

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



Supportive Housing Apps for Home Means NV Funding

Campus Partnership/Volunteer Development

Recruitment Efforts

Cares Campus Operator RFP

Behavioral Health Program

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



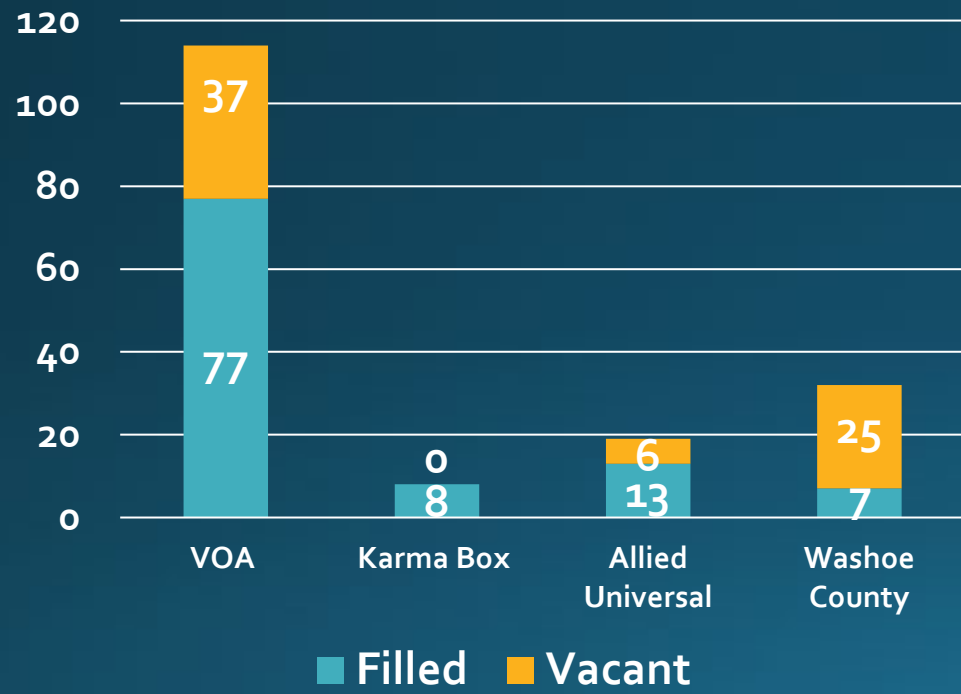
Penny Adams
Assistant Shelter Director

