

Community Action Advisory Board

Program Summary Report

Quarter 3 Year-to-Date: July 1, 2020-March 31, 2021

The Community Action Advisory Board advises Clark County Community Services and the Clark County Council regarding the Community Action Program (CAP) and Homeless Crisis Response System (HCRS) programs. Funds come from a combination of local, state and federal sources through the following programs: Human Services Fund (HSF), Community Services Block Grant (CSBG), Consolidated Homeless Grant (CHG), Housing & Essential Needs (HEN), Deed Recording Fees, and Marriage License Fees. Some HCRS programs also received County Relief Funds, part of the county's allocation of CARES Act funds.

PARTICIPANT SATISFACTION

Programs sent out 8,098 surveys to individuals and households served between July 1, 2020 and March 31, 2021, and received 922 responses for a 11.4% response rate. Of the responses, 82.1% indicated a positive overall experience.

Overall Customer Satisfaction

Responses received July 1, 2020-March 31, 2020



"I really appreciate the help, kindness & respect given to me!"

"LOVED the program, so helpful in the time I needed it."

"One program reported that some participants expressed frustration around the length of time to get into programs."

What's Being Funded

COMMUNITY ACTION PROGRAMS

Employment

- Partners in Careers, Career Academy: Employment services and supports through a series of workshops.

Health & Social/Behavioral Health

- Clark County Food Bank, Fresh Alliance: Recovers nutrient dense food from stores that would be thrown away to distribute through food pantries.
- Share, Hunger Response: Provides meals to the public at Share House and weekend food packages for students through schools.

Income & Asset Building

- Clark College, Financial Wellness Program: Provides support services for low-income students who are likely to drop out of college.

Support Services

- 211info, Information & Referral: Access to referrals for basic needs, social services, etc.
- Volunteer Lawyers Program, Access to Justice: Supports a variety of civil legal assistance for people who are low-income and/or homeless.



HOMELESS CRISIS RESPONSE SYSTEM PROGRAMS

Rapid Rehousing

- Impact NW, Rapid Rehousing
- Share, Rapid Rehousing
- Share, Housing & Essential Needs Program

Permanent Supportive Housing

- Impact NW, Permanent Supportive Housing
- Lifeline Connections, PSH for Recovery
- Share, Permanent Supportive Housing
- Share, Lincoln Place Apartments

Targeted Prevention

- Janus Youth, Bridges
- Council for the Homeless, Targeted Prevention through Diversion

Interim Housing

- Janus Youth, Ascend Motel Voucher
- Second Step Housing, Resident Sufficiency Program

Outreach & Engagement

- Sea Mar/Community Services NW, PATH 2 Outreach

Emergency Shelters

- Council for the Homeless, Emergency Motel Vouchers
- Janus Youth, Oak Bridge
- Janus Youth, The Perch Day Center
- Share, House Men's Shelter
- Share, Orchard's Inn & Homestead Family Shelters
- Share, WHAT Women's Shelter
- Share, WHO Winter Shelters
- Share, Navigation Center Day Center
- YWCA, SafeChoice Domestic Violence Shelter

System Coordination & Data Collection

- Council for the Homeless, Community Planning
- Council for the Homeless, Housing Solution's Center
- HMIS

Core System Programs

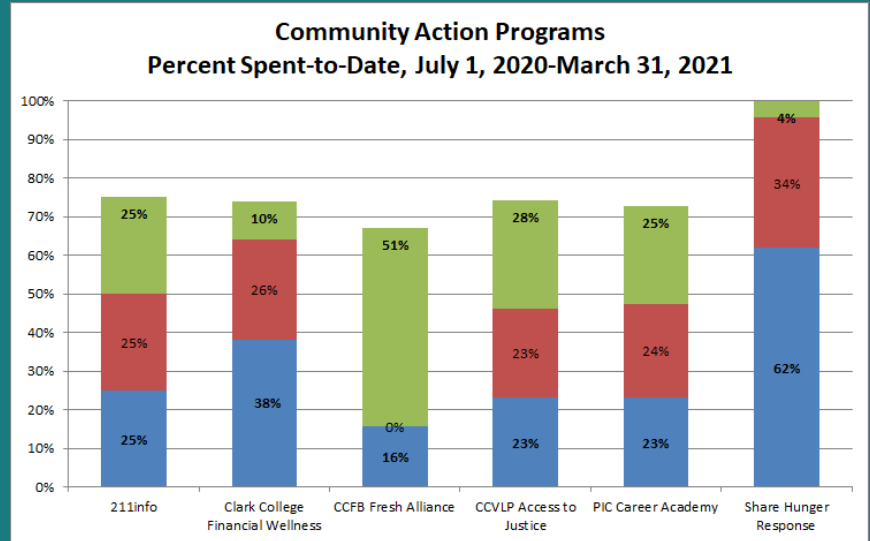
- Sea Mar/Community Services NW, SOAR
- Share, Rent Well

