Cares Campus Priorities

- Staffing & Training
- Safety & Security
- Capacity Management
- Partnership Development
Cares Campus Updates

- Women’s Dorm (capacity = 85)
- ModPods
- Overflow Opened – currently 52 beds
- Covid-19 Surge
- Preparing for Construction
- Campus Partnership/Volunteer Development
- Recruitment Efforts
Cares Campus - Safe Camp

Exits From Safe Camp

Successful Exits (Permanent Housing) = 58%
Cares Campus - Safe Camp
ModPods

- 36 Modpods have arrived (total ordered 52)
- Assembly started Feb 2
- Once all assembled, participants will move back to temp location
Cares Campus – Overflow
## Cares Campus – Jon DeCarmine Recommendations

<table>
<thead>
<tr>
<th>Not Started</th>
<th>Improvement Needed</th>
<th>In Process</th>
<th>Operational</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing: Implement a strong housing focus</td>
<td>Training: Establish baseline trainings</td>
<td>Staffing: Four staff per 100 beds (each shift)</td>
<td>Staffing: Establish Smaller Zones</td>
</tr>
<tr>
<td>Housing: Length of stay policy</td>
<td>Training: Clarify employee expectations</td>
<td>Staffing: Appropriate case management caseload</td>
<td></td>
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<tr>
<td>Diversion: Implement diversion at every entry</td>
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<td>Diversion: Flexible funds for diversion</td>
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<tr>
<td>Staffing: Overhaul case management process</td>
<td></td>
<td>Implement project performance measures</td>
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</tbody>
</table>
Cares Campus – Staffing

Staffing Levels

- VOA Staff: 40 (74% filled)
- Karma Box Staff: 0 (100% vacant)
- Allied Staff: 5 (67% filled)
- Washoe County: 29 (10% filled)

Filled • Vacant
Cares Campus – Emergency Shelter

Cares Campus Average Clients by Gender

- **Average of Cares Campus Single Men**
- **Average of Cares Campus Single Women**
- **Average of Cares Campus Couples Men**
- **Average of Cares Campus Couples Women**
Cares Campus – Emergency Shelter

Exits From Cares Campus

- **Successful Exits**: (Permanent Housing) = 5.6%

### Data

<table>
<thead>
<tr>
<th>Date</th>
<th>Successful Exits</th>
<th>Unsuccessful Exits/Data Not Collected</th>
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<tbody>
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<td>6/1/2021</td>
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<td>7/1/2021</td>
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</table>
Homeless Services Update

www.washoecounty.gov/homelessness/
How We Serve

We address each client’s situation by providing trauma informed care, getting to know their past, and developing a unique plan for each individual.

VOA conducts intake to determine where a client is coming from, and Case Managers work with each individual to develop a plan, connect them to services, and guide them out of homelessness.

In addition to finding housing solutions, VOA Case Managers help clients with ID services, filling out applications, transportation, and much more.
Contributing Factors to Homelessness

We identify several different factors that contribute to a person’s homelessness situation, including:

- Chronic Health Conditions
- Physical Disabilities
- Developmental Disabilities
- Mental Health Disorders
- Substance Abuse

VOA Case Managers take all of these factors into consideration when helping an individual, which is why it is so necessary for our Case Managers to develop a unique plan for each individual.
Nevada Cares Campus Staffing

The chart displays the staffing levels at Nevada Cares Campus from July 2021 to December 2021. The desired staffing level is indicated by a horizontal line at 106. The actual number of active employees fluctuates throughout the period, with some months showing a decrease from the desired level and others showing an increase. New hires and terminated employees are represented by the orange and teal lines, respectively, but their significance in the staffing level changes is not immediately clear from the chart alone.
Wage Increases

We’ve increased the starting wage for VOA Support Staff from $13.25 in early 2021 to the current rate of $17 (or $19 for overnight staff).

Staff Bonuses

Within the last year, VOA staff at the Nevada Cares Campus received 3 different bonuses.

Job and Career Fairs

In the past year, we’ve attended career fairs with UNR, Washoe County, Better Business Bureau, DETR, and more.
Staff Training and Development

VOA staff at the Nevada Cares Campus receive a comprehensive training to ensure that they’re equipped to best serve our clients. Amongst other things, the training includes:

- Communicable Disease Awareness Training (COVID)
- VOA Code of Ethics, Policies, and Procedures
- De-Escalation
- Shelter Rules and Sit-Out Times
- Mental Health Crisis
- Professional Boundaries
- Incident Reports and Shift Notes
- Safety Issues, such as evacuation and emergency preparedness
- CPR and First Aid

The staff training also allows new hires to shadow an existing staff member and provides an opportunity for new hires to meet with a supervisor to identify additional training needs.
Added Values

VOA strives to create additional benefits and services to best serve our clients. Some of these things include:

- holiday gifts for every person at the Cares Campus
- an on-campus library that is regularly restocked
- Animal services, including vaccines and food for pets (about 32 animals were served in 2021)
- Suggestion boxes around campus and a Participant Advisory Board so that our clients’ needs are heard

Recently, VOA partnered with the Reno Housing Authority to provide our clients with housing vouchers.

VOA’s Reno Works program also re-started in December 2021.
Reno Works

Reno Works is a workforce development partnership program between VOA and the City of Reno. The program was created in 2015 to offer homeless individuals a way to recover by addressing employment, as well as social and emotional issues.

The current class of 8 began the program in December 2021 and will graduate in February 2022.
RTC Grant

Through grant funding from RTC, VOA purchased a wheelchair accessible van to increase transportation options for our clients.

The grant covers all related expenses, including the purchase of the van, gas, maintenance, van wrap, and the employment of a driver.

This partnership is designed to offset and alleviate work from RTC while also allowing VOA to better serve our clients’ transportation needs.

The van will follow a set route to include stops at locations such as the Community Assistance Center, DMV, Northern NV HOPES, Community Health Alliance, Social Security and Welfare offices, and more.
THANK YOU

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