- 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

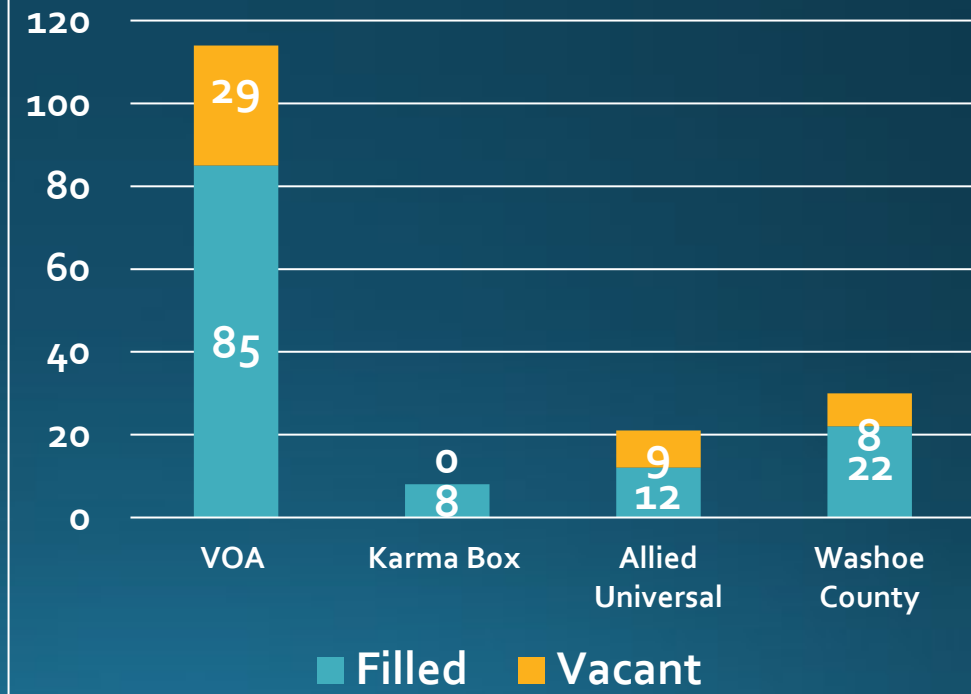


Cares Campus—Staffing

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



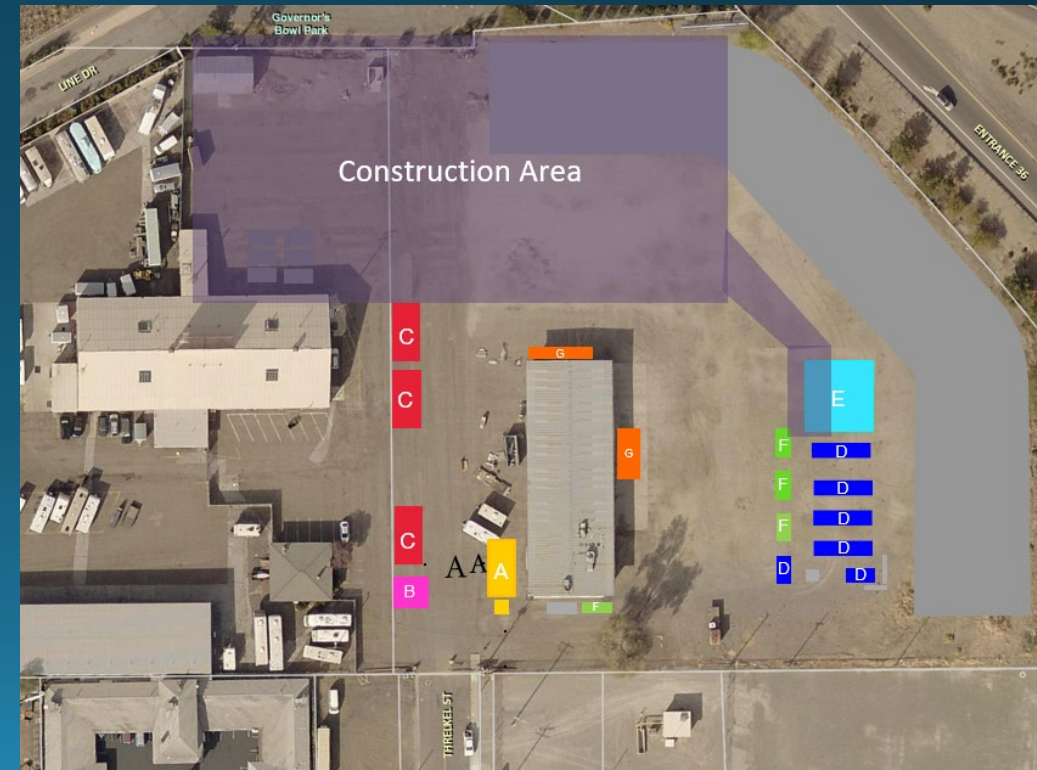
Cares Campus – Construction and Summer Planning

➤ 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





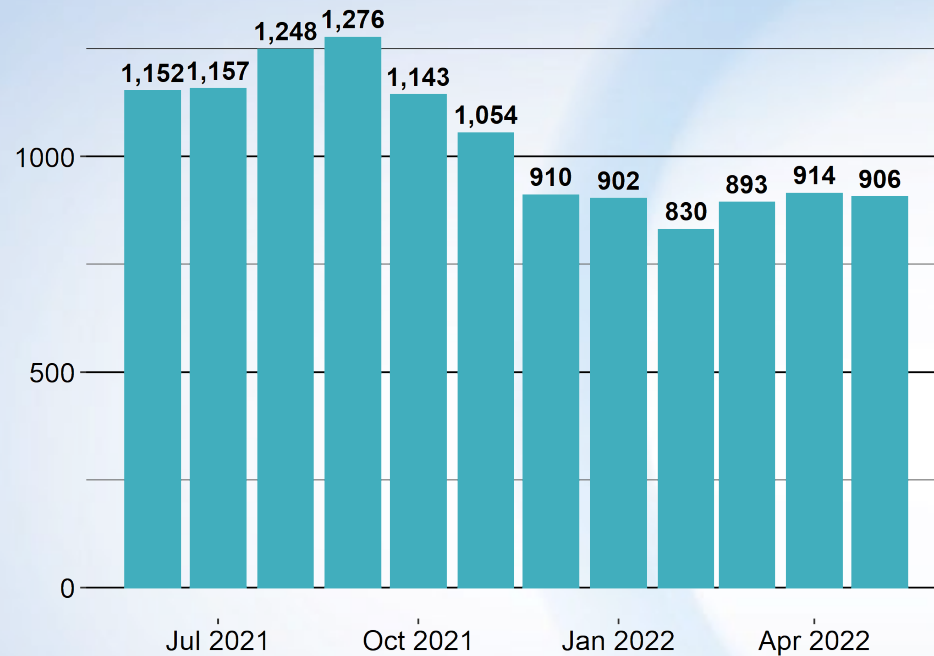
Cares Campus—Jon DeCarmine Recommendations

