



# Operation HOME!

Every person deserves a place to call home!

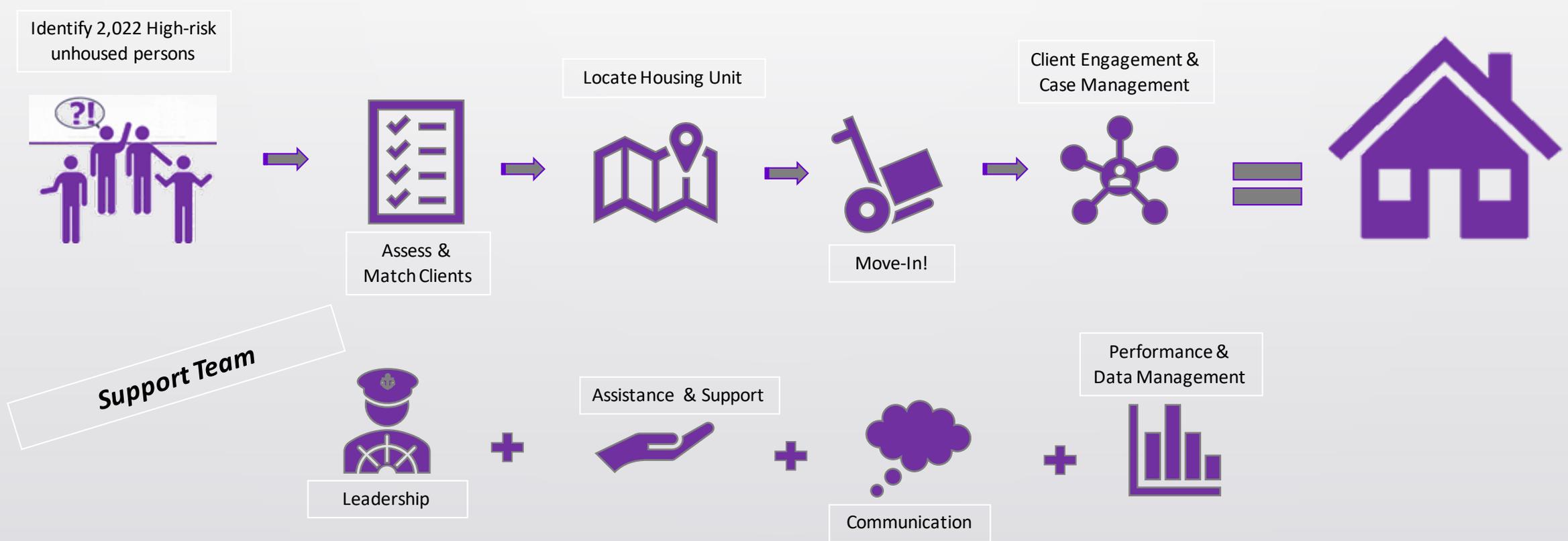


# Operation HOME!

- Southern Nevada's Housing Surge
  - To house **2,022** high-risk unhoused community members by **the end of 2022** through different pathways to permanent housing utilizing a client-centered, community, collaborative approach.



