



DEPARTMENT OF NEIGHBORHOOD SERVICES

FY 22 Accomplishments

Submitted at Meeting

Date: 11/16/2022

Item: 52

By Staff



Department of Neighborhood Services Pillars

*Homeless
Services*

*Health and
Wellness Initiatives*

*Administrative
Support*

*Neighborhood Revitalization
and Community Engagement*

*Grants Administration, Compliance,
and Administrative Services*



Department of Neighborhood Services

Homeless Services – FY22

- **Courtyard Homeless Resource Center**

- Average Overnight Stay – 317
- New Enrollments – 4,892

- **Ticket-to-Home**

- Total # of Tickets Issued - 995
- Families - 816

- **The Arrow**

- Total # of Clients Served – 6,917

- **Housing Services**

- # Linked to Flexible Housing – 62
- # Linked to Rental Assistance – 40
- # Receiving Prevention Services – 21
- # Referred/Linked to Community Agencies - 12



Department of Neighborhood Services

Multi-Agency Outreach Resource and Engagement (M.O.R.E.) Team

FY 2021 M.O.R.E. Team Outreach

Encampments

- M.O.R.E Team was dispatched more than 1,000
- 1,582 Encampments Removed/Dispersed

Encounters/Services

- 14,938 Outreach Encounters
 - 1,581 New Individuals Accepted Services
 - 6,919 New Individuals Declined Services
 - 2,657 Previous Individuals Accepted Services
 - 3,813 Previous Individuals Declined Services





Department of Neighborhood Services

Recuperative Care Center

- Safe place to heal
- 24/7 Medical Care – Intensive Case Management
- 536 patients served (since opening on 8/31/2020)
- 242 patients served (FY 22)
- 56% discharged to appropriate housing (FY 22)





Department of Neighborhood Services

Street Medicine

- Located at the Courtyard HRC
- Providing health care services in the Corridor of Hope
- Reduce the number of 9-1-1 calls
- Medical Outreach Team
 - August – 277 unduplicated patients
 - September – 246 unduplicated patients
- Primary Care Clinic (Hope Christian Health Center)
 - August – 105 unduplicated patients
 - September – 118 unduplicated patients



Department of Neighborhood Services

Health and Wellness Centers

- Increase access to quality health care in underserved areas of the city
- Community space balanced with clinical space
- Federally Qualified Health Centers (FQHC)
- Wardelle Wellness Center
- Three (3) centers under development
 - Main Street (Summer 2023)
 - Jackson Street (in design phase)
 - Bonanza and Lamb (property purchased)
- Identify 6 additional sites for future Health and Wellness Centers



Department of Neighborhood Services

Neighborhood Revitalization and Community Engagement

51 community outreach and engagement events held throughout the city

- **Be Neighborly Community Porch**

- Est. in 2022 as an interactive way to engage neighborhood residents and bridge the gap to city. The porch is brought into neighborhoods along with city resources such as Marshals, Code Enforcement, and any other city experts to support resident needs.

- **Keep Las Vegas Beautiful**

- Neighborhood beatification projects aim to assist residents in improving physical elements in their neighborhoods, such as providing dumpsters for resident use, trash and micro trash pickups, painting of red curbs and fire hydrants, etc.

- **Neighborhood Partners Fund (NPF)/Neighborhood Associations**

- | | |
|-------------------------------------|-----------------------------------|
| • FY 2022 NPF (ended March '22) | FY 2023 NPF (began August '22) |
| • Number of Projects: 11 | Number of Projects: 14 |
| • Number of Wards Represented: 6 | Number of Wards Represented: 5 |
| • Total Amount Awarded: \$39,142.30 | Total Amount Awarded: \$65,638.00 |

- **Tool Lending Library**

- A program to empower residents to lead beautification efforts in their neighborhoods. We have a fully equipped trailer with basic tools that residents can borrow to improve neighborhood conditions, this program aims to increase accessibility and eliminate any cost barriers associated with renting or purchasing tools. *(guidelines are in place)*

- **Neighborhood College**

- This program will relaunch in 2023 as an interactive and informative approach by going into neighborhoods and educating residents on various city departments, processes, and resources to ensure residents feel empowered when it comes to seeking city support.





Department of Neighborhood Services

Neighborhood Revitalization and Community Engagement

- **Volunteer Program**

- This volunteer program will support multiple departments. As requests come through DNS we will have increased volunteer support from groups and individuals throughout the city.

- **Marble Manor Choice Neighborhoods Planning Grant/Historic Westside**

- The city of Las Vegas was a co-applicant with the Southern Nevada Regional Housing Authority.
- Near the end of 2021, the U.S. Department of Housing and Urban Development awarded \$450,000 for a two-year process to plan for the redevelopment of the Marble Manor family housing site.
- NRCE staff, in partnership with the SNRHA has conducted surveys, hosted resident/community meetings, and supported in engagement activities.

- **Neighborhood Revitalization Strategy Area (NRSA) East Las Vegas**

- Listos y Seguros
- Celebrate Your Story



Department of Neighborhood Services

Safe Home Improvements Funding and Training (SHIFT) Program

SHIFT is a proactive approach to assist the community in addressing potential code concerns. The program may assist eligible households with funding and/or resources to comply with the city of Las Vegas Zoning and Municipal Code and to promote neighborhood safety and livability.

To date the SHIFT Program has opened 115 cases city wide.

The program has targeted high need areas in Wards 1 and 3.

Most Common Issues Resolved:

- Parking on unapproved surfaces
- Overgrown landscaping
- Outdoor storage
- Unpermitted structures
- Structures not built with proper set backs

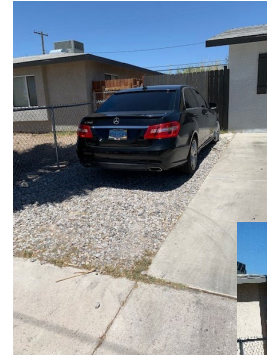
Before



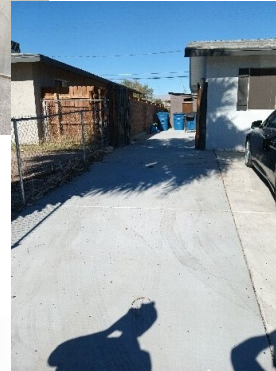
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Before



After



Department of Neighborhood Services

Safe Home Improvements Funding and Training (SHIFT) Program

SHIFT Program Ongoing Development:

- Lead Based Paint Hazard Reduction Program (*Funding Secured, Implemented Spring 2023*)
- Emergency Repair Program (*In Development, Target Date Summer 2023*)
- Complete Home Rehabilitation Program (*In Development, Target Date Summer 2023*)

Before



After



Before



After



Department of Neighborhood Services

Health Equity and Literacy (HEAL) Program

- **Program Overview**

- CLV was awarded a grant fund by Office of Minority Health (OMH) to support efforts to improve health literacy in June of 2021.
- This initiative aims to enhance patient trust regarding health-related decisions and actions through the engagement of individuals and families.
- Our focus is growing Culturally and Linguistically Appropriate Services (CLAS) at the institutional and organization level to enhance patient outcomes in Federally Qualified Health Centers (FQHC's).



- **Program Outcomes**

- 60 individuals will have successfully graduated from the Community Health Worker (CHW) program by the end of 2022.
- 400 Gift Cards for were distributed to patients who completed patient surveys (\$10 each)
- Paid program training and provided stipend for all students who complete the CHW Training.





QUESTIONS?

