

Eastern County HHSA Services

Caseloads and Service Needs

County and City/Town services have areas of similarity, but substantial differences. “Municipal” services such as community development, policing, and housing are the responsibility of the of each jurisdiction within its borders. Counties are a political subdivision of the State, and provide some municipal services in unincorporated areas, and some county-only services regardless of jurisdictional boundaries. This includes functions such as prosecution, incarceration, and many Health and Human Services safety net programs. Notably, services for people experiencing homelessness are not a county mandated service, though many Health and Human Services programs are disproportionately needed by people experiencing homelessness, and some programs have services specifically designed for people experiencing homelessness.

The Town of Truckee, with a population of around 18,000, represents 80% of Nevada County Supervisor District 5, with a population of around 22,000. This means that the County’s service footprint of municipal services is relatively light in District 5.

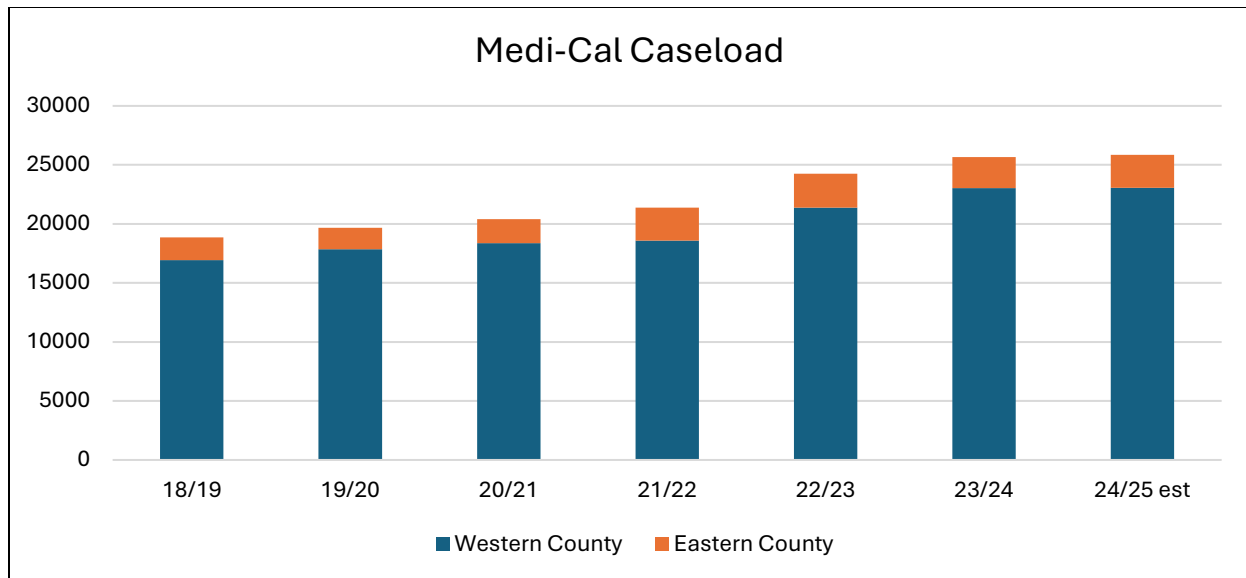
Health and Human Services programs are typically countywide, and their structure and function flow from State and Federal law and regulation that dictate who is eligible and how programs are administered. Many programs are administered from western Nevada County, with staff and contracted providers in Truckee for direct interface with customers.

The Town of Truckee has about ½ the poverty rate of Western Nevada County, representing about 10% of the people living in poverty in Nevada County. Many HHSA programs are safety net benefits with eligibility based on income and other factors. The information below is not comprehensive, but represents highlights of HHSA services and what is available directly in Eastern Nevada County.

Social Services

Social Services is the largest department in Health and Human Services, determining eligibility and administering federal and state programs that help low-income residents meet their basic needs, including healthcare (Medi-Cal), income (General Assistance and CalWorks), and food/nutrition assistance (CalFresh). Around 25,000 Nevada County families receive Medi-Cal, representing 28,000 individuals.

