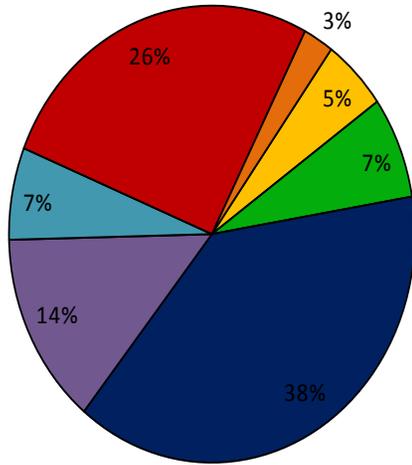


**DCFS Client Referrals
by Agency & Region**



- Governor's Office 5% ■ DHHS 7%
- State Oversight 38% ■ Rural 14%
- Washoe 7% ■ Clark 26%
- Out of State 3%



**THE SYSTEMS ADVOCATE UNIT:
TO RESPOND AND TO ENSURE PROPER SER-
VICES ARE PROVIDED BY DCFS**

**Statewide Child Abuse and Neglect Hotline:
1-800-992-5757**

For more information on the Systems Advocate Unit,
please contact Chrystal C. Main at:

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

Telephone: (775) 684-4453
Facsimile: (775) 684-4457
Email: cmain@dcfs.nv.gov

Please visit the DCFS web site at:
<http://www.dcfg.state.nv.us/>



Nevada Systems Advocate Unit



**Division of
Child & Family Services**



The **Systems Advocate Unit** was established to help the Department of Health & Human Services (DHHS) and the Division of Child and Family Services (DCFS) resolve concerns about the protection of children who are receiving services from DCFS and support progress towards better outcomes.

The **Systems Advocate Unit** also performs the duties of the agency Hearing Officer and has the responsibility to make a fair hearing process available to DCFS service providers and stakeholders. In this role, the Hearing Officer is an impartial fact-finder for DCFS. The hearing officer is an individual who has not been directly involved in the investigation or initial determination of the action in question.

The **Systems Advocate Unit** leads as the key point of contact for legislative tracking, planning and coordination between DCFS, DHHS, the Budget Division, and the Legislature with regard to bills tracked, bill analysis and testimony. In this role, the Systems Advocate Unit rallies support for the legislative process and ensures that DCFS is well represented during legislative sessions.

"Setting an example is not the main means of influencing another, it is the only means"

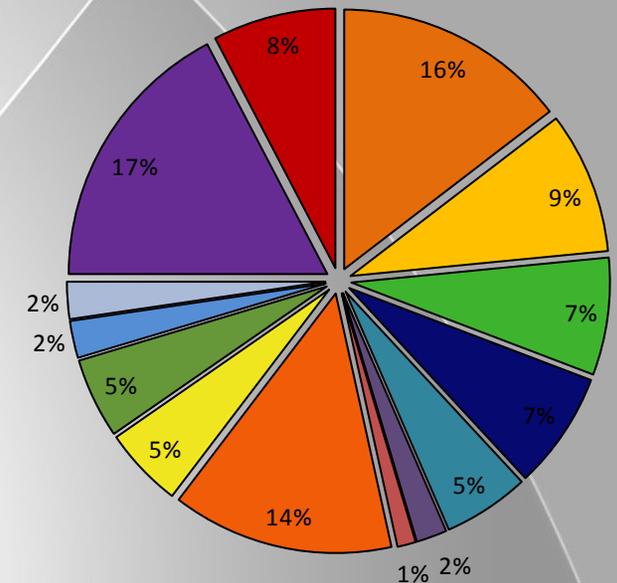
- Albert Einstein

The **purpose of the Systems Advocate Unit** is to respond to inquiries and complaints from consumers, service providers, elected officials, stakeholders and interested citizens to ensure that proper services are provided by DCFS.

The Systems Advocate Unit is for anyone seeking information and/or referrals on:

- Adoption
- Adoption Subsidy
- Child Abuse or Neglect
- Child Protective Services investigations
- Foster Care Licensing
- Foster Care payments
- Interstate Compact on the Placement of Children
- Reunification/termination of parental rights and permanency
- Service Array/Provider concerns

DCFS Client Inquiries SFY12



- Abuse/Neglect 16%
- Adoption 9%
- Background/History Check/CANs Registry 7%
- Child Care Licensing 7%
- Child Custody 5%
- Children's Mental Health 2%
- Child Support 1%
- Complaints 14%
- Employment Opportunities 5%
- Foster Care 5%
- Juvenile Justice Services 2%
- Legal Inquiries 2%
- Miscellaneous 17%
- Other Agency Assistance 8%

