

MEETING MINUTES
SOUTHERN NEVADA REGIONAL PLANNING COALITION
COMMITTEE ON HOMELESSNESS
March 14, 2013

In attendance:

Stephen Harsin, Chair, City of Las Vegas
Rose Ann Rabiola Miele, City of Boulder City
Mike Husted, alternate, City of Henderson
Kathy Somers, City of North Las Vegas
Tim Burch, Clark County
Sara Duncan, alternate, Clark County School District
Capt. Shawn Anderson, Las Vegas Metropolitan Police Department
Gordon Absher, MGM Resorts International
Stacy Sutton Pollard, Nevada Homeless Alliance
Jodie Gerson, Southern Nevada Adult Mental Health Services
Dr. Carolyn Hughes, Veterans Administration

Absent:

Barbara Geach, City of Henderson
Paula Zier, Clark County School District

Agenda Item 1. Call to order, notice of agenda compliance with the Nevada Open Meeting Law.

A meeting of the Southern Nevada Regional Planning Coalition's Committee on Homelessness was called to order by Stephen Harsin, Chair, City of Las Vegas, at 2:03 pm, on Thursday, March 14, 2013, at Clark County Commission Chambers, 500 S. Grand Central Parkway, Las Vegas, Nevada 89155. The agenda for March 14, 2013, meeting was duly posted in compliance with the Nevada Open Meeting Law requirements. Gordon Absher had not arrived.

Agenda Item 2. Public Comment.

No public comment was given. Gordon Absher had not arrived.

Agenda Item 3. Approval of the Agenda for March 14, 2013; for possible action.

A motion was made to approve the agenda. The motion was seconded and approved unanimously. Gordon Absher had not arrived.

Agenda Item 4. Approval of the Minutes from the February 14, 2013 meeting; for possible action.

A motion was made to approve the agenda. The motion was seconded and approved unanimously. Gordon Absher had not arrived.

Agenda Item 5. Receive an update from the Regional Initiatives Office; for possible action.

Gordon Absher arrives. Tyrone Thompson, Regional Initiatives Coordinator with the Regional Initiatives Office, gave the update. He stated that the inclement weather shelter program that began on November 19, 2012 is in effect at Catholic Charities, Salvation Army, The Shade Tree, and HopeLink (motel stay), but will end on March 31, 2013. Beginning May 1, 2013 and continuing through September 30, 2013, the Summer Day Service will resume. Mr. Thompson stated that the Strategic Planning Session was held on February 14, 2013 and a meeting to continue the Strategic Planning Session will take occur on April 11, 2013. In early April, the City of Las Vegas will host a Housing

Connect. In addition, Mr. Thompson is asking the various houses of faith that are community partners to open their doors as compassion stations during the summer months.

Mr. Thompson stated that the Continuum of Care program competition for Tier 1 renewal projects was awarded \$4,983,604, which was \$10,902 more than requested. The new project awards should be released within the next month or so.

Mr. Thompson stated that Mainstream Programs Basic Training is held every fourth Wednesday of the month at the Clark County Government Center (500 S. Grand Central Parkway, Las Vegas, NV). Topic of the month is Employment and Income Support.

A volunteer opportunity is available at the Regional Initiatives Office. A volunteer is needed to perform clerical duties for about 15 - 20 hours per week. Anyone interested can contact Tyrone Thompson at 702-455-5626 or at tyt@clarkcountynv.gov.

