

Brian Sandoval
Governor

STATE OF NEVADA

Tracy Guinn, Chair
Louise Helton
Denise Abbey
Christa Mike
Mary Hausch

Don Soderberg
DETR Director



**Department of Employment, Training, and Rehabilitation
BOARD FOR THE EDUCATION AND COUNSELING OF DISPLACED HOMEMAKERS
NOTICE OF PUBLIC MEETING**

Name of Organization: **Board for the Education and Counseling of Displaced Homemakers**

Date and Time of Meeting: **September 11, 2017
3:00 p.m. Video Conference Board Meeting**

Video Conference Locations: **Nevada JobConnect Conference Room
Reno Town Mall
4001 So. Virginia Street, Suite G
Reno, NV 89501**

**DETR/Stanley P. Jones Building, Conference Room C
2800 E. St. Louis Avenue
Las Vegas, NV 89104**

**Nevada JobConnect Conference Room
475 West Haskell Street, #1
Winnemucca, NV 89445**

**Nevada JobConnect Conference Room
150 Avenue F - Suite 1
Ely, NV 89301**

This meeting will be conducted by videoconference. The public may observe this meeting and provide public comment at any of the above-cited locations.

I. Roll Call and Confirmation of Quorum

Those present in the Las Vegas location were:

Louise Helton, (Board Member)

Mary Hausch, (Board Member)

HELP of Southern Nevada: Mallory Cyr, Fuilala Riley

Odalys Carmona - WISS

Those present in the Winnemucca Location were:

Tracy Guinn, (Chair)

Frontier Community Action Agency (FCAA): Janine Robinson, Alaine Klierer-Nye

Those Present in the Reno Town Mall were:

Denise Abbey (Board Member)

Truckee Meadows Community College (TMCC): Sidney Sullivan, Camille Vega

Those Present from Carson City were:

DETR WISS: Samantha Hill-Cruz, Teena Park

Those not present:

Christa Mike (Board Member)

Community Chest: Kelly Ibarra and Erik Schoen

Quorum was established by Tracy Guinn

II. Verification of Posting

Odalys Carmona verified posting of the agenda per NRS 241.020 3(a)

Welcome and Introductions:

Fuilala Riley introduced the new staff member at the HELP of Southern Nevada, Mallory Cyr.

Public Comment(s) Tracy Guinn opened the floor:

There was no public comment in either Carson City or Las Vegas locations.

III. Review – Displaced Homemaker Program Grantee Reports:

TMCC: Presenter Camille Vega

You guys might know Pat Hensley, our Administrator. She's retiring in a few weeks so Sydney said to mention that to you guys. Re-entry Program, that's what Displaced Homemakers sits under re-entry. I'm taking over all that. I'm changing it a bit. So under Re-Entry umbrella now with be the DH program, but I'm also going to kind of model other programs of the DH program. So I've been reaching out to folks that are on probation and parole, folks that are leaving alcohol and drug treatments, mental health court, veteran's courts, different kinds of courts, and kind of do the same type of program with them. So we'll see how it goes. The college has allowed me to take on a lot of different special populations. Update on Facebook, at least from our end. I know a lot of the other agencies did Facebook as well. I was just looking at ours. So we ran the ad. It looks like you pay per person filling out the form on ours. So we had 47 people that filled out the form. I

reach out to all of them. I met with some and then the rest are all getting shuffled to the College to Career Information Meeting. And then from there, they'll come back to me with their interest. And I think that's it. It looks like (Sydney) had given me some numbers. There was one new person that came into DH last quarter. I'm sorry I don't have a whole lot of information on that, because I'm still in the process of taking it over.

Tracy Guinn: Thank you. The next group is HELP of Southern Nevada.

HELP of Southern Nevada: Fulala Ryan and Mallory Cyr

Presenter: Mallory Cyr

As mentioned, my name is Mallory Cyr. I have been with the HELP Team this is my fifth week. I'm really excited to be. Born and raised in Las Vegas. Proud to be part of this state and the community. I'm very committed to the work that Louise and Mary and others trailblazer back in the late 1980's. And hearing the story has reignited my interest in the program. I come from a line of a strong woman who was displaced multiple times and, in that, I have a personal passion and commitment to strengthening the program, strengthening our, um, organizations outcomes with the program as Clark County and the Southern Nevada region can certainly benefit from the program's offerings so long as we're getting out to all the people that can be served by it. So with these great resources here in town, we're already been brainstorming and looking to find new ways or - and actually, I sent an email to Mary yesterday a lot of it is just returning to center. Returning to that marketing plan and saying, "This is exactly where we went in 1992 and this is exactly where we need to go now with some tweaks along the way, but our community is still in the great need for that." So I come to HELP with nine years working Land and Design and Development. I lived in Asia for a few years. And so worked with people in employment and hiring on two continents. And so excited to be here and part of the crew. So we are very excited about the possibilities and they are truly endless and we have a great leader in Fulala and Denise. So I do believe that any door we look to open for our clients, we can find a way to do so. I can share our report. We have a workshop week this week. So we have clients at the moment completing their financial component with a great partner of ours through Wells Fargo. But we are in the process of modifying the Job Readiness Workshop Series that provides programs around self-esteem, employability, job search, career exploration, and resume building, interviewing and job success. The workshops are designed to support and teach job seeks to obtain and sustain employment. We are looking to revamp the scheduling of these workshops and strengthen the offering by building and advances track for those who may need additional support after they complete the first round or for those who may seem already have a great valuation and now just are looking for specific skill development that we can provide in-house. We've set the goals also for our workshops out in the community, partnering with facilities once a month in 2018. That could be in connection with our library partnerships as we have been helped will have staff workforce staff at Clark County Library and Gibson Library beginning in September and we will likely be using those facilities for workshops and recruitment for our Displaced Homemaker program. Along with that, we recently received over 1,000 suits from Men's Warehouse locations and these have been well-received by our clients who have been fitted, so far, since they've come in, with a great donation to see in our facilities. And at the end of September we will be receiving another \$15,000 from Capital One to assist with employment support service. So, like, you'll be we will be using this for items like that can best fit our clients here. And in the past four weeks, cooperative opportunities have been discussed with the Nevada Coalition to End Domestic and Sexual Violence. Memorial Services, Veteran Transition Resource Center, and National Association for Women in Construction, the Las Vegas Chapter, will be building an advisory committee per the advice and great suggestion of Louise to help with outreach efforts and curriculum development with the expectation that the group will begin meeting in quarter 1, 2018. And the marketing strategy is in the works to strengthen our reach in the community. Also looking forward and looking to build a social media presence for our alums. So we can stay connected to one another and share additional knowledge

about employers. So I am excited. We have the great support of Denise and the board. So we only see positive trajectories ahead. So happy to be here.

