



Proposed One-Year Navigation Center Pilot Overview Handout

(Updated 10.28. 25)

Proposed Location: 12315 Deerfield Drive, Truckee (behind Taco Bell)
Proposed Operator: Volunteers of America Northern California & Northern Nevada
Opening Target: January 2026
Pilot Duration: One Year

Overview

The One-Year Navigation Center Pilot is a project of the Tahoe Truckee Homeless Action Coalition (TTHAC). The goal is to provide a safe, well-managed, 24/7, 365 days a year resource for people experiencing homelessness—reducing public impacts while helping individuals stabilize and move toward permanent housing.

Why Here, Why Now

- Each winter, unsheltered residents in our region face life-threatening conditions. North Tahoe-Truckee region currently has no year-round shelter; emergency options have been temporary and weather-dependent in the past.
- Extensive community feedback collected over the past three years supports the Navigation Center model.
- The site at 12315 Deerfield Drive is centrally located, close to transportation, food, health care, and jobs. Since 2023, TTHAC partners have been working to identify an appropriate site (over forty properties looked at).

Navigation Center Services

Provided 365 days a year, 24/7, capacity to serve up to 25 people at time

- **16 total beds:** 6 individual interim housing cubbies + 10 shelter beds.
- **Day services** for people needing case management or hygiene support, not living at the Center.
- **Professional staff on-site** (minimum 2 staff per shift).
- **Restrooms, hot showers, laundry, mail service, and secure storage.**
- **Case management** helps participants access housing, jobs, health care, and benefits.

TTHAC is led by three co-chairs:

- Cindy Basso, Founder, Fellowship of Compassion
- Hardy Bullock, District 5 Supervisor, Nevada County
- Jan Zabriskie, Mayor, Town of Truckee

Member organizations:

- AMI Housing/North Tahoe-Truckee Homeless Services
- Fellowship of Compassion
- Nevada County
- Placer County
- Sierra Community House
- Tahoe Forest Health Systems
- Tahoe Truckee Community Foundation
- Town of Truckee
- Truckee Chamber
- Truckee Library
- United for Action

Working together to prevent and end homelessness in the Tahoe-Truckee Region

tthomelesscoalition.org



Operator Experience

Volunteers of America has operated shelters and Navigation Centers across Northern California and Nevada since 1911, serving 3,500 people nightly.

Comparable sites show strong outcomes—up to 50% of participants move to stable housing and emergency-room use drops dramatically.

Funding

A regional partnership will share first-year costs of ≈ \$1.38 million:

Town of Truckee \$360 K | Tahoe Forest Hospital District \$360 K | Nevada County \$360 K | Placer County \$75 K | Community Philanthropy ≈ \$230 K.

Who will be served at the Navigation Center?

- The Pilot will prioritize serving people already living unsheltered in Truckee or North Tahoe. Data has shown that many homeless services are used by people that have lived in the area for at least 5 years (source: NTHS).
- Individuals must engage in case management and goal planning to remain in the program.

How Safety Will Be Managed?

- No alcohol, illegal drugs, or weapons permitted.
- 24/7 trained staff on site using trauma-informed de-escalation practices.
- Coordination with Truckee Police Department & Tahoe Forest Hospital District.
- Good Neighbor Policies will be in place.

Neighborhood and Community Benefits

- Fewer people sleep outdoors or in unsafe conditions, especially during harsh winter weather. Opportunity to connect people with health care, jobs, and permanent housing.
- Reduced emergency room and law-enforcement impacts.
- Improved fire prevention by offering alternatives to illegal camping.

Measuring Success

- Number of people safely sheltered and connected to permanent housing.
- Fewer emergency room visits and police calls related to unsheltered homelessness.
- Positive neighbor feedback and low incident reports.
- Future funding secured.
- Evaluation at 6 months will assess outcomes, community impact, and future recommendations.

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