



WASHOE COUNTY

"Dedicated To Excellence in Public Service"

www.washoecounty.us

CM/ACM	_____
Budget	<u>VG</u>
DA	_____
Grants	<u>GE</u>
Comptroller	<u>CH</u>
Risk	<u>DE</u>

STAFF REPORT

BOARD MEETING DATE: October 11, 2016

DATE: Wednesday, September 28, 2016
TO: Board of County Commissioners
FROM: Amber Howell, Director, Social Services
 775-785-8600, AHowell@washoecounty.us

THROUGH: Kevin Schiller, Assistant County Manager

SUBJECT: Recommendation to accept a Child Abuse and Neglect (CANS) Sub-Grant award from the State of Nevada – Division of Child and Family Services (DCFS) in the amount of [\$35,000; no County Match required], retroactive to July 1, 2016 through June 30, 2017 to support the staffing and ongoing operation of a child abuse and neglect hotline, converting the current call system into a computerized system, and authorize the Department to execute the sub-grant award and direct the Comptroller’s Office to make the appropriate budget amendments. (All Commission Districts).

SUMMARY

The Department recommends the Board accept a Child Abuse and Neglect (CANS) Sub-Grant award from the State of Nevada – Division of Child and Family Services (DCFS) in the amount of [\$35,000; no County Match required], retroactive to July 1, 2016 through June 30, 2017 to support the staffing and ongoing operation of a child abuse and neglect hotline, converting the current call system into a computerized system, and authorize the Department to execute the sub-grant award and direct the Comptroller’s Office to make the appropriate budget amendments.

The Department is requesting the Board of Commissioners retroactively accept the grant award due to receipt of grant award on September 8, 2016.

Washoe County Priority/Goal supported by this item: Safe, Secure and Healthy Communities.

AGENDA ITEM # 5.5.

PREVIOUS ACTION

On September 27th, 2016 the Board of County Commissioners approved the Department's request to accept [\$15,000; no County Match required] in Federal Child Abuse and Neglect (CANS) funds from the State of Nevada – Division of Child and Family Services (DCFS) retroactive to July 1, 2016 through June 30, 2017 to conduct a safety assessment for the purpose of developing and establishing improved operating systems as it relates to the assessment and investigation of child abuse and neglect; and, authorize the Department to execute the sub-grant award and direct the Comptroller's Office to make the appropriate budget adjustments.

On October 13, 2015 the Board of County Commissioners approved the Department's request to accept [\$3,960.00; no County Match required] in Federal Child Abuse and Neglect (CANS) funds from the State of Nevada – Division of Child and Family Services (DCFS) to purchase portable cribs and sheets for parents with infants who have an open case with the Department; retroactive to July 1, 2015 through June 30, 2016; and, authorize the Department to execute the Sub-Grant Award and direct the Comptroller's Office to make the necessary budget adjustments.

On September 9, 2014, the Board accepted a Child Abuse and Neglect Sub-Grant for [\$119,396; no County Match required] from the State of Nevada, Division of Child and Family Services to support child protective services retroactive to July 1, 2014 through December 31, 2014; and, authorize the Department to execute the Sub-Grant Award and direct the Comptroller's Office to make the necessary budget adjustments.

BACKGROUND

Child abuse and neglect Hotlines/Intake are the first step in a proactive and responsive approach to ensuring the health and safety of child victims. The intake process is a standardized application of procedures for collecting consistent information to respond to reports of child abuse and/or neglect obtained from a reporting party in a timely manner and lays the foundation for assessing safety and risk.

Having a Centralized Hotline, without an overflow component would bring consistency to the way abuse and neglect calls are managed throughout the agency by eliminating the additional, non-traditional screeners that are not a component of the Hotline Unit. The designated Hotline will further enhance the agency's approach to taking reports, improve the Intake screeners' ability to gather information from callers, and expedite the process of preparing comprehensive reports, by disseminating those reports to local offices for assessment, investigation and in person contact with the family, child, and all victims. The Centralized Hotline would also allow for less disruption by the social workers in the office that will in turn increase more time partnering with children and families. It would also allow WCDSS Intake Screeners to ask more probing questions to obtain comprehensive information about factors that may impact child and other victim's safety.

