

CHAB 6.13.22

# Cares Campus Update





# Cares Campus Priorities



STAFFING &  
TRAINING



SAFETY &  
SECURITY



FACILITY &  
CONSTRUCTION



PARTNERSHIP  
DEVELOPMENT



# Cares Campus – 1 year update

- From May 17th, 2021 to May 17th, 2022
  - 3,463 unique clients served
  - 194,917 bed nights
  
- New case management, mental health and medical support
  
- Day center on 6am-6pm (also overnight area when needed for warming, etc.)
  
- Temp buildings on site
  
- Construction started June 6
  
- VOA – \$6.5 million contract approved by County Commission May 17



# Cares Campus Updates



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Supportive Housing Apps for Home Means NV Funding

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Campus Partnership/Volunteer Development

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Recruitment Efforts

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Cares Campus Operator RFP

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Behavioral Health Program

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Construction and Intake Building Preparation



# Cares Campus Partnerships

- Service Providers/Partners
- Volunteer Program
  - 13 consistent Volunteers
  - 12 volunteers in process
  - Serving Meals
  - Community Mail
  - Campus Activities

## Partner Agreements in Place:

Anthem  
Bristlecone  
City of Reno - Clean and Safe Team  
Eddy House  
Food Bank of Northern Nevada  
Liberty Dental  
Mobile One Docs  
Molina  
Northern Nevada Behavioral Health  
Silver Summit  
WellCare

## Partner Agreements in Process:

Catholic Charites  
Dispatch Health  
DETR  
Health Plan of Nevada  
Karma Box – Street Outreach  
JC Lighthouse  
Reno Behavioral Health  
State of Nevada DWSS  
Veterans Administration  
Vitality  
Washoe County MOST

# Meet VOA's Nevada Cares Campus Team



**Christie Holderegger**  
**Regional VP/Chief Development  
& Communications Officer**

- Bachelor's Degree, Master's in Nonprofit Administration
- 30 years at VOA



**Scott Benton**  
**Shelter Director**

- Bachelor's in Psychology
- A Nevada Native, Scott grew up in Reno and is currently residing and raising 3 children in Sparks
- 5 years at VOA



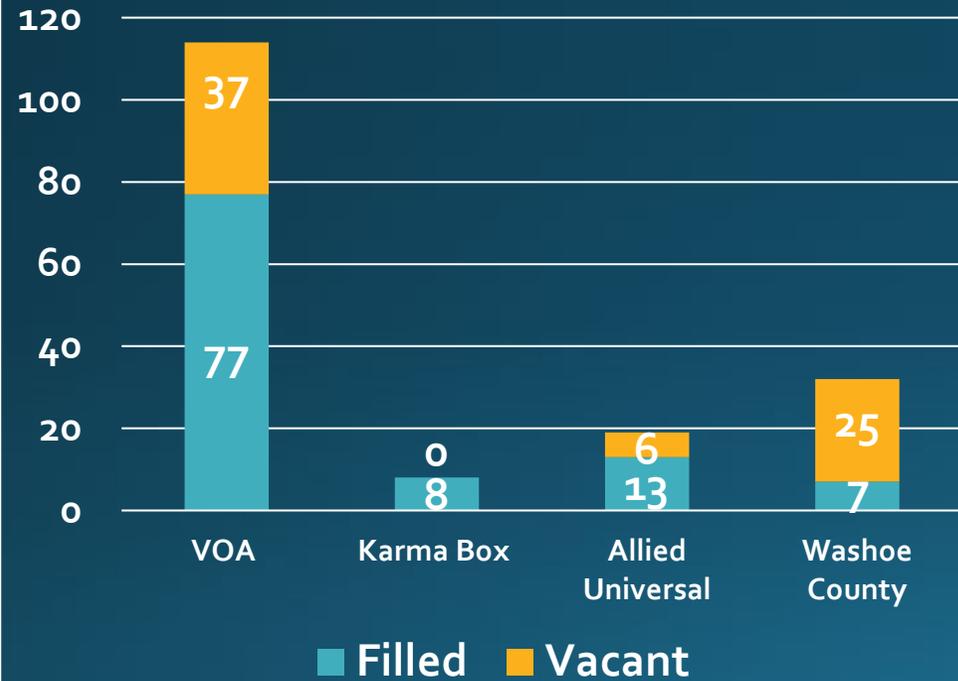
**Penny Adams**  
**Assistant Shelter Director**

