

Crisis Prevention through Crisis Intervention

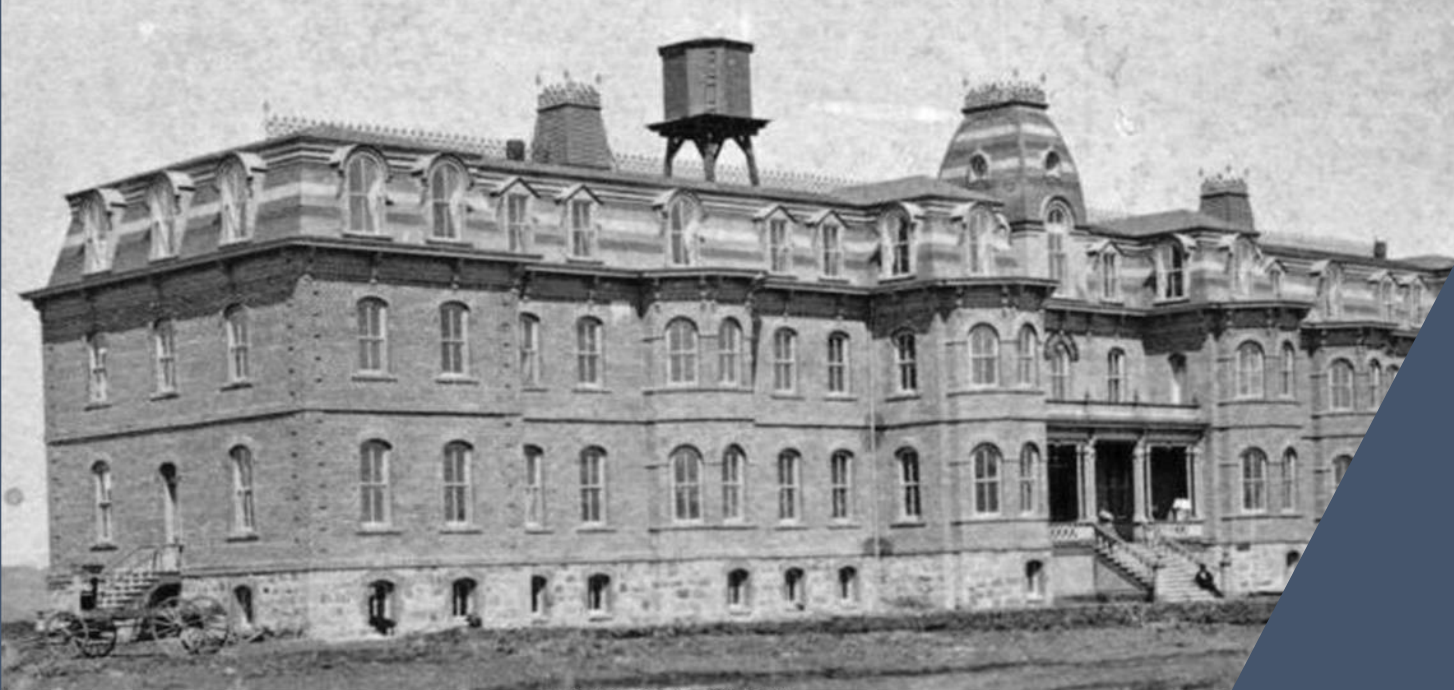


OUR PLACE

UNLOCKING A BETTER TOMORROW



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Washoe County Human Services Agency



Northern Nevada Adult Mental Health Campus

92 acres of land located adjacent to the Truckee River were deeded to the State in the 1800's for the benefit of the mentally ill and disabled.

22 Acres & 15 buildings (most vacant) leased to Washoe County from the State for the purposes of OUR Place & other County housing programs for women and families.



Campus History

The Beginning

- Nevada Insane Asylum opened its doors on July 1, 1882 (designed to house 160 patients).
- Nevada counties admitted the “old, harmless, incurable, idiotic, and imbecile” patients to relieve the expense of caring for them.
- Working farm on the property through the 1960’s

• Campus

- Resting place for approx. 800 patients - Buried between 1882 and 1949.
- Many buried in unmarked/unrecorded graves.
- First burial was 9/27/1882- William **Place** from Esmeralda County (Bright’s Disease).

Sierra Regional Center (OUR Place buildings)

- Campus housing and services for the intellectually disabled (then referred to as mentally retarded) population.
- 1970 - building 600/601 was built.
- 1979 - buildings 602, 603, and 605 were built.
- 1981 - buildings 604 and 606 were built.

