



NORTH TAHOE - TRUCKEE
HOMELESS SERVICES

Annual Report

July 2022 – June 2023



NORTH TAHOE - TRUCKEE
HOMELESS SERVICES

A LETTER FROM THE DIRECTOR



Dear Friends & Neighbors,

At the beginning this fiscal year, our goals were to continue supporting all neighbors in need through our 4 vital safety net programs and end homelessness for as many neighbors as possible. Additionally, we wanted to have a "shared vision" within the region for services to become stable and sustainable. I'm thankful to say, we have much to celebrate and more work to do!

*Celebrations: We kept all 4 programs moving forward and had positive impacts on the lives of vulnerable neighbors from each one! Second was embracing the historic winter and stretching to open the Emergency Warming Center (EWC) for 79 nights (72% increase from years past) while providing 640 overnight stays (93% increase)! And a BIG celebration is **ending homelessness for 25 individuals!** You'll find more positive impacts and client stories in the pages ahead that illustrate highlights of each program and why it's vital to have these programs available in the North Tahoe – Truckee region.*

Our goal to have a shared vision around "right size" sustainable services and stabilized programs in the region is just beginning. We are thankful for the Homeless Resource Council of the Sierras, who is the umbrella for a newly-formed Homeless Advisory Committee. With financial support through Tahoe Truckee Community Foundation, Agnew::Beck Consulting has been contracted to pull regional stakeholders together over the next 12 months to help form the shared vision. The work has begun to interview and get commitment from regional partners to actively participate in the discernment process.

As we wrap up this year, we are so grateful for the amazing partners and donors who are the reason we could maintain these programs, stretch the EWC season, and end homelessness for many. Daily we see the life transforming possibilities that happen when you give someone a hand up and include them in the fabric of our community.

Moving forward into this year, we are gearing up for our 9th EWC Season and structuring programs to have as much impact as possible with the resources available. We continue to witness housing disparities and meet neighbors experiencing different types of homelessness where they are.

Thank you for believing in this work,

Cathie Jofey

Program Director



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HOMELESS SERVICES

GIVING A HAND UP TO OUR NEIGHBORS IN NEED THROUGH LIFE GIVING and LIFE SAVING SUPPORT

The mission of NTTHS is to provide vital safety-net services and end homelessness in the North Tahoe-Truckee region, one person at a time.

We operate using a low barrier, person-centered, trauma-informed and housing-first approach through our values of:

- Service to our neighbors
- Social justice
- Dignity and worth of every person
- Importance of human relationships
- Integrity
- Competence

Our four vital community-focused programs are:

1. Day Respite Center
2. Emergency Warming Center
3. Street Outreach
4. Case Management and Housing Support

Delivered a Vital Safety-Net



Day Respite
Center

The Day Respite Center was open three days a week, providing our unhoused and under-housed neighbors safe space to access human necessities like food, clothing, hygiene and human connection. We also provided connection to transportation and case management to help people take needed steps forward with their goals.

By the Numbers: July 2022 - June 2023

- 3165 total guest visits
- 277 guests and 43 animals welcomed
- 156 days open
- 3123 meals served
- 736 showers (along with a clean towel and toiletries)
- 347 loads of laundry, including the soap!
- 126 guests supported with transportation needs, 29 of them connected through case management with family, friends, and resources out of this area.

Impact Made

Bianca, a 25-year-old female, came to the day center with her partner Joseph. Bianca receives disability for her birth disorder. She has been unhoused for 3 months and has been searching for new housing in the Sacramento area. Joseph and Bianca had been coming to the center for about a week when Bianca approached a staff member and asked for support. Bianca confided that she was feeling fearful of Joseph and needed help leaving the abusive relationship. Day Center staff were able to connect Bianca with domestic violence resources and supported her leaving an unsafe situation.

Provided Emergency Shelter



Emergency Warming Center

The Emergency Warming Center (EWC) opened on the most severe weather nights, November – April. The center provided guests a warm, dry, safe place to stay overnight. Additionally, we offered a warm dinner and breakfast, basic necessities, and connection to services.

