

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

MONDAY

9:00 A.M.

AUGUST 5, 2019

PRESENT:

**Bob Lucey, Chair**  
**Neoma Jardon, Vice Chair**  
**Marsha Berkbigler, Member**  
**Oscar Delgado, Member**  
**Kristopher Dahir, Member**  
**Charlene Bybee, Alternate Member**

**Nancy Parent, County Clerk**  
**Leslie Admirand, Deputy District Attorney**

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, the Clerk called the roll and the Board conducted the following business:

**AGENDA ITEM 3** Public Comment.

There was no response to the call for public comment.

**AGENDA ITEM 4** Approval of minutes of the July 8, 2019 meeting.

Member Bybee said there were a few areas in the minutes where Member Lawson's name was misspelled. County Clerk Nancy Parent apologized for the error and said those corrections would be made with the Board's approval.

There was no public comment on this item.

On motion by Member Dahir, seconded by Vice Chair Jardon, which motion duly carried on a 6-0 vote, it was ordered that Agenda Item 4 be approved with corrections to Member Lawson's name.

**AGENDA ITEM 5** Update, discussion, and possible direction regarding a presentation on the INSPIRES program, a juvenile justice data sharing and predictive analytics program with IBM. Second District Judicial Court Judge, The Honorable Egan Walker.

Second Judicial District Court Judge Egan Walker conducted a PowerPoint presentation, a copy of which was placed on file with the Clerk. He reviewed slides with the following titles: Agenda, Our Story, Complex Family Trees, Involvement

In Multiple Open Cases & Family History With The Court, What Inspired Us, Complicated Systems & Processes, Manual Sharing, Envisioning the Change (3 slides), Design The Change (3 slides), Thought Process, Virtual Client Record (VCR) Collapsed, VCR Expanded, Care Plan Summary, Breaking Down The Barriers, Learning Process, Sonoma County Provided The Map (7 slides), Be the Change, Vision, and Questions.

Judge Walker said he wanted to make two points: first, the program was about changing business processes as much as it was a technological solution, and second, it was not just for the Courts. He noted many other programs within the County would also use the Integrating Nevada Supporting Partnerships Improving Results Effectuating Success (INSPIRES) program. He gave special posthumous thanks to Chief Judge Patrick Flanagan, and also thanked Court Administrator Jackie Bryant and Assistant Court Administrator Alicia Lerud, saying it was their leadership that brought the program to Nevada.

Judge Walker told a story of two brothers who lived in Washoe County, one of whom was shot by a school police officer and nearly died. Both brothers had been under Judge Walker's jurisdiction at the time of the shooting. They had been removed from their parents and had allegations of juvenile delinquency against them. Both parents had multiple children by other partners and both were homeless, which had driven their children into the child welfare system. Although the family's homelessness was really the central issue, Judge Walker noted, their complex family tree and other history was not known to the Court when the decision was made to keep the brother who was shot on probation.

After the shooting, Judge Walker reviewed the family's involvement with the court system. In addition to the guardianship case where he had placed the two brothers with their grandmother because their parents didn't have a safe home, he was stunned to find there had also been eight child dependency cases, two child delinquency cases, one criminal case against the mother and three against the father, three separate domestic violence Temporary Protection Orders (TPOs) issued against the father, and one TPO issued against the mother. In total, 11 judges had been involved with this family. Judge Walker said it would be difficult for any family to secure a home while being unable to work due to multiple court appearances. He felt the District Court's processes had inadvertently contributed to the family's housing instability.

Judge Walker wondered what could have been done differently to change the outcome for the boy, the other children who witnessed his shooting, the officer involved, and the community. Court staff noticed two principal problems. First, there were complicated systems where people touched multiple areas of the County, and where the Sheriff had to act as the primary mental health provider and default home for the homeless who were captured while committing low-level offenses. Second, there was no integrated source data for any of the systems.

Judge Walker understood the perception that the courts did not do foster a path towards success. He listed several examples of legacy systems within the County

that could not communicate with one another. Since there was no dynamic way to share information across the justice system, text messages, emails, phone calls, and other manual exchanges were often used. Judge Walker noted it might have been beneficial if the victim's probation officer and social worker had been able to share important information about the family's history when the boy's truancy issues first began. Together, they might have communicated to the Judge that the boy's father had recently been arrested for driving under the influence and a domestic violence protection order had been issued against him a month before that. Considering all that had occurred with that family, Judge Walker opined something bad was bound to happen.

Referring to the slide titled 'Envisioning the Change,' Judge Walker said technology could be used to help humanize services for more efficient processing and sharing of information. He emphasized people could not work if they were required to come to court four times a week, and children within the system could not succeed if their social workers, probation officers, and judges did not all have access to current information about their cases.

