

Applicant Name: United Way of Southern Nevada/ 2-1-1 Statewide Coalition

**Timeline
FORM 2**

Goal #1: Promote statewide 2-1-1 program in Nevada			
Objective A: Develop a business plan for a statewide 2-1-1 program			
Activities	Evaluation Measures	Begin Date	End Date
Hire Statewide 2-1-1 coordinator Identify cost of developing and implementing 2-1-1 in Nevada Identify potential funding sources Develop implementation timeline and operations plan Develop marketing plan	Coordinator hired Business plan drafted Business plan reviewed by 2-1-1 coalition members Business plan finalized	July 2004	June 2005
Assess existing I&R centers capabilities and technical needs	Study completed	Oct 2004	Mar 2005
Objective B: Develop support and endorsement of 2-1-1 concept statewide			
Activities	Evaluation Measures	Begin Date	End Date
Recruit additional coalition members statewide Establish working relationship with PUC	Memorandum of support signed by 50 partners Obtain PUC approval for 2-1-1	July 2004	June 2006
Review legislation passed in other states and determine need for supporting legislation in Nevada Coordinate efforts to develop, expand and share database information	Review of other states' legislation completed Bill draft request if needed	July 2004	June 2006

EXHIBIT E1 Disabilities Document consists of 2 pages.

- Entire document provided.
- Due to size limitations, pages _____ provided. A copy of the complete document is available through the Research Library (775/684-6827) or e-mail library@lcb.state.nv.us.

Meeting Date 3/29/04

Goal 2: Promote quality and consistency of 2-1-1 assistance to person with disabilities			
Objective A: Develop quality assurance plan for 2-1-1 System			
Activities	Evaluation Measures	Begin Date	End Date
Create standardized criteria for certification of regional 2-1-1 call centers Develop training curriculum for call centers	Quality Assurance Plan Drafted	July 2005	January 2006
	Quality Assurance Plan reviewed and finalized with 2-1-1 Coalition members	March 2006	June 2006
	Curriculum developed	March 2006	June 2006
Develop technical assistance system for call centers Develop monitoring system to ensure accuracy and completeness of information	System Developed	July 2005	January 2006
	Monitoring System Developed	March 2006	June 2006