

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

MONDAY

9:00 A.M.

FEBRUARY 3, 2020

PRESENT:

Neoma Jardon, Vice Chair
Marsha Berkbigler, Member
Oscar Delgado, Member
Kristopher Dahir, Member
Ed Lawson, Member
Vaughn Hartung, Alternate Member

Nancy Parent, County Clerk
Herb Kaplan, Deputy District Attorney

ABSENT:

Bob Lucey, Chair

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:

Vice Chair Jardon assumed the gavel as Acting Chair in Chair Lucey's absence.

20-014C AGENDA ITEM 3 Public Comment.

Mr. Jeff Church turned in a document for the Board, a copy of which was placed on the record. He invited listeners to view a PowerPoint presentation on his website, www.homelessolutionsusa.org. He spoke in support of Built for Zero and expressed disappointment that the subject of camping had been removed from the current meeting's agenda. He said cleanup efforts were not working as he had seen people camping everywhere near Fisherman's Park, and he recalled that a homeless woman recently died in a fire in her tent. He felt allowing a safe, sanctioned, supervised, and secure camping location was the only viable solution, and discussed why an overnight-only campsite would not be effective. He suggested allowing individuals to camp for an initial 30-day period and extending their stay if they began working or were getting help. He disagreed with comments by City of Reno representatives that homelessness in the area was an issue of affordable housing; he noted Detroit, Michigan had plenty of affordable housing but still experienced rampant homelessness. He suggested opening a 24-7 warming center for homeless individuals to get warm rather than heading to the downtown library.

Ms. Kim Barghouti of the Reno Initiative for Shelter and Equality thanked everyone who came out for the Point-in-Time Count and said there had been a great volunteer turnout, which she hoped would lead to increased accuracy. She advised the dinner site on East Fourth Street would now be known as the East Fourth Rest Stop, with 12 different organizations providing dinner seven days a week and lunch on Sundays. She noted there had not been a single call for police services at the Record Street site recently and she disagreed with comments that it was driving calls to law enforcement. She agreed with Mr. Church that a campsite was needed for the homeless; she felt they were only being pushed out of one place to be relocated to another. She stated she understood the concerns regarding cost and liability, but something still needed to be done. She opined City representatives who commented there were adequate affordable housing services in the area were not actively involved in providing those services. She said the region could not afford to continue doing the same things which did not work. She concluded inactivity was not helpful to anyone.

Mr. Bruce Parks said the goal in nursing a wounded animal back to health was to make it independent again. Similarly, the goal of helping the homeless should be for individuals to eventually become independent, responsible, and productive members of society, and policy that did not achieve this was ineffective. He noted prisons also provided a protected class of individuals with free housing, free medical care, and free food. He believed continuing with the status quo would only make the homeless into prisoners of the system, and he listed Seattle, Portland, Los Angeles, and San Francisco as cities where such policies had failed. He said homeless individuals experienced the consequences of a series of poor life choices. Mr. Parks felt one population was being ignored: law-abiding, tax-paying citizens such as himself. He thought taxpayer funds were being used ineffectively to address a problem with no end in sight. He called for issues to be addressed effectively and asked representatives not to follow the example of other municipalities which had failed.

20-015C **AGENDA ITEM 4** Approval of minutes of the January 6, 2020 meeting.

Member Dahir clarified that, regarding Agenda Item 10 in the January 6, 2020 meeting minutes, he had not meant overnight-only camping should be the only option considered, but rather he wanted the Board to consider it along with all other options available. With that clarification, Member Dahir moved to approve the above-referenced minutes.

On motion by Member Dahir, seconded by Member Berkgigler, which motion duly carried on a 6-0 vote, it was ordered that Agenda Item 4 be approved.

20-016C **AGENDA ITEM 5** Update, discussion, and possible direction regarding data collection on vulnerable populations and service providers. Kim Schweickert, Washoe County Human Services Coordinator.

Vice Chair Jardon thanked everyone who participated in the community's most recent Point-in-Time Count. She spoke of the importance of the count for data collection purposes and expressed appreciation for the many volunteers who had assisted.

Ms. Kim Schweickert conducted a PowerPoint presentation and reviewed slides with the following titles: GoodGrid: Initial Assessment for Washoe County; Partners; Demographics; Universal Intake Form; Universal Intake Form Data; and Evaluation Matrix (two slides).

Ms. Schweickert advised it had been approximately five months since her appearance before the Board with a representative from Protech Solutions, Inc., the developers of the GoodGrid program; this had been gifted to the community for the purposes of data collection and case management. Ms. Schweickert mentioned Phase 1 of the GoodGrid program had launched on December 2, 2019, and a second wave of community partners launched on January 20, 2020. She said stakeholder meetings with Phase 2 partners had also begun and programming was expected to begin in March 2020. She hoped all Phase 1 and Phase 2 partners would be set up in the system by July 2020.

