



24/25

ANNUAL REPORT

EXPANDING SERVICES TO BETTER
SUPPORT OUR COMMUNITY



PREPARED BY :
Board of Directors

Table Of Contents

Letter from the Board	03	Income	12
Our Team	04	Operating Expenses	13
Programs	05	Partner Praise	14
Homekey Program	06	Our Collective Impact	15
Coordinated Entry Program	07	TCH Client Story	16
Street Outreach	08	TCH Client Story	17
Arise Rapid Rehousing	09	Community Partners	18
Emergency Shelter	10	Community Donors	19
Rapid Rehousing ESG	11	Community Donors	20



Leading with Gratitude, Celebrating Collaboration

TCH Board Member Dr. Marissa Muscat reflects on the 24/25 Coalition for the Homeless community impact.

As a long-term board member, I am proud to reflect on a year of impactful progress and ongoing commitment by Tahoe Coalition for the Homeless. Most of you know our journey from a grass-roots effort to open an overnight emergency winter shelter in South Lake Tahoe to a non-profit organization providing permanent housing, rapid rehousing, case management, street outreach, navigation services, and more. Because of YOU – our supporters, cheerleaders, financiers, volunteers, staff, board members – we continue to expand the work that small but mighty group started in 2015.

Now celebrating ten years of service, TCH continues to be a vital resource for our community, providing comprehensive solutions to homelessness through a robust portfolio of programs.

This year, our Homekey Program expanded its statewide effort to rapidly increase permanent housing options. We successfully managed three properties in South Lake Tahoe, offering residents not only affordability but also essential supportive services and case management through the CalAIM program. These efforts have directly contributed to stabilizing lives and promoting long-term stability.

Our Coordinated Entry system remains a cornerstone of our approach, ensuring an efficient, community-wide process to match individuals experiencing homelessness with the resources that best meet their needs. This streamlined intake has improved access to services and reduced barriers for those seeking help.

The emergency shelter services expanded, where our "Warm Room" evolved into a full-time shelter that operated 24 hours per day. We provided 14 beds that served 39 people with daily meals and vital case management. This facility was a refuge and a stepping stone toward permanent housing solutions.

Street Outreach remains a critical component of our strategy, allowing us to engage unsheltered individuals directly in their environments. Through outreach, we connect those in urgent need to emergency shelter, healthcare, and supportive services, thereby addressing immediate needs while fostering trust within our community.

Our Rapid Rehousing initiative, supported by the Emergency Solutions Grant, has provided short and medium-term rental assistance, helping families and individuals secure stable housing within three months to two years.

Additionally, the Arise program continues to support survivors of domestic violence by offering tailored rehousing assistance, ensuring safety and stability for some of our most vulnerable populations.

We are about to begin a new program offering medical respite to people experiencing homelessness with complex medical, psychiatric, or behavioral conditions.

We are at the beginning of another transition as we begin our year of service, as the end of 2025 approaches. We say goodbye to our former executive director, Kimberly Peterson. We thank Kimberly for her services and wish her well as she faces her next endeavor. TCH has hired a new director, Diane Ratcliff, and we are excited about the skills and passion she will apply to our efforts.

Overall, this year has reflected our resilience and dedication to addressing homelessness with compassion and innovative solutions. As we look ahead, we remain committed to expanding our programs, strengthening community partnerships, and working tirelessly toward a future where homelessness is rare and brief in El Dorado County.

Dr. Marissa Muscat

Board Member, Tahoe Coalition for the Homeless

Uniting Talents, Fueling Progress

Tahoe Coalition for the Homeless 2022-2023 Board of Directors. The TCH Board is a 100% giving board. Each committed member supports our organization with their time and their financial generosity.



Tom Makris
President Ex Officio -
Tom Makris



Joe Herold
President



Kate Herbert
Secretary



Leigh Wayne Miller
Treasurer



Wendy David
Board Member



Marissa Muscat
Board Member



Chris Campion
Board Member



Teresa Schow
Board Member



Meet our dedicated team who have given their expertise, passion, and energy to drive our success.



