Volunteers of America/ReStart

Program Services

Volunteers of America Northern Nevada/ReStart oversees a variety of programming designed to accommodate the needs of at-risk populations in and around Washoe County, including the homeless, the mentally ill and low-income seniors.

Emergency Shelter Programs
The Family, Women’s and Men’s shelters, located at the Community Assistance Center in downtown Reno, is a collaborative effort with the City of Reno to assist homeless families, as well as homeless single men and women.

The Family Shelter features 21 “apartments” for families of four to 10-people, and six rooms for single mothers with children who are 2 and younger. The Family Shelter’s maximum capacity is 108 people. The Men’s Shelter can accommodate as many as 158 men in a dorm-style environment, while the Women’s Shelter has beds for 50 women.

Thirty days is generally the maximum length of stay permitted, though extensions are available in some instances.

Mental Health Support Center
The Volunteers of America/ReStart Mental Health Support Center offers clinical and non-clinical services for eligible individuals and families who are homeless or at risk of homelessness and have a mental illness.

Clinical services include: psychiatric services; medication management; individual and group mental health therapy; and substance abuse counseling.

Non-clinical components ensure that individual and their families receive access to all the available resources and include: crisis intervention and stabilization; intensive case management; daytime drop-in for showers; laundry, lounge and refreshments; payee services; and life skills education.

Permanent supportive housing is provided as a component to the Mental Health Support Center program. Housing subsidies are provided at scattered sites within the community while participants have full access to services as listed above.

The supportive housing service ensures this underserved population remains stable in the community while working toward maximum self-sufficiency.

Homeless Prevention Program
Volunteers of America/ReStart provides crisis intervention and stabilization services for Washoe County families, people with a long-term disability, seniors over 60 and individuals with HIV/AIDS and others who are at risk of becoming homeless.

The Homeless Prevention Program offers deposit, rent or utility assistance. Participants meet with a case manager to address the root causes of their housing crisis and plan for long-term needs. Those who do not receive funding are offered case-management services. When funds are available, Volunteers of America/ReStart provides temporary, ongoing rental assistance to maintain the household’s current housing arrangement. For more information, call 775.324.2622.