

---

City of Reno Homeless Annual Report

---

# Connecting Reno







# Table of Contents

- Letter from Mayor Hillary Schieve..... 4**
  
- Clean and Safe..... 6**
  - City Walks Team..... 7
  - Pathway Pilot Program..... 8
  - Outreach..... 9
  - Notable Outreach Stories..... 10
  - Operational Statistics..... 11
  - Partners..... 13
  
- Community Court..... 14**
  - Participant Quotes..... 15
  - Treatment Readiness Program..... 15
  - Letter from Honorable Chris Hazlett-Stevens..... 16
  - 2023 Statistics: Fact Sheet..... 17
  - Notable Outreach Stories..... 18
  - Partners..... 19
  
- Housing and Neighborhood Deveopment..... 20**
  - Emergency Rental and Deposit Assistance..... 21
  - Senior Supplemental Rental Assistance Program..... 21
  - Participant Quotes..... 22
  - Reno Works..... 22
  - Partners..... 23

Dear Friends,

As we all know, homelessness is one of the biggest challenges facing the Biggest Little City, and we are not alone. Homelessness and its root causes are having dramatic impacts in cities all across our nation.

Whether it is caused by addiction, mental health issues, or financial struggles-or a combination of all these factors, addressing homelessness requires a multi-faceted and comprehensive team effort. This annual report shines a spotlight on the collaborative efforts of our city's departments in 2023, and 2024. Addressing this social issue is a true challenge that requires a holistic approach, and I am proud of the great strides we have made.

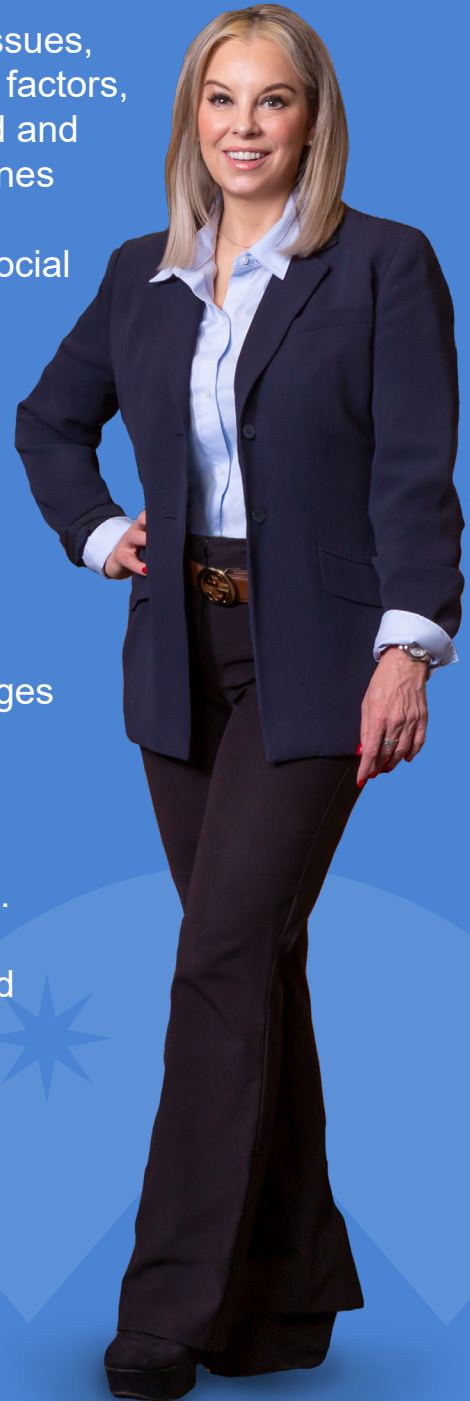
The report highlights the innovative programs and initiatives launched by our departments and community partners, from outreach services, housing assistance, and specialty court programs. As we reflect on this work, we are reminded of the ongoing mental health and substance use challenges that impact our collective efforts to address homelessness in our city.

What the statistics and charts cannot show, is the deep, personal commitment of our team members. This report highlights the compassion and tireless dedication that inspires us all to create change and improve lives.

