



Annual Report

July 2024 – June 2025

A LETTER FROM THE DIRECTOR

To Our Valued Community and Stakeholders,

As we look back on this year, it's my privilege to share our Annual Report—a story of resilience, collaboration, and the lives we have touched together.

Building on Resilience, Embracing Change

Despite the uncertainty created by the absence of a long-term location and a unified regional vision for homeless services, our commitment to compassionate, person-centered care never wavered.

Highlights of Impact

- **Adaptability:** We expanded outreach and housing supports—meeting people where they are, building trust, and connecting them to essentials, case management, and housing navigation.
- **Basic Needs with Dignity:** Through our lunch program, we welcomed 116 guests over 172 days, serving 1,151 meals while distributing warm clothing, sleeping bags, and linking individuals to critical services.
- **Shelter & Housing Stability:** We provided emergency hotel stays for 6 households, supported 16 individuals in securing safe housing, and offered ongoing case management, meals, and prevention funding to 41 vulnerably housed neighbors.
- **Advocacy & Regional Leadership:** The Tahoe Truckee Homeless Advisory Committee created the first Tahoe Truckee Regional Homeless Action Plan, which was presented to local councils and boards—all of whom committed to advancing coordinated solutions.

Looking Forward

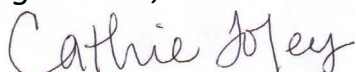
We will continue outreach at the same level as last year, while adding a new Post Housing Case Manager through our partnership with AMI Housing and Nevada County—strengthening support for both unhoused neighbors and those newly housed. We remain active in TT HAC, working with local governments, nonprofits, and community members toward lasting solutions.

Gratitude and Acknowledgments

To our staff, volunteers, donors, and partners—thank you. Your commitment makes this work possible. And to our clients—your trust, courage, and resilience inspire us daily.

Together, we are building not only access to necessities but a true community of care. With your continued support, we will keep moving toward a region where everyone has a safe place to call home.

With gratitude,



Cathie Foley

Program Director

North Tahoe Truckee Homeless Services, AMI Housing Inc



Together, Ending Homelessness in Tahoe-Truckee

Our mission is to provide vital safety-net services and work to end homelessness in North Tahoe-Truckee, one person at a time.

We are guided by core values that shape every program and every interaction:

- Service to our neighbors
- Social justice and equity
- Dignity and worth of every person
- The importance of human connection
- Integrity and accountability
- Professional competence

Programs:

1. **Outreach:** Meeting unhoused neighbors where they are, providing essentials, building trust, and connecting them to services.
2. **Case Management and Housing Support:** Helping individuals set goals, access benefits, secure and maintain stable housing.



AMI Housing, Inc.
A California Non-Profit Corporation

Closed August 2024



Day Respite Center

The Day Respite Center — often described as a Navigation Center — opened three days each week, offering our unhoused and under-housed neighbors a safe, welcoming space. Here, guests could access essentials like nutritious food, warm clothing, hygiene supplies, and — just as importantly — human connection.

Our community partners joined us in providing critical resources, while our case managers worked side-by-side with guests to connect them to services, supports, and pathways toward stability and housing.

By the Numbers:

July 2024 – August 16, 2024

- **27** days open
- **469** total guest visits
- **106** individual guests - and **47** companion animals welcomed
- **469** nutritious meals served
- **73** showers provided – each with a clean towel and toiletries
- **42** loads of laundry – soap included!



Emergency Warming Center

Closed Winter 2023 - 2024

Since 2015, the Emergency Warming Center has provided life-saving shelter during extreme winter weather. This past winter, no center was opened as resources shifted toward developing Hope Ridge House, a permanent supportive housing project that ultimately did not move forward — leaving a critical gap in our local safety net and highlighting the ongoing need for both emergency and long-term housing solutions.

Impact Made – When Services Disappear : John, 50, and Jenn, 47, were living and working out of their van in Truckee. In past winters, the Emergency Warming Center and Day Center gave them access to showers, laundry, and a safe place to rest, essentials that helped them stay employed and connected to the community.

With both centers closed this year, those supports were gone. Without access to basic hygiene, John lost his job, and the couple was eventually forced to leave the area, losing the stability they had been working to build. Their experience underscores the urgent need for both emergency services and long-term housing solutions.

Outreach and Supportive Services



Outreach

Our Homeless Outreach Coordinator, with other staff, leads Outreach efforts across the North Tahoe–Truckee region. Using a compassionate, team-based approach, we meet our unhoused neighbors where they are — building trust, offering essential supplies, and encouraging connection to available services. We also respond to referrals from the hospital, law enforcement, and community members when a neighbor is in crisis or in need of support.