Judge Walker referred to slide 11 and suggested imagining the blue circle in the middle was a vulnerable individual or family. He estimated 15 to 20 percent of the children who aged out of the foster care system immediately became homeless, along with a significant percentage of elderly individuals who also became homeless as they ran out of resources. He envisioned these and other vulnerable individuals at the center of a system where judges could make determinations based on current, relevant information. He explained he might have addressed the aforementioned truancy case differently had he been aware of all the challenges occurring within the boy's family at the time. Better application of resources for vulnerable populations could improve everyone's quality of life, he continued, and this was the dream envisioned for the collaboration between IBM, the courts, and other stakeholders.

Judge Walker compared local agencies, departments, and programs to individual silos, each separate and closed off from one another. He said the goal was to move to a system where a virtual client record could be shared among agencies for collaborative care and case management. The information hub would be known as Connect 360, and it would provide a more holistic and proactive model with the potential to bring multiple community, city, and county resources together to focus and coordinate their services, rather than having each entity create and store separate records.

Judge Walker said the process to build INSPIRES included gathering and consolidating data from different systems in addition to securing and limiting access so authorized members of a care team could view only the information they were entitled to see. He said it had been no small task to get data in useable packets from three separate legacy systems, and the goal was to ultimately get information from as many systems as possible. If data from the courts, Juvenile Services, and the Human Services Agency could be combined, the resulting body of information could be appropriately shared across the region or even statewide; this would be the first such program in the nation. It would allow social workers in the field, for example, to see current justice data,

understand stresses going on with a family, and apply analytics to help determine their next steps.

Judge Walker showed a sample Virtual Client Record that contained demographic, justice, employment, substance abuse, and other relevant data collected from various agencies. The information in the record would be available and updated daily, and the system could also be customized to provide important alerts. He said case workers, guardians, and other stakeholders needed to be able to access reports of school absences or missing children as soon as the information was available.

Judge Walker said the new system could be used by any authorized stakeholder in the community to warehouse, access, and update data in real time, resulting in fundamental changes to the way the courts did business. Courts were used to being reactive, he explained, but that was no longer the model used in the Second Judicial District Court, nor in other courts across the country.

Judge Walker said the process included ensuring that the new system would not increase staff workload or duplicate data, and that the information would be secure. Those were not small tasks, the Judge said, but they were being accomplished. He stressed there was nothing in the Adoption & Safe Families Act, the Health Insurance Portability and Accountability Act, the Family Educational Rights and Privacy Act, or the Nevada Revised Statutes that suggested courts and service providers should not share information, only that data should be secure and only shared with those entitled to view it. Judge Walker said not sharing data actually worked to the extreme detriment of the people served. He felt the shooting victim's family would have said yes had they been asked if they had wanted the Judge to know all the challenges in the boy's life when his probation case was evaluated.

Judge Walker then spoke about Sonoma County, which provided the model for INSPIRES. He compared several aspects of Sonoma County and Reno, including their population, tourism, housing, income, and human development index rating.

Judge Walker said Sonoma County experienced a crisis when a large fire struck their area. He said their emergency center worked together with other entities to evaluate all the available community resources. They discussed housing, aging and independent services, substance abuse treatment services, and other programs, asking themselves how these resources could be applied in more dynamic ways. With the help of IBM and programs such as Connect 360 and Watson Care Manager, they used augmented intelligence and predictive analytics to evaluate and coordinate their local resources, collect data, and make suggestions.

Judge Walker gave an example of a 63-year-old, schizophrenic, physically disabled, chronically homeless woman of color who suffered from substance addiction. He said Sonoma County considered which resources would work for her and which were

available to her that might have been missed. Their new systems had been used to answer these questions and to begin coordinating services in a more holistic way.

Judge Walker provided a different example of citizens receiving parking citations while coming to the courthouse for other matters. In addition to taking time off work for whatever initial appearance they may have had, they then had to come back again to deal with municipal parking tickets. Citizens requested Judge Walker's assistance in coordinating their multiple court hearings but he could not help them due to the use of different court scheduling systems.

So many people just wanted to live better lives, Judge Walker said, but they needed help to get there. There were many programs for food and housing assistance, medical and mental health care, substance abuse counseling, and protection orders and domestic violence counseling, but they were destined to fail if they did not work together.

