

2012 RAAH Youth PIT Count & Enumerations Procedure Guidance Sheet

This document is for those that would like to volunteer for the PIT Count. Please read all the information carefully, select a shift, and sign and return the applicable job description to monica.nyep@gmail.com by Wednesday at noon, January 25th.

What is a Point in Time Count?

Reno, like other communities in the U.S., has members of its population experiencing homelessness. Each year a point in time count is conducted to determine the number of people experiencing homelessness in a “snapshot” of time.

The [Federal Department of Housing and Urban Development](#) (HUD) mandates that the count be conducted one night during the last seven days of January. [RAAH](#) (Reno Area Alliance for the Homeless) coordinates the count with the Rural Nevada Continuum of Care (CoC) and the Clark County Continuum of Care to ensure an unduplicated count. Reno chose January 26th, 2012.

Point in time counts are important because they establish the dimensions of the problem of homelessness and help policymakers and program administrators track progress toward the goal of ending homelessness. Collecting data on homelessness and tracking progress can inform public opinion, increase public awareness, and attract resources that will lead to the eradication of the problem. If homeless youth are not included in local point-in-time counts, their needs could be under-represented as governments, nonprofits, and key stakeholders at the federal, state, and local level plan to respond to the problem.

The specific point in time count that we are conducting is specific to homeless youth who are between 18-24 years old. For this purpose, we have a separate location: Cal-Neva Nevadan Hotel. All homeless youth will be directed to this count during the 24 hour period. A few days prior to the event, outreach workers will go downtown and post and hand out event flyers to attract homeless youth and increase participation in the event.

The event will be held on the 2nd floor of the Cal Neva Nevadan Hotel at 133 N. Virginia Street and will run for 24 hours, with 4 shifts. Shifts:

- 1/25 12am-6am
- 1/26 6am-Noon
- 1/26 Noon-6pm
- 1/26 6pm-12pm

Both youth and adult volunteers are needed. Youth should be 18-24 unless escorted by an adult who will supervise them during the event.

Youth volunteers will conduct the surveys and act as enumerators

The Homeless Youth Point in Time Count will utilize youth volunteers to serve as “enumerators” to conduct the interviews. We believe it this approach increases the comfort

level of the homeless youth being interviewed and leads to more authentic responses. Prior to the count, all youth volunteers must participate in an informal training. Training includes:

- A review of Summary on Youth PIT Count and Enumerator Procedures
- A review of the Youth Version Training Tool
- A review of the Youth Volunteer Job Description
- Attend a 15 minute hands on training prior to the shift

The Youth Version Training Tool teaches the youth volunteers to how to understand what the questions mean, how to ask them, how to record the responses, and how to deal with refusals, incoherent answers, and other potential areas of confusion.

These interviews present an opportunity for us to learn about the homeless youth's recent shelter and service use patterns, his/her history of homelessness, and homeless youth subpopulation characteristics.

Youth volunteers, or enumerators, will be supported by on-site adult volunteers. Enumerators will be equipped with wallet-sized youth specific homeless services resource cards to distribute. Enumerators will also be equipped with clipboards, surveys/questionnaires, pens and incentives.

Unsheltered homeless youth will be incentivized to participate

Although every survey must deal with refusals to particular questions, the goal is to maximize participation in the full survey and, at the very least, collect enough information from each youth to determine an individual's homeless status and that they have been unduplicated in the count. Incentives and wallet-sized "We Care" resource cards will be given to homeless youth who complete interviews in an effort to increase participation.

How to use the survey instruments

Using the RAAH Point in Time Count Youth Version survey or interview, enumerators will ask all homeless youth if they had a place to live or a place they considered home and, if so, what type of place the "home" was. To avoid double counting, enumerators will also ask each youth attendee whether anyone else had asked them the same questions that day/night.

Because our community does not have access to reliable demographic, service use, and needs data on the unsheltered homeless youth population, interviews will be conducted as part of the enumeration. Interviews provide additional information about service use patterns, as well as disability and demographic information that can be used to better understand the needs of homeless youth and complete portions of the CoC application.

The survey is 9 questions long and the interview is 32 questions long. Ideally, the interviews should be brief – no longer than 15 to 20 minutes.

