

# ANNUAL REPORT 2024

EMBRACING CHANGE: HONORING OUR PAST,  
INSPIRING OUR FUTURE





# A WORD FROM THE EXECUTIVE DIRECTOR

For Tahoe Family Solutions (TFS), 2024 was another tremendously successful year. Our financial health remained strong and all of our programs expanded. As you read through the pages of this report, you will find that our efforts in providing free mental health services, family resources, and educational opportunities remain a cornerstone for Incline and surrounding communities.

2024 was also a year in which some major transition planning took place for TFS. Our Board of Directors focused its energies and conducted a nationwide search for a new Executive Director. That effort culminated on December 1<sup>st</sup> 2024 when we welcomed Jody Wright as our new Executive Director. I believe she is uniquely positioned and qualified to lead our staff and volunteers to new heights in the coming years.

The challenges that we have faced in the past 30 plus years are still out there. Mitigating potential funding cuts, recruiting more volunteers, and finding a permanent home for Camp Explore are achievements that will come to pass. The confidence I feel in our collective ability to tackle these challenges comes from the knowledge that TFS volunteers, staff, Board members, funders, and this entire community have such a rich history of supporting the programs that provide so much for the children and families who need us most.

**ROBIN GLASGOW**  
CIVILIAN 🥰

*On behalf of the board and staff of  
Tahoe Family Solutions, we want to  
thank Robin for his time, talent, and  
dedication to our organization and  
to our community.  
You will be missed, Robin!*



## MENTAL HEALTH PROGRAMS

With extremely limited mental health options in this rural area, TFS has acted as the primary provider of behavioral and psychiatric care in the Incline Village area, particularly for the underserved, for nearly 34 years.

Due to successful fundraising efforts in 2023, TFS was able to provide **952 hours of therapy care to 104 clients** from our community at no cost. These individuals ranged from 3 to 74 years old and came from Incline Village, Crystal Bay, Kings Beach, Tahoe Vista, Carnelian Bay, Tahoe City, Truckee, Homewood, South Lake Tahoe, Reno, Sparks, and Carson City

Our youngest clients sought help to address their own behavior and bullying, while adolescents presented with behavior issues, substance use, and depression and anxiety. Adult patients experienced anxiety and depression and asked for help with coping and stress management. Many of our clients are also currently in or have been in domestic violence situations and learning to address the trauma associated for them and their children.

We also provided couples counseling, where issues such as communication challenges, financial stress, and co-parenting issues were addressed.

### Therapy Staff:

Patrick Keilty has worked with Tahoe Family Solutions since 1997. He graduated from the Pacifica Graduate Institute with a master's degree in Marriage and Family Therapy and was licensed by the State of Nevada as a Marriage and Family Therapist in 2000. Patrick specializes in child play therapy, family relationships, and child-caregiver interaction. 2025 will be Pat's last year on staff at TFS as he moves into retirement. His contribution to the organization and this community is profound.

### Psychiatric Staff:

Dr. Sukhi Johal, a dually licensed child and adolescent and forensic psychiatrist, provides psychiatric care on a part time basis at Tahoe Family Solutions. In 2024, Dr. Johal saw 37 patients and provided 104 billable hours of care. These services are available to our community at no cost.

# FAMILY RESOURCE CENTER PROGRAMS

## EMERGENCY RELIEF: CASE STUDY

*“Jasmine” came to the TFS office seeking financial assistance. She lived with her husband and 4-year-old daughter in a two-bedroom apartment they shared with another family of three. The second family moved out suddenly and unexpectedly, owing their portion of a month’s worth of rent. Jasmine’s family was unable to pay the balance and was being threatened with eviction. With the support of the TFS Emergency Relief program, Jasmine was able to pay the overdue rent and avoid dislocation. During that month, Jasmine found another roommate and was again able to pay rent and maintain housing for her young family.*

This is a reoccurring story in our area. **Incline Village experiences rent 126% over the national average.** The only way many families can maintain housing is by sharing the high cost of rent with other families.



### Emergency Relief Assistance provided in 2024: \$32,924

#### Aid given for:

- Rent
- Utilities
- Medical
- Transportation
- Groceries
- Clothing & home products  
(via the TFS Thrift Store)

### Family Resource Center Program Donors and Partners

Lake Tahoe School  
Iannucci Fund  
St. Patrick’s Episcopal Church  
Tahoe Community Foundation  
State of Nevada Department of  
Health and Human Services

# FAMILY RESOURCE CENTER PROGRAMS

## CASE MANAGEMENT

Case management is a collaborative process that involves assessing, planning, implementing, coordinating, monitoring, and evaluating services to meet an individual's comprehensive health and social needs.