Sincerely,



Hillary Schieve  
Mayor, City of Reno





***Improving equitable access to public space through a collaborative approach to outreach with our unsheltered neighbors, community health, and public safety.***

Clean and Safe provides outreach to the unsheltered community, while also maintaining clean, accessible, and safe public spaces for all to enjoy. This is accomplished through education, outreach, enforcement, and restoration.

Established in January 2020, the Clean and Safe team is comprised of three core staff members and liaisons from various departments. Through a collaborative approach with staff, community partnerships, and non-profits, outreach efforts have connected unsheltered individuals to permanent housing, emergency shelters, employment opportunities, case management, and medical services.

**Departments Involved:**

- City Manager's Office
- City Attorney's Office
- Code and Parking Enforcement
- Housing and Neighborhood Development
- Maintenance and Operations
- Municipal Court
- Parks and Recreation
- Reno Police Department
- Reno Fire Department

# Clean and Safe

# Clean and Safe

## City Walks Team

The City Walks team was established as an opportunity to assess concerns and identify solutions throughout the City of Reno to improve the quality of life of residents and enhance the experience of all visitors. This boots on the ground team assists in expediting services to the unsheltered population and other vulnerable communities.

Several departments and community partners participate in the walks, with the purpose of direct problem solving, project assignments, and connecting with the community. The following City departments participate in City Walks:

- City Manager's Office – Clean and Safe
- Code Enforcement
- Parks and Recreation – Park Rangers
- Reno Police Department
- Housing and Neighborhood Development

## City Walk Outcomes

City Walks occur weekly, Monday through Thursday. Locations are determined based on service requests submitted by community members and trends observed by staff.

- Monday and Wednesday walks may occur anywhere within the City of Reno.
- Tuesday and Thursday walks are dedicated to areas within the Business Improvement District (BID) in downtown Reno.



**186**

Number of  
City Walks



**230**

Number of Community  
Interactions



**33**

Code Enforcement  
Cases Created and  
Addressed



**33**

Number of Individuals  
Who Accepted  
Services



## Pathway Pilot Program

In July 2023, Clean and Safe and Reno Initiative for Shelter and Equality (RISE) launched an initiative to recruit and employ a camp lead as part of the RISE outreach team. The camp lead, also known as the Peer Support Specialist, was identified by the Clean and Safe team and RISE. The goal of the program was to utilize the housing first approach and motivate participants to access supportive services, including recovery resources.

The Peer Support Specialist acted as the point of contact for identified participants, engaging and motivating them to explore change and begin seeking supportive services. They assisted in delivering services, including navigating housing options and transportation to treatment centers. This approach remains a core component of daily operations to ensure ongoing support and effective service delivery.



**6**  
Housed



**10**  
Years

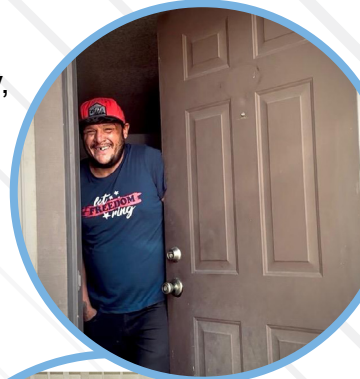
*(Average time participants had been homeless)*



# Notable Outreach Stories

## July 2023

R was unsheltered for over a decade and spent his time caring for his community, those residing in the same outdoor area as himself. R’s dedication to others was observed by several people who work with the population and that RISE hired him as the lead of the Pathway Pilot Program. This program hires individuals who are living unsheltered to bring a unique perspective and encourage their neighbors to access services in the community. R has been housed since July 2023 and has assisted 6 individuals in securing permanent housing, along with additional supportive services.



The Clean and Safe team initially engaged with the C family in July 2023 after the family had been displaced from their vehicle due to health hazards. Due to the collective efforts of the Clean and Safe team, Housing and Neighborhood Development (HAND), Reno Initiative for Shelter and Equality (RISE), and Karma Box Project (KBP), the family successfully overcame numerous challenges to secure stable housing. Through the dedicated collaboration of this team, the family successfully transitioned out of homelessness and into permanent housing. The family remains housed and continues to receive ongoing support from the outreach teams.



