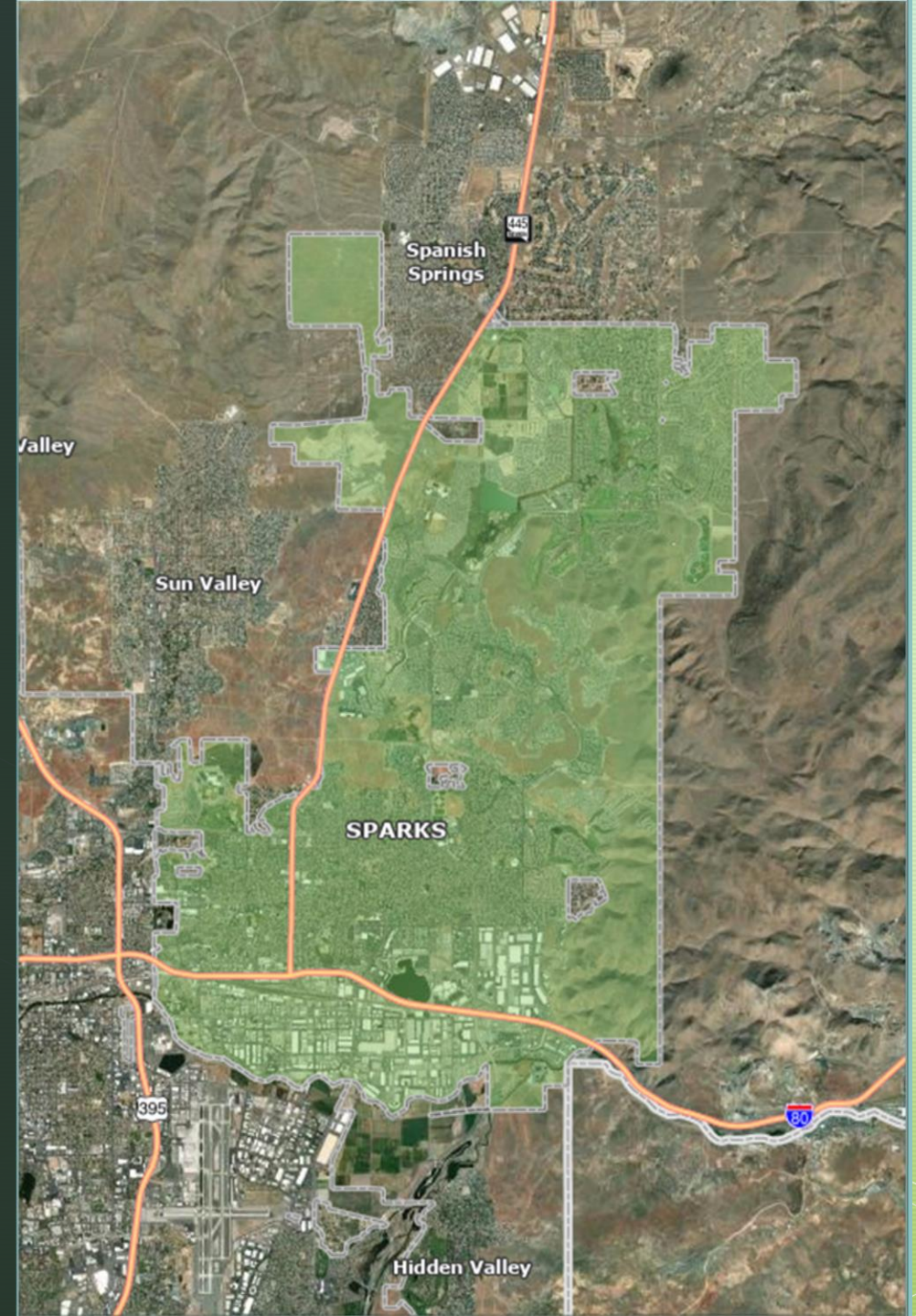




Washoe County Sheriff's Office
Homeless Outreach Proactive
Engagement (HOPE) Team 2025
Accomplishments & 2026 Vision

Sergeant Kellie Wright | HOPE Team
Leader, Deputy Kourtney Lusby and
Deputy Levi Smith | Spanish Springs
CAB | January 2026



Who We Are: The HOPE Team

- Established 2021 - only team serving unincorporated Washoe County
- 1 Sergeant, 2 Deputies, 2 Washoe County Human Services Agency case managers
- Daily proactive outreach in Sun Valley, Spanish Springs, Cold Springs, Spanish Springs, Washoe Valley, Verdi, Incline Village, and all rural areas
- Mission: Build trust, connect to services, resolve homelessness with compassion and accountability



2025 By the Numbers

Metric	2025	Change from 2024
Contacts	2,930	+34%
Resources Accepted	2,728	+94%
Individuals Housed (permanent)	194	+35%
Clean-ups Conducted	34	116.5 yards removed
Citations (all types)	5	-67% vs 2024
Arrests	4	(mostly warrants)

- 93% service acceptance rate
– people want help when it's offered with respect

Amazing Partnerships



- Washoe County Human Services Agency - our two embedded case managers are the backbone of every housing placement
- Northern Nevada HOPES - on-site behavioral health & MAT
- Sparks Police Department HOPE (Sergeant Butler) - weekly coordination, joint operations, shared intel - true regional teamwork
- BLM, Union Pacific, Reno Housing Authority, faith-based organizations

