

August 1, 2018

Dear Community Member,

Thank you for your support of this grass roots community effort! Your gifts of time, supplies, food, finances allowed us confidently open on 40 of the worst weather nights during the 2017-2018 Truckee ~ North Tahoe Emergency Warming Center Season.

With this support we were able to provide life saving and life giving care through this weather-triggered emergency center. The program is intentionally structured to create community. Through spending time with our guests over meals, movies, games, and conversations, we create relationships and earn trust. We served 50 individual guests and 5 dogs for overnight stays this season. Many guests stayed more than one night, so in total we provided 238 nights of shelter. Of these guests, 20 are chronically homeless, so 84% of our nights of shelter supported these vulnerable neighbors.

In addition to overnight stays, we had 39 opportunities to invite 'neighbors' in for a warm meal and community support before they headed off to other places for sleep. We also had 30 guests who arrived in a crisis situation and were able to be cared for overnight and assisted with next steps in the morning. We also supported about 45 other individuals with sleeping bags, blankets, warm clothing and/or other basic necessities in their time of need.

335 volunteers came together from different parts of the Tahoe ~ Truckee communities in support of this effort. They dedicated over 1325 hours of time, provided meals, and donated supplies and finances to help make this project a true success. In addition to our amazing volunteers, we expanded our part time staff to include a shift supervisor for the 5-10 pm guest intake shift and overnight shifts 10 pm-6 am as needed. This allowed us to create more stability for guests and volunteers during the nights we were open. It also strengthens the sustainability of the program when we have long stretches of open nights. Of note, this season we had one stretch of 16 open nights.

Building on the relationships we've created and the trust we've earned with guests, we have then further provided access to basic needs and connection to available resources as guests express a willingness and desire for assistance. Here are a few examples of guests we've helped:

- We helped one long-term guest enter an alcohol treatment program. He has successfully completed 6 months of this in-house treatment program.
- We helped one guest relocate to longer-term shelter in South Lake Tahoe. We also helped raise money and support him during his prostate surgery and recovery.
- Our guest and long-time Truckee resident, Ronnie, and his pup Cairo would join us for community meals over the past two seasons at the EWC. When he passed away this spring, we welcomed his out of town family, joining them and his friends in celebrating his life as a long time community member.

- We helped a young family with a baby with a warm meal and hotel room for the night.
- We provided emergency shelter and meals for folks stranded at the bus and train station without resources.
- We provided support when the center was not open but guests were sick.

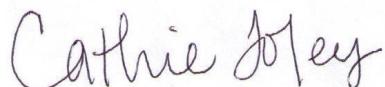
### **Increase of program reach during the 2017-2018 season:**

<b>Items with measurable increase</b>	<b>2017-2018 Season</b>	<b>2016-2017 Season</b>	<b>2015-2016 Pilot Season</b>
Nights Open (Weather Triggered)	40	35	25
Individual Nights of Shelter Provided	238	174	115
Overnight Guests Served	50	44	24
Guests for dinner and community but not overnight	39	28	3
Volunteers	335	255	153
“Core” Volunteers (served more than 7 shifts)	14	20	8
Part-time Staff	3	1	1
Guests connected to longer term support	21 (42%)	14 (31%)	5 (20%)

Summer is here and we continue to help guests access and coordinate services. Moving into fall, we will again begin training for volunteers, grant writing, and making preparations to be open when severe winter weather arrives!

In closing, I invite you to learn more about this program as a volunteer this winter! We need help in the center as well as on many other tasks that keep this program sustainable. We also appreciate your tax-deductible support through financial contributions and donations of needed items.

With Gratitude & Warmth,



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