



HOUSING & HOMELESS  
SERVICES

# Washoe County Housing & Homeless Services

Dana Searcy, Division Director

May 13, 2024

# Washoe County Housing and Homeless Services

## Regional Coordination & Planning

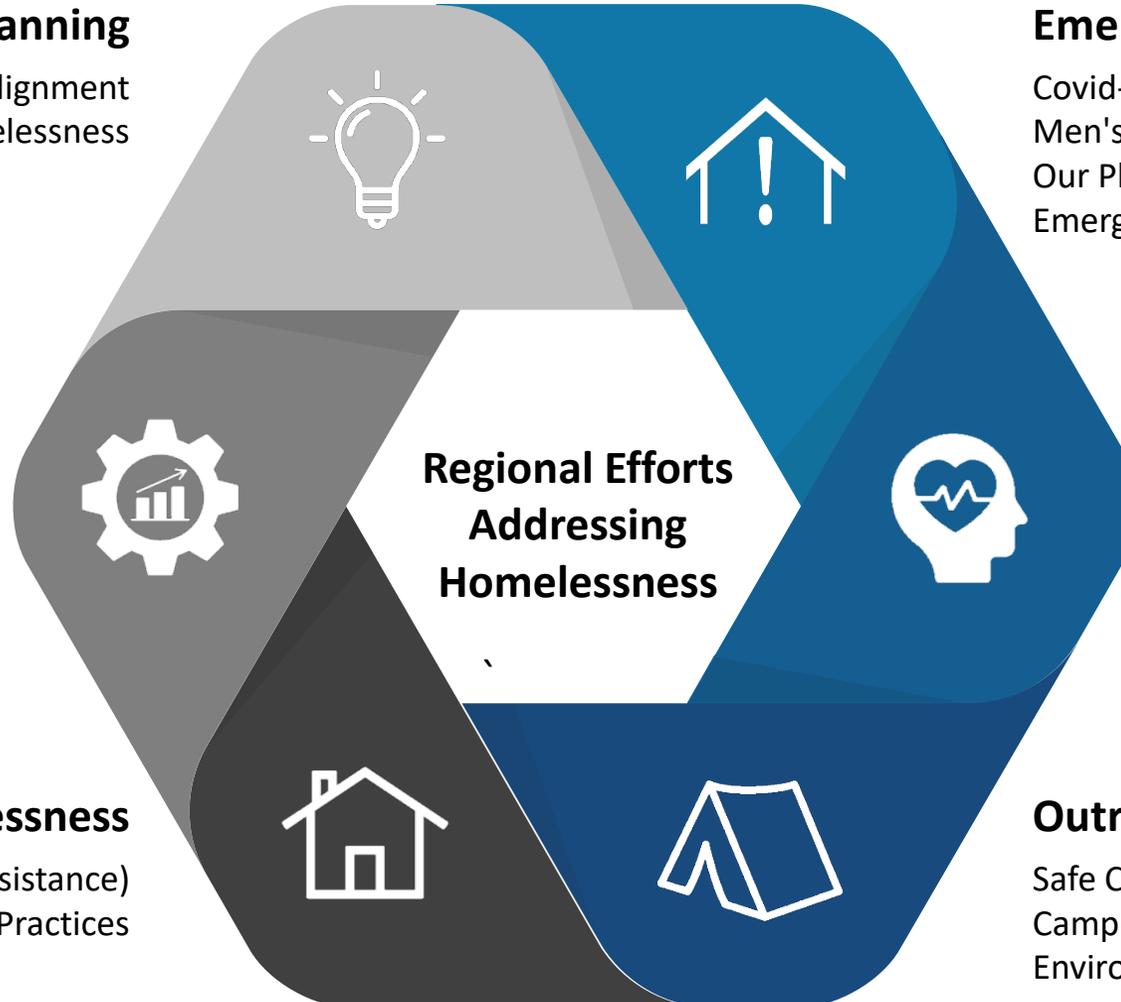
Elected Official & Leadership Alignment  
Regional Plan to Address Homelessness

## Built For Zero Data & Coordination

Data Systems / By-Name List  
Housing Inventory/Capacity  
Outreach Coverage & Coordination  
Policies & Procedures  
Provider Engagement

## Preventing Homelessness

Keeping people in their homes (Rental Assistance)  
Diversion Practices



## Emergency Shelters

Covid-19 Social Distancing Configuration  
Men's Shelter  
Our Place (Family & Women's Shelter)  
Emergency Shelter for Couples