- Bachelor's in Early Childhood Administration, Master's in Business with a minor in Human Resources
- Penny has lived in Reno for the past 30 years, where she raised 3 children
- 1 year at VOA

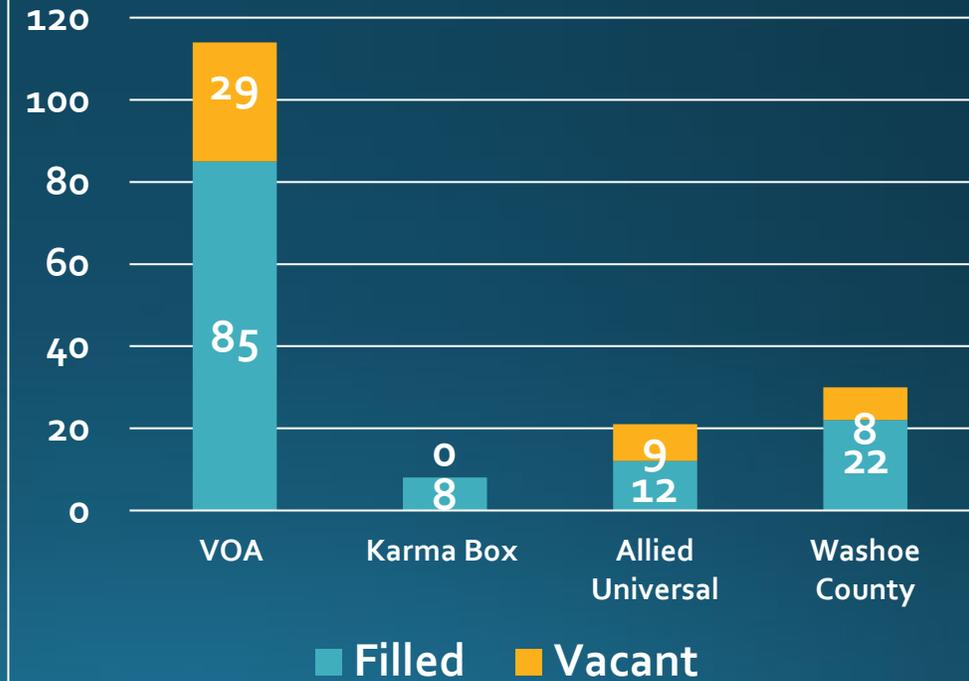


# Cares Campus – Staffing

## Staffing Levels 4.1.22



## Staffing Levels 6.1.22



# Behavioral Health



Providing Services  
at the  
Nevada Cares Campus



# The Proposed Scope of Behavioral Health Services

Crisis  
Intervention

Outreach

Open  
Psychoeducation  
Groups

Closed Group  
Psychotherapy

Individual  
Psychotherapy



# The Proposed Scope of Behavioral Health Services

## ➤ Crisis Intervention

- Mental Health Counselors who are on shift will be responsible for responding to emergency calls or calls to the Cares Campus crisis number
- Crisis intervention services may be provided to any participant on the Cares Campus, including those who are present for day use only
- The goal is to have crisis services available seven days per week



# The Proposed Scope of Behavioral Health Services

## ➤ Outreach

- Mental Health Counselors will be available daily to provide outreach services which may include:
  - Collaborating with Case Managers to meet with participants who have been difficult to engage
  - Following up or debriefing with participants who have been identified through the Critical Incident Reporting process
  - Providing preemptive crisis intervention via checking in with any participant on campus who might be experiencing difficulties



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# The Proposed Scope of Behavioral Health Services

