



City Manager's Office

MEMORANDUM

DATE: August 16, 2024

TO: Mayor and City Council

THROUGH: Jackie Bryant, Interim City Manager Approved Electronically

FROM: Kaytlin Canner, Clean and Safe Manager

SUBJECT: June 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 June 2024.

Service Requests Overview

June 2024	Service Request Type	# of Requests	Percentage
	Homeless Concerns	124	26.11%
	Homeless Concerns on Private Property	36	7.58%
	Homeless Concerns in City Parks	16	3.37%
	Homeless Concerns on Truckee River	7	1.47%
	Occupied Vehicles	292	61.47%
Total		475	100%

Month-over-Month Comparison

Service Request Type	May	June	Percentage Change
Homeless Concerns	134	124	7% Decrease
Homeless Concerns on Private Property	57	36	37% Decrease
Homeless Concerns in City Parks	17	16	6% Decrease
Homeless Concerns on Truckee River	15	7	53% Decrease
Occupied Vehicles	255	292	15% Increase
Total	478	475	1% Decrease

Outreach & Interactions

Clean and Safe

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

- Housed: 2
 - 2 Ramada Hotel
- Shelter Arrangements: 2
 - 1 Cares Campus
 - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 2
 - 1 referral for housing arrangements
 - 1 Wonder Lodge Motel
 - 1 received aftercare support
 - Housing wellness check

Park Rangers

Park Rangers had 100 contacts with the unsheltered population in June, of which 68 were violation warnings. Park Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 44
 - 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: 0

Reno Initiative for Shelter and Equality

- Housed: 2
 - 1 Siegel Suites
 - 1 Wonder Lodge Motel
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 1 Cares Campus
 - 1 Safe Camp
 - 1 Our Place
- Identification Replacements: 4
 - 4 Nevada IDs
- Family Reunification: 1
 - 1 individual reunited with family in Fernley, Nevada
- Resources Accessed: 9
 - 2 Supplemental Nutrition Assistance Program (SNAP) re-enrollments
 - 1 received an Award Letter (proof of income)

- 1 accessed substance use support at Northern Nevada Adult Mental Health Services (NNAMHS)
- 1 accessed rental assistance through Northern Nevada Adult Mental Health Services (NNAMHS)
- 1 accessed detoxification services at Reno Behavioral Healthcare Hospital
- 1 accessed animal services through Options Veterinary Clinic for a pet vaccination
- 2 accessed legal services through the court system
 - 1 Motion to Stay
 - 1 Hearing Date

Karma Box Project

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 2 Cares Campus
- Identification Replacements: 0
- Family Reunification: 2
 - 1 individual reunited with family in Redding, California
 - 1 individual reunited with family in Las Vegas, Nevada
- Resources Accessed: 11
 - 5 Supplemental Nutrition Assistance Program (SNAP) enrollments
 - 3 Medicaid enrollments
 - 2 accessed wrap-around services at Mill Street Care Center
 - 1 accessed medical services at Northern Nevada HOPES

Community Court

In June, Community Court served a total of 75 participants, which included 11 new participants and 7 program graduates. Community Court collaborated with 13 service providers to facilitate the following:

- Resources Accessed: 31
 - 7 accessed medical/health services
 - 1 accessed employment services
 - 1 accessed education services
 - 6 accessed housing assistance
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment
 - 5 accessed mental health services
 - 2 dual-diagnosis outpatient services
 - 1 substance use disorder (SUD) counseling
 - 1 Medication Assisted Treatment (MAT)
 - 1 Psychiatry
 - 3 accessed transportation services
 - 1 accessed legal services
 - 2 received phones

- 4 accessed identification replacements
 - 1 Nevada ID's
 - 2 Social Security cards
 - 1 Birth Certificate

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	34.5
Karma Box Project Maintenance Crew	173
Park Rangers	21
Qual-Econ	240
Total	468.5

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 3
 - 3 citations issued for camping within 350 feet of the Truckee River

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: 0

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 August 6, 2024, 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	23
72-hour sit-out	1
48-hour sit-out	0
24-hour sit-out	3