

CHAB 2.7.22

Cares Campus Update





Cares Campus Priorities



STAFFING &
TRAINING



SAFETY &
SECURITY



CAPACITY
MANAGEMENT



PARTNERSHIP
DEVELOPMENT



Cares Campus Updates

Women's Dorm (capacity = 85)

ModPods

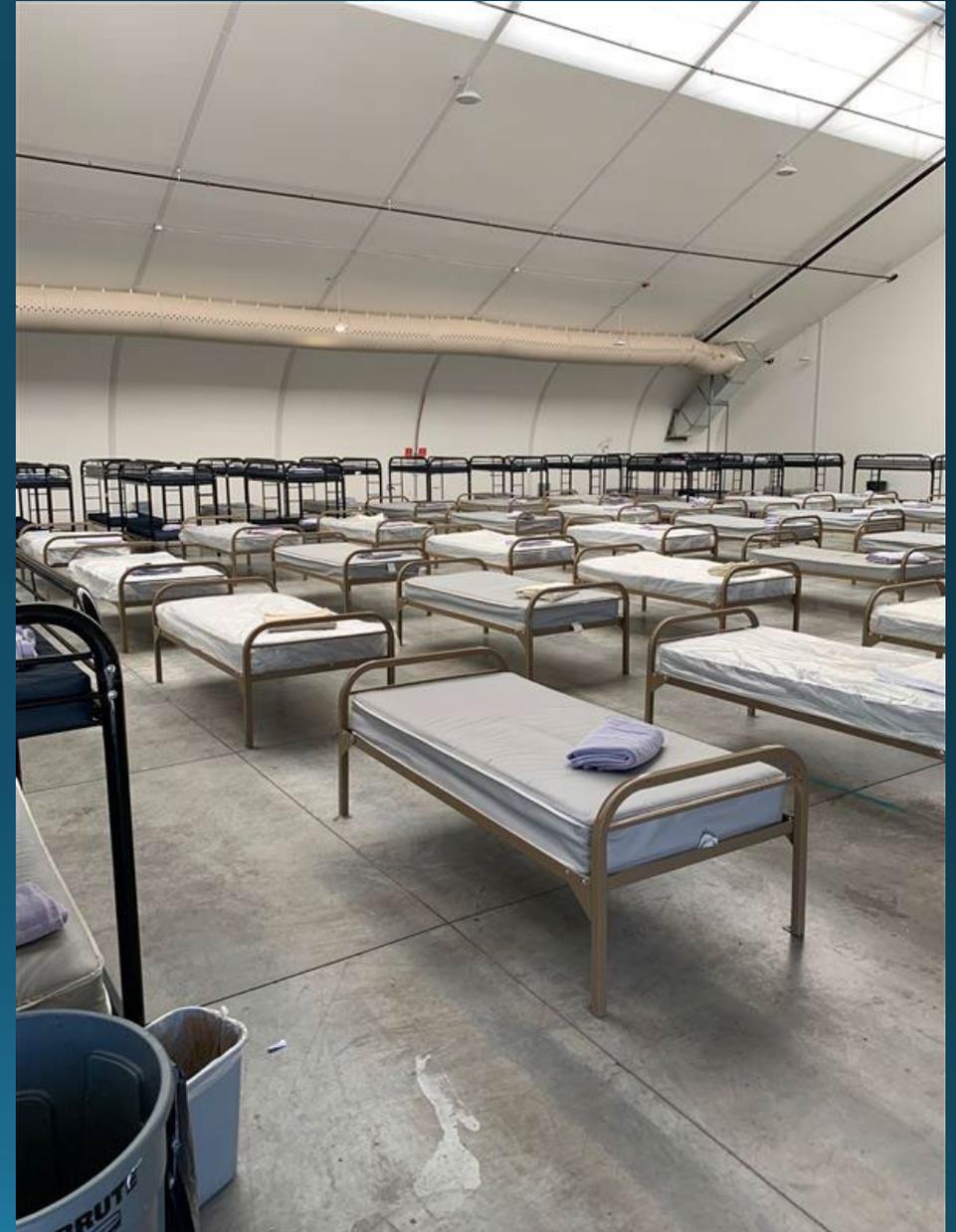