Denise Abbey: Mallory I would like to formally welcome you very much. It's exciting to have you on the board and really, really sounds like you've got some great ideas and for a plan for the future. So welcome.

Mallory Cyrs: Thank you. Thank you very much Denise.

Tracy Guinn: Thank you Ms. Abbey. Make sure that everyone mentions their name before speaking please.

Louise Helton: This is Louise Helton I'd also like to acknowledge how kind it was that Fulala would come. Fulala is the new CEO of HELP of Southern Nevada and uncommon that you get somebody at her level showing up at our meetings now that she is who she is. I recognize it and I thank you Fulala. Thank you.

Fulala Riley: Why thank you.

Louise Helton: You've always been a great supporter.

Tracy Guinn: And this is Tracy Guinn. And I want to say welcome aboard. It sounds like we have quite an impressive resume and that you should do great things with HELP of Southern Nevada. I look forward to hearing more.

Fulala Riley: Thank you.

Mallory Cyrs: One more thing. The Nevada Coalition to End Domestic and Sexual Violence does work throughout the state and has a tremendous seminar coming up and they could be a great partner for any of our a partner or any of our offices for this program, because they can connect you directly to individuals who maybe exactly in need of our services. So please don't hesitate to reach out. They have a tremendous website, great resources and I'm sure, nearby, either a staff member or a Chair or Board Member would be close to you to meet with your Center directly if needed.

Tracy Guinn: Thank you for that

Community Chest – Kelly Ibarra not present; Ms. Carmona presented for Community Chest.

Community Chest staff apologized for not being able to attend. Case Manager has been working on recruiting new clients at the moment there are four new clients. 12 in total although some of the total are on follow up services at this time. We have reached out to local businesses and legal departments and others we work with to recruit DH clients. Case Manager along with other co-workers are in the process of doing a community outreach that will be on a monthly to quarterly basis providing mini workshops. The workshops will consist of collaboration with Join or TMCC in providing classes to potential new DH clients as well as the Community on Resume building, interviewing, dress to impress etc. Case Manager is also starting a Woman's Peer to Peer group in October. The groups focus will be to get others to support one another in their walk of life. This group will be open to DH and non DH clients as well as the community.

Frontier Community Action Agency (FCAA): Alaine Nye

This is Alaine Nye with the Frontier Community Action Agency and I have to say that I have been very busy since our monitoring that was completed on July 18th. The monitoring was very helpful. So I wanted to thank Samantha. We get so stressed out with monitoring in general. And it's happening non-stop in our agency, because of all of the grants that we are responsible for. And to be able to have such a great monitor like that where it gives you constructive feedback and it really helps you more than hurts you, I just have to say thank you. So make sure we put that somewhere so Samantha knows, for the record. But since then I've trained all my staff in my office in making sure they know what the programs all about. We have brochures going out. I also had to travel to Battle Mountain to train that staff in the office on the Displaced Homemaker Program. And those both offices are already signing up clients. So our numbers are definitely going to increase for the next report, so that's pretty exciting. Also, on a side note, we got to meet with Senator Catharine Cortez-Mastos in our Battle Mountain office. She came to visits us. So we got to kind of brag

about all the stuff that we're doing with the funds that we have to do it with. So our Facebook post with this program and thank you to Neil for all your help with all of that. It's just been awesome, because I feel like it's even helping our staff understand more about the program too, as well as clients. Our hits and peoples seeing our Facebook posts is pretty incredible for our area in rural Northern Nevada. So let's see. I want to highlight two clients that are really doing well. They're in our Displaced Homemaker program. One I also got a referral from drug court for and then one is just - actually she was a referral from a community member that knew about what we were doing and she brought her to the office. But the one client from drug court just gave birth to twin baby boys. She has no support from baby daddy and so she came to us and she's in our Rapid Rehousing Program plus our Displaced Homemaker program and I just saw her today and she is doing and looking fabulous. Her babies are going to be 3-months-old. They're sleeping through the night. They're all doing well. She looks good for being a brand-new, first mama. And she's gone back to work already. Only part-time so she'll definitely stay in the program. But just to see the steps that they're taking to make it as a first-time mother, single mom. And then my other one is a tricky situation because she has two step-sons who's both parents are currently in prison so she has guardianship. Plus she has two daughters with their father. So she came into our program too and she got part-time work. She's only working two days a week so we're really looking for more work for her, but we found her a new place that she can have more and feel more hopeful about. And so we're hoping to get her a new job too. So I just kind of wanted to highlight those. Those are two cases I'm working with right now. And it's pretty cool to see the growth that they make with support like we're giving them working with mental health, drug rehab, and job connect. I saw a client with Join and he said, "Well, they said I they couldn't help me." So I'm just going to go back and check in with Join which was my homework from our monitor as well.

But other than that, my next steps are to work with our Ely contacts and get Eureka and White Plain counties on board.

Tracy Guinn: Any comments? This is Tracy, Chair. And comments from the other board members?

Louise Helton: That's very exciting to see that kind of progress. I know it's very difficult out in the rural regions of this state and to be making such great progress with clients that are going through such tough times, that's really exciting. Good job.

Alaine Nye: Thank you.

Denise Abbey: Denise Abbey for the record. I also would like to commend you for that. I know it's really hard out in the rural areas and when we hear success stories or people really progressing and growing in their lives with what we're doing, all of us here, it's very, very heart-warming. Thank you for sharing that.

Alaine Nye: Of course, thank you.

