



WASHOE COUNTY

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CM/ACM _____
Finance _____
DA _____
Risk Mgt N/A
HR _____
Other N/A

STAFF REPORT

BOARD MEETING DATE: July 14, 2015

DATE: July 8, 2015

TO: Board of County Commissioners

FROM: Kevin Schiller, Assistant County Manager
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THROUGH: John Slaughter, County Manager
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SUBJECT: Presentation regarding the Community Assistance Center including an overview of services and possible direction to staff. (All Commission Districts.)

SUMMARY

The Community Assistance Center (CAC) provides an array of services to children, adults, and families in need through a regional funding collaboration between Washoe County, City of Reno, and City of Sparks. The collaboration includes both financial and in-kind contributions. CAC policy and oversight is handled by the Community Assistance Center Transitional Governing Board with primary operations being provided by Volunteers of America pursuant to a contract with the City of Reno. Below is an overview of services provided by the CAC including funding history.

County priority/goals: Safe, secure and healthy communities.

PREVIOUS ACTION

On October 28, 2014, the Board of County Commissioners received an update on the Community Assistance Center to include approval of a request from the City of Reno for an additional \$90,000 to fund the winter overflow shelter, and acknowledged a presentation on the Crossroads program by the Department of Social Services.

On June 17, 2014, the Board of Commissioners approved the Interlocal Agreement for Operation of the Community Assistance Center between the City of Reno, City of Sparks, and the County effective upon execution through June 30, 2015. Washoe County's share of the cost to support the Community Assistance Center was \$1,234,426 in cash and approximately \$252,964 in-kind support for fiscal year 2014-2015.

On June 11, 2013, the Board of Commissioners approved the Cooperative Agreement for Services related to the Operations of the Homeless Community Assistance Center between the County, City of Reno, and the City of Sparks for the County's portion for fiscal year 2013-2014. Washoe County's share of the cost to support the Community Assistance Center was \$1,205,537 in cash and approximately \$280,086 in-kind support.

On July 10, 2012, the Board of Commissioners approved Amendment #6 to the Cooperative Agreement related to the operation of the Community Assistance Center between the County, City of Reno, and the City of Sparks. Washoe County's share of the cost to support the Community Assistance Center for fiscal year 2012-2013 was \$1,138,267.

On December 13, 2011, the Board of Commissioners approved Amendment #5 to the Cooperative Agreement related to the Operation of the Community Assistance Center between the County, City of Reno and City of Sparks. Washoe County's share of the cost to support the Community Assistance Center for fiscal year 2011-2012 was approved at \$1,174,581.

On November 8, 2011, the Board of Commissioners received an update regarding the current request for proposal (RFP) for operation of the Community Assistance Center and action taken by the Transitional Governing Board.

On August 23, 2011, the Board of Commissioners took action to reject all bids for operation of the Community Assistance Center, extended the Amended Cooperative Agreement between the City of Reno, the City of Sparks, and Washoe County through January 2012 (Amendment #4), and appointed one member and one alternate member to the Transitional Governing Board.

On August 9, 2011, the Board of Commissioners received an update on the Community Assistance Center including timeline and proposed process.

On June 28, 2011, the Board of Commissioners deferred the award of RFP #2774-11 for the operation and management of the Community Assistance Shelter. The Board requested that staff return to the Board for possible direction regarding the shelter services. The Board further approved an amended Cooperative Agreement with the City of Reno and City of Sparks for the extension of the current Agreement for the provision of homeless services at the Community Assistance Center for a period of sixty (60) days.

On May 10, 2011, the Board of Commissioners approved the referral of Community Assistance Center policymaking and oversight to the Shared Service Elected Officials Committee (SSEOC).

On June 23, 2009, the Board of Commissioners approved an Interlocal Agreement Amendment with the City of Reno, and City of Sparks for the operation and provision of homeless services at the Community Assistance Center located at 315 Record Street in the amount of \$709,096 in cash and \$219,380 in-kind support (total \$928,476) for the County's portion, for Fiscal Year 2009-10.

