

**COMMUNITY HOMELESSNESS ADVISORY BOARD  
WASHOE COUNTY, NEVADA**

MONDAY

9:00 A.M.

FEBRUARY 7, 2022

PRESENT:

**Alexis Hill, Chair**  
**Ed Lawson, Vice Chair**  
**Neoma Jardon, Member (via telephone)**  
**Devon Reese, Member**  
**Kristopher Dahir, Member**

**Janis Galassini, County Clerk**  
**Herbert Kaplan, Deputy District Attorney**

ABSENT:

**Bob Lucey, Member**

The Community Homelessness Advisory Board convened at 9:00 a.m. in the Washoe County Commission Chambers of the Washoe County Administration Complex, 1001 East Ninth Street, Reno, Nevada. Following the Pledge of Allegiance to the flag of our Country, County Clerk Jan Galassini called roll and the Board conducted the following business:

**22-010C**      **AGENDA ITEM 3** Public Comment.

Mr. Alfonso Surles spoke about his enjoyable experience living at the Cares Campus. He said his counselor was a very good person. He noted he now lived at The Village on Sage Street. He indicated everyone at The Village had been good to him and he enjoyed his time living there during the past five months.

**22-011C**      **AGENDA ITEM 4** Approval of minutes of the January 3, 2022 meeting.

There was no response to the call for public comment.

On motion by Member Reese, seconded by Vice Chair Lawson, which motion duly carried on a 5-0 vote with Member Lucey absent, it was ordered that Agenda Item 4 be approved.

**22-012C**      **AGENDA ITEM 5** City of Reno Rental Assistance Portal presentation. Monica Cochran, City of Reno.

City of Reno Housing Manager Monica Cochran conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. She reviewed slides with the following titles: Rental/Deposit Assistance Program; Available Assistance; Assistance Provided; How to Apply; Training Opportunity; and Questions.

Ms. Cochran indicated she had staff who helped people that had difficulties navigating the system and finding housing, but that was on a case-by-case basis. She outlined some requirements and limitations which were prescribed by the funding sources. She noted the assistance provided by the program increased significantly in the past year. She observed the funds disbursed in quarter one of 2020 increased by 55 percent and by 200 percent in quarter two. She indicated that applications for assistance went into a pipeline to be processed. She said the processing time used to be two weeks, but she was short one staff person, and demand had increased, so the process currently took approximately one month. She stated checks disbursed by Wednesday would be issued to a landlord by the following Friday once a request for assistance was approved. She noted a promissory note would be issued to the landlord for some emergency cases.

Member Dahir asked whether the programs would apply to all areas of Washoe County. Ms. Cochran replied two of the three funding sources could be used in the City of Reno, and the third funding source could be used in the City of Sparks and the unincorporated areas of Washoe County. She believed the Reno Housing Authority (RHA) was administering the Emergency Rental Assistance Program (ERAP) funds for the City of Sparks and they would also receive State funds. She said a large percentage of the first allocation was awarded to the RHA to administer, but the second round was kept in-house for the City of Reno to administer.

Member Dahir asked whether enough housing was available or whether the money was available, but the housing was not. Ms. Cochran replied lack of housing was a concern, but this was not a housing placement program, it was for people who had housing. She acknowledged that individuals in a certain demographic were more difficult to place into housing but offering creative options such as landlord bonuses and triple deposits helped. Member Dahir thanked Ms. Cochran for the educational opportunity; he believed getting community members involved and demonstrating resources was an important component.

Member Reese expressed concern for individuals who did not have consistent phone and internet access. He asked about alternative options that could make it easier for individuals to access resources. He understood that auditing requirements, information tracking, and federal requirements had to be balanced with the fact that some individuals needed more assistance. He observed that layers of complexity when a person was navigating systems could become a deterrent. He noted that a person who was trying to access the program may also be actively seeking other social services, so they would need to provide information multiple times for various agencies. He asked about options to reduce barriers to accessing services. Ms. Cochran thought providing the human aspect helped, reiterating she had staff members who met with people to help fill out applications and work through some of those barriers. She mentioned she had a staff member who went to the Community Court and helped people complete the application. She believed human contact, paper applications, and allowing people to work directly with a staff member reduced barriers. She said staff was available to work with caseworkers from different organizations.