IV. * Discussion/For Possible Action

1. Approval of the September 11, 2017 meeting minutes: Tracy Guinn opened the topic for discussion.

Denise Abbey: For the record, I do have a comment on page 27. Under HELP of Southern Nevada, it says under Men's Warehouse suit drive, "Five stores are collecting donations. Donations received 50% of a second suit." And I'm wondering if what that means. Maybe I'm not understanding it.

Mary Hausch: I believe it was donors receive 50% off the second suit. Or off a new suit.

Camille Vega: This is Camille Vega and I think there's one more edit that needs to be made under Community Chest on the same - on page 27. The third line, it says, "Kelly is unavailable due to a domestic violence trial." I think that's trial.

Tracy Guinn: Yes.

Denise Abbey: Denise Abbey for the record, yes trial.

VOTE: To approve 9-11-2017 Meeting Minutes with corrections as noted.

MOTION: Ms. Hausch

SECOND: Ms. Abbey

All in Favor - None opposed.

2. Brochure Update, Short Videos, New Provider Press Release.....Odalys Carmona
- Odalys Carmona:** Thank you, Madam Chair. The short videos, as you know, all the centers have completed them and they've been uploaded, download, up whatever. To the website and or the Facebook page. The combined videos Louise Helton and I met. We reviewed all the videos. We decided that since some of them had voices, some of them had music, and they weren't done with the same program, it was kind of difficult to put on together. So we discussed the matter that it might be just a good idea to have one spokesperson, whether it be Louise Helton or Denise Abbey would be great actually because she won and she is a member. We've got the contact already, Dr. Spangler at CSN Cheyenne campus. All we need to do is pick a spokesperson, let us know when they're coming into Vegas, or if Louis Helton would be the one, we create the script and then they will film that video for us free of charge. And that is the video then that we can use as one combined video explaining the program and also highlighting the locations. The New Provider Release. It finally went out. It went out July 21. I'm sure all of you got a copy of it. And if not, it's in the meeting packet. Just as a reminder, I spoke to Miss Worthey, the DETR Public Information Officer. All she needs is 10 working days prior to sending out any press releases. So basically, if we want to have another press release done. I think the next one would be a success story then all we need to do is give her 10 days. We just give her the information. She will place it in the proper formatting. She'll vent it to us so we can make that that's what we want and then she would disseminate that public service announcement and or press release, either way. So each of the centers, start thinking about any success stories that we want to put out there in the next month or so or before we have our next meeting in December. So, just talk amongst yourselves. See who has the greatest and best story of all to tell right now, and that's what we can be working on to have that disseminated prior to our December meeting. The other thing is the Facebook ad, oh, by the way, Channel 13 in Reno requested an interview. Sydney's not here, but she did do the interview and it came out really, really nice. So with a lot of talk about it. So obviously, people are starting to know the program and who the centers are.

Camille Vega: Channel 8.

Odalys Carmona: Facebook app. Camille Vega.

Camille Vega: I'm here.

Odalys Carmona: Thank you so much. Without your help, we would have never gotten this together. She was an amazing go-to person. All the centers were on it and I think they got the gist of it. They understood what the-how to work it, how to put it together. Each of the centers can put out their reports, but everybody seemed to be really happy with the results. I believe that it was HELP of Southern Nevada that got the most hits, but again, they're in Southern Nevada so of course, we hope for that, correct? Again, as a reminder. The board approved the Facebook advertisement that each center was budgeted for. HELP was for 325 per month for 3 months. TMCC, 200 per month for 3 months. FCAA, 200 per month for 3 months. Community Chest, \$75 per month for 3 months. And we held phone conferences in August and everyone went live August 14. Now, we also canceled all the Facebook ads prior to this meeting. Each center was going to review them and see what they were doing, how much money they had left, before they started it up again. So each center take a look at your budget and take a look at what you have left and see if you would like to run those ads again.

Brochures. Yes. Another good thing. We got all the brochures through and everything was mailed. TMCC 300, Frontier got 150, 100 to Winnemucca, 50 to Battle Mountain, Community Chest got 100, and HELP of Southern Nevada got 1,000, a whole case. I still

have two and a half cases left in my office, so if any center is running short, please just send me an email and I will put the amount of brochures you need in the mail to you.

The last thing I'd like to report on, is that DETR, the Website the DH link is finally on. I sent it out in my report and if anybody wants to see it. And it's in the packet in my marketing report, but if you need it, I can email you that link as well. And that is all I have Madam Chair.

Louise Helton: For the record, our marketing plan. I mean, we have had this updated version. I hate to tell you that if you look in your packet and you see our strategic plan that's dates 2017 to 18, I think if you remember, we probably put this together in probably 2013 or 2014 and we've been trying to get it done ever since. And the good news is, this year we finally have traction and it's moving forward and I'm so excited by this and grateful. Thank you so much Odalys.

Odalys Carmona: You're welcome.

Odalys Carmona: Well this is Odalys Carmona for the record. I want to go into the marketing report, slash strategic plan, a lot of the first page one which is the marketing plan, I will go in and I will definitely update it on items that we have completed or if any dates have changed. If you take a look on the second page this is where the board and the members step in. And this is developing the letters. Are we going to contact county commissioners? Are we going to send out more public service announcements? Are we going out after the country clerks and also leveraging the boards and the centers to promote the DH program at the annual center meetings? Again, that is all upon the board and how quickly or how slowly or they just want to take one item at a time and then go from there.

On the other page is, again, the Nevada Bar and Family Law Judges. We can have an article written and sent in January with their stories, so I'm not quite sure at the time, the gentleman wasn't quite sure if this was a quarterly, monthly, or how they were going to work it. But I do have that contact information, so anyone who wants to write an article just start on it and send it on to me and then we can kind of schedule or coordinate the efforts with the Family Law Publication and find out when the next date is for them to send out.

Action Item: Have Odalys Carmona draft letters to the Nevada Bar and Family Law Judges.

Action Item: Have the Centers supply their Board Meeting dates to have Board Members attend.

Action Item: Have Committee decide on what Center to highlight for a Public Service Announcement.

Action Item: Odalys Carmona will create script for the spokesperson to meet with CSN Videographer to start on a DH video to include all Centers.

Louise Helton: This is Louise Helton. I believe years ago when we first did this Barbara Twitchell was going to write an article.

