

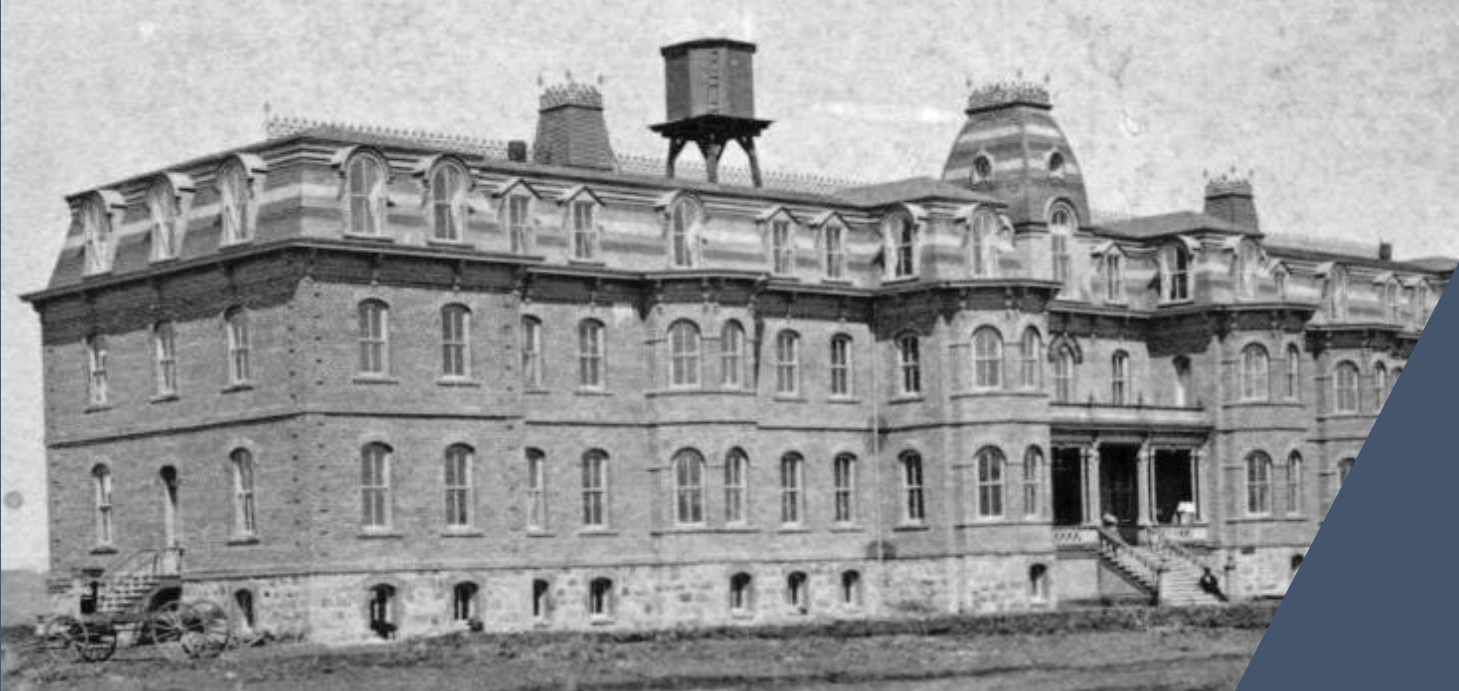


HUMAN SERVICES AGENCY



# WASHOE COUNTY OUR PLACE UPDATE

Community Homelessness Advisory Board Meeting  
December 7<sup>th</sup>, 2020

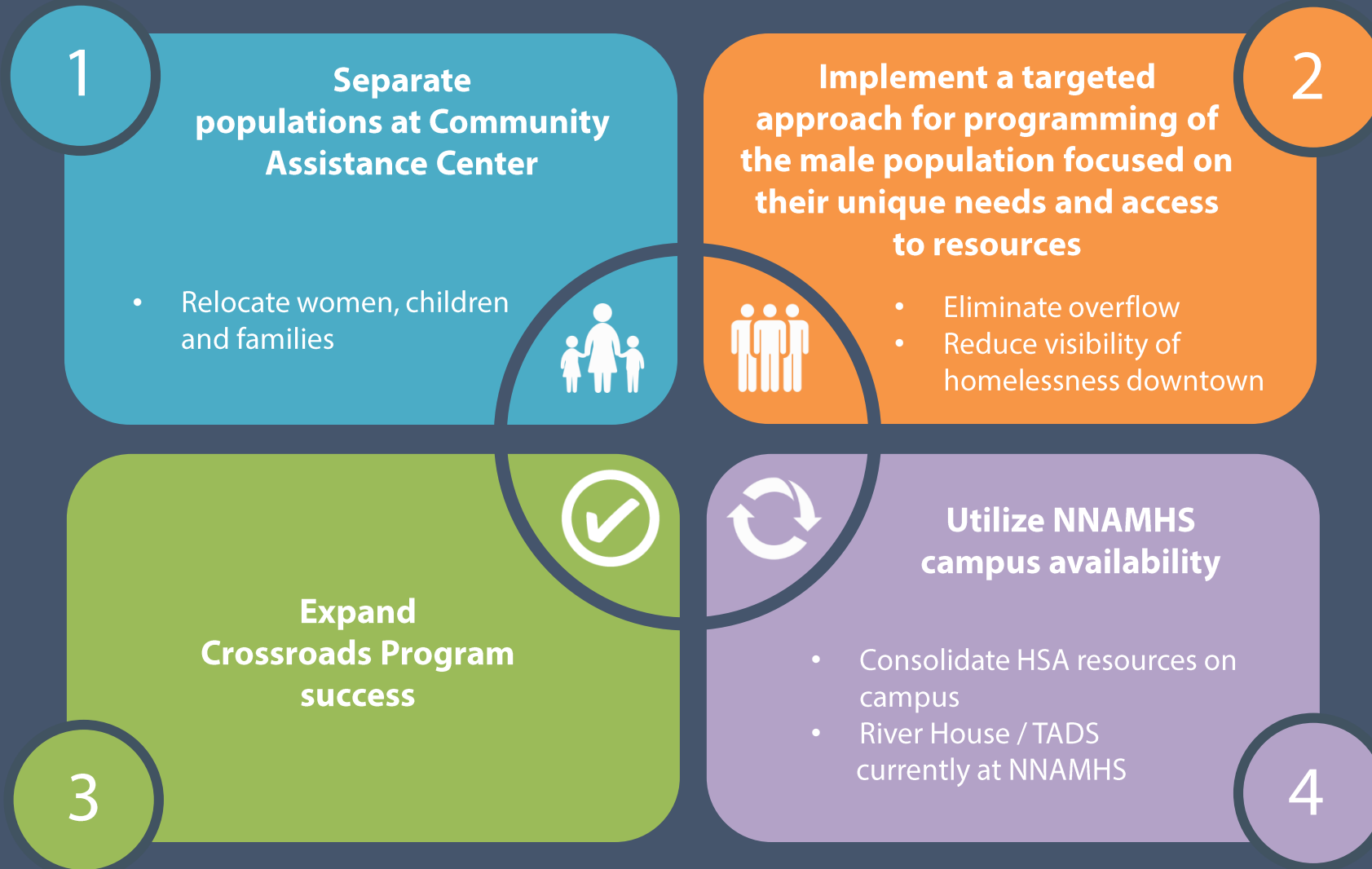


# CAMPUS HISTORY

92 acres of land located adjacent to the Truckee River were deeded to the State in the 1800's for the benefit of the mentally ill and disabled. The Campus was then 3 miles from Reno, as Sparks didn't exist until 1905.



# Expected Goals & Outcomes



# Scope & Funding

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## **Project Objective**

- To provide homeless housing and services. Washoe County Community Services Department is managed the planning, design, permitting, construction and post occupancy phases of development.
- Washoe County Human Services Agency developed the program model and manages operations for this essential community service.

## **Project Description**

- The State of Nevada executed an interlocal agreement with Washoe County for the use of 7 buildings (2A, 8C, 8 Central/South, 600, 601, 603, 604) and added two buildings (602 and 605) to provide homeless housing.
- The initial agreement for 7 buildings was approved by the Board of County Commissioners (BCC) on October 9, 2019.
- The secondary agreement to add 602 and 605 and redefine building 8 Central/South for the State staff was approved by the BCC on June 11, 2019.
- Budget Approved for FY20: \$14.7 Million.

# Campus Map





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I always wondered why somebody didn't do something about homelessness, then I realized I AM somebody.

# Staffing & Shelter Capacity

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## **Washoe County Human Services Staffing**

- 25 new positions including 7 Case Workers, 3 Support Specialists, 1 Mental Health Therapist and 1 APRN.

## **RISE Staffing** (Contracted by HSA)

- 64 staff members

## **Current Capacity**

- 102 Women
  - Since opening, have been at 95%-100% capacity.
- 28 Families
  - Since opening, families have been on the waitlist.
  - On average 10 to 20 families at any given time on the waitlist.