- **Open Psychoeducational Groups**
  - Groups that will be open to all participants of the Cares Campus, based on availability
  - May include social skills development, effective communication, resource management



# The Proposed Scope of Behavioral Health Services

- Closed Group Psychotherapy
  - Participants will need to be referred to these groups, which may address issues such as trauma, relapse prevention, anger management
- Individual Psychotherapy
  - Participants will need to be referred for individual psychotherapy
  - Therapy will be designed to be short-term in nature, with a goal of addressing specific concerns that are related to barriers to housing

These two services will be available to all participants who are staying at Cares Campus, though participants must go through an intake process with a Mental Health Counselor prior to receiving services



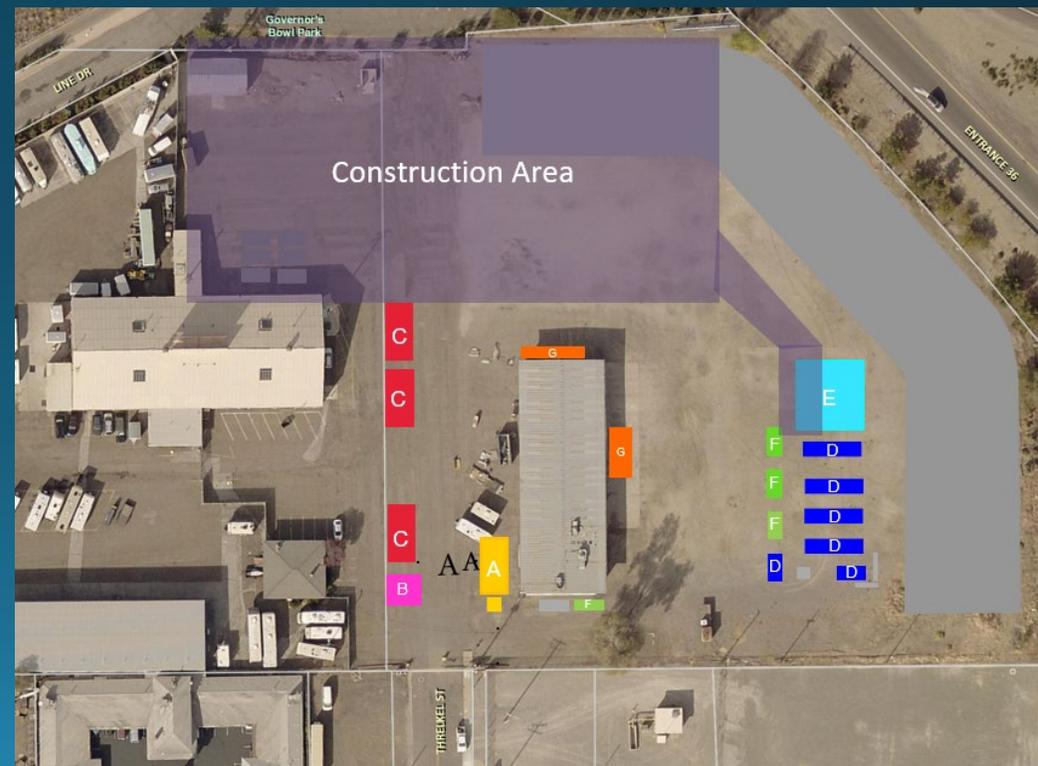
# Cares Campus – Construction and Summer Planning

## ➤ Temporary Buildings

- Intake Building (Check In, Security Check, Intake and Diversion)
- Service Buildings (Case Managers/Behavioral Health and Partners)
- Community Mail

## ➤ Food Tent/Cooling area

- Expanding and enclosing the current tent to 3200 sq ft
- HVAC Heating and Cooling
- Carbon air filters to filter the smoke
- Plumbed refilling drinking water station
- Open 6am to 6pm each day
- Summer planning with partners





