

MINUTES OF THE MEETING

OF

THE NEVADA INTERAGENCY ADVISORY COUNCIL ON HOMELESSNESS TO HOUSING

July 18, 2024

The Nevada Interagency Advisory Council on Homelessness to Housing was called to order by Vice Chair Robert Thompson at 1:01 p.m. on Thursday, July 18, 2024. The meeting was video conferenced via Microsoft Teams. This meeting is being conducted virtually. This meeting was noticed in accordance with Nevada Open Meeting Law and posted at the locations listed on the agenda, as well as on <https://dwss.nv.gov/Home/Features/Public-Information/> the Division of Welfare and Supportive Services website.

COUNCIL MEMBERS PRESENT:

Robert Thompson, Administrator, Nevada Department of Health and Human Services Division of Welfare and Supportive Services

Dina Neal, Senator, Nevada

Emily Testwuide, Deputy Director, Nevada Department of Corrections

Stephen Aichroth, Administrator, Nevada Housing Division

Colonel Mary Devine, Director, Nevada Department of Veterans Services

Dr. Catrina Grigsby-Thedford, Governor appointed member who has experienced homelessness

Lieutenant Shatawna Daniel, Washoe County, Nevada

COMMITTEE MEMBERS ABSENT:

Tim Robb, Director of Strategic Initiatives, Office of the Governor

Max Carter, Assemblyman, Nevada

Sheriff Jerry Allen, Pershing County, Nevada

Judge Mike Montero, Sixth Judicial District Court, Nevada

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Lieutenant Christopher Gorell, Las Vegas Metropolitan Police Department

Judge Christy Craig, 8th District, Nevada

OTHERS PRESENT:

Shelly Aguilar, Social Services Chief, Nevada Department of Health and Human Services Division of Welfare and Supportive Services

Alexis Ochoa, Social Services Manager, Nevada Department of Health and Human Services Division of Welfare and Supportive Services

Carlea Freeman, Family Services Supervisor, Homeless to Housing, Nevada Department of Health and Human Services Division of Welfare and Supportive Services

Abigail Bagolor, Administrative Assistant, Homeless to Housing, Nevada Department of Health and Human Services Division of Welfare and Supportive Services

Ryan Sunga, DAG, Nevada

Agenda Item I. Welcome, Call to Order and Roll Call

Shelly Aguilar:

Good afternoon and welcome to the Governor's Interagency Advisory Council on Homelessness to Housing. This meeting has been publicly noticed in compliance with Nevada's Open Meeting Law. Vice Chair Robert Thompson will call the meeting to order.

Vice Chair Robert Thompson:

Good afternoon, it is 1:01 p.m. and I would like to call the July 18th, 2024, meeting of the Nevada Interagency Advisory Council on Homelessness to Housing to order. Shelly, will you please call roll?

[Roll Call. We Have Quorum.]

Vice Chair Robert Thompson:

Thank you, Shelly. We will move on to item number two on the agenda.

Agenda Item II. [General Public Comments]

Vice Chair Robert Thompson:

Item number two on our agenda is public comment. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on the agenda as an

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item upon which action may be taken. Comments will be limited to three minutes. If you are making a public comment via phone, please call 1-775-321-6111 ID: 459 071 500#. Please unmute yourself and state your name for the council. Shelly, do we have any written public comments? Before we move to the next agenda, I would like to take a moment to recognize Lieutenant Shatawna Daniel. Who was recently appointed to the Council to replace Captain Brandon Zirkle. Welcome Shatawna.

Shatawna Daniel:

Thank you. I'm Shatawna Daniel. I'm a lieutenant with the Washoe County Sheriff's Office. In 2021, I built our Homeless Outreach Proactive Engagement Team for the Washoe County Sheriff's Office. I am extremely excited to be a part of this Council. It is near and dear to my heart. I am extremely passionate about working with our homeless population and all of you. I've learned so much in just a short amount of time. I have been with the County for twenty-five years in April in law enforcement. This is a different approach to things I have done in the past. But I am looking forward to working with all of you and seeing what we can do.

Vice Chair Robert Thompson:

Thank you and welcome to the team. We will move on to agenda item number three.

Agenda Item III. [Discussion and Possible Approval of Meeting Minutes from May 23, 2024 Meeting of the Interagency Advisory Council on Homelessness to Housing]

Vice Chair Robert Thompson:

Item number three – discussion and possible approval of Meeting Minutes for May 23rd, 2024. Do we have any discussion on the Minutes? Do we have a motion to approve the Minutes?

Stephen Aichroth:

I move to approve the Meeting Minutes.

Vice Chair Robert Thompson:

Thank you. Do we have a second?

Catrina Grigsby-Thedford:

I'll second.

Vice Chair Robert Thompson:

We have a motion and a second. Any discussions? All those in favor, please indicate by unmuting yourself and saying "aye".

Stephen Aichroth, Mary Devine, Emily Testwuide, Catrina Grigsby-Thedford, Dina Neal, Shatawna Daniel:

Aye.

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Vice Chair Robert Thompson:

Any opposed, please unmute yourself and indicate by saying “nay”. Any abstentions? Please unmute yourself and indicate by stating you abstain. Motion passes. We can move on to agenda item number four.

