



Washoe County Human Services Agency

Senior Services Division

COVID-19

Year End Report of 2020



HDM Total Meals Served

2020

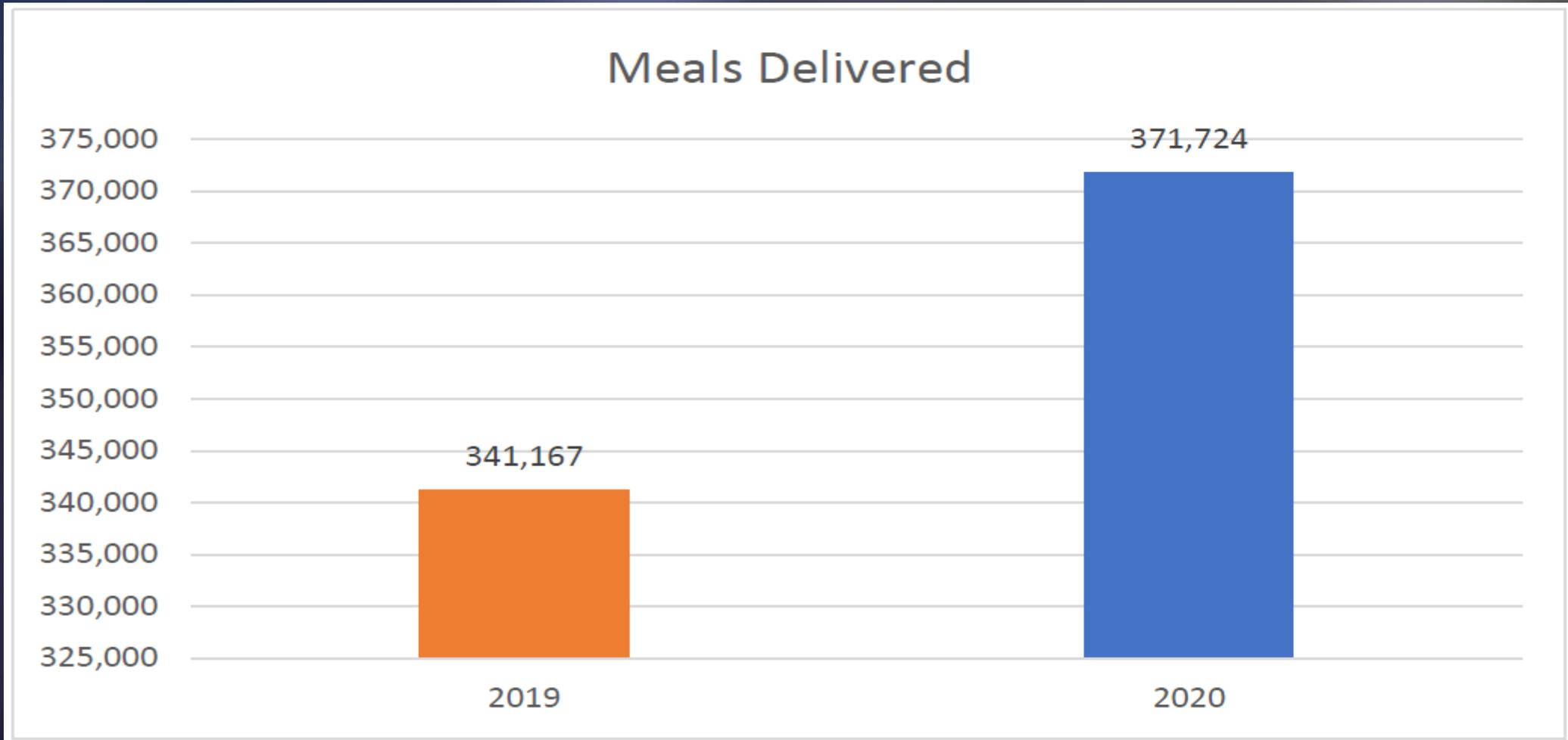
- 371,724 Meals Delivered
- 31,976 of those were 2nd Home Delivered Meals
- 2205 Unduplicated Clients