By the Numbers: July 2024 – June 2025

- **79** individuals served
- **Case Management** provided to help obtain IDs, Social Security cards, medical benefits, food assistance, legal aid, and personalized housing plans
- **12** referrals to physical health
- **4** individuals connected to mental health services through Nevada County Behavioral Health and other providers
- **70** referrals to partner agencies, including Sierra Community House, Hospitality House, Sierra Senior Services, FREED Center for Independent Living, and Connecting Point

Impact Story – Sue’s Journey Home

For two years, Sue lived in her vehicle in Truckee after fleeing domestic violence in another state. Disabled and on a fixed income, she couldn’t stay with her daughter, who had secured a small affordable apartment nearby.

Sue stayed determined — completing a course for people with acquired brain injuries, joining virtual peer support groups, and applying for affordable housing.

This month, she received the news she’d been waiting for: she was selected for a studio apartment in Truckee. NTTHS will cover her first month’s rent and deposit, with ongoing case management as she takes on rent payments at 30% of her income.

Sue’s next goal is to start a local peer support group for those living with traumatic brain injuries — and to host her granddaughters for their first sleepover in her new home.



Beyond Case Management

NTTHS provides targeted support to address urgent needs, from relocation assistance, lunches and short-term shelter. Special events foster community connections, while our Homeless Outreach Coordinator and Post-Housing Case Manager work alongside clients to achieve goals such as housing, health, and income. Through guidance and resources, we help clients take meaningful steps toward lasting stability.

Case Management & Housing Support

Impacts: July 2024-June 2025

- 6 individuals were provided with temporary emergency housing in hotel rooms for a total of **26** nights.
- **49** housing applications completed, Including gathering of documentation and follow up support!
- **42** individuals helped to relocate through bus tickets or gas cards

116 individuals served at lunches

- 42 housed
- 63 unhoused
- 1,151 total meals served

Special Enrichment Opportunities & Groups

- **Art Group:** 5 sessions
- **Celebrations of Life:** 2
- **Dental Clinics:** 2
- **Hair Cut Days:** 3
- **Free Phone Days:** 3
- **Flu Shot Clinic:** 1

Impact Made: Ben's Story

Ben, 67, has lived unhoused in our region for over 20 years. While he knew about local services and occasionally stopped by, only recently did he begin coming daily to our lunch program at the Joseph Center, open Tuesday through Friday.

With no stove and limited food benefits, these meals are often his only dependable source of nutrition. Each Friday, Ben reflects, *"What will I do for three days without lunches here?"* — a powerful reminder of the urgent need for consistent food access in our community.

Ending Homelessness, One Person at a Time



Behind every statistic is a story of resilience: a veteran finding a stable place to heal, a parent reuniting with their children in a safe home, an elder able to age in place with dignity. These successes remind us that while ending homelessness is complex, it is possible — one person, one home, one community at a time.

Case Management & Housing Support

By the Numbers: July 2024-June 2025

- **16** individuals moved into housing – ending their homelessness
 - **12** were chronically homeless (unhoused for over a year with a disabling condition)
 - **4** were newly homeless due to circumstances such as home sales, rent increases, or landlords moving in
- Neighbors received essential “move In” support, including financial assistance, help with lease signings, furnishings, household necessities
- **12** individuals continue to receive case management through NTTHS or partner agencies to help them stay housed long-term.
- 4 individuals received funding supports to prevent them from becoming homelessness

Impact Story – Josh’s Journey to Stability

Josh, 57, has called Kings Beach home for more than 25 years. He worked steadily in the community until 2021, when a workplace accident left him unable to maintain full-time hours. Without the same income, he quickly lost his housing.

Despite his deep roots in North Lake, Josh couldn’t find an affordable place to live. He refused to give up on the community he considered home. For nearly two years, he struggled without stable housing, facing the daily uncertainty of where he would sleep.

That changed when Josh applied for and was accepted into **Brown Bear Supported Housing** in Kings Beach. With a safe, stable place to live, Josh now has the foundation he needs to focus on his health, rebuild his stability, and work toward new goals for the future — all while remaining in the community he loves.

Together, We Make an Impact

Thank you to our dedicated donors, partners, and volunteers – your gifts of time, talent, and resources make these impacts possible. Year after year, you help change the lives of our unhoused and under-housed neighbors in meaningful ways.

With Special Thanks to our Leading Sponsors

We are grateful to our leading sponsors whose contributions of \$10,000 and above made a profound impact this year. With a generous gift of \$40,000 from the **Martis Camp Foundation** and an extraordinary \$70,000 contribution from **The Martis Fund**, your support sustains our programs, expands our reach, and creates lasting change for our neighbors in need.



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



Foundation



Looking Ahead — 2025–2026

As we enter a new year of service, your continued support is vital. We remain steadfast in this work and will keep advocating for sustainable, right-sized solutions for our region.

Thank you for standing with our neighbors

Join Us in Building the Future

 ntthomelesssservices.com/get-involved

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