

**SOUTHERN NEVADA HOMELESSNESS CONTINUUM OF CARE BOARD  
MEETING MINUTES  
March 10, 2022**

**In attendance:** Aaron Krolikowski, EFSP Board, United Way of Southern Nevada  
Albert Chavez, Social Service Provider, Catholic Charities of Southern Nevada  
Annie Wilson, Las Vegas Metropolitan Police Department  
Arash Ghafoori, Social Service Provider, Nevada Partnership for Homeless Youth  
Audra Hamernik, Affordable Housing, Nevada HAND  
Catrina Grigsby-Thedford, Advocate, Nevada Homeless Alliance  
Christy Shannon, Social Service Provider, S.A.F.E Nest  
Emily Paulsen, Business, Anthem Healthcare  
Hassan Chaudry, Business, Foresight Housing Partners  
Hayley Jarolimek, Government, City of Henderson  
Jennifer Huse, Mental Health Provider, Southern Nevada Adult Mental Health Services  
Julie Calloway, Co-Chair Government, City of Boulder City  
Katherine Marcal, University, University of Nevada Las Vegas  
Kena Adams, Co-Chair, Advocate, Indian Voices  
Kristin Cooper, Co-Chair, Government, Clark County  
Liz Jarman, Veteran Service Provider, Veterans Administration  
Megan Blas, Government, City of North Las Vegas  
Robbie DeBuff, Workforce Investment, Workforce Connections  
Sanaa Khan, Government, City of Las Vegas  
Shalimar Cabrera, Veteran Service Provider, U.S. Vets-Las Vegas  
Tracey Torrence, Public Housing Authority, Southern Nevada Regional Housing Authority  
Troy Oglesbee, Faith-Based, Destiny Church  
Vera Moore, Advocate, True Beginnings

**Absent:** David Slattery, Emergency Medical Services, Las Vegas Fire and Rescue  
Jennifer Harris, Homeless or Formerly Homeless  
JoAnn Rupiper, Healthcare Provider, Southern Nevada Health District  
Kyle O'Connell-Mock, Business, Gaming, Aristocrat Gaming  
Meg Pike, Education, Clark County School District  
Phil Washington, Faith-Based, Promise Land Community Church  
Rebecca Edgeworth, Healthcare Provider, Touro University Nevada  
Advocate, Young Adults in Charge

**Agenda Item 1. Call to Order, Notice of Agenda compliance with the Nevada Open Meeting Law.**

The meeting of the Southern Nevada Homelessness Continuum of Care Board was called to order at 2:00 p.m. on Thursday, March 10th, 2022, via WebEx.

**Agenda Item 2. Public Comment.**

No comments were posed to the Board.

**Agenda Item 3. Approval of the Agenda for March 10, 2022; for possible action.**

A motion was made to approve the agenda. The motion was approved.

**Agenda Item 4. Approval of the Minutes from the February 10, 2022, meeting; for possible action.**

A motion was made to approve the minutes. The motion was approved.

**Agenda Item 5. Update by co-chairs on recent activities of the Steering Committee; for possible action.**

Catherine Huang Hara and Michele Fuller-Hallauer, Clark County Social Service, provided an update on the recent activities of the Steering Committee. At the last meeting, the committee discussed agenda setting for future Board meetings and changes to the Help Hope Home website regarding landlord engagement.

**Agenda Item 6. Update by the Collaborative Applicant on relevant business of the Continuum of Care; for possible action.**

Catherine Huang Hara, Clark County Social Service, provided an update on the relevant business of the Continuum of Care. The Homeless Census was held on February 24<sup>th</sup> and an unsheltered count was performed and included canvassing of the census tracks in Clark County. The Census team is in the process of aggregating and finalizing all the data. In the meantime, Bitfocus will be reaching out to agencies for the validation of data from the sheltered count. The data will be pulled in the next few days from all the shelter,

transitional housing, and permanent housing programs. The information collected from the data will be relevant for the housing inventory count report. Additionally, both the Point in Time count reports and housing inventory count reports will be due together at the end of April or the beginning of May. HUD has not announced the due date for those reports, nor have they announced the date when the data exchange portal will be available for data input. The Nevada State Legislature reached out to SNHCoC as well as other CoCs in the state regarding Nevada Senate Bill 109, which was sponsored by Senator Spearman at the last legislative session. Bill 109 revises provisions related to the collection of certain information by governmental agencies, more specifically they're looking to increase data collection to include sexual orientation and gender identity data. This CoC in conjunction with The State Department of Behavioral Health and Human Services is working on the implementation of new data collection measures for the Homeless Management Information System (HMIS). The deadline for the implementation is January 2024. The team will continue to meet with the State to develop data collection policies that can be added to the statewide governance related to HMIS.