# Programming Model

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## **Removal of Barriers to Accessing Shelter**

- In order to have a significant positive impact, helping remove barriers is extremely important. It aids in more participation to services and leads to a greater success rate of transitioning out of homelessness. Some barrier removals include:
  - Ability to have pets.
  - Ability to have locked places for their possessions so they don't have to pack up everyday.
  - Not requiring residents to leave during the day; as long as, they are being productive.
  - Residents get their own assigned space that is dedicated to them for the duration of their stay.
  - Increasing length of stay to 6 months if the resident is actively working on their case plan.

## **Intensive Intake and Diversion**

Providing thorough screenings addresses residents specific needs and helps alleviate the overuse of other agencies and services, such as MOST, Law Enforcement, Jail etc. Some intake and diversion criteria include:

- Increasing the safety of the campus due to many women having history of domestic violence and trauma.
- On site full time Mental Health Counselor to intervene and de-escalate. This has prevented the MOST team from responding to the campus. The campus has had ZERO MOST intervention visits since opening.
- Peer to Peer Support – Crossroads graduates fulfill this role to increase trust, friendship and healthy connections.



# Programming Model

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## **Comprehensive and Collaborative Case Management is KEY!**

- Through collaborative processes of assessment, evaluation, planning, facilitation and care, residents can have more tailored resources and services that are able to meet their individual and family's needs. This is important in promoting significant and effective outcomes. Some key case management criteria include:
  - One worker per family/individual throughout their stay to build trust, engagement and ongoing support after leaving Our Place.
  - Weekly staffing for ALL residents to provide brainstorming on barriers to exiting, goals achieved and advocacy to successfully transition to dependency.
  - Peer to Peer Support – Crossroads graduates fulfill this role.

## **New Additions Since Initial Program Model Development**

- Medical clinic – Full Time APRN to mitigate the need for transport to medical appointments and ER visits.
- Psychiatric Services – Access to State's Psychiatrist to stabilize, lessen transport trips and ER visits

# Service Barrier Removal

## Pets

- Through a partnership with Washoe County Regional Animal Services able to offer:
  - Pet supplies
  - Vaccinations
  - Licensing
  - Microchipping
- Kennels available outside, crates available inside for smaller animals.
- Removes the barrier of people not accessing shelter when they can't bring their pet with them.





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Due to my current economic situation I reached out to the Our Place women's shelter and they were in partnership with Animal Control working together on the homeless pet ID project. They provided microchip, rabies, licensing and other periodic immunization Princess needed.

At this time of need they were able to assist me and Princess immediately to make sure Princess and I did not have to be apart. I am thankful and grateful for the people of Our Place and Animal Control.

# Service Barrier Removal

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## Possessions

- Our Place was designed to accommodate small, reasonable amounts of personal possessions
- Not being able to safely, securely store possessions is a frequently cited reason for not accessing shelter



# Service Barrier Removal

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## Intensive Intake

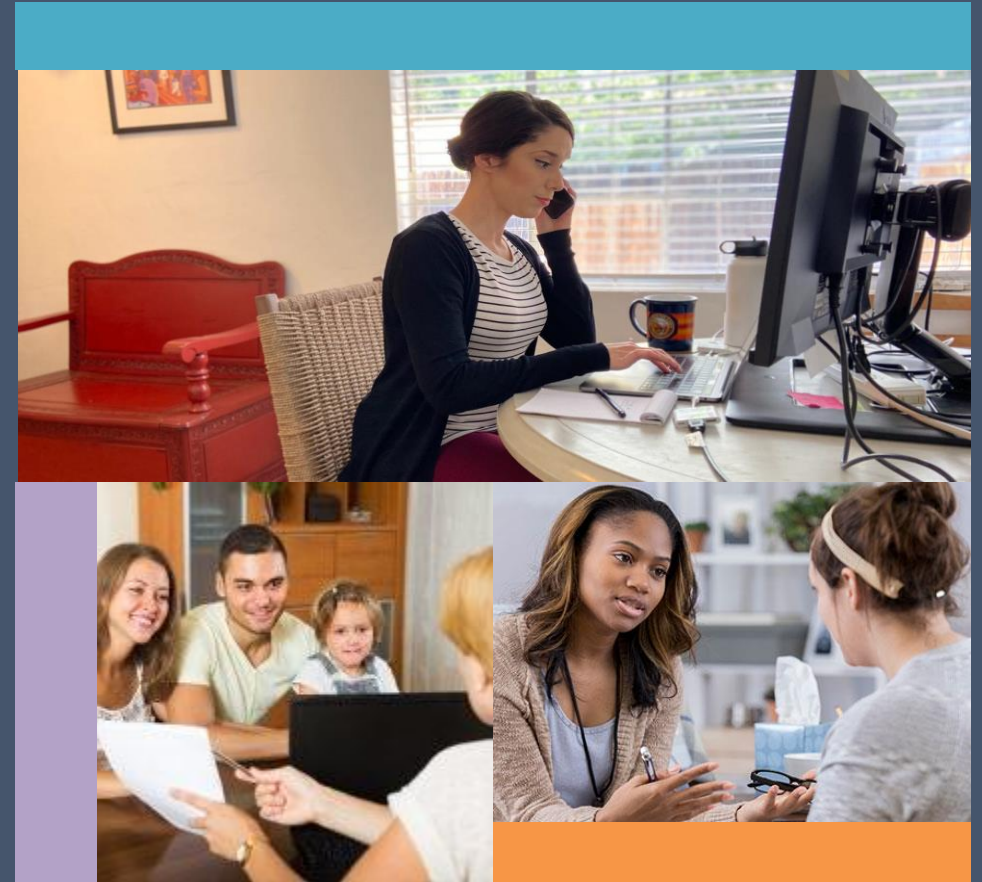
- Washoe County Human Services Agency invested in two Eligibility Specialists to complete comprehensive intakes utilizing the Grid Universal Intake Form that gathers 81 unique data indicators. Each Eligibility Specialist completes the intake with the guest to ensure accurate data is collected and recorded. They also maintain and manage the wait list for both the women and family shelters.