The conversion of the current call system into a computerized system will provide a more comprehensive and efficient response to hotline calls.

GRANT AWARD SUMMARY

Project/Program Name: CANS hotline.

Scope of the Project: Develop a centralized hotline, including the conversion of existing phone system to a computerized system, thereby ensuring a consistent, comprehensive, timely and efficient response to reports of suspected child abuse and neglect.

Benefit to Washoe County Residents: A centralized hotline will ensure a consistent, comprehensive, timely and efficient response to reports of suspected child abuse and neglect.

On-Going Program Support: Funding was identified for a one time use to develop the hotline. CANS funding continues for other areas within the Department.

Award Amount: \$35,000.00

Grant Period: July 1, 2016 through June 30, 2017

Funding Source: Department of Health & Human Services
 Administration for Children & Families

Pass Through Entity: State of Nevada
 Division of Child and Family Services

CFDA Number: 93.669

Grant ID Number: 14-CANS-17-004

Match Amount and Type: No match required

Sub-Awards and Contracts: None anticipated

FISCAL IMPACT

Should the board accept this grant award and approve these amendments, the adopted budget will be increased by \$35,000 in both revenues and expenditures in the following accounts:

Cost Object	G/L Account	Amount
IO TBD	431100 Federal Grants	\$35,000
IO TBD	701412 Personnel	\$30,000
IO TBD	710300 Operating Supplies	\$5,000

RECOMMENDATION

It is recommended that the Board of County Commissioners accept a Child Abuse and Neglect (CANS) Sub-Grant award from the State of Nevada – Division of Child and Family Services (DCFS) in the amount of [\$35,000; no County Match required], retroactive to July 1, 2016 through June 30, 2017 to support the staffing and ongoing operation of a child abuse and neglect hotline, converting the current call system into a computerized system, and authorize the Department to execute the sub-grant award and direct the Comptroller's Office to make the appropriate budget amendments.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: *“Move to accept a Child Abuse and Neglect (CANS) Sub-Grant award from the State of Nevada – Division of Child and Family Services (DCFS) in the amount of [\$35,000; no County Match required], retroactive to July 1, 2016 through June 30, 2017 to support the staffing and ongoing operation of a child abuse and neglect hotline, converting the current call system into a computerized system, and authorize the Department to execute the sub-grant award and direct the Comptroller's Office to make the appropriate budget amendments.”*

BRIAN SANDOVAL
Governor

RICHARD WHITLEY, MS
Director

KELLY WOOLDRIDGE
Administrator



**DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES**

**4126 TECHNOLOGY WAY, SUITE 300
CARSON CITY, NV 89706
Telephone (775) 684-4400 • Fax (775) 684-4455
dcfs.nv.gov**

September 1, 2016

Ms. Amber Howell
Washoe County Department of Social Services
PO Box 11130
Reno, NV 89520-0027

Subject: Child Abuse and Neglect (CANS)

Dear Ms. Howell:

I am pleased to inform you that you have been awarded Child Abuse and Neglect (CANS) sub grant funding for State Fiscal Year 2016 (July 1, 2016 through June 30, 2017) as indicated below.

	<u>Total Award</u>
Child Abuse and Neglect:	\$ 35,000

If you accept the award, please sign and return the attached Notice of Sub grant Award (NOSA). Please also take the time to read and review the attached Award Notice Instructions and templates to help guide you.

If you have any questions or need further clarification, please contact James Thorne at 775-684-4426.

Sincerely,

A handwritten signature in cursive script that reads "James Thorne".