By the Numbers: November 2022 - April 2023

- 79 nights open, a 72% increase over past years
- 79 guests and 10 dogs
- 640 overnight stays, a 93% increase over past years
- 20 individual guests for community dinner only, serving 134 total dinners.

Impact Made

Tim is 48 and has been a resident of the North Tahoe area for the last 10 years. He became unhoused during the pandemic after he no longer was able to make rent due to losing his job in the service industry. Tim also got COVID and has been recovering from long-Covid. Despite these challenges, Tim works full-time on graveyard shifts and lives out of his car. Working nights allows him to sleep during the day when it is warmer outside. The Emergency Warming Center offers Tim a warm and safe place to grab dinner, unwind, and get ready before starting his job each night. On nights off, the Emergency Warming Center offered respite from sleeping in his small vehicle.

Outreach & Supportive Services



Street Outreach

Our Homeless Outreach coordinator partners with other staff to execute Street Outreach services in the North Tahoe-Truckee region. Utilizing a team approach, they meet unhoused neighbors where they are, develop relationships, provide necessities and encourage them to engage in other available services. Street Outreach also responds when the hospital, police, or community members call to share of a neighbor in need.

By the Numbers: July 2022 - June 2023

- 50 individuals served
- Case Management was provided to support with getting IDs, Social Security cards, Medical benefits, food support, legal support, and create housing plans
- 23 referrals made to physical health providers
- 50 referrals made to mental health services through Nevada County Behavioral Health and other providers, 8 have engaged.
- 52 referrals were made to partner agencies including: Sierra Community House, Hospitality House Shelter, Sierra Senior Services, FREED Center for Independent Living, and Connecting Point

Impact Made

Brian, a 64 -year-old man, has lived and worked in Tahoe since his twenties. Throughout his time in Tahoe, he has built many relationships in the community and worked as a caretaker for many years. Brian found himself unable to work due to a fall at work. He reached out to NTTHS's outreach program in September 2022 and asked for support applying for temporary state disability. We connected him with our partner organization FREED, and they were able to support him. About eight months later, Brian was notified that despite his lengthy employment, he would no longer be able to live at his caretaker job. He also had just had surgery from his injury. Brian again contacted NTTHS's outreach program and asked for help to find housing. We were able to support him during his search, and when he found a place, cover his security deposit and 6 months of 50% rent so that he could continue to heal and focus on his health in his new home.

Steps Towards Creating Stability & Ending Homelessness



Case Management & Housing Support

Once an individual has been a guest at our services for 2 weeks, or referred to us through a partner agency, they are eligible to start engaging with a case manager to work towards some of their goals.

By the Numbers & Impacts: July 2022 - June 2023

- 130 of the 277 guests at the Respite Day Center engaged in case management (CM). The support given to each is in response to their unique needs and goals. Some examples are:
 - Supported with obtaining cellphones, email, and mailing address to improve their ability to be connected.
 - Supported to obtain identity documentation: State ID, Social Security card, birth certificate, and veteran certification, which are needed for jobs, housing applications, and securing of benefits.
 - Supported with a housing plan
 - Referred to mental health, substance use, medical care, etc.
 - Supported with accessing benefits: Medical, CalWorks, CalFresh, SSI/SSDI, General Assistance, etc.
 - Supported with connection to legal support to address items that are barriers to moving forward with employment, housing, and overall stability.

Impact Made

*Joel, 55-year-old man, has been housed for 6 months after living outside in Tahoe for 6 years. Joel, at first, was hesitant to engage in NTTHS's case management program. He would meet with one of our case managers on a weekly basis over coffee but did not want to engage in any goal conversations. After a few weeks of trust and relationship building, Joel began to confide in his case manager about his current substance use. His case manager was able to connect Joel to local substance use resources and provide a harm reduction plan. He continues to open up about other goals. which reminds us that **every** small interaction can lead to changes.*

Steps Towards Ending Homelessness



Other housing support for our most vulnerable neighbors sometimes included Emergency Temporary Housing for referrals from the hospital, other partners, and extreme guest situations for a few nights. We use hotel rooms, as available, to fulfill these purposes.