Overflow Opened – currently 52 beds

Covid-19 Surge

Preparing for Construction

Campus Partnership/Volunteer Development

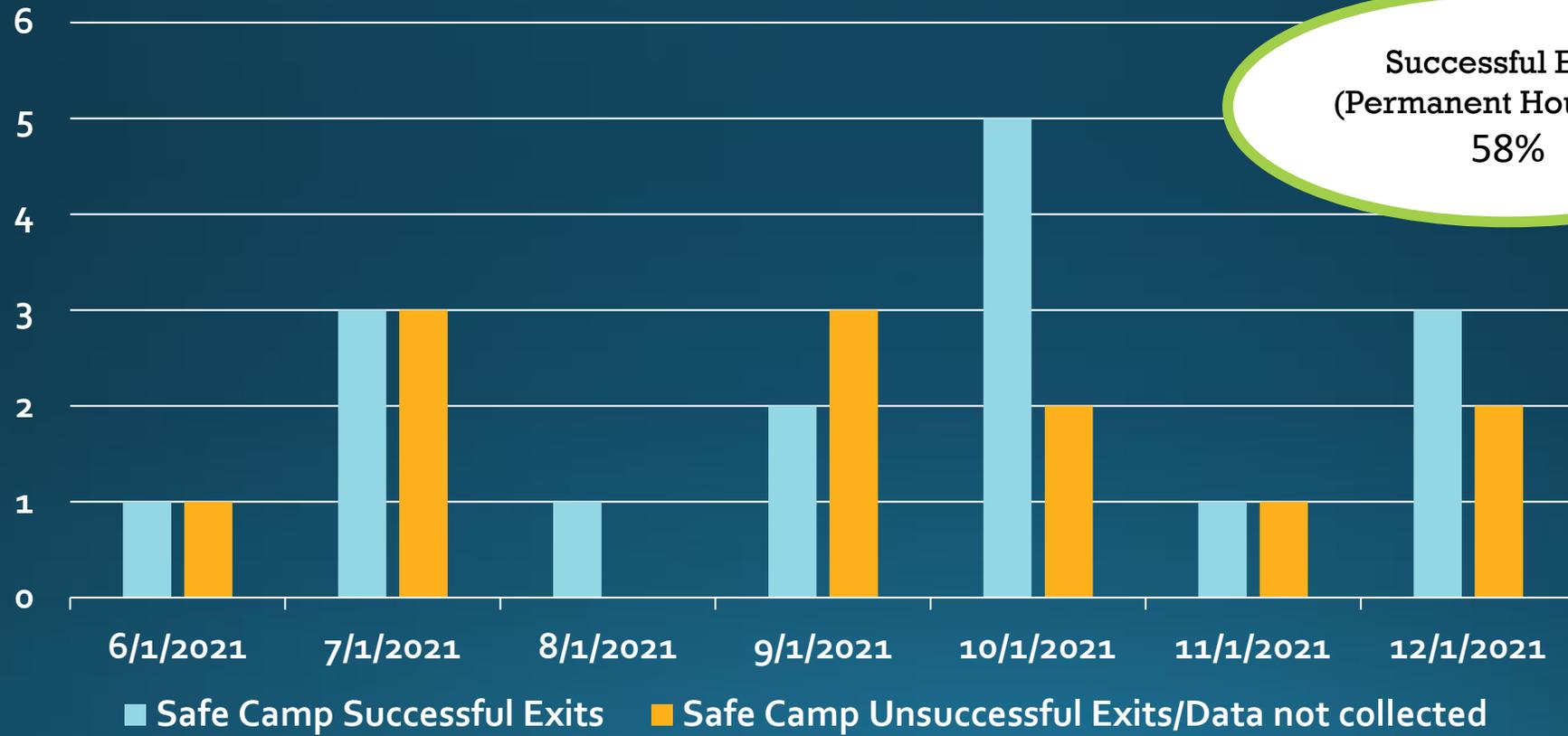
Recruitment Efforts





Cares Campus - Safe Camp

Exits From Safe Camp



