

11.1.22

# Cares Campus





We have  
tripled  
shelter  
capacity in  
the last two  
years!



**Built For Zero.**  
Washoe County

**Community  
Homeless  
Advisory Board  
(CHAB)**

# What we have implemented:



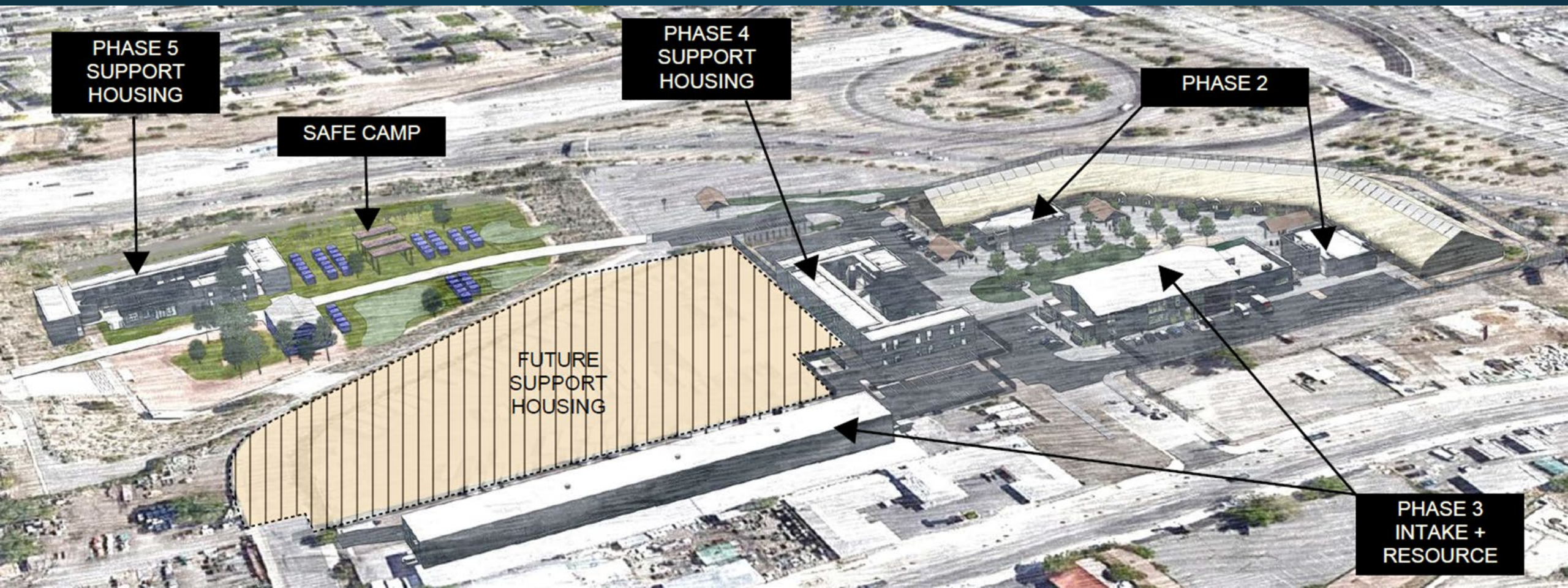
**Homeless Outreach Proactive  
Engagement (HOPE) Team**

