



# CARSON CITY HUMAN SERVICES ANNUAL REPORT

2017



# Carson City Human Services Mission Statement

## MISSION

The mission of the Carson City Human Services Division is to provide progressive leadership to enhance the well-being of individuals and families across the lifespan. The Tripartite Advisory Board helps fulfill this mission through its role in assessing local needs and working to address the causes of poverty.

## Our Role

Carson City Human Services Division is a community action agency providing a variety of services to the Carson City community. Human Services is responsible for ensuring that Carson City meets health, welfare, and community responsibilities, as set forth in the Nevada Revised Statutes (NRS) and City ordinances. The NRS directs assistance during emergency situations indigent residents have. Many times this does not result in long term solutions. Carson City relies on the Community Services Block Grant (CSBG) to develop programs that give low income resident the tools needed to prevent emergencies and become self-sufficient.

## Tripartite Board

The Tripartite Board is responsible for the development, planning, implementation and evaluation of the services and programs through the Community Services Block Grant. Its purpose is to promote the participation of the entire community in the reduction of poverty, therefore, Board Members include public officials, private sector representatives, and low-income residents in assessing local needs and addressing the causes and conditions of poverty.

### Carson City Human Services Advisory Tripartite Board

#### Representing Low Income Sector

Vickie Peacock, Consumer  
Lisa Johnson, Consumer

#### Representing the Private Sector

John Kinkella, Western Nevada College  
Amin Aminian, Nevada State Bank

#### Representing the Public Sector

Karen Abowd, Elected Official  
Sheriff Kenny Furlong, Elected Official

## Our Community

A Community Needs assessment was conducted in 2015/2016. Data was collected through multiple sources:

- eLogic customer intake data provided by The Center for Applied Management Practices.
- Carson City demographics provided through the Community Commons and Community Action Partnership drawing upon national data from the U.S. Census Bureau.
- Public Forum during a Community Action Agency Network meeting including 9 non-profit; 5 Faith-based; 1 private; and 7 public agencies.
- Stakeholders one on one interviews.

### HOUSING

The US Department of Housing and Urban Development report 29,292 residential addresses in Carson City. A total of 970 (or 3.3%) residential addresses were reported as being vacant during the first quarter of 2015. A 2017 study conducted by Nevada Rural Housing Authority reports occupancy is nearly 100% across the City for existing rental properties, and most have waiting lists.

### EMPLOYMENT

Education attainment for residents over the age of 25 years old shows 13.17% do not have a high school diploma. An estimated 29.7% only have a high school diploma while 29.9% report some college.

December 2015 showed the unemployment rate in Carson City is approximately 6.7%; higher than the Nevada rate at 6.1% and much higher than the National rate at 4.8%.

### HEALTHCARE

- There are approximately 9,145 or 22% of Carson City residents under the age of 65 years old that remain uninsured. Nationally there are 14.6% and 20% of Nevada residents remain uninsured.
- Approximately 2900 Carson City households (or 13.66%) received SNAP benefits during 2013. During the same period there were 1672 households with income levels below the poverty level that were not receiving SNAP payments. The national average is 7.7%.

# How We Respond



2017 EXPENDITURES OF  
HOUSING GRANTS  
ESG \$31,421  
SPC \$40,232  
LIHTF/Welfare Set Aside  
\$68,583

**Emergency Solutions Grant (ESG)** is a rapid rehousing program that provides case management to stabilize households in permanent housing.  
**Shelter Plus Care (SPC)** is a rehousing program for the chronically homeless who have a disability.  
**Low Income Housing Trust Fund (LIHTF)** works closely with the ESG program and provides rent assistance. In addition, LIHTF can assist with homeless prevention.  
**Welfare Set Aside** allows us to assist households with one time assistance with rent and/or security deposit.



CCHHS committed to Coordinated Entry and became the point of contact of all Homeless individuals .  
Coordinated Entry is a process to assess the vulnerability of the individual and begin the process of rehousing.  
92 assessments completed.

**IMPACT**  
ESG 30 individuals  
SPC 11 individuals  
LIHTF 41 individuals  
WELFARE SET ASIDE 36 household



## EMPLOYMENT

**Community Services Block Grant (CSBG)** provides a Workforce Case Manager and Workforce Program to assist unemployed with regaining employment and retaining employment. In addition, provides direct service for individuals with identification, transportation, and work clothing/equipment needs.

