

2-1-1 CONNECT!

Nevada 2-1-1 Quarterly Newsletter

April 2017

WHAT'S THE 2-1-1?

Nevada 2-1-1 has been working feverishly to provide the best information and referral system possible to residents of the Battle Born State! In addition to providing information for rental and utility assistance, food pantries and emergency shelter listings, did you know there's a special section on the 2-1-1 website dedicated to veterans? I'll bet many of you didn't know that there is a resource link for Native Americans? We also provide immigration resources as well as education and employment information.

In the near future Nevada 2-1-1 plans to offer the ability for people to begin the application process for public benefits through our website. Applicants will still have to complete the process by scheduling an appointment with an authorized staff person, but most of the paperwork will be completed before arriving. Talk about going green!

As you can see, Nevada 2-1-1 can connect you to almost any type of non-emergency resource throughout the state. Our Call Specialists are always there when you need us: 24 hours a day, seven days a week, all year long!

Nevada 2-1-1 services can also be accessed via the internet at www.nevada211.org, or via text by sending your zip code to **TXT211** or **898211**. Get connected, stay connected with **2-1-1 Connect!**

"I have no family and few friends here in Las Vegas. It had been about 2 days in January when I had last eaten. Being a senior and living on a fixed income is challenging. However, I called 2-1-1 and spoke to Maria. She connected me to Helping Hands of Vegas Valley. I called and spoke to Diane. She made sure food was delivered to my home the same day! Then Maria called back to check on me. She went above and beyond to make sure I was ok. WOW!"

- Albert, Las Vegas

9-1-1 for Life-Threatening or Property Emergencies

- Impaired Driving
- House Fire
- Medical Emergency
- Abduction
- Robbery
- Report Domestic Violence
- Suspicious Activities
- Heart Attack or Stroke



FINANCIAL GUIDANCE CENTER
A Non-Profit Organization & United Way Member Agency

2-1-1 for Information and Resources for everything else

- Housing and Utility Issues
- Find Shelter
- Locate a Food Pantry
- Natural Disaster Relief Information
- Fraud and Identity Protection
- Tax Preparation Assistance
- Veterans Services
- Support Groups and Counseling Services

MAKE THE RIGHT CALL

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Southwest Medical's Medicine on the Move Mobile Medical Center

Medicine on the Move

As cities and towns have grown throughout Nevada, access to quality healthcare has become more challenging for many, especially for seniors and families with small children. The healthcare professionals with Southwest Medical recognized this trend and decided to do something about it. Their solution—Medicine on the Move! This is a 45-foot, state of the art, mobile medical center built to bring healthcare to you.

In partnership with Health Plan of Nevada and Sierra Health and Life, Medicine on the Move brings convenient care to communities in Nevada. The mobile unit provides its services at schools, charities, and other organizations where Southwest Medical patients and health plan members need care.

2-1-1 Connect! spoke with Kimberly Gahagan, the Manager for Community Outreach and Marketing Events for Health Plan of Nevada. She shared with us that 60 percent of the population served are Medicaid recipients. There is no lack of excitement and community appreciation when Medicine on the Move shows up. Patients know they are going to receive quality healthcare from the physicians on board. This has been the case since the first community event held on May 7, 2016, and the community excitement has only grown!

A few of the features of this exquisite mobile facility include comfortable waiting area, two exam rooms, a lab, and X-ray machines. This allows the doctors and nurses to conduct mammograms, ultrasounds, immunizations and other shots, and sports and annual physicals. The bus is also equipped with a wheelchair lift, a restroom and A/C and heating to ensure patients remain comfortable during their visit. On-board medical staff can adequately provide adult care, pediatric care and wellness appointments, and education.

For more information, or to schedule an appointment, please call **1.800.382.0870**. You can also follow the bus at MedicineOnTheMoveNV.com.

MOBILE HEALTH COLLABORATIVE

Move over Food Truck Night, Mobile Health Care Night is taking over! Visit on Thursday, April 6, 2017, at Hartke Park, 1601 Bruce Street, North Las Vegas 89030 (behind J.D. Smith Middle School) from 1-7PM.

