

# Community Action Advisory Board Program Summary Report

Quarter 1 Year-to-Date: July 1, 2021-September 30, 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 programs also received COVID pandemic funds.

## PARTICIPANT SATISFACTION

Programs sent out 987 surveys to individuals and households served between July 1, 2021 and September 30, 2021, and received 313 responses for a 31.7% response rate. Of the responses, 88.2% indicated a positive overall experience.

### Overall Customer Satisfaction

Responses received July 1, 2021-September 30, 2021



"Very informative workshop, want more workshops focused on credit."

Many participants report feeling encouraged from the process of speaking with staff.

Participants mentioned the lack of available programs for long-term placement.

# 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

- CFTH Outreach Coordination
- Share Outreach

### Emergency Shelters

- Catholic Charities, Bertha's Place Shelter
- 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
- 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

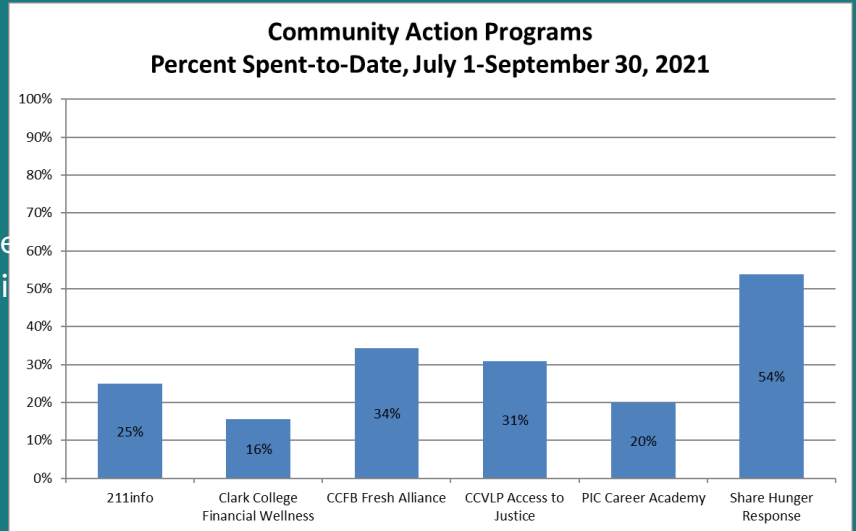
- Sea Mar/Community Services NW, SOAR
- Share, Rent Well

# EXPENDITURES

Programs should be 25% spent out of their allocation for services provided through June 30, 2022.