# Operation HOME! Process Flow

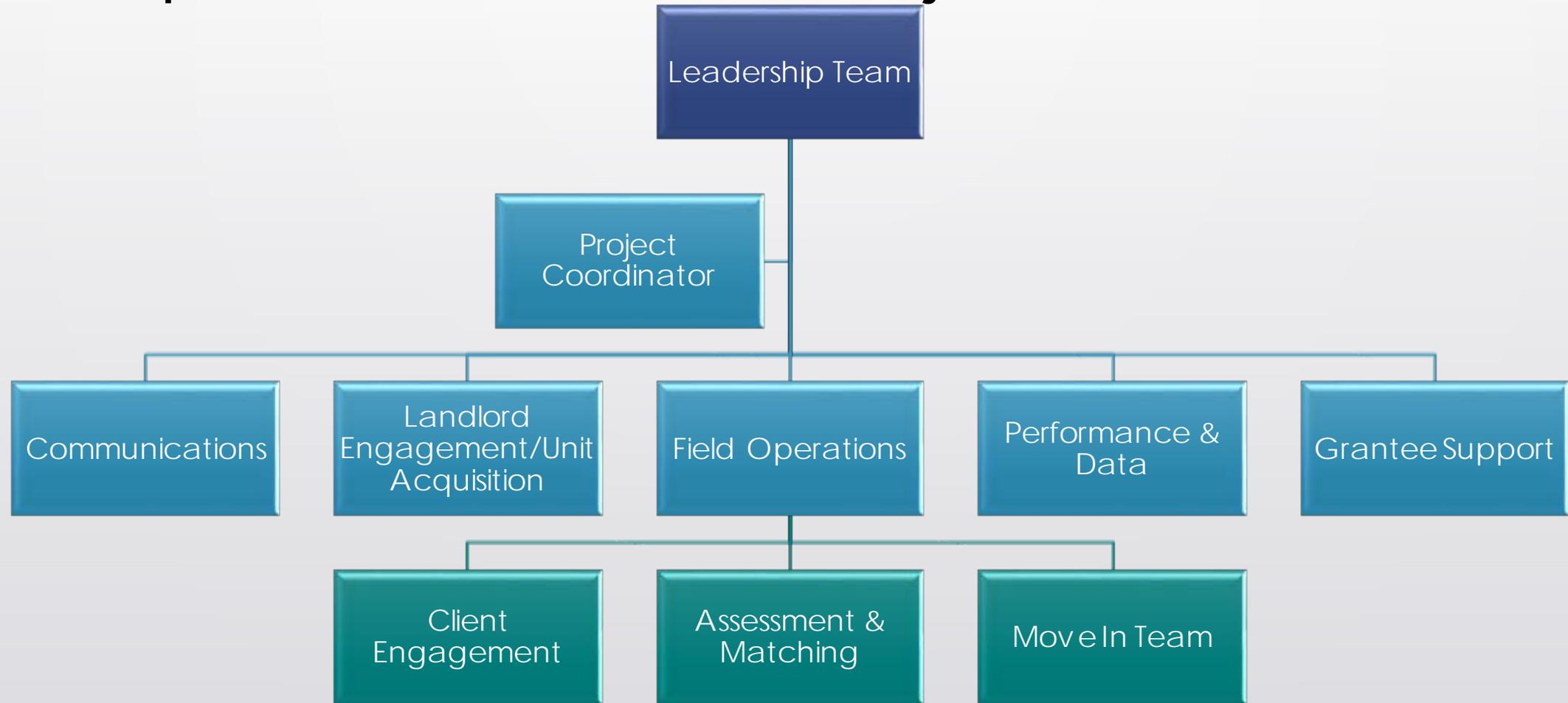




Who will  
help us  
reach  
this  
goal?

- EVERYONE!!
  - Jurisdictional partners
  - Non-profit community providers
  - Landlords
  - Faith-based communities
  - Volunteers

# Operation HOME! Project Teams



# Leadership Team

6



## Operation HOME! Leadership Team

Clark County Social Service	K. Cooper
City of North Las Vegas	R. Damian
City of Las Vegas	K. Thomas Gibson & A. Barajas
City of Henderson	L. Corrado
United Way	K. Rahn & D. Tanata
Nevada Housing Division	J. LaRow

### Major Responsibilities

- ✓ Determine Funding
- ✓ Set Goals & Objectives
- ✓ Prioritize Tasks
- ✓ Coordinate Staffing
- ✓ Review Data
- ✓ Track Goal Progression

# Communications Team

(SNH CoC Community Engagement Working Group)

## Major Responsibilities

- ✓ Develop Communication Strategy
- ✓ Manage Media
- ✓ Ensure Communication with the CoC
- ✓ Assist with Ensuring Open Communication



***LEAD:***

***Mae Worthey Thomas***

***Southern Nevada Housing Division***

***Email: [mwortheythomas@housing.nv.gov](mailto:mwortheythomas@housing.nv.gov)***

***Phone: (702) 486-5985***

# Landlord Engagement & Unit Acquisition Team

(SNH CoC Joint Housing Working Group)

## Major Responsibilities

- ✓ Determine Units Needed
- ✓ Acquire Needed Capacity
- ✓ Develop Landlord Program
- ✓ Develop Process for Unit Inventory
- ✓ Assist with Access to Units



***LEAD:***

***Christine Hess***

***Nevada Housing Coalition***

***Email: [christine.hess@nvhousingcoalition.org](mailto:christine.hess@nvhousingcoalition.org)***

***Phone: (775) 571-3412***



# Performance & Data Management Team

(SNH CoC Data & System Improvement Working Group)

## Major Responsibilities

- ✓ Develop Performance Dashboard
- ✓ Manage Data Quality
- ✓ Develop Data Management Processes
- ✓ Support Grantees with HMIS Needs