Nicole Zaborsky
Board Member



Jesse Kilow-Nieto
Board Member



Haley Turner
Board Member



Matt Hazelet
Board Member

Programs

802 people served

Homekey Program

A statewide effort to sustain and rapidly expand housing for persons experiencing homelessness or at risk of homelessness. This is permanent housing at three different properties in South Lake Tahoe. Residents pay rent and are provided supportive services and case management through the Cal Aim program.

Coordinated Entry

Coordinated Entry (CE) is a standard, community-wide intake and triage process to match people experiencing homelessness in El Dorado County with community resources that best fit their situation.

Emergency Shelter

TCH started as a grass-roots organization that opened an overnight "Warm Room" in South Lake Tahoe. Now we offer an emergency shelter with 14 beds where clients are welcome 24 hours a day and receive 3 meals daily. They have access to case managers who can provide supportive services, including housing navigation.

Rapid Rehousing

Through the Emergency Solutions Grant, we provide permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.

Arise

This program provides rapid rehousing to survivors of domestic violence.

Street Outreach

Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care. Component services generally consist of engagement, case management, emergency health and mental health services, and transportation.

Definitions

- **Transition Aged Youth (TAY) - Ages 18-24**
- **Elderly - 62 years and older**
- **Families - households with minor children**
- **Veterans - served in any military capacity**
- **Chronically Homeless - The person has a disabling condition & has been continuously homeless for a year or more. (HUD defines "homeless" as "a person sleeping in a place not meant for human habitation (e.g. living on the streets for example) OR living in a homeless emergency shelter. OR has had four (4) episodes of homelessness in the last three (3) years."**
- **El Dorado Opportunity Knocks Continuum of Care (EDOK CoC) is a regional planning body of representative stakeholders in El Dorado County that coordinates the community's policies, strategies, and activities toward preventing and ending homelessness.**

Homekey Program

52 people enrolled

A statewide effort to sustain and rapidly expand housing for persons experiencing homelessness or at risk of homelessness.

Homekey is an opportunity for state, regional, and local public entities to develop a broad range of housing types. This includes but is not limited to: hotels; motels; hostels; single-family homes and multifamily apartments; adult residential facilities; and manufactured housing. It also includes conversion of commercial properties and other existing buildings to permanent or interim housing for the target population.



Total Number Served

52



Elderly Served

26 / 50%



Veterans Served

6 / 12%



Men Served

35 / 67%



Women Served

17 / 33%



Transgender Persons Served

1 / 1%



Chronically Homeless Served

44 / 85%

Coordinated Entry

521 new intakes

Coordinated Entry (CE) is a standard, community-wide intake and triage process to match people experiencing homelessness in El Dorado County with community resources that best fit their situation. Coordinated Entry staff have a strong working knowledge of available programs and services across El Dorado County and can offer: identity documentation assistance, benefits and income navigation support, supportive service program referrals, housing access, and placement assistance.

While TCH operates Coordinated Entry for all of El Dorado County, when clients are housed or moved into supportive programs, it is always a community effort involving our partners across the county and region. We are proud of these results and recognize that it takes all of our EDOK CoC partners to make it happen.

South Lake Tahoe - 206 Intakes



Total Number Served

298

Elderly Served

42 / 14%

Veterans Served

13 / 4%

Youth Served

38 / 13%

Families Served

15 / 5%

Chronically Homeless Served

86 / 29%

Of the clients in our system who exited homelessness in South Lake Tahoe in 24/25, we know that:

1 entered transitional housing

21 staying with friends or family

51 found housing in unsubsidized rental, 33 in subsidized rental, 2 in their own home

Western Slope - 315 Intakes



Total Number Served

504

Elderly Served

98 / 19%

Veterans Served

32 / 6%

Youth Served

8 / 2%

Families Served

39 / 8%

Chronically Homeless Served

142 / 28%

Of the clients in our system on the Western Slope in 24/25, we know that:

5 entered transitional housing

5 entered a substance treatment program

19 staying with friends or family

68 found housing in unsubsidized rental, 29 in subsidized rental, and 3 in their own home

1 entered a long-term care facility

Street Outreach

318 People Served

Street Outreach activities are designed to meet the immediate needs of people experiencing homelessness in unsheltered locations by connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care. Component services generally consist of engagement, case management, emergency health and mental health services, and transportation.

