



C I T Y O F
RENO
 Memorandum

DATE: March 20, 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: January 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 January 2025.

Service Requests Overview

January 2025	Service Request Type	# of Requests	Percentage
	Homeless Concerns	165	34.45%
	Homeless Concerns on Private Property	58	12.11%
	Homeless Concerns in City Parks	4	0.84%
	Homeless Concerns on Truckee River	7	1.45%
	Occupied Vehicles	245	51.15%
Total	479	100%	

Month-over-Month Comparison

Service Request Type	December	January	Percentage Change
Homeless Concerns	161	165	2% Increase
Homeless Concerns on Private Property	51	58	14% Increase
Homeless Concerns in City Parks	10	4	60% Decrease
Homeless Concerns on Truckee River	7	7	-
Occupied Vehicles	243	245	1% Increase
Total	472	479	1% Increase

Outreach & Interactions

Clean and Safe

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

- Housing Arrangements: 5
 - Permanent Housing
 - 2 Cheryl's Apartments
 - 1 Shoreline Plaza Apartments
 - Transitional Housing
 - 2 Village on Sage Street (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: 2
 - 1 individual reunited with their family in Lake Tahoe, California
 - 1 individual reunited with their family in Sun Valley, Nevada
- Resources Accessed: 0

Park and River Rangers

Park and River Rangers conducted 822 site-visits in January. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 74
 - 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
 - 2 Cheryl's Apartments
 - 1 Century Park Apartments
 - 1 Mill Street Apartments
 - 1 Park on Virginia Apartments
 - 1 Whitfield Way Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 8
 - 5 Safe Camp
 - 3 Our Place
- Identification Replacements: 19
 - 11 Nevada IDs
 - 2 California IDs
 - 6 Social Security cards
- Family Reunification: 1
 - 1 individual reunited with family in Pensacola, Florida
- Resources Accessed: 23
 - 6 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 1 Medicaid enrollment
 - 3 accessed Award Letters (proof of income)

- 1 accessed mental health services
 - 1 mental health assessment at PUF House
- 5 accessed substance use services
 - 2 substance use treatment programs at WellCare
 - 1 detoxification at Reno Behavioral Healthcare Hospital
 - 1 Intensive Outpatient (IOP) Substance use Treatment at WellCare
 - 1 Outpatient Substance use Treatment at WellCare
- 5 accessed pet vaccinations
 - 4 Options Veterinary Care
 - 1 SPCA of Northern Nevada
- 2 accessed aftercare support
 - 1 received furniture at Salvation Army
 - 1 received clothing at Good Shepherd's Clothes Closet

Karma Box Project

- Housed: 2
 - Permanent Housing
 - 1 Golden Apartments
 - 1 Cheryl's Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
 - 1 Our Place
 - 2 Safe Camp
- Identification Replacements: 27
 - 25 Nevada ID's
 - 1 Social Security card
 - 1 Green Card
- Family Reunification: 8
 - 2 individuals reunited with family in Phoenix, Arizona
 - 1 individual reunited with family in Colfax, California
 - 1 individual reunited with family in Kansas City, Missouri
 - 1 individual reunited with family in Eugene, Oregon
 - 1 individual reunited with family in Las Vegas, Nevada
 - 1 individual reunited with family in Dallas, Texas
 - 1 individual reunited with family in Pittsburgh, Pennsylvania
- Resources Accessed: 16
 - 4 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 4 accessed mental health or substance use treatments
 - 2 detoxifications at Reno Behavioral Healthcare Hospital
 - 1 intake assessment PUF House
 - 1 sober living at Anthem
 - 1 accessed animal services at SPCA of Northern Nevada
 - 6 accessed aftercare support
 - 3 transportation services
 - 2 Salvation Army for furniture
 - 1 assistance with moving furniture into apartment
 - 1 accessed case management services at ReStart

Community Court

In January, Community Court served a total of 201 participants, which included 29 new cases and 8 program graduates. Community Court collaborated with 12 service providers to facilitate the following:

- Resources Accessed: 18
 - 4 accessed substance use services
 - 2 accessed employment services
 - 5 accessed housing assistance
 - 3 identification replacements
 - 4 accessed medical/health 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.

New Allied Security officers started on Wednesday, January 22. The following are outcomes for January 2025:

- Locations patrolled: 18
- Interactions with the Unsheltered Community: 64
- Notices issued: 31

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	40
Karma Box Project Maintenance Crew	71
Park and River Rangers	133
Qual-Econ	350
Total	594

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 5
 - 4 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 March 13, 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	15
4 Day sit-out	0
48-hour sit-out	19