Not Started	In Process		Operational
<div>Housing: Length of stay policy</div> <div>Diversion: Implement diversion at every entry</div>	<div>Training: Clarify employee expectations</div> <div>Diversion: Flexible funds for diversion</div> <div>Housing: Implement a strong housing focus</div>	<div>Establish Smaller Zones</div> <div>Training: Establish baseline trainings</div> <div>Staffing: Four staff per 100 beds (each shift)</div>	<div>Implement project performance measures</div> <div>Staffing: Overhaul case management process</div> <div>Staffing: Appropriate case management caseload</div>

Cares Campus – Emergency Shelter

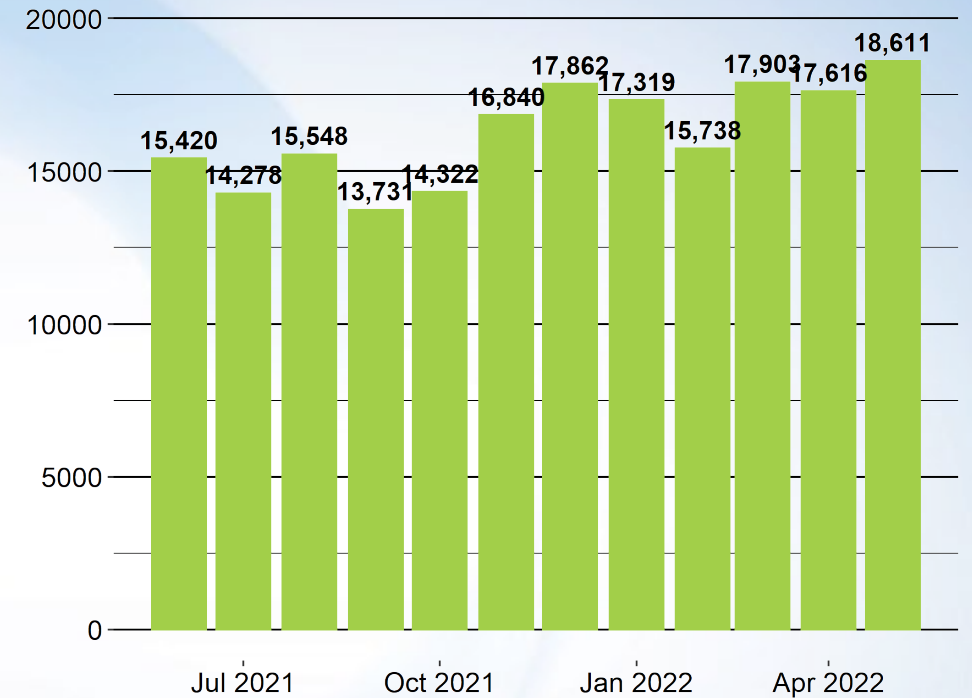


Unduplicated Clients Served



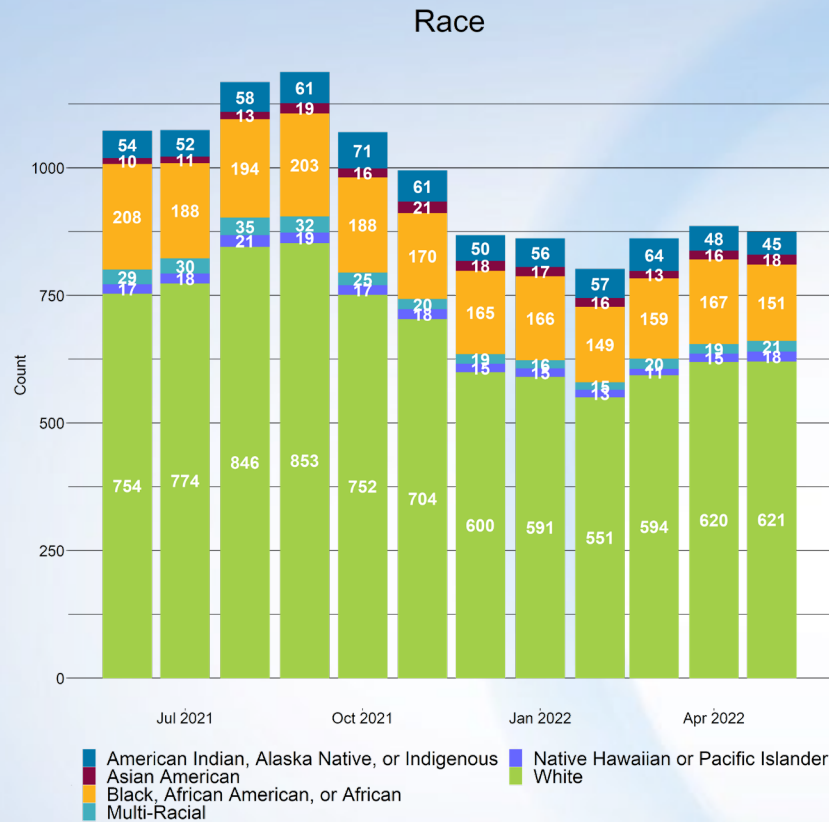
Clients Served is the number of unique individuals who stayed at Emergency Shelter per month.

Bed Nights

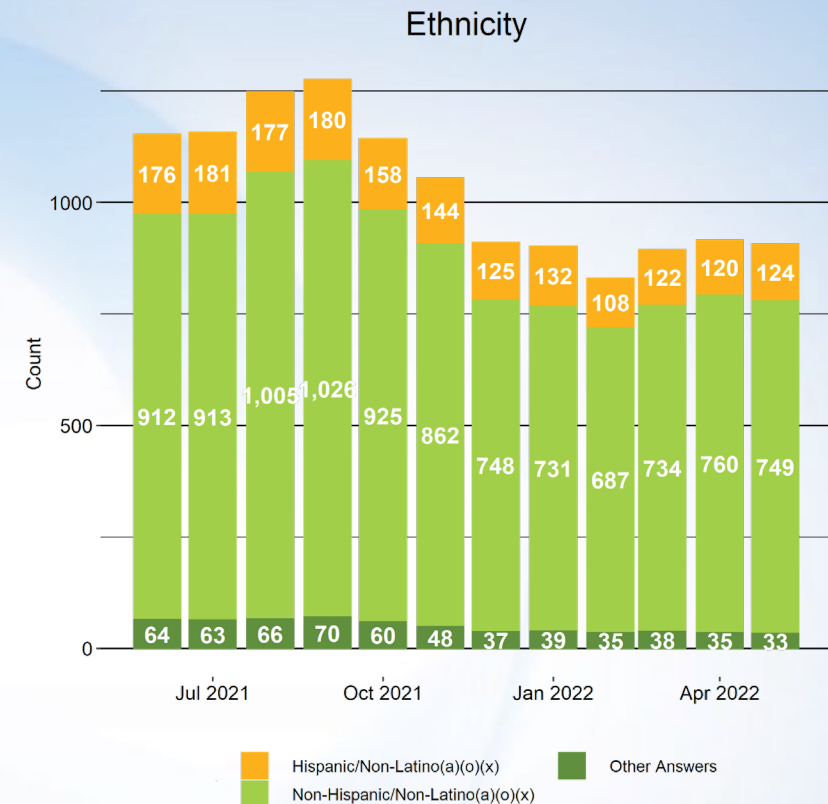


Bed Nights shows the total number of bed night stays at Emergency Shelter.