Meet the C Family and learn more: <https://youtu.be/aJ3mptNBOEI>.

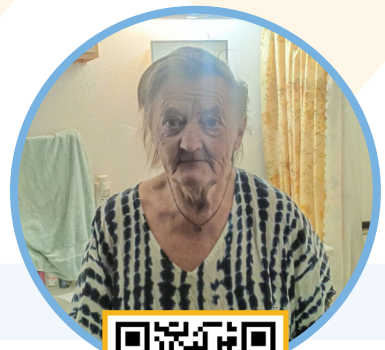


## October 2023

S had been on and off the streets for over a decade. After continuous engagement and encouragement by the Clean and Safe team, S secured permanent housing. A couple months later, Clean and Safe learned S was behind on rent and struggling to maintain his home. Quickly the team swung into action and worked with the Housing and Neighborhood Development (HAND) to provide rental assistance. Furthermore, Reno Initiative for Shelter and Equality (RISE) outreach team connected S to a payee to assist with money management going forward. With the assistance and support of the outreach teams, S had more time to focus on reconnecting with his daughter. Sadly, S passed away on March 6, 2024. Although the story ends there, S passed away while being housed and significantly improved his circumstances, and with his daughter by his side.

## December 2023

B was a participant of the Pathway Pilot Program and was unsheltered for 20 years. B had been deemed “service resistant” by many outreach teams and did not accepted services for most of her time being unsheltered. Through consistent interactions by the Clean and Safe and RISE Outreach teams over the past year, B finally felt comfortable to work toward supportive services and moved into her own place with her cats in December 2023. B continues to receive ongoing support from Clean and Safe and RISE outreach teams.








Meet B and learn more about her journey: [https://youtu.be/FQHjy\\_px7kw](https://youtu.be/FQHjy_px7kw).



# Outreach

The Clean and Safe team has been working closely with contracted partners, the Reno Initiative for Shelter and Equality (RISE) and Karma Box Project to provide one-on-one outreach to the unsheltered community. The following data is an overview of outreach outcomes for 2023. Data collected includes housing arrangements, shelter arrangements, identification replacements, family reunification, and resources accessed.

## 2023 Outcomes

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	C&S	RISE	KBP	C&S	RISE	KBP	C&S	RISE	KBP	C&S*	RISE	KBP	
 Housing Arrangements	6	3	0	4	2	0	7	5	2	0	6	1	<b>36</b>
 Shelter Arrangements	10	12	13	14	12	1	13	9	2	0	3	9	<b>98</b>
 Identification Replacement	2	21	13	2	29	7	0	27	7	0	33	5	<b>146</b>
 Family Reunification	5	2	8	3	2	6	3	1	8	0	3	8	<b>49</b>
 Resources Accessed	1	19	12	2	16	7	2	18	3	0	4	15	<b>99</b>

*Clean and Safe (C&S) Reno Initiative for Shelter and Equality (RISE) Karma Box Project (KBP)*

*\*Clean and Safe does not have outreach outcomes in the last quarter as new staff were onboarding.*

- Housing arrangements include assisting people to obtain permanent housing, such as affordable apartments or transitional housing. A significant number of these placements were supported by HAND’s rental and deposit assistance program, which totaled in \$32,133.26.
- Shelter arrangements entail emergency shelters, including Cares Campus, Safe Camp, and Our Place.
- Identification replacement includes assisting people to obtain their Nevada identification cards, Nevada driver’s license, or Social Security cards. These are vital documents that are needed for the unsheltered population to obtain employment or housing. Assistance is also provided to obtain Social Security award letters, which provides proof of income to facilitate housing opportunities.
- Family reunification consists of connecting individuals to friends or family in the region or working with the Reno Police Department through the Homeless Evaluation Liaison Program (HELP). HELP is designed to reconnect individuals with family or friends outside the region. To qualify for transportation, a short interview is conducted to determine if the individual will have shelter upon arrival.
- Resources accessed vary and may include welfare benefits, Medicaid, SNAP (Supplemental Nutrition Assistance Program), among others. Resources also include enrollment in mental health and detoxification facilities. Additionally, the Clean and Safe team and contracted partners help coordinate transportation, housing, medical, or other applications, as needed.