Both tools include screeners. Screeners are a series of questions designed to determine if a youth is homeless. Each youth counted will be screened to establish if they meet HUD's definition of homelessness, as well as any local variations on that definition. Screening is necessary since many homeless youth who use non-shelter homeless services and most people who use mainstream social services are not homeless.

Screeners will also be used to exclude homeless youth you do not want to interview (the interviewer can be instructed to stop the interview if the screener criteria are not fulfilled). Screeners include several questions that identify where a homeless youth is currently living (including different types of housing, institutional settings, and places not meant for human habitation) and how long they intend to stay there.

You will ask other interview questions that inquire about disabilities, domestic violence, substance abuse, or health-related issues to gather the information required for the Homeless Population and Subpopulation Chart in HUD's CoC application.

The interview will also offer an opportunity to estimate the number of unsheltered homeless youth who meet HUD's definition of chronic homelessness, which is a required element of the CoC application.

Duplication

An accurate estimate of the size of a homeless population relies greatly on conducting an unduplicated count; that is, making sure that each homeless youth has been counted ***once and only once***. If part of the population is missed, you will underestimate the size of the population; if some population members are counted more than once, you will overestimate the size of the population. In both situations you will misrepresent the characteristics of the homeless youth in your community.

Duplication is a major challenge with all homeless counts. Duplicate counting is especially likely to occur if homeless youth may have been counted at different locations. Although achieving a perfect unduplicated count is nearly impossible, you should eliminate, to the best of your ability, any unsheltered people counted or interviewed twice.

Please refer to the ***Youth Version Training Tool (the last document in this training PDF)*** for specific guidance on how to conduct the survey/interview and where to record information on the enumerations forms.

Go over the interview tool prior to the training. If you have any questions, please call Monica at 240-2195 or email her at monica.nyep@gmail.com.

When in doubt, ask for help

Each shift has a supervisor, identified on your job description, who understands the issues at the event, and you are encouraged to approach them with problems or questions as they arise. They can assist you in determining the best way to respond in difficult or uncomfortable situations.

Be punctual and responsible

Although you are volunteering your time, you are participating in the event as a reliable, trustworthy and contributing member of the team. Both your supervisor and the clients whom you serve rely on your punctuality and commitment to completing your service hours during the entire shift.

Call if you anticipate lateness or absence

Call 240-2195 if you are unable to come in or if you anticipate being late. Again, the event depends on your services and will be at a loss if you fail to come in as scheduled. Be mindful of event needs.

Respect the privacy of homeless youth

If you are privy to confidential information with regard to the homeless youth with whom you are working, i.e., interview answers, or personal stories, it is vital that you treat it as privileged information.

Be appropriate

You are in a work situation and are expected to treat your supervisor, co-volunteer(s) and clients with courtesy and kindness. Dress comfortably, neatly, and appropriately.

Regardless how others are acting it is important that you choose to act appropriate during the event. If you interview or interact with an attendee who is disrespectful or hostile to you, please ask an adult volunteer for help. Simply say, "excuse me for one minute, I'll be right back", get some help and go back and assist the homeless youth. If the situation is more challenging, ask an adult volunteer to actively assist.

If you cannot act appropriate during the event or are disruptive, creating a distraction from conducting interviews or event activities, you may be asked to leave.

Be Flexible

The level or the intensity of the activity at the event is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

What not to do

NEVER report to the event under the influence of drugs or alcohol.

NEVER give or loan a client money or personal belongings.

NEVER give a client your address or telephone number.

NEVER make promises or commitments to a client you cannot keep.

NEVER give a client a ride in a personal vehicle.

NEVER tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or co-volunteer(s).

Use common sense and conduct yourself in a professional manner at all times. The site has its own rules, policies, procedures, protocols and expectations for which you are responsible. Familiarize yourself with the expectations of the event. This will contribute to the success of your volunteer experience.

