



C I T Y O F  
**RENO**  
 Memorandum

**DATE:** September 13, 2024

**TO:** Mayor and City Council

**THROUGH:** Jackie Bryant, Interim City Manager Approved Electronically

**FROM:** Kaytlin Canner, Clean and Safe Manager

**DEPT:** City Manager’s Office

**SUBJECT:** July 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 July 2024.

**Service Requests Overview**

<b>July 2024</b>	Service Request Type	# of Requests	Percentage
	Homeless Concerns	97	19.25%
	Homeless Concerns on Private Property	56	11.11%
	Homeless Concerns in City Parks	33	6.55%
	Homeless Concerns on Truckee River	21	4.17%
	Occupied Vehicles	297	58.93%
	<b>Total</b>	<b>504</b>	<b>100%</b>

**Month-over-Month Comparison**

Service Request Type	June	July	Percentage Change
Homeless Concerns	124	97	22% Decrease
Homeless Concerns on Private Property	36	56	56% Increase
Homeless Concerns in City Parks	16	33	106% Increase
Homeless Concerns on Truckee River	7	21	200% Increase
Occupied Vehicles	292	297	2% Increase
<b>Total</b>	<b>475</b>	<b>504</b>	<b>6% Increase</b>

## **Outreach & Interactions**

### **Clean and Safe**

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

- Housed: 0
- Shelter Arrangements: 3
  - 1 Cares Campus
  - 2 Safe Camp
- Identification Replacements: 0
- Family Reunification: 1 (in collaboration with the HELP Program)
  - 1 individual reunited with family in Las Vegas, Nevada
- Resources Accessed: 4
  - 1 referral for permanent housing
    - Family-owned home in Lovelock
  - 2 referrals for identification replacements
    - 2 DMV ID
  - 1 referral for wraparound services
    - 1 received case management services from the VA

### **Park Rangers**

Park Rangers made 191 contacts with the unsheltered population in July. Park Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 92
  - 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 Las Vegas, Nevada

### **Reno Initiative for Shelter and Equality**

- Housed: 3
  - 1 transported to family-owned home in Lovelock (highlighted above as a referral)
  - 1 Riverwood Apartments
  - 1 renting out a room in a house
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
  - 2 Our Place
  - 1 Eddy House
- Identification Replacements: 6
  - 5 Nevada IDs
  - 1 Social Security Card
- Family Reunification: 1

- 1 individual reunited with family in Osceola, Missouri
- Resources Accessed: 10
  - 1 Supplemental Nutrition Assistance Program (SNAP) reinstatement
  - 1 received Social Security Disability Insurance (SSDI) benefits
  - 2 received Award Letters (proof of income)
  - 1 accessed mental health services at CBA Healthcare
  - 2 accessed substance use treatments
    - 1 P.U.F. House
    - 1 Wellcare
  - 1 pet reunification
  - 2 accessed wraparound services at Renown

### **Karma Box Project**

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
  - 1 Our Place
- Identification Replacements: 7
  - 4 Nevada ID's
  - 3 Social Security Cards
- Family Reunification: 2
  - 1 individual reunited with family in Lamar, Colorado
  - 1 individual reunited with family in Portland, Oregon
- Resources Accessed: 15
  - 2 Supplemental Nutrition Assistance Program (SNAP) enrollments
  - 2 Medicaid enrollments
  - 2 received Award Letters (proof of income)
  - 3 accessed case management services at the VA
  - 2 completed intake assessments at the P.U.F House
  - 1 completed an intake assessment at ReStart
  - 1 received a medical examination at HOPES
  - 1 received medications at Community Health Alliance (CHA)
  - 1 accessed a food box and clothing at Catholic Charities

### **Community Court**

In July, Community Court served a total of 111 participants, which included 37 new cases and 5 program graduates. Community Court collaborated with 33 service providers to facilitate the following:

- Resources Accessed: 131
  - 16 accessed mental health services
    - 2 DV Counseling
    - 1 anger management counseling
    - 1 grief therapy
    - 1 mental health assessment
    - 1 psychological evaluation
    - 8 mental health counseling
    - 2 treatment readiness group

- 19 accessed substance use services
  - 4 12-Step Program
  - 3 dual diagnosis treatments
  - 1 substance use disorder (SUD) counseling
  - 1 detoxification program
  - 6 residential treatment programs
  - 3 sober living
  - 1 outpatient substance use disorder (SUD) services
- 29 accessed medical/health services
- 8 accessed employment services
- 21 accessed housing assistance
- 4 Supplemental Nutrition Assistance Program (SNAP) enrollment
- 2 Medicaid enrollments
- 1 Social Security benefits reactivation
- 3 accessed transportation services
- 8 received phones
- 20 accessed identification replacements
  - 11 Nevada ID's
  - 6 Social Security cards
  - 3 Birth Certificate

**Maintenance and Restoration**

<b>Organization</b>	<b>Yards of Trash Collected</b>
Clean and Safe	22
Karma Box Project Maintenance Crew	125
Park Rangers	35
Qual-Econ	140
<b>Total</b>	<b>322</b>

**Park Ranger Operations**

The following data is an overview of park operation outcomes:

- Citations issued: 8
  - 6 citations issued for camping within 350 feet of the Truckee River
  - 1 citation issued for possession of a shopping cart
  - 1 citation issued for camping in a city park

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: 3
  - 2 Mira Loma Park
  - 1 Dick Taylor 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**

Staff is actively working on resolving technology issues. The updated sit-out list numbers will be provided in next month's memorandum.