EXPENDITURES

Programs should be billing approximately 75% of their second year allocation for services provided through March 31, 2021.

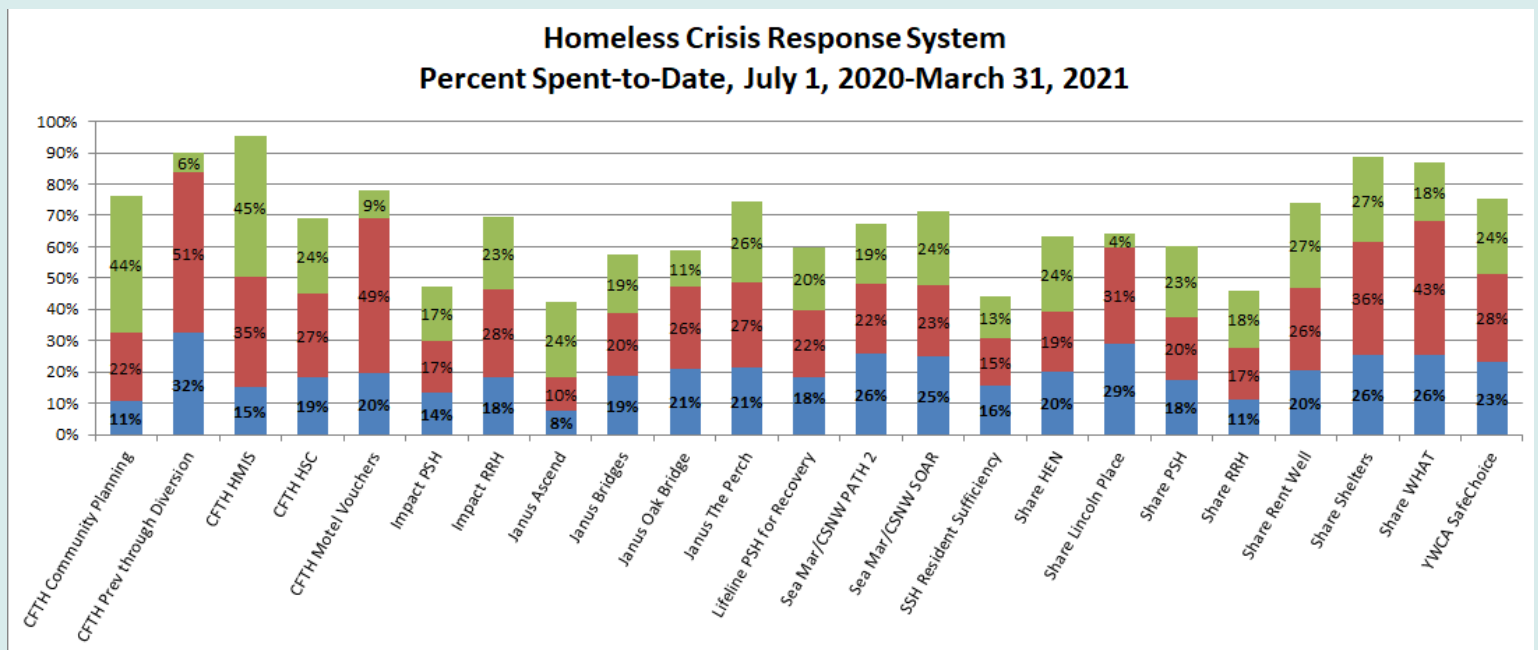
Community Action Programs to note:

- Everyone is on track to spend out on time.
- Share Hunger Response bills the grant early before using private funds to sustain the program.
- Clark County Food Bank did not bill to this program in the second quarter.