Member Reese observed the Community Court program provided only one venue and some advocates were not officially aligned with a non-profit organization. He asked for clarification of whether funds were exhausted on an annual basis in a typical year or whether more funds needed to be reallocated. Ms. Cochran replied that to date, funds had not been exhausted. She noted her initial projection when the first allocation of ERAP funds was received had been that the funds would last approximately three years but based on the increased demand the current projection was that funds would be exhausted by September. She mentioned the Treasury was recapturing funds from jurisdictions that had not used them and she would be requesting more funds. She stated the Emergency Solutions Grant and the Affordable Housing Trust Funds were yearly allocations that had different requirements so they lasted longer.

Chair Hill asked for clarification of the one-month pipeline for application processing. Ms. Cochran replied the one-month lead time was for applications to start being processed. She expected to hire one more staff person in the following weeks and hoped to cut the wait time to three weeks. Chair Hill asked about the processing of paper applications. Ms. Cochran said the applications would be processed on a first come first served basis whether they were submitted online or on paper. Chair Hill asked whether individuals could get assistance quickly if they needed help from a staff member. Ms. Cochran said yes and noted that promissory notes could be issued in cases when someone was going to get locked out.

**22-013C**      **AGENDA ITEM 6** Board update on Our Place. Amber Howell, Washoe County.

Human Services Agency Director Amber Howell conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. She reviewed slides with the following titles: Washoe County Our Place Update; Campus Map; Timeline; OUR Home (Women); OUR Place to Shine Boutique; Pet Statistics; Family Shelter Statistics; Women's Shelter Statistics (4 slides); Successful Exits Statistics; HOPE Home (Women); OUR Place Home 1, 2, & 3 (Families); OUR Place Home 4 (Families & Maternity); OUR Place Home 6 (Women); OUR Place Early Learning Center; and Questions.

Ms. Howell mentioned Our Place (OP) had acquired two additional homes; the family and maternity home provided ten additional family rooms and the risk reduction home provided 36 additional beds. She reviewed the OP timeline including the opening of the two additional homes, 20 additional mental health beds, and a boutique called Our Place to Shine. She mentioned that Our Home for women was an off-site place for women who had no other place to go and would have made OP their forever home, so they needed alternative housing with continued mental health services and case management. The pilot program opened 15 to 20 beds at OP and provided a more long-term housing option.

Ms. Howell said the OP boutique started with one plastic bin in a storage room, but many OP guests arrived with nothing and needed clothing for job interviews, their children, and self-esteem purposes. A Reno Initiative for Shelter and Equality

employee operated the OP boutique full-time. She was proud of the work the OP boutique did to allow the guests to take care of themselves. She mentioned the boutique was open to guests at OP, the Temporary Assistance for Displaced Seniors home, and Crossroads. She said OP received many donations from the community and had recently received a large donation from the Reno Rodeo.

Ms. Howell said the number of guests with disabilities was high and that showed the need for aging and disability services from the State and other community partners, as OP was not an expert in that area. She said the recidivism rate was important to understand what could have been done differently. When staff researched the recidivism rate, they found that some people were not ready for a change and returned to OP. She noted OP was working to get the recidivism number down and it was important for OP to know where they went when they left the shelter. She said there were some incredible stories of reuniting women with their families out of state. She said OP needed to focus on managed care organization housing because the number was very low, and she knew there was housing available through the managed care organizations. She noted the daycare center at Our Place Early Learning Center was available to the guests, even after they left OP.

Ms. Howell mentioned the Human Services Agency had been the implementer and housing for the Mobile Outreach Safety Team; however, that would be transferred to the Washoe County Sheriff's Office to allow for more regional consistency.

