

A close-up photograph of two hands reaching towards each other. The hand on the left is light-skinned and open, while the hand on the right is dark-skinned and slightly curled. They are set against a bright blue sky with soft, white clouds.

WASHOE COUNTY HUMAN SERVICES AGENCY  
**PROGRAMS & RESOURCES**



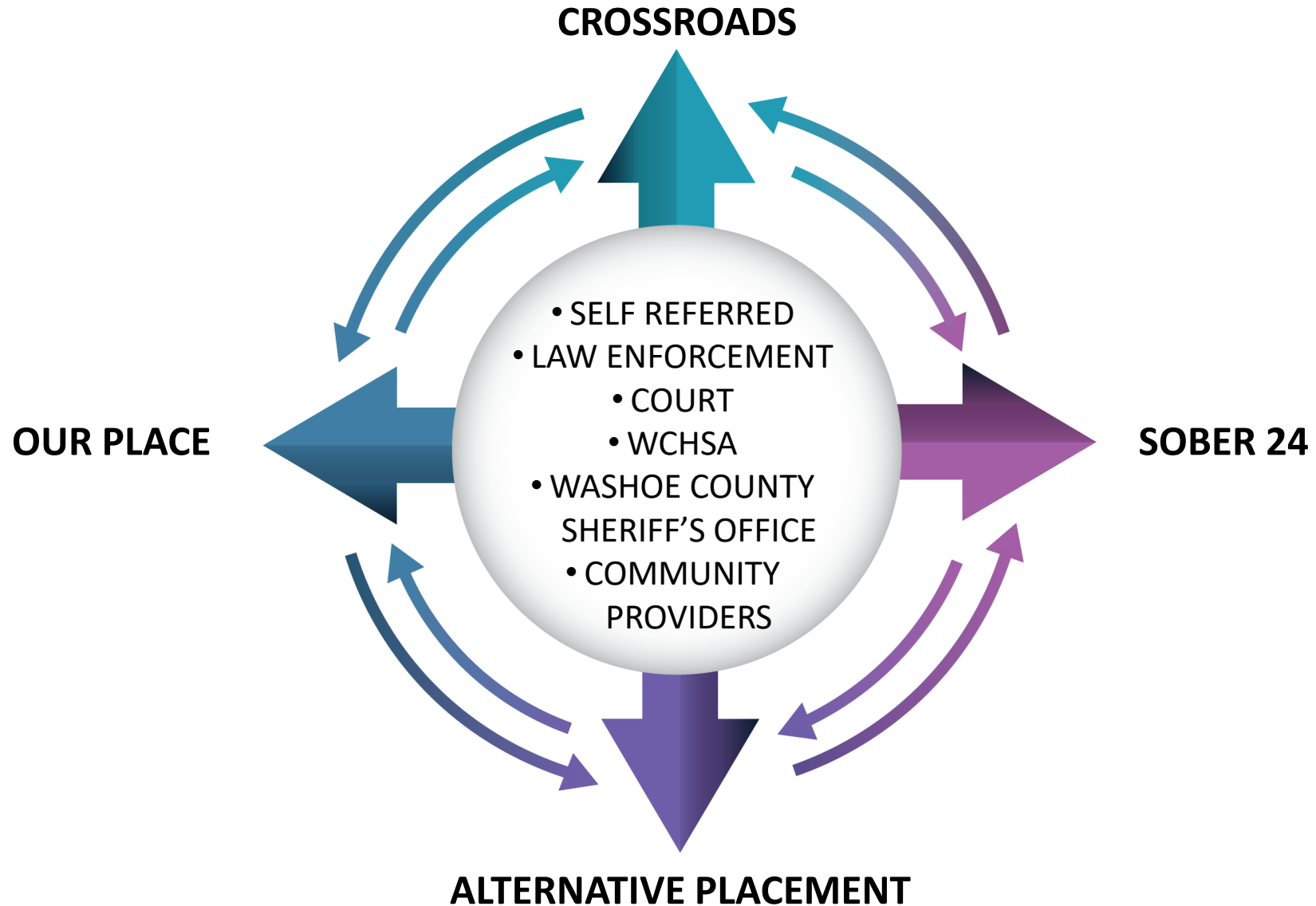
# ABOUT US

The mission of the Human Services Agency (HSA) of Washoe County is to promote the health, safety and well-being of children, adults and seniors who are vulnerable to abuse, neglect and exploitation.