Successful Exits
(Permanent Housing)=
58%



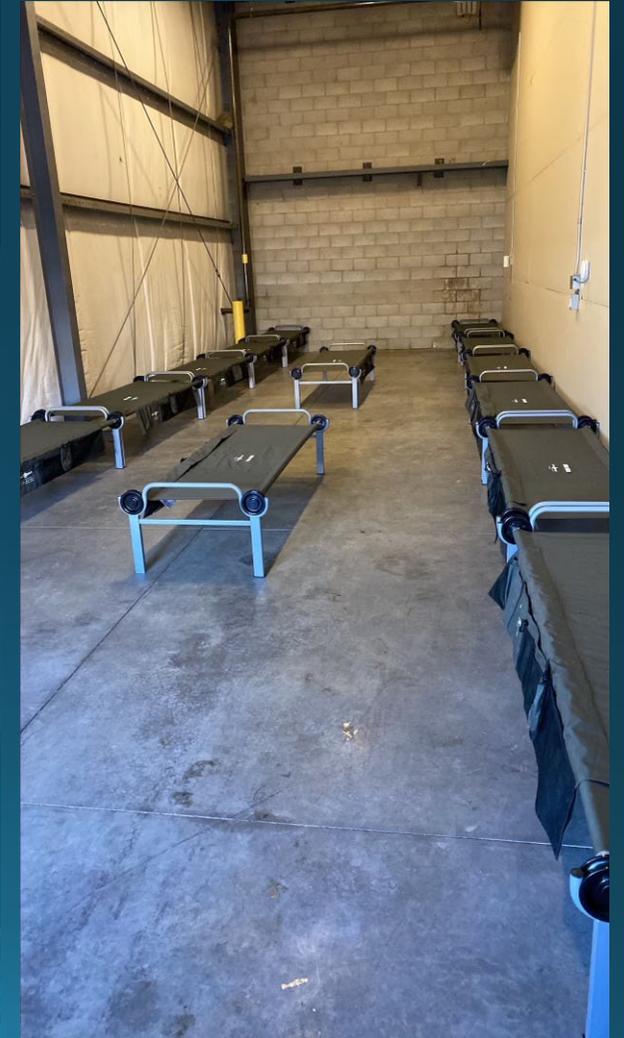
Cares Campus - Safe Camp ModPods

- 36 Modpods have arrived
(total ordered 52)
- Assembly started Feb 2
- Once all assembled, participants
will move back to temp location