South Lake Tahoe - 134 People Served



Total Number Served

134



Elderly Served

25 / 19%



Veterans Served

11 / 8%



Youth Served

3 / 2%



Families Served

3 / 2%



Chronically Homeless Served

42 / 31%



Men Served

95 / 71%



Women Served

39 / 29%

Western Slope - 184 People Served



Total Number Served

184



Elderly Served

39 / 21%



Veterans Served

15 / 8%



Youth Served

10 / 5%



Families Served

17 / 9%



Chronically Homeless Served

29 / 16%



Men Served

106 / 58%



Women Served

77 / 42%



Nonbinary Person Served

1 / 1%

Arise Rapid Rehousing

27 people served

Those who face domestic abuse often face homelessness if they choose to leave their abuser. This program provides support to survivors of domestic violence. Arise helps elevate survivors by providing short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services.



Total Number Served

27



Families Served

5 / 19%



Youth Served

1 / 4%



Women / Girls Served

23 / 85%



Men / Boys Served

3 / 11%



Transgender Persons Served

1 / 4%



Chronically Homeless Served

3 / 11%

Emergency Shelter

39 people served

TCH started as a grass-roots organization that opened an overnight "Warm Room" in South Lake Tahoe. Now we offer an emergency shelter with 14 beds where clients are welcome 24 hours a day and receive 3 meals daily. They have access to case managers who can provide supportive services including housing navigation.



Total Number Served

39

Chronically Homeless Served

21 / 54%

Elderly Served

10 / 26%

Youth Served

1 / 2%

Men Served

29 / 74%

Women Served

10 / 26%

Rapid Rehousing ESG

9 people served

Rapid Rehousing through the Emergency Solutions Grant we provide permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.



