



C I T Y O F  
**RENO**  
 Memorandum

**DATE:** October 7, 2025

**TO:** Mayor and City Council

**THROUGH:** Jackie Bryant, City Manager

**FROM:** Kaytlin Canner, Clean and Safe Manager  
 Cynthia Esparza, Director

**DEPT:** Community Engagement & Services

**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 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 August 2025.

**Service Requests Overview**

**August 2025**

Service Request Type	Number of Requests	Percentage
Homeless Concerns	94	27.51%
Trespassing on Private Property	48	14.16%
Camping in City Parks	20	5.9%
Camping on Truckee River	8	2.36%
Occupied Vehicle Nuisance	169	49.85%
<b>Total</b>	<b>338</b>	<b>100%</b>

**Month-over-Month Comparison**

Service Request Type	July	August	Percentage Change
Homeless Concerns	121	94	22% Decrease
Trespassing on Private Property	64	48	25% Decrease
Camping in City Parks	19	20	5% Increase
Camping on Truckee River	13	8	38% Decrease
Occupied Vehicle Nuisance	210	169	20% Decrease
<b>Total</b>	<b>427</b>	<b>339</b>	<b>21% Decrease</b>

## **Outreach & Interactions**

### **Clean and Safe**

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

- Housing Arrangements: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
  - 1 Cares Campus
  - 1 Safe Camp
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 4
  - 3 accessed animal services
    - 1 amputation and spay surgery for their dog
    - 2 dogs were surrendered
  - 1 admission to ReStart ANCHOR program

### **Park and River Rangers**

Park and River Rangers conducted 327 site-visits in August. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 42
  - 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: 1
  - Transitional Housing
    - 1 America's Best Travel Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
  - 2 Safe Camp
  - 2 Our Place
  - 1 Eddy House
- Identification Replacements: 18
  - 10 Nevada IDs
  - 2 California IDs
  - 2 Social Security Cards
  - 4 Birth Certificates
- Family Reunification: 0
- Resources Accessed: 7
  - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatement
  - 4 accessed substance use and/or mental health treatment
    - 2 Mallory Behavioral Health Crisis Center for detoxification services

- 2 Reno Behavioral Healthcare Hospital for detoxification services
- 1 accessed animal services
  - 1 emergency veterinary services at Peak Pet Urgent Care
- 1 accessed case management services at ReStart

### **Karma Box Project**

- Housed: 20\*
  - Temporary Housing
    - \*20 transported to Motel 6 on Wells in partnership with HAND, due to temporary condemnation at Tahoe Motel due to failed sewage systems.
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
  - 2 Safe Camp
  - 1 Eddy House
- Identification Replacements: 15
  - 11 Nevada IDs
  - 3 Driver's Licenses
  - 1 Social Security Card
- Family Reunification: 7
  - 1 individual reunited with family in Carson City, Nevada
  - 1 individual reunited with family in Chico, California
  - 1 individual reunited with family in Sacramento, California
  - 1 individual reunited with family in Auburn, California
  - 1 individual reunited with family in Phoenix, Arizona
  - 1 individual reunited with family in Salt Lake City, Utah
  - 1 individual reunited with family in Portland, Oregon
- Resources Accessed: 10
  - 2 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatements
  - 1 Medicaid reinstatement
  - 1 accessed mental health and/or substance use treatment
    - 1 substance use treatment program at Vitality
  - 4 accessed transportation services
    - 2 transported to medical appointments
    - 2 transported to Community Court to address their citations
  - 1 accessed animal services
    - 1 spay surgery at Nevada Humane Society
  - 1 accessed aftercare support
    - 1 received assistance with moving from Village on Sage Street to new apartment

### **Community Court**

In August, Community Court served a total of 214 participants, which included 28 new cases and 5 program graduates. Community Court collaborated with 22 service providers to facilitate the following:

- Resources Accessed: 71
  - 9 accessed substance use treatment
  - 6 accessed mental health treatment
  - 9 accessed employment services
  - 16 accessed housing assistance
  - 15 identification replacements
  - 3 accessed medical/health services
  - 6 received phone services
  - 7 accessed welfare services

### **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 August:

- Locations patrolled: 20
- Interactions with the unsheltered community: 37
- Notices issued: 30

### **Maintenance and Restoration**

<b>Organization</b>	<b>Yards of Trash Collected</b>
Clean and Safe	26
Karma Box Project Maintenance Crew	52
Park and River Rangers	118
Qual-Econ	103
<b>Total</b>	<b>299</b>

### **Park and River Ranger Operations**

The following data is an overview of park operation outcomes:

- Citations issued: 28
  - 28 citations issued for sitting, lying, or camping on a public place

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

- Park exclusions issued: 12
  - 3 Eighth Street Park
  - 2 Brodhead Memorial Park
  - 2 Yori Park
  - 1 Bicentennial Park
  - 1 Oxbow Nature Study Area
  - 1 Miguel Ribera Park
  - 1 Riverside Drive Park

- 1 Sterling Village Tot Lot

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 October 2, 2025, the following is an overview of individuals who are on the sit-out list from the Cares Campus Emergency Shelter.

<b>Time Period</b>	<b>Number of individuals</b>
Permanent sit-out	21
One month sit-out	10
4 Day sit-out	0
48-hour sit-out	22