**Washoe County's FY23  
annual operating budget  
for homeless services is  
\$31.8 million**





# Cares Campus Site Plan

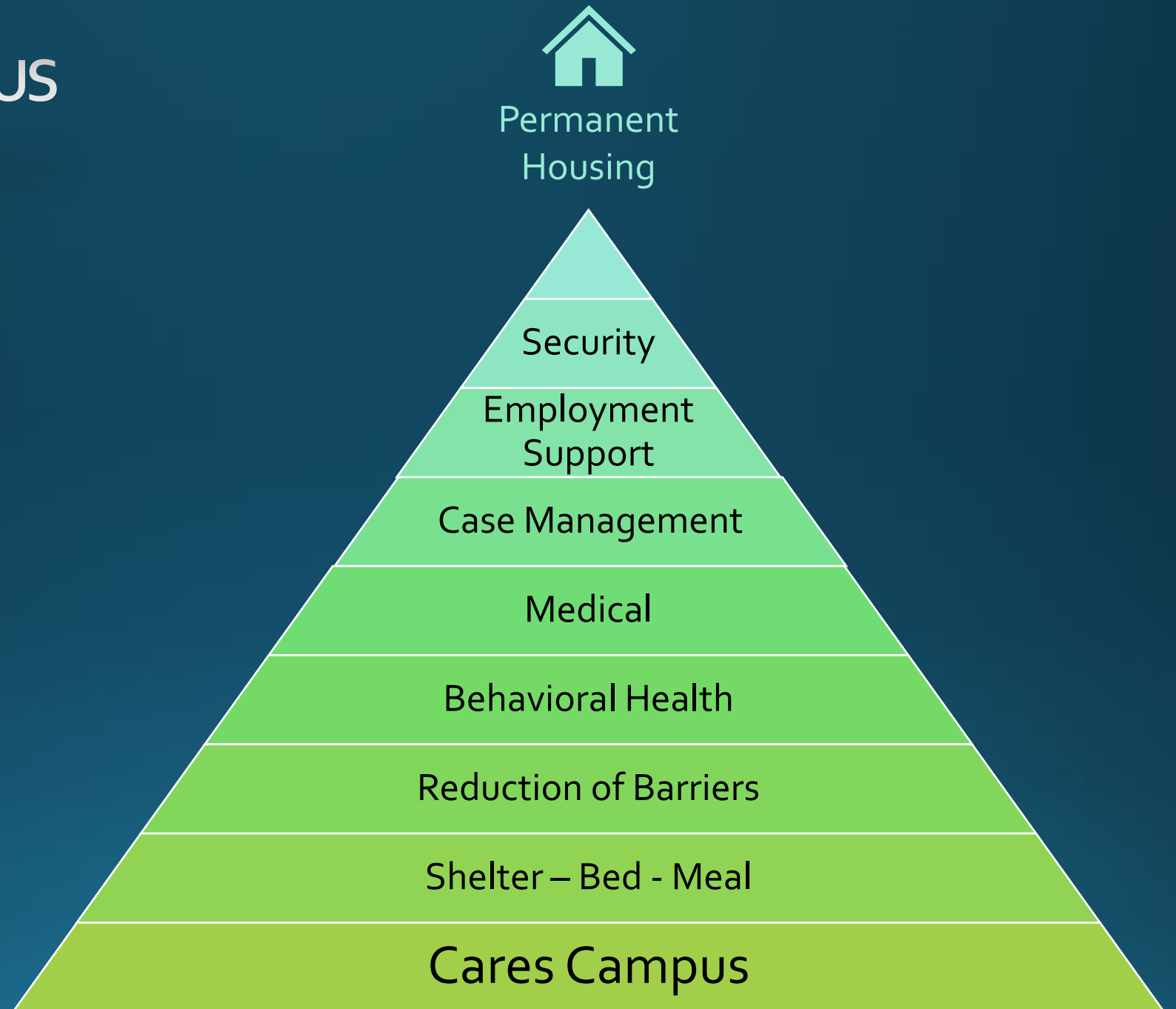




# Cares Campus Program Model



# Cares Campus







# Cares Campus

**Cares Campus  
addresses common  
barriers.**

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**Cares Campus is the  
only option for many of  
our most vulnerable.**