Homeless Crisis Response System programs to note:

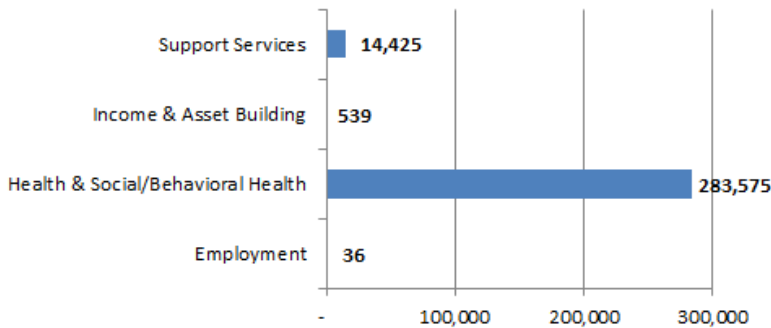
- CFTH HMIS program provided several new licenses and training for new providers.
- Janus' Ascend program provides hotel assistance for youth entering new programs. Few new youth entering their programs needing hotel assistance in the first two quarters.
- Second Step Housing overspent in their operating funds and is now focused on spending their rent assistance funds. This contract will continue into the next fiscal year with their current allocation.



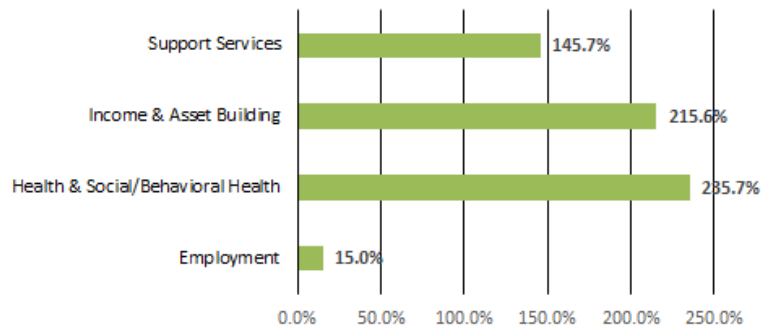
CAP SYSTEM PERFORMANCE

The following charts show the progress county funded CAP programs are making towards their contract goals.

Total People Served
July 1, 2020-March 31, 2020



Percent of Contract Goal Served
July 1, 2020-March 31, 2020



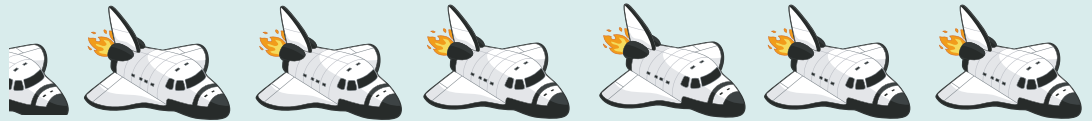
Programs should be at 75% of their contract goal for the number of people served. The above charts show the total number of people served, and the progress towards the combined contract goal by program type.

Things to note:

- The Clark County Food Bank has been serving significantly more individuals due to the pandemic, exceeding the annual number of people predicted to receive assistance by more than double.
- To create a low-barrier environment for Share's Hot Meals program, they are no longer able to unduplicate the number of people receiving assistance and their data will not be reported in this section of the report.
- PIC is struggling to engage new program participants into the program due to the effects of the pandemic.

Other Community Action services and outcomes to note this reporting period:

- Clark County Food Bank's Fresh Alliance program received 1,011,131 pounds of food; the equivalent of 6.3 space shuttles!



- Volunteers Lawyer Program helped 96 households avoid eviction, 28 people improve their credit scores and 416 people resolve their legal issues.



- Share's Hunger Response program provided 78,653 meals at Share House.