***LEAD:***

***Stacy DiNicola***

***City of Henderson***

***Email: [stacy.dinicola@cityofhenderson.com](mailto:stacy.dinicola@cityofhenderson.com)***

***Phone: (702) 267-2031***

# Grantee Support Team



## Major Responsibilities

- ✓ Support Contract Compliance
- ✓ Problem Solve Grant Management Issues

### ***LEAD:***

***Danita Osborne Morris***  
***Clark County Social Service***

***Email: [danitao@clarkcountynv.gov](mailto:danitao@clarkcountynv.gov)***

***Phone: (702) 455-3270***



# Assessment & Matching Team

(in conjunction with the SNH CoC Coordinated Entry System Working Group)



## Major Responsibilities

- ✓ Refine the Referral Process
- ✓ Supervise the Coordinated Entry Process
- ✓ Manage Vacancies

***LEAD:***

***Kelly Robson***

***HELP of Southern Nevada***

***Email: [krobson@helpsonv.org](mailto:krobson@helpsonv.org)***

***Phone: (702) 563-7279***

# Client Engagement Team

(temporarily replacing the SNH CoC CE Task Force)



## Major Responsibilities

- ✓ Screen Households
- ✓ Enroll Households
- ✓ Assist with Documentation Needs
- ✓ Identify Unit and Coordinate Move In
- ✓ Case Manage to Ensure Housing is Maintained for 60 day post program graduation.

***LEAD:***  
***Mindy Torres***  
***HELP of Southern Nevada***  
***Email: [mtorres@helpsonv.org](mailto:mtorres@helpsonv.org)***  
***Phone: (702) 369-4357 ext. 1817***



---

# Move In Team

## Major Responsibilities

- ✓ Determine Number of Kits Needed
- ✓ Secure and Manage Storage
- ✓ Execute Move In
- ✓ Source Furniture and Other Move In Needs

***LEAD:***  
***TBD***  
***Company***  
***Email:***  
***Phone: (702)***



# Technical Assistance

- Ashley Barker Tolman
  - Grantee Support
- Katie Peterson
  - Landlord Engagement & Unit Acquisition
  - Move In
- Susan Starrett
  - Communications
  - Performance & Data Management
- Melanie Zamora
  - Assessment & Matching
  - Client Engagement

## Major Responsibilities

- ✓ Problem Solve
- ✓ Support Compliance
- ✓ Provide Guidance, Tools, Techniques and Suggestions

*Ashley Barker Tolman*

*[ashley.barkertolman@gmail.com](mailto:ashley.barkertolman@gmail.com) or (801) 228-7909*

*Katie Peterson*

*[katie.peterson@cloudburstgroup.com](mailto:katie.peterson@cloudburstgroup.com) or (303) 552-8396*



HUD/CDC recommends NCS as best practice for social distancing

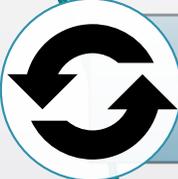
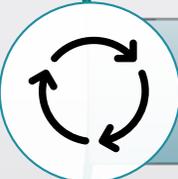
Existing shelters reduced numbers served to meet new standards

Agreements with hotels and service providers for high risk homeless

Expansion of NCS to offset use of hotels/motels when tourism resumes

# Rapid Rehousing (RRH) Surge



-  Reduces length of time homeless
-  Decreases returns to homelessness
-  Supports system flow
-  Housing First
-  Supports client goals

# Jurisdictional Commitments to Date



Jurisdiction	Funding Source	Amount
Clark County	ESG CV	\$12,264,384
	CDBG-CV1	\$4,731,978
Las Vegas	CDBG CV	\$1,300,000
North Las Vegas	CDBG non-CV	\$743,644
Henderson	State ESG CV	\$1,000,000*
State	CDBG CV	\$7,000,000**
Round 3 CDBG– Up to \$17 million in additional funds available, discussions underway		
*Awaiting State Application		

Discussion to take place this week about recently awarded \$17 million in CDBG-CV