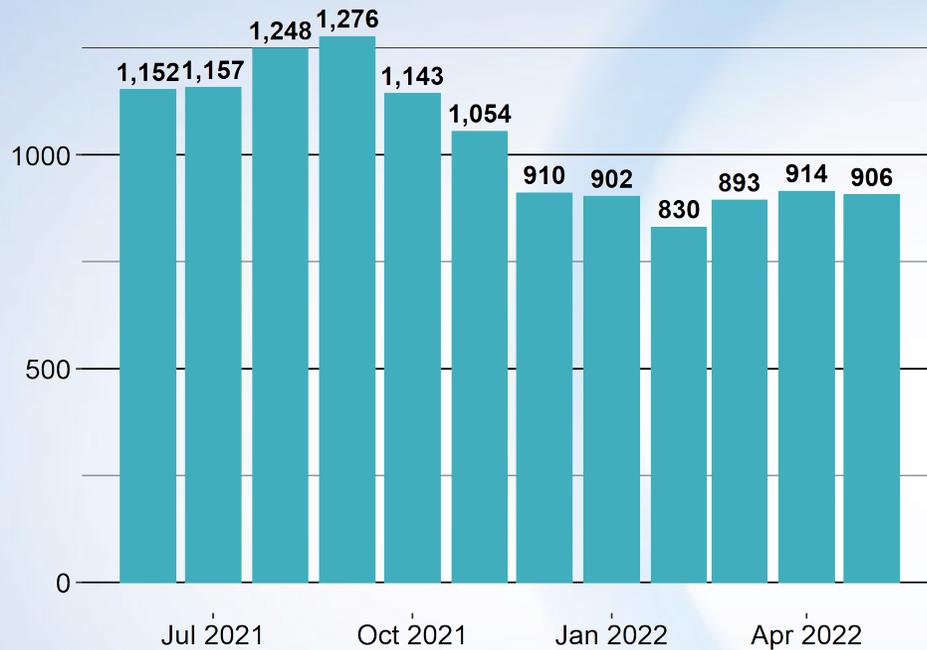
# Cares Campus – Jon DeCarmine Recommendations

Not Started	In Process		Operational
<p data-bbox="351 611 761 751"><b>Housing:</b> Length of stay policy</p> <p data-bbox="351 776 761 916"><b>Diversion:</b> Implement diversion at every entry</p>	<p data-bbox="861 611 1274 751"><b>Training:</b> Clarify employee expectations</p> <p data-bbox="861 776 1274 916"><b>Diversion:</b> Flexible funds for diversion</p> <p data-bbox="861 933 1274 1073"><b>Housing:</b> Implement a strong housing focus</p>	<p data-bbox="1302 611 1714 751">Establish Smaller Zones</p> <p data-bbox="1302 776 1714 916"><b>Training:</b> Establish baseline trainings</p> <p data-bbox="1302 933 1714 1073"><b>Staffing:</b> Four staff per 100 beds (each shift)</p>	<p data-bbox="1875 619 2288 759">Implement project performance measures</p> <p data-bbox="1875 776 2288 916"><b>Staffing:</b> Overhaul case management process</p> <p data-bbox="1875 933 2288 1073"><b>Staffing:</b> Appropriate case management caseload</p>

