



City Manager's Office

MEMORANDUM

DATE: April 17, 2024

TO: Mayor and City Council

THROUGH: Doug Thornley, City Manager Approved Electronically

FROM: Kaytlin Canner, Clean and Safe Manger

SUBJECT: March 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 March 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
March 2024	Homeless Concerns	128	29.29%
	Homeless Concerns on Private Property	66	15.1%
	Homeless Concerns in City Parks	6	1.37%
	Homeless Concerns on Truckee River	4	0.92%
	Occupied Vehicles	233	53.32%
	Total		437

Outreach

Clean and Safe

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

- Resources Accessed: 9
 - 3 referrals to permanent housing
 - 1 Vintage at Sanctuary Apartments
 - 2 Silver Terrace Apartments
 - 1 referral to emergency shelter
 - Our Place
 - 2 referrals for identification replacements
 - 1 referral for family reunification
 - 2 referrals for resources accessed
 - Mental health services at ReStart

- Mental health services at WellCare

Park Rangers

Park Rangers had 179 community contacts in March, of which 97 were with unsheltered individuals. Park Rangers collaborated with Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 97
 - Connected individuals to service providers, including Clean and Safe Outreach Coordinator, RISE, and Karma Box Project to access services.

Reno Initiative for Shelter and Equality

- Housed: 1
 - Kenway Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 2 Safe Camp
 - 1 Our Place
- Identification Replacements: 8
 - 6 Nevada IDs
 - 1 Nevada Driver's License
 - 1 Social Security card
- Family Reunification: 1
 - 1 individual reunited with family in Dallas, Texas
- Resources Accessed: 8
 - 2 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 2 accessed mental health services at Reno Behavioral Healthcare Hospital
 - 1 accessed wrap-around services at ReStart
 - 1 accessed mental health services at WellCare
 - 1 accessed mental health services at CBA Healthcare
 - 1 accessed Animal Services
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Karma Box Project

- Housed: 2
 - Silver Terrace Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 1 Cares Campus
 - 1 Our Place
- Identification Replacements: 6
 - 5 Nevada IDs
 - 1 Social Security card
- Family Reunification: 1
 - 1 individual reunited with family in Phoenix, Arizona.
- Resources Accessed: 2
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 1 accessed wrap-around services at Mill Street Care Center

Maintenance and Restoration

Clean and Safe

- 38 yards of trash

Karma Box Project Maintenance Crew

- 77 yards of trash

Park Rangers

- 37.5 yards of trash

Qual-Econ (Contractor)

- 162 yards of trash

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 8
 - 3 citations issued for camping within 350 feet of the Truckee River
 - 5 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), camping in a parks and recreation facility (8.23.090), 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 Barbara Bennett 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.