CITY OF RENO

Memorandum

DATE: November 14, 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: September 2025 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. This collaborative and comprehensive approach is essential in responding to this population and there are several concurrent efforts and programs in place. Please note that this is also the final memo providing outreach outcomes for the Reno Initiative for Shelter and Equality, as well as outreach and maintenance outcomes for the Karma Box Project, following the conclusion of their contracts at the end of September.

The following is an overview of September 2025.

Service Requests Overview

September 2025

Service Request Type	Number of Requests	Percentage
Homeless Concerns	120	28.99%
Trespassing on Private Property	58	14.01%
Camping in City Parks	9	2.17%
Camping on Truckee River	7	1.69%
Occupied Vehicle Nuisance	220	53.14%
Total	**414**	**100%**

Month-over-Month Comparison

Service Request Type	August	September	Percentage Change

Homeless Concerns	94	120	28% Increase
Trespassing on Private Property	48	58	21% Increase
Camping in City Parks	20	9	55% Decrease
Camping on Truckee River	8	7	13% Decrease
Occupied Vehicle Nuisance	169	220	30% Increase
Total	**339**	**414**	**22% Increase**

Outreach & Interactions

Clean and Safe

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

- Housing Arrangements: 3
    - Permanent Housing
        - 3 The Point at West University
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
    - 2 Safe Camp
    - 1 Our Place
- Identification Replacements: 0
- Family Reunification: 0
- Resources Accessed: 2
    - 1 accessed animal services
        - 1 pet vaccination at Washoe County Regional Animal Services
    - 1 accessed employment with Reno Works

Park and River Rangers

Park and River Rangers conducted 718 site-visits in September. Park and River Rangers collaborated with the Clean and Safe Outreach Coordinator on the following:

- Resources Accessed: 55
    - 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
        - 1 Riverwood Apartments
        - 2 Cheryl's Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 2
    - 2 Safe Camp
- Identification Replacements: 8
    - 7 Nevada IDs
    - 1 Social Security Card
- Family Reunification: 1
    - 1 individual reunited with family in Sacramento, California

- Resources Accessed: 4
    - 3 received furniture vouchers from Salvation Army
    - 1 received assistance with filing a motion to stay

Karma Box Project

- Housed: 1
    - Permanent Housing
        - 1 Cheryl's Apartments
- Shelter Arrangements (Cares Campus, Safe Camp, Our Place): 3
    - 2 Safe Camp
    - 1 Eddy House
- Identification Replacements: 15
    - 11 Nevada IDs
    - 4 Social Security Cards
- Family Reunification: 5
    - 1 individual reunited with family in Las Vegas, Nevada
    - 1 individual reunited with family in Ukiah, California
    - 1 individual reunited with family in Apple Valley, California
    - 1 individual reunited with family in Red Bluff, California
    - 1 individual reunited with family in Spokane, Washington
- Resources Accessed: 14
    - 5 accessed mental health and/or substance use treatments
        - 1 mental health treatment appointment at Northern Nevada Adult Mental Health Services (NNAMHS)
        - 2 detoxification services at Mallory Crisis Center
        - 2 detoxification services at Reno Behavioral Healthcare Hospital
    - 2 received award letters (proof of income)
    - 7 accessed transportation services
        - 1 Reno Works interview
        - 2 transported to medical appointments
        - 1 transported to HOPES for prescription refill
        - 1 transported to Community Court to address their citations
        - 1 transported to medical appointment at University of Nevada, Reno
        - 1 transported to Embassy in Los Angeles, California to obtain essential documentation required for their return home.

Community Court

In September, Community Court served a total of 228 participants, which included 36 new cases and 10 program graduates. Community Court collaborated with 26 service providers to facilitate the following:

- Resources Accessed: 82
    - 14 accessed substance use treatment

    - 7 accessed mental health treatment
    - 5 accessed co-occurring disorder services
    - 8 accessed employment services
    - 15 accessed housing assistance
    - 17 identification replacements
    - 4 accessed medical/health services
    - 4 received phone services
    - 8 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 September:

- Locations patrolled: 26
- Interactions with the unsheltered community: 39
- Notices issued: 36

Maintenance and Restoration

Organization	Yards of Trash Collected
Clean and Safe	30
Karma Box Project Maintenance Crew	43
Park and River Rangers	102
Qual-Econ	215
Total	**390**

Park and River Ranger Operations

The following data is an overview of park operation outcomes:

- Citations issued: 25
    - 25 citations issued for sitting, lying, or camping on a public place

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

- Park exclusions issued: 9
    - 2 Automobile Museum Path
    - 1 Eighth Street Park
    - 1 Brodhead Memorial Park
    - 1 Miguel Ribera Park
    - 1 Idlewild Park
    - 1 City Plaza
    - 1 West Street Plaza
    - 1 Sierra Vista 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 November 5, 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	10
4 Day sit-out	0
48-hour sit-out	0