With the help of IBM's Connect 360 and Watson Care Manager, Judge Walker noted Sonoma County began having multidisciplinary team meetings at regular intervals. This made a huge difference in coordinating resources and making sure citizens were able to access the help they needed. Citizens were also prompted dynamically with reminders on their smartphones, which helped them to better keep track of their upcoming appointments. Once multiple programs and agencies began working together to coordinate resources for individuals in need, Sonoma County saw better outcomes. They had 74 individuals who, through a previous lack of coordinated resourcing, had cost their community millions of dollars. 34 of those individuals had been able to improve their housing, access more services, and reduce the financial burden to their County. Sonoma County's goal was to increase that number to 300 in the next year. He noted San Diego County was using a similar program.

Judge Walker pointed out that he had signed a death warrant for Mr. Tracy Petrocelli in May. Originally convicted 37 years ago of the third of seven possible murders, Mr. Petrocelli had been retried and again sentenced to death. Judge Walker said Mr. Petrocelli was a former foster child who, after being removed from his parents at age three in one state, was fostered in an entirely different state. When that placement did not work out, he was sent to yet another foster home in another state. Finally adopted in the State of Indiana, he later joined the military and soon fell into criminality. Judge Walker felt that was a consequence of the needs of the citizens in the community not being met.

Judge Walker shared an example of a commercial sexual exploitation of children (CSEC) case. By the time the girl in the case was 15, she had been recovered for the third time after four runaways. Judge Walker said he did not know what to do for her as there was not a lot of data on options for CSEC kids that actually worked. This program and others like it would help teach him what worked for children like her.

Chair Lucey said the INSPIRES program was a phenomenal opportunity for the County, its citizens, and the children within the system to finally get the services and information they needed.

Vice Chair Jardon asked whether the system was fully in place and functional. Judge Walker clarified the INSPIRES program was still within its first beta testing phase and there were a few wrinkles yet to be ironed out, but they hoped to go live in September. He also said San Diego had been using their system for about seven years and they were now in their sixth phase; Sonoma County had been using it for about three years. He welcomed a Community Homelessness Advisory Board (CHAB) member to join the team to provide additional input on what the system needed to be able to do.

Member Bybee said this program had incredible potential and, although the human factor was the highest priority for elected leaders and community members, she felt there was also great potential for cost savings. She asked whether there was any data to this effect available from Sonoma County.

Judge Walker said he had not seen Sonoma County's fiscal data, but the federal government published the human cost of childhood pregnancies, school dropouts, and substance abuse in 2004. These three vulnerable populations alone cost their communities around \$1.7 to \$2.4 million per person. He said the Washoe County Human Services Agency currently had between 800 and 850 kids in foster care, and the cost to the community could be in the billions if even a small percentage ended up like Mr. Petrocelli.

Member Delgado said this was novel in the sense that larger departments would be using the system to communicate and share information and there would be more data, which would result in better outcomes. He asked who would have the ultimate say in decisions for an individual child or family once data from different departments and agencies was brought together.

Judge Walker responded one measure of society was how it treated its most vulnerable members. He felt people could get better with access to the right resources at the right times, leading to less criminality, fewer mental health issues, quicker recovery times, and more engagement in jobs. He recalled that, during his time as a Child Support Master with the Prison Re-Entry Court, people just out of prison who had not paid child support for years shared with him how proud they were to finally be able to start paying. He believed waiting for a tragedy would result in the courts having to deal with the aftermath.

Member Delgado agreed but rephrased his question about who would make the ultimate decision based on the information shared by social workers, probation officers, and the judge assigned to a particular case. Judge Walker said the decision would ultimately fall to the judge assigned to that case.

Member Delgado said he, like Member Bybee, would like to see data on cost savings. He suggested those savings could eventually be shifted towards other departments and he spoke about the cost of case management and administrative support.

Judge Walker said that, if the INSPIRES system could help reduce the number of times the Sheriff had to act as first responder to mental and physical health crises that might have been prevented by better proactive coordination, agencies would eventually be able to redirect those internal dollars for more efficiency.

Member Dahir said community leaders had been hoping for something like this. He thought the system could help on every level and would lead to some immediate improvements, especially for children aging out of the foster care system who were at risk of becoming homeless. He asked who would be in charge of deciding who would have access to what data, adding he could envision there being many concerns about the sharing of information. Judge Walker said those who helped build the system would decide who would have access to the data within. After painstakingly pulling every statute he could find related to juvenile justice and dependency data, he said he had found nothing prohibiting this data from being shared among community agencies and stakeholders.

As to the legitimate concerns people had about data getting into the wrong hands, Judge Walker had two responses. First, he said data about vulnerable human beings was not usually the kind of information people who stole data typically wanted; they were often more interested in things like court data or city and county financial data. Second, when parents voiced concerns about the information available on their children, Judge Walker often asked them about the last time they checked their child's smartphone or reviewed their social media posts. He opined many children were already sharing everything about their lives and that information was unguarded, unstructured, and unprotected. With the INSPIRES system, data would be protected by IBM's highest levels of encryption and in accordance with government regulations, and access to that data would be strictly limited to only those authorized to view it.

