



NORTH TAHOE - TRUCKEE  
HOMELESS SERVICES

# Annual Report

## July 2023 – June 2024



NORTH TAHOE - TRUCKEE  
HOMELESS SERVICES

## A LETTER FROM THE DIRECTOR



### To Our Valued Community and Stakeholders,

As we look back on another year, it's my privilege to share with you our Annual Report, detailing our efforts and a few success stories from clients we served.

### Another Year of Resilience and Commitment

This year has been filled with challenges, successes and resilience. The ongoing impacts of not having a sustainable long-term location and regional vision for homeless services, complicated our programs and the lives of those we serve. Despite these challenges, our commitment to providing the most compassionate and comprehensive support possible, remains steadfast.

### Key Achievements

I'm proud to highlight several accomplishments from this year that were possible through the generous support of our donors and partners.

- **Human Necessities:** Through our Day Center we were able to welcome 283 individuals, for a total of 2,587 guest visits. Each one was offered a safe place to access showers, meals, laundry, necessities (warm clothing, sleeping bag...), connection to services and case management.
- **Shelter and Housing:** We provided Emergency Shelter (through hotel stays) to 8 households for a total of 47 nights. **We ended homelessness** for 18 individuals, helping them find stable and safe living conditions. Our case managers, rapid rehousing and private funding have been instrumental in this effort.
- **Advocacy and Awareness:** The Truckee Tahoe Homeless Advisory Committee is composed of regional leaders, working together to address the complex needs of those we serve. This group is working on a Regional Homeless Action Plan to direct the development of "right size", permanent services for our unhoused neighbors.

## Looking Forward

As we plan for the future, our focus remains on addressing the root causes of homelessness and providing the most support we can, with what we have. We strive to be as resilient as the neighbors we serve.

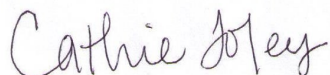
- **Building Community Partnerships:** We will continue to strengthen collaborations with local governments, nonprofits, and businesses to create a coordinated vision and response to homelessness.
- **Providing Support Services:** We will continue Homeless Outreach to connect with individuals in need of necessities and make referrals to services as able. We will continue case management and support individuals with taking steps forward with their goals and creating housing plans.

## Gratitude and Acknowledgments

I extend my deepest gratitude to our dedicated staff, volunteers, donors, and partners. Your unwavering support and compassion are driving forces behind our work. To our clients, thank you for your trust and resilience; you inspire us every day to do better.

Together, we have made a significant impact, and with your continued support, we will strive to end homelessness in this region.

Sincerely



Cathie Foley  
Program Director  
North Tahoe Truckee Homeless Services, AMI Housing Inc



NORTH TAHOE - TRUCKEE  
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 vital community focused programs are:

1. Day Respite Center
2. Street Outreach
3. Case Management and Housing Support
4. Emergency Warming Center (run by Nevada County this year)



Day Respite  
Center

# Vital Safety-Net

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 case management to ensure services and supports were offered, helping these neighbors move forward with their lives.

## By the Numbers: July 2023 – June 2024

- 2587 total guest visits
- 283 guests and 47 animals welcomed
- 172 days open
- 2587 meals served
- 465 showers (along with a clean towel and toiletries)
- 276 loads of laundry including the soap!
- 106 guests supported with transportation needs, 76 of them connected with family, friends and resources out of this area.

**Impact Made** : *Jane, a 54-year-old veteran, has faced significant challenges since leaving the U.S. Airforce, including a prolonged period of homelessness. However, her story took a positive turn when she came into the Day Respite Center.*

*At the center, she connected with essential veteran services, gaining access to healthcare and mental health support. These services have been crucial in helping her stabilize her life and plan for the future.*

*Currently, Jane is in the process of securing a VASH voucher, a rental assistance program for unhoused veterans. The voucher will provide her with the stability and security she has long deserved. Her journey highlights the profound impact comprehensive support systems have in transforming the lives of unhoused neighbors, by offering hope and a pathway to a better future.*

# Emergency Shelter



## Emergency Warming Center

The Emergency Warming Center (EWC) opened on the most severe weather nights, December – March. The center provided guests a warm, dry, safe place to stay overnight. The EWC was run by Nevada County this winter with a supportive role from NTTHS.

### By the Numbers: December 2023 – March 2024

- 56 nights open
- 55 guests and 3 dogs
- 525 overnight stays

**Impact Made:** *Mark, a 43-year-old, faced a challenging period when he lost his job and subsequently became unhoused, for the first time in his life. During this tough time, he relied upon the Respite Day Center and spent most nights at the Emergency Warming Center, where he found not only a safe place to sleep but also essential support services to help him navigate his situation.*

*The shelter provided more than just a roof over his head. It connected Mark with resources for job hunting. These resources played a crucial role in helping him regain his confidence and stability, enabling him to keep taking steps toward a better future.*

*This spring, Mark's perseverance paid off! He secured stable housing and landed a new job, marking a significant turning point in this rough chapter. With a place to call home and steady employment, he is now on a path to rebuilding his life, demonstrating the transformative power of shelters and community support.*

# Outreach and 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 basic 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 2023 – June 2024

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

**Impact Made:** *Thomas, a 65-year-old veteran, spent many years living on the streets of Truckee, CA. Despite the harsh conditions, Thomas found support through our street outreach program, which provided him with essential services, compassion, and a sense of connection in the community.*