Cares Campus – Overflow





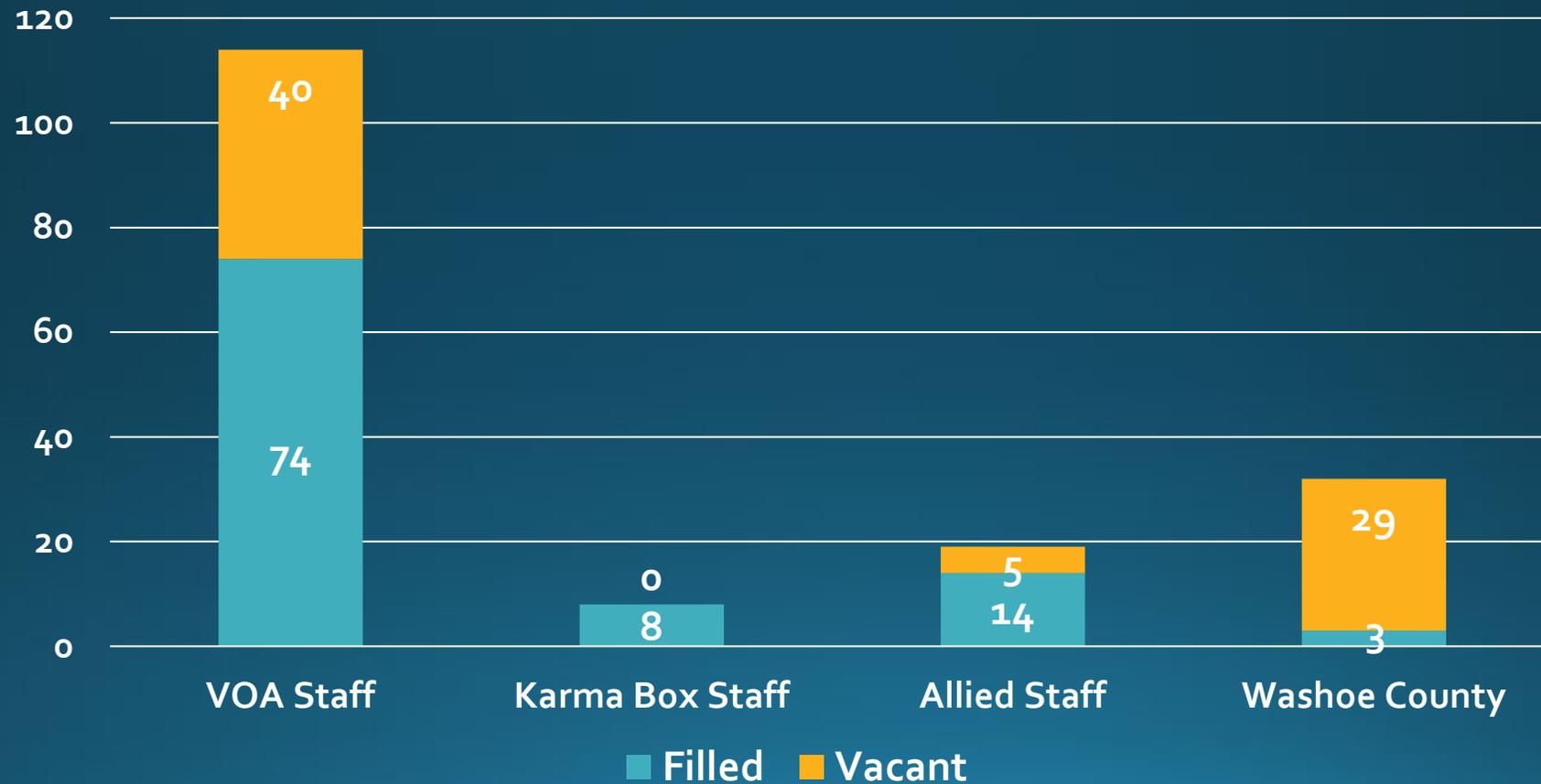
Cares Campus – Jon DeCarmine Recommendations

Not Started	Improvement Needed	In Process	Operational
<p data-bbox="410 532 817 672">Housing: Implement a strong housing focus</p> <p data-bbox="410 691 817 831">Housing: Length of stay policy</p> <p data-bbox="410 849 817 989">Diversion: Implement diversion at every entry</p> <p data-bbox="410 1008 817 1148">Staffing: Overhaul case management process</p>	<p data-bbox="886 532 1294 672">Training: Establish baseline trainings</p> <p data-bbox="886 691 1294 831">Training: Clarify employee expectations</p>	<p data-bbox="1352 532 1760 672">Staffing: Four staff per 100 beds (each shift)</p> <p data-bbox="1352 691 1760 831">Staffing: Appropriate case management caseload</p> <p data-bbox="1352 849 1760 989">Diversion: Flexible funds for diversion</p> <p data-bbox="1352 1008 1760 1148">Implement project performance measures</p> <p data-bbox="1352 1166 1760 1306">Establish Smaller Zones</p>	