2026 Goals

- House 220+ individuals in permanent supportive housing



- Expand prevention & re-entry referrals (jail, hospitals, schools)



- Launch Clean Path Initiative (next slides)



- Strengthen transportation access (new JTNN/Uber Health partnership)



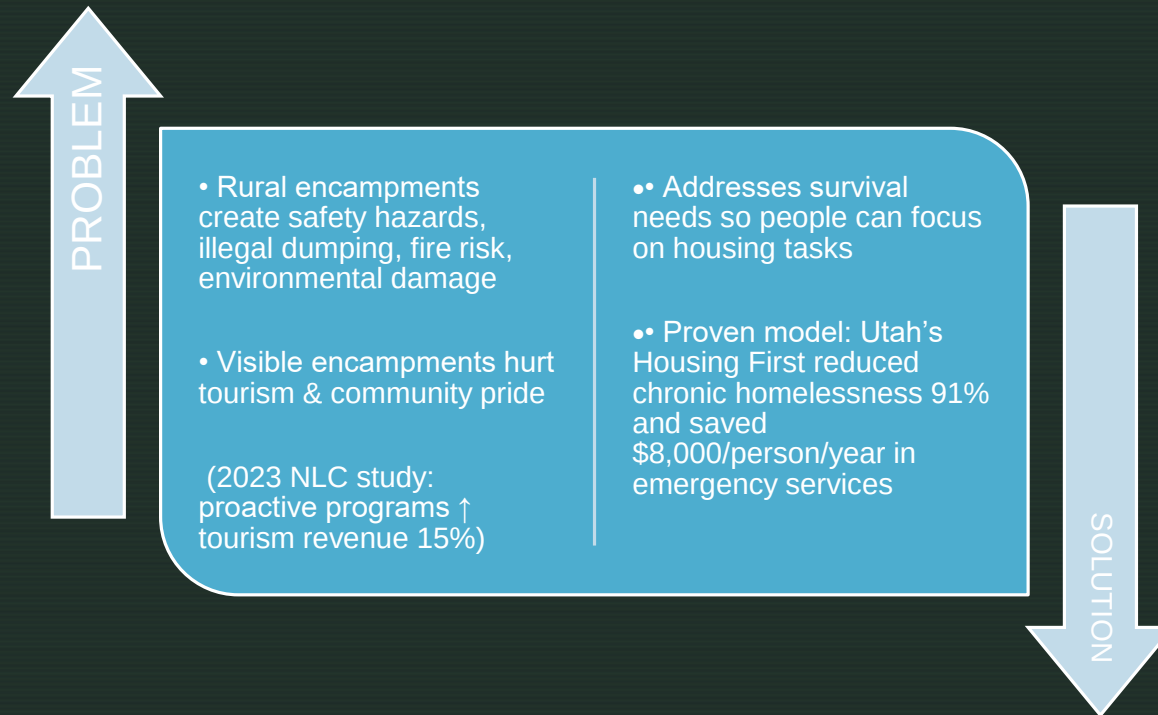
- Continue 85-90% housing retention through tenancy support

H.O.P.E. Clean Path Initiative

Core idea: Provide food, water, trash service, and intensive case management in exchange for clean sites and active work toward permanent housing

Launching February/March 2026 “A hand-up for rural encampments – turning survival into stability”

Why Clean Path? The Problem We're Solving



What Participants Receive

Weekly, at no cost:

-
- 5-gallon potable water refill
-
- 7-day nutritionally balanced food box
-
- Heavy-duty trash bags + weekly pickup
-
- Intensive case management (IDs, benefits, housing apps)
-
- On-site behavioral health therapist & peer support
-
- Move-in help & Welcome Home packages when housed
-

Participant Expectations (Simple & Fair)

- Keep site free of visible trash (we provide bags & pickup)
- Actively work toward permanent housing with case manager
- Weekly check-in with the team
- No new illegal activity or trespassing

“Participation is 100% voluntary – but commitment is required for continued support”

Accountability with Compassion

- Verbal warning → 7-day notice with final supplies → only if needed, citation for current violations.
- 

- Re-enrollment always possible with renewed commitment
- 

- Goal is compliance and housing – not punishment

Rollout Plan

- Weekly dedicated route with HOPE vehicles
- Goal: 100-120 housed per year
- Quarterly metrics shared with commissioners & CAB

How the Public Can Report & Stay Informed

- Soon: Report encampments or individuals needing help directly through the WCSO App or washoesheriff.com
- All reports come straight to HOPE Team for immediate compassionate response
- No more guessing who to call - one easy system





How YOU Can Help (the ask)

“The question we get most: ‘How can I help?’”

- Best way: Donate to our proven partners who help supply our Welcome Home packages - Catholic Charities of Northern Nevada - St. Vincent's Food Pantry & Programs - Salvation Army, Reno Sparks Gospel Mission, KT Grace Foundation, Incline Pet Foundation
- Your donations = furniture, household items, hygiene kits that make a house a home
- Our Welcome Home packages wouldn't exist without our amazing community - thank you!

Contact Us

WCSO App

Download links:

Apple App Store:

<https://apps.apple.com/us/app/washoe-county-sheriff/id610715775>

Google Play Store:

<https://play.google.com/store/apps/details?id=wcso.washoecounty.us>

Coming soon: Homeless Encampment / HOPE
Support submissions and refreshed imagery

Sheriff-HOPETeam@washoecounty.gov

“We’re here for our community - let’s keep working together”





Questions?

“Thank you for your support - together we’re making a real difference”