



Emergency Warming Center Impact during our 2018-2019 Season

Thank you to all supporters during the 4th season of this grass roots community effort! Because of volunteers and donations and financial support we filled an important, lifesaving piece in our community services. Providing warmth and wellness to our most vulnerable neighbors, on the most severe weather nights of the year. Here are some details about the impact of this resource.

Season Summary:

We opened on 39 of the most severe weather nights this winter. We served 72 individual guests and 6 dogs for overnight stays. The individuals were comprised of 66 adults and 6 children. Families with children were connected to shelter outside the center in private homes or a motel. In total we provided 305 nights of shelter, an increase of 28% from the previous season.

We had 45 guests who arrived in a crisis situation and were able to be cared for overnight and assisted with next steps in the morning. This was a 50% increase over last year. In addition to overnight stays, we had 52 opportunities to provide people with bus tickets, gas or other transportation to help them on to a better destination, as this is not the area to be stranded with no resources, especially in the winter. We also supported over 30 other individuals with sleeping bags, blankets, warm clothing, basic necessities, and connection to community resources.

Of our 72 guests, 27 are chronically homeless. They are the main focus of this outreach and 85% (259 of 305) nights of shelter provided served these vulnerable neighbors. With consistent staff and volunteers, deeper connections and relationships were formed and we had opportunities to help influence larger life decisions. In addition to basic necessities, for anyone wanting to change their circumstances, we connected them to opportunities and support to start taking the necessary steps towards those changes.

Here are a few success stories from this season and tangible examples of the lifesaving and life giving efforts that happen because of the EWC program:

- In anticipation of another rough winter, we helped 6 neighbors at the beginning of the season to either travel out of town to a warmer climate; reconnect with family; or move to a full time shelter.
- We helped one long-term local guest with an online “Hand-Up” fundraiser, raising \$1,600 to help with timely and much needed medical care and prescriptions. We helped get his truck (A.K.A his home) registered and insured, as well as a down payment on a small apartment. He is now working, sheltered, and can afford the monthly rent payment! Additionally, having the community support has given him newfound hope. He knows we are here to help with basic necessities to help him stay healthy and sheltered.

- Through a busy season with illness, we were able to provide respite care for unwell guests in hotel rooms on 6 nights that the center could not officially open, giving them a better chance to recover and potentially avoiding emergency room visits or a hospital stay.
- We coordinated extra opportunities to shower and do laundry in order to facilitate our outdoor living neighbors getting healthy and staying out of the hospital.
- We recently received a heartwarming \$20 donation from a previous guest. This fellow spent the first 2 ½ seasons with us and has struggled long term with addiction. In the middle of last season he was ready and willing to take steps towards detox and recovery. He has worked very hard on his recovery and is currently sober and building a healthy life for himself, his daughter, and his family.
- We were able to purchase 14 new, much sturdier and more comfortable cots, install security cameras, and add much needed new shelving and containers to organize donations of clothing and supplies.
- As a testament to the success of our program, I was honored with two community awards, the Community Collaborative of Tahoe Truckee's Partner of the Year award and a Paul Harris Fellow award from Truckee Rotary.

This project was successful because of an amazing amount of teamwork:

378 volunteers dedicated over 1630 hours of time, provided meals, and donated supplies and finances to help make this project a true success. In addition to our amazing volunteers, our paid positions included my coordinator position, a shift supervisor for a majority of the 5-10 pm shifts, along with morning homeless outreach support. This allowed us to create more stability and consistency for guests and volunteers while supporting the smooth running on nights we were open. It was key to developing trusting relationships and helping guests to connect with longer term help.

In addition to the in-kind volunteer support, we received financial support from The Martis Fund (a collaborative project of the developers of the Martis Camp community and its members, Mountain Area Preservation (MAP), and Sierra Watch"), Martis Camp Community Foundation, Placer County, Truckee Tahoe Airport District, ~, Tahoe Truckee Community Foundation through their Queen of Hearts Womens' Fund, other donor advised funds, and their Give Back Tahoe end of year online giving campaign, and Safeway. About half our support comes from individuals and a variety of faith based communities. Additionally, some small businesses such as HeyChef! and Redlight Truckee Hostel and volunteer events raise awareness of our program and donate funds each season.

Increase of Program Reach during the 2018-2019 Season:

| Items with measurable increase | 2018-2019 Season | 2017-2018 Season | 2016-2017 Season |
|---|------------------|------------------|------------------|
| Nights Open (Weather Triggered) | 39 | 40 | 35 |
| Individual Nights of Shelter Provided | 305 | 238 | 174 |
| Overnight Guests Served | 72 | 50 | 44 |
| Average # of Guests Per Night | 7-9 | 5-7 | 3-5 |
| Record # of Guests Per Night | 33 | 16 | 12 |
| Folks provided Gas or Bus Ticket to a safer winter location | 52 | 28 | 14 |
| Guests connected to longer term support | 31 | 21 | 14 |
| "Core" Volunteers (served 6 or more shifts) | 22 | 14 | 20 |
| Volunteers (In center, projects, financial & donations) | 378 | 335 | 255 |

Longer Term Plans and Future Support Needs:

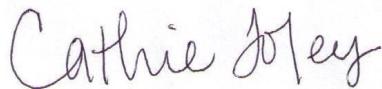
At our season end debrief with core volunteers and steering committee members, we celebrated the hard work and combined efforts of everyone involved in this grassroots effort. We also discussed lessons learned and goals for the next season. As we move into our 5th season, we hope you will continue to partner in our success!

With the record-breaking numbers this year (and awareness that the numbers would have been much higher if weather triggered nights had continued on into March and April), we are focused on making sure this program is sustainable. One step we are taking is expanding our volunteer leadership team and 'core' volunteers to be even better prepared for another winter like this one. Additionally, with the news our beloved and highly qualified shift supervisor has now started a full time job, we will be looking for 3 part time "shift supervisors" to take over and expand the vital roles she has been filling. Finally, we will be working to find a solution for when we have long stretches of open nights by potentially hiring overnight security to supplement our overloaded overnight volunteers. These steps will strengthen our sustainability and allow us to continue building on the benefits of consistent leadership in the center when we are open, offer more training of new volunteers, as well as providing homeless outreach support to our guests.

Additionally, we wish to expand our space to include access to shower and laundry facilities for the nights we are open. Last season we had a stretch of nights where we needed guests to shower before staying. Other times we had guests who were sick or very dirty that could have benefitted from a shower before staying. Having these on site would improve the health of our guests and volunteers and allow us to be confident about the basic necessities we can safely offer. In the past 3 seasons we have had the use of a small stackable washer/dryer in the kitchen at the EWC. We used this to dry clothing and do laundry for the center. This season with the increase in guests and health concerns, our laundry task became quite a challenge. We wish to acquire 2 full size washers and dryers that can be used to accommodate the expanding laundry needs.

Please consider how you can support these efforts in the upcoming season.

With Gratitude & Warmth,



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