

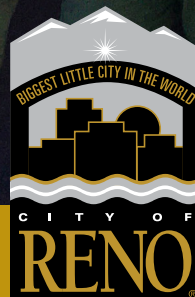


CITY OF RENO
CLEAN & SAFE

2022

ANNUAL REPORT

Improving equitable access to public space through a collaborative approach to outreach with our unsheltered neighbors, community health, and public safety.



The Clean and Safe program provides outreach and services to the unsheltered community, while also maintaining clean, accessible, and safe public spaces for all to enjoy through education, outreach, enforcement, and restoration.

Established in January 2020, this interdepartmental program continues to build positive relationships and trust,

while increasing efforts to provide sustainable life transitions. Through a collaborative approach with staff, community partnerships, and regional non-profits, outreach efforts have connected unhoused individuals with emergency shelters, employment opportunities, case management, and medical services.



Departments Involved

- City Manager's Office
- City Attorney's Office
- Code and Parking Enforcement
- Housing and Neighborhood Development
- Maintenance and Operations
- Municipal Court
- Parks and Recreation
- Reno Police Department
- Reno Fire Department

Outreach and Development

In 2022, the Clean and Safe team was actively engaged in sharing information, collaborating with regional agencies, and becoming more familiar with community resources for the unsheltered population. Through various community agency tours and trainings, the team continues to learn and develop relationships with non-profits and partners throughout the Truckee Meadows. Key highlights include:

- **February 24, 2022** - The team assisted in the annual Point in Time Count, in partnership with Washoe County.
- **March 22, 2022** - Clean and Safe staff facilitate an Outreach 101 training for City staff and Downtown Reno partnership Ambassadors.
- **April 5, 2022** - The team toured the Nevada Cares Campus and Safe Camp.
- **April 18, 2022** - The team participated in a Homeless and Outreach training with Jon DeCarmin, Executive Director, Grace Marketplace.
- **May 17, 2022** - The team toured the Eddy House to learn about shelter options and services for the homeless youth.
- **June 14, 2022** - The team toured Northern Nevada HOPES' Hope Springs, tiny homes program, to learn about the bridge housing project, requirements, and program enrollment.
- **July 12, 2022** - The team toured Our Place, Washoe County, children and family shelter.
- **August 16, 2022** - The team toured Village on Sage Street to learn about the innovative housing option for low-income individuals.
- **September 23, 2022** - The team toured Reno Behavioral Healthcare Hospital to learn about the mental health services and programs offered.
- **October 20, 2022** - The team toured Northern Nevada Adult Mental Health Services to learn about the mental health services and programs offered at this facility.
- **November 10, 2022** - The team toured Wellcare Health to learn about services offered, such as crisis stabilization, inpatient and outpatient services.



Staff touring at Village on Sage Street Northern Nevada



Staff touring Wellcare Health



Staff at "Interacting with Homeless Populations" training

City Programs

A collaborative approach with City departments is essential when providing outreach to the unsheltered population. In addition to Clean and Safe, Reno Municipal Community Court's Community Court program and Housing and Neighborhood Development's rental and deposit assistance program are complementary to the ongoing work. All three programs work in unison and have assisted in connecting individuals to housing arrangements, employment opportunities, and case management services.

Community Court, Municipal Court

The City of Reno Municipal Community Court seeks to reduce and properly address quality of life offenses in the downtown area and city parks by utilizing a collaborative, problem-solving approach to crime. Community Court is designed to improve public safety and reduce reoffending by addressing underlying issues including, but not limited to: substance use disorders, mental illness, chronic homelessness and chronic unemployment. Services offered range from substance disorder, mental health, housing, linkage to Temporary Assistance for Needy Families (TANF), Supplemental Nutritional Assistance Program (SNAP), and Medicaid verification, veteran services, primary health care, workforce development, and fiduciary services.

Housing and Neighborhood Development

Housing and Neighborhood Development manages funding, programs, and services that assist low-and moderate-income individuals/families and improve low-and moderate-income households and neighborhoods. The City of Reno Rental and Deposit Program provides financial assistance with rent or deposit if affected by housing instability. In order to qualify for the program, individuals must:

- Meet the area income limit of 80% or below
- Meet the area income limit of 80% or below.
- Demonstrate a risk of experiencing homelessness or housing instability.
- Show they have income to sustain a household once the assistance period ends.