Campus Map



Staffing & Capacity

24

Human Services Agency

- 9 Case Advocates
- 2 Mental Health Clinicians
- 4 Support Staff
- 1 Transportation Staff
- 2 Eligibility workers
- 1 Facilities
- 1 Operations Manager



65

RISE

Reno Initiative for Shelter & Equality

- 24-hour operator
- Welcome Center
- Shelter Director
- 3 Shelter Managers
- Concierge, Mentor's
- 2 PRSS staff



Family Homes



- Home 1 – 7 families
- Home 2 – 11 Families
- Home 3 – 10 Families
- Home 4 – 10 Maternity/Newborn

38

Women's Homes



- Home 5 HOPE Home – 36 Women
- Home 6 – 102 Women
- Home 7 JOY Home – 20 Women

158

Model

Removal Of Barriers To Accessing Shelter

- Ability to have pets.
- Ability to have locked places for their possessions
- Not requiring guests to leave during the day
- Assigned bed
- Increased length of stay

Person-First

- Intensive intake: What led you to us & what are your barriers to success?
- Safety: Fenced campus, 24/7 security
- Services:
 - Case Managers (25:1 women – 13:1 families)
 - Mental Health Therapists
 - On-site Daycare
 - On-site Medical CHA van– *dedicated number for non-emergent medical*
 - PRSS staff
 - MDT's

How do we know it works?

Chronic Homelessness (individual women):

- August 2020 (opened) – 85%
- FY 21 – 43 %
- FY 22 – 21%
- FY 23 – 16%

Successful Exits FY 23:

- 64% Individual Women (that engaged in case management)
- 80% Families

Recidivism FY 23:

- 17% Individual Women
- 1% Families

Pets

- OUR Place offers:
 - Pet supplies
 - Vaccinations
 - Licensing
 - Microchipping
- Kennels available outside, crates available inside for all animals.
 - Total pets served : **596**





Family Homes



Welcome Kits (Grace Church):

- Bed in Bag for parents & children
- Towels
- Toothbrushes, toothpaste, deodorant, razors, etc.
- Bathroom totes



Women's Home

Home 5
HOPE Home
(Risk Reduction)



OUR Home
(Forever Home)

Contract with
WC Health



OUR Place to Shine Boutique



Katie Bug Boutique





OUR Place Early Learning Center



Soulful Seeds





**Reno Police Department
Mobile Outreach Safety Team
(MOST)**

Justine Hernandez, LCPC



**OUR Place
Clinical Services**

Hilary Peterson, LCPC



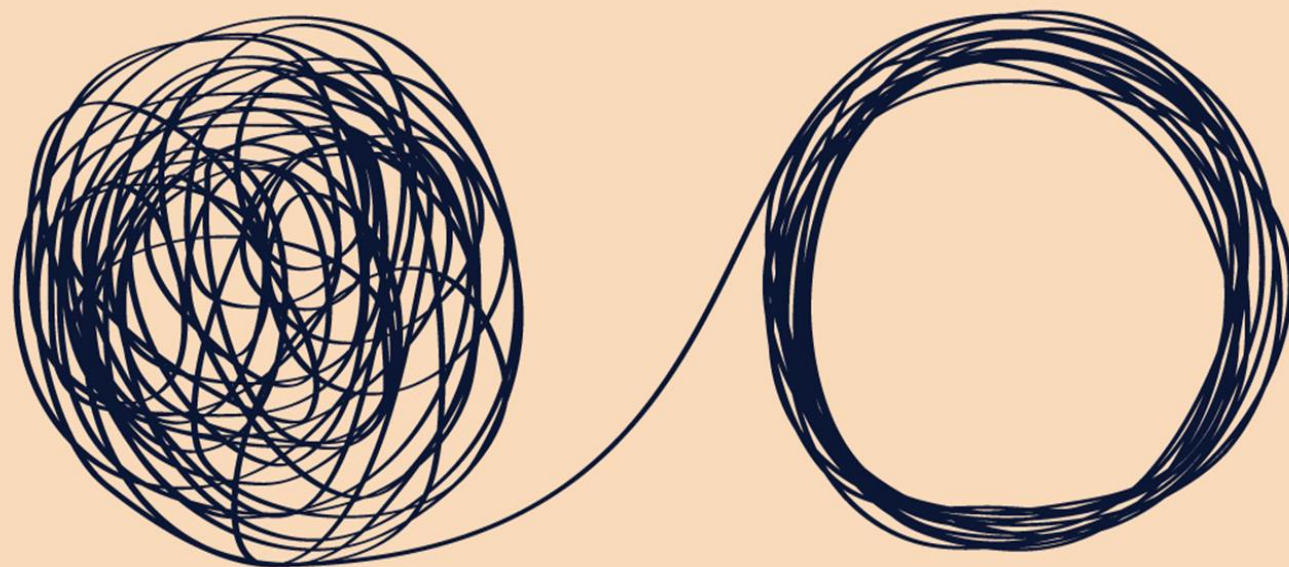
Services

- On-site
- No billing, no insurance
- Ingrained as part of shelter supportive services
- Assessment
- Referral
- Warm hand-off
- Group therapy
- Individual therapy
- Psychoeducation
- Staff support and training

Connection is Crisis Prevention



Meeting People Where They Are



Communication







CRISIS

Guidelines for helping people de-escalate

(Richmond et al, 2012)

- Respect personal space
- Do not be provocative
- Establish verbal contact
- Be concise
- Identify wants and feelings
- Listen closely to what the person is saying
- Set clear limits
- Limit setting must be reasonable and done in a respectful manner
- Offer choices and optimism



Questions?