We provide an array of protective and supportive services to families and individuals to enhance their quality of life by ensuring they are optimizing their self-reliance and self-sufficiency, as we strive to have a strengthened, safe, and thriving community.

# Program Synergy

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# CrossRoads

CrossRoads is a Washoe County Human Services Agency (HSA) funded and lead initiative providing a tiered/modified housing first approach, that focuses on identifying, intervening and stabilizing traditionally high complexity homeless or near homeless individuals through effective programming, services, and community collaboration.



# CrossRoads Primary Elements



## Alcohol & Drug Free Supportive Community

- Experiential learning environment.
- Phased approach encompassing gradual increases in privileges/independence & responsibilities.
- Peer lead support services.
- Leisure & recreational activities.
- Mutual-self help meetings.
- Life skill development classes.
- Transportation
- On-site Preliminary Breath & Urine Analysis screening.



## Intensive & Targeted Case Management

- Development of the participant's Master Case Plan from entry through continuing care.
- Encompassing direct, strength-based, change- focused, and individualized interventions and service planning.
- Directly brokering access to needed resources & services.
- Case collaboration with contracted & community mental health & addiction treatment service providers.



## Linkage to Medical & Behavioral Health Services

- Employment & career readiness evaluation.
- Structured programs to address educational & vocational needs.
- Job skill development, placement & continued employment support.
- Budgeting, time & money management courses.
- Weekly peer-facilitated classes on topics ranging from shopping & cooking to how to offer support to others.

# CrossRoads Men's

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CrossRoads Gould Street (Men's Housing)



CrossRoads Gould Street (Men's Housing)

# River House



River House (Women's Housing)



Bedroom



Bedroom



Living & Dining Room



# Hope House



Hope House (Women's Housing)



Family Living Room



Living & Dining Room



Bedroom Downstairs



Bedroom Upstairs



# Hope First Cottages



Hope First Cottages (Women & Children Housing)