The Mobile Health Collaborative (MHC) was born as a response to a call to action by leaders in two important entities in the Southern Nevada Medical Community; Dr. Laura Culley, the new Associate Dean for Community Engagement of the Medical School at UNLV, and Ms. Adele Solomon, Chair of the Southern Nevada Health District. Dr. Culley invited all groups with mobile health units to lunch (which is always a great way to get people to come see you) and addressed a way to increase the effectiveness of using mobile health capabilities to bring care to the neediest communities. The meeting was held on November 29, 2016, and the urgency to see something happen was universal.

From the initial luncheon and follow-up meetings, the MHC agreed to host four (4) community events in 2017, with the first one being in April. The other events will be held on June 29th, September 28th, and December 7th. There will be large mobile clinics, vans and trucks, case workers from social service and behavioral health providers, resource tables, and volunteers to help attendees navigate their way through services, and Nevada 2-1-1 will also be on site.

Some of the providers include Southwest Medical, Amerigroup, Nevada Health Centers, Touro University Medical School, Future Smiles, AIDS Health Foundation, Las Vegas and North Las Vegas Fire and Rescue, and Nevada Action Coalition. Volunteers for the day will come through the Nevada Homeless Alliance, UNLV School of Social Work, UNLV Department of Marriage and Family Therapy, UNLV School of Medicine, and many others.

The Mobile Healthcare Collaborative will provide work and sports physicals, vaccinations, mammograms and pre-natal checkups, dental and vision screenings, free food, the ability to enroll in public benefit programs, and a host of other medical needs and resources.

According to Dr. Culley, "The goal is to remove some of the barriers to care that exist in our most underserved communities now, while we wait for the increase in the Valley's Medical Schools and other Professional Training programs to significantly reduce provider shortages and increase accessible and affordable healthcare."

For more information regarding these events or for volunteer opportunities, please contact Dr. Laura Culley, Associate Dean, Community Engagement—UNLV School of Medicine at laura.culley@unlv.edu or call her at 702.895.0325.

Health Tip: Waterworks

Water is one of the world's most fascinating resources, and it's health benefits are endless. Here are 7 such benefits your body will thank you for later:

Stay Slimmer With Water

Trying to lose weight? Water revs up metabolism and helps you feel full. Replace calorie-filled beverages with water, and drink a glass before meals to help you feel fuller. Drinking more water helps amp up metabolism - especially if your glass is icy cold.

Water Boosts Your Energy

If you're feeling drained and depleted, get a pick-me-up with water. Dehydration makes you feel tired. The right amount of water will help your heart pump blood more effectively.

Lower Stress With Water

About 70% to 80% of your brain tissue is water. If you're dehydrated, your body and mind are stressed. If you're feeling thirsty, you're already a little dehydrated.

Build Muscle Tone With Water

Drinking water helps prevent muscle cramping and lubricates joints in the body. When you're well hydrated, you can exercise longer and stronger without "hitting the wall."

Nourish Your Skin

Fine lines and wrinkles are deeper when you're dehydrated. Water is nature's own beauty cream. Drinking water hydrates skin cells and plumps them up, making your face look younger.

Stay Regular With Water

Along with fiber, water is important for good digestion. Water helps dissolve waste particles and passes them smoothly through your digestive tract.

Water Reduces Kidney Stones

The rate of painful kidney stones is rising. One of the reasons could be because people - including children - aren't drinking enough water. Water dilutes the salts and minerals in urine that form the solid crystals known as kidney stones.

<http://www.webmd.com/diet/ss/slideshow-water-health>



Above: Assistive Technologies offered by ADSD
Below: Seniors at the Eureka Senior Citizens

Living a Full Life

The Nevada Aging and Disability Services Division (ADSD) is one of five divisions under the Department of Health and Human Services. ADSD provides leadership and advocacy in the planning, development, and delivery of comprehensive supports and services across the lifespan. ADSD is the state unit that provides services to Nevada's older adults, and adults and children with disabilities or special healthcare needs.

ADSD's mission is to provide support and services to meet the needs of individuals and families, helping them lead independent, meaningful, and dignified lives. Whether you are looking for general information about the full range of services available in Nevada or you need in-home assistance or you are a family caregiver who needs help, chances are ADSD can help connect you with the right service.

