



C I T Y O F
RENO
 Memorandum

DATE: June 3, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Kaytlin Canner, Clean and Safe Manager
 Cynthia Esparza, Community Engagement & Services Director

DEPT: Community Engagement & Services

SUBJECT: April 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 April 2025.

Service Requests Overview – April 2025

Service Request Type	Number of Requests	Percentage
Homeless Concerns	105	20.96%
Trespassing on Private Property	89	17.76%
Camping in City Parks	24	4.79%
Camping on Truckee River	8	1.6%
Occupied Vehicle Nuisance	275	54.89%
Total	501	100%

Month-over-Month Comparison

Service Request Type	March	April	Percentage Change
Homeless Concerns	117	105	10% Decrease
Trespassing on Private Property	72	89	24% Increase
Camping in City Parks	10	24	140% Increase
Camping on Truckee River	5	8	60% Increase
Occupied Vehicle Nuisance	281	275	2% Decrease
Total	485	501	3% Increase

Outreach & Interactions

Clean and Safe

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

- Housing Arrangements: 1
 - Permanent Housing
 - 1 Virginia Flats
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
 - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 3
 - 2 accessed animal services
 - 1 accessed pet vaccinations at Washoe County Regional Animal Services
 - 1 animal surrender at Washoe County Regional Animal Services
 - 1 accessed aftercare support at Salvation Army
 - Voucher for furniture

Park and River Rangers

Park and River Rangers conducted 669 site-visits in April. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 49
 - 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 Arrangement: 3
 - Permanent Housing
 - 1 Shoreline Plaza Apartments
 - 1 Oak Manor & Angel Street Apartments
 - Transitional Housing
 - 1 Motel 6
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 1 Cares Campus
 - 2 Safe Camp
- Identification Replacements: 15
 - 12 Nevada IDs
 - 2 Social Security cards
 - 1 Birth Certificate
- Family Reunification: 2
 - 1 individual reunited with family in Richmond, California
 - 1 individual reunited with family in Rockaway Beach, New York

- Resources Accessed: 15
 - 1 received Social Security Income enrollment/reinstatement
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 4 accessed animal services
 - 3 pet vaccinations at Options Veterinary Care
 - 1 received veterinary services at Blue Pearl Animal Hospital
 - 4 accessed medical services
 - 1 medical appointment for wound care
 - 1 medical appointment for lab work
 - 1 urology appointment
 - 1 received medical supplies at Care Chest
 - 4 accessed legal services
 - 3 eviction sealings at Reno Justice Court
 - 1 eviction sealing at Sparks Justice Court
 - 1 received an Alcohol Awareness Card for employment

Karma Box Project

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 2 Safe Camp
 - 1 Our Place
- Identification Replacements: 30
 - 26 Nevada IDs
 - 3 Nevada Driver Licenses
 - 1 Social Security Card
- Family Reunification: 4
 - 1 individual reunited with family in Colfax, California
 - 1 individual reunited with family in Tupelo, Mississippi
 - 1 individual reunited with family in North Platte, Nebraska
 - 1 individual reunited with family in Las Vegas, Nevada
- Resources Accessed: 33
 - 2 accessed Award Letters (proof of income)
 - 1 received assistance with application fees for Riverwood Apartments
 - 3 accessed mental health or substance use treatments
 - 1 Intensive Outpatient Program (IOP) at Reno Stronger
 - 1 substance use disorder (SUD) intake assessment at Mill Street Care Center
 - 1 substance use disorder (SUD) intake assessment at PUF House
 - 1 accessed animal services
 - 1 pet vaccination at Washoe County Regional Animal Services
 - 3 accessed case management services for the ANCHOR Program at ReStart
 - 2 Reno Housing Authority (RHA) interviews
 - 14 accessed transportation services

- 2 transported to job interviews
- 1 transported to EmployNV for temporary intake interview
- 11 transported to Community Court
- 3 accessed services at Capitol Hill VA Clinic
 - 1 case management meeting
 - 1 HUD-VASH Voucher case management
 - 1 medical care for head injury
- 2 accessed medical services
 - 1 medical appointment at Hope Springs
 - 1 emergency medical care for spider bite at Renown
- 2 accessed aftercare support
 - 1 moving support
 - 1 furniture at Salvation Army

Community Court

In April, Community Court served a total of 196 participants, which included 27 new cases and 7 program graduates. Community Court collaborated with 25 service providers to facilitate the following:

- Resources Accessed: 75
 - 11 accessed substance use treatment
 - 5 accessed mental health treatment
 - 11 accessed employment services
 - 13 accessed housing assistance
 - 23 identification replacements
 - 2 accessed medical/health services
 - 9 received phone services
 - 1 received financial assistance

Allied Universal Security Services

Allied Universal Security Services supports the Clean and Safe program five days a week, Monday through Friday, 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 April 2025:

- Locations patrolled: 24
- Interactions with the unsheltered community: 279
- Notices issued: 31

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	16
Karma Box Project Maintenance Crew	70
Park and River Rangers	84
Qual-Econ	160

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 4
 - 3 citations issued for sitting, lying, or camping on a public place
 - 1 citation issued for discarding litter on any public place

Citations are issued to individuals who violate the Reno Municipal Code and into Reno Municipal's Court Community Court.

- Park exclusions issued: 3
 - 1 Whitaker Park
 - 2 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, following a three-strike policy.

Nevada Cares Campus Sit-Out List

The Nevada Cares Campus has an active sit-out list that excludes individuals from accessing the campus due to violence or alcohol/drug possession and distribution on the premises.

As of May 23, 2025, the following is an overview of individuals who are on the sit-out list from the Cares Campus Emergency Shelter.

Time Period	Number of individuals
Permanent sit-out	22
One month sit-out	13
4 Day sit-out	0
48-hour sit-out	26