The Reno Works program is a twelve-week program designed to uniquely address unemployment and homelessness in our community. Reno Works identifies and recruits twelve individuals residing in the VOA shelters to provide life skills and education, full-time employment assistance, and intensive case management support.



2022 Outreach Success Stories

March 2022

Clean and Safe staff first met M in December 2021 and informed staff she did not want to stay at the emergency shelter, but did have an income. With this knowledge, Clean and Safe connected with several community agencies to find stable housing with pets allowed. Through the connections made in the community, staff was able to secure an apartment for M at Metropolitan Gardens, along with deposit and rental assistance with the help of Housing and Neighborhood Development.



July 2022

Clean and Safe staff first met S through a community advocate. S was unsheltered for 35 years and took 5 months to get him housed. After several attempts and a lot of encouragement S transitioned to his own apartment after a failed attempt at bridge housing and living at Village on Sage Street for a short period of time. As Clean and Safe staff drove S to his apartment, he stated “I never want to be homeless again.”



Clean and Safe staff invited to attend the Hope Springs graduation. Program graduate, was formerly unsheltered and with the help of Antonio Gilmore and Russell Keyes transitioned into Hope Springs and completed a 9-month program, as well as secured housing.



November 2022

Clean and Safe staff first met C and L at Wingfield Park in late October, who had recently lost their apartment. Clean and Safe began working with Housing and Neighborhood Development in securing housing as quickly as possible for the expecting parents. After overcoming several obstacles, on November 10, staff was able to secure the couple an apartment.



Outreach Statistics

The Clean and Safe team has been working closely with contracted partners, the Reno Initiative for Shelter and Equality (RISE) and Karma Box Project to provide one-on-one outreach to the unsheltered community. The following data is an overview of outreach outcomes for 2022. Data collected includes housing arrangements, identification arrangements, family reunification, and resources accessed.

2022 Outcomes

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	C&S	RISE	KBP	C&S	RISE	KBP	C&S	RISE	KBP	C&S	RISE	KBP	
Shelter and Housing Arrangements	9	2	9	27	13	44	14	8	42	22	33	21	244
Identification Replacement	10	4	49	0	13	33	0	22	30	1	6	12	180
Family Reunification	6	0	2	6	2	0	10	0	1	17	4	12	60
Resources Accessed	1	1	9	0	14	24	0	16	13	0	10	8	96

Clean and Safe (C&S) Reno Initiative for Shelter and Equality (RISE) Karma Box Project (KBP)

- **Shelter and Housing arrangements** entails emergency shelters, transitional housing, and permanent housing. Emergency shelters include Cares Campus, Safe Camp, and Our Place. Of the 244 arrangements, 49 individuals were placed in permanent housing units. A significant number of these placements were supported by HAND’s rental and deposit assistance program.
- **Identification replacement** include assisting people to obtain their Nevada identification cards, Nevada driver’s license, or Social Security cards. These are vital documents that are needed for the unsheltered population to obtain employment or housing. Assistance is also provided to obtain Social Security award letters, which provides proof of income to facilitate housing opportunities.
- **Family reunification** consists of connecting individuals to friends or family in the region or working with the Reno Police Department through the Homeless Evaluation Liaison Program (HELP). HELP is designed to reconnect individuals with family or friends outside the region. To qualify for transportation, a short interview is conducted to determine if the individual will have shelter upon arrival.
- **Resources accessed** vary and may include welfare benefits, Medicaid, SNAP (Supplemental Nutrition Assistance Program), among others. Resources also include enrollment in mental health and detoxification facilities.

Additionally, the Clean and Safe team and contracted partners help coordinate transportation, housing, medical, or other applications, as needed.

2022 Operational Statistics



The Clean and Safe team continues to address all service requests related to homeless concerns. Service requests are non-emergency requests, suggestions, or issues citizens submit to be addressed by the appropriate department.

For process improvement purposes, keywords were updated in 2021. These changes helped expedite concerns to the corresponding department to augment customer service. Service requests include homeless concerns, homeless concerns on private property, homeless concerns in city parks, and homeless concerns on Truckee River.