Odalys Carmona: Okay.

Louise Helton: And I don't know if it was ever published, but if we could get ahold of Barbara and get her article, it would sure be a quick way to maybe update it and send it in.

Tracy Guinn: Okay.

Odalys Carmona: This is Odalys Carmona. For the record, I agree for Mary Hausch to write a story. She's a good writer too. Just in case we don't find Barbara's story.

Tracy Guinn: Tracy for the record and I say I agree. I think Mary would be a great writer for that.

Denise Abbey: Denise Abbey for the record. I could get in contact with Barbara Twitchell and ask her if she still has that letter and if there's a way she could, like, maybe maneuver it a little bit to fit currently and then get back to everyone.

Louise Helton: The thing was she was working directly with publishing and then we she might even have some hot tips on how far she had gotten with them, you know. Just to get

some impressions of what they're like to work with. If there's anybody we need to talk to or what she found.

Action Item: Have Mary Hausch write an article for Family Law publication.

Odalys Carmona: Now the other item, Madam Chair this is Odalys again for the record. Sending letters of introduction to family law judges and include brochure. We have not gotten on that yet. We have to create a mailing list so if anyone in the committee has a mailing list available, you know, we can start there and then add on to it and then the Chair and the members, can draft a letter that we can send out and I have enough brochures in the office that I can create the mailing list and get all that mailing done from Las Vegas and send it off to wherever we're sending it to. But if each of the board members and each of the centers, if you have an ongoing distribution list that you have regarding family law judges, please send me that information so we can get started on that and maybe we can get that done by the end of the year.

Louise Helton: Yes, that would be great.

Camille Vega: This is Camille Vega up in Reno. I've purchased lists before from different boards. I've purchased it from, the Social Work Board, Counseling Board. They're pretty affordable most of the time. I can, if you guys want because it would be a state board for attorneys. They would be all over the state. I can call them and see if they can divide it up. Are you guys looking just for divorce attorneys or all attorneys?

Tracy Guinn: I would think having the list for all attorneys.

Odalys Carmona: We are looking for family court judges and divorce lawyers as well or divorce judges. If you can find out how much that list costs.

Camille Vega: Yes, let me go ahead and take the lead on that one. I can do that. I've done it before.

Odalys Carmona: And also, Camille. This is Odalys. Find out. Being that we are a state agency and we are a state committee, if it can be free. Okay?

Camille Vega: Yes, that's a good point.

Odalys Carmona: If you could find that out, it'd be great.

Camille Vega: It's truly nice that they, most of the times, the board will send you either it on an excel spreadsheet that you can do the mail merge straight from. They would charge you if they would send it to you as a pre-addressed sticker. You know, like, as if you were going to mail things and then you could just stick them on there. So I'll find out and then I'll email you Odalys, the info and you can share it with everyone.

Odalys Carmona: Thank you Camille and if it's an excel spreadsheet, it's even better because then we can do the merge and everything right onto the letter and we can do it all ourselves.

Camille Vega: Yes, that's the way I've gotten it before. That way you have it on a computer somehow. Okay.

Action Item: Have Camille Vega work with Odalys Carmona to obtain a mailing list for the Bar Association, Family Law Lawyers.

Action Item: Have Odalys Carmona research the possibility of having envelopes printed for the mailing.

Odalys Carmona: Thank you Camille. Now the next one is, Madam Chair, this is we've been going around in circles on this one and we'll have to figure out if we want to get this done in 2018, which is, you know, after our December meeting. That way we can kind of wrap our heads around if we still want to participate in the Family Law Conference and with the face to face. So that is something that the board can kind of go around, discuss and see if maybe in December we can make that decision and find out if and when it happens in 2018.

Tracy Guinn: This is Tracy for the record. Odalys is there any way you could get that on our December agenda and then we can start doing some research to find out where they're going meet? Because remember the last time they met was in Bishop, California. I don't

understand why Nevada Lawyers are meeting in Bishop, California, but that's what happened. So we need to find out if they decide to come back to Nevada to do their meetings.

Tracy Guinn: Where is Bishop?

Louise Helton: It's in California. The reason that they're holding it in out of the way places is that they want everybody to be similarly inconvenienced. Get everybody away from their home court advantage and, and they're just talking amongst themselves. They're not distracted by anything else.

Tracy Guinn: This is Tracy for the record. If they're going to hold it in Bishop, California again in 2018. I now understand that they don't want any distractions. I think that we're going to probably want to do the same thing we did last year and send the letter brochures to be inserted into their welcome bags or whatever it is that they receive. Because I can't imagine us doing and out-of-state unless, the board member Louise Helton wants to go.

Louise Helton: This is Louise and just for point of information, their next conference is scheduled for March 1 and 2, 2018 at the Tri-County Fairgrounds -- if that makes it any more exciting for people that want to go to Bishop. At the Tri-County Fairgrounds.

Mallory: This is Mallory. Is it possible if the new video is completed for the program at the state to send the video and see if they'll show that instead? I feel like if it's a brochure in a welcome packet, it may not be looked at as much as maybe a video if we could get some time like that. Give them a video.

Louise Helton: This is Louise and in order to physically be present there. The way we would have to do this is to have a booth. There's not really a place you can share anything. Creating a PowerPoint more than a video would probably be the only way we could do something like that. We did take advantage of their good graces and barged in and make presentations a couple of times. The paralegals have their own meetings that are concurrent with the rest. Just as the judges the actually judges have their own family court judge meetings on the next day or just previous. But it's all happening sort of that same time. And we were able to make a presentation to the entire group. I don't know how effective that was, but at any rate, we were able to pass out our brochures and everybody's packages - their bags and then we actually handed them physically out during the paralegal presentation. But it was good I'm still -I'm glad we did it. You know, after we did it a couple of times, I started thinking it was a diminishing return. It may be something that, after we haven't done it for a couple of years now, maybe, you know, it will be worthwhile doing again if we could get something.

Louise Helton: And we used to have Debbie Levy go because she knew all the judges and I would just go with her and we'd drive together.

Tracy Guinn: So this is Tracy. Are we considering going to California or are we just going to consider just getting our name out there like we did last year and hope that they actually read the materials they get in their welcome bags?