Ms. Schweickert noted family shelters had begun capturing client demographic information utilizing GoodGrid on December 2, 2019, and had gathered data on a total of 177 total clients or families. She also indicated the shelters had previously only been able to collect data on individuals or families who actually stayed at the shelter, including any who came to the shelter but had been turned away. Using the GoodGrid software, this data could now be captured to show others were experiencing housing insecurity in the community, even if they had not yet stayed at the shelter.

Ms. Schweickert reviewed demographics gathered from the Human Services Agency Family Shelter as of the end of January. She noted case managers were being encouraged to walk clients through the universal intake form, rather than just handing them a piece of paper to fill out, which might have resulted in obtaining inaccurate or incomplete information. She reviewed the demographics listed on the "Universal Intake Form Data" slide and added that, nationally, 80% of homeless women with children were victims of domestic violence or abuse. She said the 14 categories in GoodGrid's evaluation matrix helped case workers evaluate all clients using the same scale and showed areas other than housing where clients needed assistance. She noted case managers could also make referrals directly within GoodGrid and take notes as needed. She said the evaluation matrix had already been able to show clients' growth and changes over a 2-week period, with improvements in areas such as finances, housing, and transportation. If a family stayed in a shelter over a six-month or even a year-long period, she explained, case managers would be able to review and track all 14 indicators. She also mentioned events and reminders could be added to clients' calendars, allowing individuals to take responsibility and manage their own tasks and success.

Vice Chair Jardon thanked Ms. Schweickert for the GoodGrid update and said it was very important that all the different community agencies tracked the same types of data. She looked forward to Phase 2 of the implementation and asked when that might occur. Ms. Schweickert answered Protech had a dedicated programmer assigned to this community who met with the different groups and entities to assist with any individual modifications they might need built into the software. She hoped the majority would be set up in the system within a month and the kinks could be ironed out after that. She said the goal was to have all planned partners utilizing GoodGrid and able to make direct referrals through the software by the end of June 2020.

Vice Chair Jardon wanted to know whether there were any other community groups or agencies who might benefit from using GoodGrid but had not yet joined. Ms. Schweickert responded Health Plan of Nevada had expressed interest in utilizing the software but wanted the program to become statewide before joining. She thought there might be other interested agencies who were waiting to see if the implementation was successful first. She expressed interest in collaborating with any other programs or community agencies who worked with homeless or vulnerable populations in the area.

There was no response to the call for public comment.

20-017C **AGENDA ITEM 6** Update, discussion, and possible direction regarding the Built for Zero Collaborative. Mike Kazmierski, President/CEO, Economic Development Authority of Western Nevada (EDAWN).

There was no response to the call for public comment.

Mike Kazmierski, Chief Executive Officer of EDAWN, thanked the Board for its commitment. He mentioned the Community Homelessness Advisory Board (CHAB) had taken action based on the results of the OrgCode, Inc. report, though he added there were more solutions to be considered. He conducted a PowerPoint presentation and reviewed slides with the following titles: Homelessness; See “Seattle is Dying”; Zero Homelessness Is Possible; and Communities Achieving Zero.

Mr. Kazmierski pointed out homelessness was a problem everywhere and it was not always the result of poor choices; 45 percent of people suffering homelessness also worked. He acknowledged that the area’s growth contributed to the increase in housing prices. Because of this, the business community wished to partner with the CHAB and the community to address the issue.

Citing the “Seattle is Dying” slide, he indicated this area was beginning to look like Seattle and he anticipated it would not get any better despite continued efforts. He praised the CHAB for considering various options and recommended looking into options that worked in other areas. He acknowledged the problem would not be fixed overnight. He said he was surprised to learn 11 large-sized communities had essentially

solved homelessness. He stated the Built for Zero (BFZ) team put together solutions that allowed the community to work more effectively, be more responsive to the needs of the homeless, count people on a daily basis rather than a yearly one, and work to achieve self-sufficiency.

A video was shown about the BFZ Initiative. In it, Co-Director Jake Maguire said BFZ worked with 85 communities in the country and another 40 around the world. In the United States, these communities worked together to eliminate chronic and veteran homelessness. Those two homeless populations were chosen because it was too overwhelming for communities to try to solve everything at once. Additionally, chronically homeless individuals were both vulnerable and costly to communities, and veterans did not deserve to sleep outside after serving their country. He explained there was no single set of solutions that would fix the problem because of the great number of variables. He felt it was important to see how the problem changed within the community in real time, and respond to those changes.