Property/  
Partners /  
Pets

No Sobriety  
Requirement

No Fees,  
Rent or  
Income

No ID  
Requirement

No  
Background  
or Criminal  
History Check

No Prior  
Program  
Completion  
Requirement



# Cares Campus Operations & Results



# Cares Campus Priorities



STAFFING &  
TRAINING



SAFETY &  
SECURITY



FACILITY &  
CONSTRUCTION



PARTNERSHIP  
DEVELOPMENT

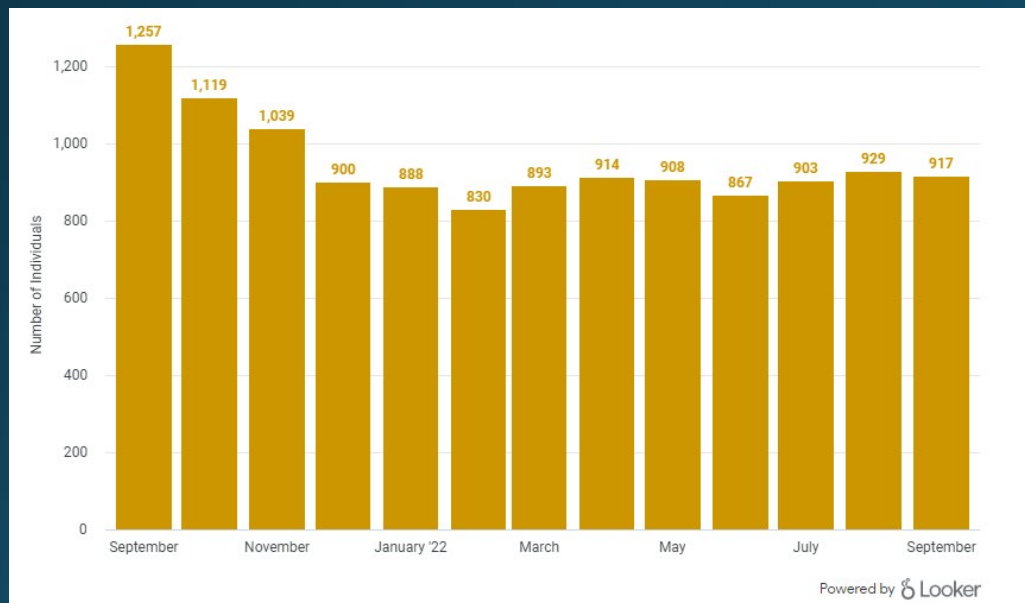




# Cares Campus

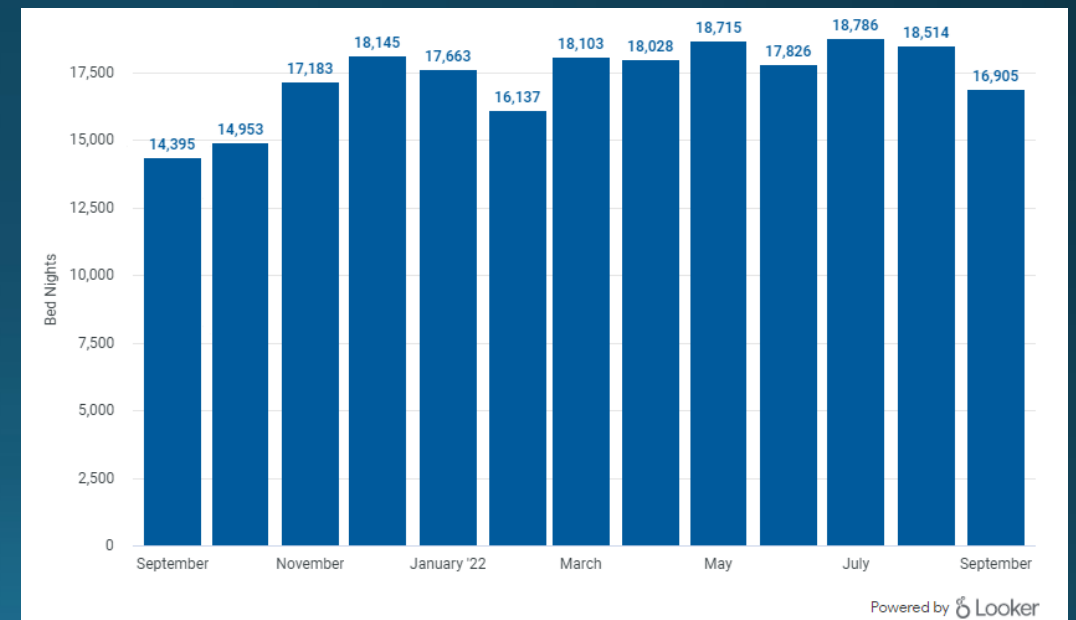
## Unique Clients Served Oct 1, 2021 - Sept 30, 2022