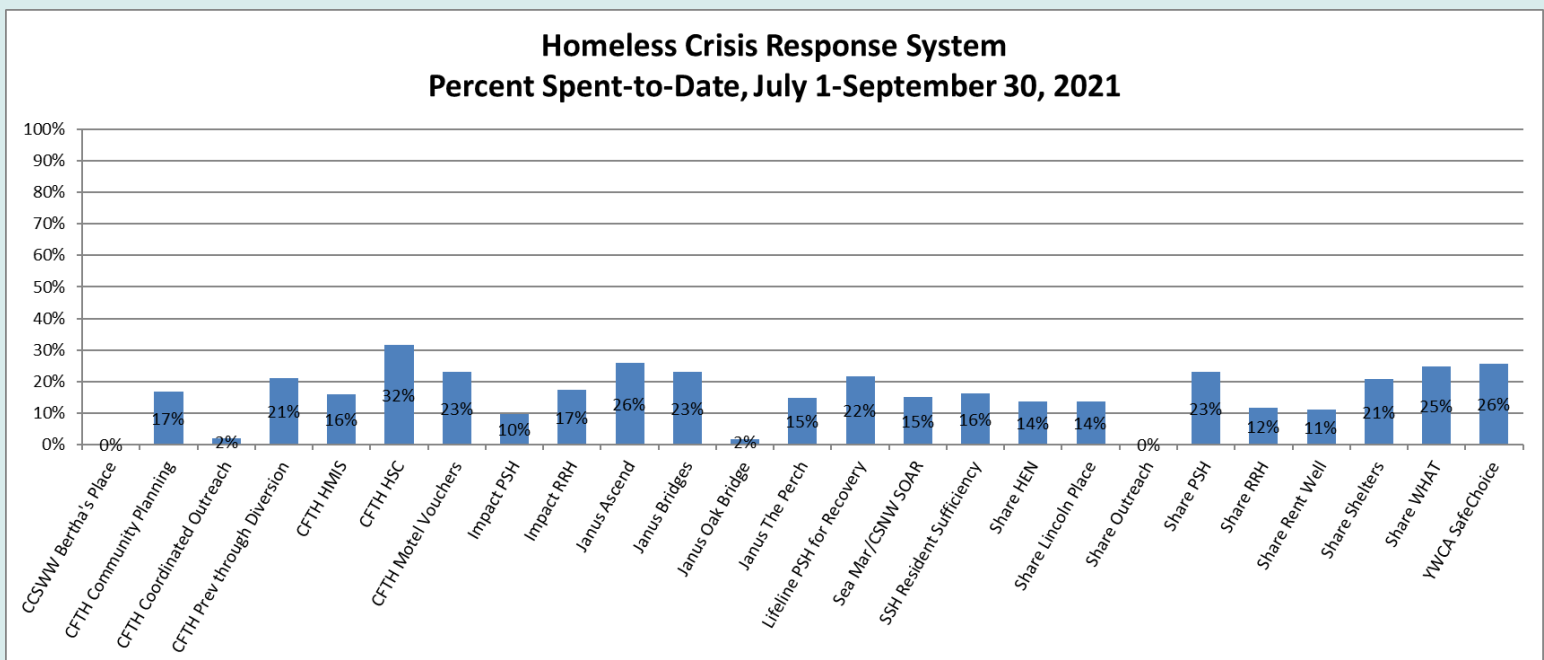
## Community Action Programs to note:

- Programs are on track for spending
- Clark College has other pandemic related funds to use for emergency grants. Once those funds are spent, they will bill those costs to this program.
- Share Hunger Response often bills this program before spending privately raised dollars on the program.



## Homeless Crisis Response System programs to note:

- New outreach programs are just getting up and running.
- Bertha's Place, a new shelter, will be open soon and accepting guests.
- Janus' Oak Bridge Youth Shelter had pandemic related funds covering some of their costs.
- All other programs are on track with their spending.