Mr. Thompson reported that he and his team of sixteen people recently attended Rapid Results Boot Camp in Los Angeles. The agencies represented by the team are Veterans Affairs, Southern Nevada Regional Housing Authority, Clark County Social Service, Las Vegas Urban League, HELP of Southern Nevada, Women's Development Center, and the Regional Initiatives Office. The 100,000 Homes Campaign (a campaign to house 100,000 chronically homeless throughout the United States) is the campaign associated with the boot camp. Last year's local goal was to house 50 chronically vulnerable homeless veterans through HUD VASH vouchers. Between May 2012 and August 2012, 84 people were housed in 100 days, 26 of them were chronically vulnerable homeless veterans. This year, 630 HUD VASH vouchers have been issued. Since we are one of two communities that have performed at 100%, more vouchers have been requested and we are hopeful to receive these within 60 days. Mr. Thompson introduced Kelly Robson, chief social services officer with HELP of Southern Nevada, as the team leader. Ms. Robson explained the goal of the team is to construct a plan towards ending chronic homelessness by housing one individual per day in the next 100 days. In order to meet the goal, the team plans on: better utilization of the SOAR process; secure more housing opportunities; improve overall reporting; and conduct a mini-boot camp around the 75th day to plan the next 100 days. The ultimate goal is to end chronic veteran homelessness by the end of 2015. The progress will be reported on the Help Hope Home website with a little thermometer. The team would also like to bring on more community partners.

Tim Burch requested to have a video recording made of the MPBT meeting and have it available on demand on the website to enable those who were unable to attend would not have to wait an entire year to utilize the information. Mr. Burch asked if effects of the sequester on HUD VASH vouchers or other program funding is known. Mr. Thompson stated that HUD announced VASH vouchers would not be affected for this year. However, next year HUD will be reevaluating the CoC tiers and the awards will be based on performance, so programs at the bottom of the tier may suffer cuts. Jodie Gerson asked if the number of vouchers to be received was known. Mr. Thompson stated he did not know that number. Ms. Gerson asked if the vouchers would be taken from the communities not performing and given to those that were. Mr. Thompson stated that would be the logical way, but he is not sure how that will be determined. Ms. Gerson then mentioned that Southern Nevada Adult Mental Health Services has an initiative to eliminate veteran suicides. She requested that a member of the team assist in this initiative. Mr. Thompson agreed. Rose Ann Rabiola Miele asked what message the community partners need to be told regarding the 100-day campaign. Mr. Thompson stated help is needed with housing fees, case management, move in items, (bath towels, cleaning supplies, etc.), and deposits.

Agenda Item 6. Receive a quarterly update from WestCare on the Community Triage Center; for possible action.

Amy Roukie, Regional Vice President; Kevin Morss, Area Director; and Erin Kinard, Community Triage Director gave a presentation. Ms. Roukie, provided data outcome for the fiscal year, July 1, 2012 – February 28, 2013 showing the total number of clients served (2,498); average length of stay (3.02

days), and clients placed on legal holds (13). Ms. Roukie stated the most notable referral source in the 3rd quarter was the 7.4% increase in clients referred from Civil Protective Custody (CPS), which denotes that law enforcement is becoming more comfortable in directly delivering clients to the center. UMC is still leading in hospital referrals with Sunrise and Valley hospitals closely behind. However, there has been an increase from other hospitals, which is due to the community outreach being done by WestCare. Ms. Roukie reported that the transport time from the hospital to WestCare for the majority is less than 60 minutes, but there is a spike in the transport time over 60 minutes. For those with transport time of more than 120 minutes, the reason is out of our control, i.e., the client is not released immediately upon arrival for transport, or traffic issues during transport. Of the clients seen at WestCare, more than 90% are over the federal poverty level, 29.6% are homeless, and 91% are unemployed. There are a large number of clients completing treatment, meaning they are medically stable and leaving the facility. We would like to see less clients being discharged to another facility, but that too, is sometimes out of our hands due to other physical issues they may have. The number of clients with discharge placement to private residences, sober living facilities, and homeless programs is on the rise. However, some clients, after receiving discharge placement information, simply refuse the placement walk out or go AWOL, and their disposition is unknown. At admission, 89101 remains the top zip code where the majority of our clients come from. This is also the case upon discharge. The ultimate goal is to place them rather than release them back to the streets. One of the programmatic improvements is the saving from the first to the second quarter due to the use of full-time nursing staff rather than emergency nursing staff. Part of the funds received from the CoC will be used for funding case management services. WestCare will be taking over Safe Haven on April 1, 2013. One of the barriers is having enough space to serve more female clients, but alternate locations are being considered.

