



C I T Y O F
RENO
 Memorandum

DATE: October 4, 2024
TO: Mayor and City Council
THROUGH: Jackie Bryant, Interim City Manager
FROM: Kaytlin Canner, Clean and Safe Manager
DEPT: City Manager’s Office

SUBJECT: August 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 Allied Universal Security Services, in addition to the ongoing reported data. The following is an overview of August 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
August 2024	Homeless Concerns	107	19.89%
	Homeless Concerns on Private Property	49	9.11%
	Homeless Concerns in City Parks	19	3.53%
	Homeless Concerns on Truckee River	16	2.97%
	Occupied Vehicles	347	64.5%
	Total		538

Month-over-Month Comparison

Service Request Type	July	August	Percentage Change
Homeless Concerns	97	107	10% Increase
Homeless Concerns on Private Property	56	49	13% Decrease
Homeless Concerns in City Parks	33	19	42% Decrease
Homeless Concerns on Truckee River	21	16	24% Decrease
Occupied Vehicles	297	347	17% Increase
Total	504	538	7% Increase

Outreach & Interactions

Clean and Safe

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

- Housed: 0
- Shelter Arrangements: 1
 - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 1 (in collaboration with the HELP Program)
 - 1 individual reunited with family in Heyburn, Idaho
- Resources Accessed: 9
 - 3 referrals for shelter arrangements
 - 3 Cares Campus
 - 1 referral for identification replacement
 - 1 DMV ID
 - 1 referral to Options for animal services
 - Pet vaccines
 - 2 individuals were referred to the Mobile Outreach Safety Team (MOST)
 - 2 received Award Letters (proof of income)

Park Rangers

Park Rangers had 324 interactions with the unsheltered population in August. Park Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 319
 - 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 Heyburn, Idaho

Reno Initiative for Shelter and Equality

- Housed: 4
 - 3 renting out a room in a house
 - 1 Ponderosa Motel
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 1 Cares Campus
 - 2 Our Place
- Identification Replacements: 14
 - 11 Nevada IDs
 - 1 California ID
 - 1 Social Security Card
 - 1 Birth Certificate
- Family Reunification: 1
 - 1 individual reunited with family in Oroville, California
- Resources Accessed: 11
 - 3 Supplemental Nutrition Assistance Program (SNAP) replacement cards
 - 1 applied for and received Medicaid benefits
 - 2 received Award Letters (proof of income)
 - 1 accessed mental health services at CBA Healthcare
 - 2 accessed mental health and substance use treatments
 - 1 Reno Behavioral Healthcare Hospital
 - 1 Well Care and PUF House
 - 1 accessed animal services at Options
 - 1 accessed wraparound services at Veterans Affairs (VA)

Karma Box Project

- Housed: 1
 - 1 America's Best Travel Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 8
 - 4 Safe Camp
 - 3 Our Place
 - 1 Nevada Youth Empowerment Project
- Identification Replacements: 6
 - 4 Nevada ID's
 - 2 California ID's
- Family Reunification: 0
- Resources Accessed: 29
 - 5 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 3 Medicaid enrollments/reinstatements
 - 2 Medicare enrollments/reinstatements
 - 2 Social Security benefits enrollment
 - 1 received an Award Letter (proof of income)
 - 1 accessed animal vaccinations at Washoe County Regional Animal Services
 - 8 accessed wraparound services
 - 6 Northern Nevada HOPES
 - 1 ReStart

- 1 Veterans Affairs (VA) Hospital
- 4 accessed immigration services at Catholic Charities
- 1 accessed medical services at Reno Diagnostic Center
- 1 accessed dental services at Liberty Dental
- 1 accessed mental health services at Reno Behavioral Healthcare Hospital

Community Court

In August, Community Court served a total of 133 participants, which included 33 new cases and 6 program graduates. Community Court collaborated with 32 service providers to facilitate the following:

- Resources Accessed: 120
 - 17 accessed mental health services
 - 3 outpatient services
 - 4 mental health counseling
 - 1 grief support group
 - 3 mental health assessments
 - 1 psychological evaluation
 - 1 psychiatry appointment
 - 1 psychology medication management
 - 3 mental health assessments
 - 7 accessed substance use services
 - 2 12-Step Program
 - 3 substance use disorder (SUD) counseling
 - 2 residential treatment programs
 - 5 accessed dual diagnosis services
 - 19 accessed medical/health services
 - 9 accessed employment services
 - 26 accessed housing assistance
 - 4 accessed financial assistance
 - 2 accessed legal services
 - 1 Eviction cleanout
 - 1 Criminal Record Sealing
 - 6 accessed transportation services
 - 8 received phones
 - 14 identification replacements
 - 3 resources accessed
 - 1 case management services
 - 1 received a hair cut

Allied Universal Security Services

Allied Universal Security Services supports the Clean and Safe program seven days a week, maintaining safety in public spaces not intended for public use. Locations are determined based on activity and are adjusted as needed. The following are outcomes for August:

- Locations regularly patrolled: 17
- Interactions with Unsheltered Community: 471

- Notices issued: 50

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	49
Karma Box Project Maintenance Crew	179
Park Rangers	79
Qual-Econ	51
Total	358

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 2
 - 2 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: 5
 - 2 Barbara Bennett Park
 - 2 City Plaza
 - 1 Wingfield Park East

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 September 30, 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	21
One month sit-out	16
72-hour sit-out	5
48-hour sit-out	0
24-hour sit-out	0