**Agenda Item 7. Update by Clark County Social Service on the status of Emergency Housing Vouchers; for possible action.**

Brenda Herbstman, Clark County Social Service, provided an update on the status of the Emergency Housing Voucher (EHV). The EHV team held training for case managers titled "Everything You Want to Know About the EHV Process". The training was 90 minutes long and had over 100 participants in attendance. The training helps to ensure that case managers in the EHV program learn about the process and know how to best support their clients. In the last couple of months, the Housing Authority recognized a need for some changes to improve access to vouchers for clients. Ongoing meetings and planning sessions with the Southern Nevada Regional Housing Authority (SNRHA) have resulted in some new additional flexibility for clients who are moving through the program, and an example of this is identification (ID) cards. It can be challenging at times for clients to obtain an acceptable form of Identification. With new additional flexibilities in place, the Housing Authority now accepts clarity cards as an acceptable form of identification. This will help to remove barriers and challenges that many clients were facing by not having a traditional ID card. Currently, 305 clients are in the eligibility process, and 306 clients have received their vouchers. The EHV team has been putting together educational materials and conducting listening sessions with landlords to help educate them on the benefits of leasing up with the EHV program. The Housing Authority has also agreed to match the landlord incentives being given to landlords who are committing units for Operation HOME. About 19% of the vouchers earmarked for this program have been leased up nationwide. As of last week, the Southern Nevada community has leased up 143 of the 586 vouchers. The EHV team will continue its efforts to get clients permanently housed.

**Agenda Item 8. Presentation by the Cities of Las Vegas and North Las Vegas and Clark County introducing for public comment the written standards for the Emergency Solutions Grant (ESG); for possible action.**

Jaini Christison, City of North Las Vegas, presented the written standards for the Emergency Solution Grant (ESG). These written standards are being presented today to provide consistency for the region of Southern Nevada. The City of North Las Vegas, City of Las Vegas, and Clark County all receive emergency solutions grant funding that is allocated to local nonprofit agencies. The document being presented today consolidates each of the jurisdictional policies and was drafted based on HUD guidelines for the program. The document establishes a regionwide minimum set of standards for the operations of emergency solutions grants-funded projects. This is a working document, and all sections are subject to change based on feedback, best practices, and any HUD policy changes. The written Standards are being introduced today for public comment and will be available on the Help Hope Home website for 30 days. After the closing of public comment, the document will be brought back to the Board for approval.

**Agenda Item 9. Presentation by vice co-chair on Leadership Engagement, for possible action.**

Shalimar Cabrera, Veteran Service Provider, U.S. Vets-Las Vegas, shared a presentation on Leadership Engagement. As a leader or coach, you are working hard to ensure that you communicate exciting strategies to propel the organization forward in the context of opportunities and growth. A powerful coaching question ignites the imagination and helps to overcome boundaries. Essential questions while coaching include 7 impactful questions to help when coaching someone and giving feedback. These questions have the potential to transform weekly check-ins, team meetings, and client meetings. The 7 essential questions are 1. The Kickstart Question: What's on your mind; 2. The AWE Question: and what else; 3. The Focus Question: What's the real challenge for you; 4. The Foundation Question: What do you want; 5. The Lazy Question: How can I Help; 6. The Strategic Question: If you're saying yes to this, what are you saying no to; 7. The Learning Question: What was most useful to you. The Kickstart Question is an almost fail-safe way to start a chat that quickly turns into a real conversation and invites people to get to the heart of the matter and share what's most important to them. The AWE Question is a magical question that creates more insights, more self-awareness, and more possibilities. More options can lead to better decisions. The Focus Questions help the individual to slow down and get to the heart of the issue. The Foundation Question is direct rather than indirect and pulls the conversation toward the desired outcome. The Lazy Question will make the leader more useful to the team while working less hard, and you decide that being lazy is a good thing after all. When the leader is in rescue mode, they are often jumping in to solve problems, offer advice, and take over responsibilities that others should rightfully keep for themselves. Jumping for them, limits opportunities for growth and for expanding the potential of those that the individual is working with. The Strategic Question is the skill of asking the questions that will make a difference. Saying yes more slowly means being willing to stay curious

before committing. Yes is nothing without the no that gives it boundaries and form. The Learning Question is the question in which you discover how to finish any conversation in a way that will make the coach look like a genius. The job of the coach is to create the space for those learning moments.

**Agenda Item 10. Presentation by Clark County Social Service and working group champions for Board orientation to SNHCoC; for possible action.**