# DROPS (Direct Resource Outreach & Placement Service)

In the fall of 2023, the City of Reno was selected to develop a prototype application to support outreach management, data collection, and communications with the unsheltered community. ServiceNow, NewRocket, City staff, community partners, and community members with lived experience were tasked to develop an outreach tool to help connect unsheltered individuals to services in real time. In June 2024, the Clean and Safe outreach team launched Phased 1 of DROPS, a mobile application designed to transform the way outreach workers assist unsheltered individuals by connecting them to the right service at the right time.

The DROPS application was designed to enhance the efficiency and effectiveness of outreach efforts and currently includes:

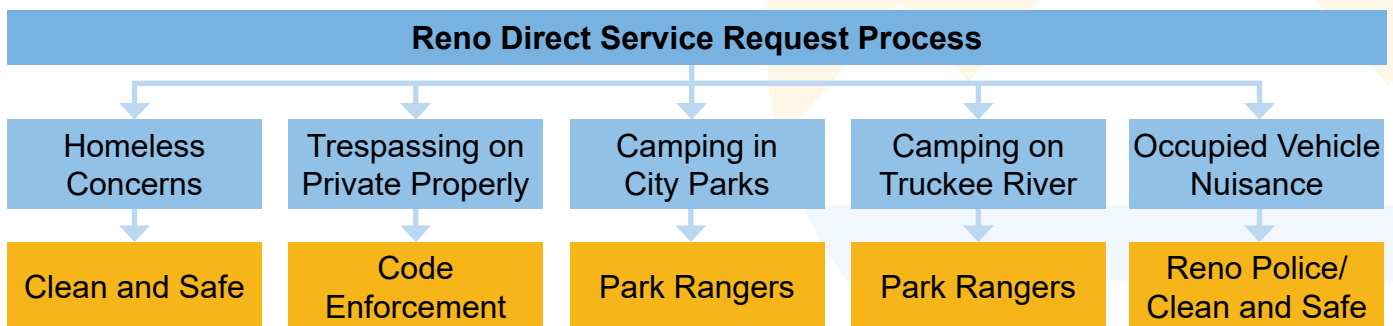
- **Profile Collection:** Mobile entry of valuable demographic data creates shared knowledge resulting in deeper insights. This feature enables outreach workers to quantify the impact of their efforts and better understand the needs of those they serve, and the services needed.
- **Encounter and Journey Tracking:** Allows outreach to capture a history of interactions with each unsheltered neighbor, creating a consolidated, digital case file. This feature provides real-time context and the ability to review the impact of early interventions.
- **Case & Task Management:** Workers can tap into a catalog of common actions and integrations with third-party services to deliver the right services at the right time.

In 2024, Reno City Council approved funding allocation for Phase 2 of DROPS which will support improvements and data collection to develop a deeper understanding of the community and their current needs. DROPS has more exciting developments on the horizon, which will be shared in the next Annual Report!

## Operational Statistics

The Clean and Safe team continues to address all service requests related to homeless concerns. Service requests are non-emergency requests, suggestions, or issues citizens submit to be addressed by the appropriate department.

- **Homeless Concerns:** Homeless related issues on City of Reno Property
- **Trespassing on Private Property:** Homeless related issues on private property
- **Camping in City Parks:** Homeless related issues in City of Reno Parks
- **Camping on Truckee River:** Homeless related issues on the Truckee River
- **Occupied Vehicle Nuisance:** Any vehicle on a public street that appears to be occupied.



All concerns should be directed to Reno Direct, the City’s non-emergency service center, at (775) 344-4636 or [Reno.Gov/RenoDirect](https://reno.gov/renodirect).