*Our dedicated outreach team worked tirelessly to connect Thomas with the resources he needed, from medical care to social services, eventually helping him transition from homelessness to stable housing. This support over time enabled him to spend his final years in the comfort of his own home, surrounded by his loving family.*

*Thomas recently passed away at home, but his story is a testament to the impact of sustained outreach and support. His journey from the streets to a dignified end highlights the importance of our mission, and the profound difference we can make in the lives of those who have fallen on hard times.*



# Pathways to Stability

## Case Management & Housing Support

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

### By the Numbers & Impacts: July 2023 – June 2024

- 114 of the 283 guests at the Day Center engaged in case management. The support given to each, is in response to their unique needs and goals. Some examples are:
  - Creating a housing plan
  - Support obtaining cellphones, email and mailing addresses to improve their ability to be connected.
  - Help getting identity documentation needed for jobs, housing applications, and benefits: State ID, Social Security card, birth certificate, Veteran certifications.
  - Referrals to mental health, substance use, medical care, etc.
  - Connection with benefits: Medical, CalWORKs, CalFresh, SSI/SSDI, General Assistance, etc.
  - Referrals to legal support to address items that are barriers in the way of employment, housing and overall stability.

**Impact Made:** *Joseph, a 26-year-old male guest, recently shared his thoughts about NTTHS, saying, "It's a great place and awesome; the staff are always there for me." His feedback highlights the positive impact our organization has had on his life, with a consistent space to connect.*

*This kind of personal affirmation is a testament to the difference we make in the lives of those we serve. Knowing that our guests feel supported and valued reaffirms our commitment to providing exceptional care and assistance .*

*Joey's words remind us of the crucial role NTTHS plays in offering both practical help and emotional support, underscoring the importance of our work in fostering a sense of hope and stability for our guests.*





Case Management &  
Housing Support

# Housing Support

## Impacts: July 2023-June 2024

- 8 individuals were provided with temporary emergency housing in hotel rooms for a total of 47 nights.
- 117 housing applications completed, including gathering of documentation and follow up support!
- Neighbors supported in finding housing that was right for them.
- Weekly, multi-disciplinary, case conferencing among NTTHS staff to connect guests with needed services locally and in other areas.

**Impact Made:** *After being unhoused for over a decade in Truckee, Jerry, a 71-year-old talented musician has finally found his forever home with the support of NTTHS. His journey from living on the streets to securing stable housing highlights the profound impact of our services.*

*With NTTHS's assistance and resources, Jerry overcome the barriers that kept him from finding permanent housing. Our team's dedication helped him not only secure a home but also reclaim his sense of stability and security. We continue to provide post housing support, helping him adjust to living indoors.*

# An End to Homelessness



There was a combination of opportunities that enabled our team to help these neighbors end their homelessness.

- 1) Low Income housing in the local area!
- 2) Funding available for staff to support.
- 3) Private and Rapid Rehousing funding to help with rent subsidies, house deposits, utility deposits, and relocation support

## Case Management & Housing Support

### July 2023-June 2024

- **18 individuals moved into housing, ENDING their homelessness**
  - 9 individuals were chronically homeless (had experienced homelessness for longer than a year with a disabling condition)
  - 9 individuals were newly homeless (housing sold; landlord moved in; rent increased, etc.)
- Neighbors received what they needed to “move In” (financial support; lease signings support; furnishings and necessities, moving support; utility set-up, etc.)
- 11 households continue receiving case management either through NTTHS or other case management partners to support them in staying housed long-term.

**Impact Made** : *Our first supported housing units have changed the lives of seven individuals—two women and five men—between the ages of 52 and 68 by ending their homelessness. This is a big step forward in our goal to provide stable housing for those in need. Each resident now has a safe place to call home, thanks to the support of the live-in property manager and case manager. This entails offering around-the-clock assistance, making sure everyone has access to essential resources, personalized care, and forming a supportive community. The success of this project shows how powerful supported housing can be. By addressing both immediate and long-term needs, we’re helping these individuals rebuild their lives, restoring their dignity, and opening the door to a brighter future. This first supported housing community is just the start, and we’re committed to helping more people find their way home.*

Thank you to all our dedicated donors, partners, and volunteers, your gifts of time and treasure make these impacts possible! Together, we have made a significant impact in the lives of our unhoused and under-housed neighbors, year after year.

Special thanks to our sponsors with donations above \$30,000 this year. Your dedication and support are instrumental in sustaining our programs and expanding our reach.



("a collaborative project of the developers of the Martis Camp community and its members, Mountain Are Preservation (MAP), and Sierra Watch")



**SUPPORTED BY**  
**TAHOE TRUCKEE**  
**COMMUNITY FOUNDATION**



**NEVADA COUNTY**  
CALIFORNIA



**As we move into this 2024-2025 year of service,** we need your continued support. The “Shelter” funding during COVID, which backed Day Respite Center operations and hotel stays, has ended. Along with it went the relaxed zoning and focus on necessities and safety for our unhoused neighbors.

**We will continue the work, and advocate.** We are hopeful that the Truckee Tahoe Homeless Advisory Committee will develop a regional vision for “right-sized” programs to fill our service gaps. And along with that will come a location and funding partnerships to sustain these efforts long term.

For more information on ways to support and be involved, please visit our website: <https://www.ntthomelesservices.com/get-involved> or contact us at [ntths@amihousing.org](mailto:ntths@amihousing.org)