



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

BOARD MEETING DATE: *May 28, 2024*

**DATE:** Wednesday, May 22, 2024

**TO:** Board of County Commissioners

**FROM:** Ryan Gustafson, Agency Director, Human Services Agency  
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**THROUGH:** Kate Thomas, Assistant County Manager

**SUBJECT:** Recommendation to: (1) approve Amendment #6 to the contract currently awarded to Karma Box Project for Operator of Safe Camp on the Nevada Cares Campus, authorizing an increase in the amount of [\$1,224,448.50] for a total not to exceed [\$1,816,460.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs at the Safe Camp; (2) approve Amendment #4 to the contract currently awarded to Volunteers of America, Greater Sacramento and Northern Nevada (VOA) for Operator of the Emergency Shelter on the Nevada Cares Campus, authorizing an increase in the amount of [\$569,112.30] for a total not to exceed [\$7,102,109.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing and operations needs to operate the Nevada Cares Campus; (3) approve Amendment #9 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) for Operator of Our Place Women and Family Shelter on the Our Place Campus, authorizing an increase in the amount of [\$328,736.00] for a total not to exceed [\$3,086,049.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs on the Our Place Campus; (4) authorize the Purchasing & Contracts Manager to execute the amendments. (All Commission Districts.)

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### SUMMARY

Recommendation to: (1) approve Amendment #6 to the contract currently awarded to Karma Box Project for Operator of Safe Camp on the Nevada Cares Campus, authorizing an increase in the amount of [\$1,224,448.50] for a total not to exceed [\$1,816,460.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs at the Safe Camp; (2) approve Amendment #4 to the contract currently awarded to Volunteers of America, Greater Sacramento and

AGENDA ITEM # \_\_\_\_\_

Northern Nevada (VOA) for Operator of the Emergency Shelter on the Nevada Cares Campus, authorizing an increase in the amount of [\$569,112.30] for a total not to exceed [\$7,102,109.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing and operations needs to operate the Nevada Cares Campus; (3) approve Amendment #9 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) for Operator of Our Place Women and Family Shelter on the Our Place Campus, authorizing an increase in the amount of [\$328,736.00] for a total not to exceed [\$3,086,049.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs on the Our Place Campus; (4) authorize the Purchasing & Contracts Manager to execute the amendments.

**Washoe County Strategic Objective supported by this item:** Vulnerable Populations: Address homelessness with a regional approach.

### **PREVIOUS ACTION**

#### **Karma Box Project**

On December 14, 2021, the Board approved the recommendation to award Request for Proposal (RFP) No. 3169-22 for Facility Operator - Safe Camp to the lowest, responsive, and responsible bidder, Karma Box Project, in an amount not to exceed [\$847,893.21 for professional services initial nineteen-month term; tail coverage required to supplement policy coverage of an amount not to exceed \$100,000; and \$535,511.50 annually for subsequent one year renewals].

On September 28, 2021, the Board approved Amendment #2 to the Agreement for Professional Services between Washoe County and the Karma Box Project for contracted staffing to operate the temporary Safe Camp to: (a) extend the term by 90 days through December 11, 2021, and (b) authorize an increase in the amount of [\$102,780.84] for total contract amount not to exceed [\$241,560].

On May 11, 2021, the Board approved an emergency Agreement for Professional Services between Washoe County and the Karma Box Project to provide contracted staffing to operate the temporary Safe Camp [\$102,780.84 for professional services initial three-month term, and tail coverage, of an amount not to exceed \$100,000, required to supplement policy coverage, and \$34,260.28 per month for subsequent months].

#### **Volunteers of America, Greater Sacramento and Northern Nevada (VOA)**

On May 17, 2022, the Professional Services Agreement for Nevada Cares Campus Operations was approved by the Washoe County Board of County Commissioners beginning July 1, 2022, through June 30, 2024 with the option to renew for three (3) one-year periods thereafter up to \$6,500,000 annually.

#### **Reno Initiative for Shelter and Equality (RISE)**

On June 28, 2022, the Board approved Amendment #8 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) (awarded Request for Proposal (RFP) #3130-20) for Facility Operator of Our Place Women and Family Shelter on the Our Place campus, which authorizes an increase in the amount of [\$457,313.00] for the term of July 1, 2022 through June 30, 2023, including subsequent renewal periods, for contract

amount not to exceed [\$2,757,313.00] annually in support of the retention and recruitment of shelter staff and increased expenses due to inflation as a result of the COVID pandemic

On January 25, 2022, the Board approved: (1) Amendment #7 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) (awarded Request for Proposal (RFP) #3130-20) for Facility Operator of Our Place Women and Family Shelter on the Our Place campus, authorizing a one-time payment of [\$350,000] immediately upon execution of this Amendment in support of the retention and recruitment of shelter staff and increased expenses due to inflation as a result of the COVID pandemic for a total not to exceed [\$2,650,000] retroactive for the period of July 1, 2021 through June 30, 2022.