## Treatment Programs

Drug & Alcohol  
Mental Health

## Outreach

Safe Camps  
Camp Dispersement  
Environmental Effect/Water Quality

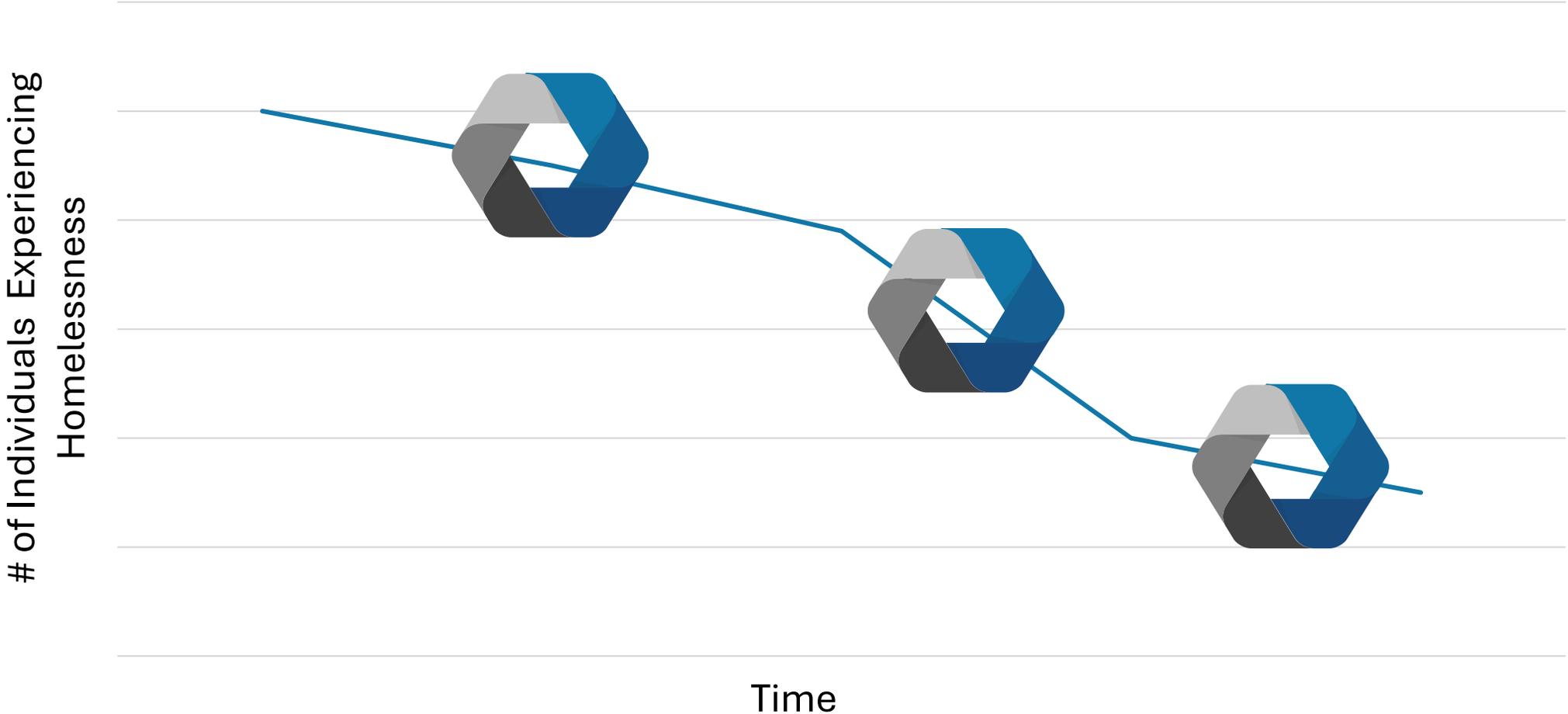
# Washoe County Housing and Homeless Services



# Washoe County Housing and Homeless Services



# Washoe County Housing and Homeless Services





## Washoe County Housing & Homeless Services

The mission of the Housing and Homeless Services Division, is to work toward minimizing homelessness throughout Washoe County by leading the community in building a system that is capable of housing people experiencing homelessness. Services and support are provided so that homelessness becomes rare, brief, and non-reoccurring.

Services include:

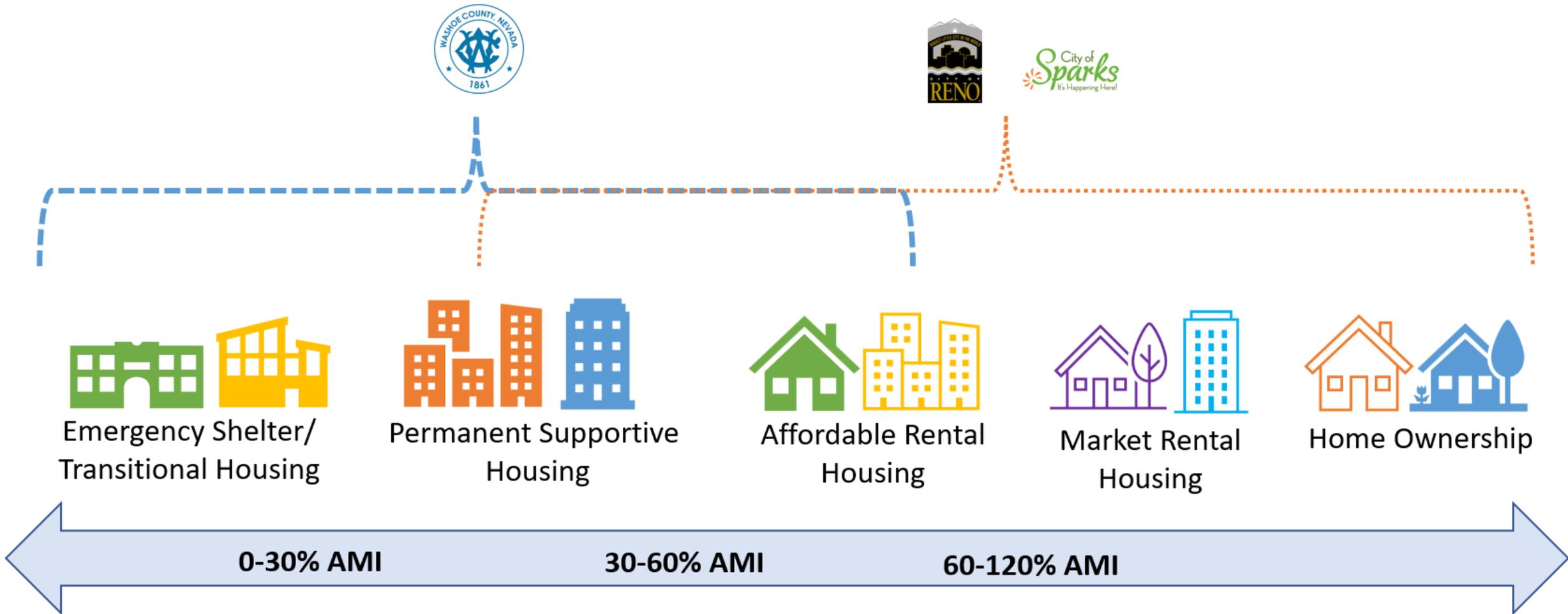
- ▶ Regional Governance and Coordination
  - ▶ Northern Nevada Continuum of Care (CoC)
  - ▶ Built For Zero – Washoe County
- ▶ Shelter and Services:
  - ▶ Our Place Campus
  - ▶ Nevada Cares Campus and Safe Camp
  - ▶ Street Homeless Support & Outreach
  - ▶ Case Management
  - ▶ Behavioral Health
- ▶ Housing:
  - ▶ Tenancy Support
  - ▶ Affordable Housing Trust Fund
  - ▶ Permanent Supportive Housing

# Washoe County Housing & Homeless Services

- ▶ Regional Governance and Coordination
  - ▶ Northern Nevada Continuum of Care (CoC)
  - ▶ Built For Zero – Washoe County



# Washoe County Housing and Homeless Services Regional Priorities



# Northern Nevada Continuum of Care

National Alliance to End Homelessness defines a Continuum of Care (CoC) as: A regional or local planning body that **coordinates** housing and services funding for homeless families and individuals.