# Cares Campus – Emergency Shelter

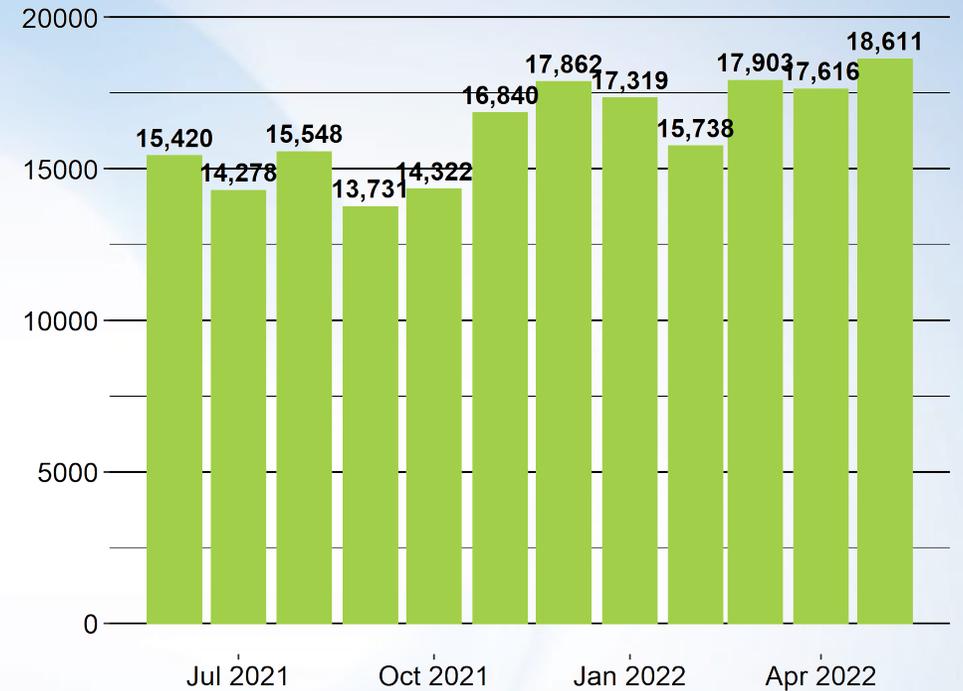


### Unduplicated Clients Served



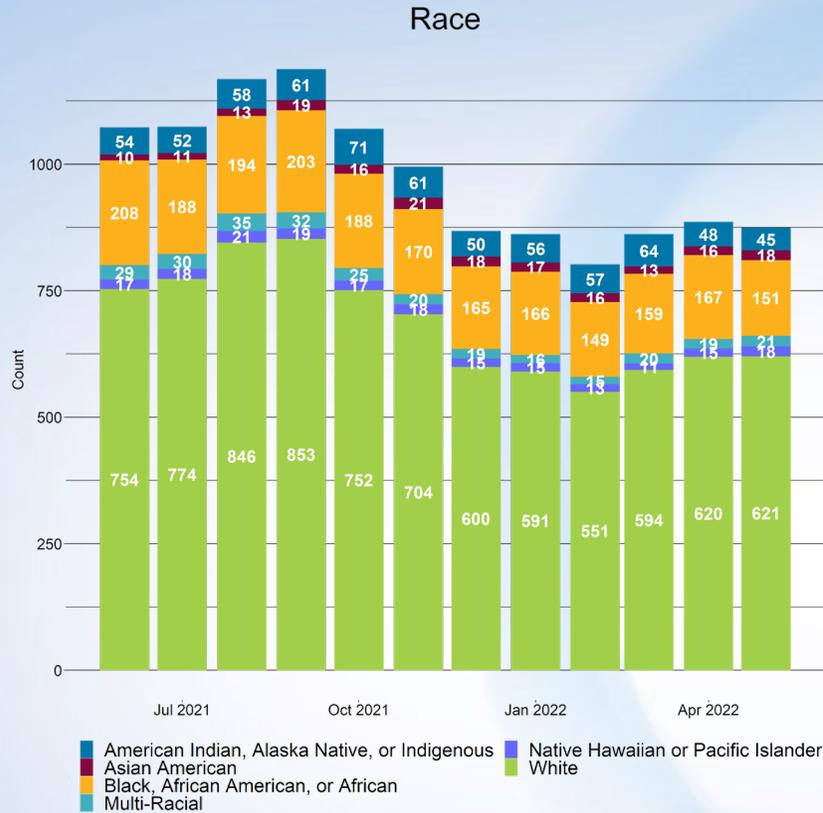
Clients Served is the number of unique individuals who stayed at Emergency Shelter per month.

### Bed Nights



Bed Nights shows the total number of bed night stays at Emergency Shelter.

# Cares Campus – Emergency Shelter



Individuals staying at Emergency Shelter by race. Other includes null responses, client does not know, data not collected, and client refused.



Individuals staying at Emergency Shelter by ethnicity.