## Diversion

- The Diversion case manager works with women and families that are on the Our Place wait list when the shelter is full. The goal of the diversion case manager is to try and help them attain the necessary resources to become stably housed without needing to enter shelter or until they are able to enter shelter if they need more resources than diversion case manager can offer.

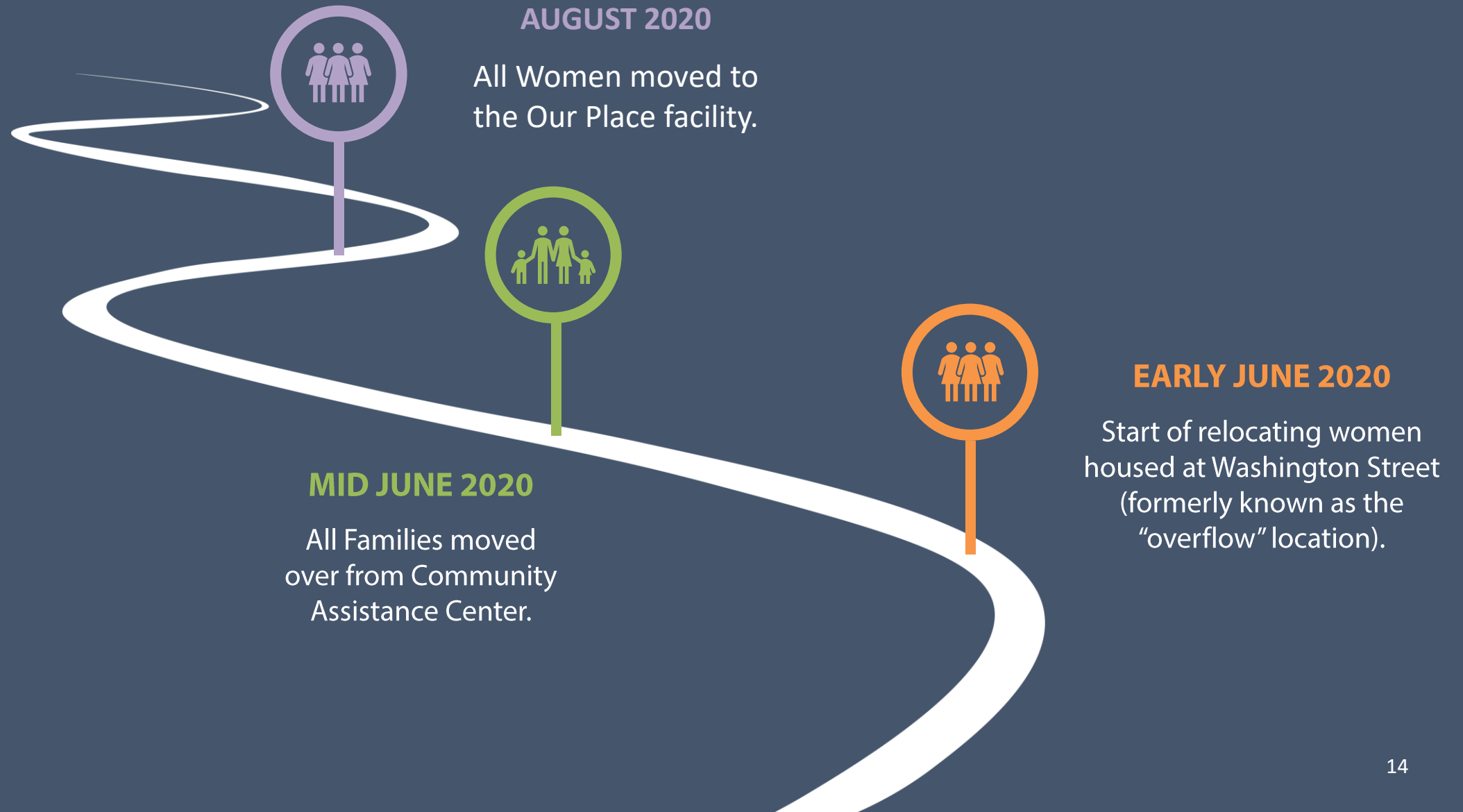
## Comprehensive and Collaborative Case Management

