



C I T Y O F
RENO
 Memorandum

DATE: November 15, 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: September 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 September 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
September 2024	Homeless Concerns	146	23.66%
	Homeless Concerns on Private Property	77	12.48%
	Homeless Concerns in City Parks	28	4.54%
	Homeless Concerns on Truckee River	17	2.76%
	Occupied Vehicles	349	56.56%
	Total		617

Month-over-Month Comparison

Service Request Type	August	September	Percentage Change
Homeless Concerns	107	146	36% Increase
Homeless Concerns on Private Property	49	77	57% Increase
Homeless Concerns in City Parks	19	28	47% Increase
Homeless Concerns on Truckee River	16	17	6% Increase

Occupied Vehicles	347	349	1% Increase
Total	538	617	15% Increase

Outreach & Interactions

Clean and Safe

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

- Housed: 4
 - 1 The Habitat Flats
 - 1 Village on Sage Street (through the Rapid Rehousing Program)
 - 2 Motel 6
- Shelter Arrangements: 2
 - 1 Our Place
 - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 0

Park and River Rangers

Park and River Rangers had 276 interactions with the unsheltered population in September. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 272
 - 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: 3
 - 1 Riverwood Apartments
 - 2 LaQuinta Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 6
 - 1 Cares Campus
 - 3 Safe Camp
 - 2 Our Place
- Identification Replacements: 10
 - 7 Nevada IDs
 - 2 California ID
 - 1 Social Security Card
- Family Reunification: 1

- 1 individual reunited with family in Winnemucca, Nevada
- Resources Accessed: 10
 - 1 Supplemental Nutrition Assistance Program (SNAP) replacement card
 - 1 applied for and received Medicaid benefits
 - 1 received an award letter (proof of income)
 - 2 accessed mental health services
 - 1 CBA Healthcare
 - 1 Well Care
 - 1 accessed substance use treatment at Well Care
 - 3 accessed animal services at Options
 - 1 accessed wraparound services at Well Care

Karma Box Project

- Housed: 2
 - 2 Village on Sage Street
 - 1 through the Rapid Rehousing Program
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
 - 4 Safe Camp
 - 1 Our Place
- Identification Replacements: 5
 - 4 Nevada ID's
 - 1 Nevada License
- Family Reunification: 11
 - 1 individual reunited with family in Portland, Oregon
 - 1 individual reunited with family in Orlando, Florida
 - 1 individual reunited with family in Fort Worth, Texas
 - 1 individual reunited with family in Denver, Colorado
 - 1 individual reunited with family in Vallejo, California
 - 1 individual reunited with family in Phoenix, Arizona
 - 2 individuals reunited with family in San Francisco, California
 - 1 individual reunited with family in Ashville, North Carolina
 - 1 individual reunited with family in Sacramento, California
 - 1 individual reunited with family in Las Vegas, Nevada
- Resources Accessed: 23
 - 5 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 3 Medicaid enrollments/reinstatements
 - 1 Social Security benefits enrollment
 - 1 received Supplemental Security Income (SSI) and Social Security Disability Income (SSDI)
 - 1 received award letter (proof of income)
 - 8 accessed wraparound services
 - 6 Northern Nevada HOPES
 - 1 ReStart
 - 1 Capitol Hill VA Clinic
 - 1 accessed immigration services at Catholic Charities
 - 1 accessed transportation services

- 1 accessed detoxification services at Mallory Behavioral Health
- 1 referral to Optima Prosthetics & Orthotics for prosthetic leg

Community Court

In September, Community Court served a total of 151 participants, which included 34 new cases and 4 program graduates. Community Court collaborated with 46 service providers to facilitate the following:

- Resources Accessed: 280
 - 29 accessed mental health services
 - 3 outpatient services
 - 17 mental health counseling
 - 2 grief support group
 - 1 mental health assessment
 - 1 psychological evaluation
 - 1 psychiatry appointment
 - 1 psychology medication management
 - 3 Treatment Readiness Program
 - 22 accessed substance use services
 - 6 12-Step Program
 - 5 substance use disorder (SUD) counseling
 - 8 residential treatment programs
 - 2 sober living programs
 - 1 detoxification services
 - 10 accessed dual diagnosis treatments
 - 54 accessed medical/health services
 - 21 accessed employment services
 - 55 accessed housing assistance
 - 6 received financial assistance
 - 3 accessed legal services
 - 2 Eviction cleanout
 - 1 Criminal Record Sealing
 - 11 accessed transportation services
 - 23 received phones
 - 32 identification replacements
 - 4 received case management services
 - 2 Medicaid enrollments/reinstatements
 - 5 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 2 received hair cuts
 - 1 social security benefits reinstatement

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 September:

- Locations regularly patrolled: 20

- Interactions with the Unsheltered Community: 737
- Notices issued: 36

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	13
Karma Box Project Maintenance Crew	149
Park Rangers	63
Qual-Econ	258
Total	483

Park Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 3
 - 2 citations issued for camping within 350 feet of the Truckee River
 - 1 citation issued for unauthorized removal of a shopping cart

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 Barbara Bennett 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 November 5, 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	12
72-hour sit-out	0
48-hour sit-out	0

24-hour sit-out	0
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