



C I T Y O F
RENO
 Memorandum

DATE: September 11, 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: July 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 July 2025.

Service Requests Overview

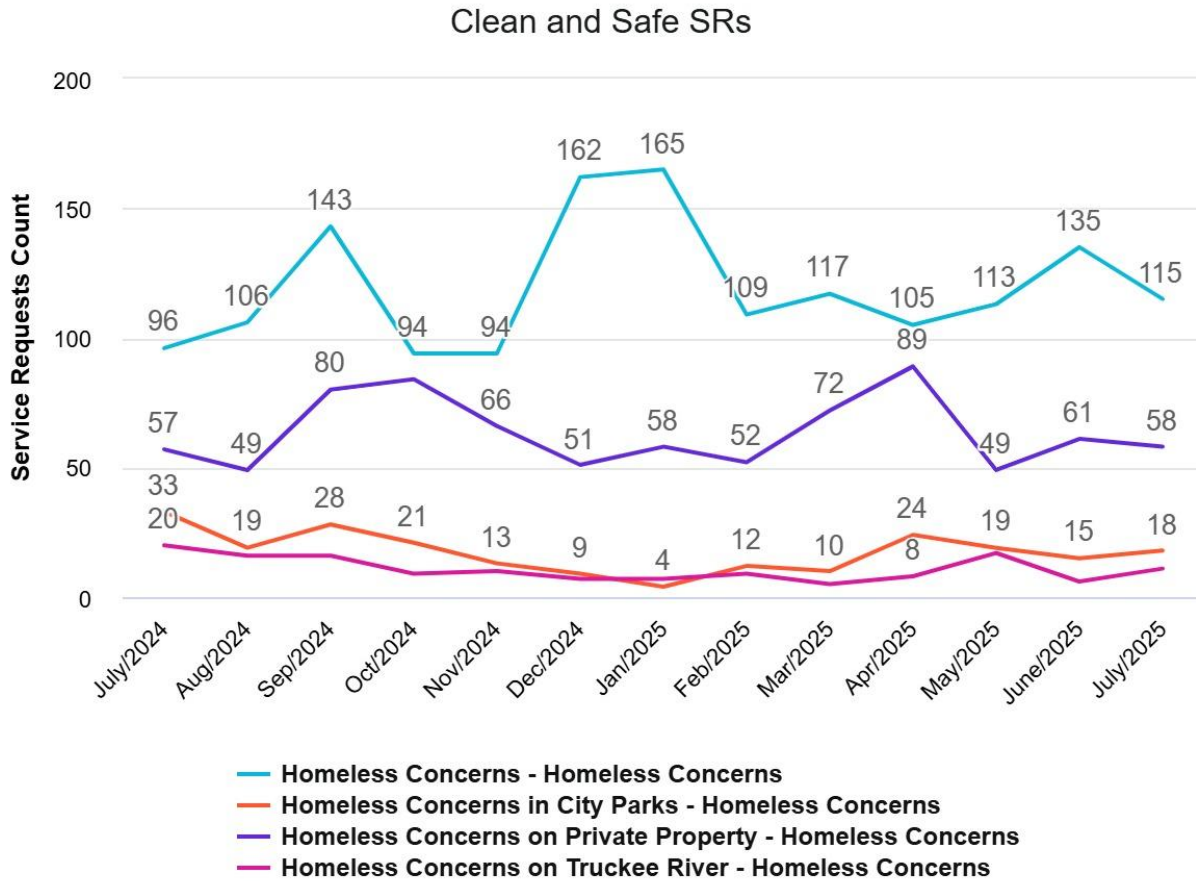
July 2025

Service Request Type	Number of Requests	Percentage
Homeless Concerns	121	28.27%
Trespassing on Private Property	64	14.95%
Camping in City Parks	19	4.44%
Camping on Truckee River	13	3.04%
Occupied Vehicle Nuisance	211	49.3%
Total	428	100%

Month-over-Month Comparison

Service Request Type	June	July	Percentage Change
Homeless Concerns	134	121	10% Decrease
Trespassing on Private Property	61	64	5% Increase
Camping in City Parks	16	19	19% Increase
Camping on Truckee River	6	13	117% Increase
Occupied Vehicle Nuisance	216	211	2% Decrease
Total	433	428	1% Decrease