Total Number Served

9



Elderly Served

2 / 22%



Chronically Homeless Served

3 / 33%



Youth Served

1 / 11%



Men Served

7 / 78%

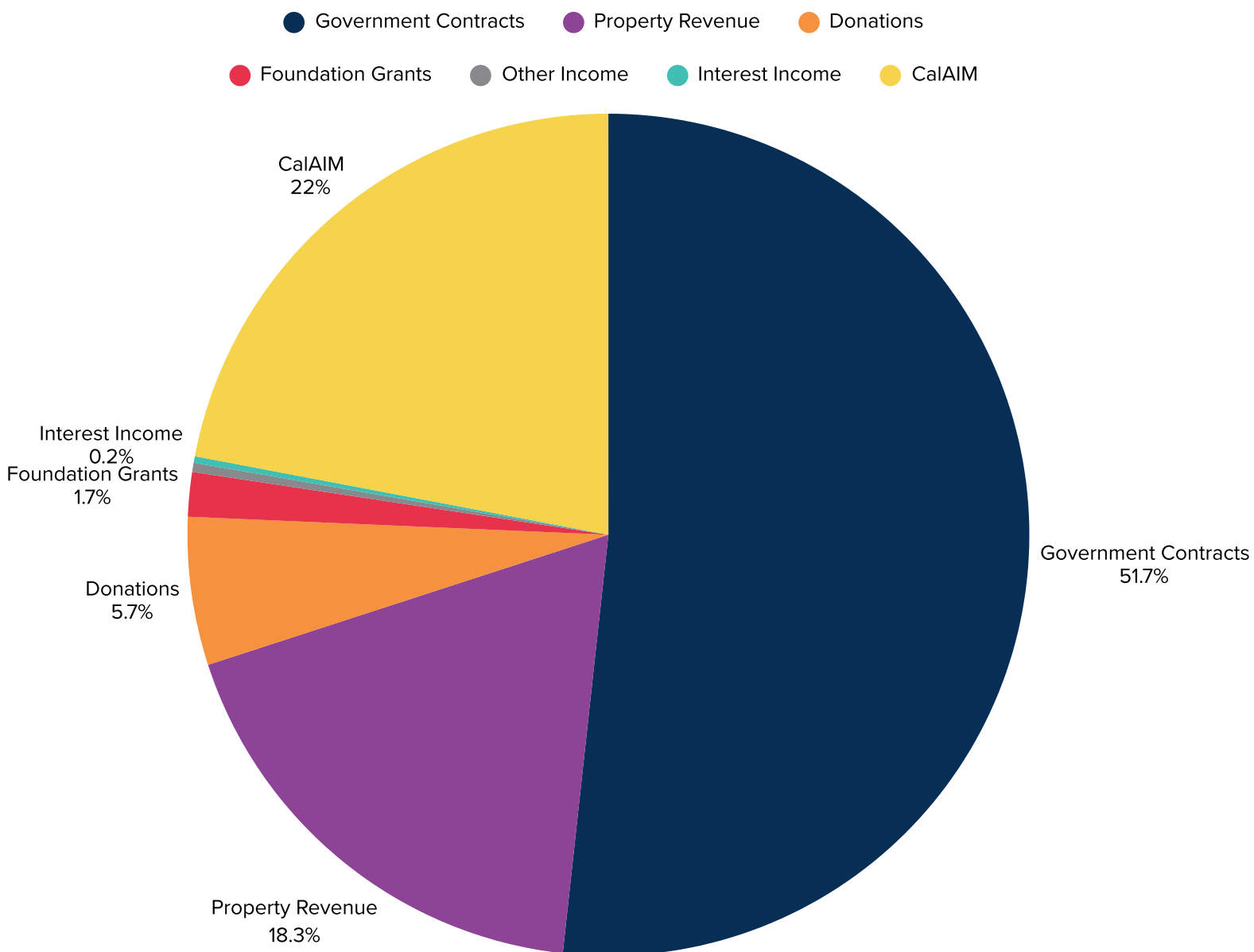


Women Served

2 / 22%

Income

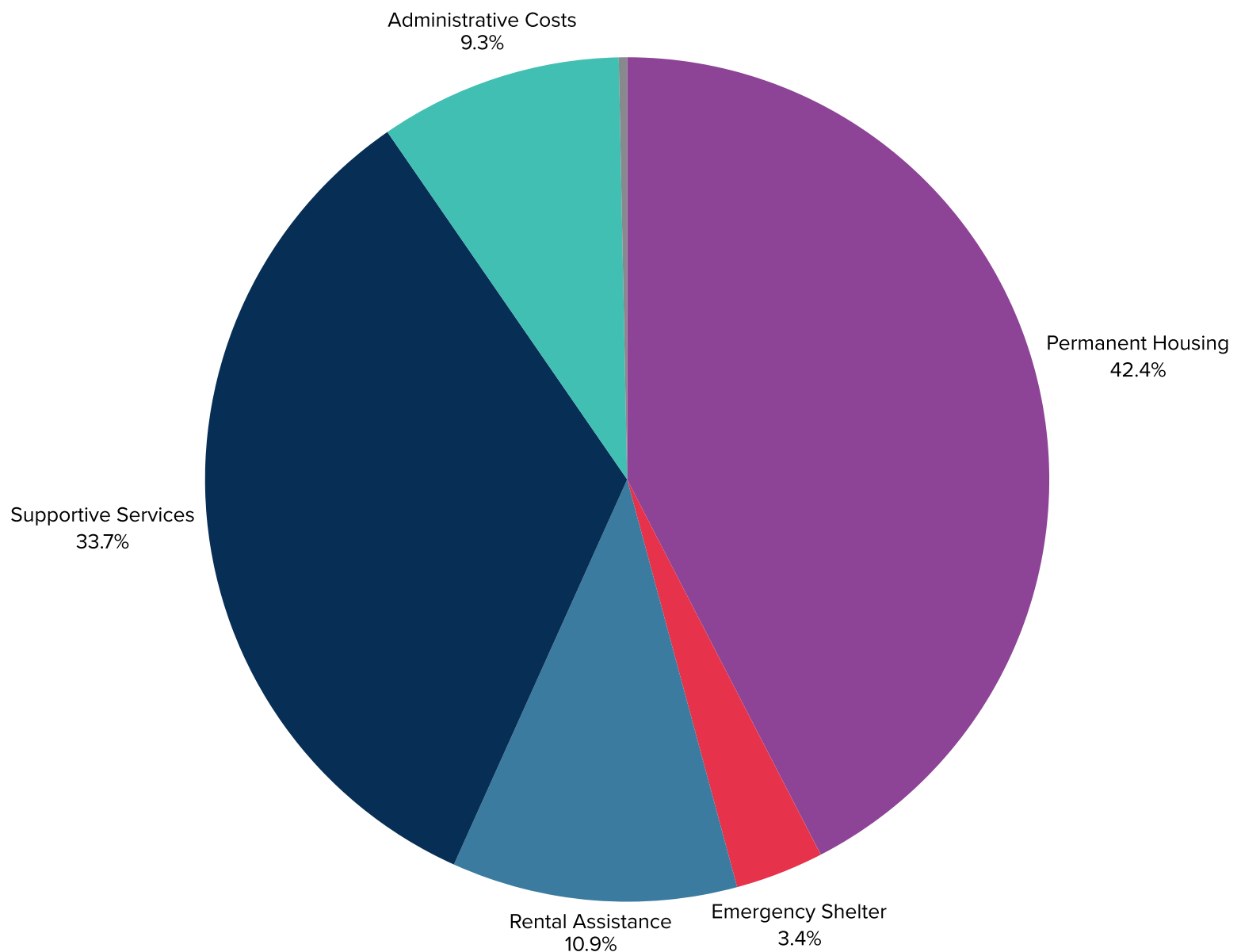
\$2,520,835



*Footnote 1 : Presented on an accrual basis
Footnote 2: Unaudited, subject to change.

Operating Expenses

\$2,570,106



Footnote 1: Presented on an accrual basis

Footnote 2: Includes \$498,139 in depreciation as part of permanent housing.

Footnote 3: Does not include \$340,604 in capital expenditures reflected on the balance sheet rather than as expenses.

Footnote 4: Unaudited, subject to change.



Partner Praise -- YPTC



The fall of 2022 was a difficult time for TCH. We were experiencing a cash shortage that required dramatic cutbacks. Our ED left with little notice and no replacement. We were at odds with the California Attorney General's office over the pace of opening our residential properties. The organization's survival was in serious question.

Many, many people - staff, volunteers, and partners - pulled together in the subsequent years to bring us to where we are today. High on that list is the incredible team at Your Part-Time Controller (YPTC).

YPTC is a top 100 accounting firm with staff and clients across the country. What sets them apart is that they focus exclusively on non-profits. Their clients include organizations working for animal welfare, conservation, arts and culture, education, food security, housing, and more. YPTC's culture is tied closely to the missions of their clients, a work/life balance where the valuable things accomplished by YPTC's clients give added satisfaction to the work. It's no surprise they were voted the #1 Best Firm to Work For by Accounting Today this year.

For TCH, engaging with YPTC has been incredibly valuable. Since August 2022, YPTC has provided comprehensive accounting and financial services to TCH, including preparation for audits, monthly financial reporting, revenue recognition and invoicing, programmatic cost allocation with indirect allocations, audit and budget preparation, cash flow forecasting, and scenario planning. Working with YPTC has given us confidence in our financial reporting, which has allowed us to grow TCH into the organization it is today. It could not have been accomplished without their help.

We offer our full-throated thanks to all at YPTC, particularly our current YPTC team, Sheri, Cindy, and Alexis.

"Engaging with Tahoe Coalition for the Homeless (TCH) has been an absolute privilege. Their mission to end homelessness in the South Lake Tahoe area is not only vital but deeply inspiring. Working alongside their passionate staff and dedicated board members has shown me what true commitment to community looks like. Over the past year, TCH has made incredible strides - growing financially, expanding programs, and strengthening systems to better serve those in need. I look forward to seeing the continued positive impact TCH will have on the lives of so many."