Mr. Maguire stated they brought together small teams of 4 to 10 people from each of the 85 communities twice a year. He explained those teams should be made up of key agencies who worked on the problem, including representatives from the continuum of care (CoC), government offices, the outreach team, housing provider agencies, and the Veterans Affairs department. There, the teams examined data, asked questions about what the data could teach, learned from experts about best practices, and shared solutions with other teams. He remarked these were not conferences since teams worked together to establish goals and determine ways to achieve those goals. They did this with the assistance of dedicated improvement advisors from BFZ. He indicated the teams then returned home to implement what they had discussed while holding virtual meetings with their advisors. BFZ also supplied custom data analytics performance management infrastructure so teams could track their progress. Six months later, those communities met to do it all again.

Mr. Maguire pointed out the County had a lot of data but much of it was fragmented. The ultimate goal was to allow for the monitoring of individuals experiencing chronic and veteran homelessness in real time across the entire region, which he called a 'by name' list. This would allow for an agency to provide an accurate number each month and determine whether that number had risen or decreased from the prior month. He estimated it took most communities between four and seven months to assemble that data. He remarked that list would form the basis for the team to collaborate with other agencies.

Mr. Maguire said the next step would be moving a community to the Reduce to Zero cohort. The communities in this cohort worked on testing strategies to drive the homeless number down. He said this was where communities learned homelessness was complex and changing, and it would require the team to be as adaptive as the problem. BFZ would teach quality improvement, moving away from long-range planning and instead incorporating methodology to test strategies on a small scale. This methodology had helped 11 communities reduce their numbers to zero.

Mr. Maguire indicated the methodology would also allow the community to answer whether it had enough housing and service resources to solve the problem. He remarked most communities had more than they thought they had, and those resources could go further than originally believed. He admitted some communities had a gap, especially west coast areas with high home prices. Once a community got the homeless number down as much as it could without additional resources, BFZ would bring in partners to evaluate whether their expertise or resources could help. These included Home Depot Foundation, Kaiser Permanente, Quicken Loans, and The Ballmer Group.

Mr. Maguire believed this community could get to zero, and BFZ would work to help sustain that. The final cohort was called Zero For All, and the communities in that cohort worked to maintain their progress as they scaled to other populations. He added it was not a money-making venture for BFZ as every community paid less than 1/6th what it cost BFZ to support that community. BFZ sought to support as many communities as it could so others believed zero homelessness was possible and behaviors could change.

9:36 a.m. The video ended and Mr. Maguire joined the meeting via telephone.

Member Dahir stated he appreciated the business community's involvement in this effort. He asked whether they would collaborate with the efforts already underway to gather data, such as the work done with GoodGrid, or if they would push that work aside. Mr. Maguire responded the goal was to track all the different pieces of activity happening in the community into one effective strategy. The idea was to look for opportunities for increased coordination, especially by learning from a national network of peer communities who had already confronted some of the same challenges. He thought it was important that the completed work in this area be represented rather than undo any of that work.

Member Dahir said he liked the idea of having access to regular data all the time. He appreciated those who recently took the Point-in-Time Count but he acknowledged the value of having daily and monthly information. He pointed out the CHAB was comprised of political representatives, but he loved how the community had become involved because he felt government could not fix the problem. Mr. Maguire concurred, adding no single actor could solve the problem. He speculated each representative was incentivized to get outcomes in their particular area, but it was a challenge to work regionally since community entities were paid to deliver outcomes on a program level. Because of this, nobody was positioned to make progress on the whole problem, even if individual programs were working. He wanted to compile the existing work and see if it changed when considering the population on a regular basis. Individual entities might discover changes that needed to be made based on shared data.

Vice Chair Jardon explained the CHAB's existence was born out of the recognition of a regional issue, and they received great data from OrgCode's report. She sensed activity had since stalled because no one entity had the resources to make

progress. She asked how BFZ was paid, wondering if it came from BFZ's partners. Mr. Maguire replied the vast majority of BFZ's funding came from the partners he listed earlier. Fees paid by communities constituted a very small portion of what it cost BFZ to support those communities. BFZ had a pool of pass-through funds that could be deployed to any community that reached a point where they could not go further with their funds. He did not anticipate that happening in the Reno/Washoe County area for a while. He mentioned adding money to a system that was not working did not help, so they worked with local teams to ensure the system was coordinated and the data was comprehensive. They also tried to identify tests that could be performed to reduce numbers with that entity's resources; sometimes seeing community-wide data made it easier to understand better places to invest. In many cases, he said, current resources could be optimized. He mentioned pass-through grants were deployed in ten communities to solve specific problems not solvable by governments or housing vouchers. BFZ had staff knowledgeable about the resource landscape.