TFS continues to partner with a specialist from the Nevada Department of Health and Human Services Family Services and Eligibility to provide case management support. Every Monday morning, the HHS representative is available at TFS offices to assist clients with information regarding their eligibility for Medicaid, Medicare, SNAP and TANF benefits. Working closely with the Family Resource Center Manager, clients are able to expedite and complete their application processes, leading to more positive outcomes.

# 216

Individuals received case management support

# 3,021

Individuals visited TFS offices to receive services, resources, information and referrals

# 91%

Individuals seeking assistance were Spanish speaking

## ESL CLASSES

TFS has hosted free English as a Second Language (ESL) Classes for six years, with a break during the COVID pandemic. The program features a course curriculum from the respected BurlingtonEnglish, a comprehensive, blended curriculum that fully integrates academic preparation, civics knowledge, career readiness, and technology integration with grammar and life skills. The flexible, web-based curriculum combines teacher-led instruction with online independent student lessons that complement and reinforce concepts taught in class.

Taught by Jesi Robbins, the TFS ESL program features four sessions per year with a beginning level and an advanced beginner option. In addition to in-class experience, Jesi also hosts the popular Conversation Café in cooperation with St. Patrick's Episcopal Church that provides participants opportunities to practice their new language skills in a more conversational setting.

In 2024, approximately 10-15 students participated in each of the four sessions. Pre- and post-evaluations of each session indicate a high degree of success for these eager students, with final scores indicating an 80-90% score for each

# FAMILY RESOURCE CENTER PROGRAMS

## ADOPT-A-FAMILY

13 FAMILIES (37 INDIVIDUALS)  
ADOPTED FOR THE HOLIDAYS

*Meet Lisa, a single mother of three young girls. She came to TFS Family Resource Center December 2024 to learn about our services. She had been recently laid off and only had enough money for one month's rent. Lisa had recently made the frightening and difficult decision to leave her home due to ongoing domestic violence. Lisa was initially hoping for a TFS Thrift Store voucher so she could purchase Christmas gifts for her daughters. After learning her story, staff were able to refer her to a community agency for domestic violence intervention and connect all of them to TFS counseling and mental health support. In addition, we were delighted to include them in our Adopt-A-Family Christmas program so that they could celebrate the holiday without worry.*

Families received needed personal and household items including snow jackets, boots, gloves, and hoodies; sheets, blankets and comforters; a microwave, dishes, glasses, toaster oven, blender, vacuum cleaner; and grocery gift cards



## VOLUNTEER INCOME TAX ASSISTANCE (VITA)

The TFS Family Resource Center collaboration with the IRS Stakeholder Partnership enables us to assist low to moderate income community members in the preparation and submission of federal tax returns and state tax returns as needed through the tax season (January through April).

This program relies heavily on volunteer preparers, and this committed group each undergo certification by the IRS to provide their assistance. An evaluation of this program is provided by the IRS and our electronic case management system [ellogicgenesis.com](https://ellogicgenesis.com), provide us with an evaluation of the program, and also which allows us to create relationships and case management for VITA clients if needed.

# 208

Federal Returns Filed

# 98

State Returns Filed

# \$228,512

Received in Individual Refunds



# YOUTH PROGRAMS

## CAMP EXPLORE

Camp Explore was held at Camp Richardson once again, and thanks to the generosity of our donors, 141 campers who may otherwise not be able to access summer camp were able to take part in our annual program. Over the five weeks of overnight camping, children between 3<sup>rd</sup> and 8<sup>th</sup> grades developed social skills, self-esteem, and teamwork while enjoying new experiences in a supportive environment.

# 141

Campers Participated in Camp Explore

# 52

Multi-week Campers

# 89

Single-week Campers



# YOUTH PROGRAMS

## EXPLORERS CLUB

The TFS Explorers Club was piloted in 2023 as an extension of Camp Explore and designed to run January-July. It was created with the goal of offering year-round support to our Homework Help Club or/and Camp Explore participants who could benefit from a positive, safe, outdoor based program beyond their summer experiences at Camp Explore. As with the camp program, the Explorers Club targets children with higher socioeconomic barriers to outdoor activities and education and who could benefit from an extra layer of social-emotional and academic support throughout the year.