Michele Fuller-Hallauer, Clark County Social Service, shared a presentation on the SNHCoC Working Groups. The working groups were created by the Southern Nevada Continuum of Care Board (SNHCoC) to meet the organizational needs of the CoC. The working groups conduct research, evaluate data, and perform various activities to support the CoC. They also address the subpopulations for the CoC. The governance identifies that every board member or their alternate shall attend at least one working group. Each working group will have a minimum of one CoC board member or their alternate as a champion. The main working groups are the Evaluation Working Group (EWG); Data and Systems Improvement Working Group (DSIWG); Youth Working Group (YWG); Monitoring Working Group (MWG); Planning Working Group (PWG); Community Engagement Working Group (CEWG); and Coordinated Entry Services Working Group (CESWG). The sub-working groups are the HMIS working Group; Census Working Group; Young Adults in Charge; Housing Working Group; Trust Fund Ad-Hoc Group; Governance Ad-Hoc Group; Coordinated Entry Task Force; Coordinated Entry Outreach Working Group; and Housing Problem Solving Working Group. A champion is an individual that serves as the lead to ensure activities and/or meetings are occurring as related to special projects, initiatives, working groups, and ad-hoc working groups to ensure the assignment, direction and timeframes are being met. A chair/co-chair is a CoC member serving as a lead for a working group, sub-working group, or task group to facilitate meetings. Main Working Groups are created to meet the operational needs of the CoC. Sub-Working Groups can be created by any working group if there is an identified specialized community need to be addressed. The sub-working group's activities must be in alignment with the working group's outlined responsibilities. Task Group/Initiative is a group that is focused on developing a community-wide project/program. The group may not continue after the program/project is fully implemented into the CoC. The Ad-Hoc Group is a group that meets for a specific purpose on an as-needed basis. The subject, composition, and scope for each Ad-Hoc working group shall be defined at the time the working groups are created. More information about working groups can be found at [helphopehome.org](http://helphopehome.org) under the tab titled "who we are."

**Agenda Item 11. Update by the Leadership Team on the activities of Operation HOME!; for possible action.**

Kristin Cooper, Government, Clark County Social Service, provided an update on the activities of Operation HOME! There has been an update to the Landlord Incentive Policy. The landlord incentive has been expanded beyond Operation home projects that were funded by ESG-CV and CDBG-CV. These incentives are now available to all permanent supportive housing and CoC rapid rehousing projects. The incentive is also available for the Emergency Housing Voucher program and the Family Unification Voucher program. Also, starting Monday, March 14<sup>th</sup> the landlord incentive will increase from \$500 to \$1000. The incentive will apply to all organizations providing rapid rehousing and permanent supportive housing programs and will end on September 30<sup>th</sup>, 2022. For more information, please contact the leaps team at [leaps@clarkcountynv.gov](mailto:leaps@clarkcountynv.gov). Michele Fuller-Hallauer, Clark County Social Service shared that Operation HOME is a community-wide initiative to house 2022 of the community's unhoused persons, who have the highest risk of negative impacts from COVID-19, by the end of 2022, and this will be achieved through a variety of interventions to move them to permanent housing and civility. The first intervention was to collaboratively fund 13 agencies using rapid rehousing projects to serve approximately 1000 households by adding 40 case managers. As of March, there are 563 Households enrolled in the program and 212 households have been housed. Community-wide, 968 households have been housed, leaving a total of 1054 households to meet the goal of 2022 by 2022.

**Agenda Item 12. Update on the local response to and recovery from Coronavirus Disease 19; for possible action**

Catrina Grigsby-Thedford, Nevada Homeless Alliance (NHA), provided an update on NHA's response to COVID-19. NHA has hired three peer vaccine ambassadors with lived experience. The peer vaccine ambassadors go out and engage individuals within the homeless community and address questions or concerns about the COVID vaccine. The vaccine ambassadors receive an incentive for their work in the community, which in turn will assist them on their journey to self-sufficiency. With the assistance of peer vaccine ambassadors, there has been an increase in individuals receiving the vaccine. In February 80 individuals were vaccinated and 32 individuals received their first dose of the vaccine. NHA held 3 vaccine events in February and will hold 3 more in March. NHA will continue to hold Vaccine events in areas that are highly populated with homeless individuals.

Kristin Cooper, Government, Clark County Social Service provided an update on Clark County's response to COVID-19. Due to the decrease in COVID positive cases, the beds for the COVID positive housing are currently empty. A huge decrease from January when the COVID positive housing was at 100% capacity.

**Agenda Item 13. Questions and answers regarding reports from the Board Working Groups (Community Engagement, Coordinated Entry, Data and Systems Improvement, Evaluation, Monitoring, Planning, Youth)**

Michele Fuller-Hallauer, Clark County Social Service, provided an update on the Data and Systems Improvement Working Group (DSIWG). DSIWG has been working on identifying the local priorities for the CoC. These priorities will be CoC-wide and will not be tied to any funding. The intention will be to act as a road map to keep the partners and stakeholders on the same page in a coordinated and strategic manner. There's a lot of work that needs to be done and the team wants to make sure that it's data-driven by identifying priorities that will be able to keep the community-focused and cost-effectively allocate resources for the southern Nevada region. The group is creating a participant participatory process and will send out an email to the homeless service providers that are within the CoC regardless of funding source. The team will be conducting listening sessions with current clients from programs with lived experience. The team will also compile reports containing qualitative data coupled with the quantitative data reports that will be pulled out of HMIS to analyze the data and determine the full story of the status of the homeless service system in southern Nevada.

**Agenda Item 14. Receive an update from Board members regarding relevant activities within their respective organizations relating to homelessness.'**

No update.

**Agenda Item 15. Public Comment**

No comments were posed to the Board.

The meeting adjourned at 4:00 p.m.