



City Manager's Office

MEMORANDUM

DATE: June 17, 2024

TO: Mayor and City Council

THROUGH: Doug Thornley, City Manager Approved Electronically

FROM: Kaytlin Canner, Clean and Safe Manger

SUBJECT: April Citywide Unsheltered Community Outreach, Services, and Outcomes

The City of Reno continues to address all homeless-related concerns and deploy outreach to the unsheltered community. A collaborative and comprehensive approach is essential in responding to this population and there are several concurrent efforts and programs in place.

To highlight this work, this monthly memorandum has been expanded to include Community Court, in addition to ongoing reported data. The following is an overview of April 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
April 2024	Homeless Concerns	141	30%
	Homeless Concerns on Private Property	97	20.64%
	Homeless Concerns in City Parks	8	1.7%
	Homeless Concerns on Truckee River	4	0.85%
	Occupied Vehicles	220	46.81%
	Total		470

Month-over-Month Comparison

Service Request Type	March	April	Percentage Change
Homeless Concerns	124	141	13% Increase
Homeless Concerns on Private Property	67	97	44% Increase
Homeless Concerns in City Parks	6	8	33% Increase
Homeless Concerns on Truckee River	4	4	-
Occupied Vehicles	253	220	13% Decrease
Total	454	470	3% Increase

Outreach & Interactions

Clean and Safe

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

- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 3 Safe Camp
- Family Reunification: 2 (through the HELP Program)
 - 1 individual reunited with family in Grants Pass, Oregon
 - 1 individual reunited with friends in Milwaukee, Wisconsin
- Resources Accessed: 5
 - 1 referral letter for ReStart Anchor program
 - 1 referral to Our Place
 - 3 referrals for identification replacements
 - 2 Nevada ID's
 - 1 Social Security Card

Park Rangers

Park Rangers had 93 community contacts in April, of which 48 were with unsheltered individuals. Park Rangers collaborated with Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 48
 - Connected individuals to service providers, including Clean and Safe Outreach Coordinator, RISE, and Karma Box Project to access services.

Reno Police Department

The Community Action and Outreach (CAO) unit oversees the Homeless Evaluation Liaison Program (HELP), which assists individuals experiencing homelessness to reunite with family or friends in a stable environment. The Community Action and Outreach unit facilitated the following:

- HELP tickets provided: 2
 - 1 individual reunited with family in Grants Pass, Oregon
 - 1 individual reunited with friends in Milwaukee, Wisconsin

Reno Initiative for Shelter and Equality

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 1 Safe Camp
 - 1 Our Place
- Identification Replacements: 10
 - 7 Nevada IDs
 - 1 Nevada Driver's License
 - 1 California ID
 - 1 Social Security card
 - Family Reunification: 0
 - Resources Accessed: 5
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment

- 1 accessed wrap-around services at ReStart
- 1 accessed mental health services at WellCare
- 1 accessed mental health services at CBA Healthcare
- 1 received an Award letter (proof of income)

Karma Box Project

- Housed: 0
 - Silver Terrace Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
 - 1 Safe Camp
- Identification Replacements: 2
 - 2 Nevada IDs
- Family Reunification: 2
 - 1 individual reunited with family in Las Vegas, Nevada
 - 1 individual reunited with friends in Sacramento, California
- Resources Accessed: 4
 - 3 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 1 accessed wrap-around services at Veterans Affairs (VA)

Community Court

In April, Community Court served a total of 72 participants, which included 9 new participants and 6 program graduates. Community Court collaborated with service providers to facilitate the following:

- Resources Accessed: 24
 - 7 referrals for permanent housing
 - 10 referrals for mental health/medical services
 - 7 referrals for identification replacements

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	32.5
Karma Box Project Maintenance Crew	262
Park Rangers	54
Qual-Econ	221
Total	569.5

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 6
 - 5 citations issued for camping within 350 feet of the Truckee River
 - 1 citation issued for unauthorized removal of a shopping cart

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: 1
 - 1 excluded from Brodhead 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.

Nevada Cares Campus Sit-Out List

The Nevada Cares Campus has an active sit-out list that exclude individuals from accessing the campus due to violence or alcohol/drug possession and distribution on the premises.

As of June 12, the following is an overview of individuals who are on the sit-out list from the Cares Campus Emergency Shelter.

Time Period	# of individuals
Permanent sit-out	51
One month sit-out	14
72-hour sit-out	0
48-hour sit-out	2
24-hour sit-out	1