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# State of Nevada Department of Health and Human Services



## Nevada Care Connection

### Aging and Disability Services Division

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*Helping people. It's who we are and what we do.*

# What Does Nevada Care Connection Do?

- Nevada Care Connection Resource Centers:
  - Provide assistance to older adults, people with disabilities, caregivers, veterans, and families, regardless of income or age, access long term service and support available in the community
  - Are part of the larger No Wrong Door initiative to create opportunities to streamline access to services and supports for Nevadans seeking LTSS and focus on providing services in a person/family-centered fashion





# NVCC Services

- Resource Navigators offer a wide-ranging support to help individuals identify needs, goals, and explore their options. Navigators assist individuals in navigating the complex systems by providing services, including, but not limited to:
  - Application assistance
  - Pre-determining eligibility for public programs
  - Connections to caregiver support and respite services
  - Consumer advocacy
  - Connections to services and resources to meet long-term goals
  - Case Management for those who have:
    - Dementia or memory loss that hinders their ability to maintain services long term
    - Hearing loss or a speech disability that hinders their ability to maintain services long term



# What is Resource & Service Navigation?

Entry point for individuals/ families  
needing access into Long Term Services and  
Supports

Provide unbiased information  
to individuals/families to make  
informed decisions about services and  
resources

Facilitate communication with  
multiple agencies, advocate for accessibility,  
navigate public and community systems, and  
provide warm hand-offs to appropriate  
providers, services and resources





# What is the Assess My Needs Form?

- An online form that individuals can complete for themselves, or you can complete on someone's behalf
- Depending on what is clicked on the form, this form connects individuals not only the Nevada Care Connection site in their area if needed, but also:
  - Community Based Care Unit (ADSD) for in-home supports and services
  - Social support services
  - Telehealth services (60+)
  - Mental Health services
  - Crisis Support Services of Nevada

# Assess My Needs Form

- On this website, [www.nevadacareconnection.org](http://www.nevadacareconnection.org), go to “Request Help” on the top right of the home screen



- Scroll down to “Connect with a Navigator” and click “Request Help” again
  - Make sure you open this only in Microsoft Edge, Firefox, or Safari, as other browsers are currently not supported



# Important Piece in Sending Referrals

- Through the Assess My Needs form, you can identify if you are agency staff, and which agency you are from in the notes section
- This allows the Resource Navigator to contact the referring party for service coordination and communication

What is your relationship with this individual? **required**

- Unanswered*       Spouse       Parent
- Child       Sibling       Agency Staff
- Other

## Additional Information

Please add any general/additional comments that will be helpful for the Resource Navigator to know prior to contacting you or the individual for which you are completing this form for: (i.e. Deaf, limited minutes on cell, availability time/days, etc.)

Enter your contact information or agency information here



# After the Referral...

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The NVCC site will contact the consumer and get basic information and assist with immediate needs

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The NVCC site will offer Resource and Service Navigation (RSN). If the consumer would like RSN, then the Navigator will follow up with the consumer and schedule a person-centered counseling and planning session

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If the Navigator identifies a need for Case Management, an internal referral is made to transfer to a Case Manager for support







# Questions?





# Contact Information

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