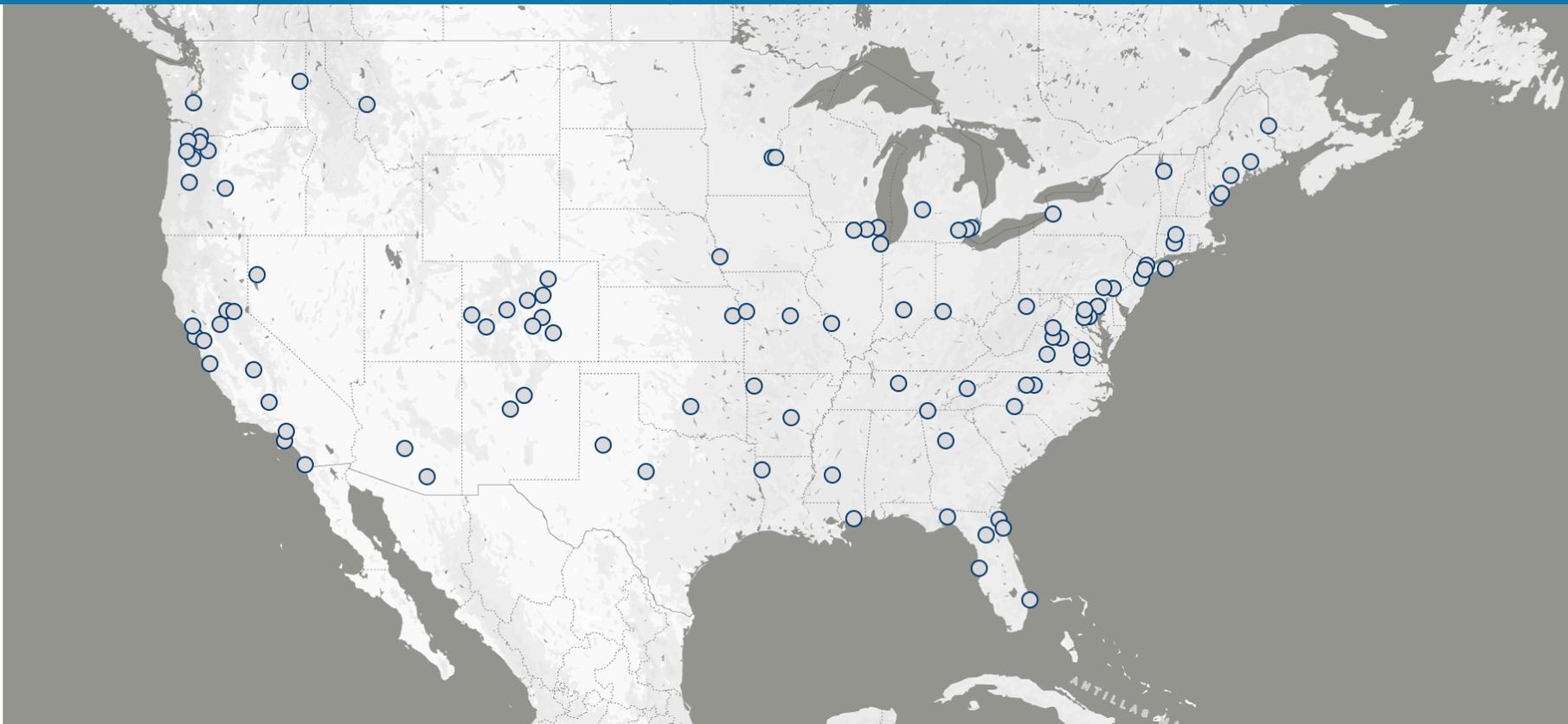
1. **Completing a consolidated application annually**
  - Annual community application for funding (FY 23 Funding: \$3,197,878)
2. **Monitoring CoC grantees**
3. **Managing Coordinated Entry**
  3. No wrong door, standardized assessment and utilization of a prioritized list of people experiencing homelessness from which housing referrals are made
4. **Point in Time Count**
5. **Maintaining Homeless Management Information System (HMIS)**
6. **HUD reporting**

# Built For Zero.

Washoe County

**The Approach: Getting to zero takes moral courage, data-driven thinking, and a system-wide approach.**

Getting to zero takes a whole system built to drive reductions and to achieve a lasting end to homelessness that leaves no one behind.



# 105

Communities are participating in Built for Zero

These communities are dedicated to measurably and equitably ending homelessness.

**14** communities have achieved **functional zero** for at least one population

Functional zero is a milestone that indicates that fewer people are experiencing homelessness than are routinely exiting homelessness at any given time.

FROM



### A definition of success limited to program outcomes.

Success is widely measured by the success of housing programs, not on whether a community reduces the number of people experiencing homelessness.

FROM



### No single actor is fully accountable for ending homelessness in a community.

Each local agency or program holds its own small piece of the solution, but no one has their eye on how the pieces fit together.

FROM



### A once-a-year count of a problem that changes nightly.

Annual street counts are a snapshot; your community needs a video. Getting to zero takes line of sight into how people move through your system over time.