Member Berkgigler spoke about the team that was helping to put INSPIRES together, with representatives from various agencies and departments. She asked whether that team was separate from the care teams that would be responsible for handling and coordinating individual cases. Judge Walker confirmed that was what had been envisioned. He said that, as a Judge, he was not allowed to investigate any record as a judicial officer and could only receive or access information if there was a court case. The care team members were the ones who would be dynamically creating and using the data that the Judge would later have the ability to access.

Member Berkgigler stressed the importance of assuring the information available to care workers on each particular case could not be accessed by unauthorized persons. She agreed it was not the kind of information the average person would want, unless for personal or political reasons, but she expressed concern about the security.

Judge Walker agreed with her concerns, but mentioned the court had recently surveyed parents to see if they liked the pilot program that shared their children's data dynamically between social workers and juvenile probation officers in dually adjudicated cases; 100 percent of those surveyed said they wanted the information shared. In fact, he continued, most of the parents he had spoken to said they assumed the information was already shared.

Judge Walker mentioned an example of a woman who had four court appearances scheduled in the same week. Member Berkbigler said she could not imagine how difficult it would be to manage childcare, keep a job, and take care of other daily responsibilities while being required to come to court several times in one week. Still, she said, some constituents were very concerned about the data kept on each child of the Washoe County School District, and she believed some would also feel the INSPIRES program allowed the courts too much access to information. She said it was important to have full transparency about all that was being done to protect people and their personal data.

Chair Lucey said he had been one of the members of the team giving input on the construction of the program, and had worked with representatives from the Human Services Agency (HSA), the courts, the County Manager's office, and the Information Technology department. He invited any interested Board members or other agency representatives to participate in the continued development of the system.

Chair Lucey said the initial goal of INSPIRES was to help unify some of the processes within the courts which had become segregated and compartmentalized, creating a challenge for constituents who had to self-navigate the complex court systems. Citizens had questions about who represented them, who they needed to contact, and where they needed to go. It was soon realized that including other departments, such as the HSA, the Sheriff's Office, the Public Defender, and the District Attorney, could be beneficial. The program could be used to ensure people were getting to where they needed to be, and to streamline processes to reduce disorganization.

Chair Lucey thought the potential cost savings previously mentioned could be redirected to provide more resources for individuals in need. With less wasted staff time, more could be spent on important programs like Sober 24, Reno Works, Crossroads Sober Living, and specialty courts. He said children were the most vulnerable people in our community. They needed constant attention and assistance as getting through the system was a challenge for them; the INSPIRES program would help direct them to the resources they needed. He thanked Judge Walker for the presentation and said it had been a pleasure to work with him during the building of the INSPIRES program.

There was no public comment on this item.

**AGENDA ITEM 6** Update, discussion, and possible direction regarding the Good Grid, a program connecting service providers with beneficiaries. Kim Schweickert, Washoe County Human Services Agency.

Chair Lucey noted that the Good Grid program was very different from the INSPIRES program. Human Services Coordinator Kim Schweickert stated that Good Grid was a community case management system. She noted she had served on several committees in the past which had discussed a perceived lack of data available in our community. These committees later determined there was actually a plethora of data but each program held its own data separately and did not share information.

Ms. Schweickert explained that Protech Solutions Product Manager Nisha Garimalla and her father, Chief Architect Nagaraj Garimalla, had offered to provide a case management system to the community for free when they heard about the need nine months prior. Since that time, Ms. Schweickert said she and Catrina Peters, Washoe County Health Department's Director of Programs and Projects, worked to build this new system with Ms. Garimalla, her father, and other stakeholders who worked with vulnerable populations.

Ms. Schweickert said there were three important things to note about Good Grid. First, each client would own their data and could log in to the portal to access it as needed. Second, case managers could use the program to fluidly talk to other program managers, share information, and do warm referrals to other community programs rather than just sending them over blindly. Third, there would be more accountability as referrals could also be tracked in Good Grid. For example, if a program received 60 referrals and was able to provide housing for 45 of those clients, their data would reflect that effectiveness. The data would also reveal if the program received 600 referrals and only provided housing for 45 individuals.

Ms. Garimalla explained Protech Solutions was a software development firm headquartered in Little Rock, Arkansas, that specialized in large case management systems for social support programs. Their clients included various state agencies and programs such as the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, Medicaid, child support, and child welfare, among others. She spoke about how Protech had become involved with Kim Schweickert as they began working on the child support system for the State of Nevada.