In fiscal year 24/25, approximately 11% of the Medi-Cal caseload is in Eastern Nevada County, slightly higher than the proportion of people living in poverty.



Social Services maintains a staffing footprint at the Joseph Center for customer service and intake functions, with a particular focus on staff with Spanish language competency, and then most applications are processed seamlessly by staff based in Western Nevada County. Caseloads and processing timeframes are similar between Eastern/Western Nevada County cases.

In addition to safety net programs, Social Services oversees the Veterans' Services Office, Adult Services (Including IHSS and Adult Protective Services), and Child Welfare Services. Around 7% of Nevada County's IHSS cases are in Eastern Nevada County, consistent with the relatively younger population in East County. Child Welfare referrals for abuse and neglect are substantially lower in Eastern Nevada County. To improve access and collaboration with typical referring partners such as the schools, Child Welfare recently hired a worker who lives in and works out of Truckee.

Public Health

Nevada County Public Health provides community health services to improve the conditions for health in the community, as well as up-stream interventions focusing on youth/teen wellness, suicide prevention, tobacco cessation, and alcohol and other drug prevention. Additionally, Public Health conducts emergency preparedness work with partners such as Tahoe Forest Hospital District, the Truckee Police Department, Truckee Fire and more.

Public Health also provides direct healthcare services through federal and state grants, operates the Women's Infants and Children (WIC) program, and has a significant nursing and clinical footprint in Truckee, through the teen clinic and reproductive health clinic. These services are disproportionately high in Truckee, because these are Nevada County's

only Public Health run clinics. The WIC program serves approximately 200 people in Eastern County as of May 30, 2025, which is 17% of the total county caseload.

Behavioral Health

Under California law, County Behavioral Health is responsible for the Mental Health treatment for children and adults who are on Medi-Cal, and Substance Use Treatment for people on Medi-Cal regardless of the severity of their substance use issues. Medi-Cal recipients with mild or moderate mental illness receive services through Partnership Health Plan (not a county entity). People with Private insurance have their care managed through their health insurance company.

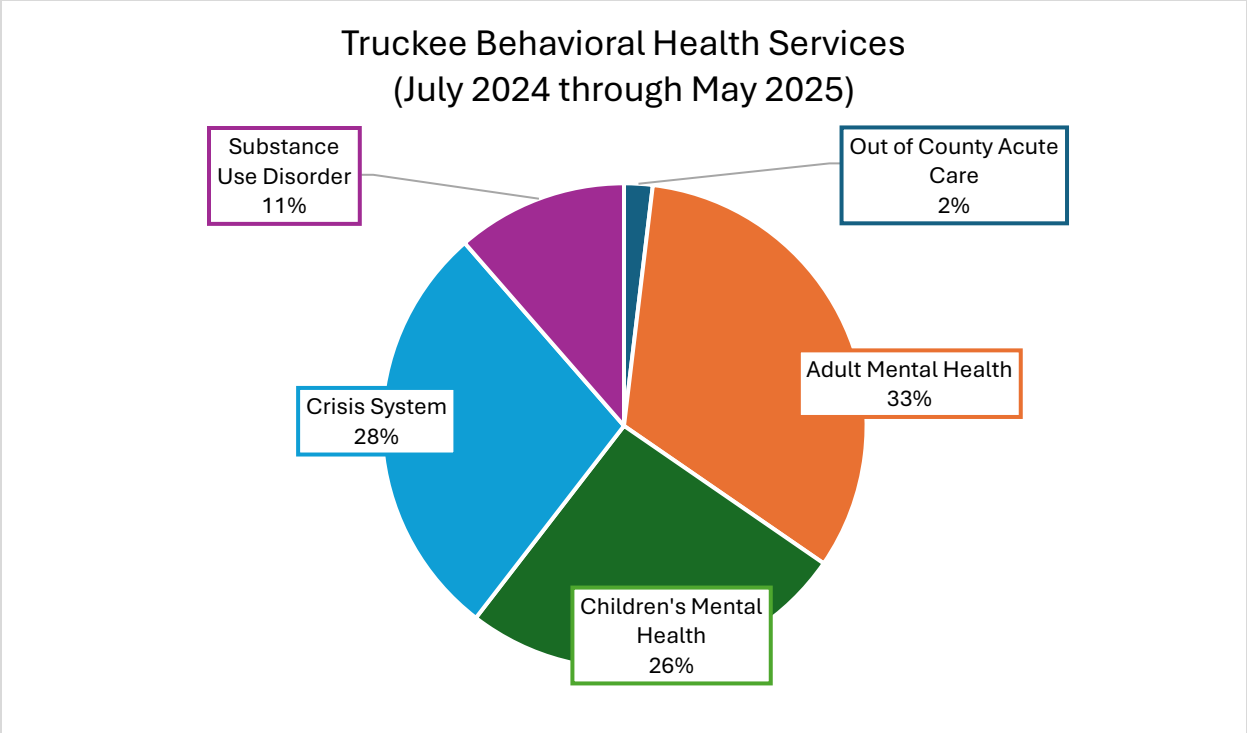
Beyond these core services, Behavioral Health is responsible for maintaining a Crisis system for people who are a danger to themselves or others due to a mental health crisis. Initial crisis services are the responsibility of County Behavioral Health regardless of insurance or severity of mental illness, and then treatment connections are made through the Medi-Cal or private insurance systems as applicable.