FROM



**Housing supply paralysis.** Expanded housing resources are crucial, but many cities have dramatically expanded housing supply without making a dent in homelessness. The reason? They never fixed the housing system.

TO



### A commitment to functional zero.

The command center operates under a unified aim of reducing the number of individuals experiencing homelessness as the key measure of their results — all the way down to zero.

TO



### An integrated, command center team.

Key agencies, like the Continuum of Care, the housing authority, local government, and the VA, work together every week toward a shared definition of zero.

TO



### Comprehensive, real-time, by-name data.

Built for Zero communities know everyone experiencing homelessness by name, in real time. The result is more tailored solutions for individuals and a clearer picture of the system as a whole.

TO



### Strategic, data-driven housing investments.

Built for Zero communities use real-time data to secure the housing resources they need and target them for the greatest possible reductions in homelessness.

# Washoe County Housing & Homeless Services

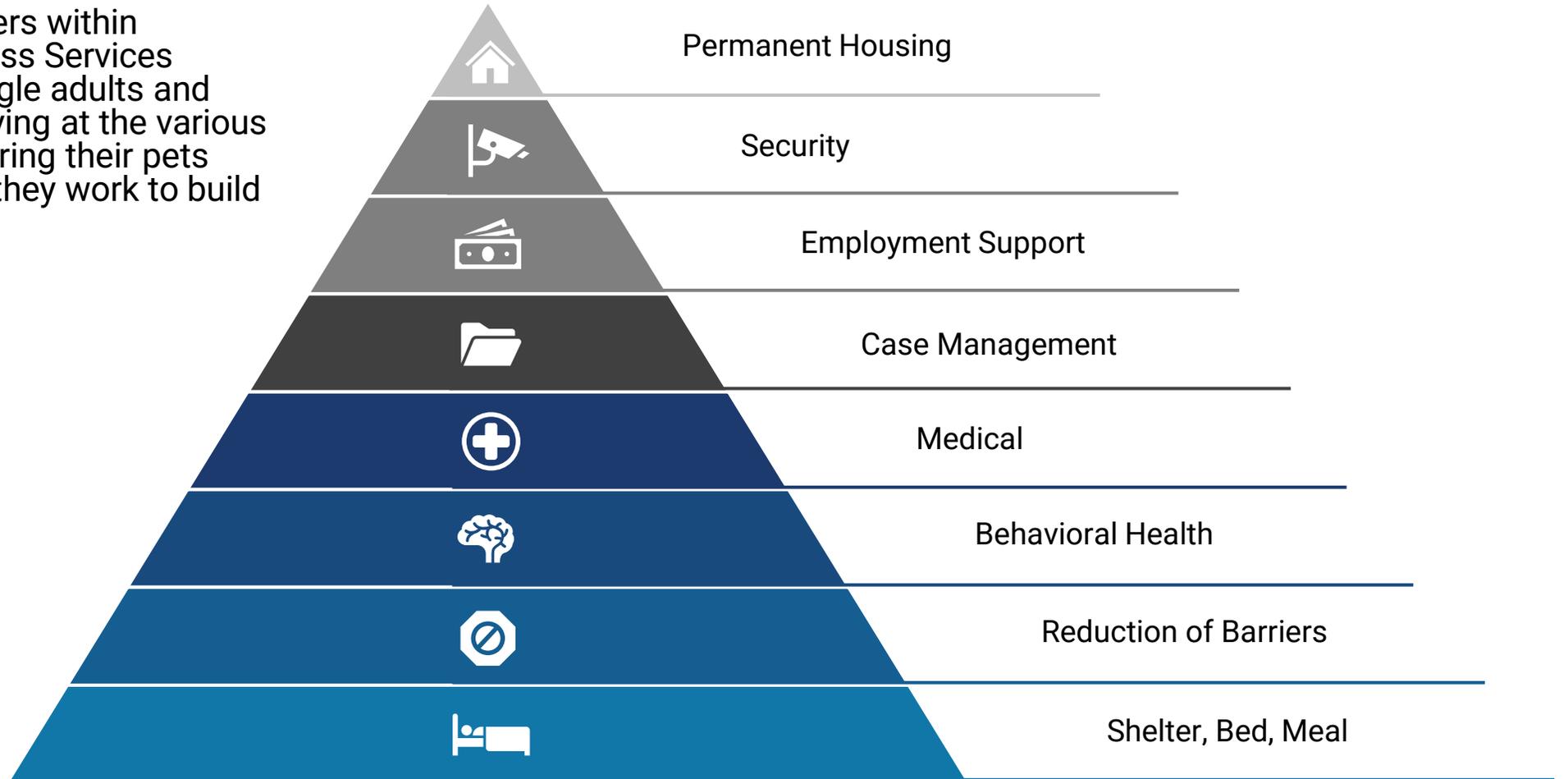
- ▶ Shelter and Services:

- ▶ Our Place Campus
- ▶ Nevada Cares Campus and Safe Camp
- ▶ Street Homeless Support & Outreach
- ▶ Case Management
- ▶ Behavioral Health



# Shelter and Services - Model

The low-barrier shelters within Housing and Homeless Services admits homeless single adults and families. People staying at the various shelters are able to bring their pets and possessions as they work to build their self-sufficiency.



# Our Place

Our Place serves women and families who are experiencing homelessness.

## Programs/Capacity:

- Our Place Family Shelter: 38 rooms
- Our Place Women's Shelter: 102 beds
- JOY Home: 20 Senior Women beds
- HOPE Home: 24 Women beds



# Our Place

## Operations:

**RISE - Contracted Operator**

**Washoe County Housing and Homeless Services**

- Behavioral Health
- Case Management
- Operations Staff

## Additional Services:

- Early Learning Center (day care) managed through Boys and Girls Club of Truckee Meadows
- Katie Bug Boutique for families managed through Katie Grace Foundation
- Our Place to Shine Boutique for women managed through RISE
- Garden at Our Place managed by Soulful Seeds
- Security operated by Allied Universal



# Nevada Cares Campus

The Nevada Cares Campus serves adult individuals and couples who are experiencing homelessness.

