



## **VULNERABLE POPULATIONS:**

**Collaborate, implement and provide an array of protective and supportive services to the most vulnerable.**



# Washoe County FY18 End of Year Progress Report

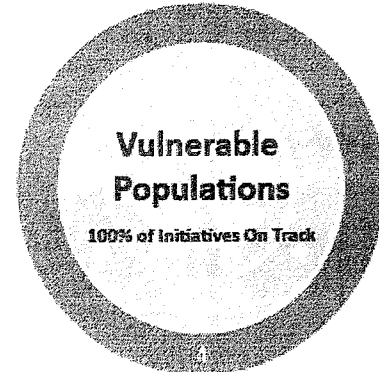
July 1, 2018

## **Vulnerable Populations**

*Supporting Strategic Objective – Safe, Secure & Healthy Communities*

*FY18 Goal Champions: Commissioner Herman and Kate Thomas*

Measure	FY18 Year End
Number of new clients served in the Crossroads Program	12
Number of meals delivered and served to Seniors	35,405
Number of visits at the Family Engagement Center	1089
Percentage of families that move-out successfully from the Family Shelter	67%



## **FY18 Accomplishments**

- Completed the Hope house with collaboration with Grace Church to help mothers recovering from substance abuse and working towards reunification with their children.
- 17% increase in adoptions in FY 2018 from the previous year.
- Implemented a new CPS hotline number and upgraded HSA's intake phone reporting system to enhance how new incoming reports of child abuse and neglect are processed within the agency.
- Opened the Incline Community Center targeted to seniors in need. The center will host senior and community activities in Incline Village, helping remove isolation and service access barriers that directly affect quality of life for senior populations. The center also provides an additional community resource next to the Incline Library for residents to access government services.
- Created the new Human Services Resource Guide to catalog regional resources and identify/target gaps in service.
- Developed and launched a Sudden Unexplained Infant Deaths campaign to reduce the number of infant deaths in Washoe County.