2012 Point in Time Count Event

Location	Cal Neva Nevadan Hotel, 133 N. Virginia Street	
Job Title	Youth Volunteer Job Description	
Reports to	Shift Supervisor (see who your shift supervisor is below)	
Please Select Shift	Time	
	<input type="checkbox"/>	Shift 1 - 1/25 12pm-6am (Shift Supervisor – Monica DuPea)
	<input type="checkbox"/>	Shift 2 - 1/26 6am-Noon (Shift Supervisor – Jeanine Moreland)
	<input type="checkbox"/>	Shift 3 - 1/26 Noon-4pm (Shift Supervisor – Cindy Ringer)
	<input type="checkbox"/>	Shift 4 - 1/26 4pm-Midnight (Shift Supervisor – Monica DuPea)
GENERAL DESCRIPTION		
<p>The main job of the Youth Volunteer is to conduct interviews with homeless youth, between 18-24 years old, at the Point in Time event during the assigned shift. The youth volunteer may be asked to help in other areas of the event such as handing out incentives, setting up food/drink distribution, keeping the venue neat, and loading and unloading event supplies before, during and after the event.</p>		
ESSENTIAL FUNCTIONS		
Shift 1 (1/25 12pm-6am)		
<ul style="list-style-type: none"> – Welcome event attendees. – Conduct interviews with homeless youth (event attendees). – Assists with the art table ensuring supplies are available and area is kept organized and neat. – Assists with giving out incentives to event attendees. – Assists with distributing food and drinks to event attendees. – Assist with keeping the venue space neat and organized. – Assists with loading, unloading and prepping event items and activities before and during the event. 		
Shift 2 (1/26 6am-Noon)		
<ul style="list-style-type: none"> – Welcome event attendees. – Conduct interviews with homeless youth (event attendees). – Assists with the art table ensuring supplies are available and area is kept organized and neat. – Assists with giving out incentives to event attendees. – Assists with distributing food and drinks to event attendees. – Assists with prepping event items and activities during the event. – Assist with keeping the venue space neat and organized. 		
Shift 3 (1/26 Noon-4pm)		
<ul style="list-style-type: none"> – Welcome event attendees. – Conduct interviews with homeless youth (event attendees). – Assists with the art table ensuring supplies are available and area is kept organized and neat. – Assists with giving out incentives to event attendees. – Assists with distributing food and drinks to event attendees. – Assists with prepping event items and activities during the event. – Assist with keeping the venue space neat and organized. 		
Shift 4 (1/26 4pm-Midnight)		

Location	Cal Neva Nevadan Hotel, 133 N. Virginia Street
Job Title	Youth Volunteer Job Description
Reports to	Shift Supervisor (see who your shift supervisor is below)
	<ul style="list-style-type: none"> - Welcome event attendees. - Conduct interviews with homeless youth (event attendees). - Assists with the art table ensuring supplies are available and area is kept organized and neat. - Assists with giving out incentives to event attendees. - Assists with distributing food and drinks to event attendees. - Assists with packing and loading event items after the event. - Assist with keeping the venue space neat and organized. - Assists with clean up after the event.
	<i>I have read the guidance sheet on the PIT event, understand the job description, and agree to do the job:</i>
	SIGNATURE:
	DATE:

2012 Point in Time Count Event

Location	Cal Neva Nevadan Hotel, 133 N. Virginia Street
Job Title	Adult Volunteer Job Description
Reports to	Shift Supervisor
Please Select Shift	Time <input type="checkbox"/> Shift 1 - 1/25 12pm-6am (Shift Supervisor – Monica DuPea) <input type="checkbox"/> Shift 2 - 1/26 6am-Noon (Shift Supervisor – Jeanine Moreland) <input type="checkbox"/> Shift 3 - 1/26 Noon-4pm (Shift Supervisor – Cindy Ringer) <input type="checkbox"/> Shift 4 - 1/26 4pm-Midnight (Shift Supervisor – Monica DuPea)

GENERAL DESCRIPTION

The main job of the Adult Volunteer is to provide monitoring and supervision of the event and support youth volunteers who will be conducting interviews with homeless youth, between 18-24 years old, at the Point in Time event. The adult volunteer will also help in other areas of the event, depending on their shift, such as welcoming youth, setting up the art table, guiding human traffic, handing out incentives, keeping the venue neat, set up and food/drink distribution and loading and unloading event supplies.

ESSENTIAL FUNCTIONS

Shift 1 (1/25 12pm-6am)

- Welcome other adult and youth volunteers and provide guidance if necessary during event.
- Loading, unloading and prepping event items and activities before the event.
- Prepare art table with supplies and ensure supplies are available and area is kept organized and neat during shift.
- Give out incentives to event attendees.
- Set up and distribute food and drinks to event attendees.
- Keep the venue neat and clean during shift.
- Ensure there are sufficient pens, clipboards and surveys or questionnaires for youth volunteers.