## Programs/Capacity:

- Shelter:
  - 6 dorms
  - 549 capacity:
    - 396 Bunks
    - 153 Cubbies
- Safe Camp: 50 Modpods
- Resource Center:
  - Day Services 6am-6pm
  - Warming/Cooling Room
  - 84 Bed Emergency Overflow

(coming Spring of 2025)

- Permanent Support Housing: 50 Units



# Cares Campus

## Operations:

**VOA, Shelter Contracted Operator**

**Karma Box, Safe Camp Contracted Operator**

**Washoe County Housing and Homeless Services**

- Behavioral Health
- Case Management
- Operations Staff

**Additional Services:**

- Medical Services operated by MedTrust
- Security operated by Allied Universal



# Cares Campus Construction Timeline



# Shelter and Services - Campus Updates

## **Karma Box, RISE and VOA – Contract Amendments**

- 5% Cost of Living Increase for FY25
- Additional staff that will maintain appropriate staffing ratios as the campuses develop.
- Increase staff to allow for outreach and clean up services in and around the campus entrances and for the businesses in the area.

## **Winter Overflow**

- Cares Expanded
- Winter overflow – added 25 cots as needed

## **Coordination with Law Enforcement, Justice System, Hospitals and Institutions**

- Appropriate discharge plans to the Campuses
- Improved coordination between campuses and justice system

## **Coming Soon:**

- Prior Location Data
- Cares Campus Clothing Closet
- Cares Campus Welcome Center and outdoor green space – Opening August 2024