Denise Abbey: Denise Abbey for the record. Is there a way that we can table this for the agenda for our meeting in December?

Odalys Carmona: This is Odalys Carmona for the record. I have it written down for the next meeting in December.

Action Item: Include in December's agenda to decide what to include for the Family Law conference packets.

Odalys Carmona: Odalys Carmona for the record, to continue on, the RFP process as you know, we've already changed the procedure and all the board members are of course welcome to participate in an opportunity to review our process. We don't have anybody coming up until 2019 so we're good to go there. So I don't think we need to table this anytime soon. We'll discuss it more towards the 2018

Odalys Carmona: The training portion of it. Samantha Cruz has done an amazing job. I don't know if I can even step on her footsteps to training, but she's always there for me. Thank you Sam, I appreciate it a lot. She's done a lot of training already for board members

and for centers. Anyone that needs additional training or would like to look into it, please let me know and I'll make sure that we drag Samantha with me just to make sure that I do not say or do anything wrong or, you know, put you in the wrong path.

The other one that I do want to talk about specifically though, is the better understanding of our financial reports. And I thought, if it's okay with Madam Chair and the board members, to invite our financial DETR person for the December meeting so she can kind of walk us through the financial reports and make sure that we're all reading it the same way. Is that okay with you Madam Chair? To invite her for the December agenda.

Tracy Guinn: Yes, for the record this is Tracy. Yes, I think that that's a very good idea and we should definitely have that financial training.

Denise Abbey: Denise Abbey for the record. Do we need a motion for that?

Odalys Carmona: Odalys Carmona for the record. No that's an agenda item that towards the end of the meeting, I'll reiterate all of the agenda items that I've written down to make sure that I have not missed anything or if I've added one that the board does not want to take a look at in December.

Denise Abbey: Okay, thanks Odalys.

Action Item: Include in December's agenda the DETR Finance person to attend.

Odalys Carmona: If you go onto the next page which is Page 41, a lot of this is more the grantee - make sure that you have your eligibility documentation up to date. Make sure that your grantee reports capture services provided. No service is a small service. No story is a small story. And no achievement is a small achievement. So make sure that you write down everything. Even though you think it might be minor, it's important. This is a program that needs tender loving care at all times and the more people that know about it and the more we report on the good stuff. So again, make sure that you document everything and spell out and pat yourself on the back. It's okay. It's okay to sing your own praises.

Performance measures. Well, we talked about this a little bit about it in April 24, at our last meeting. A decision to be made on how to incorporate the performance measures to the current report that we've been using as of July 2017. Samantha, if you're on the line, can you please confirm with me that yes, the performance measures are already included? Okay, maybe she is not on the line, I will ensure that we have all the current performance measures on the form that we need to do.

And that is it Madam Chair as far as the reporting out and on our strategic and marketing goals.

Tracy Guinn: Thank you so much Odalys.

Louise Helton: Madam Chairman, this is Louise Helton. I just wanted to say that for our future consideration in our next meeting, I think we need to think about, you know, reviewing our strategic plan, because we have not properly updated our strategic plan and we need to revisit it. And I think that the next time however we get together, at our next face to face meeting, I think we need to include time to do that. No matter where we end up meeting, it's like we all it's almost like we need to set aside some time like we did at that conference where we actually did go somewhere and spend the night. We were all in the same hotel, and everybody participated. So that part, you know, that part worked really well. So I think we should at least maybe think about that.

Tracy Guinn: This is Tracy for the record. I agree with Louise. We do need to. It's been, since 2013 when we last did the strategic plan? I think that we do need to all be in the same room to do it. It's hard to do like this over video. So yes, I think during our next face to face, wherever it's at, we need to set time aside that we will meet as a group and discuss this strategic plan, to be update it.

Odalys Carmona: Sam, are you on the line.

Samantha Hill Cruz: Yes, I'm here.

Odalys Carmona: The question was regarding performance measures. It's all included already, the latest and the greatest?

Samantha Hill Cruz: Samantha Hill Cruz for the record. So the performance measures were brought up by DETR management several years ago that there weren't any performance criteria set in place for the programs to achieve.

We've talked about it several years and anything having to do with performance would have to be included on the new grant. That matter will be discussed with the board should it come up again for the 2019 program year for the new grant for four years.

Odalys Carmona: Odalys Carmona for the record. Perfect. Okay. This is not something we need to discuss now. We can wait until after the 2018 year and wait to figure it out first what kind of performance measures, correct Sam?

Samantha Hill-Cruz: Samantha Hill-Cruz for the record. The board members should be talking now with, you know, before the grant is over. Should they feel that the new grants need a performance or they want a specific one or they don't want DETR to say what the performance should be? So those are the discussions the board should be having now before the new grant is upon us.

Tracy Guinn: This is Tracy for the record. Is it possible that we could discuss this at the same time that update our strategic plan?

Samantha Hill-Cruz: This is Samantha. Certainly.

Tracy Guinn: Well let's consider doing that at our face-to-face meeting when we schedule it this next spring.

Mallory Cyr: This is Mallory. I would like to know for the record, what part of the strategic plan to consider for next year, could it be us looking at the curriculum we share in the workshops and making it cohesive amongst the groups? I feel like all of us may be using a - just reviewing best practices as those who are receiving the grant, to make sure that, while I understand some flexibility is necessary based on location, we could come together and have a curriculum that we stand under.

Tracy Guinn: This is Tracy, there's tons of them. No.

Mallory Cyr: Especially for those who are new to the program and facilitating the program. It would help us with performance measures too I believe.

Tracy Guinn: This is Tracy or the record. I am in agreement of that. I think we all should be on the same page.

Denise Abbey: This is Denise Abbey for the record. One concern that I have, is that there are a lot less resources out in the rural areas and so I don't know if Frontier Community Action Agency can address that. I agree that there should be, like, a central core of best practices to the degree that all of the centers throughout the state with their different resources, can do it exactly the same, I'm not sure about that.

Tracy Guinn: Alaine, what are your thoughts?

