

MINUTES OF THE MEETING

OF

THE NEVADA INTERAGENCY ADVISORY COUNCIL ON HOMELESSNESS TO HOUSING

September 26, 2024

The Nevada Interagency Advisory Council on Homelessness to Housing was called to order by Chair Tim Robb at 1:05 p.m. on Thursday, September 26th, 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:

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

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

Judge Mike Montero, Sixth Judicial District Court, Nevada

Lieutenant Shatawna Daniel, Washoe County, Nevada

COMMITTEE MEMBERS ABSENT:

Max Carter, Assemblyman, Nevada

Sheriff Jerry Allen, Pershing County, Nevada

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

Ryan Kokoski, 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

Carlea Freeman:

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. Chair Tim Robb will call the meeting to order.

Chair Tim Robb:

Good afternoon, it is 1:05 p.m. and I would like to call the September 26th, 2024, meeting of the Nevada Interagency Advisory Council on Homelessness to Housing to order. Will the moderator please call roll?

[Roll Call. We Have Quorum.]

Chair Tim Robb:

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

Agenda Item II. [General Public Comments]

Chair Tim Robb:

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 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 and the meeting ID is 142 618 828 followed by pound. We are now open for public comment.

Stephen Aichroth:

I wanted to make this group aware that for the enactment of AB 310, we were able to get regulations passed through the Legislative Committee earlier this month. We also created a notice of funding opportunity and for the \$32.2 million in supportive housing funds. Those are available on our resource page on our website. If you have not received those and you're part of the supportive housing community, you can send an email to NHDgrants@housing.nv.gov to receive an application.

Chair Tim Robb:

Thank you so much. I know it's been a lot of work to get to that point. We appreciate all that's gone into it. We're here to support you in whatever next steps you need. Is there any other public comment anybody wishes to make?

Catrina Grigsby-Thedford:

I am the Executive Director of Nevada Homeless Alliance. I just want to let everyone know that we are hosting our third Annual Nevada Statewide Conference on Addressing Homelessness at Flamingo on October 7th and 8th. You can go to our website to get more information. It is going to be a full two-day conference with all types of different topics and speakers. You won't want to miss it. If you are interested, you can send me an email directly and I'll send you some tickets.

Chair Tim Robb:

Fantastic. Thank you, Dr. Katrina. Is there anyone else that wishes to make a public comment today? Hearing none, we will move on to agenda item number three.

Agenda Item III. [Discussion and Possible Approval of Meeting Minutes from July 18th, 2024, Meeting of the Interagency Advisory Council on Homelessness to Housing]

Chair Tim Robb:

Is there any discussion anybody would like to make on the proposed minutes? Hearing none, is there a motion for approval?

Robert Thompson:

Motion for approval.

Chair Tim Robb:

Thank you. Do we have a second?

Mary Devine:

I will second.

Chair Tim Robb:

Thank you. All those in favor, please indicate by unmuting yourself and saying “aye”.

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

Aye.

Chair Tim Robb:

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

Agenda Item IV. [Division of Welfare and Supportive Services, Workforce Development Unit presentation - Michael Yoder]

Chair Tim Robb:

Go ahead Mr. Yoder.

Michael Yoder:

My name is Michael Yoder. I am the Workforce Development Division Manager for DWSS. A lot of people don't know that we engage in workforce development here in Welfare. I'm going to give an idea on what are the components of Workforce Development in our agency. We will talk about our relationship with the WIOA system, the customers we serve and what type of services we provide. There are two units within the agency that does Workforce Development. One of them is the Workforce Development Unit. This unit has the goal of lifting TANF and SNAP clients and their families out of poverty permanently. By offering career development opportunities such as non-degree credentialing programs also known as Vocational Training Certification, as well as job readiness, holistic support and job placement. We've been doing that to some degree for decades under the TANF NEON program. NEON stands for New Employees of Nevada that was the Employment and Training Department. For many years before joining WIOA, that department was mostly compliance based. If the federal government gives you TANF funds and tells you that you are going to continue to get those TANF funds based on compliance, such as families meeting twenty or thirty hours a week, that is going to be your first goal. We did always take special care when we had the opportunity to help develop clients find real job opportunities and potential careers. The goal now of the Workforce Development components within DWSS is to provide workforce development services toward the goal of what the outcome is for our client and the long-term benefits. The other component of Workforce Development is the Recovery Friendly Workplace Unit. Its mission is to identify recovery friendly employment opportunities for people in recovery. While providing one on one support to help those individuals in recovery obtain employment. Work toward a career so that they can be