3,053



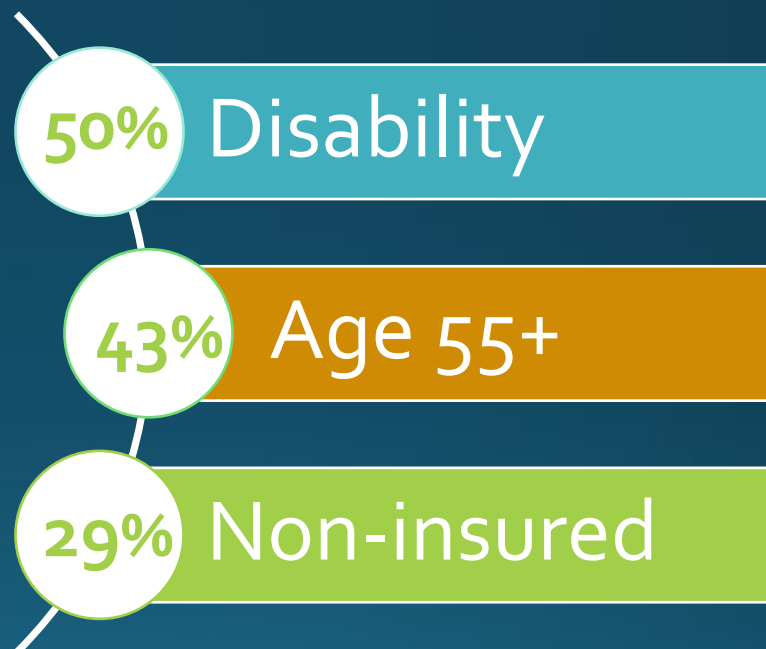
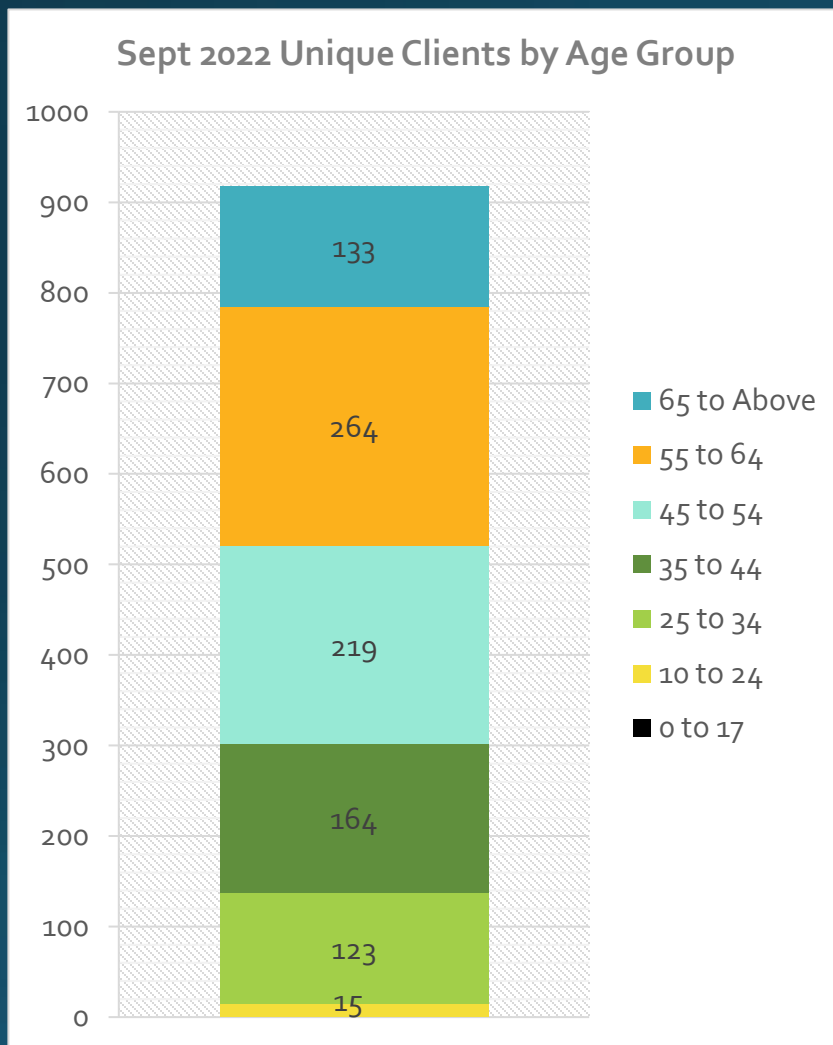
## Total Bed nights Sept 1, 2021 - Aug 31, 2022

