



City Manager's Office

MEMORANDUM

DATE: April 4, 2024

TO: Mayor and City Council

THROUGH: Doug Thornley, City Manager Approved Electronically

FROM: Kaytlin Canner, Clean and Safe Manager

SUBJECT: February Clean and Safe Outreach and Operations Outcomes

The Clean and Safe program continues to address all homeless related service requests and deploy outreach to the unsheltered community. The following data is an overview of service requests, outreach, maintenance and restoration, and park operation outcomes for February 2024.

Service Requests Overview

February 2024	Service Request Type	# of Requests	Percentage
	Homeless Concerns	96	25.95%
	Homeless Concerns on Private Property	67	18.11%
	Homeless Concerns in City Parks	6	1.62%
	Homeless Concerns on Truckee River	8	2.16%
	Occupied Vehicles	193	52.16%
Total	370	100%	

Outreach

Extensive outreach was conducted in February due to inclement weather. Collectively, outreach efforts connected with 218 individuals.

Clean and Safe

The Outreach Coordinator collaborated with contracted partners and facilitated the following:

- Resources Accessed: 6
 - 1 referral to permanent housing at Park Manor
 - 4 referrals to emergency shelters
 - 3 Our Place
 - 1 Cares Campus
 - 1 Safe Camp
 - 1 referral to animal services

- Cremation of pet

Park Rangers

Park Rangers had 165 community contacts in February and collaborated with Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 101
 - Connected individuals to service providers, including Clean and Safe Outreach Coordinator, RISE, and Karma Box Project to access services.
 - 61% of interactions were with unsheltered individuals.

Reno Initiative for Shelter and Equality

Provides citywide outreach as directed by Clean and Safe.

- Housed: 1
 - Park Manor Apartments
- Shelter Arrangements: 5
 - 3 Cares Campus
 - 2 Our Place
- Identification Replacements: 9
 - 6 Nevada ID replacements
 - 2 California ID replacements
 - 1 Social Security card replacement
- Family Reunification: 1
 - 1 individual reunited with family in Ocala, Florida
- Resources Accessed: 7
 - 3 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 1 Social Security Disability Insurance (SSDI) application assistance
 - 1 received aftercare services
 - Furniture for their apartment from Salvation Army
 - 1 received hair care services
 - 1 accessed animal services for their pet

Karma Box Project

Provides outreach in assigned zones, which include East 4th Street to Paradise Park.

- Housed: 0
- Shelter Arrangements: 0
- Identification Replacements: 4
 - 3 Nevada ID replacements
 - 1 Social Security card replacement
- Family Reunification: 0
- Resources Accessed: 4
 - 2 received wrap-around services at Reno ReStart
 - 1 accessed detoxification services at Reno Behavioral Healthcare Hospital
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment

Maintenance and Restoration

A total of 344.25 yards of trash were collected. The following is a breakdown of yards of trash collected by each team:

Clean and Safe

- 96.25 yards of trash

Karma Box Project Maintenance Crew

- 166 yards of trash

Park Rangers

- 77 yards of trash

Qual-Econ (Contractor)

- 5 yards of trash

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 30
 - 13 citations issued for camping within 350 feet of the Truckee River
 - 10 citations issued for camping without a permit
 - 7 citations issued for park use outside of designated park hours

Citations are issued to individuals who violate the Reno Municipal Code (RMC), including camping within 350 feet of the Truckee River (8.12.030), unauthorized removal of shopping carts (8.10.055), drinking or possessing an open container in a public place (8.12.033) and remaining in park and recreation facilities outside of park hours (8.23.065). Citations are issued to Reno Municipal's Court Community Court where individuals may access resources such as housing, medical, SNAP, etc.

- Park exclusions issued: 2
 - 2 excluded from Pickett Park

Park exclusions are issued to repeat offenders who continue to violate the Reno Municipal Code (RMC) in a short period of time. This is a three-strike policy. On the first interaction, the individual is warned and educated on the ordinances. On the second interaction, the individual is cited and offered services. On the third interaction, a park exclusion is issued.