On September 16, 2008, the Board of Commissioners approved an Interlocal Agreement with the City of Reno for the operation and provision of homeless services at the Community Assistance Center located at 315 Record Street in the amount of \$1,035,000 in cash and in-kind support for the County's portion, for Fiscal Year 2008-09.

On August 18, 2008, at the Joint Meeting the Board of County Commissioners, Reno City Council and the Sparks City Council approved the City of Reno as the lead entity for the operation of the Community Assistance Center, and directed staff to establish an Interlocal Agreement that would be effective through Jun 20, 2009.

On June 17, 2008, the Board of Commissioners directed the County Manager and staff to work together with the managers and staff of the City of Reno and the City of Sparks to develop recommendations regarding the operation of the Record Street site, for presentation at the next Joint Meeting on August 18, 2008.

On March 11, 2008, the Board of Commissioners directed staff to work with the City of Reno, the City of Sparks and other affected entities to identify a long-term funding strategy and to identify roles and responsibilities regarding contracting, oversight, and implementation of shelter operations.

On August 14, 2007, the Board of Commissioners approved funding support for the construction of the Family Shelter Building in the amount of \$1,200,000 to be paid over four years beginning in July of 2008, in increments of \$300,000 per year to be provided to the City of Reno.

On July 7, 2007, the Board of Commissioners discussed future funding of homeless shelter construction and operations costs, and provided direction for staff to bring before the Board of Commissioners an action item requested by the City of Reno for a commitment of construction costs for the Family Shelter Building in the amount of \$1,200,000, to be paid over four years beginning in July of 2008.

On February 5, 2007, at the Joint Meeting the City of Reno, the City of Sparks and Washoe County together adopt Housing for All: A Plan to End Homelessness as the community's approach to ending homelessness and directed staff to take the steps necessary for implementation.

BACKGROUND

The Community Assistance Center provides a vast array of services to children, adults, and families in need through a regional funding collaboration between the City of Reno, City of Sparks, and Washoe County to include both financial and in-kind contributions with primary operations being provided by Volunteers of America pursuant to a contract with the City of Reno. Washoe County provides 5 FTE positions to support case management and service provision to the population at the center. Community Assistance Center Services include:

Family Shelter The Family Shelter provides shelter for up to 21 homeless families and 6 pregnant women or women with an infant.

Men's Shelter The Men's Shelter is a short-term emergency shelter for adult men. Approximately 158 men can be sheltered nightly in this facility. An additional 66 individuals can utilize the day room during inclement weather.

Women's Shelter The Women's Shelter is a short-term emergency shelter for adult women. Approximately 50 women can be sheltered in this facility.

Washoe County Department of Social Services The Department provides an array of social services to support the spectrum of the population including children, families, adults, and seniors. This includes 5 full time case management staff who are on site at the Community Assistance Center. This includes ongoing resource management and utilization of the Crossroads program for placement and corresponding services. The collaborative efforts have led to an average length of stay of approximately 45 days supporting the goal from a Federal funding level to shift away from shelter care to long term supportive housing.

Triage Center The Community Triage Center in Reno provides safe, medically-supervised detoxification services to those seeking treatment for substance abuse, as well as crisis stabilization services for persons with mental health issues. This facility is currently operated by Westcare Nevada, Inc.

Clothing Assistance Good Shepherd's Clothes Closet- Good Shepherd's Clothes Closet in partnership with Catholic Charities provides clothing free of charge to those in need in our community. Clothing is obtained through a voucher system. Vouchers can be obtained at most social service agencies in the community.

HAWC Outreach Medical Clinic HAWC Outreach provides free medical care for individuals and families experiencing homelessness.

ReStart Inc. ReStart programs include psychiatric services, medication management, case management and psychosocial rehabilitation. In addition, ReStart operates housing programs for individuals and families who are chronically homeless.