208,448





# Cares Campus





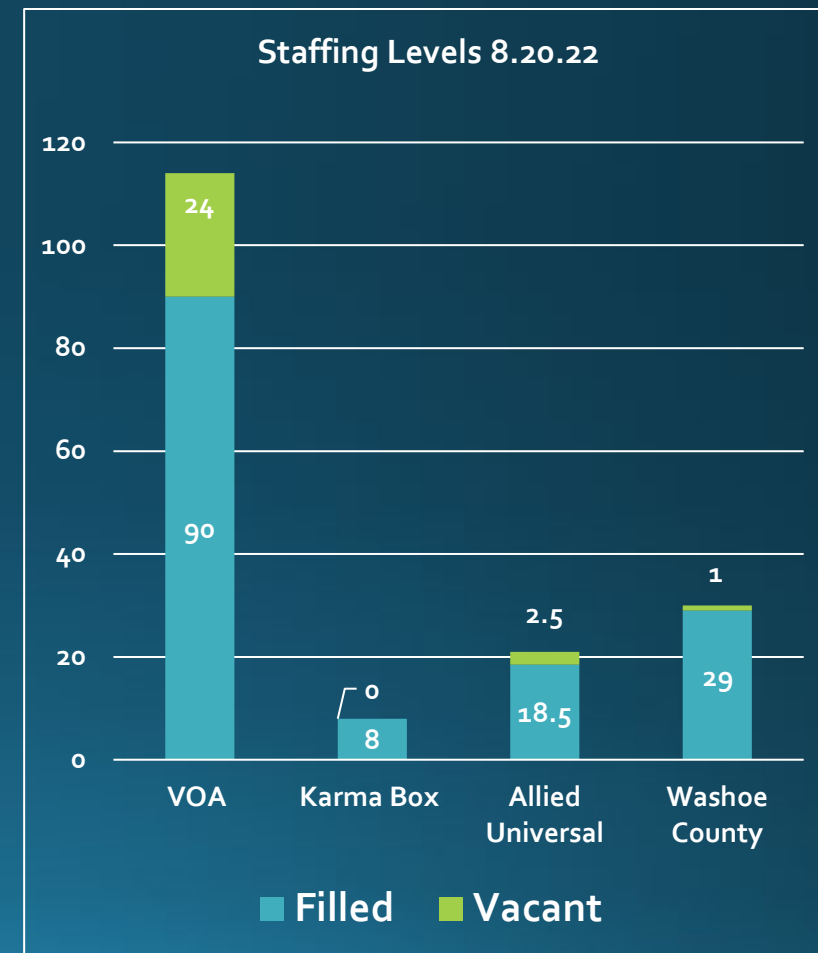
# Cares Campus

Progress  
Catalyst  
#1

## Appropriate Staffing Levels

Additional Staffing added 2022:

- 14 additional Front Line Staff (VOA Staff)
- Diversion/Intake Team (Current team of 10 VOA staff)
- 21 Case Managers (1:30 ratio, Washoe County Staff)
- 6 Mental Health Counselors (Washoe County Staff)
- 2 Additional Admin Staff: (Washoe County Staff)
  - Community Partnerships and Volunteers; Staff Training/Development
  - Medical Billing Specialist (implement Medicaid Reimbursement)
- 24-hour RN/EMS Support (Contracted)





# Cares Campus

Progress  
Catalyst  
#2

## Shelter Options

Providing a variety of shelter options and addressing different needs supports meeting people where they are at.