Agenda Item IV. [Presentation by Austin Boral of Civic Roundtable Regarding the Civic Roundtable Platform which is Designed to Foster Collaboration and Project Management Across Communities]

Vice Chair Robert Thompson:

Item number four – presentation by Austin Boral of Civic Roundtable. Austin, we are all yours.

Austin Boral:

Thank you, Vice Chair. Thank you, Shelly, and everybody for having us. We are excited to bring you into the product we’ve built with other state agencies, ICHHs and CoCs across the country. To introduce ourselves and our work. To get your guidance and feedback on how our product be of service to many of the CoCs and committees that we’ve been talking to and learning from across the state. My name is Austin, one of the cofounders of the Roundtable. I am joined by my cofounder Madeline. I started this work at the federal level. I’m mainly focused on people management, organizational design and operations. From HQ and DC to field offices across the country. Then tackled a lot of this coordination challenge that agencies faced federally at the state and local level. Heard time and again, how challenging it is to get different offices and agencies to talk to each other. That is a huge part of what this ICHH is designed to do. What we found is it can be hard outside of rooms like this especially at the front line of the agencies and organizations that are represented here. To get to know who’s working on shared challenges beyond your team, office or agency. A lot of folks in the status quo might be using different platforms like the one we’re on today. It might be going to public websites or calling up someone like Shelly. To understand who to talk to at another agency. What we’ve built to address that challenge is a collaboration platform and knowledge management ecosystem. This is designed for practitioners in and around the homelessness and human services arena. Our hope is to ensure that the progress we’ve made with state agencies and ICHH across the country is not just helpful to them but also helpful to you all. We started the conversation not just with the Technical Assistance Committee. We’ve also been in conversation with the rural CoC and others. To understand how what we’ve built can be of service to them. Before I get into the overview, I wanted to give Madeline a chance to introduce herself.

Madeleine Smith:

Great to be with everybody. My name is Madeleine. I’m one of the cofounders of Civic Roundtable. We are excited to bring you into our product. And hopefully will get a more conversations in the future for your feedback and input. My background is in building technology for the public sector. I started working with first responders. Specifically on records management, dispatch and case management tools all over the country. We saw how important it is for practitioners doing mission critical work to be supported by technology that helps, gives time back and makes things easier.

We've been inspired where technology meets mission. To help put up our hands and see what we could do to build something that is useful.

Austin Boral:

Thank you, Madeleine. The problem that we are solving is information overload. This is something we heard a lot from the Technical Assistance Committee as well as the Executive Committee of the Rural Nevada CoC. What resonates most deeply is the idea of folks facing similar challenges not just within CoCs but also across the state. And needing a place to go to talk to each other. To learn from each other and to get real guidance and support from their counterparts at the state level. Homelessness is not the challenge of one agency. There are dozens of agencies represented on this call. It is obviously not just a governmental problem. Anything we can do to make all of the government and whole community approach come to life goes a long way. Making sure that those at the frontline of responding to and preventing homelessness get the information they need. Without being overwhelmed by all of the updates and adversities. There are three most common things that we've heard from our research and our focus groups and user interviews. Not just in Nevada but beyond. First is that the documents are easily lost in the hundreds of emails that folks are getting a day. What we hear often is that a piece of guidance might be sitting on a state website or database. But when you're in the flow of work, you might not know where to find it. Second is how tactical questions might be left unanswered. Or answered as one-offs. We hear most often that people don't know who to go to for help. And even when they do, that question might be asked of them dozens of times. From the coordinator's perspective that can be hard to swallow. When you're already trying to see across so many different CoCs you might work with. Lastly, is the reality of high turnover among service providers, especially at the front line. Wanting to find better ways to capture institutional memory. To make sure folks are not necessarily lost when they are trying to get up to speed in the new role or moving to a new organization. We're taking those problem statements and stride. Building a system that's meant to be the glue between all the places that people already go. We think of our knowledge management and collaboration platform as the glue that holds all of these things that people are already doing in different places together. Not as a vacuum or as another place to go. We are focused on four core functions or priorities. First is assembling and reaching your entire network. With the work of homelessness, that means ensuring different service providers and agencies are connecting with each other. Not just within CoCs but across CoCs. That also means we're facilitating real, meaningful and intentional collaboration. Which happens in rooms like these and the conferences like the Nevada Homeless Alliance is hosting. It also means that we're pushing that access down to the front line more consistently and more regularly. So, folks can learn from each other while they're in the flow of work. Over time, it builds a strong knowledge base. That speaks to the power of institutional memory. As we heard from the Technical Assistance Committee, make sure that people aren't reinventing the wheel. And many different parts of the state or even parts of the CoC. Lastly, the platform can also provide some meaningful insight. Take the pulse of locals and frontline folks to understand what people are up against or thinking about. How this group can be more proactive about the support you all are providing to the different CoCs and agencies that you're working with. This is something we've been doing with a number of state agencies, ICHHs and CoCs across the country. With the focus on homelessness, public health and human services in general. The use case

might range from coordinating working groups and committees. It can also do a meaningful job of centralizing resources and facilitating frontline communications. Our work is designed to give people time and avoid too much wheel reinvention. Make sure that there is a common place to go. When you are working on homelessness and wanting to learn from the broader ecosystem of people and resources around you.