Jodie Gerson mentioned that the 10 clients presently housed at Safe Haven received word that they had to be out of the facility by March 18, 2013, so SNAMHS is presently helping in the transition by housing them at the Veterans Village. The clients have also been assigned a case manager until WestCare takes over the cases. Ms. Gerson also stated that if WestCare needed more time, SNAMHS was willing to maintain these clients until the middle of April. Mike Husted questioned whether the 89101 zip code discharge numbers covered all placements or just the homeless corridor. Ms. Roukie stated that if a client refuses treatment, the discharge zip code is the same as the admission zip code, but upon examination of the number, the recidivism rate was about 17%, which is less than the national average of around 35%. Mr. Thompson stated that perhaps in the future, qualifiers could be used to show the breakdown in 89101 since shelter and recovery homes, as well as the homeless population are in this zip code. Ms. Roukie stated that in the future, there could also be included a recidivism break out.

Agenda Item 7. Receive an update on the 2013 Southern Nevada Homeless Census; for possible action.

Robert Herdzik, Bitfocus gave the update on Homeless Management Information System (HMIS). April 1st, 2013 marks the one-year anniversary of the conversion from MetSYS to Clarity HMIS. Since the transition, there has been significant increase in agencies participating in the system outside of housing, including faith based organizations, food pantries, and preventative/supportive services. There has also been significant increase in programs being managed through Clarity HMIS, both from new agencies and existing agencies. Expansion of HMIS amongst U.S. Departments, such as Veteran Administration, PATH, RHYMIS in underway.

The following are Clarity HMIS Statistics:

HMIS Agency Utilization	Substantial increase in User participation for HMIS	Clients managed on monthly basis- system-wide increase
2007- ~15 agencies 2010- 52 agencies	2007- ~125 users 2010- ~400 users	June 2009- 4,197 clients June 2012- 7,678

2012- 65 agencies	2012- ~600+ users Total of 204,000+ clients have been entered into HMIS since inception	June 2012- 12,971 clients
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Annual Housing and Assessment Report (AHAR) is an annual report to the U.S. Congress on the extent and nature of homelessness. It is an effort to use HMIS data to produce national estimates on homelessness. In 2012, four out six shells were submitted for both general population and Veteran specific data. Due to successful data integration project providing a daily import into Clarity HMIS, in 2013 there will be participation in five out of the six AHAR shells. Data is expected from all housing programs in the community regardless of the funding source, which poses participation challenges from non-mandated programs.

Accomplished goals in 2012 included implementation with HomeBase and the CoC of the HMIS Performance Measurement, which is an ongoing process. Goals interface has been added to HMIS, A swipe card via Clarity Passport that has the ability to capture data (statewide system), email communication on Service Expiration or Program Warnings, and referral connectivity, communication, tracking and outcome reporting have all been developed.

In 2013, Bitfocus would like to accomplish the following: complete and integrate centralized/coordinated intake process linking eligibility and referral amongst community partners; expand mobile and paperless utilization amongst agencies; expand swipe cards via Clarity Passport; encourage participation and coordination among non-participating agencies; expand data intake level from basic data entry to full program level data entry amongst agencies providing minimal data to expand performance measure reporting; and expand on statistical data analysis to provide stronger community outcomes.

HMIS Implementation Snapshot:

- Statewide, multi-CoC System (Northern, Rural, and Southern),
- Statewide Inter-Agency Data Sharing, 16, 411 clients were managed through the HMIS in January 2013 (4,197 June 2009, 7, 678 June 2010, 12,971 June 2012)
- 65 HMIS member agencies in Southern Nevada
- Data Quality has increased in Clarity to ~99%
- HMIS working group meetings are held every other month.

For HMIS Technical Support, contact the Help Desk at 702-614-6690 x2, or email Support Ticket System at support@bitfocus.com. Visit the fully featured website at www.miner-hmis.com. Agencies can receive remote and classroom training, training manuals and custom report writing/assessment development services.

