



Annual Report

July 2021 – June 2022



NORTH TAHOE - TRUCKEE
HOMELESS SERVICES

A LETTER FROM THE DIRECTOR



Dear Friends & Neighbors,

When I moved to Truckee in 1991, it was a small town. Two years later in 1993, Truckee incorporated as a city, and we've been growing into and adapting to that designation ever since then. In 1993, we had a very small population of unhoused neighbors and over the years I've watched that number slowly grow. In 2015, there was strong community support to share resources and make sure our most vulnerable community members had an option for a safe place to sleep, on the most severe weather nights in the winter. Through the leadership of United for Action, this grassroots effort, the Emergency Warming Center was established.

In March of 2020 when COVID began there were increased needs for our unhoused neighbors. With the support of key stakeholders, we expanded safety-net services to support those with no space, to shelter in place. Our most vital partnership is with Advocates for the Mentally Ill Housing Inc (AMI Housing), an established non-profit who absorbed our small program and created North Tahoe-Truckee Homeless Services (NTTHS).

At the beginning of this fiscal year, we realized that the challenges of homelessness were far greater than the estimated 45 chronically homeless neighbors we would regularly serve and the normal increase of summer "travelers". With COVID and the housing crisis we were meeting many who were unhoused (couch surfing and living in cars or tents) for the first time in their lives. Two common themes emerged: neighbors who worked in our community lost housing when their landlord sold or moved in and community members who moved here for a job couldn't find affordable housing.

As we wrap up this year, we are so grateful for the amazing partners and donors who are the reason that we could expand and fill this vital role for our region. We see the life transforming possibilities that happen when you give someone a hand up and include them in the fabric of our community.

Thank you for believing in this work,

Program Director



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 basic human necessities like food, clothing, hygiene and human connection. We also provided case management to ensure needed services and supports were offered for our neighbors to move forward with their lives.

By the Numbers: July 2021 – June 2022

- 2929 total guest visits
- 306 guests and 64 animals welcomed
- 164 days open
- 2,901 meals served
- 869 showers (along with a clean towel and toiletries)
- 367 loads of laundry including the soap!
- 146 guests supported with transportation needs, 51 of them connected with family, friends and resources out of this area.

Impact Made

Bob is 70 years old and has lived for the last 40 years in Kings Beach. In March 2020, he began coming to the Day Respite Center for meals and to connect with other people. When he began to struggle by not taking the critical medications needed to maintain his health, he did not have a support system in place.

Over time, we saw his decline and witnessed him leave his home and start living on the street. He continued to visit the Day Center and our case manager was able to continue supporting him with doctors' appointments, emergency housing, and linking him to county-based services. With this increased base of support and the relationship with our team and his case manager, Bob agreed to move to a supportive living environment with onsite support where he is getting the care and treatment he needs.

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 2021 – April 2022

- 46 nights open
- 54 guests and 10 dogs
- 331 overnight stays
- 9 individual guests for community dinner only, serving 44 total dinners.
- 38 additional guests during the winter weather emergency on 12/25 and 12/27 with a safe place to stay the night.

Impact Made

We met James in 2015 during the first winter season of the EWC. He had lived in the area for 15 years, living outside the last 10 years.

James is now housed and thriving! When he moved into housing, it took sometime to adjust and for him to believe that he was worthy of being housed. After adjusting to the security of knowing where he could sleep and keep his belongings safe each day, he began to work on other areas of his life. James has accepted support with medical appointments. He is eating healthier. He has reduced his drinking dramatically and he has started the work it takes to obtain the disability income he is due. With this income he will be able to pay 30% of his rent and support himself with his other necessities.