Madeleine Smith:

At Civic Roundtable, our belief is that folks are wearing many different hats. Are part of many different working groups and listservs. And asked to look at many different tools. As a result, information is lost, and silos are dug in. It's hard to track down that one piece of information that might be relevant to you at a given time. We've built this landing page and intranet that is secure for government use. It is easy to use and brings some of the best of what technology has to offer in terms of usability. To make it easy to find what you need and who you are looking for. On our page, you will see that I'm logged in as someone who's part of many different circles. I'm part of a homelessness services hub. I'm part of different working groups that are relevant to my place and topics that I work on. I'm able to flip between these different groups and gain access to them. Depending on the different hats that I'm wearing. When I pull you into one of the spaces, one of the first things that you'll see are a few tabs across the top. That will help me gather all the building blocks that I need to be successful in this space. First are discussions that I'm having with peers across the network. Whether those are sharing toolkits, asking quick questions or running quick polls. I'm able to pull up resources and summarize them automatically. To get a sense of what's in here. If I should read on and engage with my peers. These discussions can run off interactions you're having in this tool. They can run off listservs and auto populate the tool. They can also run off Microsoft Teams and other tools you are already using. The idea is to make it easy to have discussions be centralized. You can see people interacting, liking, commenting, tagging by topic and becoming very easily searchable. All these resources are then pooled into a central library. It's very easy to find anything from video recordings with transcripts to PDFs, spreadsheets and documents. All kinds of resources get populated into this tool. You're able to figure out why they're in here. The discussions related to them. See what's been featured and search across the content of the resources. If I search veterans for example. I'm looking across discussions that have been happening on this tool. I'm looking at comments. I'm looking at the content of resources. Whether those are minute four of the video having answered the question I just searched for. Or paragraph thirty of the ninety-page document that was just shared. I'm able to get to what I'm specifically looking for quickly. I'm also able to see that Austin has some expertise in this topic and I can connect with him. I can also see web pages from tools that we find useful such as ICHHs and HUD exchange websites and tools from across the web. This becomes a one stop shop. The first place to search when you're looking for something. I'm able to get a sense of who's in here and what they bring to the table. We heard from folks all over the country that we're working with is how important it is to showcase not only information about who you are and your title. But also, specific expertise that you've picked up across your time in the field. An example of my profile shows you some information about me. But more specifically skills I'm bringing to the table. Maybe I'm a master at the HMIS system flows. People can reach out to me about that. It shows projects that I've built and specific resources that I'm attached to. It shows how I've engaged in these community spaces over

time. Lastly, this is a place to centralized meetings, events and conferences. A way to keep everybody in this group on the same page about what's where and what's coming up. They can go back and attach meeting recordings. All the richness of the conversations that's been discussed. What we've seen people like about this tool is some of the analytics you can get on the other end. About what people are talking about. What are they searching for. What matters to the front lines. What are some of the challenges people are dealing with in real time. We're always looking to surface those analytics and how people make sense of them. The idea of Civic Roundtable is to connect practitioners with resources, people, and information that they need to be successful. To make it easier to find what you need when you need it. We know folks are asked to look in so many different directions. We hope this will help consolidate all the places that you're looking at and serve as that one stop shop. We've seen a lot of success in some of the places that we're currently working with. We're always looking to get feedback and continue building from there. I really appreciate the time. I'm open to any questions.

Vice Chair Robert Thompson:

Do we have any questions from the committee members?

Stephen Aichroth:

It sounds like you guys are a national group. I run the housing finance agency for the state. I just came back from a conference where we talked about homeless funding and what different states are doing. I'm wondering how you envision this in Nevada. Because we are a smaller state. We only have three CoCs, things of that ilk. How do you see your role specifically in the state?

Austin Boral:

The vision is to start solving specific coordination challenge for a specific group of people. As we learned from our work with other states like Arizona, Oregon, Nebraska, Connecticut and beyond. By working with CoCs first, we're able to understand how that first line of defense feels in a space like this. We know that every service provider or every region will have different modes of communication. Even though there are three CoCs, there are some that are encompassing a very large geographic area. And others that are covering very dense with very diverse geographic areas. I think the number of CoCs might not tell the whole story. How challenging it can be to get folks in a room like this to talk to each other. We've heard loud and clear not just from RNCOC but also from CoCs from other states that people might feel disconnected. They might feel they're not getting the information they need or finding the resources they're looking for. The vision is to start small. Solving the specific challenge with potentially, the Rural CoC. From there, bring the state agencies and ICHH along for the ride. So, we know what we're building for them specifically can actually scale. To build stronger connections not just within CoCs but across CoCs. That is the general trajectory in playbook that made our deployments with other states click. We hope we can give you all some meaningful insight and information. About what different parts of this state need at different times and from different agencies. We will always have that broader vision in mind. As you experienced at the conference last week, there are a lot of people and places that can be sharing new ideas. Or fielding questions that you might not be able to answer within your state. But the theory of the case is that it always starts next door. If we are able to get the Rural Nevada CoC houses in order. Ensure that they've got the infrastructure they need to succeed. We can then scale that to other parts of the state

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and across the region. There might be some similarities in the way homelessness might manifest in a state like Nevada and a state like Arizona or New Mexico.

