

**SOUTHERN NEVADA HOMELESSNESS CONTINUUM OF CARE BOARD  
MEETING MINUTES  
August 10, 2023**

**In attendance:** Albert Chavez, Social Service Provider, Catholic Charities of Southern Nevada  
Amy Jones, Lived Experience, Lived X Consultants  
Christy Shannon, Social Service Provider, S.A.F.E Nest  
Hassan Chaudry, Business, Foresight Housing Partners  
Jason Lilly, Government, City of North Las Vegas  
Jennifer Huse, Mental Health Provider, Southern Nevada Adult Mental Health Services  
Jocelyn Acevedo, Affordable Housing, Nevada HAND  
Kevin Whalen, Advocate, Nevada Homeless Alliance  
Kyle O’Connell-Mock, Business, Gaming, Aristocrat Gaming  
Liz Jarman, Veteran Service Provider, Veterans Administration  
Lourdes Yapjoco, Healthcare Provider, Southern Nevada Health District  
Maurice Cloutier, Government, City of Las Vegas  
Meg Pike, Co-Chair, Education, Clark County School District  
Michele Fuller-Hallauer, Government, Clark County  
Phil Washington, Faith-Based, Promise Land Community Church  
Shalimar Cabrera, Co-Chair, Veteran Service Provider, U.S. Vets-Las Vegas  
Stacy DiNicola, Government, City of Henderson  
Tameika Ortiz, EFSP Board, United Way of Southern Nevada  
Troy Oglesbee, Faith-Based, Destiny Church

**Absent:** Annie Wilson, Las Vegas Metropolitan Police Department  
Arash Ghafoori, Social Service Provider, Nevada Partnership for Homeless Youth  
Emily Paulsen, Business, Anthem Healthcare  
Irene Bustamante-Adams, Workforce Investment, Workforce Connections  
Julie Calloway, Government, City of Boulder City  
Katherine Marcal, University, University of Nevada Las Vegas  
Kena Adams, Advocate, Indian Voices  
Lewis Jordan, Public Housing Authority, Southern Nevada Regional Housing Authority  
Rebecca Edgeworth, Healthcare Provider, Touro University Nevada  
Robert Nolan, Emergency Medical Services, Las Vegas Fire and Rescue  
Vera Moore, Advocate, True Beginnings

**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, August 10, 2023, via WebEx.

**Agenda Item 2. Public Comment.**

No comment was posed to the Board.

**Agenda Item 3. Approval of the Agenda for August 10, 2023; for possible action.**

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

**Agenda Item 4. Approval of the Minutes from the July 14, 2023, meeting; for possible action.**

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

**Agenda Item 5. Update by the Collaborative Applicant on relevant business of the Continuum of Care (CoC); for possible action.**

Elaine de Coligny, EdeColigny Consulting, LLC, provided an update of the 2023 Notice of Funding Opportunity (NOFO). On July 20<sup>th</sup> the team held a Technical Assistance training session and have been conducting weekly office hours. New and renewal applications will be due at 5:00 p.m. on August 14<sup>th</sup>. The Scoring and Ranking deliberation day will be held on August 29<sup>th</sup> and the team will hold a public meeting shortly after to share the initial prioritized list with the community and respond to questions and feedback. A finalized recommended priority list will be released on August 31<sup>st</sup>. Healthy Living of Southern Nevada is looking to reallocate grant funds of \$730,000 for the development of a Rapid Rehousing Project. HUD has denied the request for the reallocation of grant funds for this project due to the project not being officially renewed. The team has decided to place this project under Tier 2. Final recommendations will be presented to the Board at the September Board meeting.

**Agenda Item 6. Presentation by the Data and Systems Improvement Working Group on the results of the 2023 Southern Nevada Homeless Census; for possible action.**

Catherine Huang Hara, Clark County Social Service, presented the results of the 2023 Homeless Census. Every year during the last 10 days of January, communities across the country conduct comprehensive counts of the local homeless populations to measure the prevalence of homelessness in each local Continuum of Care (CoC). The 2023 Southern Nevada Point-in-Time Count was a community-wide effort conducted on January 25, 2023. According to the 2023 Homeless Point-In-Time Count (PIT), there are 6,566 people experiencing homelessness in Southern Nevada with 60% (3,912) unsheltered and 40% (2,654) sheltered. Of those numbers, 87% are single adults, 12% are families with children, 5% are unaccompanied youth, 15% are veterans and 28% are chronically homeless. Based on the Surveys, approximately 65% of respondents self-reported 1 or more disabling conditions, 1614 have substance abuse issues, 1887 have mental health issues, 637 are victims of domestic violence, and 87 have HIV/AIDS. 66.5% identify as male, 32.5% identify as female, with 1% identifying as transgender. For the race and ethnicity breakdown, 51% are white, 37% are black or African American, 4% identify as multi-racial, 2 percent American Indian, Alaskan Native, or indigenous, 2% are Asian or Asian American, and 2% are Native Hawaiian or Pacific Islander. These results are available for viewing on HelpHopeHome.org.