Family Living Room



Mother & Child Bedroom



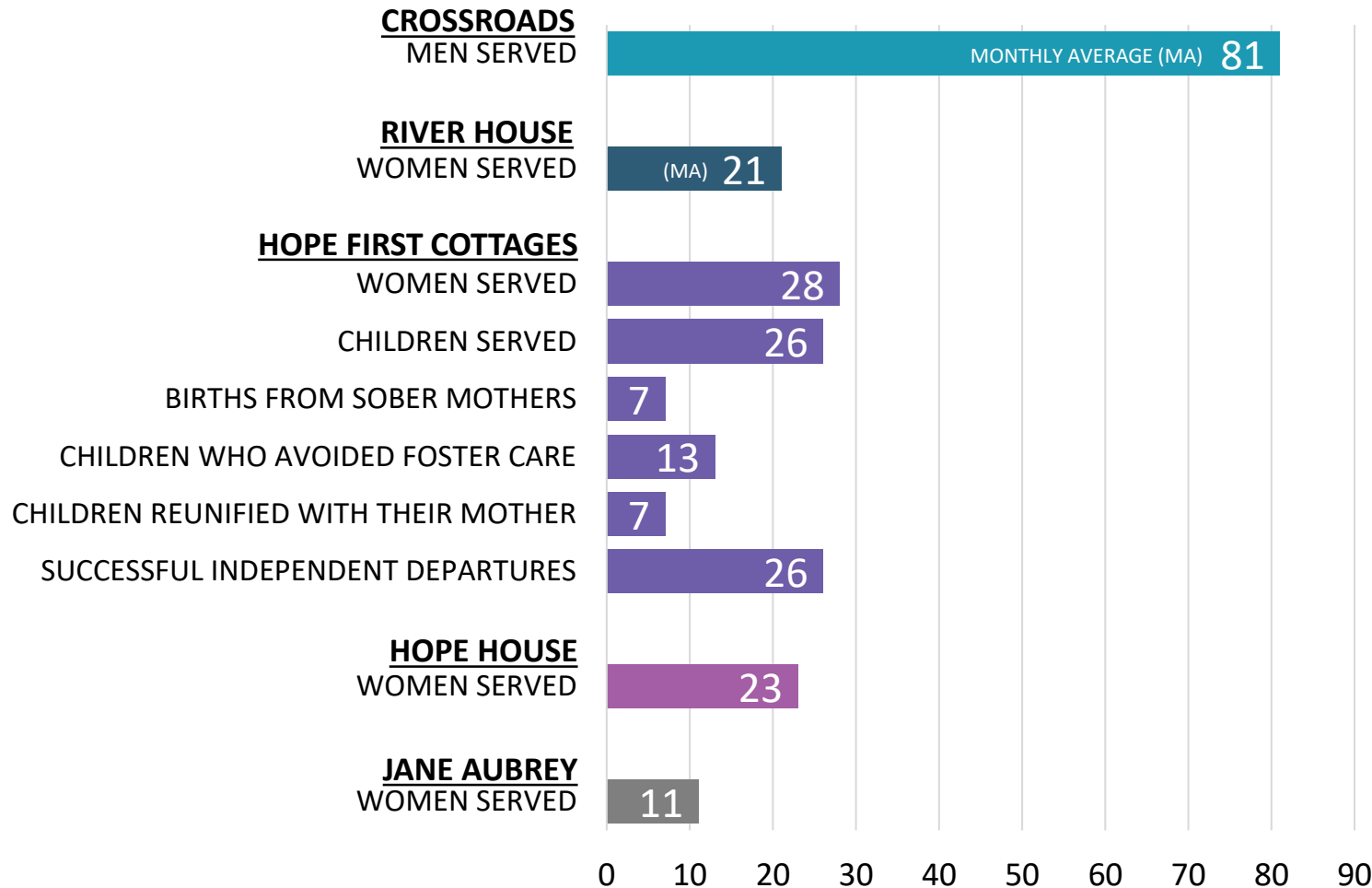
Mother & Child Bedroom



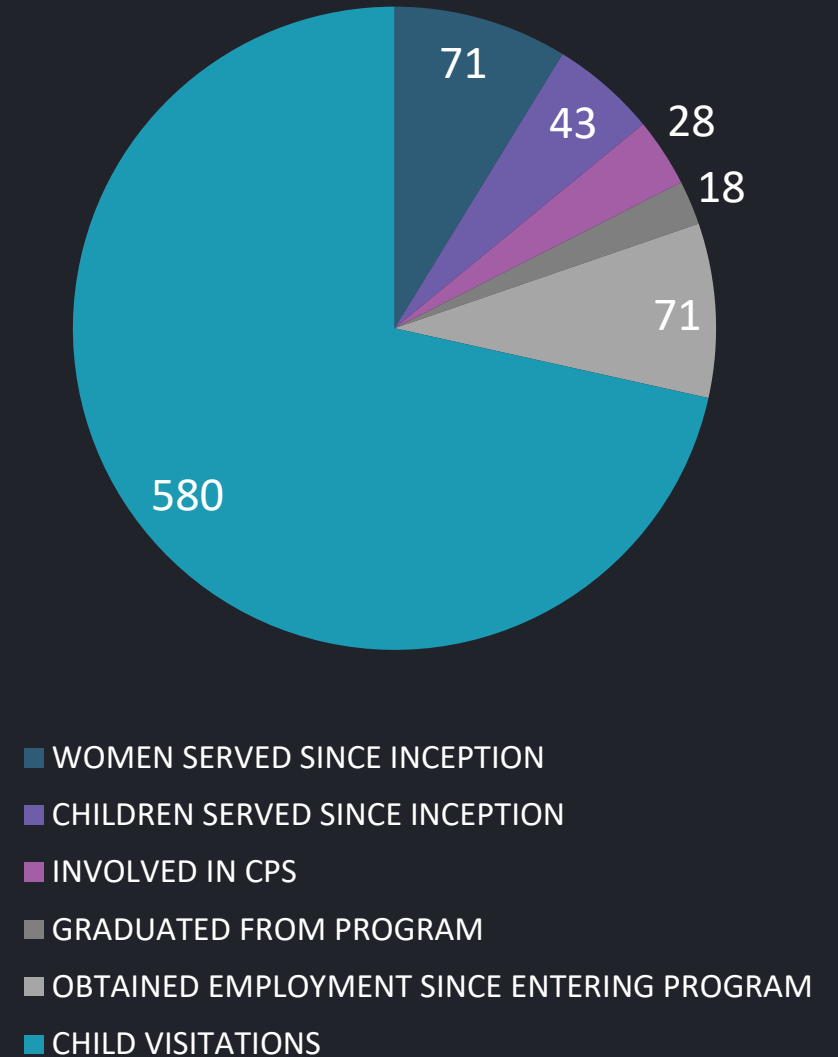
Child Play Area

# CrossRoads Outcomes

## CROSSROADS OUTCOMES (2020)



## OTHER FAMILY OUTCOMES (SINCE PROGRAM INCEPTION)







# Our Place

Our Place is an outcome-based campus designed to create a safe and stable environment for women and families who are experiencing homelessness using a different model.