Janine Robinson: This is Janine Robinson for the record. We don't have access to a lot of the different training that we could send clients to. A lot of it we do ourselves, because there isn't anywhere for them to go that's near and some clients don't have reliable transportation to even attend something let's say Elko or Reno so we'd have to check into what was available. If somebody's doing something special, then we certainly will, you know, make contact with them and let them know when and where they could go to those trainings. And of course Alaine could be documenting it, getting feedback.

Mallory Cyr: This is Mallory. It's more related to the material that we cover the job readiness, skills, trans-verbal skill and the basic needs that we're meeting in the workshops. If that curriculum could be something that's shared amongst us. Not so much things that require dollars behind them, but more of the dialogues and having a handbook of sorts. Activities or ways to engage in dialogue. Basically, just a facilitator handbook or sorts for all of us to use so that we're utilizing the same resources and we can say consistently across the state, our displaced homemakers are receiving the same sort of education when we're offering these workshops. If they come in the one on one basis or in a large setting.

Odalys Carmona: Okay.

Alaine Nye: Then we can do that. That's not a problem.

Tracy Guinn: So I guess we're kind of clear that they want to get together and come up with, obviously a core, similar amongst the centers. That makes sense. It will be somewhat diverse. At the same time, similar. We could do that during the face to face meetings, right? Maybe that way the centers can be face to face.

Louise Helton: Madam Chairman, this is Louise Helton and that was my - that was sort of what we had wanted to do at that first get together that we were doing at the Family Law Conference is to bring the staff as well as the board members together so that the staff could formulate the plans that were pertinent to them.

We could have our breakout sessions. Then we could all have conversations together as well. So all of this is sounding very fabulous to the strategic part of my brain that was really hoping that's what we would be doing the first time. Unfortunately, at that time if we go this way again, one thing that we have to make sure of is that everybody does come. Because the last time, we didn't get the participating that would allow us to do all of that. And so it ended up just being the board. But I do totally support this and I don't think we could have a product that could be developed unless everyone was in the same room. And if we establish a best practice opportunity, I think our clients across the state would benefit from it and people - it gives us an opportunity to share resources, ideas and say, "Oh yes. That's really great. We need to service center that in." You know, everybody's program would benefit from that, I think.

Tracy Guinn: This is Tracy for the record. So let me ask you this Louise are you suggesting that we get together in Bishop, California for the Law Conference and that way nobody can talk. I mean, or could we possibly just get together as a face to face. I just want to get clear.

Louise Helton: I thank you Tracy. This is Louise. I'd love to just lay that out for you. I have no desire to go to Bishop, California necessarily. If it works out well, terrific.

I do think there is something to be said for us to all go somewhere where nobody is running off to work. You know, that everybody is in a similar, suspended situation where all we're doing is working together and there's no conflicts. So, you know, going to Bishop certainly accomplishes that part. Everybody's unplugged, but it's not the only place in the state that could work that way.

Tracy Guinn: Okay. I would prefer that we meet in Nevada, but I agree with you that we need to be in place where nobody is running off to the office and we're all together and able to think. Yes. I agree with you.

Louise Helton: This is Louise and I think that the last time we were willing as the board to use our administrative dollars, I believe we got clearance. Samantha will be able to support that or tell me I'm all wet. But I think that we were able to actually pay for a lot of it from out DH board dollars. I think there were some things that were sticky wickets around food, but - and I think that the way they set it up I think the way we had to also set it up is, like, the program paid for - there were going to have to pay for something, the way that I recall.

But at our next meeting we can maybe look into that, Samantha and make sure how we would have to finance it and as we build this plan out - because if we're meeting this is September.

We have our December meeting and normally our face to face is in June. You know, certainly if we plan it well enough, we might be able to pull a special meeting maybe in April and have a subsequent March meeting to finalize our planning. But, anyway.

Odalys Carmona: This is Odalys Carmona for the record. Just for clarification, are we talking about maybe, like, a retreat? Okay. So that's the okay. So besides the face to face.

Tracy Guinn: Correct.

Odalys Carmona: So instead of one day it will be two days.

Tracy Guinn: Correct.

Louise Helton: What we're proposing is to make it, you know - this is something we wanted to do, but we've never actually done. To actually bring staff members together. People who are working on the ground, delivering services, coming together. And put together, the

training that we're doing, is something that everybody participates in. And if anybody has a problem with something, they can say, "Wait a minute. That might be a good idea, but guess what?" So it will allow us to do best practice with everybody set in place.

And, you know, because obviously, from the board level, I am not going to sit and tell the providers exactly what they need to be doing. I want them to be saying that this is what's really working and be able to build this the way we're talking about -- the things that we want in our strategic plan.

Tracy Guinn: This is Tracy for the record. I think that we should consider our next face to face as a two day would, you know, be good. Because like you said, we can get our meeting in, but we can also get some other trainings.

Tracy Guinn: But we should talk further about our face to face in December's meeting. Something that came up was the fact that a lot of these agencies, they're wrapping up their end of the year in June and it might be very difficult for many of them to attend a face to face. Especially if we're asking them to be at a, like, a two-day event.

So we might want to go ahead and consider March. So what's a lovely place in March in Nevada? Think about that and bring it to the December meeting.

Camille Vega: This is Camille Vega. I sit on another state board and we just had the planning meeting for that and we all met in Tonopah. It was centrally located and there's not much in Tonopah and so I'm just throwing that out.

Action Item: The Committee to discuss on location and date for the face-to-face at the December meeting.

3. Strategic Plan Assignments UpdatesLouise Helton

Tracy Guinn: Next on the agenda it says strategic plan assignments updates Louise Helton.

Louise Helton: This is Louise Helton. Odalys, as far as going and visiting the board, what we were wanting to do, was to Fulala will go see the board meeting a board meeting, at HELP of Southern Nevada. And, you know, since we're a funder, to go and have a conversation so that that board can know more about the program.

Because sometimes as a board member, you recognize this money comes in. You know it goes out, but you don't really know very much about it. Well Mary obviously is one of your board members too Fulala. It would be ideal. So that obviously, the more they know about it, the more they're going to care about it.

Odalys Carmona: Okay.

Louise Helton: So that could happen just about any time, I suppose.