### *Phase I and Phase II*



*Initial intake in the congregate living bunk room.*

### *Phase II*



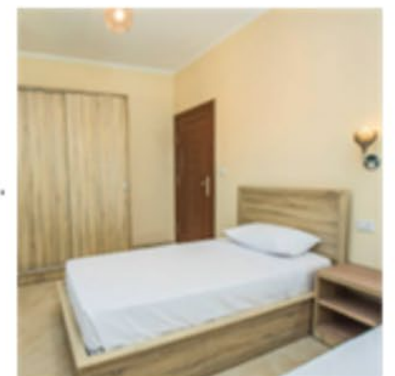
*Semiprivate living with cubbies.*

### *Phase II*



*Semiprivate living in a ModPod at Safe Camp.*

### *Phase III*



*Supportive Housing.*



# Cares Campus

Progress  
Catalyst  
#3

## Programming & Community Partners



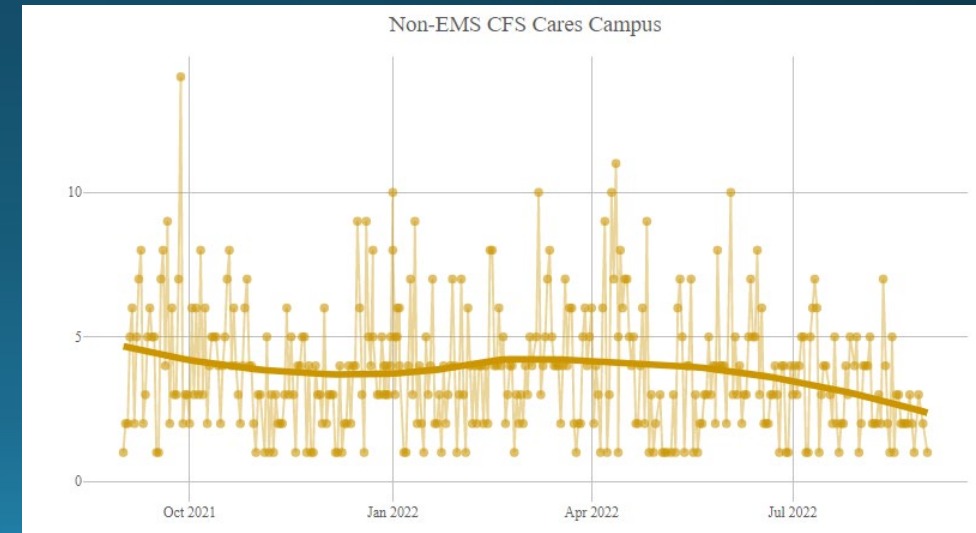
Agreements  
In Place or in  
Progress

- Anthem
- Bristlecone
- Catholic Charities of Northern Nevada
- City of Reno - Clean and Safe Team
- Dispatch Health
- Eddy House
- Food Bank of Northern Nevada
- Health Plan of Nevada/United Healthcare
- JC Lighthouse
- Karma Box Project – Street Outreach
- Liberty Dental
- Mobile One Docs
- Molina
- Northern Nevada Behavioral Health
- Northern Nevada HOPES
- Reno MOST
- Silver Summit
- Veterans Administration
- Vitality Unlimited
- Washoe County Health District
- WellCare
- Downtown Reno Partnership
- My Journey Home
- Reno Behavioral Health
- Washoe County MOST



# Cares Campus Updates - Security

- Welcome Center Open
  1. VOA check in
    - HMIS/Clarity Cards
  2. Intake/Diversion Team
  3. Security updates
    - X-Ray Bag Scanner
    - Walkthrough Metal Detector