- **Homeless Concerns:** Homeless related issues on City of Reno Property
- **Homeless Concerns on Private Property:** Homeless related issues on private property
- **Homeless Concerns in City Parks:** Homeless related issues in City of Reno Parks
- **Homeless Concerns on Truckee River:** Homeless related issues on the Truckee River

All concerns should be directed to Reno Direct, the City’s non-emergency service center, at (775) 344-4636 or [Reno.Gov/RenoDirect](https://reno.gov/renodirect).

The following data is an overview of service request trends in 2022:

2022 Service Requests

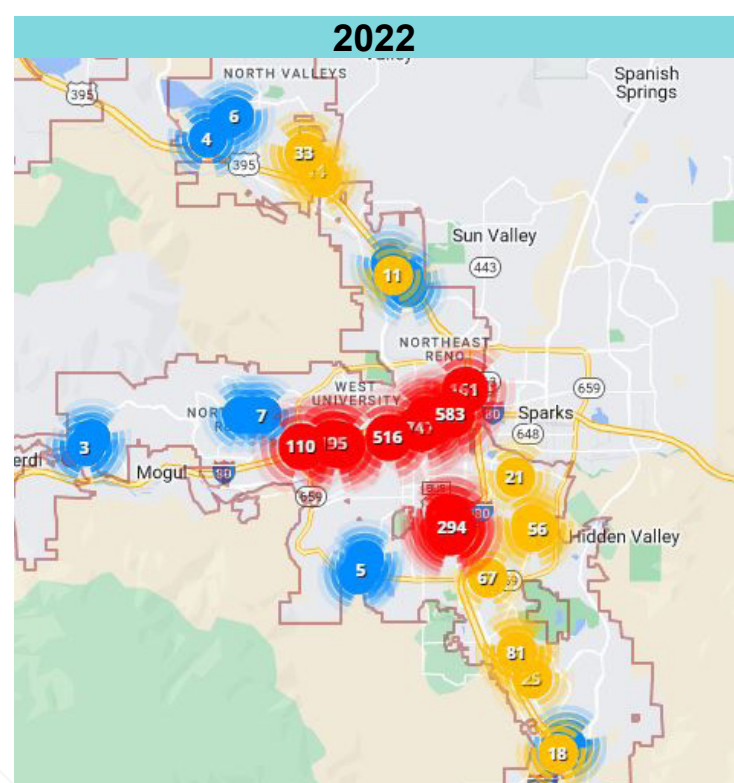
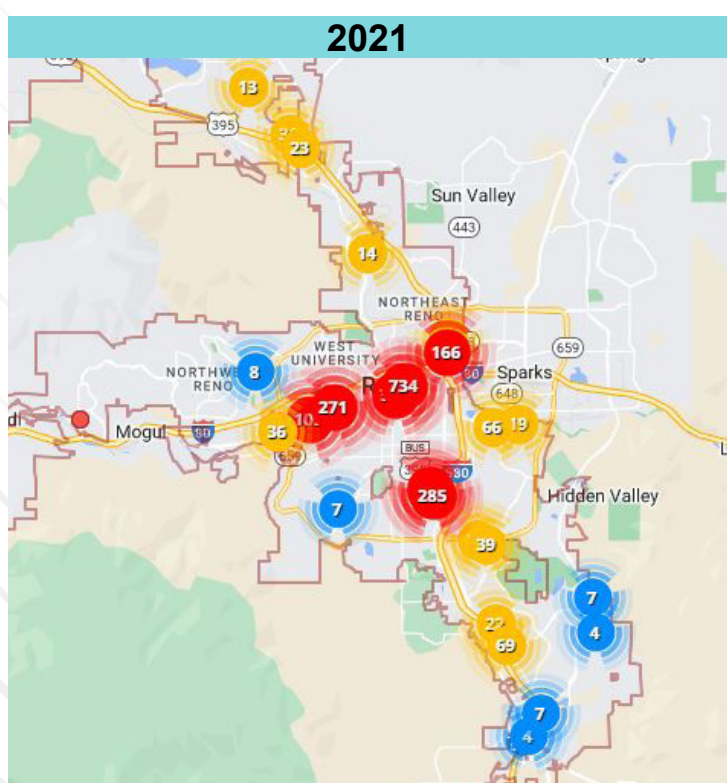
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Homeless Concerns	194	194	241	300	929
Homeless Concerns on Private Property	120	107	139	113	479
Homeless Concerns in City Parks	36	40	104	58	238
Homeless Concerns on Truckee River	16	29	39	18	102
Occupied Vehicles*	387	394	563	532	1,876