The following data is an overview of service request trends in 2023:

## 2023 Service Requests

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Homeless Concerns	209	321	270	289	<b>1,089</b>
Trespassing on Private Property	96	144	145	194	<b>579</b>
Camping in City Parks	20	59	98	37	<b>214</b>
Camping on Truckee River	17	38	41	26	<b>122</b>
Occupied Vehicle Nuisance	467	636	722	739	<b>2,564</b>

## Year-Over-Year Overview: Service Requests

	2020	2021	2022	2023
Homeless Concerns	306	946	929	1,089
Trespassing on Private Property	211	344	479	579
Camping in City Parks	69	305	238	214
Camping on Truckee River	983	159	102	122
Occupied Vehicle Nuisance	n/a	518	1,876	2,564

*\*Occupied Vehicle Nuisance keyword was created in 2021.*

In September 2023, the service request type, Occupied Vehicle Nuisance, was re-assigned to the Reno Police Department Community Action and Outreach (CAO) unit and Clean and Safe team to address throughout the city. Clean and Safe provides outreach services to individuals living in vehicles.

## Clean and Safe Activities

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Cleanup Operations	118	157	154	9	<b>438</b>
Postings Issued	133	275	197	120	<b>725</b>

## Yards of Trash Collected

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Clean and Safe Team	174	602	394	10	<b>1,180</b>
Qual-Econ U.S.A	348	261	136	124.5	<b>870</b>
Karma Box	106	110	191	331	738

## Year-Over-Year Overview

Year	2020	2021	2021	2022	2022	2023
Cleanup Operations	401	229	229	493	493	438
	Percentage Change		Percentage Change		Percentage Change	
	43% Decrease		115% Increase		11% Decrease	
Postings Issued	1,704	1,593	1,593	1,115	1,115	725
	Percentage Change		Percentage Change		Percentage Change	
	6% Decrease		30% Decrease		34% Decrease	
Yards of Trash Collected	3,531	10,088	10,088	3,883	3,883	2,788
	Percentage Change		Percentage Change		Percentage Change	
	186% Increase		62% Decrease		28% Decrease	

## Partners



HOUSING & HOMELESS SERVICES



# Community Court



# Community Court

The City of Reno Municipal Community Court seeks to reduce and properly address quality of life offenses in the downtown area and city parks by utilizing a collaborative, problem-solving approach to crime. Community Court is designed to improve public safety and reduce reoffending by addressing underlying issues including, but not limited to: substance use disorders, mental illness, chronic homelessness, and chronic unemployment. Services offered range from substance use disorder, mental health, housing, Supplemental Nutritional Assistance Program (SNAP), and Medicaid verification, veteran services, primary health care, workforce development, and fiduciary services.

## Participant Quotes

- *“They don’t punish you; they give you help and give you hope. I think they should keep it going because a lot of people want help.”*
- *“I am so very pleased and grateful for the many people [who are] a part of this project. I truly spread the message to everyone I know that there is HOPE – we just have to be the ones who want it.”*
- *“They give you a chance and motivate you to do good! Got me up on my feet, believed in me. ‘You’re a human being!’ They believe in people.”*
- *“Very grateful for making it here. Grateful for services. I can succeed now with the help I need.”*
- *“Much better way to handle these things. Doesn’t alienate people the way [the] other court does. Helpful for homeless people...helps them instead of just going back to doing what they were doing.”*

## Treatment Readiness Program

Treatment Readiness Program is for participants with co-occurring disorders and/or who have been treatment resistant. It is held on-site at the library, directly following Community Court and focuses on basic skills training as well as psychosocial rehabilitation.

## Letter from Honorable Judge Chris Hazlett-Stevens

Community Court has become a fixture in both the legal and the social services communities. We stand as an alternative to the traditional criminal justice system for those experiencing homelessness in our community. Instead of relying on the traditional tools of the justice system, our Court works collaboratively with service providers toward finding solutions to treat the root causes of chronic homelessness while harnessing the power of the justice system to ensure participants reach their goals.