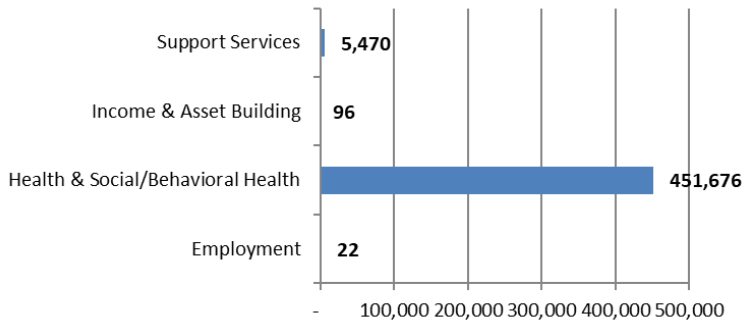


# CAP SYSTEM PERFORMANCE

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

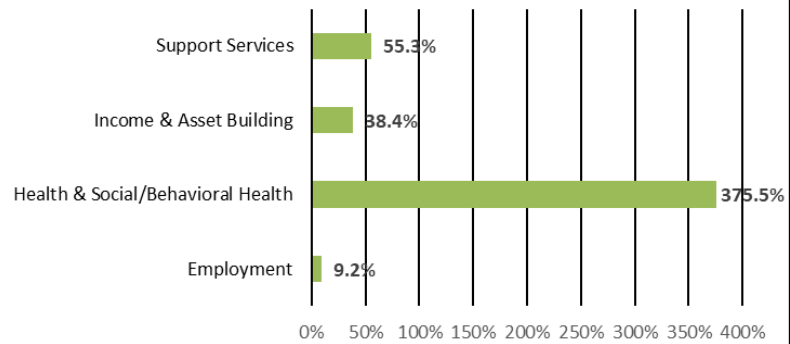
## Total People Served

July 1, 2021-September 30, 2021



## Percent of Contract Goal Served

July 1, 2021-September 30, 2021



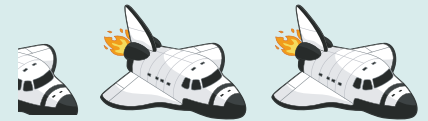
Programs should be at 25% of their contract goal for the number of people served. The above charts show the total number of people served, and the progress towards the combined contract goal by program type.

### Things to note:

- 211info, a Support Service, has seen an increase in the number of people looking for resources.
- The Clark County Food Bank has been serving significantly more individuals due to the pandemic.
- 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 451,676 pounds of food; the equivalent of 2.3 space shuttles!



- Clark County Volunteer Lawyers Program helped 324 households avoid eviction, nearly doubling the number from all of last year.



- Share's Hunger Response program provided 22,790 meals at Share House.



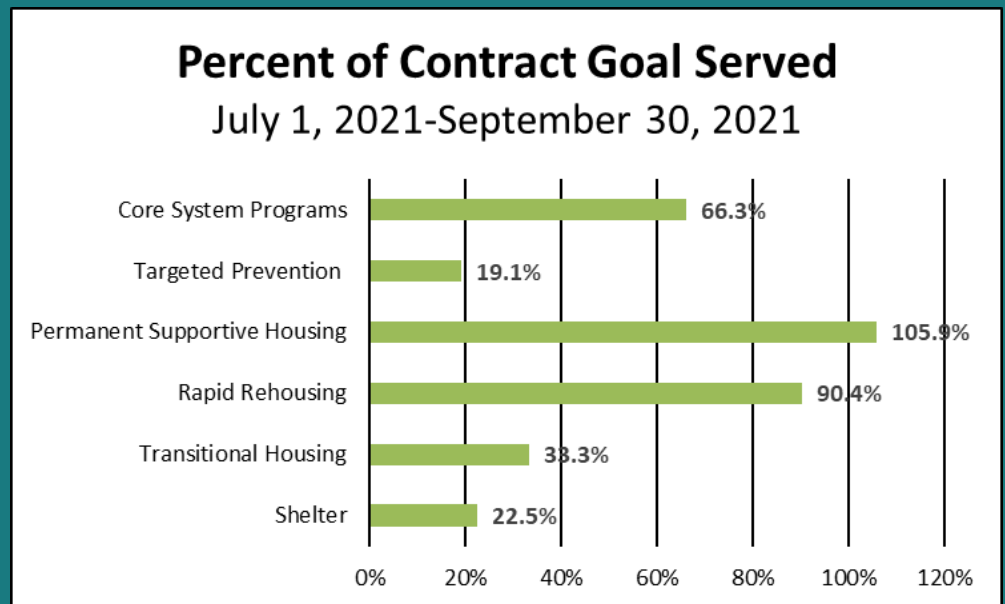
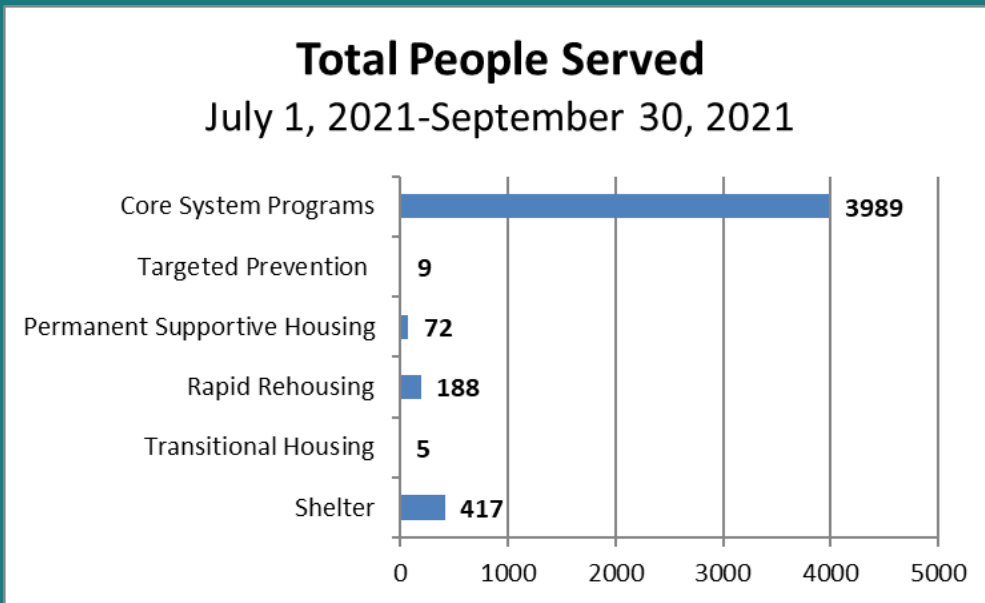
- The Housing Solutions Center assessed 3,976 households for housing program placement and diverted 121 households from the Homeless Crisis Response System.