James T. Thorne
Grants & Projects Analyst II

cc: # 14-CANS-17-004 file

State of Nevada - Division of Child and Family Services
4126 Technology Way, 3rd Floor
Carson City, NV 89706

Notice of Sub-Grant Award

DCFS Contact:	James Thorne	DCFS Contact Phone Number:	775-684-4426
Program:	Child Abuse and Neglect (CANS)	CFDA Number:	93.669
State Award Number:	14-CANS-17-004	Budget:	3145
Type of Action:	NEW	Account:	12
Legal Name:	Washoe County Dept. of Social Services	DUNS #:	73786998
Project Name:	CANS Hotline	Tax ID:	88-6000138
Contact Person:	Amber Howell	Vendor #:	T40283400A
Email Address:	Ahowell@washoecounty.us	Mailing Address:	PO Box 11130
Phone Number:	775-337-4488	Address:	Reno, NV 89502
Fax Number:	775-785-5640	Project Address:	350 S. Center Street
		Address:	Reno, NV 89502

Award Period:	July 1, 2016 THROUGH June 30, 2017	Federal Award Number
SFY 2017	July 1, 2016 THROUGH June 30, 2017	G-1401NVCA01
	N/A	
	N/A	
	N/A	

Approved Categories and Budget by Year:

Category	SFY 2017				TOTAL
Personnel	\$30,000	\$0	\$0	\$0	\$30,000
Operating	\$5,000	\$0	\$0	\$0	\$5,000
Training	\$0	\$0	\$0	\$0	\$0
Contractual	\$0	\$0	\$0	\$0	\$0
Indirect Cost Rate	\$0	\$0	\$0	\$0	\$0
Other (Admin)	\$0	\$0	\$0	\$0	\$0
Total State Share	\$35,000	\$0	\$0	\$0	\$35,000
Match	\$0	\$0	\$0	\$0	\$0
Total Program Cost	\$35,000	\$0	\$0	\$0	\$35,000

In accepting these grant funds, it is understood that:

- Expenditures must comply with appropriate State and/or Federal regulations.
- This award is subject to the availability of appropriate funds.
- Grantee agrees to provide an independent financial and compliance audit in accordance with State and Federal requirements.
- Recipients of these funds agree to the stipulations in the attached Additional Requirements document.

Washoe County Dept. of Social Services	Authorized Signature:	Date:
DCFS FPO Grants Management Unit	Authorized Signature:	Date:
DCFS Administration	Authorized Signature:	Date:

Budget Request and Justification Form

Date:	9/1/2016
Agency Name:	Washoe County Dept Social Services
Project Name:	CANS Hotline
Grant Award Name:	CANS

Budget Request and Justification

Budget Categories	Year 1	Year 2	Year 3	Total
Personnel	\$30,000	\$0	\$0	\$30,000
Operating	\$5,000	\$0	\$0	\$5,000
Travel	\$0	\$0	\$0	\$0
Equipment	\$0	\$0	\$0	\$0
Contractual	\$0	\$0	\$0	\$0
Indirect Cost Rate	\$0	\$0	\$0	\$0
Other (Admin)	\$0	\$0	\$0	\$0
Total	\$35,000	\$0	\$0	\$35,000
Match	\$0	\$0	\$0	\$0
Total + Match	\$35,000	\$0	\$0	\$35,000

Justification:

Funds, in compliance with CAPTA guidelines and criteria, will be used to support, expand and enhance the County's dedicated Intake Hotline, allowing for more immediate, comprehensive and efficient response to calls.