Stephen Aichroth:

Thank you.

Vice Chair Robert Thompson:

Do we have any further questions or any other comments? Thank you so much for the presentation. We will now move on to agenda item number five.

Agenda Item V. [Presentation by Donica Martinez of Southern Nevada Lived Experience. Donica Martinez will Share Her Lived Experience of Homelessness with the Subcommittee]

Vice Chair Robert Thompson:

Item number five – presentation by Donica Martinez of Southern Nevada Lived Experience.

Donica Martinez:

Hello. I will also be presenting with my colleagues Amy Jones and Martin Castro. Amy, if you'd like to begin.

Amy Jones:

Hi everyone. My name is Amy Jones. I'm one of the Lived Experience Consultants. Thank you for giving us the space to highlight some of the amazing work that we've been doing in our community. Currently our team consists of eight members. In July of 2022, our HUD Technical Advisors reached out to a number of community partners that were part of the Operation Home in our community. To do a survey with people with lived experiences. To meet those individuals and learn about what cause homelessness. What was the start of it and so forth. Around August of 2022, Clark County Social Services wanted to include people with lived experience in the scoring and ranking process. For the consolidated application to the United States Department of Housing and Urban Development or HUD. Around late October and early November 2022, these two groups met together and formed Lived X. Which today we are called Lived X Consultants. The team began the year with formerly being adopted into the Southern Nevada Homelessness Continuum of Care Governance Structure. The changes were approved by the Nevada Homelessness Continuum of Care Board at their meeting on February 9th, 2023. Lived X Consultants have been able to elevate their lived experience on a local, state and national level. The scope of work ranges from creating surveys, policy review, research, pilot projects, program development and frontline focus groups.

Martin Castro:

Hi everyone. Here are some project highlights. We had a Southern Nevada base which is the scoring and ranking. We went to the national level with the National Care Advisors. I really want to draw your attention to the Secret Shopper Experience. That is where the Lived X Consultants began to get recognition here in Southern Nevada. This is due to their work on that project. That initiative began as

an idea by the consultants themselves. HUD released a Notice of Funding Opportunity as an award to the community. It requires the Continuum of Care to submit a consolidated application. The interested applicants that are most aligned with the community's goals are chosen to be included in the package. We partnered with the Clark County Social Services Resource and Development team to review and score these applications. We used our lived experience and frontlines to see which applications would be the strongest. To compile together into one single application. In the 2023 HUD NOFO, Southern Nevada was awarded twenty-one million dollars. We also participated in the specialized NOFO where we were awarded fourteen million dollars. This is a very competitive and important process that needs to be evaluated in the community. National Care Advisors are a group of licensed registered nurses. They requested Southern Nevada and National Guidance to help better support the frontline medical staff. This is to improve services for the people experiencing homelessness. They wanted to identify things such as engagement, burnout and caseload ratios. We elevated personal experiences in the hospital settings. This is in regard to lack of empathy, solutions and connections especially to the people in the emergency rooms and those being discharged from the hospital. We shared our resources and made pamphlets for them to disperse locally. To get those frontline medical staff connected to the appropriate resources that they could pass on to the clients. The Secret Shopper Experience began as a concept by the Lived X team. We wanted to gauge the effectiveness and the experience of what people experiencing homelessness went through when accessing coordinated entry. It begins with an individual going to an access site. This is a place where they can get a housing assessment. We went to these access sites undercover. The intent was to ask for services. To see what the treatment would be like and the outcomes. Our findings show that the community didn't get a high score. Basic needs were not met. We all know that it is currently super-hot in Nevada. A simple act of offering someone water was not done. Humanizing these individuals with different stories. There were no referrals to immediate resources. The Secret Shopper grew into a movement. To address immediate needs and to look into the coordinated entry process. What is really happening with these access points. With different points, it elevated and opened many conversations. The Secret Shopper report also got published on the HUD Exchange website. The main mission was to access the access points. These access points are listed as a flyer through the Help Hope Home website. It's a resource guide that can be given to the community. It has locations to get services for adults, families, youths and veterans. We started updating this flyer periodically with the most up to date information. We're in a transitional phase with the access points. We are going to continue to modify, add or remove agencies. To make sure we have the most up to date information with our new coordinated entry process. That is being rolled out in the community. In January 2023, the CoC Board approved some recommendations for the HUD Technical Assistance. To review our CoC components. This was a deep dive into our system. This was a very thorough approach as to what our CoC needs help with and how it can be improved. It was a giant undertaking that was done by HUD TA. It touches on the CoC Board Structure, Working Groups, Data, HMIS Governance and Coordinated Entry. The Coordinated Entry was also in partnership with us, the Lived X Consultants. starting with that initial point of Secret Shopper. All recommendations that came out of Secret Shopper were also baked into these Technical Assistance recommendations for the whole community to implement. This is one of those things that we're slowly implementing. We asked for a report, and we got a detailed one. About what changes are needed in the community to build a stronger homeless response

system. We are continuously working for improvement. One of the things that is constantly being approved of is the Coordinated Entry. As a result, we have a new interim Coordinated Entry Assessment process. To elevate people with lived experience. The county created a policy to be written standards for engaging people with lived experience. They partnered with us to review this document. To know if this is the right approach. Are these the right objectives we need to be addressing. Are we elevating everything thoroughly. Are we being mindful of different components like the challenges people with lived experience may have. After reviewing the document, we felt that the written standard was a little too authoritative. Instead, we changed it to quality practices. People like us with lived experiences have a history just like anyone else. But at the same time, we are not only our history. There's no need to force anyone to express what they've gone through. To share more than they are willing to offer. We felt that quality practices would be the best name for this document. This is a policy set up by the Clark County Social Services. That can be handed out to agencies who are also hiring or engaging people with lived experiences.