Cares Campus – Emergency Shelter

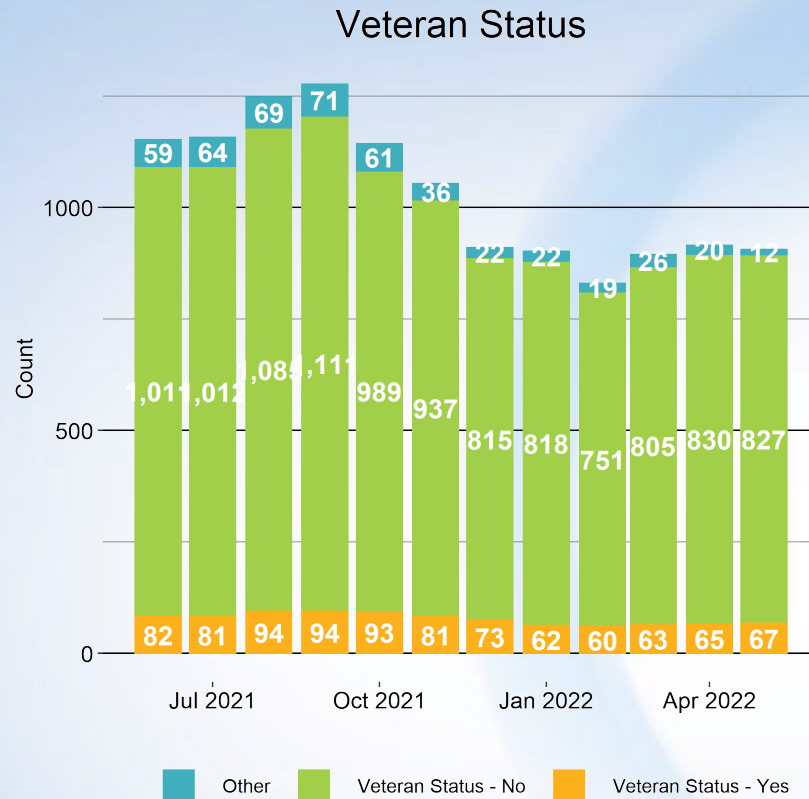


Individuals staying at Emergency Shelter by race. Other includes null responses, client does not know, data not collected, and client refused.

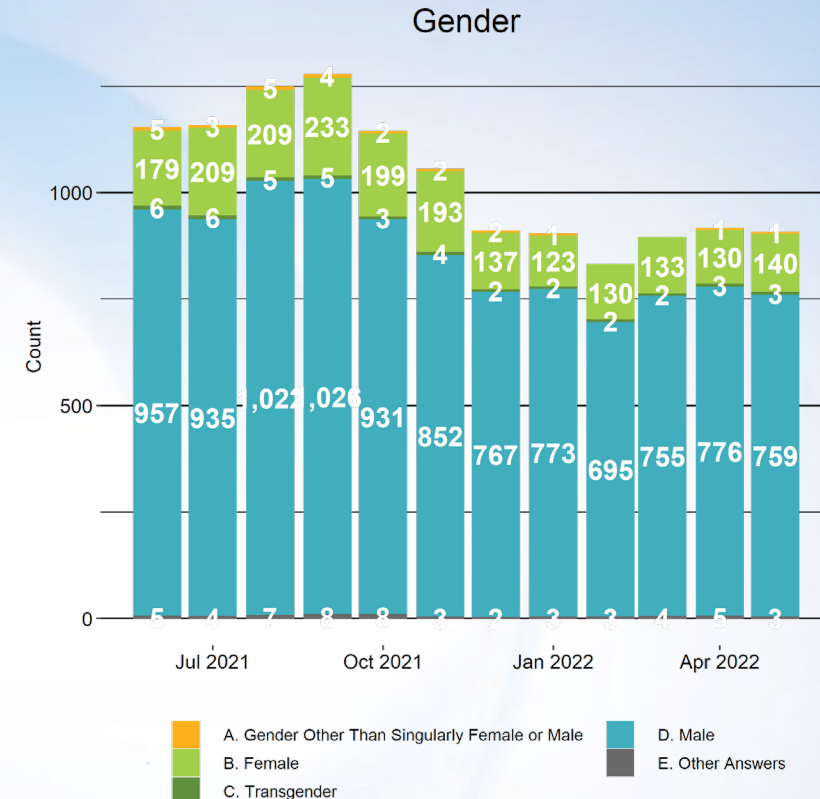


Individuals staying at Emergency Shelter by ethnicity.

