



C I T Y O F
RENO
 Memorandum

DATE: March 27, 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: February 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 February 2025.

Service Requests Overview

February 2025	Service Request Type	# of Requests	Percentage
	Homeless Concerns	109	20.96%
	Homeless Concerns on Private Property	52	10.00%
	Homeless Concerns in City Parks	12	2.31%
	Homeless Concerns on Truckee River	9	1.73%
	Occupied Vehicles	338	65.00%
	Total	520	100%

Month-over-Month Comparison

Service Request Type	January	February	Percentage Change
Homeless Concerns	165	109	34% Decrease
Homeless Concerns on Private Property	58	52	10% Decrease
Homeless Concerns in City Parks	4	12	200% Increase
Homeless Concerns on Truckee River	7	9	29% Increase
Occupied Vehicles	245	338	38% Increase
Total	479	520	9% Increase

Outreach & Interactions

Clean and Safe

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

- Housing Arrangements: 2
 - Transitional Housing
 - 2 Village on Sage Street (referrals through the Rapid Rehousing Program)
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 1 Safe Camp
 - 1 Our Place
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 6
 - 1 accessed animal services at Washoe County Regional Animal Services
 - 4 accessed wraparound services
 - 1 established case management services at Mill Street Care Center
 - 3 CHAT Assessments
 - 1 received aftercare support

Park and River Rangers

Park and River Rangers conducted 609 site-visits in February. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 32
 - 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: 8
 - Permanent Housing
 - 2 Century Park Apartments
 - 1 Shoreline Plaza Apartments
 - Transitional Housing
 - 2 Village on Sage Street
 - 1 through the Rapid Rehousing Program
 - 1 HOPE Springs
 - 1 Life Changes
 - 1 Motel 6
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 6
 - 1 Cares Campus
 - 2 Safe Camp
 - 3 Our Place
- Identification Replacements: 12
 - 10 Nevada IDs
 - 1 California ID
 - 1 Arizona ID
- Family Reunification: 4
 - 1 individual reunited with family in Silver Springs, Nevada

- 1 individual reunited with family in Washington, D.C.
- 1 individual reunited with family in Indianapolis, Indiana
- 1 individual reunited with family in Pittsburgh, Pennsylvania
- Resources Accessed: 21
 - 3 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 3 accessed Award Letters (proof of income)
 - 7 accessed mental health and substance use treatments
 - 1 mental health assessment at PUF House
 - 2 mental health treatments at WellCare
 - 2 detoxifications at Reno Behavioral Healthcare Hospital
 - 2 Intensive Outpatient treatment at WellCare
 - 4 accessed animal services
 - 1 pet vaccination at SPCA of Northern Nevada
 - 1 Emotional Support Animal (ESA) documentation
 - 1 pet reunification
 - 1 accessed veterinary services with funding from Pets of the Homeless
 - 4 accessed aftercare support
 - 1 received furniture at Salvation Army
 - 2 received energy assistance
 - 1 transportation to place of employment for intake process

Karma Box Project

- Housed: 3
 - Transitional Housing
 - 1 Ponderosa Hotel
 - 1 Step2
 - 1 Reno-Sparks Gospel Mission
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 9
 - 8 Cares Campus
 - 1 Safe Camp
- Identification Replacements: 19
 - 19 Nevada ID's
- Family Reunification: 2
 - 1 individual reunited with family in Sacramento, California
 - 1 individual reunited with family in Lancaster, Pennsylvania
- Resources Accessed: 19
 - 2 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 8 accessed mental health or substance use treatments
 - 3 detoxifications at Reno Behavioral Healthcare Hospital
 - 2 detoxifications at Mallory Behavioral Health Crisis Center
 - 1 intake assessment at PUF House
 - 2 Medication-Assisted Treatment (MAT) at Life Change Center
 - 2 accessed animal services
 - 1 accessed veterinary services at Options Veterinary Care
 - 1 accessed pet vaccinations at Washoe County Regional Animal Services
 - 1 accessed immigration services at Catholic Charities

- 2 received transportation service
 - 1 transportation to Reno Orthopedic Center (ROC) Clinic for hip surgery
 - 1 transportation to parole officer meeting
- 2 accessed aftercare support
- 1 employment application assistance
- 1 assistance with change of address for new apartment

Community Court

In February, Community Court served a total of 231 participants, which included 49 new cases and 6 program graduates. Community Court collaborated with 18 service providers to facilitate the following:

- Resources Accessed: 41
 - 4 accessed substance use treatment
 - 5 accessed mental health treatment
 - 6 accessed employment services
 - 6 accessed housing assistance
 - 6 identification replacements
 - 5 accessed medical/health services
 - 2 received phones
 - 3 accessed welfare services
 - 3 accessed transportation services
 - 1 accessed domestic violence resources

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 February 2025:

- Locations patrolled: 24
- Interactions with the Unsheltered Community: 188
- Notices issued: 58

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	11
Karma Box Project Maintenance Crew	59
Park and River Rangers	75
Qual-Econ	65
Total	210

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 0

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 March 25, 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	23
One month sit-out	17
4 Day sit-out	1
48-hour sit-out	10