



City Manager's Office

MEMORANDUM

DATE: July 16, 2024

TO: Mayor and City Council

THROUGH: Jackie Bryant, Interim City Manager Approved Electronically

FROM: Kaytlin Canner, Clean and Safe Manager

SUBJECT: May 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.

The following is an overview of May 2024.

Service Requests Overview

May 2024	Service Request Type	# of Requests	Percentage
	Homeless Concerns	134	28.03%
	Homeless Concerns on Private Property	57	11.92%
	Homeless Concerns in City Parks	17	3.56%
	Homeless Concerns on Truckee River	15	3.14%
	Occupied Vehicles	255	53.35%
	Total	478	100%

Month-over-Month Comparison

Service Request Type	April	May	Percentage Change
Homeless Concerns	141	134	5% Decrease
Homeless Concerns on Private Property	97	57	41% Decrease
Homeless Concerns in City Parks	8	17	113% Increase
Homeless Concerns on Truckee River	4	15	275% Increase
Occupied Vehicles	220	255	16% Increase
Total	470	478	2% Increase

Outreach & Interactions

Clean and Safe

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

- Housed: 2
 - 2 Lakemill Lodge
- Family Reunification: 1
 - 1 individual reunited with family in Grants Pass, Oregon
- Resources Accessed: 3
 - 1 accessed substance use and mental health treatment at Sober24
 - 2 referrals for permanent housing at Plaza at Fourth Street

Park Rangers

Park Rangers had 103 community contacts in May, of which 73 were with unsheltered individuals. Park Rangers collaborated with Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 73
 - 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: 1
 - 1 individual reunited with family in Los Angeles, California

Reno Initiative for Shelter and Equality

- Housed: 3
 - 1 Rivers Edge RV Park
 - 2 Plaza at Fourth Street
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 1 Safe Camp
 - 1 Our Place
- Identification Replacements: 17
 - 12 Nevada IDs
 - 2 California ID
 - 3 Social Security cards
- Family Reunification: 0
- Resources Accessed: 11
 - 2 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 1 Medicaid provider enrollment
 - 1 accessed mental health services at WellCare
 - 1 accessed mental health services at CBA Healthcare
 - 1 accessed mental health services at Alta Vista Mental Health
 - 1 accessed mental health services at Northern Nevada Adult Mental Health Services (NNAMHS)

- 2 accessed rental assistance through the City of Reno Housing and Neighborhood Development Department
- 1 accessed wrap-around services at ReStart
- 1 accessed services at Child Advocacy Center

Karma Box Project

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 2 Safe Camp
- Identification Replacements: 3
 - 3 Nevada IDs
- Family Reunification: 0
- Resources Accessed: 3
 - 1 accessed mental health services at PUF House
 - 1 accessed wrap-around services at Veterans Affairs (VA)
 - 1 accessed wrap-around services at Mill Street Care Center

Community Court

In May, Community Court served a total of 76 participants, which included 13 new participants and 5 program graduates. Community Court collaborated with 21 service providers to facilitate the following:

- Resources Accessed: 37
 - 8 accessed medical/health services
 - 5 accessed employment services
 - 1 accessed financial assistance
 - 2 accessed housing assistance
 - 1 accessed acute care rehabilitation
 - 1 received a biopsychosocial evaluation
 - 8 accessed identification replacements
 - 2 Nevada ID's
 - 5 Social Security cards
 - 1 Birth Certificate
 - 5 received phones
 - 8 accessed mental health services

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	33.5
Karma Box Project Maintenance Crew	213
Park Rangers	56
Qual-Econ	180
Total	482.5

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 11
 - 6 citations issued for camping within 350 feet of the Truckee River
 - 3 citations issued for unauthorized removal of a shopping cart
 - 2 citations issued for camping in a parks and recreation facility

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.

- Park exclusions issued: 1
 - 1 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.

Nevada Cares Campus Sit-Out List

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

As of July 11, 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	50
One month sit-out	16
72-hour sit-out	2
48-hour sit-out	4
24-hour sit-out	2