



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

**DATE:** April 23, 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:** March 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 March 2025.

**Service Requests Overview – March 2025**

Service Request Type	Number of Requests	Percentage
Homeless Concerns	117	24.12%
Trespassing on Private Property	72	14.85%
Camping in City Parks	10	2.06%
Camping on Truckee River	5	1.03%
Occupied Vehicle Nuisance	281	57.94%
<b>Total</b>	<b>485</b>	<b>100%</b>

## Month-over-Month Comparison

Service Request Type	February	March	Percentage Change
Homeless Concerns	109	117	7% Increase
Trespassing on Private Property	52	72	38% Increase
Camping in City Parks	12	10	17% Decrease
Camping on Truckee River	9	5	44% Decrease
Occupied Vehicle Nuisance	338	281	17% Decrease
<b>Total</b>	<b>520</b>	<b>485</b>	<b>7% Decrease</b>

## 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
  - 2 Safe Camp
- Identification Replacements: 0
- Family Reunification: 1
  - 1 individual reunited with family in Reno, Nevada
- Resources Accessed: 10
  - 1 received payee services
  - 1 accessed wraparound services at the Cares Campus Resource Center
  - 8 individuals applied for the Reno Housing Authority (RHA) waitlist

### Park and River Rangers

Park and River Rangers conducted 656 site-visits in March. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 84
  - 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 Century Park Apartments
  - Transitional Housing
    - 1 Village on Sage Street (referral through the Rapid Rehousing Program)
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
  - 3 Safe Camp
  - 2 Our Place
- Identification Replacements: 10

- 9 Nevada IDs
- 1 California ID
- Family Reunification: 5
  - 1 individual reunited with family in Phoenix, Arizona
  - 1 individual reunited with family in Bakersfield, California
  - 1 individual reunited with family in Detroit, Michigan
  - 1 individual reunited with family in Kearny, New Jersey
  - 1 individual reunited with family in Portland, Oregon
- Resources Accessed: 30
  - 3 accessed Award Letters (proof of income)
  - 2 accessed substance use treatments
    - 1 Banner Rehab Center
    - 1 Crestview Recovery Center
  - 2 accessed animal services
    - 1 pet vaccination at SPCA of Northern Nevada
    - 1 accessed emergency veterinary services with funding from Pets of the Homeless
  - 1 received clothing for a job interview at Good Shepherd's Clothes Closet
  - 3 received wraparound services
    - 2 Cares Campus Resource Center
    - 1 Safe Embrace
  - 1 accessed aftercare support
    - 1 NV Energy assistance program
  - 18 individuals applied for the Reno Housing Authority (RHA) waitlist

### **Karma Box Project**

- Housed: 4
  - Permanent Housing
    - 1 Riverwood Apartments
    - 1 Dickson Realty Apartments
  - Transitional Housing
    - 1 Village on Sage Street (referral through the Rapid Rehousing Program)
    - 1 Circus Circus Hotel
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 5
  - 1 Safe Camp
  - 4 Our Place
- Identification Replacements: 25
  - 20 Nevada IDs
  - 3 Social Security Cards
  - 2 Green Cards
- Family Reunification: 3
  - 1 individual reunited with family in Phoenix, Arizona
  - 1 individual reunited with family in Las Vegas, Nevada
  - 1 individual reunited with family in Portland, Oregon
- Resources Accessed: 93

- 1 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
- 3 accessed Award Letters (proof of income)
- 6 accessed mental health or substance use treatments
  - 2 detoxifications at Reno Behavioral Healthcare Hospital
  - 1 detoxification and inpatient treatment at Mallory Behavioral Health Crisis Center
  - 1 intake assessment at PUF House
  - 1 treatment evaluation at PUF House
  - 1 outpatient treatment at Mill Street Care Center
- 4 accessed animal services
  - 3 accessed pet vaccinations at Options Veterinary Care
  - 1 accessed pet vaccinations at Washoe County Regional Animal Services
- 2 accessed services at Veterans Affairs (VA)
  - 1 medical evaluation
  - 1 HUD-VASH Voucher case management
- 2 received case management services at ReStart
- 3 received wraparound services
  - 3 Cares Campus Resource Center
- 72 individuals applied for the Reno Housing Authority (RHA) waitlist

## Community Court

In March, Community Court served a total of 284 participants, which included 113 new cases and 20 program graduates. Community Court collaborated with 35 service providers to facilitate the following:

- Resources Accessed: 151
  - 17 accessed substance use treatment
  - 10 accessed mental health treatment
  - 4 accessed Co-Occurring services
  - 22 accessed employment services
  - 33 accessed housing assistance
  - 35 identification replacements
  - 15 accessed medical/health services
  - 8 received phones
  - 7 accessed welfare 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 March 2025:

- Locations patrolled: 22
- Interactions with the unsheltered community: 210
- Notices issued: 119

## Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	20
Karma Box Project Maintenance Crew	58
Park and River Rangers	87
Qual-Econ	40
<b>Total</b>	<b>205</b>

## Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 7
  - 1 citation issued for sitting, lying, or camping on a public place
  - 4 citations issued for discarding litter on any public place
  - 2 citations issued for smoking in any park, trail, or recreation facility

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

- Park exclusions issued: 2

- 1 Believe Plaza
- 1 West Street Plaza

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 April 15, 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>Number of individuals</b>
Permanent sit-out	22
One month sit-out	15
4 Day sit-out	0
48-hour sit-out	20