Shift 2 (1/26 6am-12pm)

- Welcome other adult and youth volunteers and provide guidance if necessary during shift.
- Ensure art table supplies are available and area is kept organized and neat during shift.
- Give out incentives to event attendees.
- Set up and distribute food and drinks to event attendees.
- Keep the venue neat and clean during shift.
- Ensure there are sufficient pens, clipboards and surveys or questionnaires for youth volunteers.

Shift 3 (1/26 12pm-6pm)

- Welcome other adult and youth volunteers and provide guidance if necessary during shift.
- Ensure art table supplies are available and area is kept organized and neat during shift.
- Give out incentives to event attendees.
- Set up and distribute food and drinks to event attendees.
- Keep the venue neat and clean during shift.
- Ensure there are sufficient pens, clipboards and surveys or questionnaires for youth volunteers.

Location	Cal Neva Nevadan Hotel, 133 N. Virginia Street
Job Title	Adult Volunteer Job Description
Reports to	Shift Supervisor
Shift 4 (1/26 6pm-Midnight)	
<ul style="list-style-type: none"> - Welcome other adult and youth volunteers and provide guidance if necessary during shift. - Ensure art table supplies are available and area is kept organized and neat during shift. - Give out incentives to event attendees. - Set up and distribute food and drinks to event attendees. - Ensure there are sufficient pens, clipboards and surveys or questionnaires for youth volunteers. - Assists with packing and loading event items after the event. - Assist with keeping the venue space neat and organized. - Assists with clean up after the event. - Breakdown any used venue items and return them as they were found. 	
I AGREE TO DO THE JOB: (SIGN)	

**Reno Area Alliance for the Homeless
2012 Point in Time Count
Youth Version**

Training Tool

What you say to youth about the interview:

"We're working with the service providers of Washoe County to serve you better. We're interested in knowing more about the problems you encounter on a daily basis and your thoughts about services and programs available to you. You are being asked to participate because you have been identified as a homeless youth in Washoe County, Nevada.

I want you to know that we will not tell anyone your name and your answers will remain confidential, meaning nobody will know how you personally answered these questions.

Your participation is completely up to you. Some of the questions are personal so if at any point you feel uncomfortable answering a question, you may skip it or end the interview altogether. The survey should take about 10-15 minutes of your time. If you refuse to answer a question, we will skip it.

The end results of this survey will be used to help meet the needs of homeless youth in Washoe County. They might also be used to help researchers and decision makers better understand youth homelessness.

Do you understand the things I've just said? Can I answer any questions about what's going to happen for you?"

(Screener Question 1) Have you been surveyed before? Yes No

If yes, ask if they completed a survey today. If so, stop the interview and thank them for their time.

(Screener Question 2) Where did you sleep last night?

- A)** In a hotel/motel Name _____
- B)** In a shelter Name _____
- C)** Transitional housing
- D)** Jail/Hospital/Institution
- E)** Foster home
- F)** Your own residence
- G)** In a house or apartment with other young people
- H)** On the street/outdoors/park/river
- I)** On a roof/in a garage/attic/basement/storage structure
- J)** A place in a house not a bedroom (kitchen, couch)
- K)** In a friend's house or family member's house on a temporary basis
- L)** Sharing a living space with another family
- M)** Car/van/camper
- N)** Abandoned building
- O)** Other _____

If any highlighted options were selected, thank them for their time and end the survey.

You may ask the questions aloud, except where indicated. Or, you may show the homeless youth the question and allow them to point out their answer on the form, or say the corresponding letter or number to you so you can record it on the form.

Questionnaire:

- Q_1:** Respondent gender: A) Male B) Female C) Transgendered
Q_2: Interviewer gender: A) Male B) Female
Q_3: Language: A) English B) Spanish C) Other (specify)

A) Demographics

Q_4: What race are you? (Select one)

- A) White/Caucasian
B) Black/African American
C) Hispanic/Latin American
D) Alaska Native/Native American
E) Asian/Pacific Islander
F) Other _____
G) No answer

There are many ways to find out if someone has a disabling condition. If you know how to ask, go ahead. If you need more suggestions to get to the answers, try these:

Have you ever received, or are you currently receiving treatment or services for any of the conditions below:

- Severe mental illness
- Chronic drug abuse
- HIV/AIDS related illnesses
- Chronic alcohol abuse
- Tuberculosis
- Other physical condition
- Not applicable, haven't received any services

Are you aware of any physical illness/disabilities that you have?