Agenda Item 8. Receive an update on faith-based initiatives from the City of Las Vegas; for possible action.

Maria Castillo-Couch, City of Las Vegas and Pastor Ray Giddens, Sr. from the Unity Baptist Church gave the update. City of Las Vegas began its relationship with the faith initiative in 2006. Community Inter-Faith council was created to bridge partnerships with faith based organization to lead community wide activates, and inspire faith leaders. One of the successful initiatives was the Crystal Darkness Campaign that started through Dawn Gibbons to bring light to the substance abuse issue. Faith houses, agencies and other key leaders in the community worked to bring light to the campaign. Through collaborations with Northern and Southern Nevada, they methamphetamine percent reduced from 12% to 6%. Over 120 of houses of worships were invited to discuss community needs and emerging issues. The following topics were identified: addictions, strengthening families, finding jobs, education, homelessness, and human trafficking. Work Groups were developed. Pastor Giddens stated that the goal of the committee is to inform faith leaders of the homeless issues and identify ways the faith community can assist the homeless population where services are lacking through partnerships with

existing agencies. Faith based organizations can assist the agencies working with the homeless population with Id's, birth certificates, basic needs items, transportation and other services. On May 22, 2013 Tyrone Thompson, Tara Ulmer and Stacy Sutton will be presenting at the Homeless Services Conference about linking faith leaders with resources. Mr. Harsin asked Ms. Castillo-Couch to return to the CoH to give regular updates on the working groups. Tim Burch requested a copy of the faith based action plan.

Agenda Item 9. Receive an update from the Nevada Homeless Alliance and a report on the Winter 2012 Southern Nevada Project Homeless Connect; for possible action.

Stacy Sutton Pollard gave the presentation on the Winter 2012 Summary of Project Homeless Connect that occurred on December 6, 2012 at Cashman Center. Approximately 3,000 individuals and families served by over 100 participating agencies and departments, with the help of over 350 community volunteers and over 400 agency volunteers. 565 clients were served in the Housing/Shelter section, where 68 clients were placed into transitional housing programs, 4 clients were placed into permanent housing programs, 183 clients were given referrals for housing programs and assistance, and 50 clients received emergency shelter. The Social Service section included 26 agencies that served 781 clients, where 110 SNAP applications were completed through Three Square and HELP of Southern Nevada. Department of Welfare and Supportive Services connected with 98 clients for case inquires and SNAP applications. Clark County Social Service connected with 66 clients and provided 16 clients with Financial Assistance, 16 clients with Medical Assistance, and 4 clients with transportation out of state. 29 clients were assisted with birth certificates and IDs. 29 appointments were made for Social Security benefits. Family with Children section included 5 agencies who served 354 families. 102 clients were given information on WIC benefits, 21 clients applied for Baby First Services through HELP of So. NV and 11 applications were submitted for low-income childcare.

Teen and Young Adults section included 4 agencies serving 205 clients. 2 clients were placed into emergency shelter, 3 clients were placed into transitional, permanent housing, and 74 clients were given service referrals for additional services. Senior Services section served 76 clients. 18 Veteran agencies served 115 clients. 17 clients were assisted with benefits claims through the VA, 19 clients received assistance obtaining their DD214, 16 clients were connected to the RTC for assistance with transportation to medical appointments and 4 veterans were placed into transitional housing programs. Behavioral Health section included 16 agencies that served 255 clients. Job Readiness section included 15 booths and served 289 clients. 58 clients were placed into jobs and work experiences, 196 clients enrolled in job training programs, and 184 clients were given employment referrals. Medical, Dental, and Vision section included services from Nevada Health Centers, Southern Nevada Health District, Operation HOPE, E-Study Sites, and the Summerlin Lions Club. Approximately 1,247 medical referrals were given, 426 clients received vision services by the Summerlin Lions Club, 47 clients received dental services, 15 clients received mammograms, 115 adult vaccines, 15 children's vaccines and 225 flu shots were administered, and 97 referrals were given for skin treatment. 20 clients signed up for diabetes medication assistance.

