

Joe Lombardo  
Governor

Richard Whitley, MS  
Director



**DEPARTMENT OF  
HEALTH AND HUMAN SERVICES**  
DIVISION OF WELFARE AND SUPPORTIVE SERVICES  
*Helping people. It's who we are and what we do.*



Robert Thompson  
Administrator

May 23, 2024

Brenda Erdoes, Director  
Legislative Counsel Bureau  
401 South Carson Street  
Carson City, NV 89701

RE: 2023 Housing Crisis Response System Report

Director Erdoes:

In accordance with Nevada Revised Statutes (NRS) 422A.695, please see the attached 2023 Housing Crisis Response System Report from the Division of Welfare and Supportive Services, Nevada Department of Health and Human Services.

This report provides information concerning:

- The activities and services provided through the Nevada Housing Crisis Response System established pursuant to NRS 422A.680;
- Any other activities or services provided by the Department or any division thereof to prevent homelessness; and
- Any activities or services provided by any other state or local governmental entity, nonprofit organization, or other person or entity in this State to prevent homelessness.

We welcome questions and feedback on the information provided.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert H. Thompson".

Robert H. Thompson, Administrator  
Division of Welfare and Supportive Services  
Department of Health and Human Services  
State of Nevada

cc: Richard Whitley, Director, Department of Health and Human Services  
Shannon Litz, Deputy Director, Department of Health and Human Services  
Maria Tello Magana, Executive Assistant, Department of Health and Human Services  
Sebastian Iza, Family Services Specialist II, Department of Health and Human Services  
Kelly Cantrelle, Deputy Administrator, Division of Welfare and Supportive Services  
Marni Whalen, Deputy Administrator, Division of Welfare and Supportive Services  
Shelly Aguilar, Social Services Chief III, Division of Welfare and Supportive Services

# State of Nevada

## 2023 Nevada Housing Crisis Response System Report



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# 2023 Nevada Housing Crisis Response System Report

## 2023 Nevada Housing Crisis Response System Report

This report summarizes the activities and services provided in Nevada including the Nevada Housing Crisis Response System; activities and services of the Department of Health and Human Services (DHHS) and the Division of Welfare and Supportive Services (DWSS) to prevent homelessness; and activities and services provided by other state or local government entities, nonprofit organizations, persons, or entities within Nevada to prevent homelessness as required by NRS 422A.695.

### Homelessness Data in Nevada

Homelessness is a complex public health concern and is often a cumulative result of social, economic, and relational factors. Recent data has projected that in Southern Nevada alone, an estimated 16,625 people experienced homelessness in 2023; an increase of 19% over the 13,972 Southern Nevadans estimated to have experienced homelessness in 2022 <https://nevadacurrent.com/2023/08/11/annual-count-finds-sharp-spikes-in-southern-nevada-homelessness-rates/>.

In Nevada's current housing market, there is not enough affordable housing to meet the needs of all Nevadans. As the demand across the State continues to increase, prices for both rental properties and home ownership have reached all-time highs. In both Las Vegas and Reno apartment rental prices have increased in the last year and now exceed \$1,380 per month in Las Vegas and \$1,575 per month in Reno/Sparks (Rent Cafe, n.d.a., n.d.b.). According to the National Low Income Housing Coalition, 101,413 people (21%) of all renters in Nevada are extremely low income (at or below 30% area median income (AMI)). 86% of these renters are severely rent burdened, spending more than 50% of their monthly income on housing (National Low Income Housing Coalition, n.d.).

In Nevada, the minimum wage is \$10.50 which is \$6.52 below what is considered a living wage for a single adult without children in the State (Living Wage, 2023). 12.5% of Nevadans live in poverty (United States Census Bureau, 2021). Nevada is ranked in the 10th percentile when it comes to income inequality, meaning there exists a significant pay gap across residents that can place further financial burden on people earning below area median income (County Health Rankings & Roadmaps, 2022). In a national study, the Federal Reserve estimates 36% of Americans would not be able to cover a \$400 unexpected expense (Board of Governors of the Federal Reserve System, 2022).

Anticipating a sharp increase in homelessness, Southern Nevada alone projects 16,625 individuals affected, a discernible surge from the previous year. The 2023 Point-In-Time (PIT) count, an annual snapshot of homelessness on one night, counted 6,566 people in Southern Nevada, a 16% increase from 2022, when 5,645 unhoused people were identified. The annual PIT counts conducted across the state on January 25, 2023, were performed by the 3 continuums of care (CoC's) and unveil critical acuity. The Southern Nevada PIT count identified 6,566 people experiencing homelessness, with 60% of them unsheltered and facing life on the street, living in vehicles, and encampments. The Rural Nevada PIT count reported 410 individuals experiencing homelessness, with an additional 1,151 children facing housing instability. The Washoe County PIT count documented 1,690 people experiencing homelessness, a slight increase from the previous year, primarily due to a surge in emergency shelter occupants.