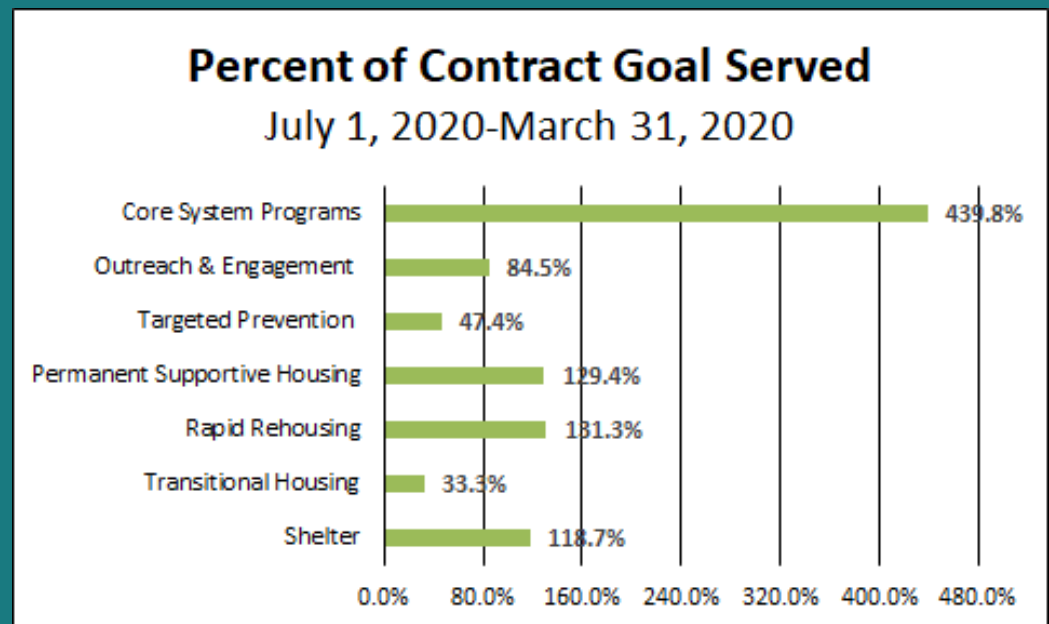
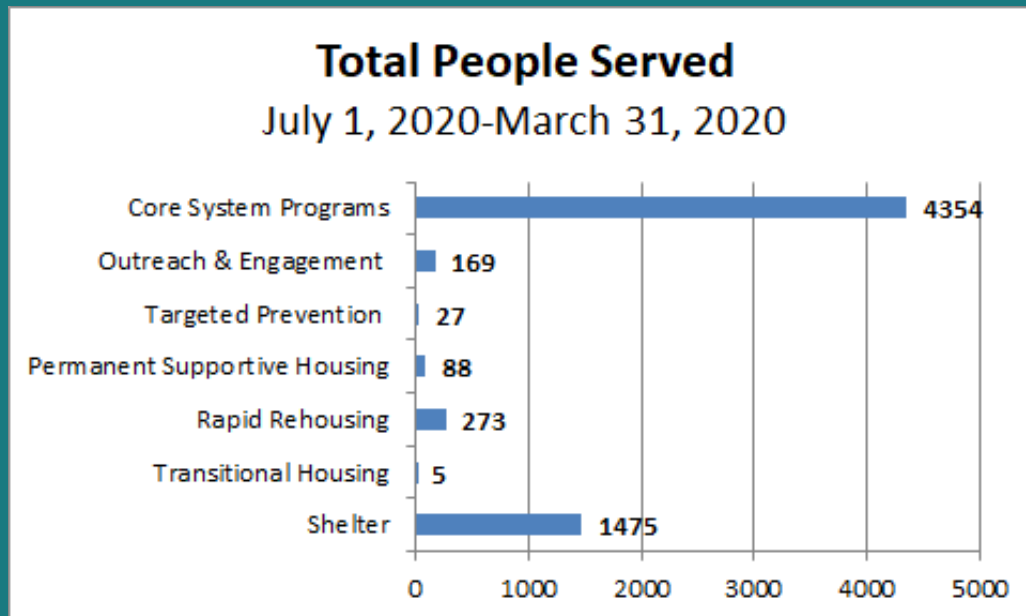
- Janus Youth's Oak Bridge Youth Shelter helped 46 youth exit to safe and stable housing.