2019

- 341,167 Meals Delivered
- 45,515 of those were 2nd Home Delivered Meals
- 1634 Unduplicated clients

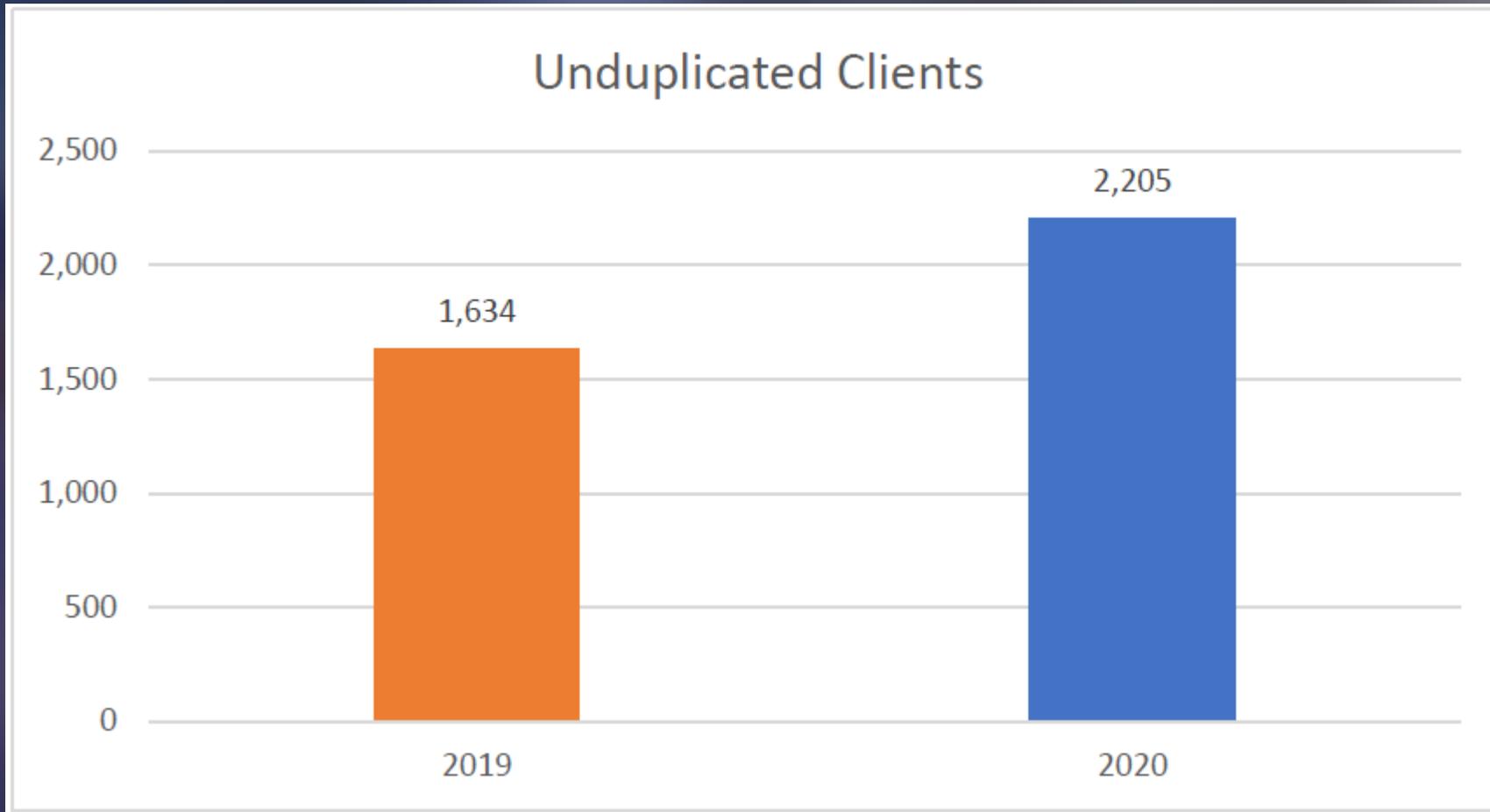


HDM Total Meals





HDM Total Meals





HDM Total Meals

To Date:

