



C I T Y O F
RENO
 Memorandum

DATE: July 1, 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: May 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 May 2025.

Service Requests Overview – May 2025

Service Request Type	Number of Requests	Percentage
Homeless Concerns	111	24.89%
Trespassing on Private Property	49	10.99%
Camping in City Parks	20	4.48%
Camping on Truckee River	17	3.81%
Occupied Vehicle Nuisance	249	55.83%
Total	446	100%

Month-over-Month Comparison

Service Request Type	April	May	Percentage Change
Homeless Concerns	105	111	6% Increase
Trespassing on Private Property	89	49	45% Decrease
Camping in City Parks	24	20	17% Decrease
Camping on Truckee River	8	17	113% Increase
Occupied Vehicle Nuisance	275	249	9% Decrease
Total	501	446	11% 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): 5
 - 3 Safe Camp
 - 2 Our Place
- Identification Replacements: 1
 - 1 Nevada ID
- Family Reunification: 0
- Resources Accessed: 1
 - 1 accessed transportation services for a job interview

Park and River Rangers

Park and River Rangers conducted 390 site-visits in May. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 77
 - 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: 6
 - Permanent Housing
 - 1 Cheryl's Apartments
 - 1 ParcOne60 Apartments
 - 1 Riverwood Apartments
 - Transitional Housing
 - 2 Motel 6
 - 1 Everybody's Inn Motel
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 1
 - 1 Our Place
- Identification Replacements: 7
 - 3 Nevada IDs
 - 1 Oregon ID
 - 3 Social Security Cards
- Family Reunification: 1
 - 1 individual reunited with family in Dickinson, North Dakota
- Resources Accessed: 12
 - 1 Supplemental Nutrition Assistance Program (SNAP) enrollment/reinstatement
 - 2 received Award Letters (proof of income)
 - 2 accessed substance use and/or mental health treatment

- 1 Mallory Behavioral Health Crisis Center
 - 1 New Frontier Treatment Center
- 2 accessed animal services
 - 2 pet vaccinations at Options Veterinary Care
- 1 accessed wraparound services at Washoe County Senior Services
- 4 received aftercare support
 - 2 Salvation Army for furniture
 - 2 received financial assistance for NV Energy

Karma Box Project

- Housed: 0
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 0
- Identification Replacements: 15
 - 14 Nevada IDs
 - 1 Birth Certificate
- Family Reunification: 6
 - 1 individual reunited with family in Reno, Nevada
 - 1 individual reunited with family in Knoxville, Tennessee
 - 1 individual reunited with family in New Orleans, Louisiana
 - 1 individual reunited with family in Las Vegas, Nevada
 - 1 individual reunited with family in Colorado Springs, Colorado
 - 1 individual reunited with family in Minneapolis, Minnesota
- Resources Accessed: 27
 - 5 Supplemental Nutrition Assistance Program (SNAP) enrollments/reinstatements
 - 2 Award Letters (proof of income)
 - 3 accessed mental health or substance use treatments
 - 1 mental health assessment at Vitality Integrated Programs Reno
 - 1 detoxification at Reno Behavioral Healthcare Hospital
 - 1 Women's Crossroads
 - 3 transported to Community Court to address citations
 - 3 accessed case management services
 - 2 ANCHOR Program at ReStart
 - 1 HUD-VASH at Veterans Affairs (VA)
 - 1 accessed animal services
 - 1 pet vaccination at Washoe County Regional Animal Services
 - 3 accessed case management services for the ANCHOR Program at ReStart
 - 1 accessed emergency medical services at Saint Mary's Regional Medical Center
 - 5 accessed wraparound services
 - 1 housing application for Dickson Realty
 - 1 employment registration at EmployNV
 - 1 transported to job interview
 - 1 Temporary Protective Order (TPO) file
 - 1 received a phone at PUF House

- 1 accessed aftercare support
 - 1 furniture at Salvation Army

Community Court

In May, Community Court served a total of 198 participants, which included 29 new cases and 5 program graduates. Community Court collaborated with 16 service providers to facilitate the following:

- Resources Accessed: 49
 - 6 accessed substance use treatment
 - 3 accessed mental health treatment
 - 1 accessed employment services
 - 15 accessed housing assistance
 - 15 identification replacements
 - 3 accessed medical/health services
 - 4 received phone services
 - 2 accessed Medicaid 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 May 2025:

- Locations patrolled: 23
- Interactions with the unsheltered community: 177
- Notices issued: 31

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	13
Karma Box Project Maintenance Crew	45
Park and River Rangers	125
Qual-Econ	62
Total	245

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 20
 - 15 citations issued for sitting, lying, or camping on a public place
 - 3 citations issued for possession of a shopping cart
 - 2 citations issued for drinking or possessing an open container in a park

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

- Park exclusions issued: 10
 - 3 Wingfield Park
 - 2 Brodhead Park
 - 1 Riverside Park
 - 4 Stewart 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 June 20, 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	14
4 Day sit-out	0
48-hour sit-out	25