Behavioral Health provides many services through contracted service providers, and in recent years has substantially increased services, including expansion of children's services, crisis services in the hospital, providing access to the Crisis Stabilization Unit in Grass Valley for Tahoe Forest Hospital Patients, the addition of a 24/7 Mobile Crisis team, and more.

Due to the Board of Supervisors priority to address homelessness and State's emphasis on Behavioral Health services for people experiencing homelessness, Nevada County Behavioral Health has played a lead role in expanding homeless services in recent years.

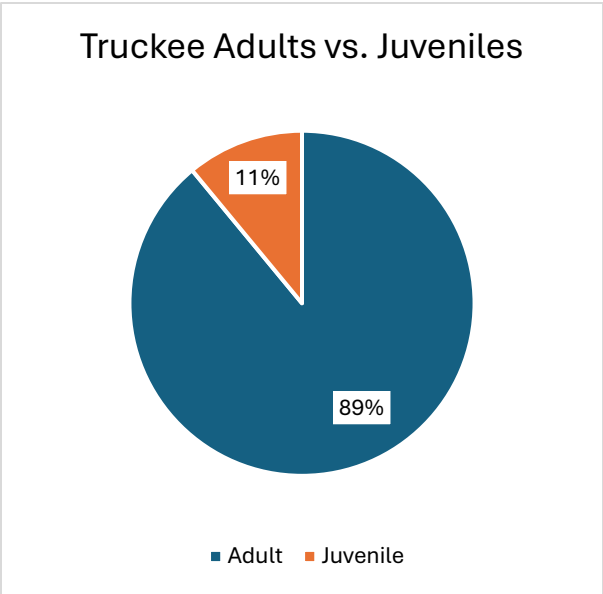
Behavioral Health, directly or through contract maintains a spectrum of care at multiple levels of acuity from outreach/outpatient services, to long term locked psychiatric care. Like most other small and medium sized counties, Nevada County does not have all levels of care available in all parts of the county. In fact, substance use treatment services and acute mental healthcare facilities are often located in more urban areas, resulting in people receiving treatment out of county.

Over the timeframe of July 1, 2024 to May 29, 2025, around 7% of Nevada County Behavioral Health services were delivered to people residing in Truckee. The following chart shows the proportion of different services provided to Eastern County residents.