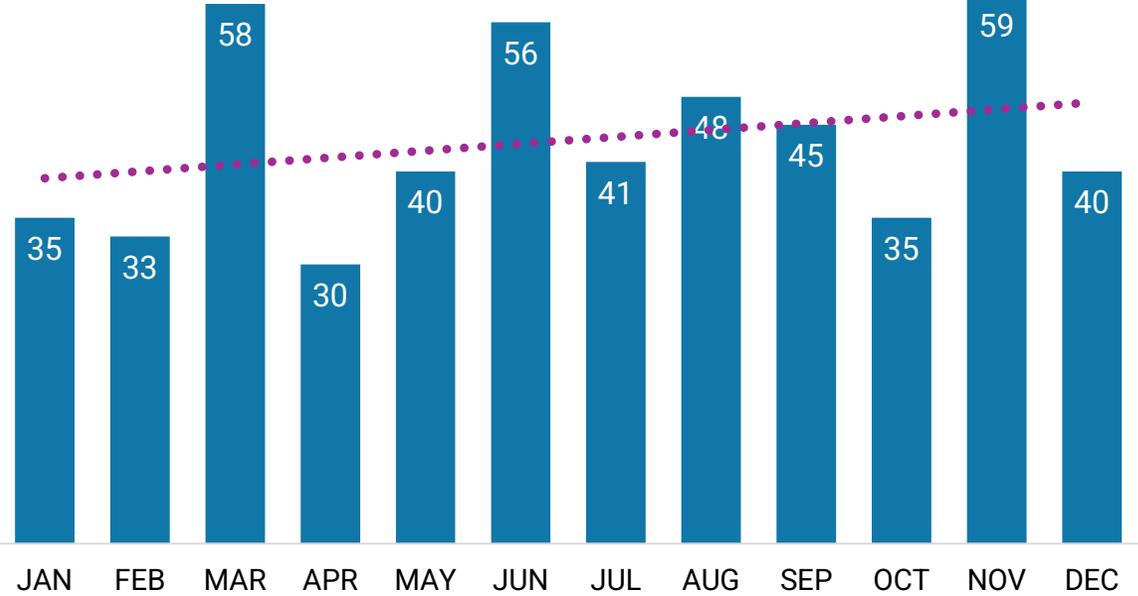
# Shelter Outcomes

# Shelter and Services - Outcomes

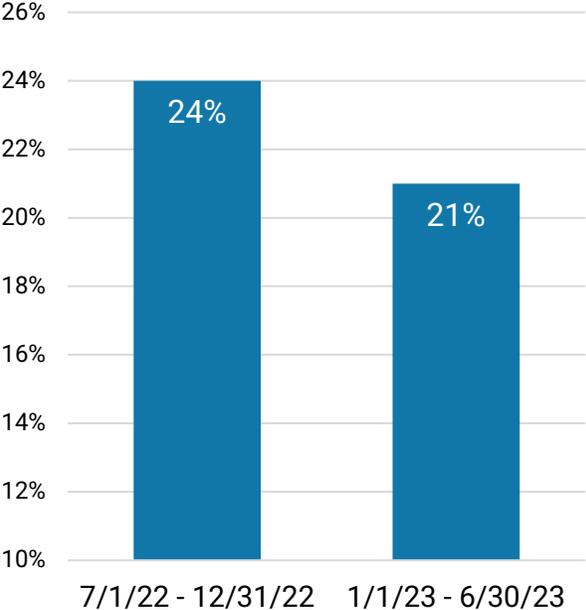
Unique Clients Served 2023

3,415

Total Permanent Housing Placements 2023 =520

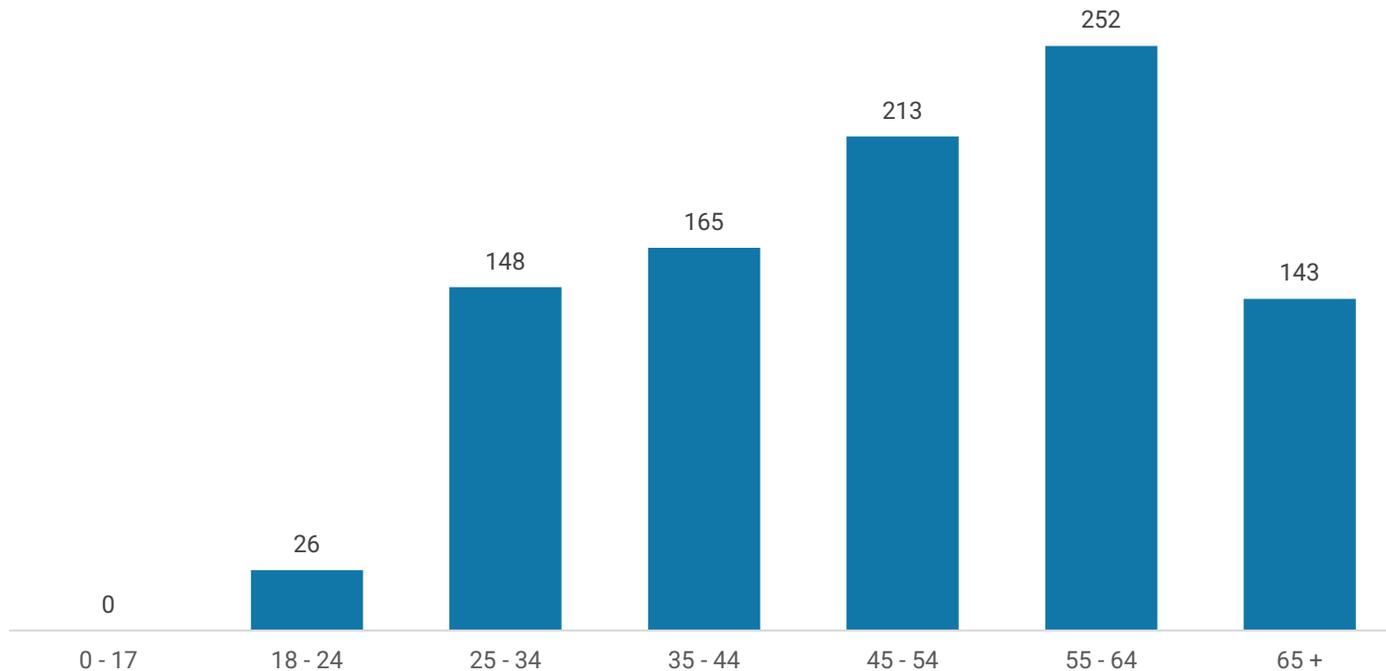


Recidivism Rate  
Individuals returning to homelessness within 6 months of being housed.