Are you aware of any mental illness that you have?

Do you have a disabling condition?

What type of disabling condition do you have?

- Physical
- HIV/AIDS
- Mental health
- Drug or alcohol addiction
- Other

The goal is to determine if the homeless youth has a disabling condition. You may use others ways to ask the question as described above.

Q_5: Disabling conditions include physical/medical disabilities, mental health illness, developmental delay, HIV/AIDS, and/or substance abuse. Do you have a disabling condition? Yes No

Q_6: Have you ever been prescribed medication for depression or anxiety? Yes No

Q_7: Have you ever served in the military? Yes No

If yes, from what year _____ to what year _____

What was the nature of your discharge: _____

We must also determine whether a youth is chronically homeless. You must ask about the length of time the homeless youth has been continuously homeless, how many times the homeless youth has been homeless in the past three years, and whether the homeless youth has a disabling condition (which you did above).

Write the number of times the youth estimates they have slept in the following places for the last three years in the column next to the place.

Q_8: In the last three (3) years, how many different times have you stayed in the following locations?

A) In a hotel/motel	
B) In a shelter	
C) Transitional housing	
D) Jail/Hospital/Institution	
E) Foster home	
F) Your own residence	
G) In a house or apartment with other young people	
H) On the street/outdoors/park/river	
I) On a roof/in a garage/attic/basement/storage structure	
J) A place in a house not a bedroom (kitchen, couch)	
K) In a friend's house or family member's house on a temporary basis	
L) Sharing a living space with another family	
M) Car/van/camper	
N) Abandoned building	
O) Other	

Q_9: As of today, have you stayed in G-N (above list) locations for at least 12 months in a row?

Yes No If yes, were you able to stay in a motel or double up with a friend or family at any time in the last 12 months? Yes No

The above 9 questions is considered "The Survey". Youth are encouraged to complete "The Questionnaire" which would include answering the remaining 23 questions. We really want youth to participate in the whole interview.

If you think the homeless youth would feel more comfortable reading the question to themselves then providing you with the answer to record, you may do that. You may also read the question to them and allow them to record the answer. Be sure to check that an answer was recorded.

Q_10: Are you currently employed or do you have a legal source of income?

Yes No If yes, where/doing what: _____

Q_11: What is the highest grade you have completed? _____

Q_12: Have you gotten or tried to get help with your education while on the streets?

- A) Yes, now Which agency? _____
- B) Yes, in the past Which agency? _____
- C) No
- D) No Answer

Q_13. Would you be interested in receiving educational services if they were available to you?

- A) Yes
- B) No
- E) Don't Know
- F) No Answer

Q_14: Do you have any children living with you?

- A) Yes
- B) No

B) Residential History

Q_15: Where do your parents live? City _____ State: _____ ___Don't know

Q_16: How long have you been in Washoe County (Reno/Sparks)?

- A) Less than 1 year
- B) 1-3 years
- C) 4-6 years
- D) More than 6 years

Q_17: Have you ever been or are you currently in foster care? ___Yes ___No

Q_18: Why did you leave your parents/legal guardian? **[DO NOT READ RESPONSE CHOICES]**

- A) Physical Abuse
- B) Sexual Abuse
- C) Mental Abuse
- D) Kicked Out
- E) Wanted to Make it on My Own
- F) Seeking Thrills
- G) Other _____
- H) Don't Know
- I) No Answer

Notes: _____

C) Health (Remind interviewee that all answers remain anonymous)

Q_19: Have you been to the Emergency Room (ER) in the last 12 months?

- A) Yes (For what reason? _____)
- B) No

Q_20: Do you currently have health insurance coverage?

- A) Yes
- B) No

Q_21: Has there been a time that you needed health care, dental care or medications/medicine and could not get it?

- A) Yes
- B) No

Q_22: Why didn't you get the care you needed? (Select One)

- A) No money
- B) No medical insurance
- C) No transportation
- D) Never tried
- E) Don't know where to go
- F) Denied Services Why? _____

Q_23: Please indicate if used in the past 30 days.

