



NORTH TAHOE - TRUCKEE
HOMELESS SERVICES

August 31, 2021

Dear Community and Supporters,

With your support this past year, we were able to serve our neighbors who were homeless, or at risk of homelessness in a life transforming way. We are deeply appreciative for the vital support that came in the form of financial or needed item donations, and some hands-on volunteers. This helped our team to not only fill a gap in safety net services, but the ability to provide the extra support needed to move some of these neighbors into permanent housing and end their homelessness. In November we expanded from The Emergency Warming Center, Respite Day Center and Homeless Services to North Tahoe Truckee Homeless Services which is a program of AMI Housing Inc. This partnership gives us long term stability and the ability to access to federal funding to move towards a larger goal of preventing and ending homelessness in the North Tahoe Truckee region.

We had an emergency use permit that allowed us to operate at the Veteran's Memorial Building which was a vital part of our ability to serve our neighbors in need through this COVID time. The Respite Day Center opened 172 days, welcomed 183 unique guests for a total of 2707 guest visits. We provided health checks, access to PPE, COVID education and Vaccine Clinics. We served a warm breakfast and lunch each day, with the help of volunteers and Sierra Senior Services, providing more than 5392 healthy meals. Additionally, we provided access to 1348 showers and 433 loads of laundry. This was a life-giving service for our long-term homeless neighbors, folks working and living in their cars and neighbors who found themselves suddenly homeless through COVID related situations.

The Emergency Warming Center season began in November and opened 46 of the most severe weather nights, ending the season on April 30, 2021. We served 57 individual guests and 3 dogs for overnight stays. We averaged 12-14 guests each night and in total provided 415 nights of shelter. This was a 32% increase overnight stays than the previous year.

Additionally, we provided Emergency Transitional Housing for 6 of our most vulnerable neighbors from November 2020 – May 2021. With the use of 5 hotel rooms and 1 room in a house we were able to provide the stability that comes from having access to shelter every night. We saw first-hand that when homeless neighbors are provided housing, access to meals and offered case management services it opens the possibility for physical, mental, and spiritual transformations.

Through all programs we were able to offer case management to help guests with longer term goals. We offered lockers so guests could store some of their belongings and access to a post office box to receive mail. Both offer stabilities and increase the ability to connect people with important documents that then enable them to apply for benefits and access housing options. We watched our unique guests benefit from safe spaces to be welcomed, listened to, encouraged, and supported to take next steps. For some it was gas or transportation out of the area, for others with repeat visits, we developed trusting relationships and could connect guests with longer term medical support, legal support and some, a hand up out of homelessness.

Here are a few tangible examples of what can be done with your continued support of these programs.

- 3 neighbors who unexpectedly found themselves homeless, were supported with case management and access to Rapid Rehousing funds to quickly get back into permanent housing, in the area.
- Our case managers helped 25 people gather needed documentation, apply, and navigate the process for low-income housing at Truckee Artist Lofts and Coldstream Commons. We celebrated and helped 4 of these homeless neighbors into their apartments and will continue to support them in staying housed through case management. We hope at least 6 more will be housed before this winter.

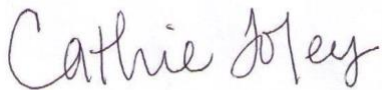
- We had 17 guests arrive to the Emergency Warming Center in crisis and were able to navigate and support them with next steps. Often our staff is told, “you saved my life” as we welcome them from the cold into a safe, warm place. After one or two nights of safe shelter, either at the center or in a hotel room, our team is able to help them navigate their situation and support them with their next steps.
- With staff to support Street Outreach we have been able to connect with some long-term homeless neighbors that don’t regularly access services. This team in tandem with the Homeless Outreach Coordinator at Sierra Community house are building life giving relationships and helping connect these neighbors with help, where they are at.

Summary of Increased Program Reach in 2020-2021	2020 -2021	2019-2020
Nights Open (Weather Triggered)	46	33
Overnight Guests Served	57	52
Total Nights of Shelter Provided	415	314
Average # of Guests Per Night	12-14	10-12
Day Center Days Open	172	75
Day Center Individual Guests	183	84
Day Center Total Guest Visits	2702	915
Guests access to Breakfast & Lunch	5392	877
Guests access to Showers	1348	554
Guests access to Laundry	433	234
Provided Transportation to a “better” location for care	72	69
Emergency Transitional Housing (11/2020 -5/2021)	6	N/A
Street Outreach Staff	1	N/A
Case Managers	2	1

In June 2021 the emergency use permit expired at the Veteran’s Memorial Building and with no other viable options we moved services back to Church of the Mountains. This location is not ideal, but we are searching and counting on the Counties, Community and Town of Truckee to work with us and help find or create a permanent location before the end of this 2021-2022 program year.

We hope you will continue to partner with us on these lifesaving and life-giving efforts, that make our community stronger, as we care for our neighbors in need.

With Gratitude & Warmth,



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