Vice Chair Jardon asked whether there was public information about the grants BFZ gave to communities who met certain performance thresholds. Specifically, she wanted to know how long it took those communities to get to that point and how many grants those partners gave out. Mr. Maguire listed communities who currently had outstanding grants. He explained those grants were typically one-time grants deployed with the intent to get the homeless level to zero rather than for a specific activity. He provided two examples of communities using grant funds, what they were used for, and the size of the grants. He felt the decision to join the BFZ network should not be made based on the availability of grants because it would take time before that option was available. He emphasized the importance of obtaining real-time data.

Member Lawson mentioned there were three entities in this area, a county and two incorporated cities, and asked Mr. Maguire how that type of arrangement had worked in his experience. Mr. Maguire answered BFZ worked with many communities that had a similar makeup and Washoe County Manager Eric Brown had been provided a list of urban centers surrounded by multi-county territory. He commented the CoC in those areas was not delineated by naturally-occurring lines. He mentioned Rockford, Illinois, having already eliminated veteran and chronic homelessness in their area, was expected to be the first community in the world to end homelessness by the end of the year. He provided several examples of successes in other comparable areas. He acknowledged any area with multiple jurisdictions needed a backbone entity to coordinate the work of all those groups.

Member Delgado acknowledged nobody in this region wanted to waste funds when tackling such a complicated issue. He asked whether BFZ performed program assessments and legislative policy assessments, and whether these resulted in successful cost reduction. Mr. Maguire responded BFZ was not a research entity, though they performed significant investigation of their own data. He mentioned several communities performed their own cost studies and the overwhelming consensus was that costs dropped dramatically when people moved into permanent housing and no longer relied on emergency services that were not set up to address housing challenges. He

noted the greatest cost savings came in the healthcare arena. When he posed the question to Kaiser Permanente about why healthcare providers did not help fund housing, they replied chronic homelessness would always result in some people needing services, even if other individual costs went down. He mentioned the Value of Zero study was being performed to determine the cost savings when a community eliminated homelessness. The study considered the benefits to healthcare systems, law enforcement, psychiatric hospitals, local businesses, and community pride.

Member Hartung asked whether BFZ's monthly reporting would break down the data to show the cost savings for zero homelessness on a per-head basis. Additionally, he wanted to know whether there would be an ongoing subsidy to keep people off the street. Regarding the first question, Mr. Maguire responded they did not look at cost as part of the monthly data; he believed client-level data belonged at the community level. BFZ's data would illustrate how many homeless people fit certain criteria, how many were new each month and whether those individuals were truly new, and how many left the system either because they obtained housing or just disappeared. Entities could analyze that data to look for trends. He thought the end goal was for entities to ask population-level questions, the most fundamental of which would be if fewer people experienced homelessness one month compared to the prior one. Changes to current processes could then be tested if the results were not satisfactory.

Regarding Member Hartung's second question, Mr. Maguire indicated this area had significant funds from the federal government allocated each year for this population, much of it from CoC grants. This was designed to provide housing and services to people experiencing homelessness. He stated BFZ would work to show where that money was used and possible ways to improve that usage. He remarked grant money was renewed every year and would not need to be generated at a local level. He mentioned the region as a whole could decide to start or stop certain expenditures based on the data. He summarized there would not be unforeseen financial burdens on the County, though they could decide on better uses of the money. Member Hartung said he wanted to know how other communities spent money and where they found success. Mr. Maguire thought the BFZ Collaborative would be a good resource because it would give access to many other communities' data.

Vice Chair Jardon pointed out this item was styled for action.

Mr. Kazmierski asked about a potential timeline if the CHAB agreed to move forward. Mr. Maguire responded the next semi-annual learning session was set for April in Washington D.C. He felt the CHAB had enough time to field a team to make that trip, as the next one would not happen until October. He commented the deadline to join the April cohort was February 15. Once the CHAB said yes, he explained, a dedicated coach would be assigned who would spend time on the phone to ensure the right team would be assembled for the learning session.

Vice Chair Jardon stated the CHAB would not have another meeting to vote on this issue before the February 15 deadline. While a special meeting of the CHAB

could be called, it would likely not happen before late March, and votes would still need to be held by the Commission and the Councils. She said a waiver of the contract would be necessary for this region to go to the April conference. She emphasized many CHAB Members wanted to take some action but additional steps would need to happen in this instance.

Mr. Maguire said the CHAB was unusual in that it required approval by many government agencies. Typically, the CoC and Veteran's Affairs were the critical players, not local government. He mentioned having those two groups' interest would be enough for BFZ, though he acknowledged this Board might want to get approval from its normal channels. He also said Washoe County having a strong sense that it wanted to sign on would be enough to put it on the list. If that could not be said with some certainty, the October date would be a better starting date.

Vice Chair Jardon suggested the CHAB could make a motion to ask the collective staffs to expedite their research into BFZ, at which point a special meeting could be called where recommendations could be given. She wanted to make sure the right action was taken.