Probation

Nevada County Probation is one of the most recent departments to join the Health and Human Services agency. Probation is mandated to provide supervision of people placed on “Supervised Probation.” For over a decade, Probation has been at the forefront of Criminal Justice reform in California, leveraging treatment and services in HHSA to help people avoid recidivism, and thus lowering crime. Probation provides services directly in Truckee through Staff stationed out of the Joseph center. Additionally, staff frequently travel up from Western County to support the needs of Truckee’s Probation caseload. Approximately 10% of people on Nevada County Probation reside in Eastern County. The breakdown of those cases between Adults and Juveniles is shown in this pie chart.



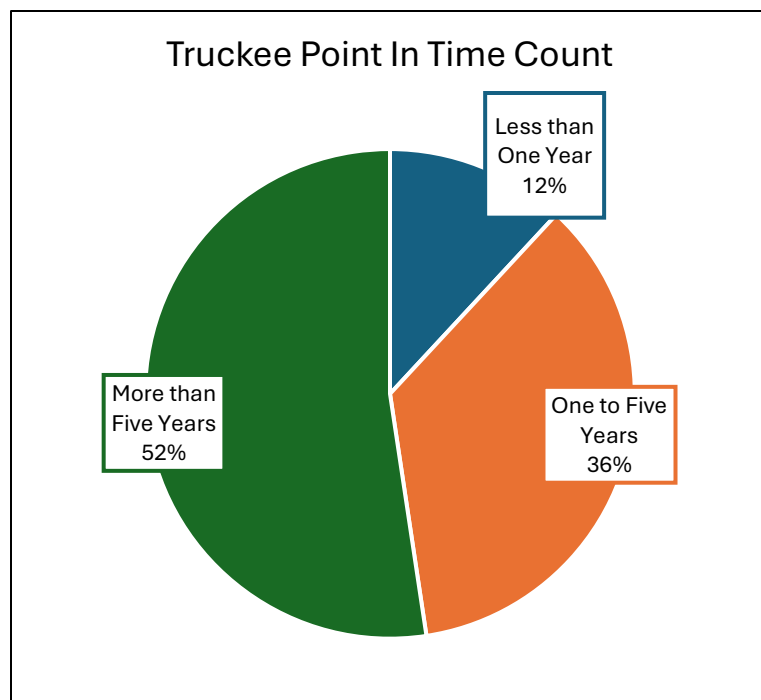
Public Defender

Public Defender provides constitutionally mandated criminal defense services for people who cannot afford to represent themselves. Along with Probation, Public Defender is the most recent department to join Health and Human Services, where connection to HHSA services is instrumental in implementing the criminal justice reforms of the past decade. A full-time attorney is stationed at the Joseph Center to manage the Truckee caseload, and attorneys from Western County come to Truckee as needed to cover cases.

Homelessness

As stated, Homelessness is not a mandated County Service, but a responsibility of the Continuum of Care, incorporated and unincorporated jurisdictions, and the community.

Truckee's homeless population was 48 individuals as of the 2025 Point in Time (PIT) Count, representing approximately 10% of the Nevada County PIT. On a per-capita basis this is about half the rate of homelessness compared to the County as a whole, but when compared to the rate of poverty is roughly equivalent. Notably, Placer County had a similar rate of unsheltered homelessness in Eastern Placer, but a lower sheltered-homeless number. Approximately ½ of the sheltered homeless count in Truckee are Placer residents



counted at a domestic violence shelter located in Truckee.

Consistent with Surveys in other California Counties, and across the nation, most homeless residents have lived in Truckee for a long time, as shown in the chart at left. Additionally, Truckee's homeless residents stay here for similar reasons to the broader community, with the top reasons being that they are originally from here, feel safe here, enjoy the community environment, or have friends and family here.

Staffing

Health and Human Services has long maintained a staffing footprint at the Joseph Center in Truckee. This staff is in place primarily for services that involve direct customer interface, customer service functions, and administering services that take place in Truckee. For administrative work such as the processing of applications for benefits, Truckee cases are often processed by staff in Western Nevada County along with all other county cases.

With the focus on expanding access to HHSA services in Truckee, the staffing footprint has increased substantially over the last several years. The numbers below represent permanent staff, and temporary staff.