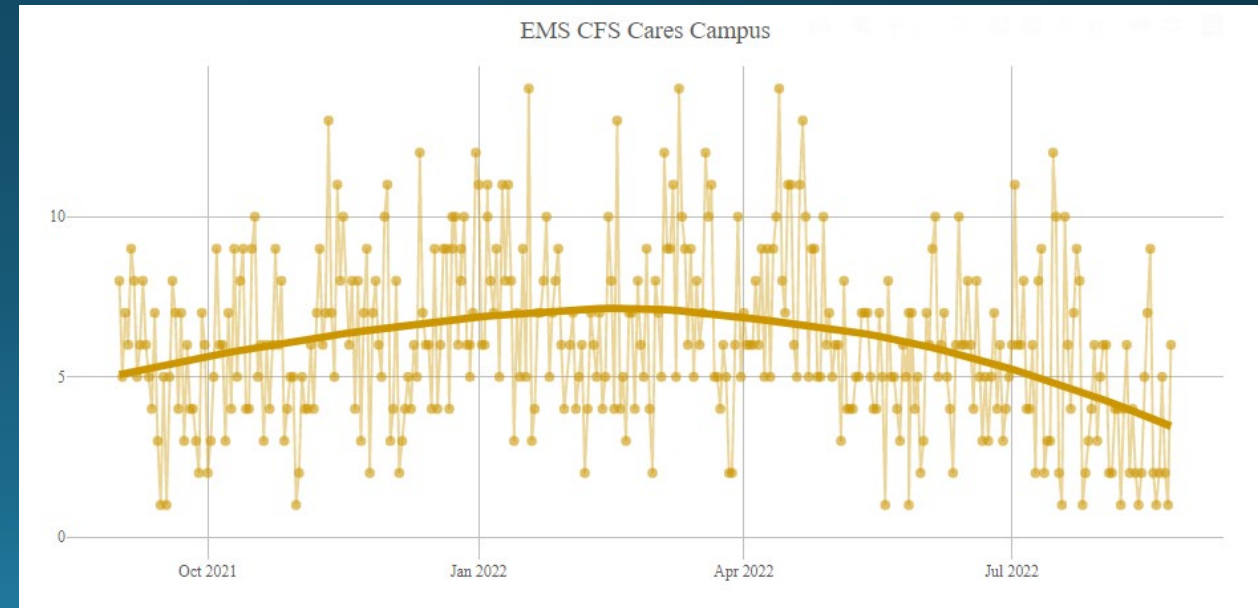






# Cares Campus Updates – Medical Services

- Onsite Medical Provider: MedTrust
  - Nurse and CNA 8 hours per day
  - Prescriber – 20 hours per week
  - Started August 15
- Nurse Call Line through REMSA
- Medical/MCO Partners on site