Donica Martinez:

In 2023, as a Lived X Consultant, I was given an opportunity of attending the National Alliance and Homelessness Conference in Capitol Hill Day with the team representing the State of Nevada. Capitol Hill Day plays an important role in our efforts to end homelessness. Hundreds of people gather every year to meet with their federal lawmakers. To advocate for legislation and activities for homelessness. We were able to go before five of our state legislators. These asks are most impactful, especially coming from people with experience and frontline employees' perspectives. We are fortunate that is what this team consisted of. We shared our experience from our personal professional perspective. Some of us Lived X Consultants sat on the 2023 Statewide Conference on any homelessness planning committee for the Nevada Homeless Alliance Statewide Conference in Reno. We also presented our findings on the Secret Shopper Exercise which was completed in Southern Nevada. We facilitated a panel with the assistance of the Washoe County Lived Experience Advisory Board. We were met with interest from Northern Nevada CoC and from the Carson City community. Martin and I assisted the Washoe County Lived Experience Advisory Board in organizing and facilitating focus group. To gauge the understanding of coordinated entry within the community and its providers. As well as assisting them and analyzing results, data and preparing recommendations for presentation. Which they are currently presenting their findings on different platforms. We, the Lived X Consultants, created an unsheltered survey that was first implemented in the 2023 Project Homeless Connect. There were initially thirty-two individuals that were surveyed. We continue using a survey at Nevada Homeless Alliance pop up events and unsheltered encampments. Where we go to meet people where they're at. To connect and get real time honest data. We have two key questions that we asked in our survey. Which were I lost my housing because of, and I feel the number one reason that I'm experiencing homelessness right now is related to. The number one answer for both of those questions is loss of employment. The second highest answer was eviction. Also, I would like to highlight some answers to the question I feel the number one reason that I'm experiencing homelessness right now is related to. These are alcohol and substance use, and illness or death. Which really shows the lack of and the need for access to healthcare and medical services. As well as access to healthcare and medical services connected to housing when it comes to unsheltered homelessness.

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Amy Jones:

We received a request to participate in the development and study geared to improving our services for youth at risk and are experiencing homelessness with SEI. Our objective is to participate in the development of the study geared to identifying what services we need. And how we need to spend funding to show better outcomes for at risk youth. We received the request to assist with identifying youth system barriers and gaps when it comes to our access points for our youth. Due to our community collaboration, our community was awarded the YHSI Grant funding. Five Lived X Consultants attended this year's National Alliance to End Homelessness Conference and participated in Capitol Hill Day. We were able to meet with six of our local elective officials and their staff. We were able to advocate for people experiencing homelessness in the State of Nevada. We currently have many ongoing projects. We are working with the Woodwell Climate Research Center. Focusing on how weather affects our individuals in Las Vegas that are experiencing homelessness, especially our unsheltered population. Three of our members are on the Southern Nevada Homelessness Continuum of Care Board. We are also a part of the Planning Body and Execution Team for the Nevada State Conference in addressing homelessness. Which will be held in Las Vegas on October 7th and 8th this year. We hope to see everyone there. We want to take a moment to highlight the unwavering commitment of the lived X Consultants. We will continue to champion the voices and the experiences of people with lived experience at local, state and national levels. Through our platforms, request and advocacy, we strive to make a meaningful impact and drive a positive change. Thank you for allowing us in this space and for your support of being part of the important journey. Together we can create a more inclusive and understanding society. If you would like to submit a request to our team, please reach out to this link www.NevadaHomelessAlliance.org/LivedX. Thank you. Any questions?

Vice Chair Robert Thompson:

Do we have any questions or comments from the committee?

Catrina Grigsby-Thedford:

Good job you guys. I think it's really important that you guys keep elevating the work that you're doing as people with real life experience of homelessness and housing instability. How important it is that our community knows that people who are closest to the problem are closest to the solution. I applaud everyone for inviting you into their space. To get the expertise on how to handle these homelessness issues. Because many of you guys have experienced it. Great job on the presentation.

Stephen Aichroth:

Thank you for providing the presentation and sharing your experiences. While this is not housing related in the space that I think you're mostly advocating for. We've had oppressive heat in both Southern and Northern Nevada for a couple of weeks. As your organization looks at that, is there programs or services that you know aside from housing? So that people can survive in this type of environment?

