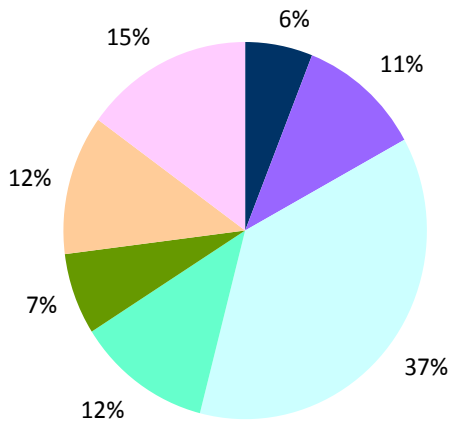


DCFS Client Referrals  
by Agency & Region  
SFY14



- Governor Complaints
- DHHS
- State Oversight
- Rural Region
- Washoe County
- Clark County
- Out of State

Source: Data Reported by Systems Advocate SFY 2014



THE SYSTEMS ADVOCATE UNIT  
TO RESPOND AND TO ENSURE PROPER  
SERVICES ARE PROVIDED BY DCFS

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

For more information on the Systems Advocate  
Unit, please contact Karla Navarro at:

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

Telephone: (775) 684-4453

Facsimile: (775) 684-4455

Email: [systems.advocate@dcfs.nv.gov](mailto:systems.advocate@dcfs.nv.gov)

Please visit the DCFS web site at:

<http://www.dcfs.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.

*"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

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.



## DCFS Client Inquiries SFY14