Tom Vetica Resource Center The Tom Vetica Resource Center provides free services to individuals experiencing homelessness poverty. Services provided include but are not limited to: telephone use with free long distance; voicemail service; receiving mail; computer with internet access; fax; copying; and information and referrals. This facility is currently operated by ReStart, Inc.

Washoe County School District Re-Engagement Center The Re-engagement Center provides comprehensive services to youth who live in the shelter, as well as youth in the surrounding area. The Center works to get students who are out of school back into school, as well as improve the attendance of poor achieving students. This program will be vacating effective September 30, 2015 due to loss of programmatic funding.

Outreach Services Numerous other organizations utilize the Tom Vetica Resource Center classrooms to conduct outreach to homeless and at-risk households. Outreach is conducted regularly by the VA Healthcare for Homeless Veterans Program, the Food Bank of Northern Nevada SNAP Outreach, Disability Action Advocates, and Alcoholics Anonymous. Organizations providing services that benefit low income populations are welcome to conduct outreach in the Center. Catholic Charities provides free lunch for all clients and supports case management with WestCare and clients within the Community Assistance Center.

The Interlocal Cooperative Agreement for the operation of the CAC was put into place shortly following the completion of the construction of the Center in 2008. The overall purpose of the agreement was to provide a framework for the operations of the Center that both conformed to the needs of our local jurisdictions as well as meeting the requirements of our federal funders. Over the course of the last several years, there have been changes in this contract that are reflective of changes in federal regulations.

This agreement specifies the roles and responsibilities of each of the three jurisdictions (City of Reno, City of Sparks, and Washoe County) and outlines each jurisdiction's contributions, both monetary and in-kind in support of the Center. The agreement allows the jurisdictions to review and audit any functions or operations of the Center and allows for direct participation in the governance of the Center. Pursuant to Board action on June 17, 2014 the County funds the

Community Assistance Center pursuant to the Interlocal Agreement in the budgeted amount of \$1,234,426 in cash and approximately \$252,964 in-kind support.

In the prior fiscal year for July 1, 2014 through June 30, 2015 the Community Assistance Center served over 2,300 individuals, the following is a highlight of the sub populations:

7/1/14-6/30/15	Total Number of Unique People Served					
	Total	Age 55-61	Age 62+	Age 18-24	Age 0-17	Veterans
Men	1,719	313	234	76	-	302
Women	498	70	44	45	-	9
Families	147	2	-	20	187	-

The current total operating budget for fiscal year 2015-2016 for the Community Assistance Center is \$1,903,415, with the City of Reno providing \$710,205, the City of Sparks providing \$111,840, and Washoe County providing \$1,274,846 in addition to a significant increase in-kind contributions for a total of 5 FTE positions at the amount of \$525,000 to support services across the spectrum of care from the shelter to Crossroads and other social services programming.

An ongoing challenge is the need for overflow capacity. Historically, the community opens a Winter Overflow Shelter to accommodate individuals when the Volunteers of America shelters are full. This shelter normally operates November 1- March 31, and houses up to 100 people. This past fiscal year Washoe County supported this with an additional \$48,000 in funding.

The City of Reno has funded and opened a Summer Overflow on June 26, 2015 which has a capacity of 100 people at a cost of an additional \$24,098 per month. It is anticipated that additional funding will be necessary within the first quarter of the fiscal year. A potential option would be to utilize existing Community Assistance Center funding which currently has a projected fund balance of approximately \$193,000 above the current required operational costs.

In an effort to continually improve services, Washoe County Department of Social Services and the City of Reno continue to work collaboratively on maximizing resources and services to support the indigent population.

RECOMMENDATION

Acknowledge the presentation regarding the Community Assistance Center including an overview of services and provide possible direction to staff.

POSSIBLE MOTION

Should the Board approve, a possible motion would be: Move to “Acknowledge the presentation regarding the Community Assistance Center including an overview of services and provide possible direction to staff.”