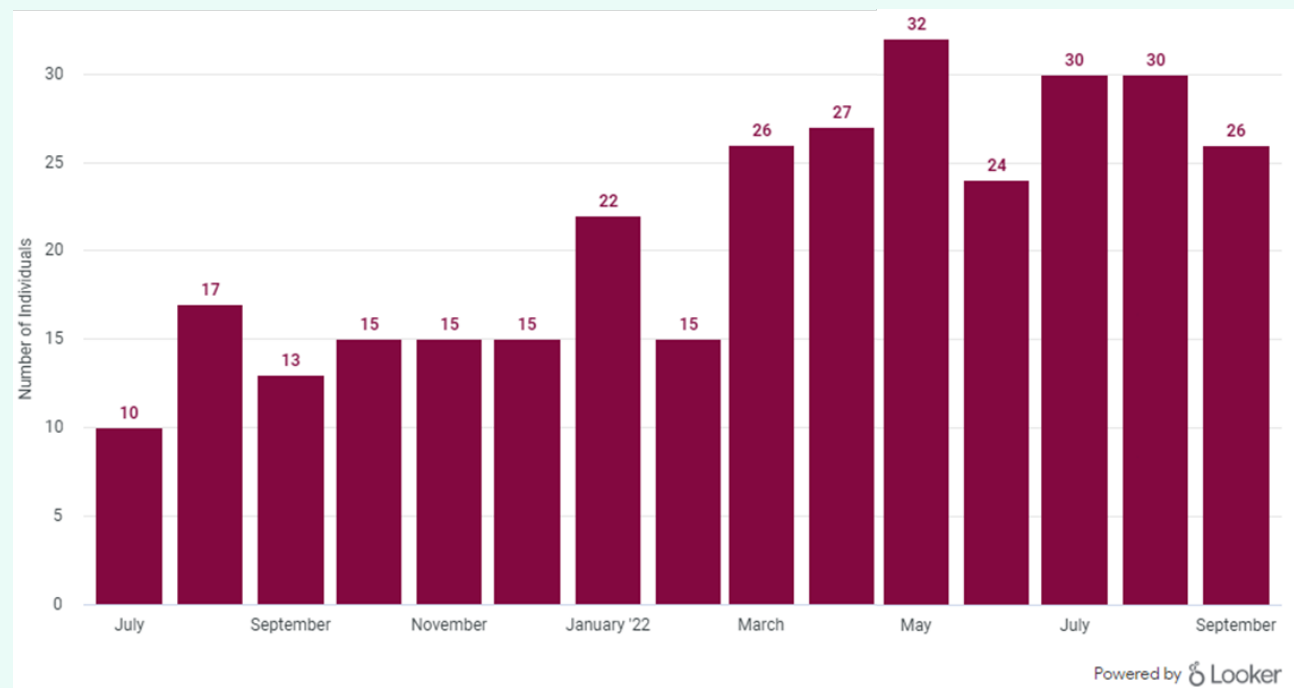
# Cares Campus



Permanent  
Housing  
Placements

## Total Permanent Housing Placements Since May 2021

**317**





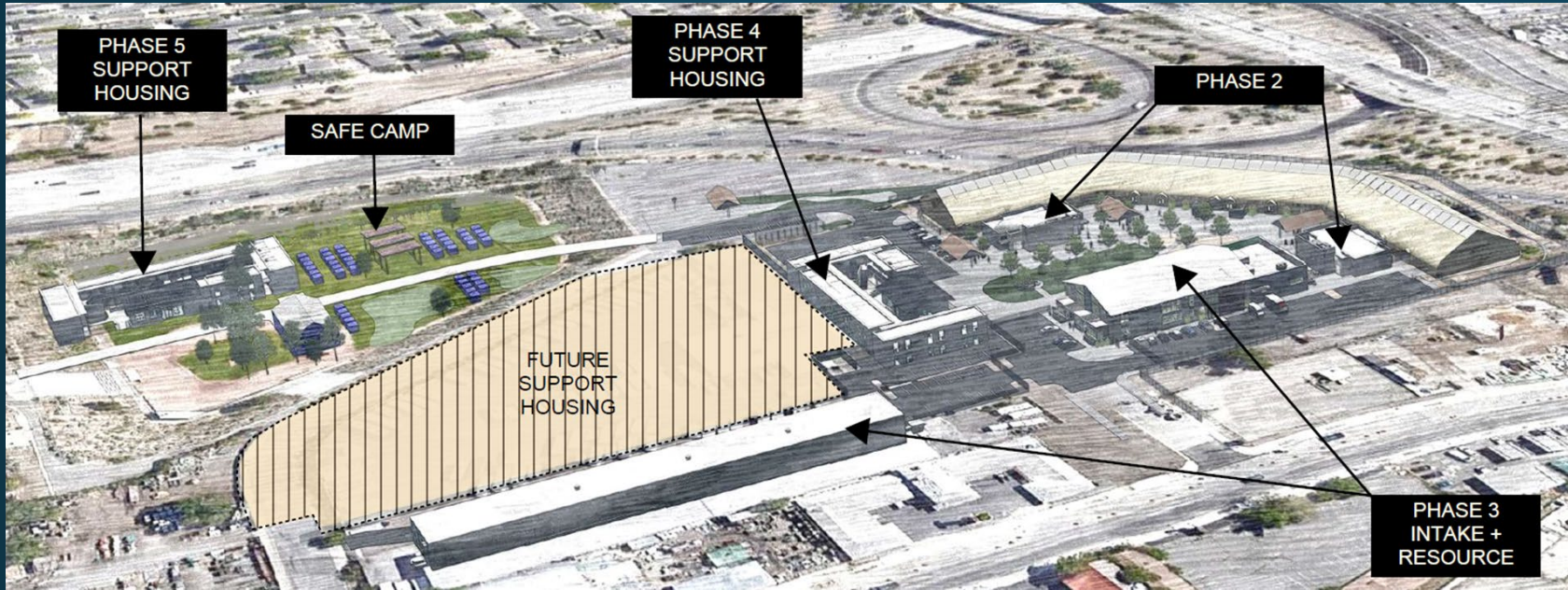
# Cares Campus

## Benefits to the community:

- Improved river & water supply
- Reduced Impact to our Public Safety System
- Business impact:
  - Decreased property damage
  - Increased economic development
- Improved quality of life and dignity for all







# Cares Campus

Data for the Cares Campus located:  
[https://www.washoecounty.gov/homeless/Cares-Campus/Emergency\\_Shelter/cares\\_campus\\_emergency\\_shelter\\_trends.php](https://www.washoecounty.gov/homeless/Cares-Campus/Emergency_Shelter/cares_campus_emergency_shelter_trends.php)