Odalys Carmona: Okay, this is Odalys Carmona for the record Madam Chair. Then maybe what we need is for the centers to supply us with dates of their board meetings. And that way then, depending on Las Vegas and the Northern Nevada, each of one of you or two board members can go and then give a presentation on behalf of the Displaced Homemaker meetings or boards. And then also, Ms. Abbey you were going to try to get ahold of Ms. Twichell to see if we can get the story from her right?

Dennis Abbey: Yes, I will call her.

Odalys Carmona: And if you do not, then we all agree for Mary Hausch to write a story. Camille, you're going to be tasked with trying to get us those mailing lists

Camille Vega: I will.

Louise Helton: I have two questions before we move on because of all of us this being in Odalys' report that was very wonderful. I have a - I just wanted to make sure that we have -I wanted to talk about Facebook thing just for a minute before we go away from that. To know how the centers felt about that. If everybody was thrilled. Is it something you want to see more of? Are you feeling like, well, you'd like to, but you don't have the money? What is everybody's feedback on the Facebook ads that we ran?

Mallory Cyr: This is Mallory for the record. I feel like some of the centers did it. And I understand that DH varies in size at each location, but when I've reviewed other centers videos, a lot of them shared DH as a component and not as the focus of the video. Where for

us, the four or five minutes was solely on DH. And so, I don't-I think it's a great outreach tool. I think these videos are - most of us nowadays probably go there before we go to any news site, so for us to have that as a resource is great and it's at a low cost. Whether it be a success story or maybe change it up for future videos or at least continue on. Or we all accept that it's going to be a general video for your agency.

Mallory Cyr: Specific to DH. If DH is paying for it, it's supposed to be for really DH. You know, what's our goal? What's -but, if it is, you know - how did it work for you Camille and Alaina. Did it work well?

Camille Vega: Camille Vega for the record. I'm learning as well. But once we figured out how to add the form to the Facebook site, it was amazing. Either as a way just to advertise and get your message and look at us, like, our page. Visit our website. But in my experience, working with social populations, sometimes picking up the phone and calling is a challenge, you know. But if you sit there and you're on your phone and you're scrolling and you can hit a button and all your information that you used to sign up for Facebook pre-populates on to the Form and you just hit okay. It's very passive and it was so easy for people to do. As far as finances, that's something that I kind of mentioned to Odalys. You know, it's not Facebook doesn't charge you for the amount of time. When we're using form, it doesn't charge you for how long you have the ad. It doesn't charge you for how many people that see your ad. What it charges you on the forms, is how many people actually fill out the forms. I want to say for us, it ended up being - gosh, I don't know. I want to say, like, maybe \$5 a person. So in Reno, I think we went through that within - I think we started, like, Tuesday and we spent it by Friday. For about 50 people. I want to say 47. I'll have to look at - I'm sorry, I don't have the exact numbers. I can email it. But when I've spoken, it sounded like Las Vegas they just had theirs up over the weekend and the funds went over the weekend. It was gone. So my only suggestion would be to be in those larger areas with a larger population, to have a little bit more funding. Because you're going to get more people that are going to click on that form. From the people that filled out the form.

Louise Helton: Louise Helton for the record. As the follow up question. In all that great response, did you get people who actually showed up and wanted to participate or did they just click and

Camille Vega: This is Camille Vega for the record. That's what I was going to say next. It was very successful. So of all the people that I got, I reached out to every single one and they were responsive. They answered the phone. You know, we had discussions. So it was successful.

No, it wasn't folks just clicking the button just because they wanted to click the button. Every single person that either called or emailed, were interested and had some way that they would have qualified for DH. Now at TMCC, we have them go through the college to career informational meeting, so we wanted to shuffle everybody through there first. But everybody was responsive. There was definitely an interest from everyone that clicked the form.

As far as TMCC, we loved it. I think it's a great tool for us. It just - and, you know, makes that audience a lot broader of who sees and hears about DH.

Louise Helton: Fabulous.

Tracy Guinn: Alaine, you want to talk about your experience?

Alaine Nye: Sure, Alaine Nye for the record. I think the Facebook thing was really great. I do agree with Mallory. Is that who that is? That if we get, the one video, the one board member to speak and do the video for us all. That would be helpful in just making sure that everything's the same.

But other than that, like, Facebook's been really great for our agency, because we are out in the rural. So for people to come to town and make the time and know that they can make an appointment and see a staff member is huge for us.

Camille Vega: This is Camille Vega for the record. I do agree with having one uniform video as well. There was somebody that saw the Facebook ad for TMCC, but they lived in Las Vegas and I think there was some confusion as the difference between the two programs. And

when I spoke with her, I swear it sounded like she was about ready to move to Reno to become a part of the DH with us. And so, I gave her all the info for Las Vegas. But I think having the uniform video would be really good. I like that idea as well, because then it's the same program. We're all uniform. So I agree.

Odalys Carmona: Mallory, can you share that person who contacted Las Vegas DH program please Camille.

Camille Vega: I believe I already did, but I will double check again.

Tracy Guinn: Do please.

Camille Vega: Okay.

Louise Helton: I'm so excited to hear all this. This is Louise for the record and I am just ecstatic that it's worked out so well and we really hit on something that's wonderful. And I have to say, in looking at all the videos, I love all the videos. I love them. You all did such an incredible job. I felt like I got to visit each one of your programs and it was very special to me.

Odalys Carmona: Madam Chair, this is Odalys, before the end of today's meeting, are we going to choose a board member that would like to be the spokesperson for all the centers?

Tracy Guinn: Absolutely. I think that our board member Denise Abbey would be excellent.

Mary Hausch: I do too.

Tracy Guinn: Okay, Ms. Abbey.

Odalys Carmona: This is Odalys Carmona for the record. Ms. Abbey then I would task you with writing your own script. That way you it comes from the heart. It comes from your own experience and then we can just plug in each of the centers. How does that sound, Madam Chair?

Tracy Guinn: I think it's excellent.

Mary Hausch: What does (Ms. Abbey) say.

Denise Abbey: For the record. Yes, my voice doesn't carry very far. Denise Abbey for the record.