Member Dahir said it was good to hear the updates, and he asked how availability was and whether there were plans to expand OP. He hoped people were moving on from OP but said he understood OP was a needed facility. Ms. Howell said in January there were only three days that OP was completely full; OP was typically not full. She opined entries and exits would be higher if the region was not in a housing crisis. She said the housing crisis had crippled OP in its ability to move people out. She believed OP needed help from the State to expand its mental health capacity, as those people would not move on as quickly. She said discussions were needed regarding plans for expansion and investment into housing.

Member Dahir noted that one of the main reasons the Community Homelessness Advisory Board (CHAB) was formed was to help the community find a safe place to collaborate. He asked whether Ms. Howell believed that was happening. He opined it was a waste of resources if that collaboration was not taking place. Ms. Howell opined work needed to continue regarding communication and processes between the campuses because there was confusion regarding eligibility and capacity. She said the State had become more involved with the campus and she had received calls from the community asking how they could get involved.

Member Reese visited OP and thought it was a true community with a loving and warm space. He noted OP was something the community could be excited about and hoped the facility would be expanded. He asked how to move people into supportive housing. Ms. Howell responded that OP struggled to move people into housing, and as a

result, beds did not free up as often. She said OP needed to either expand the campus to gain more beds or invest in housing. She noted there were 32 women at OP that could go into housing if it was available.

Member Reese asked what the price point was to meet the needs of the people ready for housing. Ms. Howell said prices were excessive to get people into apartments. She noted that some of the recidivism numbers involved clients who had moved into apartments and the landlords raised the rent, which caused them to return to OP. OP's goal was to place people in a safe and healthy place. She opined there was great work happening at OP, but she was unsure what life would look like for people after they left.

Chair Hill said \$17 to \$20 an hour was 60 percent area median income (AMI). She asked whether the people ready for housing were working, and she wondered what AMI they were at. Ms. Howell said there was a variety in the incomes of the guests at OP. She said some individuals had social security/disability income, some had limited hours they could work and still receive social security, and some had no income. She informed that those who had a steady income often needed help managing their money, which was why case management was so critical.

Chair Hill recalled when the Board of County Commissioners had its strategic planning workshop, they were told 25,000 homes were needed for 60 AMI in the region. Member Reese asked whether the 32 women at OP needed a supportive housing environment or an affordable housing environment. Ms. Howell explained some individuals could live independently and some needed supportive housing. She said OP needed different housing options because people required different things. Member Reese noted that all types of housing were needed, and he remarked policymakers were tasked with trying to figure out what there was a greater need for. He opined from conversations at CHAB and the Reno Housing Authority that supportive housing was the direst need. Ms. Howell said OP needed supportive housing more than affordable housing.

**22-014C**      **AGENDA ITEM 7** Board update and discussion on the Nevada Cares Campus Emergency Shelter. Pat Cashell, Volunteers of America; Dana Searcy, Washoe County.

Washoe County Special Projects Manager Dana Searcy conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. She reviewed slides with the following titles: Cares Campus Update; Cares Campus Priorities; Cares Campus Updates; Safe Camp (2 slides); Overflow; Jon DeCarmine Recommendations; Staffing; and Emergency Shelter (3 slides).

Ms. Searcy noted that much had happened over the last month and the Cares Campus (CC) had focused on capacity to make sure they got through the winter. With the help of many different groups, the CC was able to establish a women's dorm in the D dorm. She mentioned there were currently 79 women in the dorm and the CC worked with the Volunteers of America (VOA) to move beds around to make sure they remained full. She

believed 79 people was the most that would fit inside the women's dorm, but the Mod Pod overflow was set up and held 52 beds.

Ms. Searcy said COVID-19 (C19) had been a struggle in the last month but the CC had remained calm. She mentioned C19 caused staffing challenges due to employees being out sick. The C19 plan for the CC included six C19 and flu vaccine clinics, rapid tests for symptomatic guests, an isolation area, and the development of a plan for large surges of C19. She noted the rapid tests were unavailable at the campus for a couple of weeks but had been replenished.