**Agenda Item 7. Presentation by the Monitoring Working Group introducing for public comment updates to the policies procedures for monitoring; for possible action.**

Item was tabled until a future meeting.

**Agenda Item 8. Presentation by the Coordinated Outreach Working Group introducing for public comment the written standards for responding to homeless encampments; for possible action.**

Alyssa Johnson, HELP of Southern Nevada (HOSN), shared a presentation on the Homeless Encampment written response standards. The goal of the Homeless Encampment Written Response Standards is to outline comprehensive strategies, and responses to individuals living unsheltered at encampments, and establish standards for encampment site assessments. It provides strategic response protocols as well as implementation plans for a full array of services and permanent housing program referrals aimed at ensuring all individuals experiencing homelessness are provided with support and services tailored to their needs. 9% out of 511 unsheltered people interviewed last year staying at an encampment accepted a shelter referral in Clark County. Last year the top reason for refusing a shelter referral was being homeless with someone else as well as safety concerns. These standards were created by representatives from multiple jurisdictions and agencies. Modeled by the city of Houston and outlines standards for outreach procedures and provides guidelines for encampment responses and encampment assessments. Outreach workers provide housing assessments to those unwilling or unable to go to an assessment site. Outreach teams should respond to encampments in teams of at least two. The use of personal phones or vehicles to transport clients is prohibited and staff should be provided with identifying work clothing, safety equipment, and PPE for the position. While assessing clients, staff are mandated to report any child abuse/neglect, threats of harm, and cases of self-neglect. Precautions must be taken when engaging with specialty populations such as victims of domestic violence and human trafficking. When a rapid solution to end homelessness is not possible for new clients, outreach staff will thoroughly document scheduled follow-ups with the client, and action steps will be taken to help the client resolve their homelessness.

**Agenda Item 9. Presentation by the Lived X Consultants introducing for public comment quality practices for engaging persons with lived experience; for possible action.**

Brenda Herbstman, Clark County Social Service, introduced the quality practices with Martin Castro, Lived X Consultants. Engaging people with lived experience (PLE) continuously and meaningfully is essential for organizations committed to inclusivity, equity, and effective, and person-centered decision-making. By consistently involving individuals who have direct experience with the issues or services being addressed, organizations can benefit from their unique insights, expertise, and perspectives. By valuing and involving their perspectives, organizations can create positive change, cultivate inclusivity, and enhance the impact of their work. At a minimum, engagement with PLE incorporates these core components. Establishing an inclusive culture; Partnership and Co-creation; Multiple Engagement Strategies; Continuous Communication and Feedback; Capacity Building and Empowerment; Recognition and Appreciation; Continuous Evaluation and Adaption. To ensure PLEs have a meaningful role within the Continuum of Care (CoC) best practices are used as a part of an engagement strategy. Best practices include Listening Sessions, Focus Groups, Client Input, Grievance Policies, Satisfactory Ratings, and Compensation for Lived Experiences. Listening Sessions allow PLE to provide perspective and insight. By regularly hosting listening sessions, agencies allow for an unbiased perspective for clients to openly share their thoughts, experiences, and feedback. These sessions provide a safe space for PLE to contribute to the development and implementation of programs, services, and the decision-making process. Focus groups are similar to listening sessions in that they can provide feedback on what a group of people think about a certain topic. While listening sessions are less structured and allow discussion to flow freely, focus groups are often moderated or have a structured agenda that leads the conversation in a specific direction. Client input in developing, implementing, and evaluating programs and services will help ensure the initiatives are responsive, effective, and aligned with the client's needs. PLEs are encouraged to actively participate in meetings, focus groups, surveys, and other opportunities to provide

valuable input. A Grievance policy is important to ensure that PLE has access to a fair and transparent grievance process. The grievance policy outlines steps that should be taken to address grievances related to external entities or agencies. It is expected that each agency will support navigating that process and provide the necessary guidance and resources. Satisfactory ratings or other rating mechanisms are regularly collected to ensure collective expectations are met. The ratings and comments provided by PLE help identify areas for improvement and celebrate areas of success. The feedback is integral to the commitment to providing high-quality experiences. Compensation for lived experiences serves as a token of appreciation for the commitment to the work and for recognizing the value of PLE. Compensation is reflective of trauma-informed, person-centered practices. Ongoing engagement with PLE is a collaboration, learning, and growth journey. This document will be available for public comment on HelpHopeHome.org for 30 days.