Cares Campus – Emergency Shelter

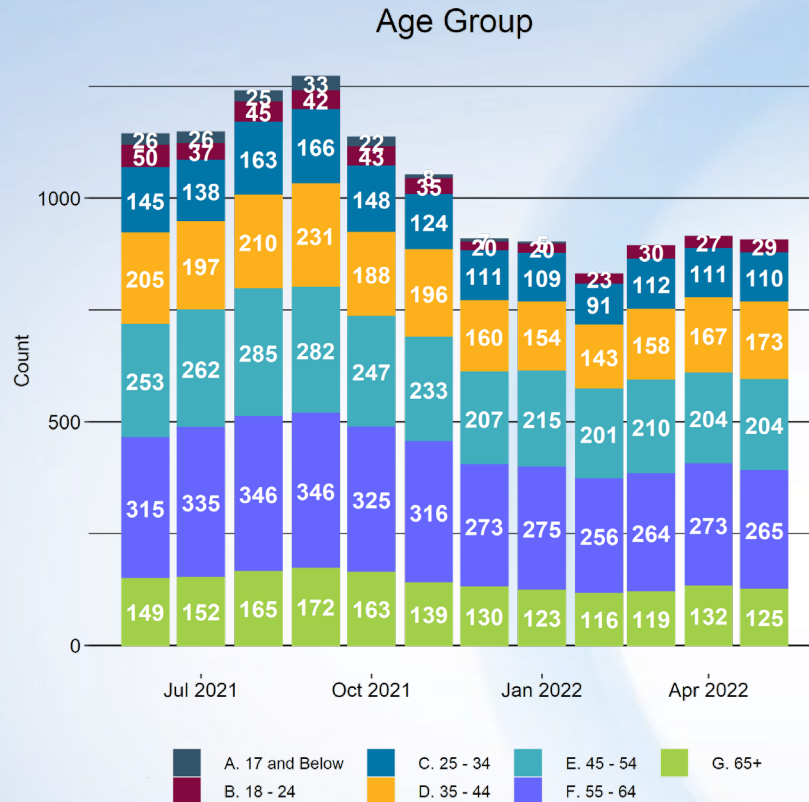


Individuals staying at Emergency Shelter by Veteran Status. (Self reported)

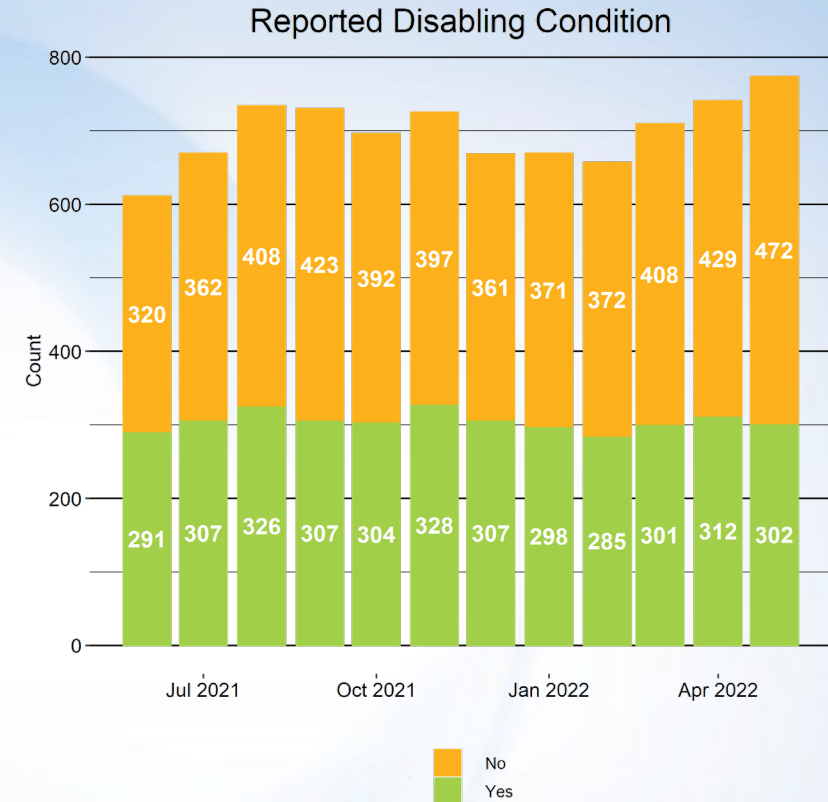


Individuals staying at Emergency Shelter by Gender.

Cares Campus – Emergency Shelter



Individuals staying at Emergency Shelter by Age Group.