Cares Campus – Staffing

Staffing Levels





Cares Campus – Emergency Shelter

Unduplicated Clients Served



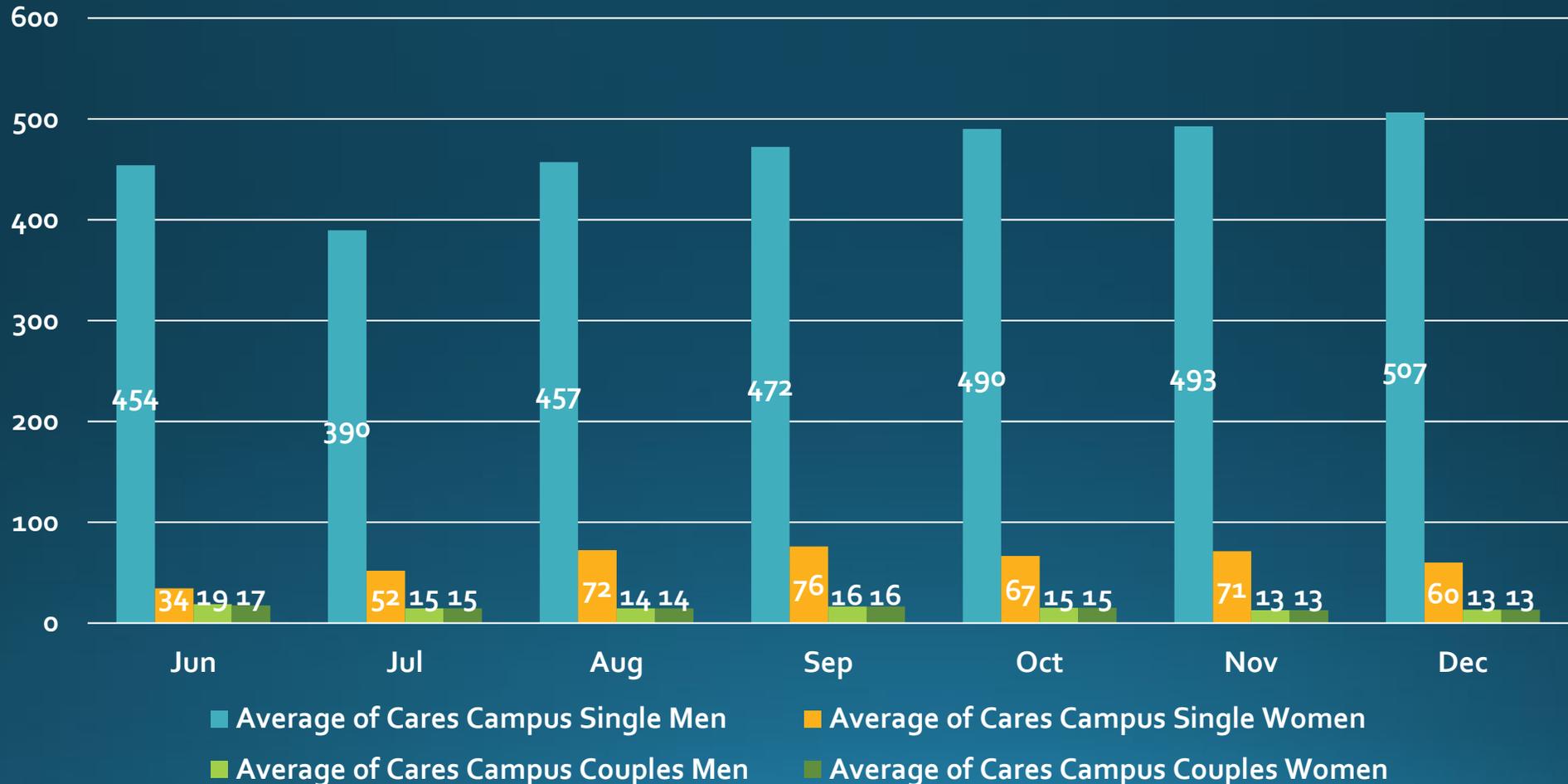
Bed Nights





Cares Campus – Emergency Shelter

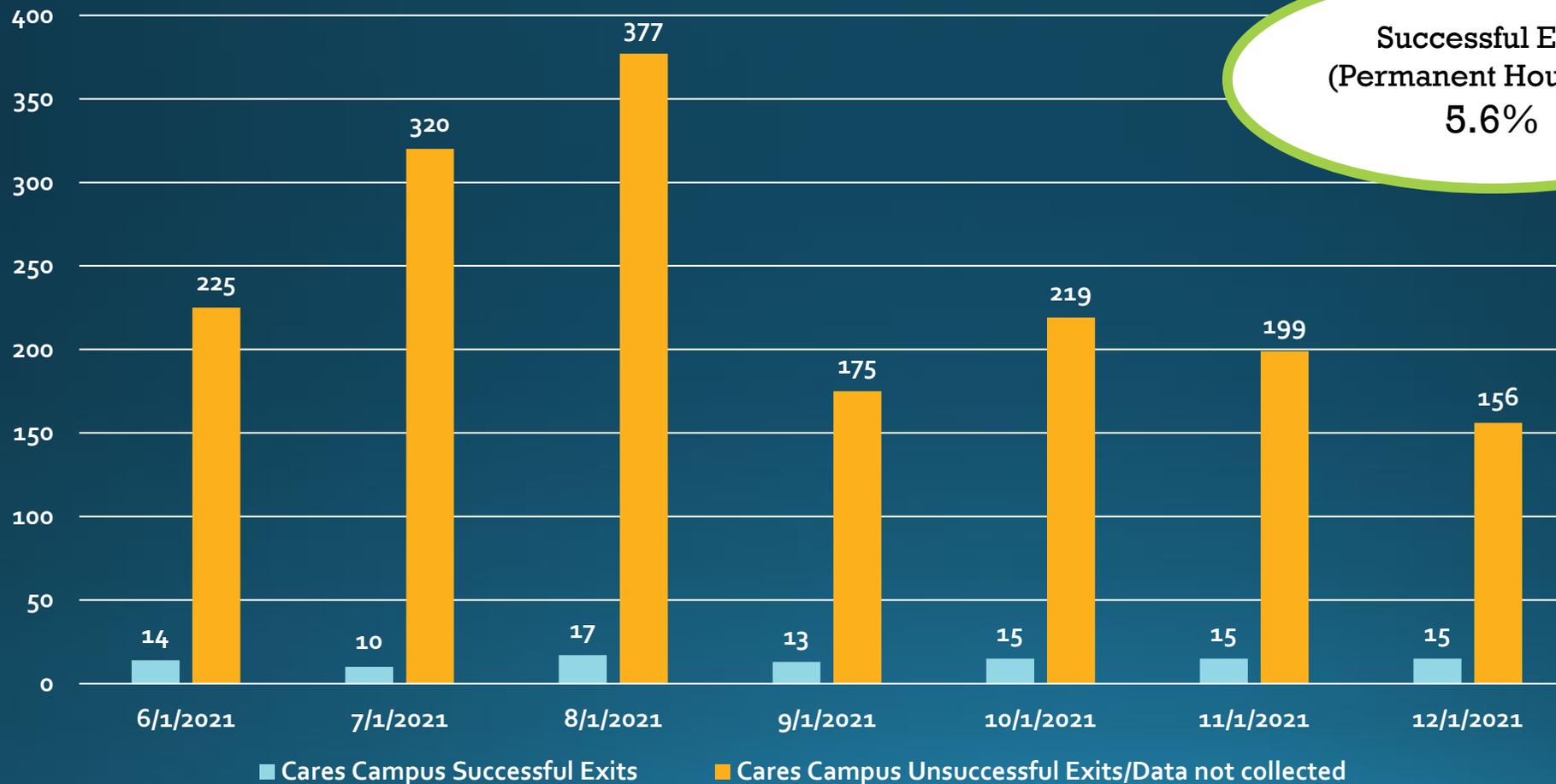
Cares Campus Average Clients by Gender





Cares Campus – Emergency Shelter

Exits From Cares Campus



Successful Exits
(Permanent Housing)=
5.6%



Homeless Services Update

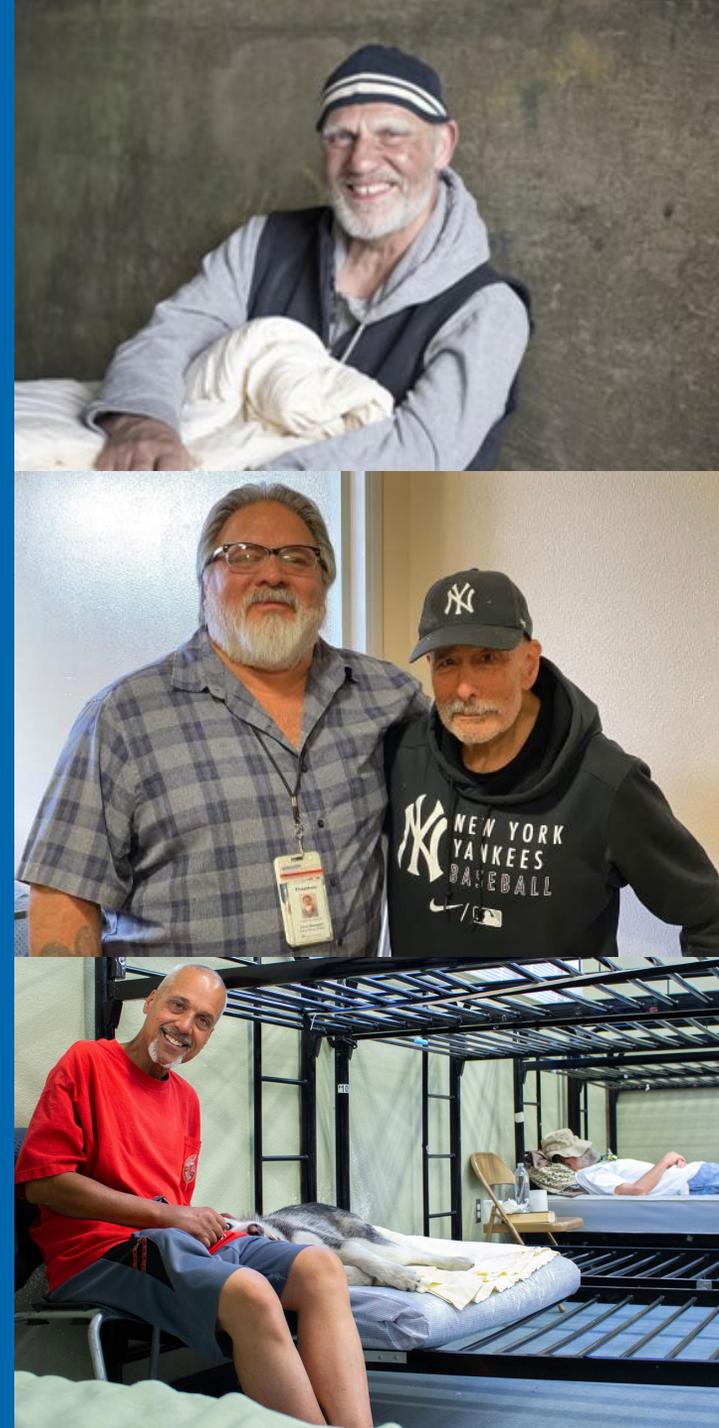
www.washoecounty.gov/homelessness/

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

