



# City Manager's Office

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## MEMORANDUM

**Date:** December 7, 2022  
**To:** Honorable Mayor and City Council  
**Through:** Doug Thornley, City Manager **Approved Electronically**  
**From:** Monica Cochran, Manager, Housing and Neighborhood Development  
**Subject:** Public Comment on Needed Housing Assistance Update

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During the December 7, 2022 City Council Meeting, a citizen voiced a heartfelt urgent need for housing assistance following the loss of a housing voucher. Housing and Neighborhood Development (HAND) staff, Alex Segura-Garcia and Jamie Peek, immediately intervened and were able to utilize other resource to ensure she did not experience another night sleeping outdoors.

Due to a number of circumstance outside of her control, she was unable to secure permanent housing prior to her voucher expiration deadline and became homeless. Alex and Jamie met with her and contacted Health Plan of Nevada (HPN), the Reno Housing Authority (RHA), and Life Changes Center to gain a better understanding of her particular circumstances. Through this process, it was determined that the lost voucher was an emergency housing voucher through the Health Plan of Nevada (HPN).

Subsequently, Jamie and Alex were able to initiate the process to reinstate her voucher and arrange temporary housing through Life Changes Center while she goes through the reinstatement administrative process. The City team will continue to assist her to ensure she is able to find permanent housing and navigate the process of securing any needed move-in costs.