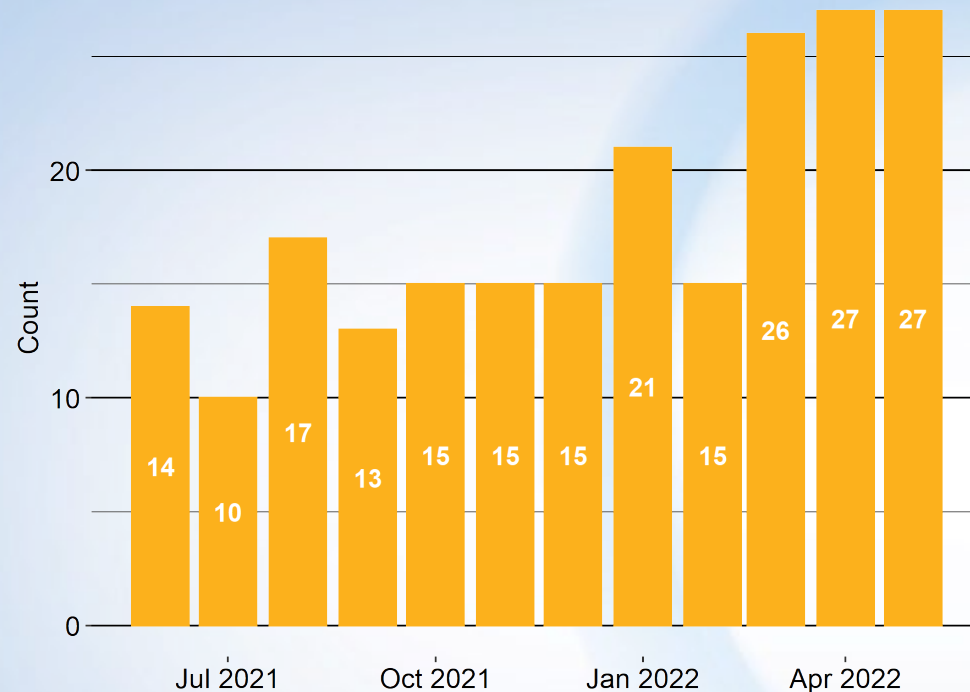


Individuals staying at Emergency Shelter that reported having a disability.