# Cares Campus – Emergency Shelter



Veteran Status



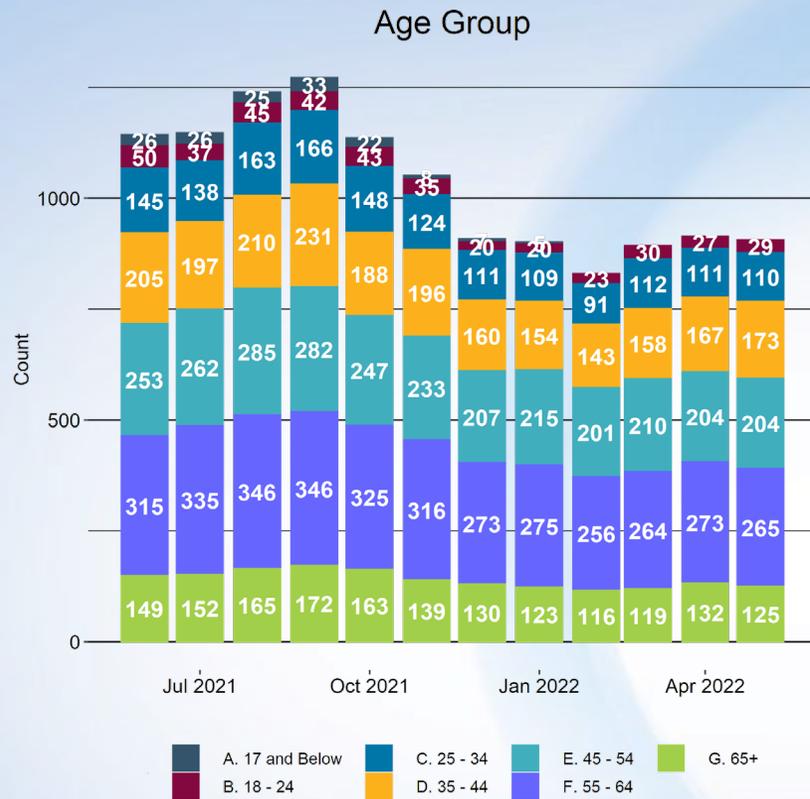
Individuals staying at Emergency Shelter by Veteran Status. (Self reported)

Gender

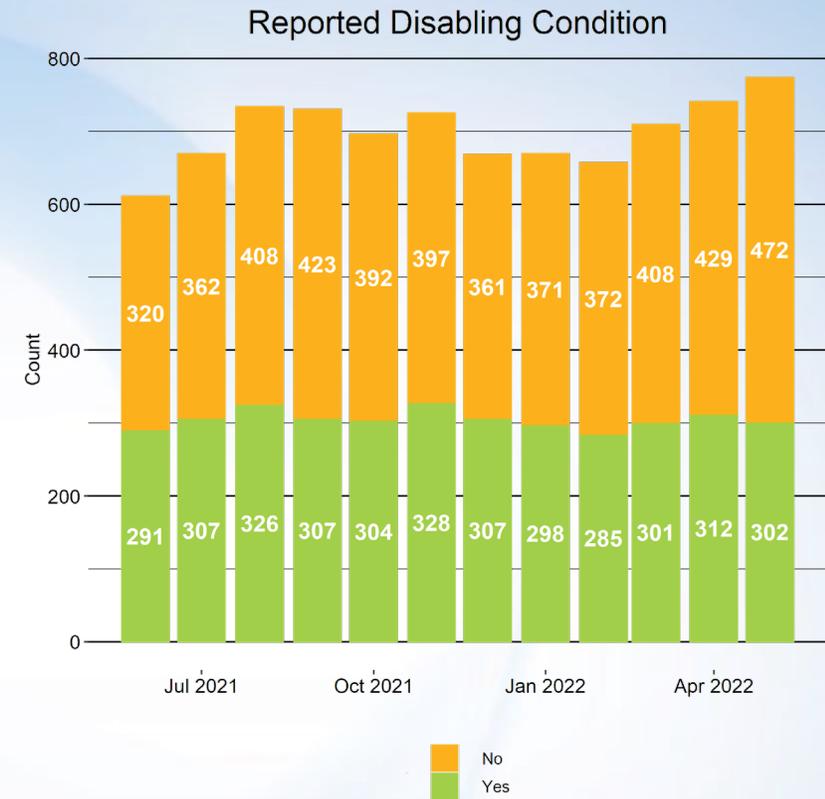


Individuals staying at Emergency Shelter by Gender.