- All case management is done by WCHSA Case Workers
- Current Case Worker ratios: 25:1- women; 13:1- families



# Timeline

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# Women's Demographics

176

Women served at Our Place since August 15, 2020 - Present

Homeless for more than 1 year (current residents)

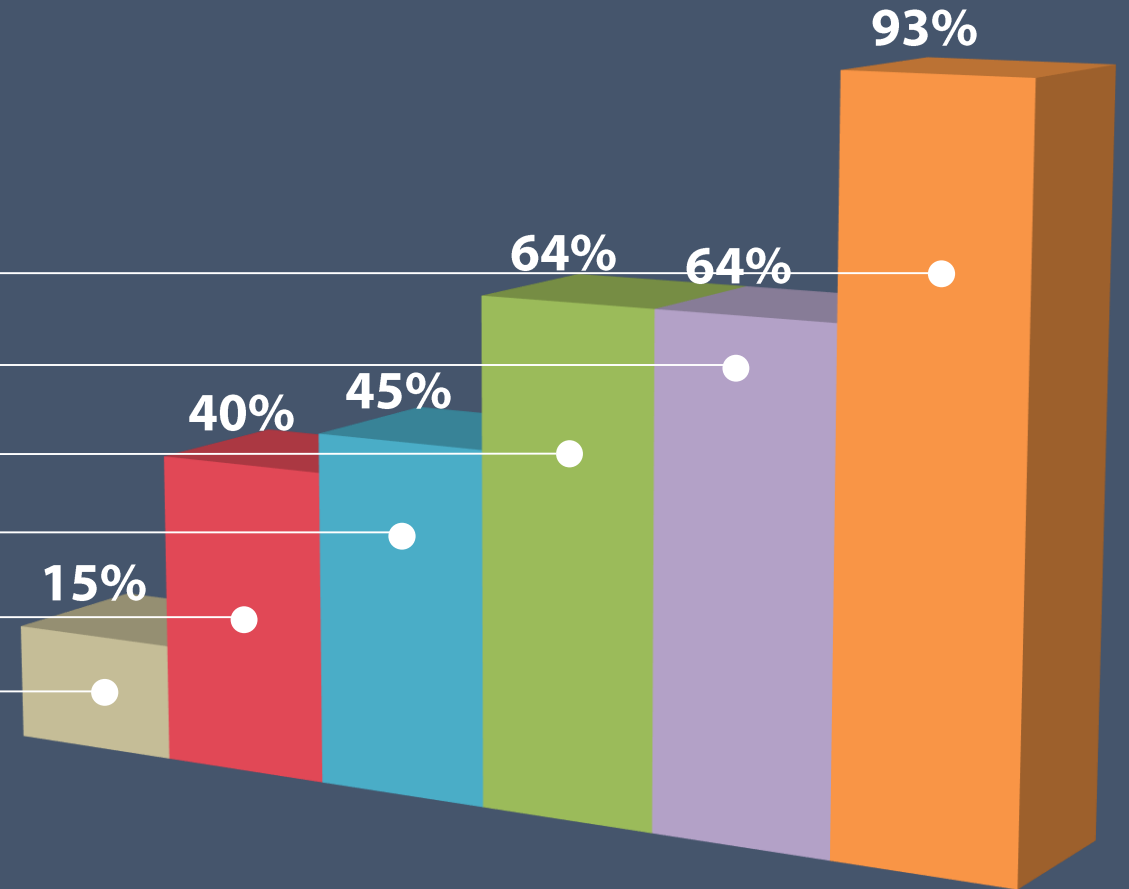
Self-Identified Disability (physical 86, developmental 26)

Self-identified mental health issues

Self-identified substance abuse issues

On track to exit in next 3 months (current residents)