successful in their recovery. We work in partnership with DPBH and Foundation for Recovery on those types of services. The origin of our act to build workforce development came after President Obama signed the WIOA in 2014. WIOA stands for Workforce Innovations and Opportunity Act. The purpose of the Act is to help job seekers access employment, education, training and support services. To succeed in the labor market and to match employers with a skilled workforce. TANF fell as a mandatory partner under the WIOA for Title IV. TANF is Title IV. That is how we entered the scene of workforce in 2017 in Southern Nevada. We started partnering with our Workforce Board, Workforce Connections and collocated a welfare worker at the main EmployNV hub on Charleston. One of their WIOA Title I workers came to the Belrose Office and made Belrose an affiliate EmployNV site. At that time, it was called One Stop. Out of that partnership, we started collaborating with our workforce system partners and started to see what our role was going to be through a lot of different projects that we worked on. We developed our first actual workforce development program from this. Once again based on client outcomes and not just participation. Our administrator set up a special unit and started staffing this unit to do specialized case management with new goals. We serve the TANF, SNAP and Medicaid customers. Anybody in poverty who is on those benefits or may qualify for those benefits. TANF or Temporary Assistance for Needy Families is the cash portion. Then you have SNAP or the Supplemental Nutritional Assistance Program and Medicaid. With our NEON department where someone comes through TANF, they automatically have to participate in the NEON program. We get a lot of referrals from our NEON case managers where they tell people to work toward a career. If we're a mandated partner, we must work with and serve our WIOA Integrated Workforce System partners. Which in turn serves industry and economic development for the state. Economic and workforce development go hand in hand. Serving the needs of employers and industries helps businesses grow, entices new businesses to move to the state. This creates more and better career opportunities for our customers who are looking for a career, people who are in poverty. So, when businesses grow, our individuals are able to grow in their careers and have more opportunities. DWSS in our Workforce Development Unit were instrumental in a lot of initiatives in this area. We were a crucial player in the Mesquite Workforce Initiative. Getting and working with that group from ground zero helped bring one of the largest bottling companies in America, Crown Holdings, to Mesquite, Nevada. According to earlier reports this year, over one hundred manufacturing companies were due to move to Nevada by the end of the year. We serve in demand industries such as the health professional shortage areas. We help to recruit and train folks mostly for the entry level positions like CNA, community health worker, medical assistant, etcetera. We apply our services for legislative actions or initiatives surrounding poverty and underserved populations. An example of the initiatives that we've served was Senator Neal's Project 354 which was born out of a 2017 assembly bill from the 2017 Legislative Session. Which sought to reduce the disproportionately higher unemployment rates among African Americans in underserved zip codes across the county. We held many events, resource and hiring fairs at places like Doolittle Community Center, Matt Kelly Elementary School, New Beginnings Ministry, Desert Rose High School and many high schools. Throughout those communities where we saw double the unemployment rate among that population than what was the state average. We still work on these things as a course of regular business and an ongoing basis. We worked with Councilman Crear's Ward 5 works. Which targeted the high demand sectors and tried to stimulate business in Ward 5. Work with the workforce system towards getting residents being able to afford access to