Member Dahir moved to allow their staffs to perform due diligence. He thought it would be important to determine the costs, both in terms of money and staff time. He wanted the opportunity to determine the involvement of the business community, but cautioned against obtaining a consultant just to obtain a consultant.

Member Hartung asked how much time would be appropriate to allow each staff to research this and return with recommendations. Vice Chair Jardon posed the question to the Board of whether they would prefer staffs make recommendations to the CHAB or, if they determined this was something they wanted to pursue, simply allow staffs to place the item on each board's agendas. She further encouraged the Reno City Council and Washoe County to alert her or Chair Lucey if a special meeting would be necessary. She admitted she did not know how long it would take for the staffs to research the organization, though she stated it looked great. She remarked the City of Reno made homelessness and housing the top priority during a recent strategic planning session.

Member Lawson seconded the motion.

County Manager Eric Brown reported all three managers had already been in discussions about collaboration on items like this. He stated he began an evaluation of BFZ two weeks before and felt the managers could be in a position to advise the CHAB about their findings within the next couple of weeks. He added the managers met weekly to address these issues.

Vice Chair Jardon summarized they anticipated receiving feedback by the end of the month and the CHAB would either call a special meeting or discuss it at the

regularly-scheduled March meeting. There was a brief discussion recapping the anticipated timeline.

On motion by Member Dahir, seconded by Member Lawson, which motion duly carried on a 6-0 vote, it was ordered that the staffs of Washoe County and the Cities of Reno and Sparks perform due diligence on the Built for Zero program.

Mr. Kazmierski stated he was excited to be able to say the Reno/Sparks community was on the path to zero homelessness.

Vice Chair Jardon praised the work of Mr. Kazmierski, the business community, the faith-based community, and the non-profit community.

20-018C **AGENDA ITEM 7** Update, discussion, and possible direction on a report from Volunteers of America (VOA) and the Community Assistance Center. Pat Cashell, Regional Director for VOA Northern Nevada.

There was no response to the call for public comment.

Mr. Pat Cashell, Regional Director for VOA, thanked various entities, including the Community Homelessness Advisory Board (CHAB), Catholic Charities of Northern Nevada, Northern Nevada HOPES, and RISE, for the work they did as a community. While he admitted data was good, he thought it was important to recognize what people experienced at the shelters. He commented he got upset at a prior presentation by Nevada Fiduciary Solutions (NFS), but that resulted in VOA and NFS visiting each other's establishments to witness the other's processes. He said these meetings could get contentious but that was not always a bad thing. He said he would work on being open to people's perception of the work being done at the shelters.

Mr. Cashell stated the shelters were contractually supposed to manage the cases of about 350 people a night, but they often saw nearly 600 people each night. He discussed river cleanup events where shelter beds were expected, but often there were not extra beds available; many times there were 60 men waiting for beds in the warming room. He pointed out the data might show available beds but that was because their process did not mark a bed occupied until the person showed up at the shelter. He praised the case managers, noting the case manager for the women's shelter had a caseload of 50 individuals. The overflow shelter, which had a maximum occupancy of 150, had one case manager. He explained there were three VOA case managers including one from the County, and each had a caseload of 45 clients. He thought it was important that this information be shared. He noted they hired a supervisor for the case managers who would act as a point person when other agencies reached out to VOA. He remarked case managers did not have phones until the prior year because the shelter was built with no phone lines except one at the main desk.

Since the last meeting, Mr. Cashell said, VOA formed a partnership with Well Care, who would provide a case manager on site, access to Well Care's housing

component, and transportation. He said NFS would also begin in-service at shelters. Catholic Charities would provide meals to overflow and temporary clients. He said VOA recently met with the Reno Police Department (RPD) and subsequently removed the food servers at the shelter in the evening, though they had not seen a reduction in calls for service. He indicated the gates closed at 6:00 p.m. and, while everyone might not agree with the removal of food service, everyone felt safer. He said discussions were taking place to find out why they had not seen a reduction in calls and hoped to have answers by the next meeting. He pointed out security cost \$17,000 per month but individuals and employees at the Community Health Alliance (CHA) felt safer, even if the number of calls and violent incidents had not gone down.

Mr. Cashell indicated VOA performed outreach three times a week, visited the Community Court weekly, participated in the Point-in-Time (PIT) Count planning, and updated staff on culture and diversity. He said he was proud of the work done at the shelters and honored to work with everyone who helped with this vulnerable population. He mentioned there was an encampment of at least 200 individuals along the train tracks because the shelters had no more room.