Catrina Grigsby-Thedford:

The Lived X Consultants are a group of independent contractors that are contracted with the Nevada Homeless Alliance. To share their expertise to help solve these homelessness problems. When all of us at our perspective agencies get the list of the cooling stations, we make sure that they're posted when

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we have our events. As well as when we're transporting people to shelter. I think about 20 people died between end of May and the beginning of July because of the heat in Southern Nevada. We, the Lived X Consultants, will be working with the National Weather Service. To figure out how to let people in tunnels know that floods are coming and some other heat initiatives. As well as with Woodwell Climate Institute to gather some information about how the weather affects people experiencing homelessness. All we can do is to tell folks that's there are some cooling stations and give them flyers. Ask them if they need transportation, especially when it's extremely hot.

Stephen Aichroth:

Thank you.

Catrina Grigsby-Thedford:

Donica, for Shine a Light, do you guys do anything for heat? Or is it just for flooding?

Donica Martinez:

Hello, I'm Donica Martinez. I work for the Shine a Light Foundation. We go out and do our outreach every Saturday. We've been doing it almost everyday lately because of the extreme weather. What we do is we reach out and bring folks water. We bring anything that could help them cool down. We offer our help way out of the streets. If they accept our help, we take them through our process.

Vice Chair Robert Thompson:

Thank you. Any other questions? Hearing none, we can close out this agenda item and move on to agenda item number six.

Agenda Item VI. [Presentation by Echo Gill of Washoe County Lived Experience. Echo Gill will Share Her Lived Experience of Homelessness with the Subcommittee]

Vice Chair Robert Thompson:

Item number six – presentation by Echo Gill of Washoe County Lived Experience. Echo, we are all yours.

Echo Gill:

Hi everybody. Good afternoon. Thank you for allowing this time and space to share with you our findings of the Coordinated Entry Focus Groups project. And to allow us to introduce ourselves to you. All members of LEAB have lived experience of homelessness within the last three years. We have members who are currently navigating the system for various points. And members who have moved on to permanent housing. We started in 2023 when Washoe County created this work. We currently have four LEAB members and a few of us will be presenting today. I'm Echo Gill. I have two years' lived experience of homelessness. One of those years was spent in a shelter here in Washoe County. Where my family was not only able to stay together, but we're also able to get the help we needed. To eventually move on to permanent housing.

Lawrence Dodson:

Hello, I'm Lawrence Dodson. I have almost ten years of experiencing homelessness. I have stayed at various shelters. I was able to get the help I needed and move into a temporary housing facility.

Marshall Lindsey:

Hi, my name is Marshall. I'm a dedicated individual towards changing how people interact with the homeless. I myself was homeless, which gives me unique perspectives and views that might be helpful. I am currently in the Transitional Living Program which keeps me moving forward.

Echo Gill:

We have been participating in rating and ranking. We did a panel where we interviewed agencies that were applying for funding. We asked them a series of questions and gave them ranking. The committee was able to use that to help inform their decisions. We started in the PIT count. We participated in all the meetings leading up to it as well as the count itself. We've done CoC policy and procedure review. We've reviewed the coordinated entry policies and procedures. Where we presented our findings to NNCLC. One member has attended every NNCLC and RAH meetings since our creation. We've worked in conjunction with Two Hearts in an attempt to help get AB 310 passed. We also did our Coordinated Entry Focus Group Project. Where we held focus group and did surveys with unsheltered homeless people. We give recommendations to agencies individually and to the county as a whole. Currently, we are working with the Two Hearts Workforce Initiative Project in conjunction with UNR and TMCC. To help get students that are coming into the homeless services workforce. They are cross trained on everything. So, they're coming into things more aware of how the system is currently functioning. We are doing consulting with Winged Wolf Innovations. We are currently waiting to begin work on the rating and ranking committee. To do a panel again this year. We're continuing our work with the Nevada Homeless Alliance. We are working on getting together our resource flyer for Washoe County Homeless Services. We're going to give you a condensed version of our Coordinated Focus Groups Project process. Which we presented at NNCLC and RAH. We will go through the process and methodology, review of results, recommendations, and we'll take all your questions. NNCLC approval. We've been on this process of approval from NNCLC on November 7th, 2023, for a Secret Shopper Experience. However, we learned quickly through our Focus Groups that a Secret Shopper Experience was unnecessary. As we're already receiving the most pertinent information directly from staff and clients. We then termed the project as Coordinated Entry Focus Groups. The purpose of this project was to assess the coordinated entry system in Washoe County. And the ease of access for both clients and staff. Our goals were together import from the community on the coordinated entry system. Provide recommendations to improve ease of access and create a stronger, more functional CoC. We did research and training. We reviewed many of the CoC policies and procedures with a special focus on the coordinated entry. We were trained on the purpose of the coordinated entry system using guidance directly from HUD. Now, for collaboration. We reached out to agencies that use coordinated entry with special focus on HUD funded agencies. And those that continue to cater to these services. We completed focus groups for our leadership from Langstaff Agency clients. We held our focus groups between December 5th, 2023, and April 17th, 2024, surveys. We conducted fifty surveys with people who are currently experiencing unsheltered homelessness. Services were conducted between March 23rd, 2024, and April 8th, 2024. We compiled all of our data from focus groups and surveys. Analyzed them by meeting twice weekly.