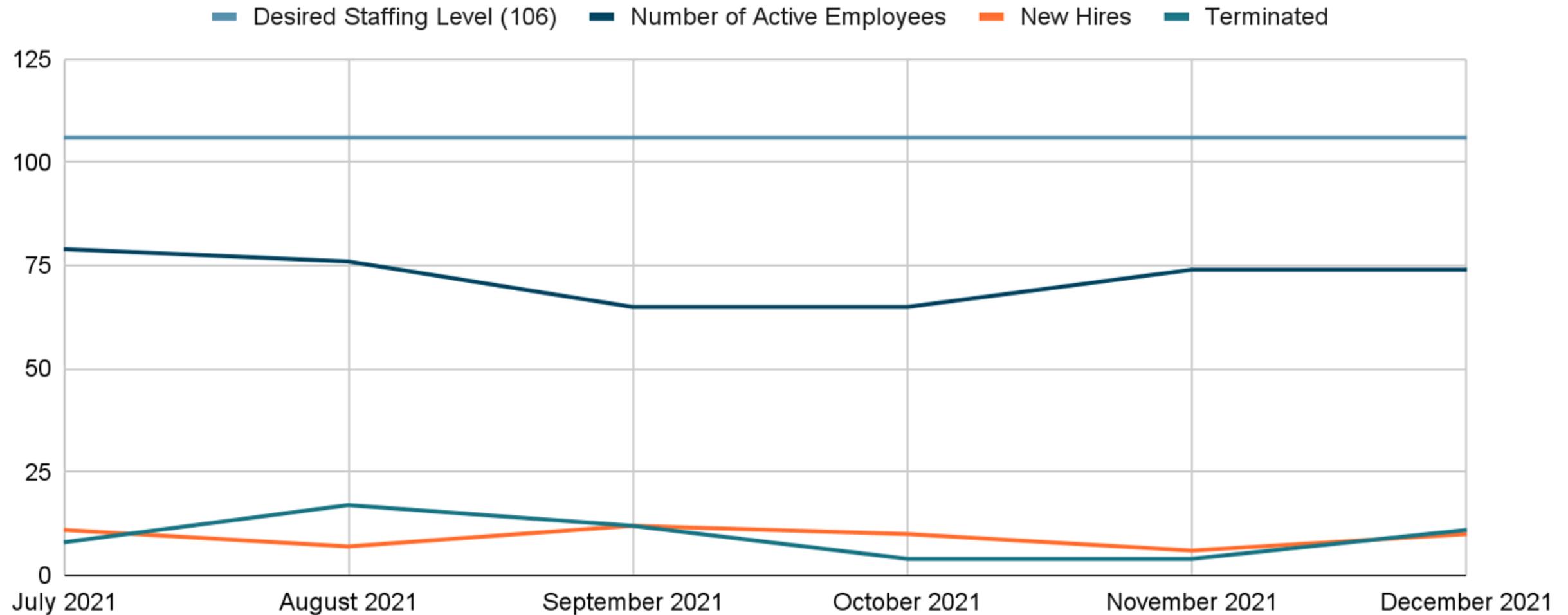
We identify several different factors that contribute to a person's homelessness situation, including:

- 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

Nevada Cares Campus Staffing



Staff Recruitment



Job and Career Fairs

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



Staff Bonuses

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



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 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.



Departure Times	8:00	11:00	2:00	Pick Ups 3:30
Monday	Community Assistance Center	Community Assistance Center	Reno Housing Authority	Community Assistance Center Reno Housing Authority
Tuesday	DMV	DMV Pick-Ups Social Security	Medical Appts.	Medical Appts Social Security
Wednesday	Washoe County Records	Washoe County Records Medical Appts.	Medical Appts.	Washoe County Reno Municipal Court Medical Appts.
Thursday	No. Nevada Hopes	No. Nevada Hopes	Job Connect	Job Connect No. Nevada Hopes
Friday	Division of Welfare and Supportive Services	Division of Welfare and Supportive Services	Division of Welfare and Supportive Services	Community Health Alliance Welfare and Social Service Reno Behavioral Health
Saturday	DMV Community Assistance Center	Pick-Ups DMV Community Assistance Center	Community Assistance Center DMV	Pick Ups Community Assistance Center DMV

THANK YOU

Leo McFarland
President/CEO
lmcfarland@voa-ncnn.org

Patrick Cashell
Regional Director
pcashell@voa-ncnn.org



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