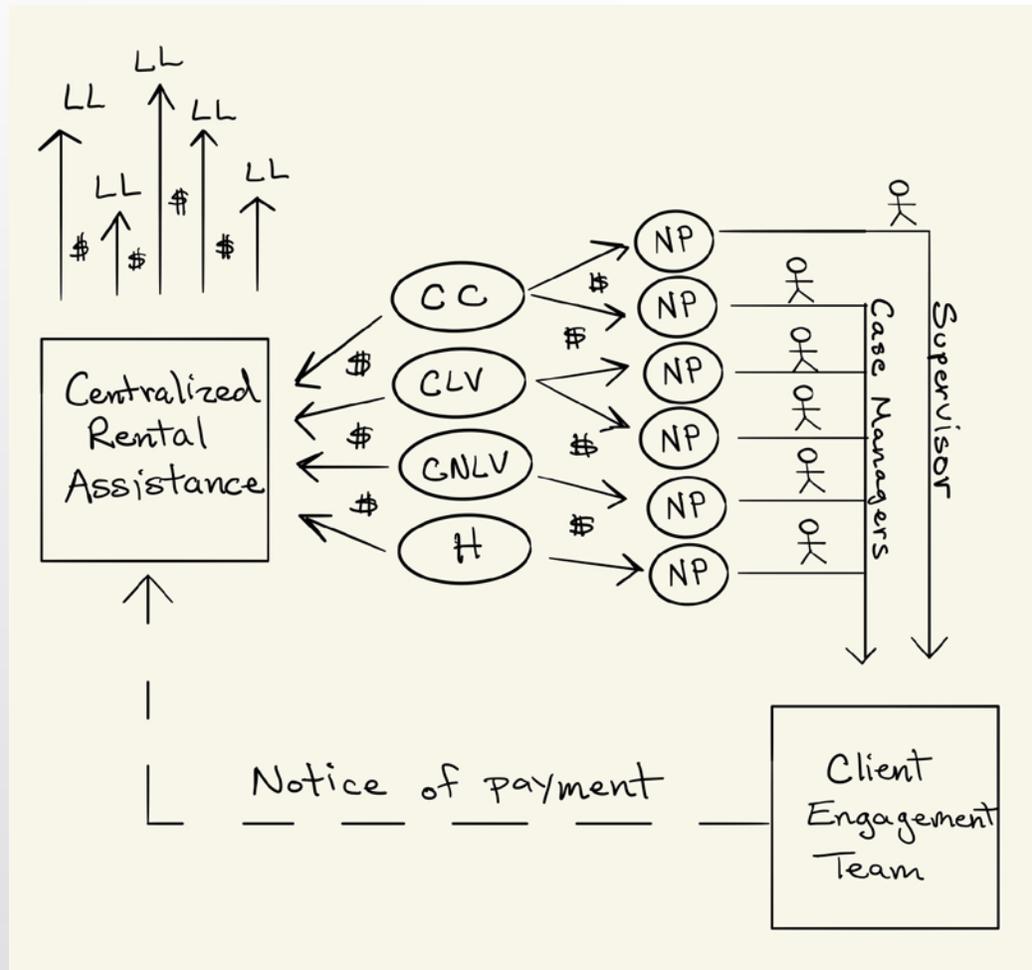


# Internal Impact

- Will be doing some things differently
- Different way of distributing rent assistance and case management assistance
- Provide Landlord Incentives
- More Resolutions
- Need for more Landlords
- Need for more Case Managers
- Technical Support for providers
- Program development
- Capacity Building
- Other....



# Rental Assistance and Case Management Assistance Flow





# Operation HOME!

*Every person deserves a place to call HOME!*

### Background:

*In order to play a critical role in ensuring the safety of all vulnerable citizens of Southern Nevada, Operation HOME! will provide housing to 2,022 of our community's high-risk, unhoused community members by the end of 2022.*

The COVID-19 pandemic has presented new and urgent public health and safety needs that necessitate expedited and efficient processes to swiftly rehouse people who have lost their housing. The pandemic has generated a combination of political will, unprecedented collaboration, and an influx of resources to our community; all of which create an ideal environment for the deployment of a surge strategy that has proven successful in similar situations:

### Operation HOME!

#### Action Teams

- Leadership
- Communications
- Landlord Engagement and Unit Acquisition
- Performance and Data Management
- Client Engagement
- Assessment and Matching
- Move-In
- Grantee Support

### Our Commitment:

- **Implementing** a system-wide coordinated approach to executing the plan
- **Aligning** the vision of the plan with Southern Nevada's Homelessness Continuum of Care goals to end homelessness
- **Providing** a flexible, low-barrier, safe, and client-centered housing approach to meet

the needs of the individual in a manner most appropriate for their unique situation

- **Decreasing** the number of unhoused high-risk, vulnerable persons and placing them in a flexible housing situation to ensure their health and safety
- **Executing** with excellence to ensure clients graduate and are equipped to maintain self-sufficiency

### Our Process:



Want to get involved??  
Email [XXXXXX@clarkcountynv.gov](mailto:XXXXXX@clarkcountynv.gov)



# Operation HOME! One Page Brief



# Discussion