

Summary of Community Feedback

Town of Truckee Community Meeting on the Tahoe Truckee Homeless Action Plan

April 3, 2025

5:30-7:30pm

Location: Truckee Donner Park and Recreation Center, Truckee, Ca

Attendees: Approximately 60 people attended

Spanish translation services were provided.

Meeting Format:

1. Brief presentation on the Tahoe Truckee Homeless Action Plan
2. Four stations for information gathering, asking questions, sharing feedback
 - a. Station 1: Navigation Center and Interim Beds
 - b. Station 2: Stable Housing—permanent supportive housing
 - c. Station 3: Community engagement, outreach and education
 - d. Station 4: Understanding homeless data and services

Following is a summary of key themes from each of the four stations. The feedback from the session will be used to inform the Town Council deliberations on April 22, 2025, as they consider adoption of the Tahoe Truckee Homeless Action Plan.

Additionally, the feedback collected will help inform the future implementation of the work and actions in the Tahoe Truckee Homeless Action Plan.

To review the Tahoe Truckee Homeless Action Plan: [PowerPoint Presentation](#)

Station 1 Feedback: Navigation Center and Interim Beds

Based on the community input, several key themes emerged across three questions focused on: finding out the general understanding of the Navigation Center (with beds) model, feedback on what success factors, and location for a navigation center with interim beds in Truckee would look like.

1. Varying Levels of Familiarity with the Navigation Center Model

- Some were very familiar due to professional or volunteer experience (e.g., VA, faith-based coalitions).

- Others expressed confusion or lack of knowledge, highlighting a need for community education and outreach about what navigation centers are and how they work.

2. Strong Support for a Permanent, Year-Round Facility

- There were many comments in support of moving to a full-time, weather-independent center that includes beds, showers, cooking areas, and a day center function—not just emergency shelter during storms which is what we had in the past.
- Some voiced concern that interim beds should not overshadow the need for more permanent affordable/supportive housing investments and that emphasis should be on creating pathways out of homelessness, not just temporary fixes.

3. Individualized and Dignified Spaces

- Multiple comments emphasized the importance of privacy, such as avoiding warehousing people in large rooms and including private spaces for families and different genders.
- Need for private meeting space

4. Integration with Local Services and Accessible Location and in Spanish

The center should be integrated with healthcare, behavioral health, employment support, and case management—ideally co-located or very nearby. The center could provide resources for a wide range of people, not just those that are homeless. It could be a resource for those trying to stay in their homes. Provide all information in Spanish.

Repeated emphasis on proximity to:

- Public transportation
- Food and grocery
- Healthcare
- Employment opportunities
- Central, walkable, and not isolated locations are favored.
- Available in Spanish

5. Safety, Staffing, and Trust

Importance of 24/7 staffing and a clear point of contact or case manager on site to create trust and accountability.

Safety and professional oversight are key to community and resident well-being.

Station 2 Feedback about Permanent Supportive Housing

Based on the community input, several themes emerged across the three questions: 1) Familiarity with permanent supportive housing and the Pacific Crest Commons' project, feedback on how to make projects successful and criteria for future projects.

1. Understanding of Permanent Supportive Housing (PSH)

Many participants had a general understanding of permanent supportive housing but had many questions about operations, management, and services. Some of the questions people had related to PSH included how it differs from other types of housing, and how it operates. People want to understand:

- Who lives in permanent supportive housing, how is this determined?
- What services are provided to people in these homes?
- What services are being provided in our region for those living both in permanent supportive housing but also those with Section 8 vouchers in existing affordable housing.
- How is success determined and how is it measured?
- What do PSH look like in other communities?
- What's been learned from managing other affordable housing projects in Truckee that include those that were formally homeless (e.g., Artist Lofts)

2. Support for the Model – If Services Are Robust and Safety is Prioritized

- Most feedback support the permanent supportive housing model, recognizing that housing with services is essential to ending homelessness.
- Concerns centered on:
 - Safety for other residents (especially families with children)
 - Rules and on-site services (mental health, addiction support, medication compliance)
 - Adequate staffing and oversight
- There was broad agreement that housing alone is not enough. Feedback supported the idea of wrap-around services such as:
 - Mental and behavioral health support
 - Case management
 - Substance use recovery services
- At the same time, community members emphasized the need for rules, accountability, and safety—for both residents and neighbors.

3. Location Matters: Walkable, Central, and Not Isolated

- Feedback stressed the need for PSH projects to be:
 - Near transportation, grocery stores, healthcare, and jobs
 - In higher density or mixed-use areas.
 - There were differing opinions about permanent supportive housing in residential neighborhoods--many noted that they did not support PSH in single-family neighborhoods and many others stated that they would like this option to still be considered moving forward.
 - Multiple concerns about sitting PSH next to families or in areas without easy-to-access services.

4. Empathy, Humanity, and Inclusion—But Also Clear Rules

- Many expressed deep empathies and emphasized that PSH residents are part of our community—veterans, workers, and neighbors who deserve dignity and support.
- Others called for rules, especially around sobriety and behavior, to support successful tenancy and neighborhood trust.
- Many emphasize that supportive housing residents are part of our community—veterans, workers, and neighbors who deserve dignity and opportunity. There was a call for empathy, but also for:
- Opportunities for community involvement such as volunteer engagement and positive storytelling to reduce stigma

5. Build Trust Through Community Engagement and Transparency

- There's a clear desire for:
 - Community input and education on future PSH projects
 - Clear goals and performance standards for future projects
 - Involve neighbors early, share metrics, and highlight success stories and tenant perspectives.
 - Responsive leadership.
- There was clear interest in learning from past projects—what worked, what didn't—and applying those lessons to future projects.