Our Place separates women and families from a previously mixed population setting, and provides a more tailored approach in identifying barriers and root causes of homelessness by connecting them with programs and services. This also aids in reducing assault, human trafficking, and property theft.

# Our Place Primary Elements



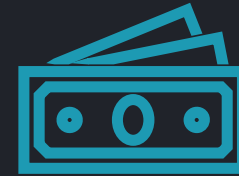
## Scope & Objectives

- To provide homeless housing and services to women and families.
- Washoe County Human Services Agency manages the operation and services.
- Washoe County Community Services Department manages the planning, design, permitting, and construction of the facilities.



## Lease Premises

- 15 buildings repaired/remodeled for housing, services and daycare.
- Agreement includes approximately 22 acres of land being leased.
- In addition to the 15 buildings being used by the County for the Our Place, the County remodeled two buildings for use by staff from the Division of Aging and Disability Services/SRC at a cost of over \$1.6 million.



## Resources Spent/Utilized

- Washoe County has invested approximately \$14.7 million in the Project to date.
- Donations also been received from the following to assist with development:
  - Grace Church
  - Pennington Foundation
  - CARES Act
  - In-kind donation from Q&D Construction
  - In-kind labor from Truckee Meadows Water Authority (TMWA)



# Our Place Programming Model

## Remove Barriers to Entering Shelter

- Ability to have pets.
- Ability to have locked places for possessions, not having to pack up everyday.
- Not requiring guests to leave during the day, as long as they are being productive.
- Guests get their own assigned dedicated space for the duration of their stay.
- Increasing length of stay to 6 months if guests are actively working on their case plan.

## Comprehensive and Collaborative Case Management

- One worker per family/individual throughout their stay.
- Weekly staffing or ALL guests to provide brainstorming on barriers to exiting, goals achieved and advocacy to successfully transitioning to dependency.
- Two full-time Mental Health Therapists that have reduced MOST calls to only after-hours and weekends and those are rare.

## Safety & Peer Support

- Increased safety due to 75% of the women fleeing from Domestic Violence.
- Peer support fulfilled by CrossRoads graduates provides encouragement and aids in long term recovery.

## New Additions Since Initial Program Model Development



### Medical Clinic

Full Time APRN to mitigate the need for transport to medical appointments and ER visits.



### Psychiatric Services

Access to State's Psychiatrist to stabilize, lessen transport trips and ER visits.