good jobs and a living wage. With healthcare and retirement benefits and opportunities for advancement. We are currently working with the Workforce Board on Disconnected Youth Coalition headed up by Workforce Connections with workforce system partners. There's over forty-seven thousand disconnected youth in Nevada. These are teens ages sixteen to twenty-four. Who are neither working nor engaged in education. Our team, WDU, joins the system partners in a mission to perform outreach and engage this population in workforce development services. To reduce that number of disconnected youths in Nevada. We serve on a lot of other initiatives and committees throughout the state. To help initiate the state plan for workforce development and the WIOA plan. We are on the Governor's Workforce Development Board Subcommittees such as the Strategic Planning Committee and the Barriers and Underserved Committee as well as Childcare. We're about nine EmployNV locations with our workforce system partners. We provide verification of TANF and SNAP benefits for partnered enrollments. Before Welfare was on the scene, it takes a couple of weeks for somebody to qualify for a WIOA benefits. Now, we provide a service where we can provide that verification in writing on the spot wherever we are. We also offered a remote service if our workers are not there. They email us and they get that verification for that person. It's usually a quick turn around with the entire team that's watching the email on a rotation basis all day long. We also have crisis intervention if somebody comes to our workforce system partner and may have some barriers or if we identify our client has barriers. We have a social work unit that we refer our clients to in case they have domestic violence, substance abuse, mental health issues, homelessness, etcetera. We are able to help remove that barrier to try and get them in the direction they need to go in for success. We provide case management from intake as soon as we meet a customer up to one year of job retention services. To make sure that we get them a job that's right for them. Through one year of job retention, stick with them through monthly or bimonthly depending on the need. We make calls and emails to find out how they are doing. To see if there's a chance for upward mobility, keeping them in the job. If something goes wrong, offer them referrals and support services. Sometimes we offer them opportunities to train. So, at that one-year mark, they're making more money than when they first got the job. That's the long term focus we have in this unit. We also issue support services when the client qualifies on both TANF and SNAP. Or we seek out resources in the community if we don't have that particular support service. We help plan, manage and train to hire pipelines with our partners. We'll work with CSN, other state schools, our WIOA partners and DETR to put together train to hire pipelines. Find an employer or an industry that is in need. We have thousands of SNAP and TANF clients who may be job seeking. We have a large workforce pool that we're able to promote to and work to lead them to these opportunities. Serving the employers that are in need and our job seekers that are looking for a career. We've increased the amount that we can leverage these days. We pay up to \$5,000 tuition for our TANF clients. For their vocational training or non-degree credentialing programs for a career. We'll braid funding with our WIOA partners. Our \$5,000 on top of our partner's \$5,000 or \$7,000, we can pay for some decent non-degree credentialing programs to get them to a living wage. We also seek out other grants and funding in order to fill gaps when needed. We've used SANDI Grant under DETR. We've talked to schools about their private funding, and we'll even help a client go after a scholarship if we need to. We have the SNAP E&T 50/50 Reimbursement Program. We're partnered with some state schools like CSN, Truckee Meadows Community College and Nevada State College. Anybody who is on SNAP, we can change them to SNAP E&T. Manage their case and get

their tuition paid for any programs that they might find that's right for them, within those state colleges. If clients are not a candidate for SNAP E&T, we'll still partner with our WIOA partners to serve that SNAP individual. Title I will still help us out. We are partners with the Youth Program, Re-entry and the Governor's Office of New Americans. We are unique from our workforce system partners. We have a human centeredness approach. Which means according to respect, acknowledging people's essential human dignity, treating people as individuals and finding out what's important to them. That is relevant to their treatment, their care and long-term career goals. That helps us try to ensure a higher success rate. We want to lead that individual to the right career path so that they're not wasting anybody's time including their own. They're going to hopefully get a career that they stay in and are happy in. Holistic care management is addressing end to end client needs including their physical, mental health, financial, social and legal barriers. Removing barriers so they can be successful. This is how we differ from our other workforce systems partners. We are a social service agency, and we put the unique needs and considerations of our individual customers and families first. In some cases, we provide bus passes, gas reimbursement, clothing vouchers, uniforms, books and DMV vouchers. We'll pay for their car registration, state ID and driver's license. Professional licensure at the end of certificate program. We'll purchase laptops so they can get through school efficiently and even pay for their internet usage. When a customer is referred to us, we first look for the barriers and try to remove those barriers. Or assist the clients in those areas with mental health, substance abuse, domestic violence or housing. We look at their employment history and address their soft skills. The character traits or interpersonal skills that characterizes a person's ability to interact effectively with others. According to employers' nationwide report, the big reason that people don't get hired or don't keep a job is because of soft skills. We have some soft skill assessments and trainings in place to try and ensure the long-term success of our clients. We assess their academic skills to make sure that they can make it through an academic course. By using a work case and other academic assessments that we have. We do career exploration with that client through occupational assessments. To make sure that they are going in the right direction. We also have a job placement. We were given an employer relations specialist, and we partner greatly with DETR. With our TANF clients, we're able to offer on the job training. We will reimburse an employer up to \$3,000 of the beginning wages for our clients. It's one way of enticing employers to hire our clients and keep them long term. We got a lot of help from Workforce Connections, Title I and DETR. They offer WEX to our clients and help us bring our clients to the employer. If one of our clients signs up within EmployNV, finds a job that they're suitable for, our partner knows and trust that we're going to develop them for that. They feel confident in reaching out to that employer and ask if they'll consider our client for an interview. DETR has helped a lot of our clients get hired. You can find us at the nine EmployNV hubs. We have a team that answers our email inquiries on rotation to make sure our customers are responded to everyday. That email is workforcedevelopment@dwss.nv.gov. We are in the process of getting a new main phone line. We just moved to the Owens office. You can reach us through that email or any of the EmployNV hubs, the Owens Welfare Office or any Welfare offices would be able to connect you to us.