President and Chief Executive Officer of VOA Leo McFarland stressed the importance of tying the PIT Count to the quest for zero homelessness, while recognizing the PIT Count gave an idea of the number of chronically homeless, as well as veterans. He thought it was important to have target numbers so the success of community investments could be evaluated. Because of the efforts of the Veterans Administration, he said, veteran homelessness was already nearly at zero around the country. Entities could then target a smaller population to make a significant impact.

Regarding an earlier query by Vice Chair Jardon about access to funds outside the government funding stream, Mr. McFarland noted many organizations like Home Depot were making significant nationwide investments into veterans services. He stated his agency gave nearly \$1.5 million in grants to do work with veterans, including developing new housing or renovating existing housing. He said he received more than \$250,000 over the prior two years from Home Depot Foundation for that kind of renovation. Niagara Bottling supported children's activities in the shelter programs.

Mr. McFarland highlighted the contributions of Wells Fargo Bank, who planned to give \$6 million nationally for innovative, world-changing programming. He felt the Sage Street property would have qualified for a \$2 million grant had it not been an existing program. He thought the community needed to target those kinds of resources. He said Wells Fargo's national plan was to invest in housing for homeless families. He commented hospitals and Wells Fargo embraced creative ideas, such as funding the differential between the actual monthly cost of renting a home and the amount a housing voucher would pay. He felt there were creative ways to use public and private dollars in the Reno market, but expressed reluctance to target only chronic and veteran homelessness because he did not want to miss anyone. He thought housing someone who was homeless for only two or three years would address future chronic homelessness. Regarding the Sage Street complex, he noted VOA collaborated with the

Nevada Community Foundation and the City of Reno, who donated the land. He pointed out the director of that program was present to answer any questions.

Member Dahir stressed the discussions taking place did not negate the good that had been done. While he appreciated knowing 600 people were in the shelter, he wanted data showing how many were no longer homeless because of the shelters. Mr. Cashell said he had been told in the past the data was unusable. Vice Chair Jardon stated the issue was with the presentation of the data and the Board had recommended the data be used in a more trackable format. Mr. Cashell responded they could provide a quarterly report with that data.

Member Dahir offered to work directly with him to help illustrate what the Board desired. He sympathized with the heartbreaking work they did at the shelter and understood why they might feel the CHAB did not emphasize the good they did. He explained the Board had to push things in the right direction. Mr. Cashell mentioned the data required in the contract was minimal and they could include additional data for the Board. Member Dahir thanked him for working with NFS because collaboration was at the heart of what they were doing.

Member Delgado said he hoped VOA, as experts in the field, could see opportunities for new ideas and places to make adjustments on processes that were not working. He wanted to see discussions in VOA's presentations about which things were not working in Reno, particularly since they had the expertise in other areas as well.

Member Berkbigler stressed nobody thought VOA was not doing everything it could; the CHAB often expressed frustration with the fact that many people lived along the river when there was a well-run homeless center. She said there was no question more needed to be done. She pointed out CHAB Members did not live their daily lives immersed in the work done at the shelters, so they needed data that made sense to them. She requested the data be simplified. Mr. Cashell admitted the data they were required to keep might require line-by-line explanations. Vice Chair Jardon recalled the first data presented by VOA was just rows of numbers, but the data from their second presentation was much better.

Vice Chair Jardon asked whether VOA knew the current employment rate for the homeless shelter population. Ms. Julianna Glock responded 366 of the 659 people who left the shelter during the prior quarter left with income. She estimated about 30 percent of those 366 people had employment income and a good portion of them had Social Security Disability. The 26 veterans they served mostly had Veterans Affairs benefits.

Vice Chair Jardon asked about the current occupancy rate of the dorms, noting they had been hovering around 50 percent. Ms. Devin McFarland replied 44 of the 172 units were unoccupied, or about 80 percent occupancy. She anticipated they would reach 100 percent occupancy within two months.

Vice Chair Jardon stated the Record Street site was the site that generated the most police service calls. Mr. Cashell responded the major reason for calls was for paramedic services and the Regional Emergency Management Services Authority asked the RPD to accompany them, which could have been the cause of the recent spike in police calls. They planned to break down the calls by who specifically made them: the shelter, Well Care, or the CHA.

Vice Chair Jardon thanked Mr. Cashell for all he did. Mr. Cashell said he felt for the employees who worked nights, especially considering that the Men's Shelter hosted 160 men with mental health and drug issues. He said he took criticism personally because he knew what shelter employees and clients went through on a daily basis. He stressed he was open to all feedback and thought it would be worth reviewing their contract to see if better data could be obtained.

Vice Chair Jardon expressed appreciation for everyone who worked there. She acknowledged the environment was difficult. She pointed out this meeting had the best attendance of any CHAB meeting with key people from great organizations participating. She thought sharing information would give an idea of what certain people and entities were doing. Mr. Cashell noted the first Interagency Council on Homelessness meeting he attended after he took over the shelter in 2016 had no audience members and lasted 15 minutes. He said everyone present wanted to help people who struggled on the streets.