I am honored to be asked this. I'm a little concerned because my mother's having health problems and my boyfriend's mother has stage 4 cancer and is in the hospital right now on a feeding tube. And I have a broken foot. So there's a lot of things in my life right now. But I'm honored. I'm concerned about the exact timeframe and I would like to get together with maybe Mary and Louise and kind of fine-tune a script also. Because of your history and your knowledge of it and the, you know, you've seen it from the very beginning. So those are my thoughts.

Louise Helton: Well Denise, let me assure you of one thing. This is Louise. The thing that worked out really well with all of the videos, is there's a consistent message that's scripted and that introduces the programs. And then it would just be a matter of you introducing your own story. So that way, you're not going to be overwhelmed with, you know, new words and rhyming it. When Odalys and I were looking at it, it was, like, this program the way that it was the standard message that was included in everyone's script was perfect. It just needed to have a little bit of introduction that would be really easy to, you know, to fix. You know, to use - to introduce the program. And then for you to do your part and then for us to just do a close. And for more information or to get help, here's all the information and, you know - because we need to keep it short. We don't need any more information. So just your story would be terrific and how and where that happened.

Camille Vega: What was the length?

Louise Helton: Under five minutes for the whole thing. So your part could be - even three minutes would be great.

Odalys Carmona: Madam Chair, Odalys Carmona for the record. Just as a reminder, we cannot be having phone calls between board members, the three of you. That would be breaking the open meeting law.

So what I will do is I will get the script that I kind of gave to each of the centers. We can discuss it at the December meeting. We can add to it there. But no talking back and forth please.

Louise Helton: No problem.

Tracy Guinn: Thank you Odalys for pointing that out. I appreciate that. So Denise, like our board member Louise had said, we just want your story and if we have to bring the show to you, we'll bring the show to you. Whatever it takes. But we'll discuss it further in December, okay? And we'll see where you're at then.

Louise Helton: You can talk to Mary, or Denise. Or you could talk to me. You just can't talk to all three of us at the same exact time.

Mary Hausch: And Denise, this is Mary. If you write something up, I'd be honored to read it for you and make any suggestions.

Denise Abbey: Thank you. Thank you. I do know very, very well what being a displaced homemaker is and how I've benefited enormously from the program and how it was a rippling effect and I ended up developing and being a founder and president of two organizations that even are because of the help that I got at TMCC. I'm honored. I haven't done a whole lot of speaking or things like that publicly in a while, but yes, I will go ahead and do it.

Action Item: The Committee decided to have Denise Abbey be the spokesperson for the compilation video. Odalys Carmona will have draft script for the December meeting for review.

Action Item: Denise Abbey will be the spokesperson for the video. Once script is approved by the Committee. Odalys Carmona will then schedule Ms. Abbey to meet with Jeffery Miller, CSN Videographer, to start the DH promotional video.

V. Suggested Agenda Items for Next Meeting..... Tracy Guinn

Tracy Guinn: So and we're kind of already getting to the suggested agenda items for next meeting which would be to discuss the law conference and really decide whether or not we're going to send somebody off to do that or whatever. And then the financial training, I realize that. And we'll also discuss our upcoming meetings, because we'll need to schedule into next year March, the June and so forth. So anybody else have some ideas?

Odalys Carmona: Madam Chair this is, Odalys Carmona for the record. I just want to reiterate the agenda items so I don't miss any.

Action Item: First of them will be scheduling the 2018 meeting. So that'll also be on our agenda for the date so that we can make sure that we confirm, reserve, and have everything ready for 2018.

Action Item: For December 2017, I have a public service announcement that will be a success story so start thinking about those.

Action Item: Contacting our county commissioners, drafting the letter, along with the county clerks.

Action Item: Holding an annual meeting with Center boards for our Board members to attend and introduce or re-introduce the program. I'll put that in the agenda meeting for December.

Another agenda item will be Bishop, California, whether we insert a letter in the brochure. And also discuss our DETR finance person invite them to the December meeting. Also discuss the two-day retreat. One would be to meet one-on-one with the centers to discuss the marketing plan and also discussing training. And also, at that time, you can also as the board discuss performance measures to be included for the 2019 grant year. Have I missed anything Madam Chair?

Tracy Guinn: No, I think you got it all. Thank you so much Odalys.

VI. Public Comment (*may be limited to 3 minutes per person at the discretion of the Chair*) Tracy Guinn

No one present for public comment.

Action Item: Denise Abbey will be the spokesperson for the video. Once script is approved by the Committee. Odalys Carmona will then schedule Ms. Abbey to meet with Jeffery Miller, CSN Videographer, to start the DH promotional video.

V. Suggested Agenda Items for Next Meeting..... Tracy Guinn

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Odalys Carmona: I just want to reiterate the agenda items so I don't miss any.

Action Item: Place on agenda 2018 meeting to confirm, reserve, and have everything ready for 2018.

Action Item: Place on agenda for December 2017, have a public service announcement that will be a success story. Each Center to start thinking about those.

Action Item: Place on agenda to contact our county commissioners, drafting the letter, along with the county clerks.

Action Item: Place on agenda Calendar date for Center boards' meeting for the DH Board members to attend and introduce or re-introduce the program.

Action Item. Place on agenda Bishop, California, Family Law Conference whether we insert a letter and the DH brochure in the attendee bags.

Action Item. Place on agenda when to schedule the DETR finance person invite them to the Face to Face

Action Item: Place on the agenda discuss the two-day retreat. One would be to meet one-on-one with the centers to discuss the marketing plan and also discussing training.

Action Item: Place on agenda to discuss performance measures to be included for the 2019 grant year.

Tracy Guinn: You got it all. Thank you so much Odalys.


VI. Public Comment (*may be limited to 3 minutes per person at the discretion of the Chair*) Tracy Guinn

No one present for public comment.

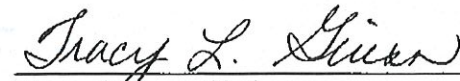
VII. * Adjournment..... Tracy Guinn

MOTION: Ms. Helton
FIRST: Ms. Abbey
SECOND: Tracy Guinn
All in Favor: None opposed
Meeting adjourned at 4:30 pm

Respectfully Submitted By:



Odalys Carmona
ESD Program Specialist II



Tracy Guinn – Chairperson
Board for the Education and Counseling of Displaced Homemakers