Ms. Searcy said construction at the CC would begin the first week of April and noted it would be a significant process. She said the sprung building would be divided into four sections and the initial phase of construction would involve the case manager area, food service, and the daytime areas. She would bring a comprehensive construction update with prices to the Board at the next meeting.

The CC had been working through the memorandum of understanding agreements regarding partnerships, and many of the agreements were already in place. Ms. Searcy said the campus was conducting interviews for the analyst position in the volunteer department. The exit data was now part of the standard data that would be run every month and posted on the CC website. The CC had four bays set up as overflow with the possibility of expansion.

Ms. Searcy said staffing was the top priority and there was a large effort to increase staffing at the CC. She mentioned a complete diversion program had not been implemented yet, but that would change as the campus moved through the process. She said there were six small sections inside the sprung building to help separate the different populations and needs.

The intent of the staffing levels graph, Ms. Searcy explained, was to show the positions that had been approved for the CC and emphasize that the campus had a long way to go before all the positions were filled. As expected, during the cold winter months there was less movement of the population in and out of the shelter compared to the summer months. She noted the bed nights graph did not include the overflow beds. She said the CC was very transient; people often left on the first of the month when they received their check and came back a few days later. She explained the exits graph showed each time a person exited the campus. She said exits to temporary housing, substance abuse programs, and transitional housing were not counted as permanent housing. She believed as the CC started to invest in staffing and additional resources the successful exits would increase.

President and Chief Executive Officer of the VOA Leo McFarland conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. He reviewed slides with the following titles: How We Serve; Contributing Factors to Homelessness; Nevada Cares Campus Staffing; Staff Recruitment; Staff Training and Development; and Added Values. He noted that since June, the VOA hired over 65 additional staff; however, the turnover ratio was exceptionally high at the CC and 63 people

had transitioned out of their positions. He said it was difficult to engage people to stay for a career with the CC. He explained the case managers did remarkable work and had met with all 1,600 people who had come through the CC since June. He said the case managers made significant progress with the people who stayed beyond the 21-day average.

The VOA addressed each client's situation by providing trauma-informed care, which was the best practice across the country. Mr. McFarland noted many people who came into the shelter program did not have identification and much of the work the case managers did to help people find next-level housing required identification. He mentioned the social security office had limited hours and intakes they could do in a day, and the Department of Motor Vehicles was also limited in appointments. This meant that it was important to get people stabilized in the shelter so all the necessary work could be completed to get them identification and into housing.

Mr. McFarland said the VOA made significant referrals out of the shelter system into a variety of housing solutions that were not always captured in the data provided to the Board. He thought a better job needed to be done to report the different places people were sent to, and he noted this would be something they would work on. He mentioned that most of the population in the shelter had chronic health conditions, which prevented them from easily moving to affordable housing. He noted the VOA struggled to keep disabled individuals comfortable, due to the bunk beds in the shelter.

Mr. McFarland said everyone who entered the shelter was placed on a potential housing register in the region. He thought the cost of investing in affordable housing paid off at a better return on investment than permanent supportive housing; however, he opined there was a critical need for both. He said the client population at the CC was in greater need of permanent supportive housing.

Mr. McFarland thanked the County for working with the VOA to allow repositioning of existing funds to raise employee wages at the CC. He thought the higher wages helped stabilize the staffing pattern. Ideally, the VOA wanted 114 individuals; the current staffing pattern was between 75 and 77 employees. He mentioned cardiopulmonary resuscitation and first aid training were given every quarter; however, the other trainings were given within the first week of an employee starting. He believed the CC was more than a bed and the employees worked to make sure the people at the CC were treated like human beings.

Regional Director of the VOA Patrick Cashell conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. He reviewed slides with the following titles: Reno Works and RTC Grant. He noted the program was shut down for two years due to C19. Of the current class of eight participants, six of them came from the CC.

