



C I T Y O F
RENO
 Memorandum

DATE: July 24, 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: June 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 June 2025.

Service Requests Overview – June 2025

Month-over-Month Comparison

Service Request Type	May	June	Percentage Change
Homeless Concerns	111	134	21% Increase
Trespassing on Private Property	49	61	24% Increase
Camping in City Parks	20	16	20% Decrease
Camping on Truckee River	17	6	65% Decrease
Occupied Vehicle Nuisance	249	216	13% Decrease
Total	446	433	3% Decrease

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 wraparound services
 - 1 accessed case management services at ReStart
 - 1 accessed case management services at Mill Street Care Center
 - 1 transport to PUF House to inquire on housing programs
 - 1 accessed aftercare support
 - Assistance with packing and moving from Ramada Inn to Carville Park Apartments

Park and River Rangers

Park and River Rangers conducted 365 site-visits in June. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 54
 - 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 Arrangement: 2
 - Permanent Housing
 - 1 It's Such a Blessing Independent Shared Living
 - Transitional Housing
 - 1 Motel 6
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 8
 - 2 Safe Camp
 - 6 Our Place
- Identification Replacements: 12
 - 8 Nevada IDs
 - 1 California ID
 - 1 Social Security Card
 - 2 Birth Certificates
- Family Reunification: 5
 - 1 individual reunited with family in Las Vegas, Nevada
 - 1 individual reunited with family in Austin, Texas
 - 1 individual reunited with family in Dallas, Texas
 - 2 individuals reunited with family in Palatka, Florida
- Resources Accessed: 6
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatement
 - 2 accessed substance use and/or mental health treatment
 - 1 WellCare 30-day treatment program
 - 1 Reno Behavioral Healthcare Hospital for mental health treatment
 - 2 accessed case management services

- 1 Washoe County Senior Center
 - 1 Safe Embrace
- 1 received aftercare support
 - 1 Salvation Army for furniture

Karma Box Project

- Housed: 1
 - Permanent Housing
 - 1 Cheryl's Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
 - 1 Safe Camp
 - 4 Our Place
- Identification Replacements: 17
 - 15 Nevada IDs
 - 1 California ID
 - 1 instruction permit
- Family Reunification: 8
 - 1 individual reunited with family in Chico, California
 - 1 individual reunited with family in Costa Mesa, California
 - 1 individual reunited with family in Martinez, California
 - 1 individual reunited with family in Oakland, California
 - 1 individual reunited with family in Salem, Oregon
 - 1 individual reunited with family in Klamath Falls, Oregon
 - 1 individual reunited with family in Tucson, Arizona
 - 1 individual reunited with family in Rock Springs, Wyoming
- Resources Accessed: 11
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatement
 - 1 accessed mental health or substance use treatments
 - 1 Mill Street Care Center for group therapy
 - 2 transported to Community Court to address citations
 - 1 accessed animal services
 - 1 pet vaccination at Washoe County Regional Animal Services
 - 4 accessed transportation services
 - 1 to Rail City for job interview
 - 1 to Catholic Charities for a haircut
 - 1 to Catholic Charities for clothing
 - 1 to Saint Mary's Hospital for cardiac care appointment
 - 2 accessed aftercare support
 - 2 Salvation Army for furniture

Community Court

In June, Community Court served a total of 212 participants, which included 37 new cases and 6 program graduates. Community Court collaborated with 23 service providers to facilitate the following:

- Resources Accessed: 67
 - 6 accessed substance use treatment
 - 6 accessed mental health treatment
 - 13 accessed employment services
 - 13 accessed housing assistance
 - 7 identification replacements
 - 8 accessed medical/health services
 - 4 received phone services
 - 6 accessed Medicaid services
 - 4 accessed legal 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 June 2025:

- Locations patrolled: 23
- Interactions with the unsheltered community: 145
- Notices issued: 41

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	19
Karma Box Project Maintenance Crew	69
Park and River Rangers	119
Qual-Econ	142
Total	349

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 18
 - 18 citations issued for sitting, lying, or camping on a public placeCitations are issued to individuals who violate the Reno Municipal Code and into Reno Municipal's Court Community Court.
- Park exclusions issued: 9
 - 4 Brodhead Park
 - 2 Pickett Park

- 1 City Plaza
- 1 Fisherman's Park #1
- 1 John Champion Park

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 July 17, 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	22
One month sit-out	8
4 Day sit-out	1
48-hour sit-out	15