Cindy, Associate with YPTC

Our Collective Impact Changing Lives



I am a Coordinated Entry Specialist for Tahoe Coalition for the Homeless and for El Dorado County at large. I have been working with the homeless population since 2020. When I was originally asked about working with affordable housing or homelessness, my comment was, "I think I would prefer to work in affordable housing". Then I took a job as night staff at a homeless shelter, and everything changed.

I started to understand who our clients were. Many suffer from substance abuse issues, mental health issues, and many from unexpected, catastrophic life changes. I was asked to discuss how to approach our clients for the "Point In Time" count volunteers in El Dorado County. This is done every two years in an effort to count the unhoused in our community. I was asked to give the volunteers advice on how to deal with our clients. The county wanted to know if I wanted to provide a PowerPoint presentation or an outline of what I wanted to say. I declined. When I took the mic, I said, "Here is the big secret in dealing with this population." I paused and stated, "Treat them like people". I know that seems simplistic in nature, but I wanted people to understand that our clients are people like all people, facing real-world challenges with complicated solutions, not society's throw-aways, to be pitied, overlooked, and discarded.

My job is to do intakes for the homeless system. I see my job as an opportunity to understand the client's needs and to direct them to as many resources as I have knowledge of, and I do my best to constantly stay informed on what is available. The client's familiarity with me over the years has garnered heartwarming trust; clients frequently touch base. Often, when they are facing new challenges, they need direction or sometimes just a shoulder to cry on. I have found love, forgiveness, kindness, frustration, lessons, and human tragedy on a scale I could never imagine, but I believe everything I have done in my life has led me to this very special vocation. I am proud of Tahoe Coalition's vision to end homelessness. I am so grateful for the dedicated, client-focused, amazing staff that make up our team. Success is not easily measured, but we measure it in the little things and the big things alike, from providing warm clothing or a pair of boots to our ultimate measure of success, helping out clients find their new home.

Tamara Janies

Tamara Janies

Coordinated Entry Specialist , TCH



Tahoe's not perfect, but it's pretty damn close," says long-time resident CS. Tahoe has been home to CS on and off since she was 12 years old. She had lived all over the West Coast with her family but never found a place quite like Tahoe. Tahoe is home.

CS notes her life has been very challenging, marked with abuse, violence, and trauma. These things built up and contributed to mental health struggles, addiction, and overall loss of control. She spent years in short-term housing situations with friends and family and in and out of shelters. She said, "I've slept on the river, I've slept on basketball courts on cardboard boxes. It was dangerous. It wasn't good." She continues, "Addiction is a vortex; it takes away your friends, your dignity, it takes everything."

She remembers the day she got the call that she was off the wait list at TCH. CS speaks so beautifully about the way finding housing through TCH has helped her grow. The through line in her story is the sense of safety she feels in her home. She has her own space, a door that locks, and blackout curtains that give her a baseline sense of security that she never had when she was unhoused. "I have privacy, a hot shower, and I can walk around in my night gown." She says this kind of safety has helped her work on herself in a way she never could before. "I have self-esteem again and I don't take disrespect from people," she says with conviction. "I'm getting so good at boundaries because I have the energy to think about those skills now."

Most notably, CS has been sober for one full year. She doesn't think she would've ever been able to achieve sobriety without stable housing. She says, "There's just something about being able to relax, be safe, and accept assistance from people on my own terms instead of being forced into getting help." She notes that sobriety didn't happen overnight after getting housing, but it really helped give her a launching pad for success.

CS gets emotional talking about the support she's received from the staff at TCH. She recounts them helping her through emotionally challenging times like the death of her partner, bad medical news, and difficulties with mental health. She says, "That kind of support is like the friend I never had. It feels like unconditional love. No one ever makes me feel stupid or inept; they just support without judgment." She goes on to say, "No program anywhere is doing what TCH is doing- maybe in Sweden or Norway- but not here. The program is really amazing." The gratitude she expresses fills her adorable studio apartment. She goes on to say that her life continues to present challenges, including many ongoing medical issues. However, she notes how lucky she feels to have a soft place to land after upcoming surgeries and appointments. "It just feels like relief." She also thinks housing gives her the opportunity to do things she's always wanted to do, like foster animals and volunteer at the library. "Now I can give back."