# Cares Campus – Emergency Shelter



Individuals staying at Emergency Shelter by Age Group.

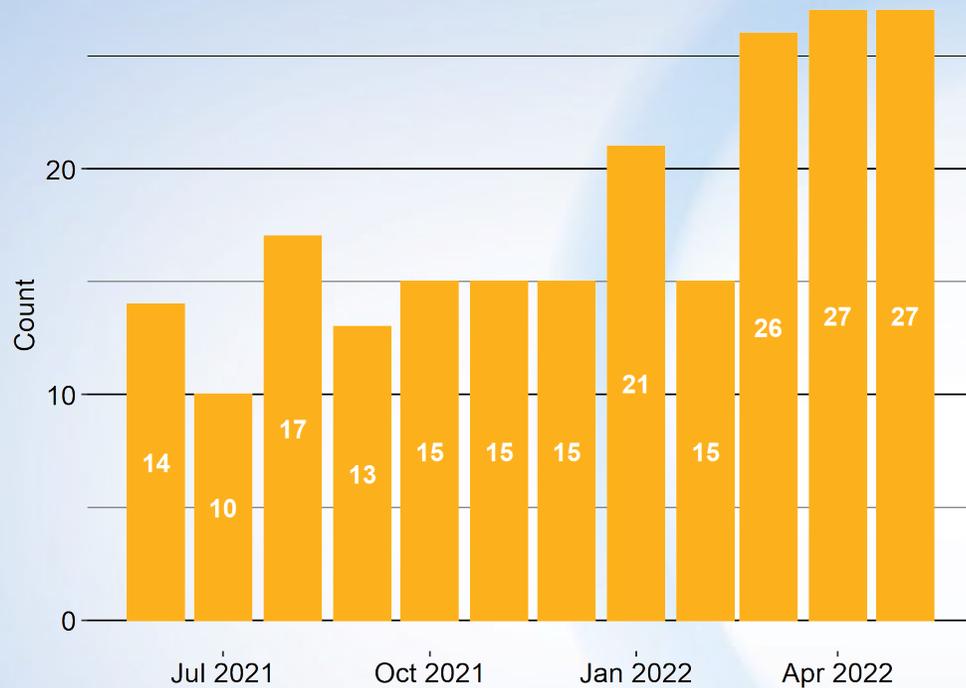


Individuals staying at Emergency Shelter that reported having a disability.