Diving deeply into the quantitative and qualitative data. To determine trends, strengths, challenges and any other pertinent points. Agency recommendations and one-on-one meetings. We then contacted each agency to attempt to provide in person recommendations. For those that could not meet their individualized recommendations that were sent via email. Individual recommendations were not shared with other agencies or even Washoe County. We shared our comprehensive community recommendations with Washoe County and now with you today. What data was analyzed. We used a series of questions to determine the ease of access of coordinated entry. As well as the effectiveness and accessibility of homeless services in Washoe County. That gave them a gathering of data on demographics for both staff and clients. Ease of access, the referral process, client knowledge and conducting surveys with people experiencing unsheltered homelessness.

Lawrence Dodson:

Focus group demographics. A total of eighty-five individuals participated in the focus groups. Forty-five were clients and forty were staff. The race and ethnicity of staff is very similar to the race and ethnicity of the clients we serv, which is a good thing. We want to point out that seventy-two percent of staff members who participated in the focus group did not have lived experience of homelessness or domestic violence. Although organizations we spoke to in the focus groups projected a positive outreach and availability. When it came to dealing with grievances and complaints. Agencies showed a comprehensive approach to connecting clients with medical services. Both the mental and behavioral health aspects. We noticed that all agencies had a desire and commitment to interagency training. The community as a whole has raised awareness concerning intimate partner violence and domestic violence. We found strong connections within the various organizations to help individuals struggling with mental health issues. After careful observation, we have determined that there could be an even greater push for effective communication and cooperative collaboration. Among the many organizations here in Washoe County. We found a common challenge concerning diversity, equity and inclusion and agency specific coordinated entry policy. As well as a very limited understanding of diversity, equity and inclusion as it relates to clients. Although all of the organizations have access and at least one individual capable of delivering a CHAT assessment. We found that this important tool is not being utilized at its full potential. The best way to assess their vulnerability for permanent housing is by the CHAT assessment. The ministerial proportion of people with lived experience employed by the organizations that we interviewed. The need for people with lived experience is important. Their insight and experience of actual homelessness is valuable to any organization that deals with homelessness on a regular basis. We have data on gender identity, domestic violence and sexual preference. The total length of time being homeless in their lifetime and current length of homelessness at this time. There was an eighty-two percent of individual survey that stated they did not know if they had a CHAT assessment. Eighty-four percent did not know if they were on a housing list at all. Did you feel safe and heard? We wanted to ask about their engagement. Forty-four percent stated that they didn't feel safe and were unheard. When speaking to a case management outreach.

Echo Gill:

We advocate for our robust enhancement of DEI policies. Making them a primary consideration. We believe that this cab be accomplished by implementing best practices. We're collaborating with LGBTQ plus agencies to get proper training. Ongoing DEI training not just during hiring, onboarding

and orientation. Share program policies aligned with DEI concepts. Including coordinated entry policies and survivor of domestic violence policies. We're seeing a great many people experiencing homelessness who believe there are no services available to them. We need to make sure that every person experiencing homelessness knows where to go and how to access services. Therefore, we propose creating a coordinated entry flyer. It is essential that vulnerability is indicated by Child Support or not a personal staff assessment. When assessing a client and placing them in the queue for supportive housing. Initiating more coordinated entry in all agencies will be beneficial for everyone involved. Trauma informed care should be person centered. Clients' needs and concerns should be dealt without judgement or hoops to jump through. Clients should drive the service relationship. The escalation training should be provided to all staff. Any security staff, whether contracted or hired by the agency should be train on de-escalation and person-centered engagement. To effectively address the needs of people experiencing homelessness, resource sharing among organizations within the Continuum of Care is crucial. This collaborative approach streamlines the process for service providers. And ensures timely assistance for those in need. To further this goal, the community should organize monthly meetings and gatherings for organizations. Meetings could identify and share resources for obtaining phones, fundings for IDs or driver's license. And connecting with temporary labor companies and other employment resources. It is essential to make resources widely known and accessible. Distribute flyers detailing where individuals can obtain IDs. Resume writing assistance and access to hotline for those feeling suicidal. Create bulletin boards and low communications frequented by homeless individuals. Elevating the voices of the people with lived experience is not just beneficial. It is transformative. By implementing these recommendations, we can ensure their valuable perspectives contribute to more effective solutions as stronger community support. Their presence promotes stronger connections. As clients can relate better and are more inclined to be open and honest with someone who shares their experiences. We recommend leadership training on hiring and including people with lived experience. Through resources from HUD as well as other community and national organizations. Develop flexible policies and practices for people with lived experience staff. Create volunteer opportunities for skill and career development. Intentionally increase agency employment opportunities for people with lived experience. Include statements like people with lived experience of a homelessness are encouraged to apply, and job postings. People who are currently experiencing unsheltered homelessness should be engaged by agencies and street outreach teams. In order to stay in contact with clients and minimize time spent on individuals. Any contact data should also be used to keep clients up to date on their progress in the system. As well as to provide additional support. The incorporation of feedback from people experiencing homelessness is essential to making progress towards ending homelessness in Washoe County. This population has unique knowledge of how the system actually works for them. The people attempting to access services. The community of providers should organize monthly meetings with individuals experiencing unsheltered and sheltered homelessness. To discuss the needs and challenges. The community of providers should regularly survey or hold focus groups with individuals experiencing homelessness. To gather detailed feedback on services and policies. Ensuring feedback is systematically reviewed and integrated into policy and service improvements. This way our community can implement data driven decisions. By using the data from engagements and surveys. To shape program policies and procedures and community plans. Any questions?