HHSA Staffing in Truckee

	18/19	25/26	Change	Percent Change
HHSA Admin	2.50	4.00	1.50	60%
Behavioral health	2.20	4.70	2.50	114%
Social Services	3.00	5.50	2.50	83%
Public Health	3.10	4.40	1.30	42%
Probation	3.00	3.00	0.00	0%
Public Defender	1.00	1.00	0.00	0%
Total	14.80	22.60	7.80	53%

Service Expansion

Over the last several years, increasing access to HHSA services to Eastern County residents has been a top priority of Supervisor Hardy Bullock, and County Executive Officer Alison Lehman. This is reflected in the increased staff footprint above, and also in the service expansions listed below, which are not exhaustive.

Expansion of HHSA Services in Truckee

For Adults:

- **Hired 1 FTE bilingual mental health and substance use case manager** to provide a range of services, including navigation into residential treatment options in Western Nevada County. This position is based in Truckee and supports our existing adult therapists and psychiatry services
 - **(for Context) Psychiatric support**, includes a part-time psychiatrist and a behavioral health nurse, to assist with medication management. Our behavioral health nurse is based in the Truckee office and supports our

telehealth psychiatry. Additionally, this nurse also supports our Truckee Public Health clinic.

- Adult therapy is provided by 1 FTE therapist. 1 Bi-lingual therapist is also available to serve Spanish speaking adults. Both staff are based in Truckee

Homeless Services:

- **Contracted with AMI Housing** to deliver post-housing support case management. This complements the existing full-time homeless outreach worker serving the Tahoe-Truckee region and strengthens support for individuals transitioning into housing. All staff supporting direct client services are based in Truckee.
- **Partnership with Freed** who supports applications for disability income. Freed travels to Truckee twice a month and works closely with tenants who were formally homeless. Freed is a strong partner who also works closely with NTTHS/AMIH to support transitions from the homelessness to housing.
- **Prevention and Rapid Rehousing** is provided through legal services and some eviction prevention funds through Sierra Community House. AMIH housing and Sierra Community House manage Rapid Rehousing funds that are used to pay housing related costs for people experiencing homelessness. Limited eviction prevention funds exist in our region with more funds being available for Rapid Rehousing.
- **Meal Distribution by AMIH/NTTHS 12 hours/week.** A hot meal and outreach staff are available during meal distribution to engage clients, link them to services, and provide on-going case management for housing. This service has replaced the Day Center that was formally provided at the Church of the Mountains. During the COVID era, service was offered around 20 hours/week. Those services offered a variety of other offerings including social groups. After the funding and location loss, services decreased to 12 hours with a narrower focus of meal distribution. Pop up services such as free cell phones, dental clinics, ect are happening sporadically.
- **Emergency shelter** is being provided for individuals and families fleeing domestic violence through Sierra Community House. Since the closure of the NTTHS Emergency Warming Center 3 years ago, sheltering for single adults has been sporadic and inconsistent. Family sheltering for non- DV populations has not existed in our region.

For Children and Families:

- **Hired a local Child Welfare worker** who lives in Truckee to enhance our responsiveness to local needs.
- **Contracted with Victor Family Services** to provide wrap-around services for children and families with complex behavioral health needs. Victor is a key partner in our service delivery in the Truckee area and complements our existing psychiatry and therapy offerings.
- **Expanded Public Health's Home Visiting program** by hiring a Public Health nurse to work alongside a bilingual home visitor, providing support to families with young children.
- **Enhanced cultural competency** by continuing to hire and retain bilingual and bicultural staff across our teams.

Administrative and Operational Expansion

- **Added 1.5 FTE administrative staff** to support Eligibility and Employment services in the Truckee office.
- **Added 1 FTE administrative staff** to support Public Health and Behavioral Health Clinic operations in Truckee.

Community Partnerships and Early Intervention

- Continued investment of prevention and early intervention funds has strengthened local partnerships, allowing further service expansion. Partner organizations benefiting from this investment include:
 - TTUSD Wellness Center programming
 - Suicide Prevention Coalition
 - Boys and Girls Club
 - Sierra Community House