# Cares Campus – Emergency Shelter



Exits into Permanent Housing



Exits to Permanent Housing Length of Stay



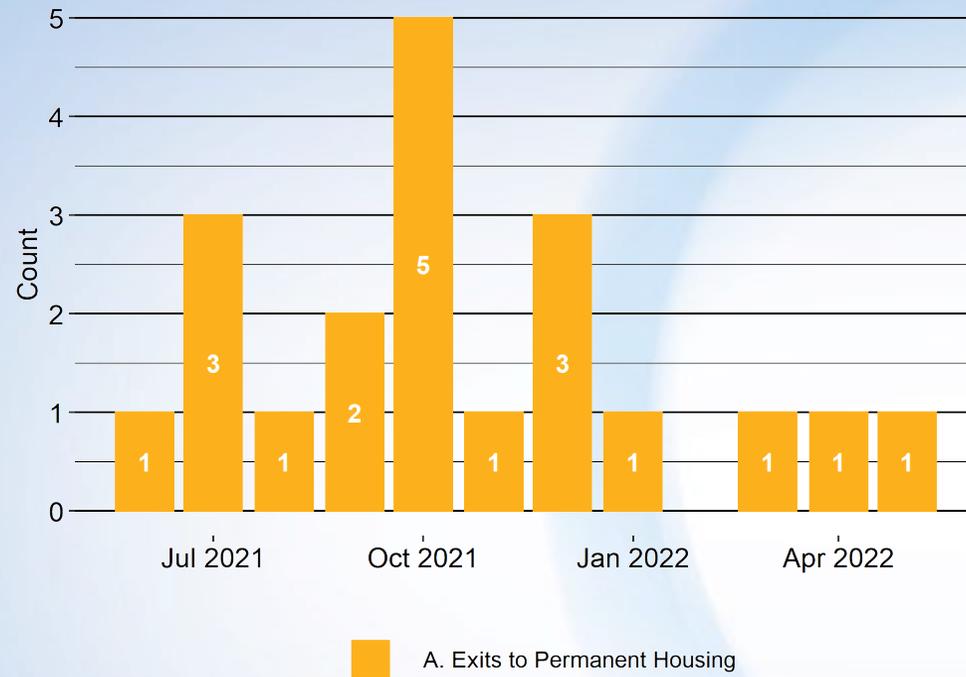
Exits to Permanent Housing left the Emergency Shelter and went into stable housing.

The number of Exits to Permanent Housing from Emergency Shelter and their length of stay.

# Cares Campus - Safe Camp

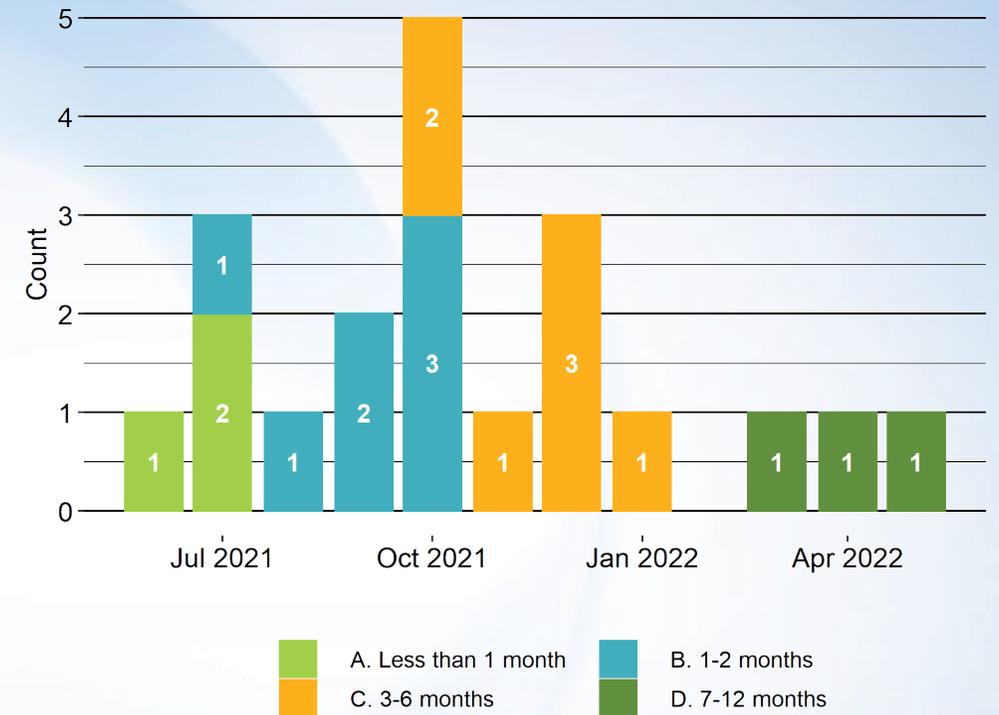


### Exits from Safe Camp



Exits to Permanent Housing left Safe Camp and went into stable housing.

### Exits to Permanent Housing Length of Stay



The number of Exits to Permanent Housing from Safe Camp and their length of stay.



# Homeless Services Update

[www.washoecounty.gov/homelessness/](http://www.washoecounty.gov/homelessness/)