From our humble post-COVID relaunch in April of 2021 to today, we have grown tremendously, and we have no plans of slowing down! Last year, Community Court was awarded a 4-year grant from Bureau of Justice Assistance, a component of the Department of Justice, to enhance the services Community Court provides to our community. As Reno's population grows, so will Community Court to meet the ever-increasing needs of Reno's unhoused and unsheltered population.

We continue to add additional service providers to our Court to address the many barriers faced by those experiencing homelessness. Our providers are the lifeblood of Community Court. Together, we collaboratively work to achieve comprehensive and individualized solutions to meet the needs of each Community Court participant. Of course, none of this would work without the support of the Reno Police Department and the Reno Park Rangers who understand that addressing the underlying causes and conditions of homelessness will have a dramatic and lasting impact on recidivism.

Last year, Community Court served over 300 unhoused and unsheltered individuals in our community, the majority of whom received services related to housing, substance use disorders and concerns related to mental health. Many also received assistance obtaining their ID, birth certificates and Social Security Cards, which paved a pathway toward Medicaid, housing and employment. We strive to meet as many needs as possible to create meaningful and lasting solutions to end the cycle of chronic homelessness.

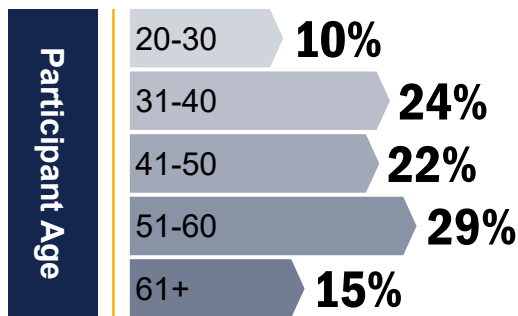
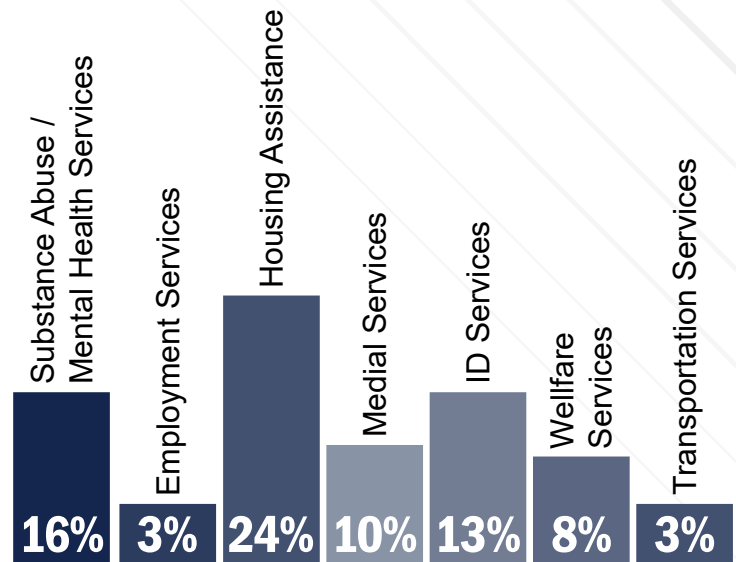
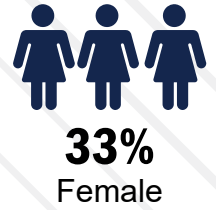
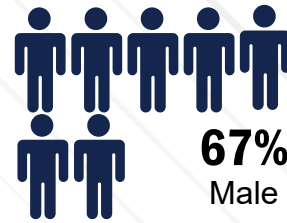
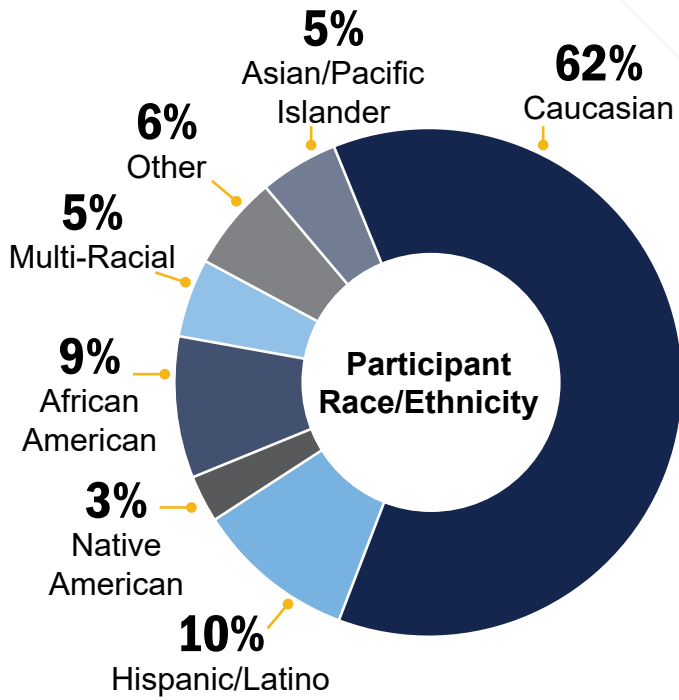
We at Community Court offer our heartfelt gratitude to our entire community for allowing us to be part of the broader solution to build a brighter future through compassionate and innovative strategies.