# 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 25% 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.
- Permanent Supportive Housing programs report most of the households served in the first quarter with little turnover throughout the rest of the fiscal year.
- The Housing & Essential Needs rapid re-housing program anticipates most households to remain in the program for the year due to income and disability status upon entry.

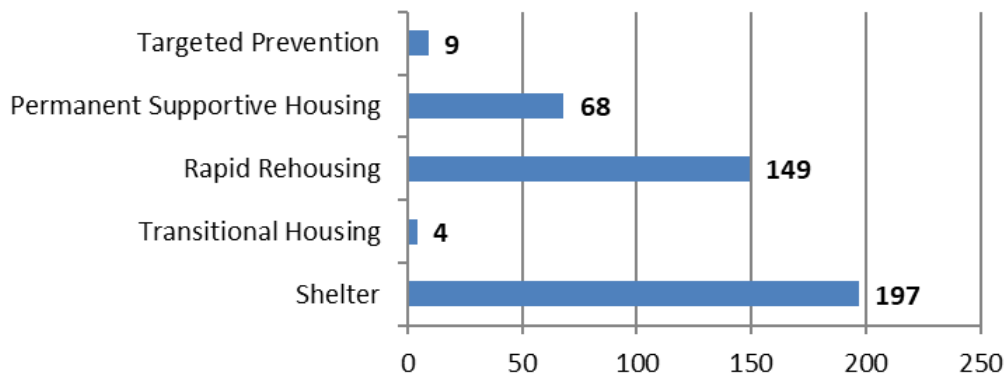
# HCRS SYSTEM PERFORMANCE

continued

It is anticipated that programs would be at 25% 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.

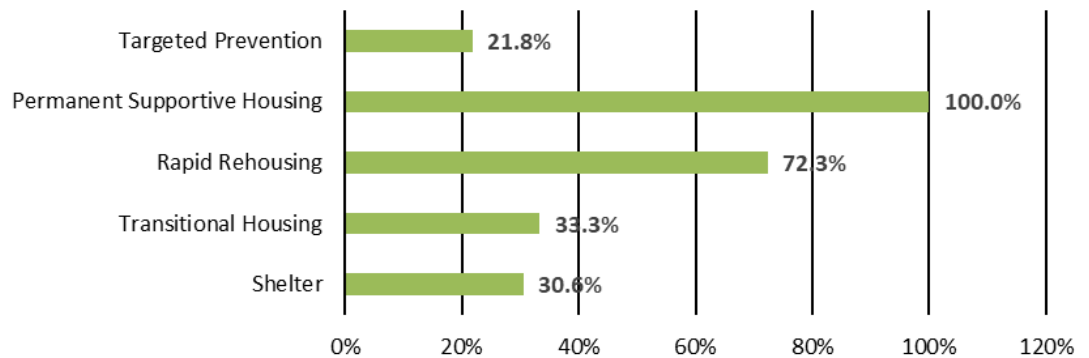
## Households Maintained/Increased Income