# Our Place Services

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**138 Beds  
for Women**



**38 Homes  
for Families**



**Drug & Alcohol  
Free Campus**



**Designated  
Pet Wing**



**Designated  
Senior Wing**



**Intake & Case  
Management**



**Medical  
Clinic**



**Mental Health  
Services**



**Substance Abuse  
Services**



**Domestic Violence  
Advocacy**



**Parenting Classes**



**Peer Support**



**24/7 Security**



**Child Care On Site**



# Our Place

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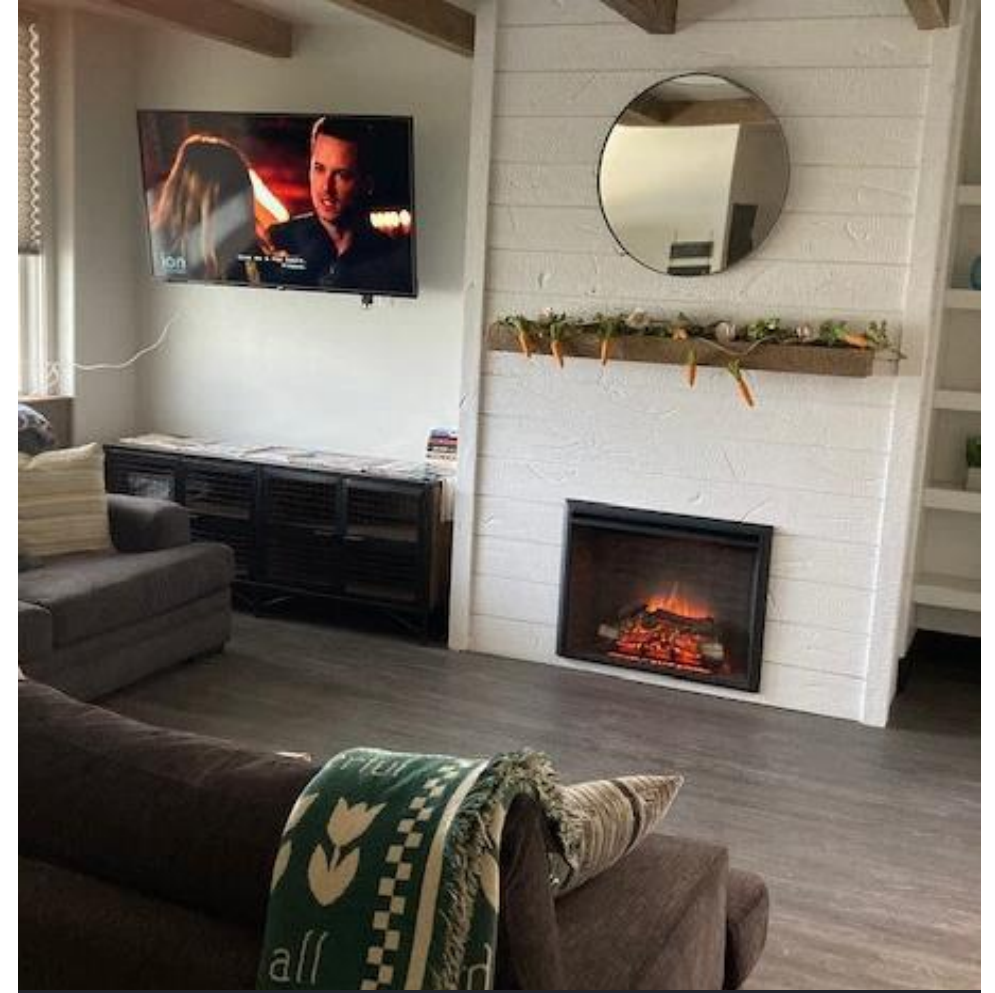
Building 8C



Guest Rooms



Guest Rooms



Living Room

# Our Place Outcomes

**102** Women's Beds  
(Opened 8/14/20)



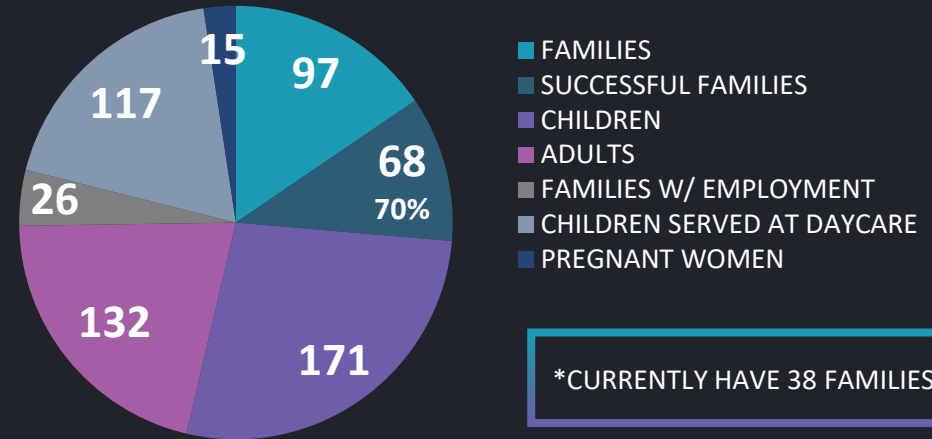
**36** Hope Home Beds  
(Opened 3/1/21)