Phone Home for the Holidays, partnership with City of Las Vegas, Metro, and Family Promise allowed approximately 50 clients to make calls to reunite with estranged family members for the holidays. The City of Las Vegas provided 21 Greyhound bus tickets home and 90 clients were given free cell phones through Unite Me Now. A success story was submitted by Family Promise: A couple was sent to Toledo, Ohio to be reunited with estranged family members. By January 26, 2013, both husband and wife were employed. The wife is employed with United Way in Toledo and plans to volunteer for Family Promise once it is open in her city.

Courts and Legal Resources had representatives from North Las Vegas Courts (served 114 clients for a total of 170 cases), Las Vegas Municipal Courts (served 327 clients for a total of 802 cases), Las Vegas

Justice Courts (saw 533 traffic cases and closed 387) and Las Vegas Justice Courts (saw 74 criminal cases and closed 32)

About 18 veterinary staff served 55 animals in the pets section. A special thanks to Dan Kulin for reaching out to the community to recruit veterinaries. Approximately 7,000 pieces were distributed in the Giveaways sections. A special thanks to MGM Resorts International for donations and volunteers. The HELP Outreach team coordinated the Outreach section. 28 chronic clients were provided transportation, 11 clients received placements into transitional and permanent housing programs and 2 clients placed into emergency shelter.

A special thanks to Catholic Charities and MGM Resorts and International for their contribution to the meals and restaurant-style dining for clients. 1,963 meals were served to 1,515 clients.

498 clients received haircuts, 176 clients received massages, and 25 clients received pastoral prayer. 92 children were provided with childcare in the Children's Activities section.

A special thanks to: Las Vegas Metropolitan Police Department, For the Least of These, GES, Nevada HAND, Reset Management Consultants, Three Square, Boyd Gaming, Coca Cola, Spicy Pickle, Olive Garden, Canyon Falls Spa and Salon, CHASE, Bank of America, Clark County Social Service, Wells Fargo, MGM Resorts International, City of Las Vegas, Aramark, United Way of Southern Nevada, Catholic Charities, Only Vegas, Elks Lodge #1468, Lois Margolet and Bechtel Corporation, and Nevada Homeless Alliance Board.

Project Homeless Connect is dedicated to the life work and legacies of Shannon West Redwine and Monsignor Patrick Leary.

Veterans Tribute Career and Technical Academy students will be entering PHC data in HMIS.

Family Connect is scheduled for May 15, 2013 at the East Las Vegas Community Center. Provider Meeting is scheduled for March 20, 2013 at Catholic Charities.

Agenda Item 10. Receive a presentation on the results of the Pasta4Poverty food drive from Catholic Charities of Southern Nevada and Girl Scout Troop 212; for possible action.

Allison Lambert, Leader of Girls Scout Troop 212, Hailey Bain and Victoria Lambert gave the presentation.

Hailey Bain wanted to collect a ton of pasta for Catholic Charities as her volunteer project for her troop. She collected 24,000 pounds of pasta and 1,000 cans of sauce with the help of her parents and community. Ms. Bain thanked the community for their generosity.

Allison Lambert is looking to collect toiletries for tots, tweens, and teens for St. Therese Center. She is looking to collect: band-aids, deodorant, toothbrush, toothpaste, hand soap, shampoo, lotion, chap stick, floss, comb or brush, wet wipes, and gum. Each toiletry bag costs about \$16 and will last each child 2 months. To donate cash, gift card donations and the toiletry items contact Allison at 686-9805 or email gstroop212silveraward@gmail.com

Phillip Hollon thanks Girl Scout Troop 212 for donating the food items to Catholic Charities.

