

Washoe County Human Services Agency Senior Services

Completed Goals in 2019

- Opened Lazy 5 Congregate Meal site (December 2018)
- Implemented New Software system (Servtracker) for our Congregate Meal sites (HDM will be live January 1st)
- Implemented New Software system for Case Management (Avatar)
 - Both Systems were implemented due to the current Software System (SAMS) being unsupported
- Turned over Nursing Contract from Hopes to Maxim –Blood Pressure Clinics and Medication Management
 - We expanded our blood pressure clinics to include Lazy 5 and starting January will begin them at Incline Community Center
- Added programing
 - Caring for you, Caring for me
 - Trained 4 staff to be certified trainers of the programs. They will begin Workshops to the community in the very near future
 - Skills2Care
 - Occupational Therapist providing in home services
- Started Transportation Services with an awarded grant with RTC, using volunteers to give rides for those that live outside of the McCarran circle. This includes a wheelchair accessible vehicle
- Successful Nutrition Vendor Contract turnover
 - From Catholic Charities to Valley/Trio services. Overall feedback of the quality of the food is good. No disruption in services
- Will open 4 more beds in TADS before the year is over
 - Over **90%** of TADS residents upon discharge were placed into housing, **64%** of those into long term housing
- Started field trips for Daybreak clients
- Great Older American's Month that included Stuff a Bus at Sam's club. We still are able to give out items received from that drive to seniors in need!
- Pilot Program Successful opening of Incline Community Center in May 2018.
- Pilot program in collaboration with Animal Services to deliver homebound seniors pet food for their animals, 17 dogs and 6 cats served.
- Congregate Meals served to 2,888 Unduplicated Customers at one of our Meal Sites.
- Home Delivered Meals were delivered to 1,317 Unduplicated Customers.

- Over 272,000 HDM meals were delivered. Senior Ambassador Volunteers delivered 44,450 of those meals.
- HSA assisted and advocated for 4,711 Seniors needing support, resources and referrals to community based programs and case management (this number includes everyone served through Senior Services)
- Total volunteer hours: 10,475.

2019 Budget Enhancements:

Senior Nursing Services contract	\$	110,000
Temporary Assistance of Displaced Seniors contract	\$	140,000
Home Delivered Meals	\$	100,000
Laptops for Case Workers	\$	14,000
Total Enhancement	\$	364,000

In addition to the initiatives, daily programming is occurring for Seniors through our Case Management Services, Nutrition Programs, TADS, Senior Centers and walk ins.

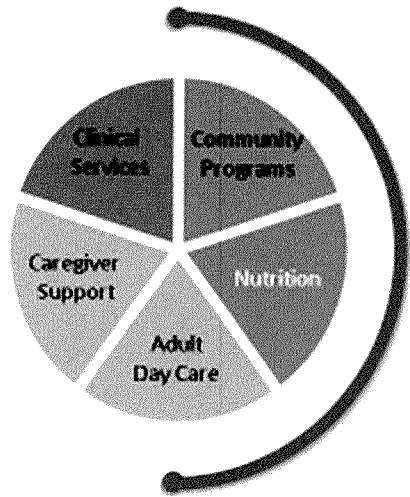
Future Goals:

Transition the Daybreak program to the NNAHMS campus (\$2 Million project). Increase the census from 23 to 75.

Begin exploring a Congregate Meal site in North Valleys. Lots of logistics to work through, however we are starting to explore.

Creating a stand alone Senior wing at Our Place that will open May 15, 2020 for females that are experiencing homelessness and the overflow and tent at the Record Street Shelter will be closed and all men will be able to stay at the CAC building.

WASHOE COUNTY SENIOR SERVICES PLAN



Clinical Services

- Early Memory Loss
- Moderate Memory Loss



Home and Community Programs

- Aging Mastery
- In-Home Respite



Nutrition



Adult Day Health



Caregiver Support

- Care Consultation
- Caring for You, Caring for Me
- Skills2Care
- Home Modification