**38** Family Beds  
(Opened 6/8/20)

**10** Maternity/Newborn Beds  
(Opened 1/1/21)

## FAMILIES SERVED

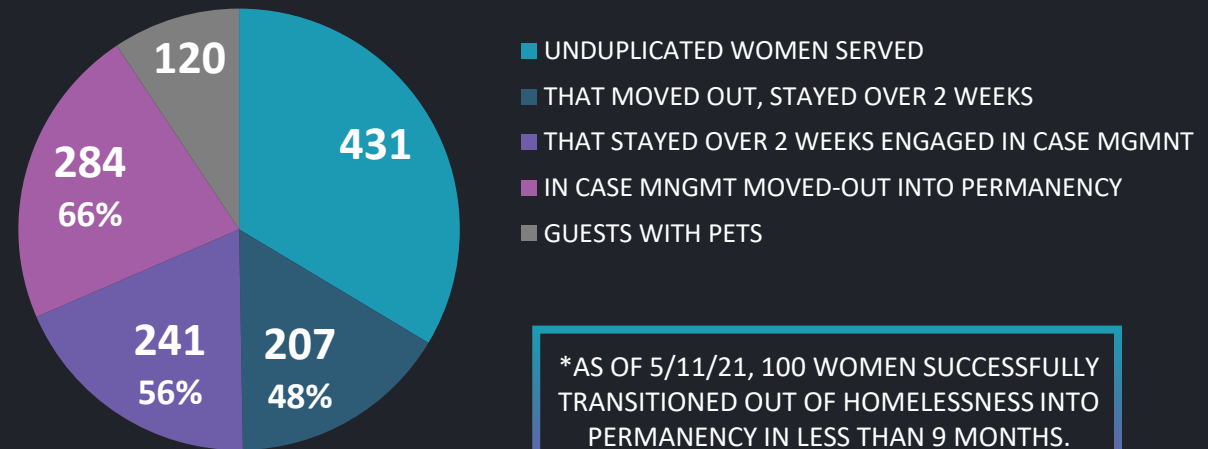
(Since 6-8-2020 TO 3-23-21)



\*CURRENTLY HAVE 38 FAMILIES IN SHELTER

## WOMEN SERVED

(8-14-2020 TO 3-23-21)



\*AS OF 5/11/21, 100 WOMEN SUCCESSFULLY TRANSITIONED OUT OF HOMELESSNESS INTO PERMANENCY IN LESS THAN 9 MONTHS.





## Dept. of Alternative Sentencing & Sober 24

The Department of Alternative Sentencing (DAS) was designed to provide supervision to people whose sentences have been suspended and during criminal proceedings it was determined supervision and case management are key to the person successfully completing the requirements of the court.

Sober 24 is a sobriety program run by the DAS that is a twenty-four hour, seven day a week monitoring program in which participants submit testing of their blood, breath, urine, or other bodily substances in order to determine the presence of alcohol, marijuana, or any controlled substance in their body.

# Department of Alternative Sentencing Overview

The Department of Alternative Sentencing (DAS), under the authority of NRS 211A, is responsible for the monitoring of all pre-trial and misdemeanor adjudicated cases directed to us by any court within Washoe County. Case responsibilities may include but are not limited to in-person reporting, counseling monitoring or referral, provisions for job training, drug and alcohol testing and random in-home visits any time without a warrant. Cases are monitored for the duration of the suspended sentence which could be up to three years or until such time the probationer is released or revoked by the court of jurisdiction.

DAS is also the County's designated agency to provide all drug testing services as outlined in 2019 Legislative Bills AB236 and SB316. Each bill has language that requires the utilization of drug and alcohol testing that shall be completed. DAS has embraced its role as the Regional Drug Testing Facility by providing best practice drug testing services to 31 local and regional agencies.

## OUR MISSION

The mission of the Department of Alternative Sentencing (DAS ) is to increase safety in the community by reducing recidivism among criminal offenders through a rehabilitative environment that includes accountability for offenses, opportunities for gaining and applying life skills, and sanctions for regressive behaviors.

# DAS & Sober 24 Primary Elements



## Objectives

- Safer environment for our community.
- Reduce the “revolving door” syndrome in criminal justice system.
- Ensure probationer accountability for their court ordered sanctions.
- Reduce the burden of public services.
- Strive to assist probationers in making positive changes in their lives.
- Maintain high collection rate of fees to reinvest back into the department and help offset General Fund expenditures.



## Strategic Plan

- Continue to reduce the “revolving door” with proactive supervision.
- Increase collaboration with other departments to promote effective community policing, drug testing services and critical incident response.
- Complete interface of our new case management system with the Courts’.
- Employ additional staff to ensure the effectiveness of our impact on the community.



