



C I T Y O F
RENO
 Memorandum

DATE: December 17, 2024

TO: Mayor and City Council

THROUGH: Jackie Bryant, Interim City Manager

FROM: Kaytlin Canner, Clean and Safe Manager
 Cynthia Esparza, Chief Equity and Community Officer

DEPT: City Manager’s Office

SUBJECT: October 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 within Reno city limits. 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 October 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
October 2024	Homeless Concerns	94	17.5%
	Homeless Concerns on Private Property	85	15.83%
	Homeless Concerns in City Parks	21	3.91%
	Homeless Concerns on Truckee River	10	1.86%
	Occupied Vehicles	327	60.9%
	Total	537	100%

Month-over-Month Comparison

Service Request Type	September	October	Percentage Change
Homeless Concerns	146	94	36% Decrease
Homeless Concerns on Private Property	77	85	10% Increase
Homeless Concerns in City Parks	28	21	25% Decrease
Homeless Concerns on Truckee River	17	10	41% Decrease
Occupied Vehicles	349	327	6% Decrease
Total	617	537	13% Decrease

Outreach & Interactions

Clean and Safe

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

- Housed: 11
 - 3 Travelodge
 - 3 La Quinta Inn
 - 3 Motel 6
 - 2 Howard Johnson
 - 1 Econo Lodge
- Shelter Arrangements: 0
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 4
 - 2 received case management services
 - 1 Cares Campus Resource Center
 - 1 Safe Embrace
 - 1 accessed victim services
 - 1 referral to RISE for family reunification

Park and River Rangers

Park and River Rangers had 381 interactions with the unsheltered population in October. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 381
 - 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. This position is currently vacant. When the position is filled and an officer is onboarded, data reporting will resume.

Reno Initiative for Shelter and Equality

- Housed: 7
 - 2 The Point Midtown Apartments
 - 1 Kramer's Midtown Apartments
 - 2 Siegel Suites
 - 1 Aloha Inn
 - 1 La Quinta Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 2 Our Place
- Identification Replacements: 22
 - 14 Nevada IDs
 - 6 California ID
 - 1 Social Security Card
 - 1 Birth Certificate
- Family Reunification: 3
 - 1 individual reunited with family in Sacramento, California
 - 1 individual reunited with family in Fresno, California
 - 1 individual reunited with family in Las Vegas, Nevada
- Resources Accessed: 7
 - 2 received award letters (proof of income)
 - 1 accessed mental health services at CBA Healthcare
 - 3 accessed animal services
 - 2 vaccinations for their pet at Options Veterinary
 - 1 emotional support animal verification
 - 1 accessed case management services at Domestic Violence Resource Center

Karma Box Project

- Housed: 1
 - 1 Hi Ho Motor Lodge
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 0
- Identification Replacements: 30
 - 20 Nevada ID's
 - 3 California ID's
 - 6 Social Security cards
 - 1 Birth Certificate
- Family Reunification: 5
 - 1 individual reunited with family in Tempe, Arizona
 - 1 individual reunited with family in Colfax, California
 - 1 individual reunited with family in Los Angeles, California
 - 1 individual reunited with family in Denver, Colorado
 - 1 individual reunited with family in Lawrence, Kansas
- Resources Accessed: 28
 - 7 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 3 Medicaid enrollments/reinstatements
 - 1 Social Security benefits enrollment
 - 2 Supplemental Security Income (SSI) benefits reinstatements

- 4 detoxification services
 - 3 Reno Behavioral Healthcare Hospital
 - 1 Mallory Behavioral Health Crisis Center
- 1 entered an inpatient treatment program at Salvation Army
- 5 medical appointments
 - 4 Northern Nevada HOPES
 - 1 Access to Healthcare
- 1 psychiatric appointment at Northern Nevada HOPES
- 1 accessed case management services at ReStart
- 1 accessed wraparound services at the VA Hospital
- 2 accessed immigration services at Catholic Charities

Community Court

In October, Community Court served a total of 165 participants, which included 32 new cases and 9 program graduates. Community Court collaborated with 11 service providers to facilitate the following:

- Resources Accessed: 22
 - 4 accessed mental health services
 - 3 mental health counseling
 - 1 grief support group
 - 3 accessed substance use services
 - 1 12-Step Program
 - 1 substance use disorder (SUD) counseling
 - 1 residential treatment program
 - 3 accessed employment services
 - 6 accessed housing assistance
 - 4 identification replacements
 - 2 received case management services

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 October:

- Locations regularly patrolled: 20
- Interactions with the Unsheltered Community: 656
- Notices issued: 39

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	11
Karma Box Project Maintenance Crew	96
Park and River Rangers	71
Qual-Econ	135
Total	313

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 34
 - 21 citations issued for camping within 350 feet of the Truckee River
 - 6 citations issued for unauthorized removal of a shopping cart
 - 1 citation issued for smoking 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), smoking in any park, trail, or recreation facility (8.23.123), 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
 - 1 Pickett Park
 - 2 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 December 2, 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	10
72-hour sit-out	1
48-hour sit-out	0
24-hour sit-out	0