Member Reese asked what the CC was trying to measure and how it should be measured if there were referrals not being tracked. He said the Board tried to look regionally at the different programs and hoped some of the programs would work

themselves out of existence due to their success rate. He wondered how to get people to not be reliant on the programs.

Ms. Searcy said there were a lot of positive exits from the CC that were not necessarily permanent. The data for December showed there was one exit to a substance abuse program, one exit to a temporary housing program, and 15 exits to permanent locations. Those numbers, she explained, were tracked in the Homeless Management Information System.

Ms. Searcy said the Safe Camp was a low barrier shelter that was appropriately staffed so they did not have to deal with ongoing staffing issues that took away from the focus of housing people. Transitional housing was not as supported as it once was because it was, by nature, temporary. She opined that did not mean those programs were not useful; many of them had specific focuses that could be very beneficial to people. The CC housed the most in need homeless individuals, and the population was centralized into one large location. She explained the CC was short-staffed and not always able to focus on permanent housing options. She said they found if people did not have enough support, then they were back on the street in a couple of months. She explained the CC had a much higher percentage of high-needs individuals than any other program, and the case managers did an amazing job with limited resources. She said supportive housing was the top priority but making sure there were enough case management and frontline staff was also very important.

Chair Hill said since the County took over the campus in September, they had not been able to start a strong housing focus with each client. The County still needed to hire 29 employees to help with on-site case management. She opined the CC was creeping towards those outcomes, and she expressed pleasure at the progress Ms. Searcy had reported.

Member Reese thought the County was doing amazing things by changing some of the design elements of the CC, the hiring of staff, and the financial resources they committed. He opined the financial commitment made was one step towards an ultimate outcome. He noted the Safe Camp had a much higher exit rate than the CC and thought the lack of housing could not be the only reason the CC had a low exit rate. He believed as policymakers, the Board was challenged with trying to figure out the best solution for the highest number of successful exits in the shelters. He wondered whether the 32 women who could exit Our Place if they had housing were competing with the Safe Camp for beds. He said staff needed to inform the Board on what types of units were needed. He praised Ms. Searcy for the tremendous job she had done and her ability to articulate the visions for the CC.

Ms. Searcy noted that of the 156 unsuccessful exits, staff was unaware of where 140 of them ended up. She said a lot of people tended to self-resolve in low-barrier shelters. She hoped as staffing increased, they would be able to research the issue to give better information about the people who exited. She said there were consistently a dozen people ready to be housed at a safe camp, which was an equal percentage to the women at

Our Place ready to be housed. She explained the Built for Zero model of case conferencing work was used and meetings were held three times a week to ensure beds were utilized most appropriately.

Member Jardon noted the stark difference between the approximately 60 percent exit from Our Place and the Safe Camp versus a 2 percent exit from the CC. She agreed with Member Reese that the low exit numbers for the CC could not all be related to a lack of housing. She opined the lack of staffing was the biggest issue. The VOA was attempting to hire a large number of staff, but those employees could not be hired all at once or it would put a strain on the already understaffed employees. She felt it was a cyclical situation for the VOA but opined they would resolve it. She noted the VOA was doing drastic things, with the help of the City of Reno and the County, but the staffing needed to be the focal point. She wondered why the CC had such a drastic turnover rate.

Mr. McFarland explained that when the CC opened, 69 employees transitioned there. Shortly after the opening of the CC, the staffing level was at 75. He said the VOA was impacted, like many other businesses, by C19 and staff moved to other employment opportunities. He relayed a story about a past employee who, when asked, said they left due to the pain and suffering they witnessed at the shelter.

Mr. McFarland commented that the number one job for case management had always been to find the best housing referral for an individual. He believed the high percentage of people who stayed less than 21 days skewed the number of successful exits. He noted 71 days was the average stay for someone who was working the plan and that was when successful referrals happened. Regarding staffing, he explained that great despair was the nature of the population in the shelter and that was not always a good fit for every employee. Member Jardon thought it was important to better understand how to get employees to stay for the successes at the end.