6. Thoughtful Siting Matters

Where supportive housing is located was one of the most frequently raised topics. Key considerations included:

- Proximity to transportation, grocery stores, jobs, and health services
- Avoiding isolation or placement in areas without adequate support
- Sensitivity around siting in single-family residential zones, especially near schools

7. Need for more affordable housing and prevention services

- Many shared that in general, more affordable housing is needed in the area and more information about what exists, how to apply and how to get support if you are a Spanish-speaker.
- Several comments on the need to focus on prevention---keeping people in their homes by making sure services are in place, and resources to help with things like: rental assistance, tenant law, medical bills utility help and education on how to get more training to increase pay.
 - Suggestion to work with Sierra Community House directly on the prevention work
- Some participants suggested looking beyond traditional models, including:
 - Repurposing existing properties
 - Using publicly owned land
 - Creating tiny home villages or scattered-site housing
 - Shared facilities on Forest Service land
 - Using existing hotels, apartment basements, or creative zoning
 - There's also a strong push for more PSH units beyond the 10 at Pacific Crest Commons.

Station 3 and 4: Partnership, Collaboration and Community Education/Outreach and Funding

*Related to Focus Area 3 and 4 in the Action Plan

The following are key themes distilled from community feedback to questions related to what we can do to develop a stronger partnership to support our unhoused folks, how to involve community and how to build understanding and support for homeless services in our region. Feedback was also collected on how to raise local funds for homeless services.

1. Partnerships Must Be Coordinated, Visible, and Action-Oriented

- Community members emphasized the importance of multi-jurisdictional collaboration—particularly between the Town, County, and service providers.
- There was a clear call to show that partnerships are real and working by aligning tangible efforts, such as establishing a day center.
- Road shows local civic and professional organizations (Rotary, Chamber, CATT, etc.)

- Work with existing services providers, like Sierra Community House and North Tahoe Homeless Services, to ramp up existing services like rental assistance to keep people in their homes.

2. Human Connection and Shared Responsibility Matter

- Some participants offered creative ideas to build empathy and social cohesion—like hosting a shared meal or “Stone Soup” event to break down barriers between housed and unhoused community members.
- Others urged leaders to start from the principle that solving homelessness is a shared obligation, not just a policy challenge.

3. Education and Stigma Reduction Are Top Priorities

- Many residents emphasized that lack of understanding fuels fear, stigma, and opposition. There's a clear desire for:
 - Basic education about who is unhoused and why
 - Simplify data so we understand who our unhoused population is
 - Information on local services and how housing solutions work
 - Destigmatization through storytelling, personal connection, and myth-busting
 - Community-wide education efforts with a focus on empathy, facts, and storytelling.
 - Make sure information is in Spanish.
- Fear and frustration are real but so is compassion
 - While many shared deep concerns about safety, neighborhood impact, and prioritization of resources, these were often paired with a desire to help.
 - Community members shared that they think others would be more supportive when they feel heard, when concerns are acknowledged, and when solutions feel shared and information is available.
 - Build programs that help unhoused people work in the community and tell this story. So many unhoused have jobs.

4. Communication Must Be Clear, Consistent, and Centralized

- The public asked for a single, up-to-date website, social media presence, and visual tools (infographics, success stories, service maps) to simplify a complex issue.
- Leverage social media
- People want transparency about data, outcomes, and what "homelessness" includes—e.g., couch surfing, chronic, transitional, etc.

- Build ongoing engagement strategies—not just one-time meetings—and meet people where they are using diverse outreach methods (mailers, town halls, grocery store tables, youth engagement).
- Residents urged project leads to:
 - Invite feedback early, before decisions are made
 - Include information in Spanish.
 - Conduct neighborhood-specific outreach
 - Use creative input methods like QR code surveys, coffee chats, school outreach, etc.
 - Special attention should go toward engaging people with lived experience, youth, local influencers, and neighborhood groups.

5. Feedback on Ideas on Fundraising Strategies

- Many pointed to the potential for building local support by connecting with:
 - Large donors and private donations
 - Business community (especially those with high visibility or profits)
 - Local churches and service clubs to mobilize support
- A few responses cautioned that strong emotions and opposition exist, and trust must be built before fundraising. Recommendations included:
 - Transparency around how funds will be used
 - A clear business plan and roadmap
 - Demonstrating early wins to gain credibility
 - Building strong donor relationships that appeal to local generosity by establishing a clear vision and compelling story.
- Suggestions included hosting events to raise both funds and awareness:
 - Homeless Awareness Week with business participation (e.g., restaurants and hotels donating proceeds)
 - Crowdfunding campaigns (especially matched)
 - Public PR campaigns using success stories to build empathy and donations.
- Leverage Town/County and other public agency collaboration
 - Town/County co-funding arrangements
 - Integration into existing town support programs (like Landing Locals)