Year-over-Year Comparison



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): 3
 - 1 Our Place
 - 1 Safe Camp
 - 1 Eddy House
- Identification Replacements: 0
- Family Reunification: 1
 - 1 individual reunited with family in Sparks, Nevada
- Resources Accessed: 4
 - 1 accessed animal services
 - Dog Registration
 - 1 Collaborative Housing Assessment Tool (CHAT) Assessment
 - 2 accessed resources at Community Court

Park and River Rangers

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

- Resources Accessed: 43
 - 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: 3
 - Permanent Housing
 - 2 Century Park Apartments
 - Transitional Housing
 - 1 America's Best Travel Inn
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 6
 - 1 Cares Campus
 - 3 Safe Camp
 - 2 Our Place
- Identification Replacements: 26
 - 17 Nevada IDs
 - 4 California IDs
 - 3 Social Security Cards
 - 2 Birth Certificates
- Family Reunification: 3
 - 3 individuals reunited with family in Kingman, Arizona
- Resources Accessed: 12
 - 2 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatements
 - 1 received an award letter (proof of income)
 - 5 accessed substances use and/or mental health treatment
 - 2 PUF House for mental health treatment
 - 1 Mallory Behavioral Health Crisis Center for detoxification services
 - 1 Reno Behavioral Healthcare Hospital for mental health treatment
 - 1 Northern Nevada Medical Center for detoxification services
 - 1 accessed animal services
 - 1 pet vaccination at Washoe County Regional Animal Services
 - 1 accessed case management services at Mill Street Care Center
 - 2 received aftercare support
 - 2 received rental assistance, paid by RISE

Karma Box Project

- Housed: 1
 - Permanent Housing
 - 1 Tom Sawyer Village Apartments

- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
 - 1 Safe Camp
 - 1 Our Place
- Identification Replacements: 23
 - 21 Nevada IDs
 - 1 Nevada DMV learner's permit
 - 1 green card
- Family Reunification: 6
 - 1 individual reunited with family in Chico, California
 - 1 individual reunited with family in Sacramento, California
 - 1 individual reunited with family in Oakland, California
 - 2 individuals reunited with family in Dallas, Texas
 - 1 individual reunited with family in Evanston, Wyoming
- Resources Accessed: 32
 - 3 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatements
 - 3 accessed mental health and/or substance use treatment
 - 1 intake assessment at Reno-Sparks Gospel Mission
 - 2 intake assessment at Vitality for substance use treatment
 - 20 accessed transportation services
 - 3 transported to job interviews
 - 7 transported to Community Court to address their citations
 - 5 transported to Good Shepherd for clothing
 - 3 transported to pick up prescriptions
 - 1 transported to urology appointment
 - 1 transported to Walmart to pick up check
 - 3 accessed animal services
 - 1 pet vaccination at Nevada Humane Society
 - 1 veterinarian appointment at Nevada Humane Society
 - 1 received medication for their pet at Nevada Humane Society
 - 3 accessed aftercare support
 - 2 Salvation Army for furniture
 - 1 food box delivered to apartment

Community Court

In July, Community Court served a total of 223 participants, which included 29 new cases and 6 program graduates. Community Court collaborated with 23 service providers to facilitate the following:

- Resources Accessed: 78
 - 13 accessed substance use treatment
 - 9 accessed mental health treatment
 - 12 accessed employment services
 - 21 accessed housing assistance

- 11 identification replacements
- 3 accessed medical/health services
- 3 received phone services
- 4 accessed welfare services
- 2 accessed financial 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 July 2025:

- Locations patrolled: 24
- Interactions with the unsheltered community: 139
- Notices issued: 40

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	21
Karma Box Project Maintenance Crew	59
Park and River Rangers	118
Qual-Econ	78
Total	276

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 30
 - 29 citations issued for sitting, lying, or camping on a public place
 - 1 citation issued for removal or possession of a shopping cart

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

- Park exclusions issued: 14
 - 3 Eighth Street Park
 - 2 Brodhead Memorial Park
 - 2 Yori Park
 - 2 Bicentennial Park
 - 2 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 September 2, 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	21
One month sit-out	8
4 Day sit-out	1
48-hour sit-out	15