	Yes	No
Marijuana		
Meth/Speed		
Cocaine		
Crack		
Acid/LCD		
Mushrooms		
Heroin (Injected)		
Heroin (Other)		
Pills		
Inhalants		
Ecstasy		
Alcohol		
*		
*		

You may show the homeless youth this section and allow them to mark all that apply.

Q_24: Have you ever had (been diagnosed with) any of the following conditions? (Select all that apply)

- ADD/ADHD
- Tuberculosis
- HIV/AIDS
- Hepatitis (any type)
- Sexually transmitted disease
- Diabetes
- Asthma
- Heart problems
- High blood pressure
- Cancer (any type)
- Pneumonia and influenza
- Alcoholism/Drug Abuse
- Learning disability
- Depression
- Other mental illness
- Other _____

Q_25: On average, how many meals do you have per day?

- A) 0 meals
- B) 1 meal
- C) 2 meals
- D) 3 meals
- E) More than 3 meals
- F) No answer

Q_26: How and where do you get food? _____

D) Legal and Safety Issues

If a homeless youth answers "yes" to this question, allow them to write in the crime themselves to avoid having to verbalize it for others to hear.

Q_27: Have you been the victim of a crime while on the streets?

- A) Yes-- What crimes? _____
- B) No
- C) Don't Know
- D) No answer

If a homeless youth answers "yes" to this question, allow them to write in the crime themselves to avoid having to verbalize it for others to hear.

Q_28: Have you committed a crime in exchange for food or shelter while on the street?

- A) Yes
- B) No
- C) Don't Know
- D) No answer

Q_29: Are you part of a crew or team?

- A) Yes
- B) No

E) Additional Information

You may allow the homeless youth to check the box next to the services they desire and would use if available. This is done to save time. You may also read each answer and mark the corresponding box.

Q_31: Which of the following services would you use if they were available and affordable?

Emergency Shelter	<input type="checkbox"/>	Transitional Housing	<input type="checkbox"/>
Homeless Services Center	<input type="checkbox"/>	Drop-in Shelter	<input type="checkbox"/>
Job Training/Job Placement	<input type="checkbox"/>	Food/clothing banks	<input type="checkbox"/>
Affordable long-term housing	<input type="checkbox"/>	Addiction Detox and/or Rehab Program-Inpatient	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	Addiction Detox and/or Rehab Program-Outpatient	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	Showers	<input type="checkbox"/>
Laundromat	<input type="checkbox"/>	Counseling - Individual	<input type="checkbox"/>
Counseling – Marriage and Family	<input type="checkbox"/>	Recreation facilities	<input type="checkbox"/>
Assistance to complete high school/GED	<input type="checkbox"/>	Assistance to attend college	<input type="checkbox"/>
Religious or faith-based services	<input type="checkbox"/>	Group counseling/group support	<input type="checkbox"/>
Free entertainment/leisure activities	<input type="checkbox"/>	Mentoring	<input type="checkbox"/>

Legal services	<input type="checkbox"/>	English-speaking classes	<input type="checkbox"/>
Other:	<input type="checkbox"/>	Other:	<input type="checkbox"/>

You may allow the homeless youth to check the applicable space next to the services they have used, haven't used, never heard of or turned away from. This is done to save time. You may also read each answer and mark

Q_32: Which of the following agencies or organizations do you know about and/or have you used?

Service Agency	Have Used	Haven't Used	Never Heard Of	Turned Away
Children's Cabinet				
Nevada Youth Empowerment Project (NYEP)				
Westcare				
Catholic Charities				
Project Solution				
Pathfinders Ministries				
Safe Place				
Planned Parenthood				
Big Brothers Big Sisters				
Boys and Girls Club				
Community Services Agency				
Nevada Hispanic Services				
Northern Nevada HOPES				
Quest Counseling				
Washoe County School District				
Project RESTART				
Volunteers of America (VOA)				
Food Bank of Northern Nevada				
Washoe County Health Clinic				
Renown Hospital (ER, Urgent Care, Clinic)				
Headstart or Early Head Start				
Nevada Urban Indians				
STEP 2				
Bristlecone				
HAWC Clinic				
JobConnect				
Mojave Mental Health				
Washoe Legal Services				
Medicaid				
SNAP/Food Stamps/WIC				