State Award Number: 14-CANS-17-004

SCOPE OF WORK FORM

AGENCY/LEGAL NAME: Washoe County Dept of Social Services

PROJECT NAME: CANS Hotline – Centralized Intake/CAC

DATE: September 01, 2016

STATE AWARD NUMBER: 14-CANS-17-004

Target Population: Victims of Child Abuse and Neglect

Goal: Global Problem Statement	Objective and Timeframe:	Documentation: (How will it be measured?)	Projected Services #:	Cost:
<p>Child abuse and neglect Hotlines/Intake are the first step in a proactive and responsive approach to ensuring the health and safety of child victims. The Intake process is a standardized application of procedures for collecting consistent information to respond to reports of child abuse and/or neglect obtained from a reporting party in a timely manner and lays the foundation for assessing safety and risk.</p>	<p>Agency will use this funding to support the hiring of an additional intake worker, contributing to the enhancement of the Call Unit.</p> <p>The County understands this is not guaranteed/continued funding for subsequent years and sustainability will be from other funding sources.</p>	<p>Calls are tracked through data base which collects the information and disposition. Reports are generated for analysis and review on a regular basis and can be generated at any point in time. A trend analysis will be done to monitor the improved times with the addition to and enhancement of the Intake Unit.</p>	<p>Continual response to hotline calls with no wait and enhancement of the hotline unit. Anticipated calls based on WCDSS Databook: 5,936 per year including info only, investigations, substantiated, unsubstantiated and Differential Response.</p>	<p>Personnel: \$30,000</p>
<p>The first component of the request is the addition of one Intake Screener to enhance the comprehensive Hotline/Intake Unit. WCDSS currently operates an 8:00 am-5:00 pm Hotline, which transfers to the Crisis Call Center during nights and weekends. WCDSS currently has a five person (Intake Screener) unit, plus a supervisor. When all lines are busy and screeners are taking other calls, an agency-wide page announces a need for an available social worker to take the overflow calls to minimize caller wait times.</p>				<p>Having a Centralized Hotline, without an overflow component would bring consistency to the way abuse and</p>

<p>neglect calls are managed throughout the agency by eliminating the additional, non-traditional screeners that are not a component of the Hotline Unit.</p>				
<p>The designated Hotline will further enhance the agency's approach to taking reports, improve the Intake screeners' ability to gather information from callers, and expedite the process of preparing comprehensive reports, by disseminating those reports to local offices for assessment, investigation and in person contact with the family, child, and all victims. The Centralized Hotline would also allow for less disruption by the social workers in the office that will in turn increase more time partnering with children and families. It would also allow WCDDSS Intake Screeners to ask more probing questions to obtain comprehensive information about factors that may impact child and other victim's safety.</p>				
<p>This request addresses Section 106(a)(1) of CAPTA: "the intake, assessment, screening, and investigation of reports of child abuse and neglect.</p>				
<p>The second component is to convert the current phone system into a computerized call system similar to the one Clark County Department of Family Services (CCDFS) currently operates for its Hotline/Intake calls. This state of the art system would allow staff the opportunity to listen to individual calls and if specific concerns regarding a particular call are raised, staff can utilize these features to review the call and address any concerns. It can also serve as great training tool and guide to</p>	<p>Agency will use this funding to convert current phone system, within the first quarter of the grant period. The annual subscription will be paid for year one and sustainability will be worked in through other funding sources. The County understands this is not guaranteed/continued funding for subsequent</p>	<p>Calls will be measured in the same manner as listed above.</p>	<p>Continual response to hotline calls with no wait and enhancement of the hotline unit, including phone system.</p>	<p>Operating: \$5,000 (2,000 initial purchase and set up \$3,000 annual subscription) Travel: \$ 0 Contractual: \$ 0 Indirect Cost: \$ 0 Other (Admin): \$ 0</p>

<p>continue improving competency and thoroughness in this area. This would also allow W/CDDSS an opportunity for quicker data entry; as well as, the ability to track the number of calls received, and the timeliness and quality of responses to callers. Intake, is the first and most critical part in responding to child victims; therefore, must be built with adequate staff and include a quality control component.</p>	<p>years and sustainability will be from other funding sources.</p>			<p>\$5,000</p>
<p>TOTAL</p>				