# Client Information Snapshot

Unique Clients Served By Age Group – Single Adults  
Dec 2023



54% Have Disability

42% Are Age 55+

29% Are Not Insured

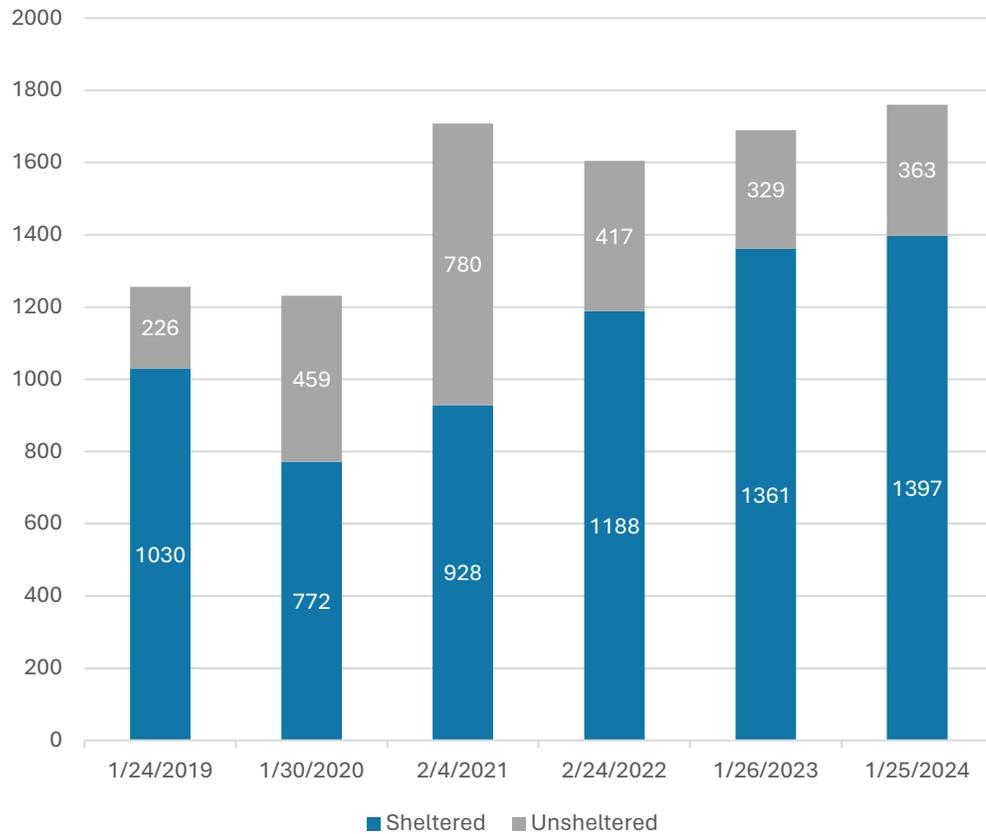
# Partnerships With Service Providers

Increase in partners and collaborative efforts

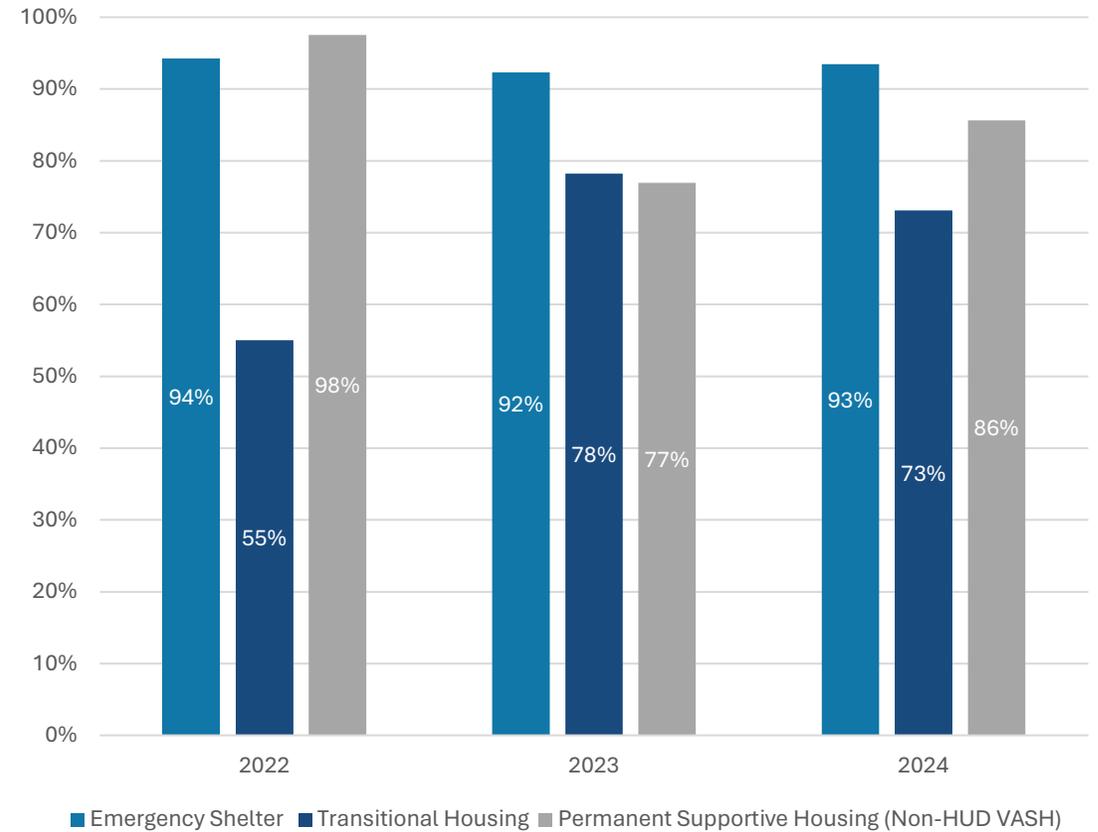
Partners		
Anthem	Karma Box Project – Street Outreach	Reno MOST
Bristlecone	Liberty Dental	Reno Sparks Gospel Mission
Catholic Charities of Northern Nevada	Mindoula	RISE - Street Outreach
Chamber of Commerce	Mobile One Docs	Sierra Health Care Solutions
City of Reno – Clean & Safe Team	Molina	Sierra Regional Center
Community Health Alliance (CHA)	Nevada Legal Services	Silver Summit
Dept of Employment Training, and Rehabilitation (DETR)	Northern Nevada Adult Mental Health Services	Supercuts
Downtown Reno Partnership	Northern Nevada Behavioral Health	VOA - Restart
Eddy House	Northern Nevada Hopes	Veterans Administration
Emergency Eviction Prevention Program of Nevada	Northern Nevada Public Health	Vitality Unlimited
Food Bank of Northern Nevada	Reno Behavioral Health	Washoe County MOST
Health Plan of Nevada/United Healthcare	Reno Housing Authority	Washoe County Regional Animal Services
Immunize Nevada		

# Local Trends

### PIT Count Sheltered and Unsheltered 2019-2024



### Bed Utilization



# Local Trends

**By-name List:** The by-name list is a real-time, dynamic and comprehensive list of people experiencing homelessness in your community.

Reported Monthly

Rolling 90-day number of people experiencing homelessness

Unsheltered data ONLY pulled from HMIS

BFZ Methodology

Purpose: The by-name list provides communities with a full and real-time view of homelessness. Using this data, cities and counties are able to triage individual cases, understand the broader patterns of homelessness in their community, and ensure that resources and efforts are driving down the overall number of people experiencing homelessness to zero.

**Point In Time Count:** Point-in-Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.

Reported Annually (late January every year)

One day snapshot

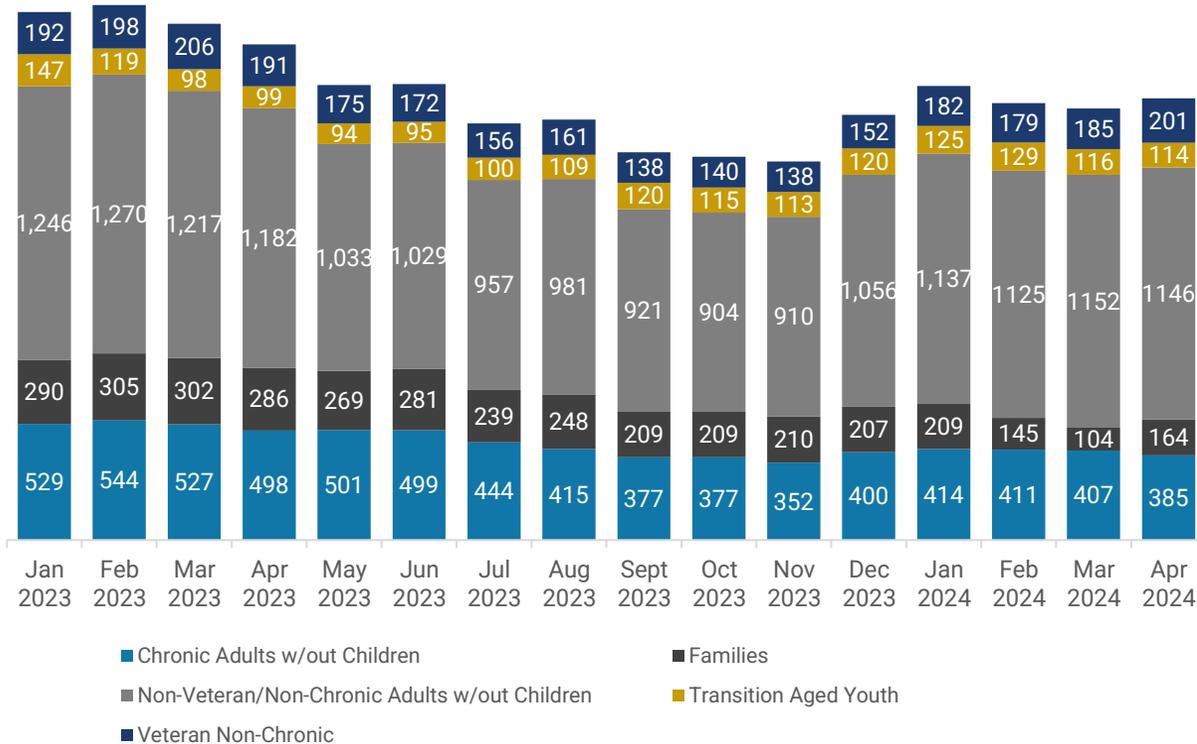
Unsheltered population is counted in person