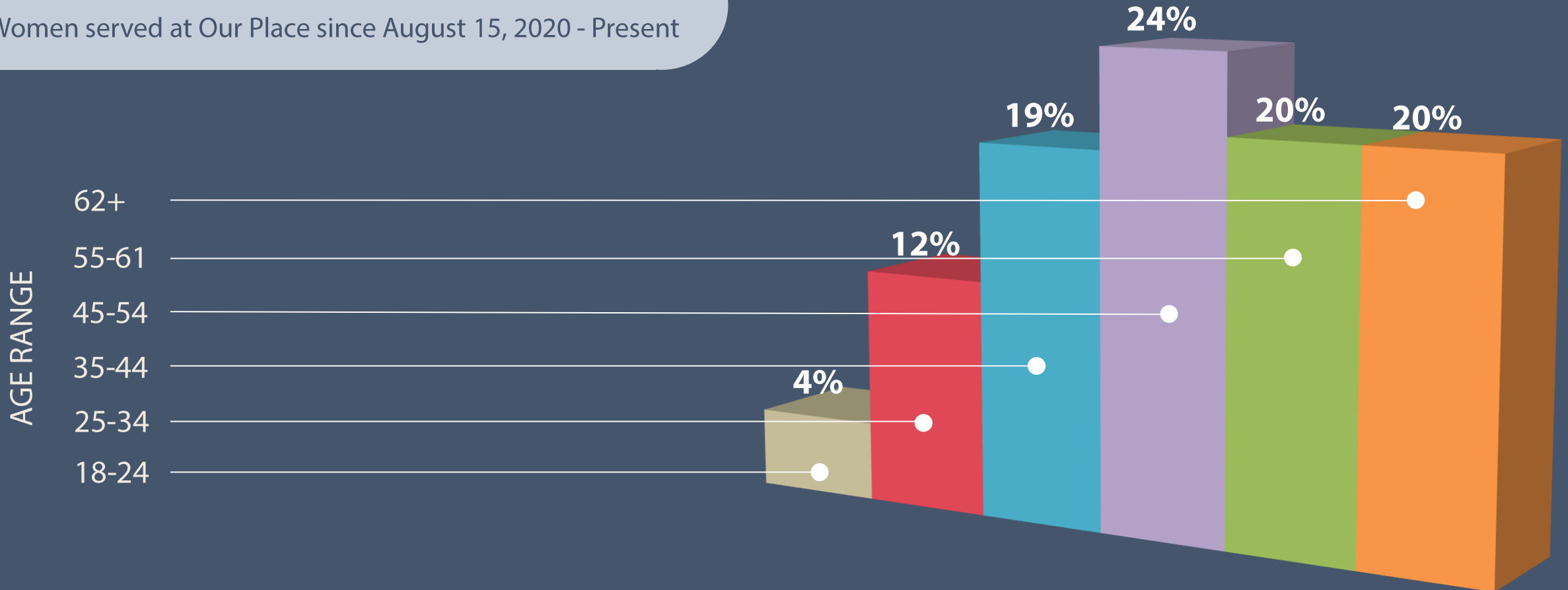
Successful exits



# Women's Demographics

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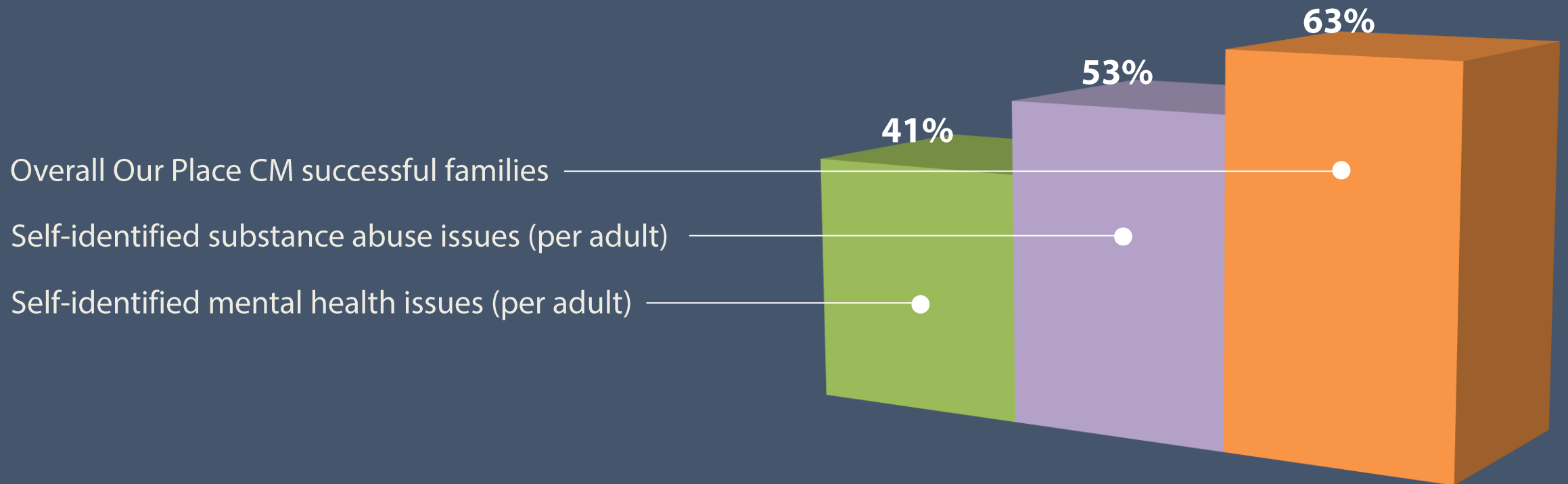