Agenda Item 11. Receive an update from each committee member regarding relevant activities within their respective organizations relating to homelessness—the SNRPC Committee on Homelessness members may speak on any item under this section of the agenda. Members may comment on matters including, without limitation, future agenda items, upcoming meeting dates, and meeting procedures. Comments made cannot be acted upon or discussed at this meeting, but may be placed on a future agenda for consideration by the SNRPC Committee on Homelessness.

Jodie Gerson, Southern Nevada Adult Mental Health Services expressed her concerns about reaching out to the community to come to the CoH for assistance.

Stacy Sutton Pollard requested that the CoH address Community Engagement Plan during the Strategic Planning Session in April.

Agenda Item 10. Public Comment.

Terry Lindemann, Family Promise, extended an invitation to the community to participate in Cardboard City fundraiser on April 20, 2013. In the past two month, 100% of the Family Promise's client received permanent housing due to great community collaborations, especially Catholic Charities, Women's Development Center, HELP of Southern Nevada, Lutheran Services of Southern Nevada, Shade Tree, Safe House, Las Vegas Urban League, Southern Nevada Regional Housing Authority, Las Vegas Rescue Mission and Title I Hope. They helped provide utility assistance, bus passes, rental assistance, childcare assistance, and motel assisted shelter dollars. Ms. Lindemann provided to Cities a certification of appreciation.

Shalimar Cabrera, Executive Director of U.S. Vets Initiative, stated that Project Salute will take place on March 22, 2013 to provide legal assistance consultation for veterans from 10-1pm at U.S. Vets. Call 947-3455 for more information. Veterans Stand Down will take place on March 27&28, 2013 from 8:30am-4:30pm at Cashman Center, 850 Las Vegas Blvd. North. Veterans can pre-registration at U.S. Vets, 525 E. Bonanza Road. This year marks the 10 anniversary of the Veterans Stand Down. Already have 360 volunteers registered and 120 agencies and service providers who will be attending. Housing provider of the year who house the most veterans and an employer of the year who employ the most veterans at the Veteran Stand Down will be honored. There is still a need for volunteers and non-perishable items.

Phillip Hollon, Catholic Charities, stated that Southern Nevada providers have great collaborations with community partners. Catholic Charities will be offering a St. Patrick's Day Meal on Sunday March 17, 2013 from 11am-1pm at St. Vincent Lied Dining Facility, 1502 N Main Street. It is free to the public. The menu includes St. Patty's Corn Beef Boiled Dinner with Horse Radish Sauce, boiled potatoes, cabbage and rainbow spuds, Pat's Irish soda bread, bailey's Irish cream brule and everybody's Irish lemonade. Catholic Charities will be having their Social Services Easter Party for children 3-12 years of age on March 23, 2013 from 8:30am- 11:00 am at 1501 Las Vegas Blvd N Las Vegas, NV, 89101. Interested individuals must sign up in person at Social Services, 1511 Las Vegas Blvd North, Las Vegas. Debbie Harpster, United Way of Southern Nevada stated that the Emergency Food and Shelter Program (EFSP) received funds for January, 2013. The deadline date to spend the grant money is extended to May 31, 2013. Many of the allocated agencies have already expended the funds. The EFSP dollars provide utility assistance, food, emergency shelter and etc. To access the funds, contact Nevada 211 or call 800 421 2669 to be directed to the closest provider who still has EFSP dollars.

Karen Lewis, Las Vegas Urban League (LVUL) stated that the agency has Supportive Services for Veteran Families to provide rental and utility assistance, transportation, childcare and more. The services are extended to the veteran family. LVUL will host a "Monthly Mini Resource Fair" the last Tuesday of each month. Next scheduled resource fair is on March 26, 2013 from 9am-12 noon at 930 West Owens Ave, Las Vegas, 89106. Call 702-636-0124 or email veteransinfo@lvul.org for more info. Dinosaur and Roses will donate 20% of every purchase to LVUL.

Kelly Robson, HELP of Southern Nevada stated that the agency still has plenty of EFSP dollars available.

Meeting adjourned at 4:08 pm.