HCRS SYSTEM PERFORMANCE

The following charts show the progress county funded HCRS programs are making towards two of their contract goals. Additional system performance measurements can be found at <https://www.councilforthehomeless.org/system-dashboards/>.

Programs should be at 75% of their contract goal for the number of people served. These charts show the total number of people served, and the progress towards the combined contract goal by intervention type.



Things to note:

- The Housing Solutions Center, under Core System Programs, has seen a dramatic increase of requests for assistance due to the pandemic and the availability of other stimulus funding.
- Permanent Supportive Housing programs report most of the households served in the first quarter with little turnover throughout the rest of the fiscal year.
- Second Step Housing is working to get new households into their program. They will continue the program with their current funds into FY2022.

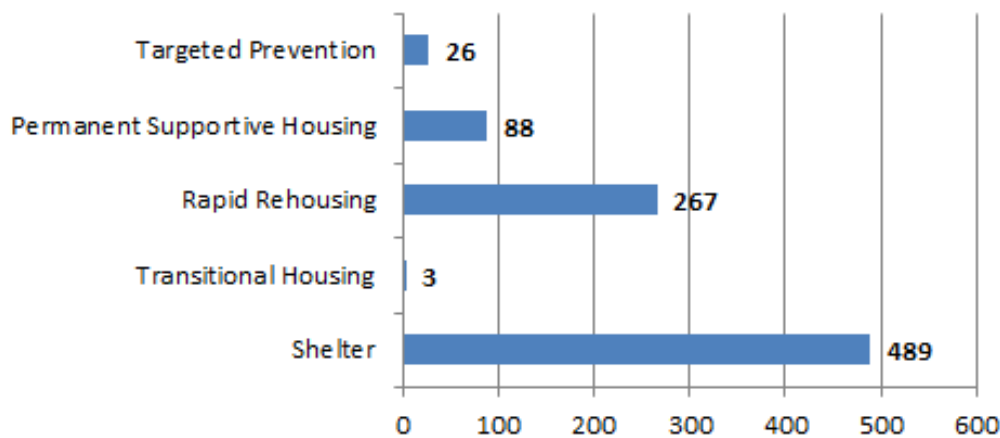
HCRS SYSTEM PERFORMANCE

continued

It is anticipated that programs would be at 75% of their contract goal for the number of people who have maintained or increased their income. However, program participants set their own goals and programs work to help them achieve those goals which might not always include increasing income as the first priority. These charts show the total number of people who have maintained or increased their income, and the progress towards the combined contract goal by intervention type.