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## *Statewide Point-in-Time Summary by Subpopulation*

- Black, Indigenous and People of Color (BIPOC): 3,909
- Chronically Homeless: 2,335
- Domestic Violence: 667
- Gender:
  - Male: 4,661
  - Female: 2,252
  - Transgender, Questioning, or Gender not singularly “Female” or “Male”: 76
- HIV / AIDS: 90
- Mental Health: 2,002
- Substance Use: 1,698
- Transition Aged Youth (TAY) (18-24): 340
- Veterans: 997

## ***Nevada Housing Crisis Response System and Nevada 211***

The Department of Health and Human Services is required to establish and administer the Nevada Housing Crisis Response System to prevent and address homelessness in the State by coordinating with local governments and nonprofit organizations; providing a system to respond to crises 24 hours per day, seven days per week; developing prevention and assistance programs; and generally assisting people who are transient, at imminent risk of homelessness, or who are homeless.

Nevada 211, a program of the Nevada Department of Health and Human Services, is committed to helping Nevadans connect with the services they need. Information can be accessed online at <https://www.nevada211.org>; the Nevada 211 App / YOUTH App, or by dialing 2-1-1 seven days a week, 24 hours per day. Nevada 211 is a telephone number reserved in Canada and the United States to provide information and referrals to health, human and social service organizations. Dialing 2-1-1 in almost every part of the United States connects people to human and social services in their area. 2-1-1 services include places to find emergency food, housing and emergency shelter locations, children’s services, support for seniors, older persons, and people with disabilities, and mental health and counseling services, among many other resources.

The Housing and Shelter section of the Nevada 211 website has been relaunched as “Nevada Housing Crisis Response System – Emergency Shelter, Housing and Rental Assistance” <https://www.nevada211.org/shelter/>. A link to the Housing Crisis Response System can also be found on the DHHS website at <https://dhhs.nv.gov/>. Nevada 211 publishes annual reports showing the number of referrals received in each resource category. Listed below is the number of referrals from all housing inquiries from 2023. However, currently information such as demographics, subpopulations, causes, or conditions, are not available.

Fiscal Year 2023 Nevada 211 online report (<https://www.nevada211.org/reports/>)

- Low Income/Subsidized Private Rental Housing - 12,425 referrals
- Transitional Housing/Shelter - 6,961 referrals
- Rapid Re-Housing Programs - 3,681 referrals
- Housing Related Coordinated Entry - 2,887 referrals

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## ***Nevada's Interagency Advisory Council on Homelessness to Housing (ICHH)***

Nevada's Interagency Advisory Council on Homelessness to Housing (ICHH) was established via Executive Order 2013-20 and reestablished through Assembly Bill 174 in 2019 to coordinate and focus the State's efforts to effectively address the challenge of homelessness in the State of Nevada (established in NRS 232.4981). The Council provides the opportunity for Nevada to engage in an integrated approach regarding the issue of homelessness by promoting interagency cooperation. The Council works to increase the awareness of homelessness issues among State and local government agencies and local organizations that provide services to people who are experiencing homelessness. The IHCC's current Strategic Plan was adopted on October 26, 2022 ([ICHH Strategic Plan](#)).

### ***Mission:***

The mission of the Nevada's Interagency Advisory Council on Homelessness to Housing is to lead Nevada's efforts to prevent and end homelessness.

### ***Values:***

Nevada has a common set of values it shares with federal, State, and local jurisdictions:

- Every person matters and deserves to be treated with dignity and respect.
- Homelessness is unacceptable.
- Homelessness can be prevented.
- Homelessness is expensive; it is better to invest in housing solutions.
- Homelessness is solvable; we have learned a lot about what works.
- There is strength in collaboration.

### ***Guiding Principles:***

Nevada uses guiding principles shared with the Dedicating Opportunities to End Homelessness (DOEH) initiative, a joint effort between the U.S. Department of Housing and Urban Development (HUD) and the United States Interagency Council on Homelessness (USICH). These guiding principles include:

- Coordinating Across Partners
- Community-led Action Data-driven Achievable Strategies and Goals
- Making Commitments and Measuring Results
- Leveraging Existing and Untapped Resources
- Removing Barriers
- Targeting Priority Populations

### ***Strategic Issues:***

- Housing
- Homelessness Prevention and Intervention
- Wraparound Services
- Education and Workforce Development
- Coordination of Primary and Behavioral Health
- Coordination of Data and Resources

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- Policies
- Long Term Planning

In 2023, the Interagency Advisory Council on Homelessness Subcommittee for Technical Assistance (ICHTA) focused on the development of the Action Plan portion of the Strategic Plan in collaboration with the Continuums of Care (CoC), providers, and the people they serve. The ICHA met with the leadership groups for each of Nevada's three CoCs in the State to present the updated plan and gather feedback. The committee created a document to collect feedback from the three geographic regions on the work already being done in each region, how that work is being reported and the point of contact that will assist in populating the plan. Champions were designated to work with each of the three CoC's within the State and to spearhead each of the strategic issues within the Plan. On August 8, 2023, members of ICHTA presented the Strategic Plan at the 2<sup>nd</sup> Annual Statewide Conference on Ending Homelessness and asked for attendees to sign up for work teams developed for each strategic issue. Over 150 people volunteered to serve on a work team.