Warmly,  
Judge Chris Hazlett-Stevens



# 2023 Statistics: Fact Sheet

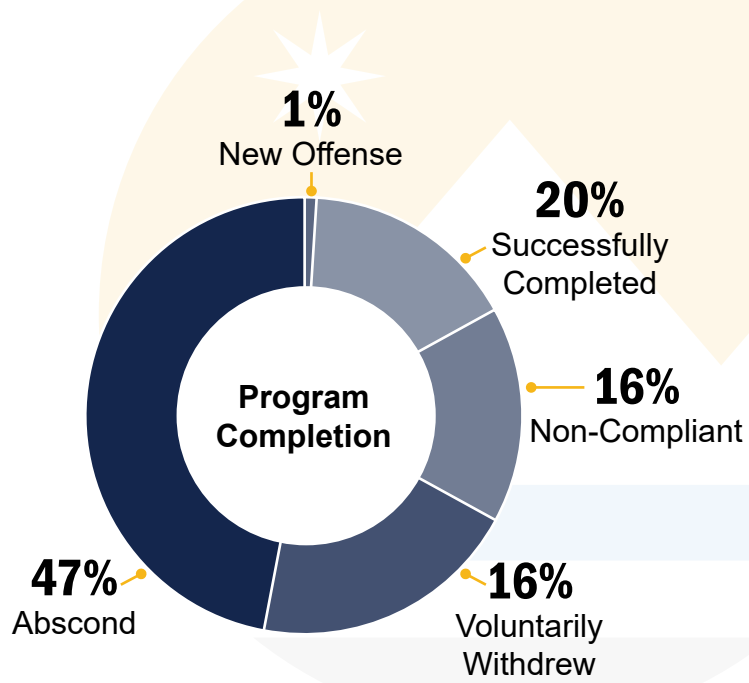
In 2023, we served 346 people.



**% of Ancillary Services Utilized**

**Referral or Further Information, Contact:**

Carissa O'Grady  
 Specialty Court Coordinator  
 (775) 334-3092  
[OGradyC@Reno.Gov](mailto:OGradyC@Reno.Gov)



## Notable Outreach Stories

---

AR is a 55-year-old male who was experiencing homelessness for 20 years. At the start of Community Court, he had a severe alcohol use disorder with no familial support. During his time in the Community Court program, he worked with providers to access housing, substance use disorder treatments, case management, medical services, and obtained a social security card. At the time of his graduation, he was sober for one year and was housed at Crossroads Transitional living. AR continues to visit Community Court even after his case has been closed to keep staff updated on his ongoing progress.