Bringing up the Child Advocacy Center, Mr. McFarland thought the old space would need to be re-envisioned after they moved to the Our Place campus. He wondered how they could integrate the 168 men at the Washington Street site and those at the tent site into the new complex. He expected it could be a struggle for sober people with jobs to live next to people fresh off the streets still battling addiction. He felt successes would be greater if they could ensure people who were progressing were placed in more supportive environments. He pointed out the current, packed arrangement still resulted in successes, but he thought there was a way to re-envision the use of the facility. He added he spoke to County Manager Eric Brown about that topic.

Member Berkgigler asked for clarification about how leaving the homeless center was defined so they could tell how many people were routinely coming back to the center. Mr. Cashell said they captured that data and it showed how many people who checked out exited into housing, how many left to stay with family, and how many went out of town. However, there was a gap in the data because not everyone checked out of the facility, some just disappeared. Member Berkgigler said this population often had health or drug issues, but many also had a deep distrust of government. She wanted a way of knowing whether people who left were the same ones coming back several days later, and where they had gone. Mr. Cashell admitted the population at the shelter varied because many people received benefit checks at the beginning of each month and exited the shelter; the population tended to spike at the end of each month. He said exit data was the hardest to obtain.

Member Lawson spoke about how many different roles he played on various boards and said he looked to Mr. Cashell as the expert to provide specific examples when he had a vision about repurposing the CAC; Member Lawson could then promote the idea to the community. He explained the prior agenda item about Built for Zero came about because of the insistence of Mr. Jeff Church and Economic Development Authority of Western Nevada CEO Mike Kazmierski. The Councilmember stated he did not know what resources were available until they were brought forward. He encouraged Mr. Cashell to take Member Dahir up on his offer to assist with data presentation.

Referencing a prior comment about a Wells Fargo grant, Member Hartung asked whether a grants coordinator with a specific knowledge of these kinds of grants would be necessary. Mr. McFarland said funders typically wanted to work with non-profit organizations, even if through a public-private partnership. Foundations such as the Wells Fargo Foundation sought relationships so they knew over time what they invested in was producing results. He said a government grant writer could develop that relationship but he thought it was wise to learn what the foundations wanted, many of whom wanted a relationship with the specific activity.

Commissioner Hartung pointed out grants writers were able to identify grants because there was no value in grants nobody knew existed. Mr. McFarland suspected the Cities and the Counties had grant writers. He provided an example of the possible reuse and renovation of the Stead Airport property, saying the Wells Fargo grant could be the tipping point to make that happen. While he thought there was potential there to have a significant impact on the homeless veteran community, he acknowledged there were timing challenges. If the goal was the same as Built for Zero's goal of no veteran homelessness, he said, the right programs needed to be funded to target the right population. This included bringing in all the right grant opportunities.

Vice Chair Jardon summarized direction was given to Mr. Cashell about data the CHAB wanted to see. She anticipated a request for proposal would come before the Board soon. She remarked the CHAB was trying to determine where there were failures in the entire system. She expected more housing to be available based on a greater capacity in the dorms, the addition of the Our Place campus, and the use of the Eddy House. She hoped this would drive numbers down, but the data would help determine where failures were. She said the goal was to get people to a more sustainable life, but not in a shelter.

20-019C **AGENDA ITEM 8** Board members announcements, reports and updates to include requests for future board agenda items.

Member Berkbigler requested that staff email agendas to Board Members at the same time as they were posted for the public.

Member Dahir expressed appreciation for the data collected and the assistance of those who had been involved in the Point-in-Time Count. He mentioned the

recent expansion of the Eddy House, which provided resources for homeless and at-risk youth, and cheered on their progress. He also acknowledged the frustration that some in the community had expressed with regard to the pace at which changes were happening, but he pointed out progress was in fact occurring. He noted the number of people who cared and were getting involved continued to grow and data was beginning to come together. He said the progress which had been made over the past year and a half did not happen by accident; it was a result of the Board and community members deciding to take action. He asked that those who felt frustrated keep attending the meetings and remaining involved with the conversations. He believed the community and the Board were moving in the right direction.

Vice Chair Jardon appreciated Member Dahir's feedback and said it was great to see so many faces in the audience and positive changes occurring in the community. She requested a future agenda item with information to help the Board understand any grant or community partnership opportunities which might be available but were not actively being pursued. She asked for information regarding requirements for a potential partnership with Wells Fargo Bank. She felt other entities in the community, particularly larger employers in the area and companies which had impacted the homeless population, such as Tesla, BlockChain, and Apple, needed to be more involved and become part of the solution. She said homelessness was the community's priority and everyone was impacted by it.