**Agenda Item 10. Presentation by Clark County Social Service introducing for public comment quality practices for housing problem solving; for possible action.**

Brenda Herbstman, Clark County Social Service, shared a presentation on Housing Problem Solving Protocols. Housing Problem Solving (HPS) is a person-centered, strengths-based approach to support households in identifying choices and solutions to quickly end their housing crisis, HPS is housing-focused and is explored with all households accessing the Southern Nevada Homelessness Continuum of Care (SNHCoC) response system who are at imminent risk of homelessness or those experiencing literal homelessness. HPS supports people through empathetic, strength-based conversations and resource connections to quickly secure temporary or permanent housing by encouraging creative, safe housing options that meet the household's unique needs. It is a short-term intervention focused on identifying immediate, safe housing arrangements, often utilizing conflict resolution and mediation skills to reconnect households to their support systems. HPS offers flexible services that may be copied with minimal financial assistance when needed. HPS plays a critical role in the Southern Nevada Homelessness Coordinated Entry System by, assisting households in identifying safe, alternative options to shelter, and reducing the trauma of an experience with homelessness; exploring solutions that are often creative and can be implemented quickly, which can make housing instability brief and reduce the number of people entering the homeless system; preserving emergency shelter beds and supportive housing resources for households that lack safe alternative options; supporting creative cost-effective solutions to meet each household's needs by recognizing their unique strengths; decreasing a household's length of time homeless; leveraging service principles through staff at drop-in centers, emergency shelters, street and encampment outreach, other access points, and any other points of contact within the crisis response system; and supporting a household's attainment of long-term or temporary housing options outside the crisis response system. It is important to understand the differences between Homelessness Prevention, Diversion, and Rapid Exit which are all HPS strategies. While similar service strategies are often utilized within each of these approaches, the time at which the HPS intervention occurs is different and important for measuring the success of these interventions. This document will be posted to HelpHopeHome.org and open for public comment for 30 days.

**Agenda Item 11. Discussion and Debrief of the special session and next steps on recommendations provided by HUD Technical Assistance; for possible action.**

Ashley Barker Tolman and Katie Peterson, HUD Technical Assistance Providers, provided an update on the recommendations provided by HUD TA. The TA team is currently working on next steps with the Ad-Hoc Governance Committee. The team is also working with community members on how to move forward with recommendations. Board members will continue the discussion regarding Open Meeting Law. The Board will receive an update at the September Board meeting.

**Agenda Item 12. 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, Government, Clark County Social Service, shared an update on the Coordinated Entry Systems Working Group (CESWG) and the Data and Systems Improvement Working Group (DSIWG). Michele will be stepping down as Champion of the CESWG and DSIWG working groups. Amy Jones, Southern Nevada CHIPS, will now serve as the Champion and Co-chair for CESWG. Members of DSIWG will continue the discussion regarding a potential Champion and Co-chair.

**Agenda Item 13. Receive an update from Board members regarding relevant activities within their respective organizations relating to homelessness.'**

Phil Washington, Faith-Based, Promised Land Community Church, shared that Promised Land Community Resource Center has been providing services to the unsheltered community. The resource center provides food and housing assistance. The center is also providing food delivery for the senior community.

Meg Pike, Education, Clark County School District, shared that the 2023/24 school year started on Monday, August 7<sup>th</sup>. Title I HOPE is providing access to technology at multiple shelters so that parents can participate in online registration for the school year.

Maurice Cloutier, Government, City of Las Vegas, shared that over the last three months, the Courtyard has seen an increase in homeless families. The Courtyard is not designed for families, but they do not deny anyone access. Staff are currently working with the City of Las Vegas to move these families into rapid rehousing.

Shalimar Cabrera, Social Service Provider, U.S. VETS-Las Vegas, shared information on the upcoming Gala. The Gala will take place on October 19<sup>th</sup> at the Paris Las Vegas Hotel and Casino. The Statewide Conference on Ending Homelessness will be held on August 15<sup>th</sup> and 16<sup>th</sup>, 2023 at the University of Nevada, Reno.

**Agenda Item 14. Public Comment.**

No comment was posed to the Board.

The meeting adjourned at 5:00 p.m.