Ms. Garimalla said Protech had worked with many states in the child support arena before the creation of Good Grid. One of the major goals was to increase child support collections, but they saw a huge overlap between those not paying and those who were incarcerated. She said they spoke more with Arkansas' Department of Corrections staff and determined there might also be other barriers preventing parents from paying child support, such as substance abuse and employment issues. Protech felt they had created a great technology platform, but the nature of the program meant they only touched the lives of the families served in neutral or negative ways. For example,

parents' driver licenses could be suspended if they were not able to pay, but this would not help connect families to resources that might help them to begin paying child support.

Ms. Garimalla remarked this was when Protech began working on the Good Grid initiative, specifically in the corrections domain. They found that parole officers, social workers, and other community program staff felt frustrated over heavy caseloads, a lack of coordination between different case workers with shared clients, and blind referrals. Providing an example of a parole officer referring a client to an agency such as Goodwill, she said there was no way to be sure whether the client actually applied for employment and received services, or how long they maintained employment if hired. Each case worker used a different system and kept separate records and information sharing was often done by email, phone, through spreadsheets, or on paper. The Arkansas Department of Corrections was concerned about the amount of funding being spent on various programs without any real data on their efficacy or success. Additionally, change makers in the community wanted to know if and how referrals and interventions were affecting local housing and employment outcomes.

Ms. Garimalla said many communities had incredible resources and organizations willing to help those in need, but people still fell through the cracks even when case workers worked hard to coordinate referrals with other agencies. Clients would say they had never heard of the homeless shelter in their own city, for example. Protech realized there was a definite need for a centralized resource where clients could easily learn about all the different programs available to them in their community. Good Grid helped to bring community members, programs and agencies, and stakeholders together.

Ms. Garimalla explained it had been a tenuous process at first to get all of these different parties to be able to work together, but in building Good Grid they gained a much better understanding of how to bring communities together. She said the idea behind the system was to have Good Grid work together with various legacy systems, provide a window for case workers to enter and update data, and incorporate a portal for clients. If a case worker asked a client to complete four hours of outpatient therapy in one particular week, the client could sign in and log their hours as they were completed. She stated the program would give clients a way for them to track their own progress and have a clear to-do list without having to constantly ask their case worker what needed to be done. This would also result in the unintended benefit of allowing clients to keep their information updated on their own.

Ms. Garimalla commented many reports were available through Good Grid for agencies and policy makers to utilize, in categories such as worker productivity, program utilization, client demographics, and aggregate client progress. Ms. Garimalla mentioned an example where a manager could review 10 case workers to see which were performing the best and evaluate their caseloads so work could be more evenly distributed.

Ms. Garimalla said the evaluation matrix could help unify the metrics by which each community agency measured their success. Employment agencies, for example, captured information about a client's hourly wage, while family reunification providers captured information on how often their staff spoke to or contacted each family served. She thought it would be imperative for the different agencies to agree and report on more standardized metrics in order to have more useful data. To accomplish this, Good Grid utilized the matrix first used at Texas Christian University, which captured information in 15 different categories. She stated each case worker could either focus the information they entered into the matrix on one specific category, or they could enter data under all 15 different categories and use the matrix as a diagnostic tool. This would allow the case worker to see their clients' data in a more holistic way. If they were to track a client's employment information over time along with information about their housing status, they could later run a report that showed a correlation between the two.

Ms. Garimalla said the data was available to every case worker who assisted the client, and could be used to make more informed decisions with a client's treatment plan or program goals. She provided an example of case workers without access to other case workers' notes not discovering patterns in the patient's history that might have changed their approach with that patient. She added multiple social workers could even work together to coordinate services in the best interest of the client.

Ms. Garimalla explained this information could be viewed individually or on an aggregate level for the entire community. If employment outcomes in the community improved over a period of time but housing outcomes worsened, community leaders and change makers would have a better idea of where additional resources should be invested in the future.

Ms. Garimalla stated each client would receive their own email address to use on the Good Grid portal for job searching and applications. Clients could connect with employers and even do video interviews online, as well as access their own resumes, letters of explanation, and other important employment resources. She noted that parolee full-time employment for the Arkansas Department of Corrections had increased by six percent since Good Grid's inception; additionally, around 9,000 services were accessed each month, and inmate wages had increased about \$1,600 per month. She spoke about how the Good Grid system had originally been configured for use in corrections, but could also be reconfigured for use in other domains. Many clients leaving prison needed to apply for housing, but in the past the application process took an average of five weeks to complete. With Good Grid's easily accessible housing portal, applicants were able to secure housing in an average of just one week. This also allowed Good Grid to collect and analyze new data, such as information on housing acceptance rates and the reasons for rejection of applicants.