Chair Hill stated Ms. Searcy had outlined Jon DeCarmine's recommendations, and one of his recommendations was to implement a strong housing focus with every person. From her understanding, that had not been implemented yet.

Member Dahir asked what the ratio was for caseworkers. He thought the CC had done miracles with what they had. Ms. Searcy explained the ratio was around 1 to 70. She said that ratio got worse with time because the CC saw 30 to 40 new intakes every day. She noted there were currently ten case managers in the building.

Member Dahir said the exit numbers would not change until there were enough employees to be involved in the lives of the people. He noted that when the CC did not have staff, churches and volunteers were available. He opined churches and volunteers sometimes came with their own agendas and thoughts, but they could make a difference with their involvement at the CC. He opined the CC could not wait to find 70 more employees and they could move forward on action with volunteers.

Ms. Searcy said they were working with Councilwoman Bonnie Weber regarding volunteers. She noted that when the new analyst was hired, they would be focused solely on the volunteers. She opined it was a cyclical process because staff was needed to train volunteers, which placed a greater strain on the employees. She said the staff at the CC was doing a good job. She felt they needed to get the employees to narrow the focus to what was in front of them, so the homeless problem did not feel so hopeless. She commented it could feel overwhelming when an employee walked into the shelter and saw beds as far as they could see, and in every direction.

Ms. Searcy commented that volunteers were a priority and critical to the success of the CC. She noted that the management of the CC was trying to meet with staff to show them the plans for construction and answer any questions they had. She hoped this would enable the staff to stick around for a couple of years to see the CC vision to the end and understand they were a part of it. She said the construction update included modular buildings for staff to work in and a break area to get away from the campus.

Member Dahir wondered whether there was a big part of the population at the CC that should not be there. He said the elderly and the disabled were not clientele that the CC would be able to put in a program. He thought that group of people needed compassion and it was a group that should have never been there in the first place.

Mr. McFarland noted that the body of someone who lived on the streets was more broken down than common who did not live on the streets, which caused more disabilities in that population. He said the unhoused were often unmedicated for their health issues. Based on the comments from previous CHAB meetings, the VOA was trying to figure out jobs the volunteers could do. He explained the CC researched the number of people who had short stays at the shelter, left, and then came back. The VOA's goal was to have those people meet with case managers to get them to stay in the shelter longer to work through the program so they could be successfully placed in housing. He reminded that those people faced many barriers besides rent issues; often, they had law enforcement issues to clear up that would prevent them from leasing property. He said a lot of pieces came together to make a successful referral.

Member Reese thought the women's dorm was an exciting update, and he asked for more explanation on it. Ms. Searcy said the plan, in the beginning, was to transition the women to Our Place; however, the number of women who needed help was greater than expected. The D dorm had already been portioned off by a wall of lockers, so it was transitioned into the women's dorm. The women's dorm had its own staff, showers, and restroom. She explained the CC had taken the stance that couples should be separated. She mentioned the overflow housing had a garage bay set up for women.

Chair Hill agreed with Ms. Searcy's comments that the workers at the shelters needed to be thanked and appreciated. She opined it took a special person to work at the CC and thought the Board needed to make sure those employees were successful. She said there were great plans for the future of the CC and the Board was working towards that vision. She understood the CC was a tough place to work at the moment, and she

appreciated the employees who worked hard to make sure the clients had positive outcomes.

Member Jardon wondered whether there was an opportunity for the graduates of the Reno Works program to work for the VOA. She said the graduates understood the complexities of the shelter and proved their commitment and reliability to the program. Mr. McFarland said the VOA had past clients work for them, particularly in the outreach positions. He said those who used to be chronically homeless were able to communicate and gain trust with those experiencing homelessness. He commented that the VOA was willing to encourage graduates from the Reno Works program to become employees at the CC.