On March 23, 2021, the Board approved: (1) Amendment #4 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) (awarded Request for Proposal (RFP) #3130-20) for Facility Operator of Our Place Women and Family Shelter on the Our Place campus, which (a) authorizes an increase for hotel cost reimbursements in the amount up to [\$200,000] retroactive for the term of March 1, 2021 through June 30, 2021, (b) authorizes an increase in the amount of [\$60,000] for a total not to exceed [\$2,313,333] retroactive for the term of March 1, 2021 through June 30, 2021 to support additional RISE staffing needed in Building 8C on the Washoe County Human Services Agency's Our Place Campus, (c) authorizes an increase in the amount of [\$180,000] for a total not to exceed [\$2,300,000] to the four (4) renewal periods to support RISE staffing on the Washoe County Human Services Agency's Our Place Campus; (2) authorize the Purchasing and Contracts Manager to execute the amendment and revise the Purchase Order; (3) approve the use of General Fund Contingency in the amount of [\$260,000.00] for unbudgeted expenditures for Fiscal Year 2021.

On January 12, 2021, the Board approved Amendment #3 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) (awarded Request for Proposal (RFP) #3130-20) for Facility Operator of Our Place Women and Family Shelter on the Our Place campus to: (1) authorize an increase in the amount of [\$150,000] retroactive for the term of December 31, 2020 through June 30, 2021 for contract amount not to exceed [\$2,253,333] to support additional RISE staffing needed in Building 8B on the Washoe County Human Services Agency's Our Place Campus, (2) authorize an increase of [\$300,000] to the four (4) renewal periods for a contract amount not to exceed [\$2,120,000] to support additional RISE staffing needed in Building 8B on the Washoe County Human Services Agency's Our Place Campus.

On November 17, 2020, the Board approved Amendment #2 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) (awarded Request for Proposal (RFP) #3130-20) for Facility Operator of Our Place Women and Family Shelter on the Our Place campus to: (1) include a one-time payment in the amount of [\$100,000] that exceeded the original [\$1,983,333] contract amount as a result of an increased need for services due to COVID-19 retroactive for the period of July 1, 2020 through September 30, 2020, (2) authorize an increase in the amount of [\$120,000] to support increased staffing needs, for a total payment amount of [\$2,103,333] retroactive for the term of May 1, 2020 through June 30, 2021, (3) authorize an increase of [\$120,000] to

the four (4) renewal periods for a contract amount not to exceed [\$1,820,000], plus up to [\$50,000] in possible reimbursements for hotels.

On May 19, 2020, the BCC approved the Fiscal Year 2021 Final Washoe County Budget, which included \$750,000.00 of General Fund Contingency.

On March 31, 2020, the Board awarded Request for Proposal (RFP) #3130-20 for Facility Operator of Our Place Women and Family Shelter on the Our Place campus to Reno Initiative for Shelter and Equality (RISE,) for the term of fourteen (14) months commencing May 1, 2020 through June 30, 2021 with the provision for four (4), one (1) year renewals, in an amount of [\$1,983,333], plus up to [\$58,333] in possible reimbursements for hotels for the first fourteen months and an annual amount of [\$1,700,000], plus up to [\$50,000] in possible reimbursements for hotels

## **BACKGROUND**

### **Karma Box Project**

The Safe Camp serves as a sanctioned location where people living outside in encampments can relocate providing access to housing-focused case management, restrooms, handwashing, waste management, and meal service. This low-barrier option provides an alternative for individuals living outside who would not typically access services in the traditional indoor emergency shelter setting.

On May 11, 2021, the Board approved an emergency agreement between Washoe County and Karma Box Project to provide contracted staffing to operate the temporary Safe Camp. An emergency agreement was needed while a formal procurement was pursued. The professional services agreement provided \$102,780.84 for an initial three-month term, and tail coverage, of an amount not to exceed \$100,000, required to supplement policy coverage, and \$34,260.28 per month for subsequent months.

On September 28, 2021, Amendment #2 was approved to extend the term by 90 days, through December 11, 2021, and authorize an increase for a total contract amount not to exceed \$241,560.

RFP No. 3169-22 for Facility Operator – Safe Camp was released by Washoe County Purchasing on October 20, 2021. Karma Box Project was the sole organization that submitted a bid. The organization was deemed the lowest, responsive, and responsible bidder and a contract was executed. On December 14, 2021, the contract for Facility Operator – Safe Camp was approved by the Washoe County Board of County Commissioners for an initial 19-month term, from December 12, 2021, through June 30, 2023, with the option to renew for three one-year periods thereafter, in an amount not to exceed \$100,000, and \$535,511.50 annually for subsequent one-year renewals.

During the initial few years of this pilot project, additional needs have been identified. This contract amendment will provide cost of living increase for staff wages and increase staff to allow for outreach and clean up services in and around the campus entrances and for the businesses in the area.

### **Volunteers of America, Greater Sacramento and Northern Nevada (VOA)**

RFP-3184-22-0-2022/EP for Nevada Cares Campus Operator was released by Washoe County Purchasing on February 18, 2022, and was closed on March 25, 2022. A total of two (2) proposals were received and evaluated. VOA was the highest scoring proposal and a contract was negotiated resulting in a Professional Services Agreement. On May 17, 2022, the Professional Services Agreement for Nevada Cares Campus Operations was approved by the Washoe County Board of County Commissioners beginning July 1, 2022, through June 30, 2024, with the option to renew for three (3) one-year periods thereafter up to \$6,500,000 annually.