These are just a few of the programs available through ADSD:

- Autism Treatment and Assistance Program – provides assistance to parents and caregivers for autism-specific treatments for their child with Autism Spectrum Disorder.
- Home and Community Based Care Waiver – provides non-medical services to older adults to help them maintain independence in their homes as an alternative to nursing home placement.
- Nevada Care Connection Resource Centers – provides counseling to help people make informed decisions about the services and supports they need. Resource Centers help people navigate the full range of options and develop a plan to access services that meet their needs and goals.
- Nevada Early Intervention Services – provides support and coordination of services for families with children under the age of 3 who have developmental concerns.
- Service Coordination for People with Intellectual/Developmental Disabilities – provides service coordination to develop a community-based, person-centered life plan focused on individual needs and preferences.
- State Assistive Technology for Independent Living program – supports an individual's choice to live in their community by providing assistance in identifying appropriate Assistive Technology for the individual to remain in their home. The program also has resources to provide AT when no other resources are available.

And many, many more services and programs...

To learn more about the Nevada Aging and Disability Services Division, visit their website at www.adsd.nv.gov or find your local Aging and Disability Resource Center at <http://nevadaadrc.com/about-us/connect>.

Partnering to Make a Difference

Financial Guidance Center (FGC), the nonprofit administrator of the Nevada 2-1-1 program, is determined to expand its present database to include public and private providers of health and human services from throughout the state so 2-1-1 can share that information with people in need of your services.

FGC CEO/President Michele Johnson stated, "We have painstakingly taken the time to ensure all entities listed in the 2-1-1 database are current in terms of contact information and services provided. Our top agenda item now is to build the database by reaching out to providers across the state to ask them to complete the registration process so we can offer those contacting 2-1-1 with local service providers to meet their needs." The current 2-1-1 database contains information on more than 760 public and private sector agencies and 3,000 services. Information to callers is available in over 150 languages.

Since taking on the responsibility of administering this important program, FGC has: (1) doubled the number of calls received per month from 5,000 to more than 10,000, (2) redesigned the Nevada 2-1-1 website to make it more user-friendly, (3) cleaned out and updated the database to ensure listed agencies are still in business, (4) created a Five-Year Strategic Plan, and (5) embarked on an ambitious outreach and education campaign, including hiring two Outreach and Partnership Engagement Specialists, one in Northern Nevada and one in Southern Nevada.

Johnson said the primary task of the Outreach and Partnership Engagement Specialists is to contact public agencies and nonprofit service providers to share with them how Nevada 2-1-1 is expanding its service base. Johnson added that "Door Knockers"/Intake Specialists are available to assist providers through the registration process and/or to answer questions.

The Outreach and Partnership Engagement Specialists have already completed presentations at dozens of conferences, meetings, and other gatherings north and south. A special emphasis is being placed on Nevada's rural communities, which have historically been underserved in the 2-1-1 database. The Northern Nevada Outreach and Partnership Engagement Specialist, Steve George has already completed one trip to Elko to meet with providers from the five Northeast counties (Elko, Ely, Humboldt, Lander, and White Pine), with another trip planned in April to meet the members of the PACE Coalition. He has also presented at the Statewide Continuum of Care and the Reno Area Alliance for the Homeless conferences, to name a few. Meanwhile, the Southern Nevada representative, Will Reed, has met with the Nevada Homeless Alliance, Workforce Connections, the Clark County Local Emergency Planning Committee, and participated in the Veterans Stand Down, which was held by U.S Vets.

Here's where you come in. Is your agency and the services you provide listed in our database so people in Nevada can find you more easily? If you're already listed in our 2-1-1 database, please take a few minutes to make sure your information is up-to-date and accurate. If you need to get your agency into our database, you can do so online, or our staff will be happy to walk you through the process. Just contact us at (702) 364-0344 or toll free at (800) 451-4505, or shoot an email to info@FinancialGuidanceCenter.org.

Johnson concluded, "Though we have made great strides we know we have opportunity to continually improve and we are determined to successfully undertake this challenge to ensure the information and referrals we provide 24/7, 365 days a year are available to all Nevadans and are accurate, comprehensive, and relevant. To do so requires a partnership between those providing services and our agency as we work for the benefit of all stakeholders."

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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