July 1, 2021-September 30, 2021



## Percent of Contract Goal Maintained/Increased Income

July 1, 2021-September 30, 2021



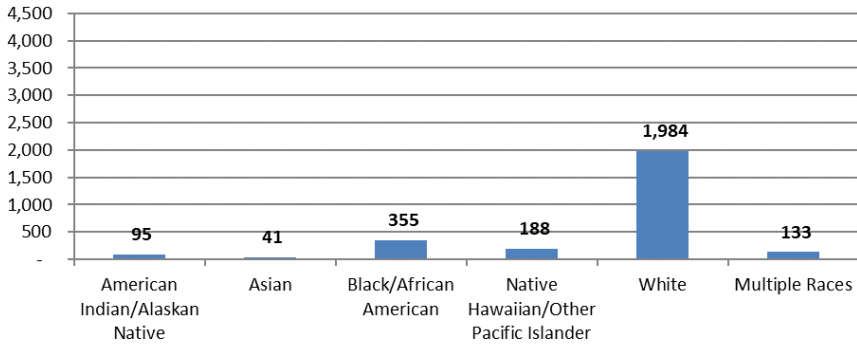
Things to note:

- Programs are on track to meet the goal of helping households maintain or increase income to work towards housing stability.

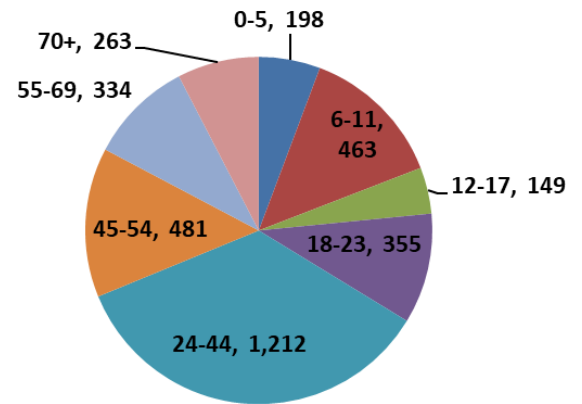
# DEMOGRAPHICS

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.

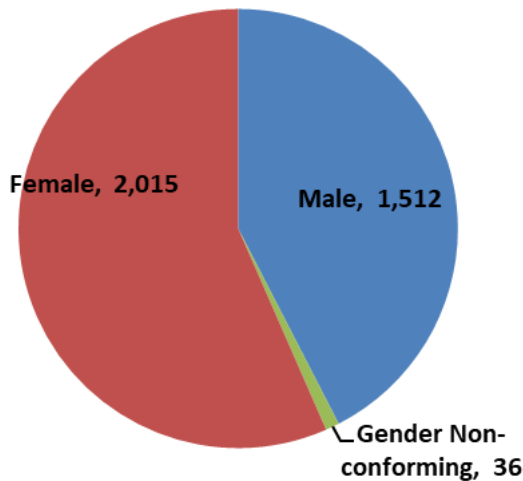
**Race:** 2,663 Responses



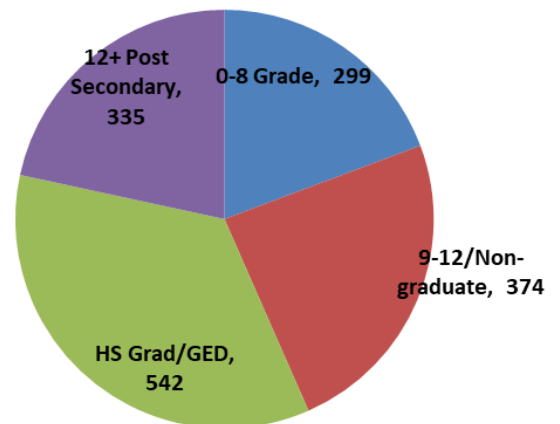
**Age:** 3,455 Responses



**Gender:** 3,563 Responses



**Education Level:** 1,550 Responses



**Other Characteristics**