## Sober Living

- DAS works in collaboration with HSA, Crossroads and other sober living organizations, as these programs provide treatment, housing, and resources for both the male and female populations.
- DAS provides staff to immediately address any relapses and offer support upon request.
- DAS will continue to foster these relationships in order to streamline access to housing and treatment services for our at-risk population.



# DAS & Sober 24 Services

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**Public Safety**



**Alternative to Jail**



**Direct Cost to Savings  
for Tax Payers**



**Intense Supervision to  
Ensure Compliance  
with Court Orders**



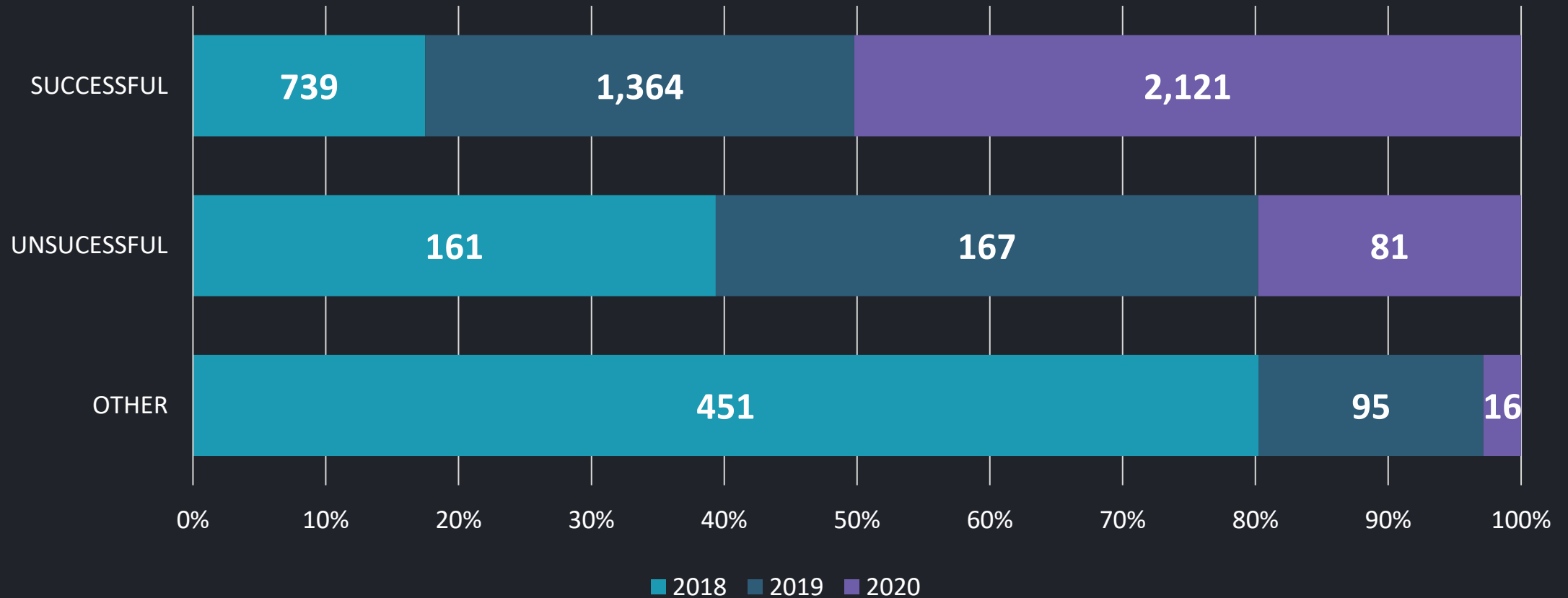
**Intensive Drug and  
Alcohol Testing**