CSBG 2017 expenditures:  
\$127,006.94  
Number of Household impacted: 734 applicants

**Life Skills Workshops**  
Carson City Human Services coordinates and facilitates workshops for clients and open to the public. The workshops include Nutrition, Interview Skills, Utilizing Resources, organization skills, and more.

Carson City Human Services staff agreed that clients would benefit with financial literacy. We partnered with Financial Guidance Center who now comes to CCHHS twice per month for one on one meetings with individuals reviewing options available to rebuild credit, budget, and balance income/expenses ratios. In addition, volunteers with Nevada State Bank offer clients workshops on money management and Careers, a workshop on seeking employment.

CCHHS hosted 16  
Hiring Events  
With:  
Starbucks  
The Service Company  
The Source Staffing

Spring 2017 Job Fair

59 Employers  
135 Job Seekers



# HEALTH CARE and WELLNESS

## Access to Healthcare

Carson City Human Services recognized that though insurance is now available to all residents, there remains the need for education on how to obtain insurance and utilize insurance benefits. CCHHS partnered with Nevada State Welfare Department and Access to Healthcare Network and brought each of those services on site.

## IMPACT

NSWD Eligibility Worker 246 individuals  
Access to Healthcare Network 45 individuals

## IMPROVEMENT

CCHHS has developed a Community Health Worker (CHW) program to directly assist clients. The CHW is a resource liaison to assist residents in breaking the barriers that prevent access to services.

## Women, Infants, and Children (WIC)

Carson City Human Services facilitates a Women's, Infants, and Children (WIC) clinic in Carson City and Douglas County. WIC is a federally funded health and nutrition program to help women, infants, and children eat well and stay healthy.

WIC Expenditures:  
\$203,669.00  
11,419 served

## IMPROVEMENT

WIC has developed a breastfeeding incentive program to provide support and education.



**MANDATED  
RESPONSIBILITIES**

Human Services Division is responsible for ensuring that the City meets its health, welfare, and community responsibilities as set forth in the Nevada Revised Statutes and City ordinances.

Developmental Services Contract	\$ 9,259
General Assistance	\$ 10,925
Indigent Burials	\$ 23,100
Inmate Medical Care	\$ 99,589
Long-Term Care	\$120,591
Medicaid County Match Contract	\$992,965
Victims Fund	\$ 4,636



**IMPROVEMENT**

CCHHS develops and partners with programs that help reduce costs to the City.

**STAFF AND BOARD  
DEVELOPMENT**

Human Services Division staff and Board members spent 204 hours in capacity building training.

**COMMUNITY ENGAGEMENT**

Carson City Human Services engaged 25 volunteers contributing 134 hours during the 2017 Point in Time Count. 40 volunteers offered their insight and skills facilitating our Life Skill Classes







**BUILDING COALITIONS AND PARTNERSHIP  
HIGHLIGHTS**

Regional Behavioral Health Coordinators were assigned to four different regions throughout the State of Nevada. This brought Carson City agencies together and broke down silos. The Carson City Behavioral Health Taskforce was developed to address barriers that prevent continued care for the vulnerable populations. The following sub-committees were formed: Affordable Housing, Transitional Housing, Community Triage, Community Case Management/Wrap Around, Discharge planning, Youth, Criminal Justice Collaboration, and Public Awareness.

Richard's Crossing opened offering 39 units of affordable subsidized living. Services are brought in-house for residents.

Carson City Human Services hosts a Nevada State Welfare Eligibility Specialist three days per week. These outreach eligibility specialist process Medicaid and SNAP applications immediately and onsite.

The Mallory Center was opened by Carson Tahoe Hospital. Functioning as a mental health emergency room, this resource can immediately connect persons in crisis with mental health care.



Carson City Human Services Division  
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[www.gethealthycarsoncity.org](http://www.gethealthycarsoncity.org)  
[www.facebook.com/CCHHS](https://www.facebook.com/CCHHS)

### Carson City Human Services Staff

Mary Jane Ostrander, Division Manager  
Vicky Chandler, Office Specialist  
Michelle Stoner, Office Specialist  
Ana Gregg, Workforce Case Manager  
Bryce Evans, Human Services Case Manager  
Faith Barber, Community Health Worker  
Hazel Ruiz, WIC Specialist  
Heather Kahabka, WIC Specialist/Nutritionist  
Brittni Winkler, WIC Specialist