



C I T Y O F
RENO
 Memorandum

DATE: January 14, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, Interim City Manager

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

DEPT: City Manager’s Office

SUBJECT: November 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 November 2024.

Service Requests Overview

	Service Request Type	# of Requests	Percentage
November 2024	Homeless Concerns	95	21.4%
	Homeless Concerns on Private Property	63	14.19%
	Homeless Concerns in City Parks	13	2.93%
	Homeless Concerns on Truckee River	12	2.7%
	Occupied Vehicles	261	58.78%
	Total		444

Month-over-Month Comparison

Service Request Type	October	November	Percentage Change
Homeless Concerns	94	95	1% Increase
Homeless Concerns on Private Property	85	63	26% Decrease
Homeless Concerns in City Parks	21	13	38% Decrease
Homeless Concerns on Truckee River	10	12	20% Increase
Occupied Vehicles	327	261	20% Decrease
Total	537	444	17% Decrease

Outreach & Interactions

Clean and Safe

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

- Housing Arrangements: 8
 - Permanent Housing
 - 1 Riverside Apartments
 - 2 Vintage at Washington Apartments
 - Transitional Housing
 - 2 Village on Sage Street (through the Rapid Rehousing Program)
 - 3 Ramada Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 2 Cares Campus
 - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 2
 - 1 accessed transportation services to Renown for ICU admission
 - 1 received a phone

Park and River Rangers

Park and River Rangers conducted 359 site-visits in November. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 183
 - Connected individuals to service providers, including referrals to the Clean and Safe Outreach Coordinator, RISE, and Karma Box Project to access services.

Reno Initiative for Shelter and Equality

- Housing Arrangements: 5
 - Permanent Housing
 - 2 The Point Midtown Apartments
 - 1 Century Park Apartments
 - Transitional Housing:
 - 2 Village on Sage Street (through the Rapid Rehousing Program)
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
 - 1 Our Place
- Identification Replacements: 13

- 12 Nevada IDs
- 1 Birth Certificate
- Family Reunification: 2
 - 2 individuals reunited with family in Las Vegas, Nevada
- Resources Accessed: 5
 - 2 received award letters (proof of income)
 - 1 accessed mental health services at WellCare
 - 2 accessed animal services
 - Pet vaccinations at Options

Karma Box Project

- Housed: 13
 - Permanent Housing
 - 3 Century Park Apartments
 - 1 Cheryl Apartments
 - 1 unnamed apartment
 - Transitional Housing:
 - 1 Veterans Affairs Transitional Housing
 - 2 Ramada Inn
 - 2 Motel 6
 - 1 America's Best Value Inn
 - 1 La Quinta Inn
 - 1 Siegel Suites
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
 - 2 Our Place
 - 3 Safe Camp
- Identification Replacements: 18
 - 17 Nevada ID's
 - 1 Social Security card
- Family Reunification: 7
 - 1 individual reunited with family in Chicago, Illinois
 - 1 individual reunited with family in Dallas, Texas
 - 1 individual reunited with family in Newark, New Jersey
 - 1 individual reunited with family in Kissimmee, Florida
 - 1 individual reunited with family in Fort Pierce, Florida
 - 1 individual reunited with friends in Tucson, Arizona
 - 1 individual reunited with friends in Miami, Florida
- Resources Accessed: 29
 - 4 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 2 Medicaid enrollments/reinstatements
 - 5 award letters (proof of income)
 - 1 Supplemental Security Income (SSI) increase
 - 3 accessed mental health or substance use treatments
 - 1 Crossroads Assessment
 - 1 Medication Assisted Treatment (MAT)
 - 1 Psychiatric Assessment at PUF House

- 3 accessed animal services
 - 3 pet vaccinations at Options
- 2 accessed transportation services
 - 1 medical appointment
 - 1 prosthetic appointment
- 1 accessed financial assistance for CDL physical
- 1 accessed employment services at EmployNV
- 2 accessed wraparound services
 - 1 Domestic Violence Resource Center
 - 1 VA Services
- 2 accessed immigration services at Catholic Charities
- 3 accessed aftercare support
 - 3 furniture vouchers for the Salvation Army

Community Court

In November, Community Court served a total of 187 participants, which included 35 new cases and 7 program graduates. Community Court collaborated with 25 service providers to facilitate the following:

- Resources Accessed: 49
 - 2 accessed mental health services
 - 9 accessed substance use services
 - 3 accessed employment services
 - 13 accessed housing assistance
 - 8 identification replacements
 - 14 accessed medical/health 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 November:

- Locations regularly patrolled: 21
- Interactions with the Unsheltered Community: 312
- Notices issued: 12

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	4
Karma Box Project Maintenance Crew	38
Park and River Rangers	42
Qual-Econ	128
Total	212

Park and River 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), 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: 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 January 9, 2025, 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	22
One month sit-out	11
72-hour sit-out	0
48-hour sit-out	0
24-hour sit-out	1