Cares Campus – Emergency Shelter

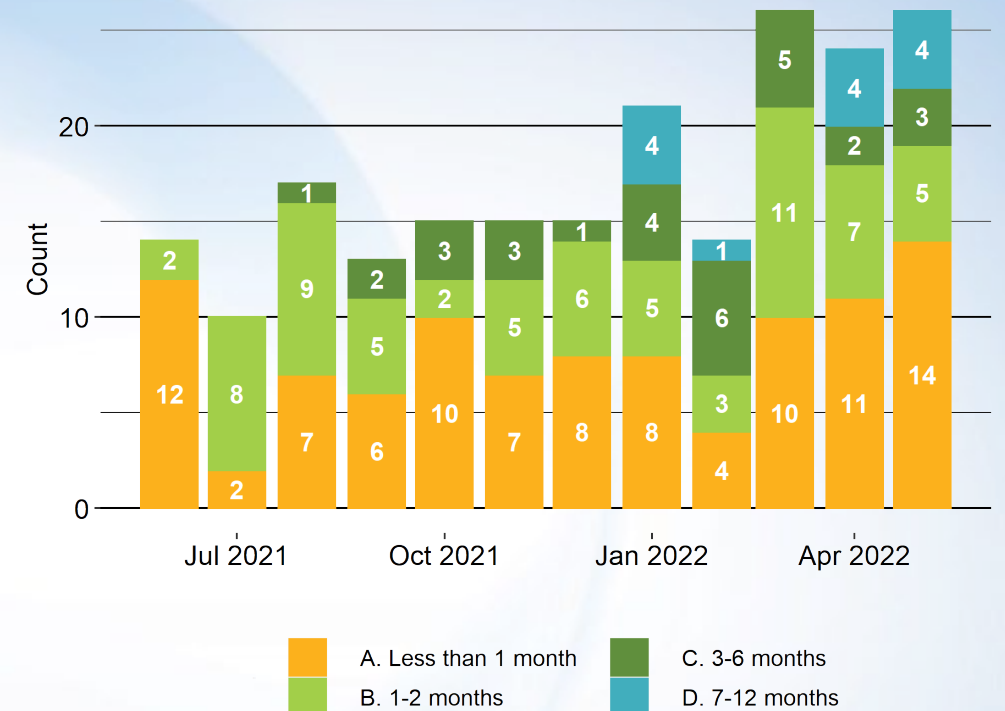


Exits into Permanent Housing



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

Exits to Permanent Housing Length of Stay

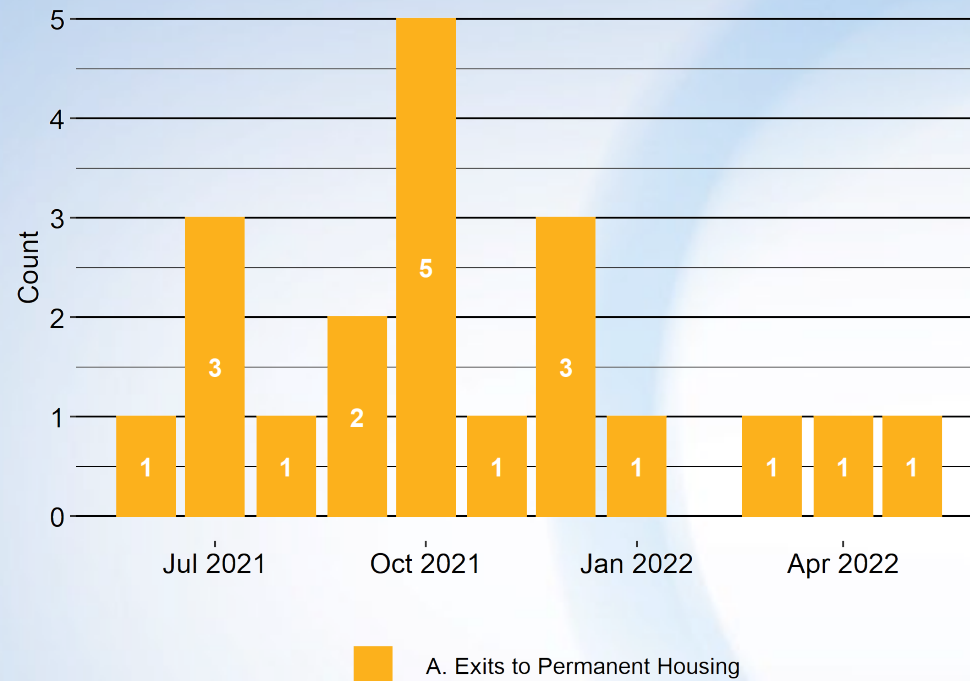


The number of Exits to Permanent Housing from Emergency Shelter and their length of stay.

Cares Campus - Safe Camp

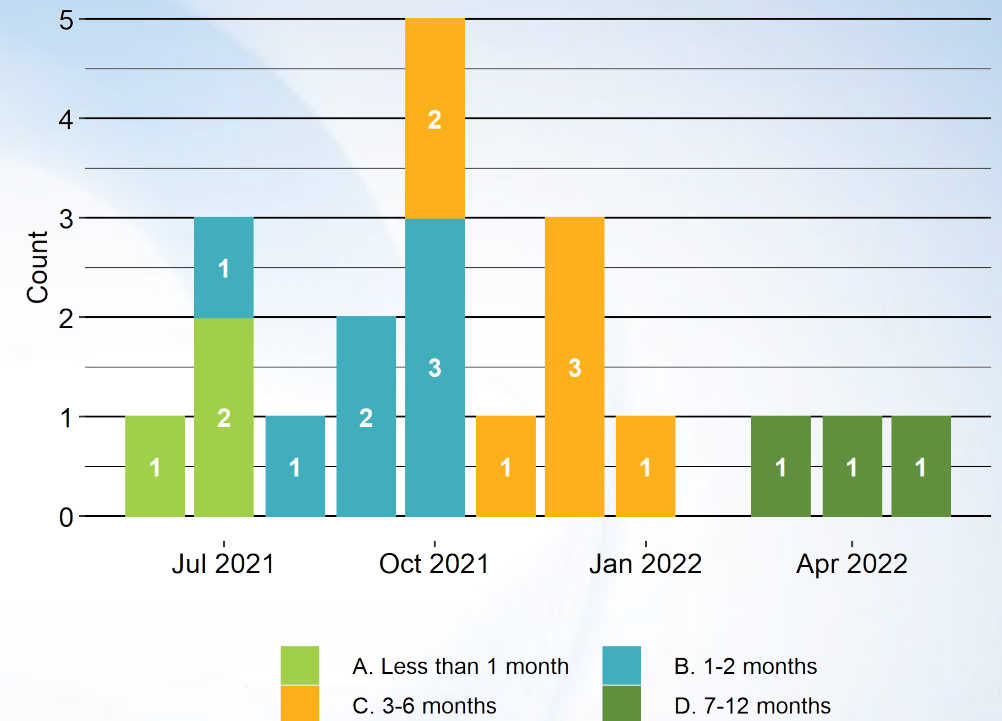


Exits from Safe Camp



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/