# Families Demographics

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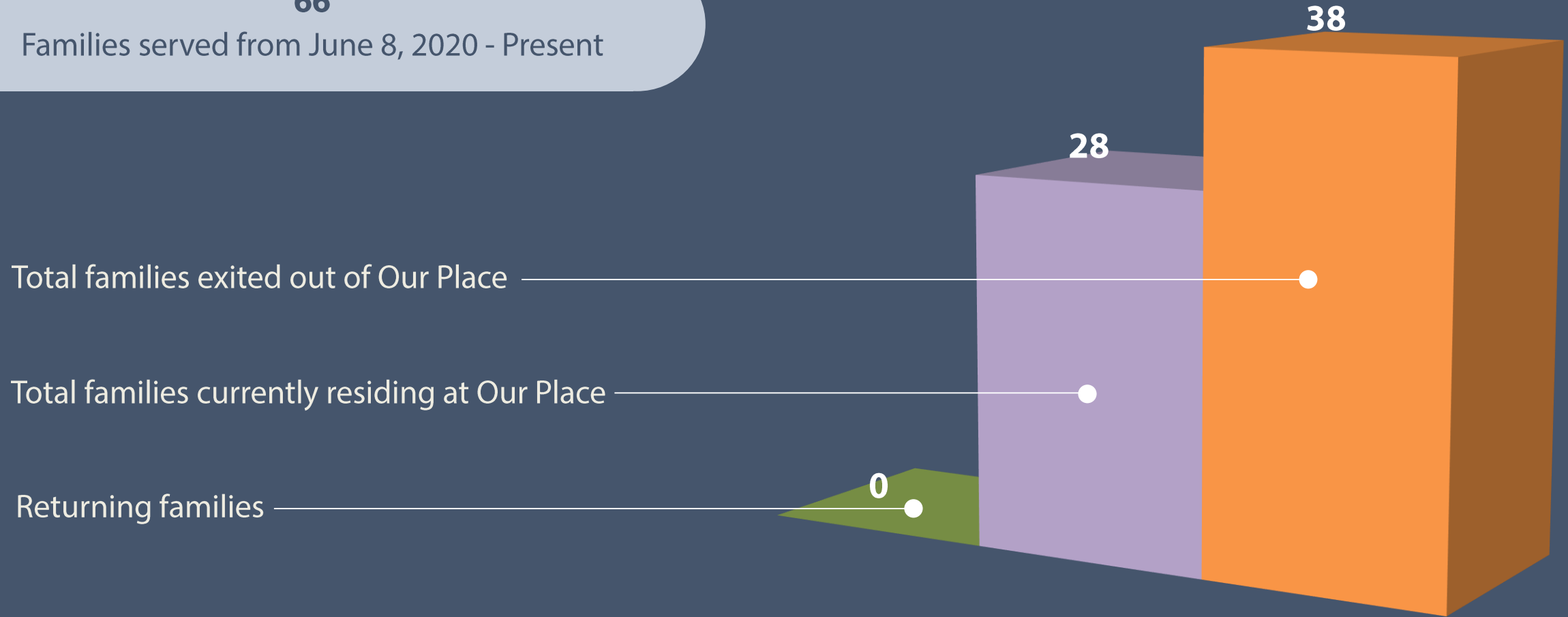
Families served from June 8, 2020 - Present



# Families Demographics

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Families served from June 8, 2020 - Present



Total families exited out of Our Place

Total families currently residing at Our Place

Returning families

# Families Demographics

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Families served from June 8, 2020 - Present