RR is a 42-year-old male who was experiencing chronic homelessness and an alcohol use disorder. At the beginning of his participation in the Community Court program, he had several appearances while intoxicated. Over time, RR began engaging with the case managers and various service providers to access housing, substance use treatment, employment services, and welfare and supportive services. At the time of graduation, he was one year sober and secured employment at Life Changes as a House Manager. RR is currently an AA sponsor and serves as mentor for Community Court. He continues to attend Treatment Readiness sessions even after his case has been closed.

SJ is a 65-year-old female, who was in and out of the emergency shelters and over time, she lost the support her from family and friends. During her time at Community Court she engaged with various services providers, such as Our Place Women's Shelter for temporary housing and case management services, Washoe County HOPE Team to access permanent housing, Catholic Charities for a phone, and Volunteers of America for case management and identification (ID) assistance. By the time of her graduation, SJ is no longer experiencing homelessness and has secured permanent housing.

JY is a 54-year-old male who was experiencing homelessness for 10 years and over the years developed a distrust of the court system. During his time at Community Court he worked with service providers, such as Reno Initiative for Shelter and Equality (RISE) to access housing, Nevada Legal Services to clear previous evictions, and attended Treatment Readiness sessions. By graduation, JY successfully cleared his past evictions, completed all ten treatment readiness sessions, and is much more optimistic about being housed and has better trust in service providers.

Meet M and learn more about her success as a Community Court participant: <https://youtu.be/Z5nNLx70cyA>.



# Partners



A photograph of three people—two men and one woman—standing on a dirt path outdoors. They are all wearing high-visibility safety vests over their clothing. The woman on the left is wearing a plaid skirt and a dark top. The man in the middle is wearing a dark polo shirt and dark pants. The man on the right is wearing a dark jacket and light-colored pants. They are all smiling and holding metal detectors. The background consists of trees and foliage. The entire image has a blue tint. A large white star is visible in the bottom right corner of the image.

# Housing and Neighborhood Development



# Housing and Neighborhood Development

The Housing and Neighborhood Development Department (HAND) manages funding, programs, and services that assist low- to moderate-income individuals/families and improve low- to moderate-income households and neighborhoods.

## Emergency Rental and Deposit Assistance

The HAND Emergency Rental and Deposit Assistance Program provides financial assistance with rent or deposit to those affected by housing instability. To qualify for the program, individuals must:

- Meet the area income limit of 60% or below.
- Demonstrate a risk of experiencing homelessness or housing instability.
- Show they have income to sustain a household once the assistance period ends.

## Senior Supplemental Rental Assistance Program

In 2023, the Nevada State Legislative Session allocated rental assistance funding to the City of Reno through Assembly Bill 396. In addition to helping sustain the Emergency Rental Assistance Program, these funds enabled HAND to run a pilot program, providing six months of temporary supplemental rental assistance for seniors paying more than 30% of their income towards rent.

FY 2023/2024	Reno	Sparks	Unincorporated Washoe County
Households Assisted with Rent/Deposit	934	124	26
Cost-Burdened Seniors	174		
Funds Expended	\$2,736,603	\$362,522	\$77,611

## Participants Quotes

“ I was at a low point feeling discouraged and this program help me pull a complete 180 and I am very grateful for the opportunity. ”

“ Your assistant program was easy to apply for and helped me reunite with my children. Thank you for helping me. ”

“ City of Reno assistance was a god send. Times are extremely difficult and without their help things would have been nearly impossible. ”



## Reno Works

Reno Works is a twelve-week program designed to uniquely address unemployment and homelessness in our community. Each class cycle, 12 homeless individuals are chosen after submitting an application for a position within the program. During the 12-week program, the participants work alongside City of Reno Parks and Recreation and Maintenance and Operations Departments to learn workforce development skills, while receiving pay. On days when participants are not working, they attend various classes focused on life skills, financial literacy, intensive case management, and other classes designed to set the foundation for long-term success. Participants typically graduate the program with stable housing and employment.

Meet R, a Reno Works graduate who's thriving in his new home and job: <https://youtu.be/Zd4-qNhC0i8>.



Since its inception in 2015, the Reno Works program has maintained an overall success rate of 80%. In the 2024 fiscal year, the program graduated 15 participants across two classes.

# Partners