Ms. Garimalla said Good Grid could be used to help with foster care placement, homelessness priority queues, residential facilities for aging, and employment services, especially for veterans or those receiving government assistance. She said Protech was often asked how the system could be moved to and utilized in other

communities. She explained Good Grid had been built with scalability in mind, as a cloud-based system that could be easily opened in a browser without requiring specialized staff to install. She stated there was also a social networking component built into the system which had helped spur growth. She listed how several states were utilizing the program and the benefits each state received as a result.

Ms. Schweickert said programmers in Nevada had already built the systems and held several stakeholder meetings as part of Phase 1 of the pilot program; the local family shelter would use universal intake forms to enter family data into the system within the week. Once Good Grid was up and running with all Phase 1 pilot partners, programmer-stakeholder meetings would be held to discuss the Phase 2 partners' needs and those systems would begin to be built.

Vice Chair Jardon said there had been some concern in the community that things were not moving quickly enough. She asked everyone to remember that the Community Homelessness Advisory Board (CHAB) did not exist two years ago, and the region did not agree to address these issues as a community until recently. She said the Board did not want to continue investing resources blindly without data to support their decisions. She was excited that the community was taking the time to build systems to better address the issues in a data-driven, effective, and more fiscally-responsible way.

Vice Chair Jardon asked how long it would take to get through the pilot part of the implementation, and when Good Grid would be officially launched. Ms. Garimalla replied the pilot would officially launch with all Phase 1 partners on September 1 and Phase 2 was expected to fully launch around the first quarter of 2020.

Member Dahir mentioned some regional entities did not appear to be included on the list of pilot partners. He hoped the project was functioning as a whole with good buy-in from agencies within the community. Ms. Schweickert explained the slides used in the presentation had been changed multiple times. She mentioned the Volunteers of America family shelter was actually part of the Phase 1 pilot even though it did not appear on the slide separately from the Washoe County Human Services Agency. She continued by saying they had a fantastic list of agencies who had agreed to participate.

Ms. Schweickert noted there was a lot of initial concern about data safety and the Health Insurance Portability and Accountability Act, so Ms. Garimalla and her team had held weekly meetings to answer questions and show the system to potential users. The goal was to get all community partners who worked with vulnerable and homeless populations to join. She said the system would be most effective if everyone joined together as a whole.

Member Dahir did not believe the program would be functional in time for the region to use the data to qualify for Community Development Block Grant funds. He also said he did not want people to have to go to multiple places to get information.

Ms. Schweickert responded Good Grid was able to communicate with other existing community systems. The goal was not to have it replace those systems but for it to be the central portal that fed data to other existing systems. All of those other systems would still be in place and collecting data.

Member Dahir asked what would happen if an individual needed to access Good Grid but did not have internet access or did not know how to use it.

Ms. Garimalla first wanted to add something in response to Member Dahir's previous question. She said it was important that everyone understood the goal was not to replace other systems, though other agencies who did not already have their own systems in place could use Good Grid as a standalone product. She mentioned Arkansas had not replaced their existing offender management information system, which was a state-commissioned legacy system with a lot of parole and probation capabilities Good Grid did not have. She reviewed how parole officers in such a situation would utilize their own systems in conjunction with Good Grid.

Ms. Garimalla then answered Member Dahir's question about internet access by explaining what had worked in Arkansas, which she said was a very rural state with definite internet access issues. There, Good Grid had held community toolkit meetings where they were able to gain a lot of support from the Governor, various state agencies, and the Central Arkansas Library System; together they were able to develop a statewide map of free internet access points. Coordinators at each of those access points knew about Good Grid, and could help people use the system. She said there was also a help line where clients could give their current street intersections and be referred to an access point within one mile, if one existed. If there were no access points within one mile, she explained the help desk staff would work with the client over the phone.

Member Delgado expressed appreciation for the program's larger holistic approach to the entire region. He said many different agencies in the region were doing great work but needed help managing their data. He felt Good Grid could help with accountability and even operational aspects of these various support programs that needed to be in place as a part of the continuum of care. He thanked Ms. Garimalla and Ms. Schweickert for their presentation, and said he looked forward to working with them in the coming weeks and months.

Chair Lucey asked whether the Eddy House and Northern Nevada HOPES had been included in the pilot program. He felt the system would become stronger, data would get better, and agencies could be kept more accountable with the addition of every community agency. He wished to continue to have those conversations with more community partners. He said he also appreciated the accountability Good Grid would provide, not only for the Board to maintain quality data but for the entities receiving funding and subsidies. He said this would help ensure that vulnerable populations were being addressed and future funding could be diverted to more effective programs. He said the system could give a voice to those who may not have felt they had one in the past.