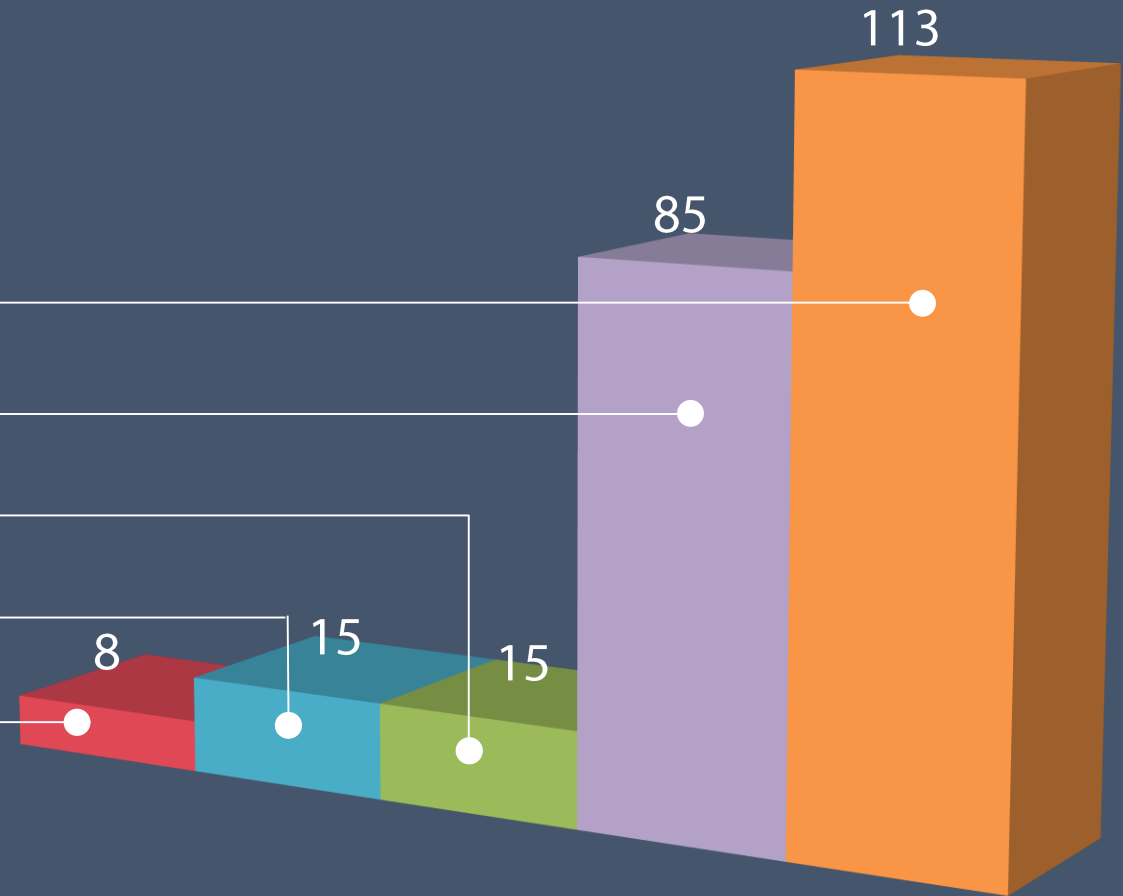
Total children served

Total adults served

Total CPS families

Total families with employment

Total pregnant women served



# Next Steps

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## **Creation of the Community Health Alliance**

- Done in collaboration with the University of Nevada Reno, School of Medicine.
- Expanded a new home for families with the support of CARES funding.
- Offers the following services:
  - Behavioral Health
  - Medical Care
  - Dental

## **Building 8B Expansion**

- Will be expanded to house 10 additional families.

# Women's Facilities



Safe, secure, and unimpeded spaces with laundry and other needs.



Bright, open, and modern communal restroom.



Spacious and comfortable living room.

## The Women's Wing

Offers a clean, safe and supportive environment while they receive several case management services geared toward targeting their individual needs to transition out of homelessness.

# Families Facilities



## Family Room

Open, comfortable, and functional living space for families to enjoy.



## Restroom

Bright, clean and satisfactory space providing all necessary needs for residents.



## Bedroom

Clean and ample space for families personal possessions and to sleep restfully.



## Kitchen

Modern, spacious communal area for cooking and dining.

# Child Care Center

## Learning Room

Keeps children safe, and helps children develop skills they will need for success in school and in their lives outside of school.



## Playground Area

Provides children the opportunity to practice key skills including social, emotional, cognitive and physical.



## Playground Safety

Fully fenced in area with shade canopies give a safe environment for children to play.



## Playground Equipment

Play structures offered for all child age ranges and abilities.



# Additional Spaces

## Therapy Room

Calming and comfortable space for residents and staff.



## Conference Room

Fun, modern conference room for staff and visitors.



## Entry

Charming and inviting entry space.



## Outdoor Signage

Bright and fun building signage and design.





Questions? \_\_\_\_\_



# OUR PLACE

UNLOCKING A BETTER TOMORROW