Case Management & Housing Support

Housing Support Impacts made July 2022 - June 2023

- 15 individuals (8 households) were provided with Temporary Emergency Housing in hotel rooms for a total of 23 nights.
- 136 housing applications completed! Including gathering of documentation and follow-up support.
- Supported neighbors to find the housing that was right for them.
- Our team participated in a weekly, multi-disciplinary, case conferencing approach to support in connecting guests with the services they need locally and in other areas.

Impact Made:

Tom has been unhoused in the North Tahoe region for over thirty years. He heard about services from our outreach coordinator and over time, started to occasionally come by to get something to eat, take a shower, and do some laundry. He also began staying with us twice a month during the EWC season. Through Tom's time at the EWC, Day Center, and outreach visits, relationships were built. After months of not wanting to engage in conversations about housing, Tom began to fill out applications! He also began to work with FREED to access SSDI. Tom's case manager utilized harm reduction conversations to discuss the importance of reducing his substance use to be able to access both SSDI and the possibly the new supportive housing coming up in Kings Beach. Since having these conversations with his case manager, Tom's substance use has decreased significantly, just at the prospect of getting housing and income.



Ending Homelessness

Helping neighbors with housing is possible because of:

- 1) Funding available for staff to support
- 2) Private and Rapid Rehousing funding to help with rent subsidies, house deposits, utility deposits, relocation support
- 3) Some below market-rate housing in the region

Case Management &
Housing Support

July 2022 - June 2023

- **25 individuals (18 households) moved into housing, ENDING their homelessness**
 - **6 households** were chronically homeless, meaning they experienced homelessness for longer than a year, and have a disabling condition
 - **12 households** were newly homeless (Housing sold, landlord moved in, rent increases, etc.)
- 14 households continued receiving case management, either through NTTHS or other case management partners, to support them to stay housed for the long-term future.

Impact Made

Jeremiah, a 45-year-old-man, has been unhoused in Tahoe for 10 years. He had engaged in our services since the EWC began in 2015. When low-income apartments became available in Truckee, he was not interested in applying, but after seeing other neighbors secure housing, he decided to put in applications. After months of being on a waitlist, Jeremiah finally secured a low-income apartment. Since being housed, he has worked towards several of his goals: establishing a credit line, opening a bank account, and connecting to primary care. Previously, he had not been to a doctor in over 10 years. Jeremiah stated, "NTTHS has given me my life back. I felt seen, cared for, and respected regardless of my housing status. That's why I continue to come back to the day center and check in." He is still happily housed and enjoying living independently.

These life-giving & life-saving impacts are possible because of everyone who supported us this year and years past.

The list of supporters is too extensive to share, but know that every financial donation, volunteer effort, and in-kind donation is deeply appreciated, and makes a difference.

Key Stakeholders with donations of \$30,000 or more this year :



(“A collaborative project of the developers of the Martis Camp community and its members, Mountain Area Preservation (MAP), and Sierra Watch”)



As we move into this 2023-2024 year of service, we need your continued support. The growth of vital safety-net supports during COVID and the impacts will only be sustained by increased regional commitment. A permanent location with “right size” supports will take an investment from all of North Lake Tahoe and Truckee.

Please join us as part of our NTTHS’s Leadership Circle: Our Leadership Circle is a group of community-minded individuals, families, and companies dedicated to helping support our mission of providing vital safety-net services and ending homelessness in the North Tahoe-Truckee region, one person at a time.

You can get more information on the different partnership levels and ways to be involved on our website: <https://www.ntthomelesservices.com/get-involved> or contact Cathie Foley at CFoley@amihousing.org