Emergency Meal Service starts:

- 334 New Starts
- 27,187 meals delivered to these individuals

Total New “Traditional” HDM Starts:

- 901 New Starts

TOTAL NEW CLIENTS STARTED IN 2020:

- 1235 total unduplicated new clients



HDM Program Information

Of Interest:

- Aging and Disability Services Division (ADSD) approves relaxed nutritional standards to meet the COVID-19 response. (March 2020)
- ADSD no longer required signatures for meals (March 2020)
- Major plumbing repair/overhaul in kitchen with no service interruption! (April 2020)
- CARES money approved to erect a tent at the 9th Street Senior center to protect from inclement weather (November 2020)



HDM Program Information

Of Interest:

- 14 additional delivery routes created for emergency/temporary meal delivery
- Only 4 of 25 volunteer HDM drivers decide to take hiatus due to COVID-19 concerns
- Added 2 new volunteers as both packers and drivers



HDM Program Information

Partnerships

Reno Sparks Indian Colony (RSIC)

➤ 1,900 meals provided

Pyramid Lake Paiute Tribe

➤ 3,425 meals provided

Walker Paiute Tribe

➤ 1,800 meals provided



Congregate

**On March 17th in room dining ceased;
To-Go meals only offered**

2020 Congregate Numbers:

➤ 99,588 Meals

2019 Congregate Numbers

➤ 143,462



Congregate (Continued)

Site Meal Service since March 16th

- Reno: Providing
- Sparks: Providing
- Sun Valley: Providing
- Spanish Springs/Lazy 5: Providing
- Cold Springs: not providing due to no sign ups



Congregate (Continued)

Gerlach

Number of meal provided doubled to Washoe County School District (WCSD)

- Parents provided daily meals, as needed
- Average: 9-18 individuals, daily



Case Management Services

Case Management:

- Caseworkers maintained regular communication with their clients
- Caseworkers have resumed limited in person contact and are adding clients to their caseloads (as of July 1st)

Homemaker Services:

- No disruption in services unless requested by the client

Rep Payee:

- No disruption in services- Changed contracts end of 2020



Daybreak Changes

- Daybreak Doors closed March 17th
- Regular contact with caregivers and clients
- In July, virtual outreach such as Zoom activities began
- August 3rd daily Zoom activities began
- December 1st, twice daily Zoom activities began
- Activity packets have been delivered to caregivers and their loved ones



New Operations and Programs

Wellness Calls:

- Every HDM client gets a weekly call

Grocery Delivery Program:

- Do not have to be a current client

Programs that continued:

- Food Bank Mobile Harvest
- Assistance League



Grant Funding

<u>Grant</u>	<u>Award</u>	<u>Notes</u>
ADSD Emergency	\$ 23,871.00	Additional Meals, PPE
ADSD Emergency	\$ 50,000.00	PPE (to include our Homemakers), grocery delivery, Wellness check calls
NV CARES NDA	\$ 280,000.00	5 Meal Trucks
ADSD Emergency	\$ 204,000.00	paper products
CDBG-CV	\$ 11,747.00	Rural Areas, Gerlach Kitchen supplies, New Vinyl Chairs
CARES-County-Equipment	\$ 139,392.00	Freezer, pad, forklift, etc
CARES-County-Tent	\$ 33,500.00	
CARES-County-SR Meals	\$ 109,800.00	covered extra HDM meals
TOTAL	\$ 852,310.00	



HSA, Senior Services Division

“We Did It!!!”

It is significant to note that during this unprecedented time we never fully closed our doors or stopped vital services.



HSA, Senior Services Division

Questions????