Member Jardon asked about the status of the online capacity tool. Ms. Searcy explained they were working on a more automatic update, as the current system was reported from many different programs and transferred to tech services to update the website. She said the focus was to minimize the steps to update the website. She commented the matter had not made their priority list for the month but figuring out the updates of the tool was on their list of things to be done. Chair Hill thought it was important that those in the shelters had support and knew they could go to a place where people wanted to help them.

**22-015C**      **AGENDA ITEM 8** Board members announcements, reports and updates to include requests for future board agenda items.

Chair Hill requested a housing presentation at the next meeting. She thought the presentation Housing and Grants Specialist J.D. Klippenstein presented at the Board of County Commissioners' strategic planning session was great. She believed it would help the jurisdictions understand the County's role in the housing spectrum.

Vice Chair Lawson mentioned he had been approached by some elected officials who wondered whether the Citizen Homelessness Advisory Board (CHAB) was still needed. He opined great value came out of the CHAB meetings; however, a public discussion should be held regarding the matter.

Vice Chair Lawson asked for clarification on the definitions of workforce housing, affordable housing, and supportive housing. Chair Hill hoped those definitions would be clarified during the housing update. Vice Chair Lawson mentioned his past conversation with a housing specialist who disagreed with him on the definition of area median income. He opined the Board needed to be informed and in agreement on what those terms meant to help them achieve their goals.

Vice Chair Lawson opined the Board had made great progress in the past eight months. He noted the Cares Campus had not existed eight months ago and people could not be housed. He thought it was exciting to see how far the Board had come in such a short time and opined a great deal of those achievements were due to Special Projects Manager Dana Searcy and her staff. He hoped the advocates understood that CHAB was

only eight months into its work. He believed there were big things to come, and the Board would make a difference in the homelessness situation.

Member Dahir said the goal when CHAB was created was to have a place where the entities could come together, discuss progress, and hold different groups accountable. He reminded the Board that they could prevent the youth from being homeless. He wondered about the progress of the Board regarding veteran work. He was especially concerned about the youth and asked for an update on the matter. Chair Hill said she would work to get some presentations regarding the youth.

Member Jardon asked for an update regarding the online tool. She wondered whether there was a consistent time of day to look at it for a marker of capacity. She opined there had been great work done by the Downtown Reno Partnership, the cleaning ambassadors, the park ambassadors, the river rangers, and the clean and safe teams. She asked for an update from the City of Reno regarding the cleanup of the encampments along the river and the parks. She believed people thought the region looked the same as it had six months ago, and she felt that was not the case.

**22-016C      AGENDA ITEM 9 Public Comment.**

Ms. Wendy Rhinehart was thankful to her case manager, Nicole, at the Cares Campus and said she would not be where she was today without her. She commented that Nicole was always available to her, and she appreciated the close access she had to her at the Cares Campus. She learned a lot from being homeless and thought she would still be on the streets, if not for the Cares Campus. She opined the footwork needed to be done by the individual, and the individual needed to want to move out of the campus. Nicole, she said, helped her get everything she needed to get into Section 8 housing. She was grateful she would still have Nicole as her case manager for the next year.

Carrie Lee was called but was not present to speak.

Mr. Ron Talarico said he witnessed staff having inappropriate relationships with residents and borrowing money from clients at the Volunteers of America tent. He said he had been berated and harassed during his time at the shelter. He opined if people behaved inappropriately in the building, then they should be arrested. He said he did not think the camp was safe, and he did not trust the staff. He asked for the email address of someone he could give information to regarding the shelter.

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**10:54 a.m.** There being no further business to discuss, the meeting was adjourned without objection.

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**ALEXIS HILL**, Chair  
Community Homelessness Advisory Board

ATTEST:

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**JANIS GALASSINI**, County Clerk

*Minutes Prepared by:  
Carolina Stickley and Evonne Strickland, Deputy County Clerks*

Pending Board Approval