HUD Methodology

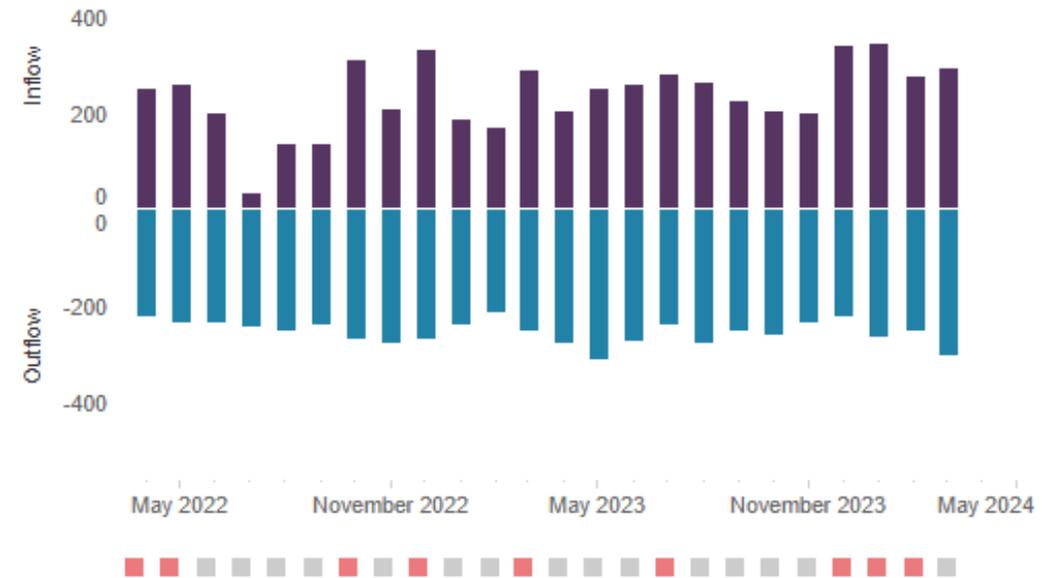
Purpose: The Point-in-time count is a requirement from HUD. The purpose of the count is to estimate the size of the population in need of housing and supportive services which in turn effects the funding our community receives from HUD for those services.

# Local Trends

Individuals Actively Experiencing Homelessness in our Community (By-Name List)



Monthly Inflow & Outflow Red square at bottom indicates Inflow exceeded Outflow



# Washoe County Housing & Homeless Services

- ▶ Housing Support:

- ▶ Tenancy Support
- ▶ Affordable Housing Trust Fund
- ▶ Permanent Supportive Housing



# Housing Initiatives

## Emergency Rental Assistance

- Emergency Rental Assistance (ERA 1 and ERA2 funding)
- Total amount awarded: \$6,194,310
- Total amount expended as of Dec 31, 2023: \$5,391,951

## Affordable Housing Trust Fund

- Targeted towards Permanent Supportive Housing
- Two (2) intent to awards issued, one project is dedicated to Seniors,
- 60% Area Median Income (AMI) and below
- Funded units will be 0-30% AMI

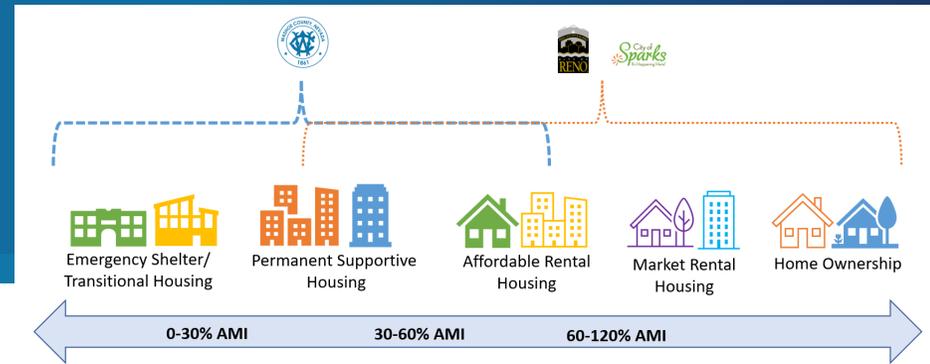
## Tenancy Support

- 77 people served
- 92% retention rate (staying housed) since program start
- 59% of program participants are 55+
- Silver Summit Funded Case Manager

## Permanent Supportive Housing

- 50 units opening at Cares Campus Spring 2025
- Washoe County Permanent Supportive Housing Needs Assessment by Corporation for Supportive Housing (CSH)

# Challenges needing support



- Permanent Supportive Housing
- Funding for Washoe County Affordable Housing Trust Fund (to build Permanent Supportive Housing)
- Tenancy Support Staff
- Low and Very Low-income Housing (30% AIM and below)
- Housing for Behavioral Health and Disability Needs



HOUSING & HOMELESS  
SERVICES

# Washoe County Housing and Homeless Services

**Data Located:**

<https://www.washoecounty.gov/homeless/>