Deputy District Attorney Leslie Admirand advised that, although no decision was made on Item 6, the public was allowed to make comment.

There was no response to the call for public comment.

**AGENDA ITEM 7** Update, discussion, and possible direction on the status of OrgCode Consulting, Inc.'s report and next steps on the operational review of the housing and homelessness system in Washoe County. Bill Thomas, Assistant City Manager, City of Reno.

City of Reno Assistant City Manager Bill Thomas said his presentation would not go into detail on the report from OrgCode Consulting, Inc. (OrgCode), but rather it would discuss the next steps planned for the Community Homelessness Advisory Board (CHAB). He advised an all-day visioning session had been set for September 19 for the purpose of deciding what goals and outcomes the community hoped to accomplish through the CHAB.

Vice Chair Jardon requested the time and location of the session and asked whether the community was invited. She noted some communication had mistakenly said the session would be closed, and she wanted to make sure this was not the case.

Mr. Thomas said he did not yet have the exact time or location, but it would be a typical open meeting with public notice and public comment allowed. He noted the session would also be advertised with a mailer. It would be an all-day work session beginning around 9:00 a.m. and lasting until discussion was finished, possibly between 3:00 p.m. and 5:00 p.m. He said the CHAB members, key local government staff members, and the leadership staff of various local nonprofit organizations and service providers would all be invited.

Mr. Thomas noted the session was not intended to be a meeting of the three full local government bodies, but said other elected officials were certainly welcome to attend. The meeting would include recommendations from OrgCode as well as a discussion on the direction the CHAB would provide to local governments.

Member Dahir asked whether the meeting would be similar to a workshop. Mr. Thomas responded OrgCode planned the meeting and would send out the agenda as soon as it was ready. For the session to be productive, it would be similar to a workshop but set up more like a structured meeting in order to get clear direction from the CHAB.

Vice Chair Jardon stated she liked the idea of a workshop-style setting, which she felt would be easier and more comfortable. She said she understood the need for structure so the session would not go on forever, but because this was the first regional visioning session, she wanted to make sure no one would feel like they had been unable to participate due to the rigidity of a structured meeting.

Mr. Thomas asked whether the Board preferred to save any decisions or direction for another CHAB meeting so the visioning session could be kept more flexible. Chair Lucey agreed it would probably be best to keep the agenda as open as possible in order to make the meeting more like a workshop, where everyone could have the flexibility to speak about a range of topics. Member Dahir said a workshop setting should not necessarily stop the CHAB from making decisions or issuing direction. He noted he had attended other workshops where there had been plenty of open dialog, but discussion was eventually closed so decision-making could commence.

Mr. Thomas stated the session could be done either way, but cautioned there could be an additional cost if OrgCode was asked to return to attend a separate meeting. They would be at the visioning session to present their recommendations and advice to the Board, but Mr. Thomas said it sounded as though the CHAB wanted a robust community meeting more than a decision-making meeting.

Vice Chair Jardon said she believed the Board wanted both. She suggested the first five hours of the meeting be held like a workshop, with open community discussion that would allow an opportunity for all voices to be heard, as well as time for a formal decision-making process at the end. She said the agenda should cover the entire spectrum so the CHAB could make full use of the entire day.

Chair Lucey agreed, saying OrgCode's report would give the CHAB plenty of detailed information to discuss, and the community should be allowed to participate in that discussion. As long as the agenda allowed for flexibility, the CHAB could make the decisions they needed to make.

Mr. Thomas stated he understood the Board's direction.

On the call for public comment, Ms. Lynn Gondorcin, representing the Reno Area Alliance for the Homeless (RAAH), asked that her organization be included in the Board's processes and information dissemination. They looked to the CHAB for leadership, she said, and needed a clear message explaining what community organizations could do to work together. She noted RAAH had been very encouraged by the OrgCode report.

**AGENDA ITEM 8** Update, discussion, and possible direction regarding progress of the Community Triage Center. Amy Roukie, Director of Community Triage Center & Government Liaison, Well Care Services.

Amy Roukie, Director of the Community Triage Center and Government Liaison for Well Care Services, announced they would hold their open house on August 5 and their opening on August 6. She said Well Care would accept patients on a slow rollout, beginning with the uninsured population; they were still working through contractual issues with the hospital and managed care organizations. She thanked the Community Homelessness Advisory Board members for their support and invited them to attend.

Chair Lucey congratulated Well Care Services, welcomed them to the community, and wished them a wonderful open house.

There was no response to the call for public comment.