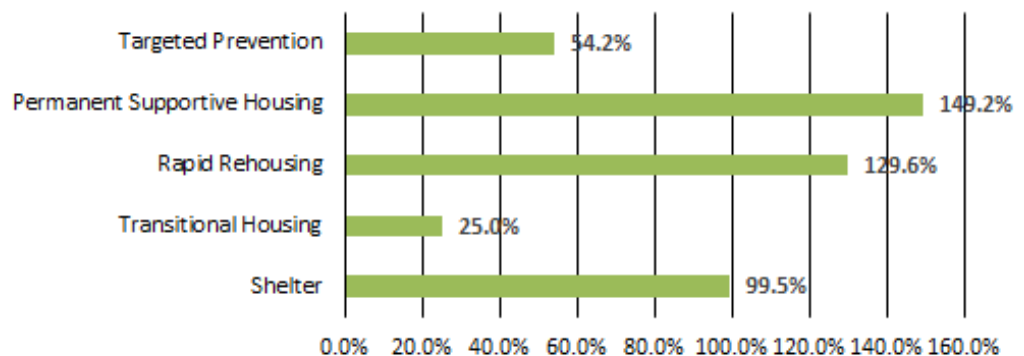
Households Increased Income

July 1, 2020-March 31, 2020



Percent of Contract Goal Increased Income

July 1, 2020-March 31, 2020



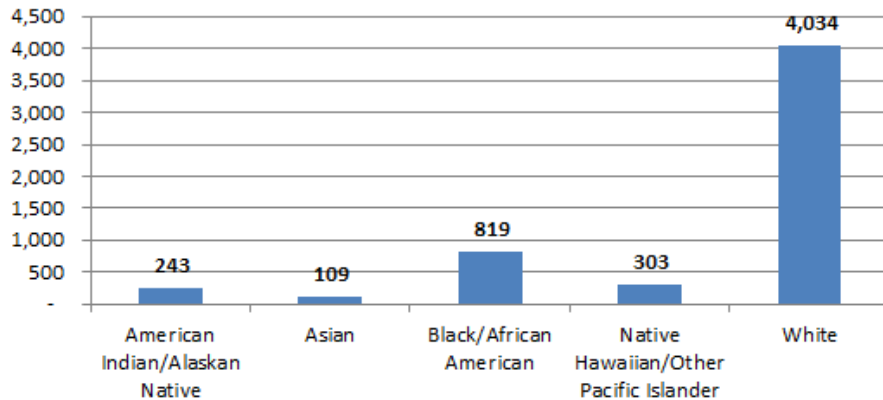
Things to note:

- Many households have been able to maintain their income with the help of unemployment and supplemental unemployment insurance supports provided due to the pandemic.
- Prevention programs have been focused on spending the significant amounts of stimulus funds and using these programs for those who do not qualify for the stimulus funds or need additional assistance.

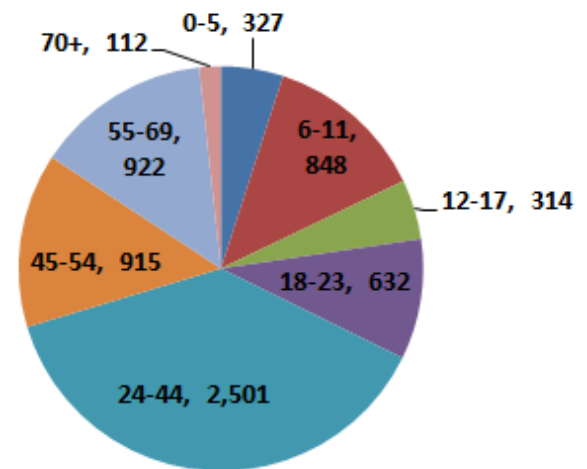
DEMOGRAPHICS

The following information is what is being reported for Community Action Programs and the Homeless Crisis Response System in HMIS. Data provided is unduplicated across all programs that report in HMIS.

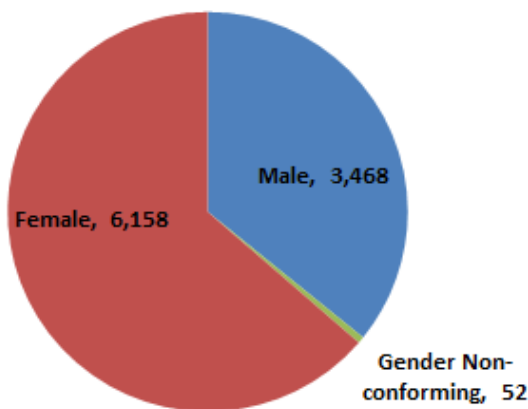
Race: 5,508 Responses



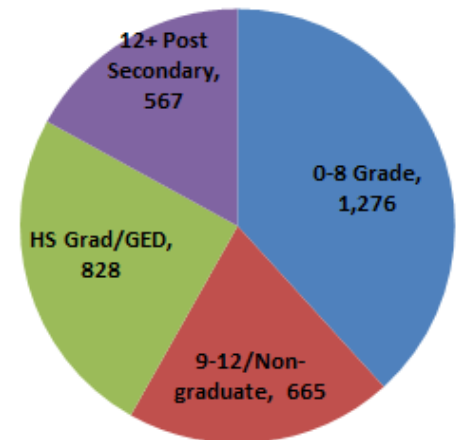
Age: 6,571 Responses



Gender: 9,678 Responses



Education Level: 3,336 Responses



Other Characteristics