Child Abuse and Neglect Budget Account 3145/12

Budget SFY17 - 7/1/16 - 6/30/17

OVERVIEW					
Revenue Source	Purpose	Amount	Amount	Amount	
CANS Federal Grant Award FFY14-FFY15	<i>CAPTA Section 106 (42 U.S.C. 5106a) Improve the child protection system; training for child protective service workers</i>	\$500,384	\$500,384	\$500,384	
CFDA # 93.669					
Award # G-1401NVCA01			\$250,535		
Period: 10/01/13-9/30/18					
Award # G-1501NVCA01			\$249,849		
Period: 10/01/14-9/30/19					
Anticipated Expenditures		Budget	GMU Actuals	Fiscal Actuals	
Sub-Grantee Encumbrances		\$50,000	\$0	\$0	
Administrative Expenses		\$220,711	\$0	\$0	
Balance Available		\$229,673	\$500,384	\$500,384	
DETAIL EXPENDITURES					
Sub-Grantees:		Encumbered (Awarded)	GMU Actuals	Fiscal Actuals	
Washoe County Dept. of SS 14-CANS-17-003	<i>Safety Assessment</i>	\$15,000	\$0	\$0	
Washoe County Dept. of SS 14-CANS-17-004	<i>CANS Hotline</i>	\$35,000	\$0	\$0	
		\$0	\$0	\$0	
		\$0	\$0	\$0	
Sub-Total: Sub-Grantees (Encumbrances)		\$50,000	\$0	\$0	
Administrative Expenses:		Proposed Budget	GMU Actuals	Fiscal Actuals	
Personnel (Category 01)	Line Item Detail:				
Administrative Assistant III		\$69,692	\$0	\$0	
SSPS III (37/09)		\$41,365	\$0	\$0	
GMU Salaries + Fringe		\$7,690	\$0	\$0	
Subtotal: Personnel		\$118,747	\$0	\$0	
CAT 04: Operating Expenses					
7020: Operating Supplies		\$210	\$0	\$0	
7050: Employee Bond Insurance		\$2	\$0	\$0	
7054: AG Tort Claim Assessment		\$145	\$0	\$0	
7059: AG Vehicle Liability Insurance		\$5	\$0	\$0	
Subtotal: Operating Expenses		\$362	\$0	\$0	
CAT 12: Operating Expenses					
6100 Series: Out of State Travel	<i>OCAN National Meeting</i>	\$0	\$0	\$0	
6200 Series: In State Travel	<i>Participation in QI and state plans</i>	\$885	\$0	\$0	
7020: Operating Supplies		\$0	\$0	\$0	
7040: Non-State Printing Charges		\$1,250	\$0	\$0	
7110: Non-State Owned Building Rent		\$835	\$0	\$0	
7255: B & G Lease Agreement		\$93	\$0	\$0	
7292: EITS Voice Mail		\$10	\$0	\$0	
7294: Conference Calls		\$1,298	\$0	\$0	
7295: EITS State Phone Line		\$35	\$0	\$0	
7296: EITS Long Distance Charges		\$5	\$0	\$0	
7750: Non-Employee In State Travel	<i>Annual Planning Conference</i>	\$850	\$0	\$0	
Subtotal: Operating Expenses		\$5,261	\$0	\$0	
Administrative Sub Grants					
Community Chest # 14-CANS-17-001	<i>Jeana Millard (UNITY)</i>	\$84,000	\$0	\$0	
Community Chest # 14-CANS-17-002	<i>CRP Coordinator (Theresa Anderson)</i>	\$10,000	\$0	\$0	
Community Chest # 14-CANS-17-115-SR	<i>CANS On-Site Reviews</i>	\$2,000	\$0	\$0	
Subtotal: Sub Grants		\$96,000	\$0	\$0	
CAT 26: Information Technology					

7554: EITS Infrastructure		\$185	\$0	\$0
7556: Security		\$121	\$0	\$0
Subtotal: Information Technology		\$306	\$0	\$0
CAT 87 - Purchasing Assessment				
7393: Purchasing Assessment		\$35	\$0	\$0
Subtotal: Purchasing Assessment		\$35	\$0	\$0
Sub-Total: Administrative Expenses (Proposed)		\$220,711	\$0	\$0