**AGENDA ITEM 9** Update, discussion, and possible direction on the status of the Regional Community Outreach Team Memorandum of Understanding and other matters. Washoe County Sheriff Darin Balaam.

Washoe County Sheriff Darin Balaam said the Memorandum of Understanding (MOU) was still being worked on, but advised that the Reno Police Department had three employees in their help unit, which had been established for many years. He stated the Washoe County Sheriff's Office (WCSO) had a part-time lieutenant, and said they would send a deputy when they did operations with Reno and Sparks. He advised that Chief Krall had two people assigned but was still trying to get them trained. He mentioned the WCSO had collaborated with the Reno Police Department and the Mobile Outreach Safety Team (MOST) to do a sweep three weeks prior, starting with the End of the World camp and Bureau of Land Management (BLM) land. He said the WCSO, Reno Police Department, and Sparks Police Department were still working on the MOU, which would hopefully be done soon.

There was no response to the call for public comment.

**AGENDA ITEM 10** Update, discussion, and possible direction on 2019/2020 CHAB meeting dates, location, and Washoe County as the permanent custodian of record. Kate Thomas, Assistant County Manager, Washoe County.

Assistant County Manager Kate Thomas summarized the staff report which proposed regular Community Homelessness Advisory Board (CHAB) meeting dates from August 2019 through June 2020. She noted the suggested start time had been moved from 8:30 a.m. to 9:00 a.m. and, with the exception of September 2019, all meetings were scheduled to be held in the Commission Chambers on the first Monday of each month. She noted the September meeting was scheduled for Monday, September 9, due to the observance of Labor Day. The staff report also recommended the Board designate a single entity to serve as custodian of record for all CHAB meeting minutes. Ms. Thomas said Washoe County Clerk Nancy Parent had offered to host all CHAB records permanently for ease of public access.

Chair Lucey further suggested the Board continue to hold future meetings at Washoe County beyond just the proposed year-long schedule, rather than move to a different location each year. He thought this would provide a sense of continuity for the Board, no matter who became Chair in the future or which entities were involved. He requested a motion from the Board with that understanding.

Member Dahir thanked County Clerk Nancy Parent and Washoe County for offering to host the CHAB records and meetings permanently.

There was no response to the call for public comment.

On motion by Member Dahir, seconded by Member Berkgigler, which motion duly carried on a 6-0 vote, it was ordered that the CHAB schedule laid out in the staff report be approved, Washoe County be appointed as permanent custodian of record, and CHAB meetings be held at Washoe County beyond the County's year-long hosting commitment.

**AGENDA ITEM 11** Board members announcements, reports and updates to include requests for future board agenda items.

Vice Chair Jardon said she noticed many people were not on the list to receive the Community Homelessness Advisory Board (CHAB) agenda, listing the Downtown Reno Partnership, local hospitals, members of the faith-based community, and homeless advocacy groups. She requested a list of those who would receive the agendas. She hoped the CHAB would continue to be the central hub with the most robust attendance and discussions regarding homelessness in the community.

Assistant County Manager Kate Thomas said the plan was to advertise CHAB meetings utilizing social media engagement and public meeting notices as opposed to specific invitations. She noted she had spoken with legal counsel and the fear was that groups might be accidentally left out if the meetings were advertised by specific invitation. She said this would be up to the Board to decide.

Vice Chair Jardon asked all community partners to regularly check social media pages for CHAB information and updates.

Member Dahir said he would like the CHAB to hear from Reno Area Alliance for the Homeless (RAAH) leadership staff at the next meeting. Chair Lucey responded he recently discussed this with Ms. Thomas and the September agenda would include an invitation for RAAH to make a presentation.

**10:35 a.m.** Vice Chair Jardon left the meeting.

Chair Lucey commented that, as an avid local fisherman, he spent a lot of time at the river in various areas from Rock Park to Arlington. He was very excited about the work the Board was doing, but said he still continuously saw homeless individuals and vulnerable populations along the river throughout the downtown corridor, many of whom were without services. He praised the foundation of programs that were underway, but felt the public's involvement was still very important for continued growth. He asked the public to participate in the September 19 visioning session with OrgCode, saying he hoped robust discussions would continue at CHAB meetings to help address the needs of vulnerable individuals. He thanked everyone for their time.

There was no response to the call for public comment.

\* \* \* \* \*

**10:36 a.m.** There being no further business to discuss, the meeting was adjourned without objection.

---

**BOB LUCEY**, Chair  
Community Homelessness Advisory Board

ATTEST:

---

**NANCY PARENT**, County Clerk

*Minutes Prepared by:  
Derek Sonderfan, Deputy County Clerk*