CS ends our conversation saying, "The word 'deserve' never made sense to me. I don't think anyone deserves homelessness. It's a culmination of so many things, just like being affluent is." CS apologizes for being scatterbrained, while I sit in awe of the wisdom she has just imparted. She called me days later to say, "The only word I can say is grateful, I'm just grateful."

"The word 'deserve' never made sense to me. I don't think anyone deserves homelessness. It's a culmination of so many things, just like being affluent is. The only word I can say is grateful, I'm just grateful."

CS, Client of TCH



"I'm through and through Placerville. It's my home. Desolation Wilderness is my home. I want to start a business here," born and raised Placerville local, MT, says with pride and exuberance.

MT understands he wasn't dealt an easy hand in life. He was the victim of child abuse and grew up surrounded by a family with addiction issues. He became homeless at 14 years old and was then placed into foster care. In 2018, he aged out of the system and found himself back on the streets. He himself suffered from addiction, suicidality, and depression, and when he lost his infant son, his substance use spiraled out of control. It all came to a head when MT had a near-death experience after an overdose, where he felt a connection to a higher power. It was then that he was ready to accept help and assistance and felt the power within himself to make changes.

His connection to TCH has changed his life on a physical, mental, and spiritual level, he says. For so long, he felt misaligned because without housing, his mind, body, and spirit were "out of whack." He says, "Now I can go for long walks and know my stuff is safe. I can walk and clear my brain, free my mind, and connect to my spirit." He goes on to say, "It gives me the opportunity to rest, focus, and do what I need to do to take care of myself." He notes that when he lived in a shelter, he suffered from extreme night terrors that shook him awake every night. "As soon as I found housing, they instantly went away and I could sleep again."

Despite the challenges he's faced, MT says, "I'm thankful for my story; I consider it a privilege to come from. When you suffer from addiction, it teaches you humility and teaches you how to show compassion to others." He now has big dreams of giving back to the Placerville community. When you talk to him, his passion and desire to help others spill out of him. He speaks excitedly about opening his own Transitional home where he would teach residents the automotive trade. "I couldn't think about these goals or get close to reaching them without housing," he says. "It allows me to do the next steps in my life, which I feel is my purpose."

One thing MT wants people to know about homelessness is that people who are unhoused are people with humanity, too. He experienced so much hatred, violence, and humiliation when he was unhoused. When he found TCH, he found people who treated him, not just like a human being, but like family. "They didn't give me a handout, they gave me a hand up, they lifted me up." He feels so inspired by the TCH staff who go out of their way to be there for him. "These people help me succeed, and I want to do the same for others." MT says, "Things are coming together now. In my recovery, I've learned about blessings and promises, and now I feel like I'm reaping them."

"These people help me succeed, and I want to do the same for others. Things are coming together now. In my recovery, I've learned about blessings and promises, and now I feel like I'm reaping them."

MT, Client of TCH



Community Partners





Community Donors

RONALD AND FRANCES ALLING
BUDDY AMORFINI
CYNTHIA ARCHER
KYLE AND JESSICA ASTER
PHIL ATKINS-PATTENSON
ANAHITA AZIZI
MARK BARTHOLOMEW
ERIC BEELAR
MILLIE & JEFF BEHAR
WAYNE BENDER
VIRGINIA BERRY
HILLARY BITTMAN
KAREN BOGA
TODD BORG
MR. AND MRS. JOHN W. BOWENS
STEVEN BROOKS
SHERIE BRUBAKER
ANGIE BUCHER
CHRIS CAMPION
CHRISTOPHER CAMPION
SEAN P. CASEY
BETTY CATTONI
SOLVEIG CHAFFEE
WILLIAM CHERRY
JJ CLAUSE
AMY COOK
MARILYN COSSEY
STEVE CRANE
DRUSILLA CUNNINGHAM
ANTHONY AND JOAN CUPAIUOLO
BARBARA CURTIS
WENDY DAVID
ANNE DAVIDSON
BONNIE DRISCOLL
SALLY DAVIS AND E. JANE WHITE
RICHARD SLATER AND ELLEN DOUGLAS
JEFF AND CINDY ERHART
WEBB FAMILY
MARISSA MUSCAT AND TRAVIS FEIST
LEONARD FERRELL
KAREN AND PETER FINK
ROGER AND NANCY FONES
TIFFANY FOO
MICHAEL FRY
STEVEN CRESS GINA CRESS
COURTNEY GRAY
JANE MUSCAT AND GEORGE GUFFEY
CAROL HAASE
SUSAN HART
ANDREW HAZARD