Expanded Outreach and Supportive Services



Street Outreach

In November 2021 our team expanded to include the local Homeless Outreach coordinator. This position 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 2021 – June 2022

- 66 individuals served
- Case Management was provided to support with getting IDs, Social Security cards, Medical benefits, food support, legal support and create housing plans
- 22 referrals were made to physical health providers
- 10 individuals engaged in mental health services through Nevada County Behavioral Health and other providers
- 26 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

*Like so many families in Tahoe, the Smith family of 3 lost their housing when their property owner sold their home. Initially they relied on the support of friends and family, sleeping on couches for months. Finally, after a referral from the social worker at the high school, they connected with our Homeless Outreach team. Our organization helped support them with a motel stay as they diligently worked with our team with housing plans. After two months, they **found housing!** With private funding, and Rapid Rehousing funds, we supported them with a security deposit and the first month's rent. This support allowed them remain in their community, continue working their jobs and for their daughter to finish high school.*

Steps Towards Creating Stability and Ending Homelessness



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.

**Case Management &
Housing Support**

By the Numbers & Impacts: July 2021 – June 2022

- 127 of the 306 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 a housing plan
 - 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, Veteran certification which are needed for jobs, housing applications and securing of benefits.
 - 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

Our client Jason shared “Without the help to get my ID, Veteran letters and Social Security card, I’d still be living outside. Thank you for all the ways you’ve helped me the past years.”

Steps Towards Ending Homelessness



Case Management & Housing Support

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. Others accessed Emergency Room Project, NTHS's Transitional Housing Program where we supported with longer term stays for highly vulnerable neighbors while working on housing plans. We use hotel rooms, as available, to fulfill these purposes.

Housing Support Impacts made July 2021-June 2022

- 5 individuals (3 households) participated in our Emergency Room Project program which provided 333 nights of short-term transitional housing while these neighbors worked towards their housing plan.
- 6 individuals were provided with Temporary Emergency Housing in hotel rooms for a total of 38 nights.
- 132 housing applications completed! Including gathering of documentation and follow up support.
- 27 housing voucher applications completed for long term housing 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 other areas.

Impact Made:

After serving in the Marines, Larry moved to Tahoe and worked in the service and ski industry. After living and working in Tahoe for 10 years, he found himself living outside. Over many months of outreach, Larry mentioned he was ready to find housing before winter. He utilized the Emergency Room Project for 159 nights until his apartment was ready to move-in. Since moving in, Larry has quit smoking cigarettes and is grateful to have his forever home.

Ending Homelessness



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

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

Case Management &
Housing Support

July 2021-June 2022

- **44 individuals (40 households) moved into housing, ENDING their homelessness**
 - 27 of these individuals were chronically homeless, meaning experienced homelessness for longer than a year, and have a disabling condition
 - 17 of these individuals were newly homeless (COVID, housing sold, landlord moved in, rent increases, etc)
- We helped neighbors with what they needed to “Move In”, such as: Financial support; Attended lease signings; access to furnishings and necessities to establish their “home”; physically moved them in; set up utilities and other individual supports as we were able to.
- 31 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

Sam and Mary had lived in Tahoe for 42 years. Like many locals, they lost their housing during the pandemic. Without any family support, they found themselves unhoused for the first time in their life. Thankfully, they were connected to our organization through Sierra Community House. We connected them to the needed resources to qualify for one of the new, below market rate apartments in Truckee. Thanks to this type of housing and support services, they could afford the rent with their Social Security income, continue to access their doctors and support services they built over the years, and remain in their community.

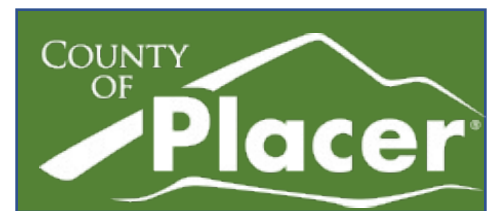
Much appreciation to everyone who supported us, making these life giving & life-saving community successes possible.

The list of support is too extensive to share, but know, every financial supporter, volunteer & in-kind donation is deeply appreciated.

Key Stakeholders for expanded services:



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



As we move into this 2022-2023 year of service, we need your help more than ever. COVID funding has gone away, and we are working hard to fill that gap, and continue this level of vital safety-net supports in our region.

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 me directly CFoley@amihousing.org