**Parking Enforcement is the lead department on occupied vehicles. Clean and Safe provides outreach to individuals in occupied vehicles. Please note, occupied vehicle service requests are not depicted in the previous images.*

2022 Operational Statistics

Year-Over-Year Overview: Service Requests

	2020	2021	2022
Homeless Concerns	306	946	929
Homeless Concerns on Private Property	211	344	479
Homeless Concerns in City Parks	69	305	238
Homeless Concerns on Truckee River	983	159	102
Occupied Vehicles*	n/a	518	1,876



*Parking Enforcement is the lead department on occupied vehicles. Clean and Safe provides outreach to individuals in occupied vehicles. Please note, occupied vehicle service requests are not depicted in the previous images.



Clean and Safe Activities

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Cleanup Operations	132	104	158	99	493
Postings Issued	99	352	415	249	1,115

Yards of Trash Collected

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Clean and Safe Team	731	494	706	320	2,251
Qual-Econ U.S.A.	138	125.5	284.5	488	1,036
Karma Box	97	197	155	147	596

Year-Over-Year Overview

	2020	2021	2021	2022
Cleanup Operations	401	229	229	493
	Percent Change		Percent Change	
	43% Decrease		115% Increase	
Postings Issued	1,704	1,593	1,593	1,115
	Percent Change		Percent Change	
	6% Decrease		30% Decrease	
Yards of Trash Collected	3,531	10,088	10,088	3,883
	Percent Change		Percent Change	
	186% Increase		62% Decrease	

Community Partnerships



Downtown Reno Partnership (DRP)

The Downtown Reno Partnership (DRP) was created in 2018 to help revitalize downtown Reno. The DRP ambassadors are collaborating with businesses, property owners, residents, city and county government to make the core of the city cleaner, safer, and friendlier. The Downtown Reno Partnership DRP ambassadors collaborate with numerous City of Reno Departments and seek outreach assistance as needed. DRP outreach staff are able to assist with welfare checks, supportive services, address cleanliness issues, and safety escorts.



Reno Initiative for Shelter and Equality (RISE)

In February 2022, Reno Initiative for Shelter and Equality entered into an agreement with the Clean and Safe Program to provide intervention outreach services to the most vulnerable and service resistant unsheltered individuals in the community. RISE is directed on a daily basis by the Clean and Safe staff on encampment hotspots and where to provide outreach services.



Karma Box Project

In 2022, Karma Box Project - City Street Keepers, entered into an agreement with the Clean and Safe Program to provide support in working with the unsheltered individuals in the community, while also maintaining the city free from trash and debris. Karma Box Project is directed on a daily basis by Clean and Safe staff on cleanup or outreach locations.



Join Together Northern Nevada

In 2022, the City welcomed a Substance Abuse and Community Outreach Specialist. A granted funded position, the specialist assists the Clean and Safe program and Reno Municipal's Community Court in providing service connections for unsheltered individuals. From March 2022 - December 2022, 1,079 interactions were conducted through outreach efforts and successfully made 625 service connections. Additionally, training was provided to 70 City employees and 36 Reno Municipal Specialty Court participants in Naloxone and harm reduction methods to prevent death from overdose.



University of Nevada, School of Social Work - Internship

In September 2022, the Clean and Safe program welcomed a graduate student from the School of Social Work, bringing unique perspectives to the Clean and Safe Program. The one-year intern focused her time on the unsheltered community, including outreach, housing programs, and assisting with Reno Direct service requests.



Nevada Department of Transportation (NDOT)

In January 2022, an interlocal agreement between the City of Reno and Nevada Department of Transportation was established to address public health and safety concerns on NDOT property. Through this approach Clean and Safe has been providing education and outreach to encampments, while NDOT coordinates cleanups with their contracted maintenance service provider. As a result of this agreement, between February 2022 to December 2022, Clean and Safe connected 188 unsheltered individuals to regional resources and outreach services through 65 outreach activities.