In the coming year, the IHCTA will continue to collect data on the work already taking place throughout the State; will work with CoC's to develop action steps to address areas in the Plan that are not otherwise being addressed; will compile all work into a comprehensive document that will accompany the Strategic Plan in the form of an Action Plan; and will complete the Action Plan to accompany the Statewide Strategic Plan to End Homelessness by the end of 2024.

## ***Division of Welfare and Supportive Services Homeless to Housing (H2H)***

The Homeless to Housing Unit (H2H) was established in 2019 by the Governor to support Nevada's Interagency Advisory Council on Homelessness to Housing (ICHH), as well as the Technical Assistance Committee (ICHTA). The H2H unit is housed within the Division of Welfare and Supportive Services within the Department of Health and Human Services. The mission at H2H has expanded since its inception in 2019. This unit is dedicated to making a tangible impact and is committed to creating meaningful changes. H2H strives to discover authentic and productive solutions, with hopes of upgrading the current layout of care and aid for Nevada's homeless community. The vision of H2H is to embrace real ideas born from the lived experiences of community members. H2H firmly believes in amplifying the voices of people who have experienced homelessness, as H2H recognizes their invaluable potential to drive transformative change. By nurturing a culture of open dialogue and empathy, they actively work to dissolve barriers that separate people and work together toward providing stable housing for those in need.

In 2023, the H2H began to develop a housing program called the H2H Housing First Program. The program is still in its early stages, once established, the program will assist Nevadans in accessing suitable and vetted housing by collaborating with local landlords and property owners and offer wraparound services statewide to:

- People experiencing homelessness.
- Those fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking.
- Other families requiring services or housing assistance to prevent homelessness.
- Other populations at greatest risk of housing instability.

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- Veterans and families which include a veteran family member that meet the criteria for one of the qualifying populations described above are eligible to receive the HOME Investment Partnerships American Rescue Plan Program (HOME-ARP) assistance.
- Homeless young adults between the ages of 18 and 24, with a focus on foster youth.

The H2H team will continue to connect participants with other benefits, such as medical insurance, the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), New Employees of Nevada (NEON), Workforce Development, Employment and Training (E&T), SNAP Employment and Training program (SNAPET), energy assistance, and educational classes provided by the Division of Welfare and Supportive Services.

Furthermore, the program endeavors to ensure that participants have access to mental health and substance abuse resources that are sensitive to their tailored needs. They look to collaborate with the Recovery Friendly Workplace (RFW) initiative to connect participants with employment opportunities that are inclusive and supportive.

## ***Continuums' of Care (CoC's)***

The Continuums' of Care (CoC's) are federally funded programs through the Department of Housing and Urban Development (HUD) designed to promote communitywide commitment to the goal of ending homelessness through funding and increased access to services for individuals and families experiencing homelessness. Nevada has three Continuums' of Care (CoC's) designated for Southern Nevada, Northern Nevada, and Rural Nevada. CoCs across the nation function as the entities to organize efforts made by local governments, non-profits, and stakeholder groups to end homelessness in their region.

The Southern Nevada Homelessness Continuum of Care (SNH CoC) is the official board acting on behalf of the Continuum of Care to further the mission to end homelessness in Southern Nevada. The Board is made up of representatives from governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, homeless and formerly homeless persons and any other identified stakeholder that benefits the mission of ending homelessness in Southern Nevada.

The Rural Nevada Continuum of Care (RNCOC) is funded by the Nevada Division of Public and Behavioral Health. Since 2000, Social Entrepreneurs, Inc. (SEI) has served as the RNCOC Coordinator, planning, and leading the rural strategy to prevent and end homelessness in Nevada's 15 rural counties and ensuring compliance with HUD requirements for the CoC.

The mission of the Northern Nevada Continuum of Care (NNCoC) is to ensure homelessness is rare, brief, and non-recurring. NNCoC covers all of Washoe County and is made up of a governance board known as the Northern Nevada CoC Leadership Council, a stakeholder group known as the Regional Alliance to end Homelessness (RAH) formerly (RAAH), with working committees focusing on youth, data, veterans, advocacy, and diversion.