Vice Chair Jardon noted a discussion of safe camping areas was planned for the Board's next meeting, and she requested information regarding enforcement options for areas where camping was not allowed, such as in public parks or near the Truckee River. She also wanted to hear from legal staff regarding the definition of shelter, and wondered whether a decision made by the Ninth Circuit Court of Appeals could have an impact in this local community.

Member Hartung shared that the Washoe County Sheriff's Office was planning to get rid of a 6,000 square foot spring structure, which could potentially serve as an overflow shelter for as many as 100 people, although it would need to be recovered. He suggested possibly relocating the structure to the former Excel Communications site at 5205 Mill Street, Reno Nevada, and colleagues in flood management thought the structure would be able to withstand flooding. He felt the community could take advantage of this opportunity.

Vice Chair Jardon said she had heard many in the community say they felt that, if an approved camp site was provided to individuals, enforcement could more readily occur in other areas where camping was not allowed. She wanted to hear from law enforcement and legal staff as to whether this was true, and she reiterated her request for a clear legal definition of what was considered adequate shelter.

20-020C **AGENDA ITEM 9** Items for possible consideration on the March 2, 2020 agenda:

- Update, discussion, and possible direction regarding a location to allow for safe sleeping and or camping.
- Update, discussion, and possible direction regarding an update on the Community Triage Center by the Well Care Group.

Member Berkbigler requested Vice Chair Jardon's suggested item be added to the next agenda. She also requested legal staff's input as to whether relocating encampments was possible, and whether or not the entities might run into legal trouble if they began forcing homeless individuals to move to a particular location. She referenced a case in Boise, Idaho, though she was not certain whether the case was relevant to or might impact efforts to combat homelessness in northern Nevada.

Vice Chair Jardon agreed with Member Berkbigler's comments and thought this should be included as part of the camping and safe sleeping discussion. She requested feedback from law enforcement on these topics. She sought information about points of contact or programs available to people in weekly motels who were displaced by property sales or unexpected events. She gave examples of the private sale of some downtown-area motel properties which had housed at-risk families or individuals, and a recent explosion at a weekly motel on Fourth Street. She wondered if individuals displaced by these events were working with the Red Cross or other entities.

Member Dahir requested a report on the Eddy House.

On the call for public comment, Mr. Jeff Church agreed legal research should be done in preparation for the camping discussion. He said the legal decision made in a case in Boise referred to beds, and the case would have to continue through the court system before further definition was achieved. He felt providing a safe and secure camping area without restrictions locally would allow more enforcement of the rules prohibiting camping along the river. He urged the Board to be prepared to take action at the next meeting so something could be done, rather than asking the County and City Managers to do something at the last minute. He countered a statistic referenced earlier by Mr. Kazmierski regarding the number of homeless individuals who were employed, saying it included mostly people living in sheltered areas rather than chronically homeless individuals living on the streets. He opined the low-income housing units at the Village on Sage Street should be full but there were 44 vacancies. He asked those who attended the meeting to consider viewing encampments at Fisherman's Park and the Wells Avenue overpass. He also believed reporting was not always accurate, saying anyone could falsely claim Veteran status during intake or not disclose the fact that they had received a dishonorable discharge if they were a Veteran.

20-021C **AGENDA ITEM 10** Public Comment.

Mr. Alex Johnson praised Volunteers of America (VOA). He explained he had been a victim of identity theft and found himself homeless at 60 years old. He thought it heartbreaking that people like himself were called homeless; he had lived in Reno for 25 years, raised two children in the area, and had owned successful businesses. He said he chose not to abandon his wife, who struggled with alcoholism and addiction, or his elderly parents as they were dying of dementia. Had VOA not offered him a place to start over again, he would not have survived this difficult time. He described the challenges he faced while homeless, adding he came to stay in the overflow shelter while he waited six weeks for a bunk at VOA. When he finally got to the VOA shelter, he said he found hope, people who cared, and a place to stay; he decided he did not want to stay there long or remain chronically homeless. He said he was proud to share that he was now on the VOA Advisory Board, and he voiced his passion for the work being done there.

Mr. Joe Arrascada indicated Mr. Johnson's success story was a perfect example of why he and others attended Community Homelessness Advisory Board (CHAB) meetings. He believed the CHAB could only achieve real success with the involvement of other community service agencies; he listed some of the entities he regularly saw at local meetings. He said the continued involvement of these and other agencies in CHAB discussions was critical. He appreciated the passion shown by members at the last CHAB meeting and commended the progress that had been made, saying it had inspired him to reach out to other community partners and invite them to future meetings. He expected next month's meeting to have a larger audience and hoped it would only continue to grow.

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11:28 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:
LJ Burton and Derek Sonderfan, Deputy County Clerks*