The Nevada Cares Campus emergency shelter was developed by City of Reno on one of the three purchased East 4<sup>th</sup> Street parcels. Opening on May 27, 2021, the shelter included basic infrastructure, utilities, and a Sprung Structure. VOA has been the contracted operator since the Nevada Cares Campus emergency shelter opened. After the transition of the Nevada Cares Campus from City of Reno to Washoe County on September 1, 2021, contracts were identified to be transferred to Washoe County from both City of Reno and Volunteers of America. Nevada Cares Campus operator was one of the identified contracts required to go to RFP.

This contract amendment provides a cost-of-living increase for staff wages, cover increased insurance costs and adds additional staff that will maintain appropriate staffing ratios as the campus expands.

**Reno Initiative for Shelter and Equality (RISE)**

Reno Initiative for Shelter and Equality (RISE) was awarded Request for Proposal (RFP) #3130-20 for Facility Operator of Our Place Women and Family Shelter on the Our Place campus on March 31, 2020, to assist with the operational staffing of an Emergency Shelter for women and families experiencing homelessness. RISE is charged with the responsibilities of shelter operations to ensure residents are keeping their space in the facility clean and safe and that shelter guests are treated with respect and compassion to include checking shelter guests in and out of the facilities, responding to any safety or cleanliness concerns, providing general monitoring of activities, and resolving and reporting any critical incidents that occur to the appropriate party.

The Agency is requesting the Board to approve Amendment #9 to the Agreement authorizing an increase in the amount of \$144,200.00 for a total not to exceed amount of [\$1,586,200.00] to the two (2) remaining renewal periods in support of retention and recruitment of staff and increased expenses.

On April 2, 2021, Amendment #5 was executed adjusting the monthly invoice amount in an amount up to \$215,000 per month.

On September 9, 2021, Amendment #6 was executed allowing for bi-monthly invoicing. Additionally, authorizing an increase for hotel cost reimbursements in the amount up to \$80,000 per fiscal year.

The proposed contract amendment provides a cost-of-living increase for staff wages and adds additional staff that will allow an increase of 14 beds at Our Place.

## **FISCAL IMPACT**

Should the Board approve the contract amendments for Karma Box Project, VOA, and RISE, there will be no additional fiscal impact as sufficient budget authority is included in the FY25 recommended budget within the Homelessness Services Fund (F223), in the following cost centers:

Karma Box Project – Cost Center 223420, GL 710100

Volunteers of America, Greater Sacramento and Northern Nevada – Cost Center 223410, GL 710100

Reno Initiative for Shelter and Equality – Cost Center 223230 GL 710100; Cost Center 223260, GL 710100; and Cost Center 223200, GL 710734

## **RECOMMENDATION**

It is recommended to: (1) approve Amendment #6 to the contract currently awarded to Karma Box Project for Operator of Safe Camp on the Nevada Cares Campus, authorizing an increase in the amount of [\$1,224,448.50] for a total not to exceed [\$1,816,460.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs at the Safe Camp; (2) approve Amendment #4 to the contract currently awarded to Volunteers of America, Greater Sacramento and Northern Nevada (VOA) for Operator of the Emergency Shelter on the Nevada Cares Campus, authorizing an increase in the amount of [\$569,112.30] for a total not to exceed [\$7,102,109.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing and operations needs to operate the Nevada Cares Campus; (3) approve Amendment #9 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) for Operator of Our Place Women and Family Shelter on the Our Place Campus, authorizing an increase in the amount of [\$328,736.00] for a total not to exceed [\$3,086,049.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs on the Our Place Campus; (4) authorize the Purchasing & Contracts Manager to execute the amendments.

## **POSSIBLE MOTION**

Should the Board agree with staff's recommendation, a possible motion would be:  
*“Move to: (1) approve Amendment #6 to the contract currently awarded to Karma Box Project for Operator of Safe Camp on the Nevada Cares Campus, authorizing an increase in the amount of [\$1,224,448.50] for a total not to exceed [\$1,816,460.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs at the Safe Camp; (2) approve Amendment #4 to the contract currently awarded to Volunteers of America, Greater Sacramento and Northern Nevada (VOA) for Operator of the Emergency Shelter on the Nevada Cares Campus, authorizing an increase in the amount of [\$569,112.30] for a total not to exceed [\$7,102,109.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing and operations needs to operate the Nevada Cares Campus; (3) approve Amendment #9 to the contract currently awarded to Reno Initiative for Shelter and Equality (RISE) for Operator of Our Place Women and Family Shelter on the Our Place Campus,*

*authorizing an increase in the amount of [\$328,736.00] for a total not to exceed [\$3,086,049.00] for the term of July 1, 2024 through June 30, 2025 in support of the retention and recruitment of shelter staff and additional staffing needs on the Our Place Campus; (4) authorize the Purchasing & Contracts Manager to execute the amendments.*