Chair Tim Robb:

Thank you very much, Mr. Yoder. It's always great to hear what the Workforce Development Unit and the DWSS team is up to. We appreciate all the work that you do. Do any members of the Council have any questions for Mr. Yoder? Hearing none, we can move on to agenda item number five.

Agenda Item V. [Division of Welfare and Supportive Services, the Courtyard Presentation - Richard Twyman]

Chair Tim Robb:

Richard, go ahead.

Richard Twyman:

I'm Richard Twyman. I am a Social Services Manager with the Division of Welfare and Supportive Services. I manage the unit at the Courtyard. The Courtyard is a homeless campus that provides services to the homeless population. Our unit consists of one supervisor, eight family services specialists or the case workers and three administrative assistants. They are located right at the courtyard to help the clientele exactly where they are at. As we all know, this is a clientele without as many resources to get to an office. By having our unit there, they can access and get their benefits a lot easier. According to the numbers over the last thirty days, we averaged about forty-six cases a day with a ninety-one percent completion rate. Which means ninety-one percent of the clients that came in to see us where given a decision on their benefits the first time they saw us. We didn't request any additional information to come back to process the case. Majority of the clients are considered intake clients. They're coming in establishing their food stamp or medical case, getting their case open for the first time. We have been there for about two years. This is a good example of Division of Welfare and Supportive Services meeting the people in need where they are at. This is a transient population. However, it doesn't change overnight. I've been out there on days and asked the clients in the common area if they were aware that there was a welfare office on the campus. Most of them already had their EBT card and their benefits.

Chair Tim Robb:

Thank you very much, Mr. Twyman. Senator Neal, do you have a question?

Dina Neal:

Yes. Thank you for being on the campus. After they are identified, you do the intake, and they get the EBT card and medical services. How are they then connected to the short-term housing? Is there a hand off? Is there a connection to the Clark County Services?

Richard Twyman:

The caseworkers at the Courtyard can direct them to the services that are on the campus. It's on as needed basis. If they need directions, they have their social workers on site. The caseworkers can direct them on how to get housing and other resources that they need.

Robert Thompson:

I am the Administrator for the Division of Welfare and Supportive Services. We are currently at the Courtyard, and we have our staff there. Currently, the social workers in the Welfare Division target only our TANF population. They have not been funded outside of TANF. TANF is for families and children, people that are receiving the welfare assistance. Deputy Cantrelle is putting a team together to have social workers on site. So that we can intervene and have licensed social workers to take those hand offs. So that we can move them to the population and to the other agencies that are there. Currently, it would have to be requested. But we're working in our processes so we can address it exactly as you're saying and do our best especially those that have children there. No child should be living at the corridor. No one should be living at the corridor but especially children. Director Whitley has been very passionate about that. We are increasing our staffing and our scope a bit more than we have in the past. We should see those coming in the next couple of months once we get those social workers on board and fully trained.

Dina Neal:

Let me know when that happens. I knew that was a gap, but I didn't know that you are moving in that space.