**Access to Social  
Services, Housing and  
Rehabilitation Programs**

# Probation Outcomes

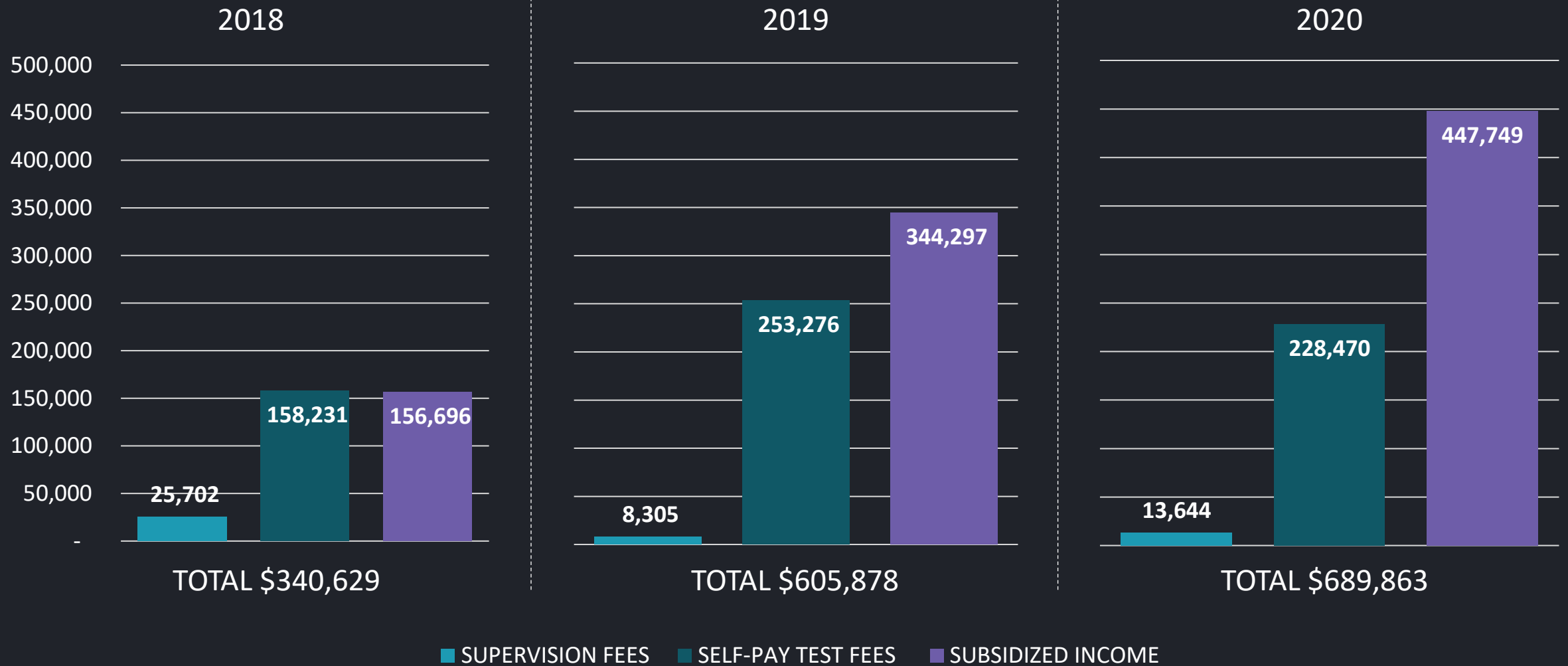
## CLOSED CASES



\*Includes probation cases and courtesy cases.

\*\*2020 increase in Successful Completions was due to the increased number of courtesy cases which were closed by their agencies.

# Probation Outcomes





# Agencies Utilizing Sober 24

- **Alameda County CFS**
- **Alaska State CPS**
- **Carson City DAS**
- **District Court**
  - Adult Drug Court
  - Criminal Court
  - Diversion Court
  - Family Court
  - Family Treatment Court
  - Felony DUI Court
  - Medication Assisted Court
  - Prison Re-Entry Court
  - Veterans Court
  - Young Offender Court
- **Douglas County DAS**
- **Human Services Agency**
  - Child Protective Services
- **Incline Village Justice Court**
- **Los Angeles County DCFS**
- **Eddy House**
- **Reno Justice Court**
  - CAP
  - Community Court
  - DUI Court
  - GT
  - Criminal Court
- **Reno Municipal Court**
  - Criminal Court
  - Adult Drug Court
  - AOD – High Density
  - CAMO – Reno
  - Therapeutic Court
- **Sparks Justice Court**
  - Criminal Court
  - Sparks Recovery Court
- **Wadsworth Justice Court**
- **Idaho 3<sup>rd</sup> Judicial District Court**
- **Pyramid Tribal Social Services**
- **Juvenile Probation**
- **Pre-Trial Services**





Q & A