KATHRYN E HEBERT
VICKI HEBERT
NORINE HEGY
JOSEPH HEROLD
SEP HINES
AMY HOEFT
QUINN AND GERRY HUERTH-TIERNEY
MEREDITH HUNT
COLLEEN HURWITZ
SALLY DAVIS & JANE WHITE
KATHI JENSEN
ROBERT AND MELISSA JESTER
DAVID AND TERRRI JINKINS
RH LEASON JK LEASON
JOANNE JONES
ELYSE JONES
ERIN KAMBENJA
SIOBHAN KELLER
MARY KEMPER
SCOTT KESSLER
JESSE KILOW-NIETO
JENNY KOSSMAN
BETSY KROHMER
NANCY LANG
DEAN LANGDON
MICHELLE AND LAWRENCE REILLY
MOE LEONARD
JENNY LEY
EANAD LOTT
ALEJANDRA LOYOLA
THOMAS AND JEAN MAKRIS MAKRIS
HELEN MANGELSDORF
MAUREEN MAPES
JOYCE MARSH
LESLIE MARTENSEN
BILL AND SHELLY MARTINEZ
ROBERTA MASON
JENNIFER MCCREA
STEPHEN MERLE
LEIGH WAYNE MILLER
ANGELA MOORE
DANIEL MOTOWSKI
MARY MOTOWSKI
NANCY MULLER
JOSEPH MUSCAT
JOHN AND THERESA MYERS
CLIFFORD NEUE
ROBERT NIEDERMEIER
ELLEN NORDBY



Community Donors

SUE NOVASEL
JEAN NOVICKI
CHERYL ORR
SARAH SMITH ORR
GERI PERUSKI
PETERS PETERS
HILLARY PETERS
ELIZABETH PHINNEY
MELANIE PINOCHI
MICHELE PORTER
KEL RACCA
MICHELLE REILLY
CARL RIBAUDO
CHRISTINE RICHARDSON
GAYLE L AND KEN RILEY
PAUL RORK
AMANDA ROYAL
TERESA SCHOW
DENA SCHWARTE

LISA SCORALLE
MARY KAY SENNING
DENNIS SHULTS
HAROLD SINGER
RHONDA SNEERING
SUSAN STEVENSON
DONNA & BRAD STOCK
MIKE THOMAS
JENNIFER TRETHEWAY
HALEY TURNER
APRIL VADNAIS
KERRY AND GARY VICKERS
PHILIP WEIDINGER
JANE YORK
NICOLE ZABORSKY
TRISHA ZABORSKY
GERALD ZABORSKY

Organization Donations

FIRST CHURCH OF CHRIST SCIENTIST
HARRIS FAMILY TRUST
MASTEN IRELAND FAMILY FUND
NICHOLS CONSULTING ENGINEERS, CHTD
PARASOL TAHOE COMMUNITY FOUNDATION
RELIAPRO PAINTERS
TAHOE DOUGLAS ROTARY CLUB FOUNDATION
TRUETTNER FAMILY FOUNDATION
SOROPTOMIST INTERNATIONAL OF TAHOE SIERRA
UNITY AT THE LAKE



 www.tahoehomeless.org

 (530) 600-2822

 info@tahoehomeless.org

 @tahoehomeless

 @tahoecoalitionforthehomeless

 1137 Emerald Bay Rd, South Lake Tahoe CA, 96150
PO Box 13514, South Lake Tahoe CA, 96151