Robert Thompson:

We didn't have requests from the corridor to do this. Deputy Cantrelle took it upon herself after conversations with Director Whitley. To carve out some of our social work positions to become more robust down there. Director Whitley also worked with the Division of Health Care Financing and Policy. If we are able to have our homeless population that need medical care services that would normally be done in a home. They received a waiver so that the homeless individual can use the homeless corridor or any homeless shelter as their address. So that the Division of Health Care Financing and Policy can pay those bills and have Medicare provider go out on site the same day as they would in a home. That was a huge undertaking. The Division of Health Care Financing and Policy put those services in place, keeping our food stamps and Medicaid population down there. Adding in the TANF population when families with children come in. We are also going to increase our scope to include social workers. We are moving in the direction that you want us in. We will be having more of those conversations especially during session as we are putting our budgets in front of you. I will make sure that you receive the emails regarding those updates. Chair, I would love to bring those teams in to present to this Council on what they're doing once they expand the scope.

Chair Tim Robb:

That would be great. Any other follow up, Senator Neal?

Dina Neal:

Thank you Administrator Thompson for the work that you guys are doing.

Shatawna Daniel:

Does the Courtyard have a SOAR representative? If so, has it been successful?

Robert Thompson:

The Division of Welfare and Supportive Services' social workers are able to be certified for SOAR. For those who aren't aware of SOAR, it is a certification that allows our staff to assist individuals with applying for SSI. Those individuals that are disabled, that have not paid enough quarters into Social Security to receive Survivors and Disability Insurance. Eligible U.S. citizens and Nevadans who have not paid enough quarters in can receive Supplemental Security Income also known as SSI. Currently, we only have one social worker in the Welfare Division who is certified. Deputy Cantrelle is working with that team to re-engage the SOAR program. I will be reaching out to her to make sure that the social worker assigned to the corridor is SOAR certified. We are going to make that one of our focal points. UMC Hospital reached out to us recently and said that is a huge barrier for the homeless population. They are not able to get through the SSI process when they're disabled because it is so complicated. We want our social workers to be able to assist.

Chair Tim Robb:

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

Agenda Item VI. [Update on the Interagency Advisory Council on Homelessness to Housing Subcommittee for Technical Assistance – Michele Fuller-Hallauer]

Chair Tim Robb:

Michele Fuller-Hallauer was not able to join us today but did send in a quick update. The TA Subcommittee continues to work on completing the action plan to accompany the State Strategic Plan. They will also be presenting at the Statewide Homeless Conference in Las Vegas on October 7th through 8th. And will be discussing the top three action steps for each of the strategic issues and the strategic plan. In an effort to keep the public informed on the progress and solicit any feedback. Does anybody have any questions on this agenda? Hearing none, we will move on to agenda item number seven.

Agenda Item VII. [Discussion of Agenda Items for the Next Meeting. TBD]

Chair Tim Robb:

The date is to be determined. But I know that we will have an agenda item for the Housing Division on the AB310 implementation from Administrator Aichroth. Is there anything else that you would like to see on the next agenda?

Dina Neal:

Are you adding in what Administrator Thompson mentioned?

Chair Tim Robb:

Yes. We'll work with Administrator Thompson regarding the timeline for discussion.

Stephen Aichroth:

Chair Robb, for our agenda item regarding the update on 310, if you could make it for possible action dependent on when we receive applications. This body is to assist the division in reviewing them.

Chair Tim Robb:

Sounds great. We look forward to participating in the process. Any additional items? Hearing none, we will close this agenda item and move on to agenda item number eight.

Agenda Item VIII. [General Public Comments.]

Chair Tim Robb:

Item number eight on our agenda is public comment. No action may be taken upon a matter raised under this agenda item until specifically added to 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 and the meeting ID is 142 618 828 followed by pound. Please unmute yourself and state your name for the council. Seeing none, hearing none, we will move on to agenda item number nine. Do we have a motion for adjournment?

Robert Thompson:

I will motion for adjournment.

Chair Tim Robb:

All those in favor, please indicate by unmuting yourself and saying "aye".

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

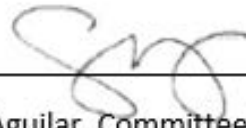
Aye.

Chair Tim Robb:

We are adjourned at 1:51 this afternoon. Thank you all for joining today. We appreciate the presentations. We will be in touch about the next meeting soon.

Agenda Item IX. [Adjournment: 1:51 PM]

RESPECTFULLY SUBMITTED:



Shelly Aguilar, Committee Moderator

APPROVED BY:



Tim Robb, Chair

Date: October 9, 2024