their website at http://nevadadrugcard.com.

Money for College

When the time comes to go to college, assistance can sometimes be hard to find. The Educational Individual Development Account (IDA) program managed by Financial Guidance Center (FGC) offers individuals the opportunity for matched savings for the purpose of furthering educational goals. Participants can receive an 8:1 match, up to \$4,000 maximum, which can be used for books and/or tuition. For more information about this opportunity, please contact Dave Jimenez at the Financial Guidance Center at (800) 451-4505 or email him at

DaveJ@FinancialGuidanceCenter.org.

*Note: Current funds available for College of Southern Nevada only

Homeownership Is **Possible**

For many Nevada residents, the idea of becoming a homeowner may seem like an unattainable goal. However, with the proper guidance and assistance, homeownership can be a dream come true.

The Financial Guidance Center (FGC) has two different homebuyer assistance programs available to Nevada residents: The Workforce Initiative Subsidy for Homeownership Program (WISH) and the Individual Development Account for Homeownership (IDA).

While there are some minor differences in these programs, there are some absolutes that exist in both:

- 1) Down payment assistance is based on availability:
- 2) Assistance is on a first come. first served basis: and
- Assistance is based on household size and total income.

All participants must attend an inperson eight (8) hour Homebuyer Education seminar and clients must meet with a counselor from FGC. If approved, homebuyers must occupy the home for at least five years, and that could be longer in the NSP program. Mortgages must be 30-year fixed, whether FHA or Conventional.

There is also an appliance program that offers EnergyStar appliances to FGC buyers purchasing homes in Clark County who are below 80% Area Median Income, and the property does not already have EnergyStar appliances. These appliances are pre-selected and provided at the close of escrow.

To find out more about these amazing homeownership Opportunities, and to see if you qualify, please contact Myriam Ramirez at the Financial Guidance Center at 1-800-451-4505 or via email at:

Myriam@FinancialGuidanceCenter.org.

Suicide Prevention: Speak Life, Save a Life

Did you know Nevada has an Office of Suicide Prevention (OSP)? The primary goal of OSP is to expand the network of informed support for anyone at risk for suicide.

Although these programs are not intended for those who have recently been seriously affected by suicide, the trainings are an invaluable tool that help people recognize signs of individuals who may be at-risk.

Trainings can be anywhere between three hours up to two days, depending on the desired program. The four training programs offered are:

- ASIST (Applied Suicide Intervention Skills Training)
- Nevada Gatekeeper Training
- 3) safeTALK Suicide Alertness for Everyone
- 4) YMHFA-Youth Mental Health First Aid

To schedule a training in Northern Nevada, contact Janett Massolo at (775) 687-0847, and in Southern Nevada Richard Egan at (702) 486-8225, or visit their website at http://suicideprevention.nv.gov/

Suicide-Prevention/.

Nevada Family Resource Centers

Life can be full of surprises, and not always good ones. Luckily for Nevadans, we live in a State with leadership that values the lives of all of its residents. One of the many caring efforts the State has put in place is the Family Resource Centers (FRC).

Family Resource Centers (FRCs) were established by legislation in 1995 (NRS 430A). The State is divided into 18 Service Areas, with an FRC providing information, referrals, and case management to residents in each Service Area. FRCs are located throughout the State and provide case management, information, and referrals for individuals and families in need of assistance in accessing services, and programs that will strengthen and support the family.

Nevada Covered

The FRCs collaborate with other agencies, schools, faith-based organizations, and government agencies to assist families in obtaining needed services. FRCs emphasize community-based, collaborative services that are culturally competent, accessible and flexible. These agencies are already woven into the fabric of their communities which allows the FRCs to come alongside them with the State's resources to help make families whole.

For example, Hopelink of Southern Nevada serves as one of the State's FRCs. Hopelink provides outreach in 13 schools under its *Breakfast Bookworm* program, which focuses on parent involvement in literacy. This program is used to give information about all of the additional programs and services to the parents. Additionally, they assist with new clothing and backpacks for children from families currently under case management. There is also a homeless shelter for families and others not appropriate for mass shelter.

In the northern part of the state, the Ron Wood FRC serves between 8,000 to 9,000 individuals each month. There is no wait time for services – family advocates are available for emergency assistance, information, referrals and support services. Ron Wood Family Resource Center has four bilingual individuals proficient in Spanish and English. Some of the services and programs offered at the Ron Wood FRC include a Child Seat Safety Program, Juvenile Delinquency and Truancy Program, WIC Clinic and Foster Youth Programs. Programs and services like these are essential and vital to health of our communities.

If you or someone you know is in need of assistance and can't seem to navigate through some of life's challenges alone, reach out to the FRC nearest you. The trained staff of professionals would be happy to serve you. To find the FRC nearest you, please visit their website at

http://dhhs.nv.gov/Programs/Grants/Programs/FRC/Family Resource Center or www.Nevada211.org.

Nevada 2-1-1 Prepares for Probable Flooding Issues across Northern Nevada

As the summer season rapidly begins to melt the record Sierra Nevada snowpack, communities across Northern Nevada are busily preparing and planning for flooding as major rivers, lakes, and reservoirs crest. From those communities affected by the Truckee and Humboldt rivers, to those counties in the path of the Carson and Walker rivers, among others, Nevada Emergency Managers and their teams have been diligently planning and working to ensure the anticipated flooding from snowmelt and the necessary release of water from major lakes in Northern Nevada is held under control as much as possible.

Nevada 2-1-1 has offered its assistance to all counties which may need help in providing their citizens with valuable non-emergency service information and referrals by dialing 2-1-1, texting their zip code to 898211, or by going to www.Nevada211.org.

If requested to activate by a county Emergency Manager, Nevada 2-1-1 communicates directly with the Emergency Manager's team to ensure accurate and timely information is provided to those who contact our office. This includes the status of the event, availability of services such as evacuation shelters, food, sandbag locations, public assistance, closures of roads, schools and public offices, and other relevant information as provided by the affected county.

Nevada 2-1-1 is a free service that is available 24/7, 365 days a year. To find out more about the non-emergency information and referral system maintained by Nevada 2-1-1, go to www.Nevada211.org.

Contact Us

Give us a call for more information, referrals, or comments.

Nevada 2-1-1: Dial 211

Financial Guidance Center: 800-451-4505

Visit us on the web at www.Nevada211.org

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*Please feel free to forward this newsletter to those within your email