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## **Current Progress and Innovation**

### *LGBTQIA+ Inclusive Youth Homelessness Study*

The Division of Welfare and Supportive Services is conducting a two-year study on LGBTQIA+ Inclusive Youth Homelessness in the State of Nevada. The study's primary objective is addressing and reducing youth homelessness. The core team members have been established, as well as the steering committee members, and both groups have been meeting and started working on the timeline, activities, and responsibilities. The steering committee is tasked with reviewing the study design and providing feedback to the core team who will give final approval of the study design.

Year two of the study will focus on continued identification, outreach, and engagement with partners. The partnerships will help with data collection, surveys, and focus groups. The plan is to build and maintain trust with key partners, because it is crucial to ensure that they are comfortable and positioned to support necessary data collection activities.

Michele Fuller-Hallauer, who is the chair for the Interagency Advisory Council on Homelessness Subcommittee for Technical Assistance (ICHTA), is representing the committee on the Statewide LGBTQIA+ Inclusivity Youth Homelessness Study. The ICHTA is happy to work alongside partners addressing youth homelessness to identify gaps in service delivery and work with *The Movement to End Youth Homelessness in Nevada* to develop a statewide plan to end youth homelessness.

### *Shelter Application*

Dr. Pamela Juniel with the Department of Education procured a contract with Shelter App Inc., which will be building a custom-built application for homeless children and youth. Service providers and other stakeholders across the State will have the opportunity to not only be a point of contact delivered through the application, but also be able to access general data as to who is using the application and what resources they are utilizing.

### *Disconnected Youth Campaign*

There are approximately 47,500 disconnected youth in Nevada and more than half live in poverty. Disconnected youths are defined as young people ages 14-24 who are homeless, in foster care, justice involved, or are neither employed nor enrolled in an educational institution. The Workforce Development Division Manager from DWSS serves on a committee with other stakeholders within Nevada's integrated workforce development system which is being led by Workforce Connections (Nevada's Southern Workforce Investment Board). This campaign pledges to reduce the number of disconnected youths by aligning workforce system partnerships, resources, and funding, while teaming up on outreach and service efforts.

## **Statewide Resources**

### **Help Hope Home**

<https://helphopehome.org/>

Since 2001, Southern Nevada has been working toward ending homelessness throughout the region and striving to ensure that each member of our community maintains economic self-sufficiency, and most

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importantly, health and well-being. The Southern Nevada Homelessness Continuum of Care is the group responsible for overseeing Help Hope Home, Southern Nevada's plan to end homelessness.

## **Courtyard (City of Las Vegas)**

<https://www.lasvegasnevada.gov/Residents/Resident-Services/Homeless-Services>

Since August 2017, the city and service providers at the Courtyard have been assisting in getting the unhoused off the streets and into housing. Through the Courtyard, the city has connected those in need with mental health providers, legal assistance, and job information. The Courtyard is a starting point where individuals can go to access resources all in one place.

## **Las Vegas Rescue Mission**

<https://vegasrescue.org/>

To serve those in need through food, shelter, daily needs, and addiction recovery, offering hope to individuals and families.

## **The Shade Tree**

<https://theshadetree.org/>

To provide safe shelter to abused and homeless women and women with children in crisis; as well as offer life-changing services promoting stability, dignity, and self-reliance.

## **Catholic Charities of Southern Nevada**

<https://www.catholiccharities.com/>

Provides food, shelter, and comprehensive services and inspires our community through collaboration.

## **The Salvation Army**

<https://www.salvationarmysouthernnevada.org/>

The Salvation Army, an international movement, is an evangelical part of the Universal Christian Church. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

## **Shannon West Homeless Youth Center**

<https://www.helpsonv.org/shannon-west-homeless-youth-center>

Assists families and individuals throughout Southern Nevada to overcome barriers and attain self-sufficiency through direct services, training, and referral to community resources.

## **Toni's House**

<http://www.tonishouse.org>

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Toni's House provides a safe living environment for people in transition, to help them heal, reconnect with children and family, and develop the skills for a healthy and fulfilled life.

## **Volunteers of America**

<https://www.voa-ncnn.org/housing>

To change individual lives, instill hope, increase self-worth, and facilitate independence through quality housing, employment, and related supportive services.

## **Friends In Service Helping (FISH)**

<http://www.nvfish.com/>

To provide food, clothing, shelter, and medical aid to the homeless and hungry in Northern Nevada with the objective of providing programs and referrals for families and individuals so they may become self-sufficient.

## **Friends In Service Helping – FISH Elko**

<https://fishelko.org/>

To determine and provide for the needs of individuals seeking urgent or supplemental assistance in Elko County and surrounding Northeastern Nevada.

## **WestCare**

<https://www.westcare.com/>

WestCare empowers individuals to engage in a process of healing, growth and change benefiting themselves, their families, coworkers, and communities.

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