



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

**DATE:** February 14, 2025

**TO:** Mayor and City Council

**THROUGH:** Jackie Bryant, City Manager

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

**DEPT:** City Manager's Office

**SUBJECT:** December 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 December 2024.

**Service Requests Overview**

	Service Request Type	# of Requests	Percentage
<b>December 2024</b>	Homeless Concerns	161	34.11%
	Homeless Concerns on Private Property	51	10.81%
	Homeless Concerns in City Parks	10	2.12%
	Homeless Concerns on Truckee River	7	1.48%
	Occupied Vehicles	243	51.48%
	<b>Total</b>	<b>472</b>	<b>100%</b>

**Month-over-Month Comparison**

Service Request Type	November	December	Percentage Change
Homeless Concerns	95	161	69% Increase
Homeless Concerns on Private Property	63	51	19% Decrease
Homeless Concerns in City Parks	13	10	23% Decrease
Homeless Concerns on Truckee River	12	7	42% Decrease

Occupied Vehicles	261	243	7% Decrease
<b>Total</b>	<b>444</b>	<b>472</b>	<b>6% Increase</b>

## **Outreach & Interactions**

### **Clean and Safe**

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

- Housing Arrangements: 2
  - Permanent Housing
    - 2 Vintage at Washington Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
  - Eddy House
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 3
  - 1 housing appointment with Reno Housing Authority (RHA)
  - 1 housing appointment with Village on Sage Street
  - 1 accessed veterinary services for their pet

### **Park and River Rangers**

Park and River Rangers conducted 563 site-visits in December. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 47
  - 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: 6
  - Permanent Housing
    - 1 Sierra Woods Apartments
    - 1 Park Manor Apartments
  - Transitional Housing:
    - 1 WellCare Transitional Housing
    - 1 Steps to New Freedom (VA Housing)
    - 1 CrossRoads
    - 1 Reno Suites
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
  - 1 Cares Campus
  - 4 Our Place
- Identification Replacements: 20
  - 14 Nevada IDs
  - 3 California IDs
  - 3 Social Security cards
- Family Reunification: 1
  - 1 individual reunited with family in Roseburg, Oregon
- Resources Accessed: 13
  - 2 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
  - 4 accessed mental health services

- 1 established mental health treatment at WellCare
- 1 Intensive Outpatient Program (IOP) at PUF House
- 1 psychiatric evaluation at PUF House
- 1 mental health treatment at CBA Healthcare
- 4 accessed pet vaccinations at Options
- 1 accessed rental assistance through City of Reno Housing and Neighborhood Development (HAND)
- 2 accessed case management services at ReStart

### **Karma Box Project**

- Housed: 7
  - Permanent Housing
    - 1 Juniper Village Apartments
    - 1 Cheryl Apartments
    - 1 The Point Apartments
    - 1 The Regency Apartments
    - 1 unnamed apartment
  - Transitional Housing:
    - 2 WellCare Transitional Housing
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 4
  - 2 Our Place
  - 2 Safe Camp
- Identification Replacements: 11
  - 11 Nevada ID's
- Family Reunification: 8
  - 1 individual reunited with family in Reno, Nevada
  - 1 individual reunited with family in Philadelphia, Pennsylvania
  - 1 individual reunited with family in Chico, California
  - 1 individual reunited with family in Bakersfield, California
  - 2 individuals reunited with family in Los Angeles, California
  - 2 individuals reunited with family in Salem, Oregon
- Resources Accessed: 15
  - 6 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
  - 1 award letter (proof of income)
  - 2 accessed mental health or substance use treatments
    - 1 detoxification at Reno Behavioral Healthcare Hospital
    - 1 evaluation for substance use treatment at PUF House
  - 2 accessed transportation services
    - 1 Reno Sparks Gospel Mission
    - 1 Community Court
  - 2 accessed medical appointments
    - 1 established medical care at HOPES Clinic
    - 1 mobility device replacement at Care Chest
  - 2 accessed case management services
    - 1 Mill Street Care Center
    - 1 Veterans Affairs (VA)

### **Community Court**

In December, Community Court served a total of 201 participants, which included 34 new cases and 13 program graduates. Community Court collaborated with 22 service providers to facilitate the following:

- Resources Accessed: 33
  - 3 accessed mental health services
  - 3 accessed substance use services
  - 2 accessed employment services
  - 10 accessed housing assistance
  - 7 identification replacements
  - 8 accessed medical/health services

### **Allied Universal Security Services**

In December, there was a transition of Allied Security officers, and the team was in the process of hiring and onboarding new staff. Outcomes will pick back up in January 2025.

### **Maintenance and Restoration**

<b>Organization</b>	<b>Yards of Trash Collected</b>
Clean and Safe	26
Karma Box Project Maintenance Crew	75
Park and River Rangers	135
Qual-Econ	213
<b>Total</b>	<b>449</b>

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

The following data is an overview of park operation outcomes:

- Citations issued: 22
  - 21 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), 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 excludes individuals from accessing the campus due to violence or alcohol/drug possession and distribution on the premises.

As of January 31, 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># of individuals</b>
Permanent sit-out	23
One month sit-out	8
72-hour sit-out	0
48-hour sit-out	0
24-hour sit-out	0