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Catrina Grigsby-Thedford:

Good job team. We wanted to let everyone know that it's really important to engage with people who have lived experience. If you have any projects or policies that you're working on. Whether it's justice-involved, related to mental health, substance abuse and homelessness. The individuals in our group have lived experience. It's always good to get some feedback or advice from people who've been through that experience. As you create new policies, procedures and programs. Simple question such as is this person centered enough. If a person has experienced domestic violence or legal engagement. You can email me, and I can link you with one of the groups. If you want to use their expertise and make your programs more person centered. Thank you.

Vice Chair Robert Thompson:

Thank you. Do we have any other questions or comments? Hearing none, we can close out this agenda item and move on to agenda item number seven.

Agenda Item VII. [Update on the Progress of AB 310 by Steven Aichroth]

Vice Chair Robert Thompson:

Item number seven – update on the progress of AB 310 by Steven Aichroth.

Stephen Aichroth:

Thank you, Vice Chair. This will be fairly brief with the enactment of AB 310. We've conducted the workshops on both the regulations and program design for the program. We held our adoption meeting for the regulations. Unfortunately, that was the same day that the Legislative Commission met. So, we did not get on the last Legislative Commission calendar. For those who don't know, once you've designed the regulations, it has to go to the Legislative Commission for approval. Then the proposed regulation becomes a regulation. We submitted our proposed regulation to the Commission. We are waiting for them to schedule the next meeting upon the approval of the regulations. Which we hope to obtain at the next Legislative Commission Meeting. We will then open up the applications. Provide thirty days for those applications to be filled in. There might be a possible workshop if folks have a question about the application. Then, will report to this committee with the applications and recommendations.

Vice Chair Robert Thompson:

Thank you. Any questions or comments? Seeing none, hearing none, we will move on to agenda item number eight.

Agenda Item VIII. [Update from Michele Fuller-Hallauer on the Progress of the Interagency Advisory Council on Homelessness Technical Assistance Subcommittee in Crafting the Strategic Plan]

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Vice Chair Robert Thompson:

Item number eight – update from the Technical Assistance Subcommittee on their progress in crafting the Strategic Plan.

Brooke Page:

Hello everyone. My name is Brooke Page. I'm the Co-Chair of the Interagency Advisory Council on Homelessness Technical Assistance Subcommittee. Thank you for having me, Vice Chair. The Interagency Advisory Council TA Workgroup didn't have a meeting this week due to some unforeseen circumstances. But we are still working on our strategic plan. I want to commend the committee. There's been a lot of great work that has gone into the development of the strategic plan. We have eight strategic issues. There are six strategic issues that are complete with a lot of priorities. We are working as a committee to identify which of those strategic priorities we want to advance and bring to this committee. Some of those may be policy ideas that we think would be really important for the next Legislative Session. There are two strategic issues which are homelessness prevention and intervention, and education and workforce development, that we haven't had movement. The capacity of those particular workgroups is very slim. We will be meeting with the Chair of this Council on July 26th, at 9:30 am. To have a conversation about the strategic plan. And provide some ideas that we have to move this plan along. In order to finalize it and provide our recommendations for you all to consider. We hope to have more information for your next meeting. Thank you so much. I'll take any questions if there's any.

Vice Chair Robert Thompson:

Thank you. Do we have any questions for the Technical Assistance Subcommittee? Hearing none, we can close out this agenda item and move on to agenda item number nine.

Agenda Item IX. [Discussion of Agenda Items for the Next Meeting on September 26, 2024]

Vice Chair Robert Thompson:

Item number nine – discussion of agenda items for the next meeting. Do we have any discussion on the agenda items for the next committee meeting? Shelly, have we done any type of presentation, or could we do any type of presentation from Workforce Development regarding DWSS? Any targeted workforce development they do for persons that are unhoused. Any outreach presentations that we could give regarding what we do.

Shelly Aguilar:

We will put that down as a topic for the next meeting. That would be a great idea.

Vice Chair Robert Thompson:

It would be interesting to bring our own staff to this committee meeting and get a deep dive on where we are. Does anyone have anything else that they would like to hear about or offer up for the future

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meeting? If anybody thinks of anything, please email Shelly Aguilar and we will have it added. Seeing none, hearing none, we will move on to agenda item number ten.

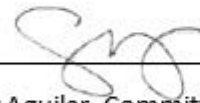
Agenda Item X. [General Public Comments.]

Vice Chair Robert Thompson:

Item number seven on our agenda is public comment. This is the second period of the public comment. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on the agenda as an item upon which action may be taken. Comments will be limited to three minutes. If you are making a public comment via phone, please call 1-775-321-6111 ID: 459 071 500#. Please unmute yourself and state your name for the council. Seeing none, hearing none, I will close this agenda item number ten and move to adjournment. Thank you so much for joining.

Agenda Item XI. [Adjournment: 2:22 PM]

RESPECTFULLY SUBMITTED:



Shelly Aguilar, Committee Moderator

APPROVED BY:



Robert Thompson, Vice Chair

Date: July 25, 2024