*In 2024, 24 children participated in the Explorers Club: 12 from the Incline Village community and 12 from the greater Reno/Tahoe region.*

### 2024 Club participants enjoyed:

- Snowshoeing and feeding the Chickadees on Chickadee Ridge
- Ski/snowboard trip w/ full day lessons tickets and gear rentals at Northstar Ski Resort
- Ski/snowboard trip w/ full day lessons tickets and gear rentals at Heavenly Ski Resort
- Watershed Ecology, Earth Day, Monarch Butterfly Milk weed planting (service-based component), fly fishing lessons at Walker River Basin
- Community based service day in Reno with the Karma Box Houseless project – built and painted Karma Boxes, filled multiple boxes throughout Reno with houseless care packages that Club had compiled, and ended the day with lunch and play time at Idlewild Park.



# YOUTH PROGRAMS

## EXPLORERS CLUB: MILES' STORY

Miles has a diagnosis of ADHD which results in challenges at school and at home. He comes from a single parent's home due to his father's absence and incarceration. Miles knows his mom is doing her best to keep the family afloat, but he feels the burden. He has struggled making friends at school and has changed schools two times in the past three years due to ongoing bullying by other students.

Miles started his involvement with TFS Youth Programs at Camp Explore, and in 2023 became a participant of the Explorers Club. It is with the support and care in our TFS youth programs like Camp and the Explorers Club that Miles has made a group of friends with whom he has closely bonded. To Miles, the Explorers Club has become a safe place where he is encouraged to learn about and experience the world around him in the company of his closest friends. TFS staff has witnessed his growing confidence and self-esteem as he has had the otherwise out of reach opportunities to participate in activities that broaden and add to his bank of positive life experiences.



### Youth Program Donors and Partners

The Steven J. Wolfe Family Foundation  
Vail Resorts Epic Promise Grant - Travis Tafoya  
NorthStar California Resort  
Astronomical Society of Nevada - Jim Fahey  
Walker Basin Conservancy - Amy Guinan  
JM Plumbing - Josh Meaders  
PerrysPlanIT - Perry & JK King  
Train Tahoe - Kim Kocshmann  
Happy Tiers  
Camp Richardson Resort - Mary Griffin  
Andre Chevalier  
Washoe County Sheriff Office – Sheriff Darin  
Balaam & Captain Joseph Colacurcio  
The Home Depot - Angela Skibinski  
Sonya Walke  
Cabella's – Verdi, NV  
Western Intergovernmental Child Support  
Engagement Council (WICSEC)

# YOUTH PROGRAMS

## HOMEWORK HELP CLUB

Finishing its 21st year, Homework Help Club (HHC) is a TFS program, available at no cost to families and administered in conjunction with Incline Elementary School (IES). It occurs four days a week after school throughout the academic year. Students are selected by IES first through fifth grade teachers, and each participating student is at least a full year behind in their reading scores. Children receive individual and group tutoring in math and reading.

HHC has been extremely successful in bringing up test scores for participant students, especially in reading and comprehension. In 2024, 27 of the 29 participating students completed 100% of their homework during the year and at all grade levels, students brought their skills up 1 to 3 grade levels. In 2024, the group consisted of 68% girls and 32% boys. We supported 20 students maximum on each of the 122 HHC days we operated. This averaged 180 hours of tutoring per child with the support of 6 volunteers and TFS staff.

**HHC is possible thanks to the generosity of one anonymous donor.**

### JENIFER'S STORY

'Jennifer', a 4th grade student, started Homework Help Club reading at a 1st grade level. She was a reluctant reader, groaning every day when it was time for her to read out loud to one of the HHC tutors. With a lot of persistence, encouragement, and a little creativity, the tutors kept her going. Fortunately, Jennifer came to HHC every day, regardless of whether she had homework or not. About halfway through the year, Jennifer found that she was starting to enjoy the stories and actually looked forward to reading out loud.

***By the end of the school year, Jennifer had reached her grade level in reading.***



# FINANCIALS

Tahoe Family Solutions had a strong year providing Counseling and Mental Health Services, Camp and Youth Programs, and a wide variety of Community Outreach programs and services through our Family Resource Center that benefit the underserved communities in and around Lake Tahoe.

Our Program Services efforts grew by 15% in both 2024 and 2023, while Donations, Thrift Store Revenue, and Grant Funding have grown upwards of 24% during the same time period.

Our financial position is strong, with an asset base that will support significant investments in our programs and facilities. We also closed the year by beginning an effort to significantly expand our services and grow our stakeholder base through community partnerships and involvement.

## FUNDING SOURCES

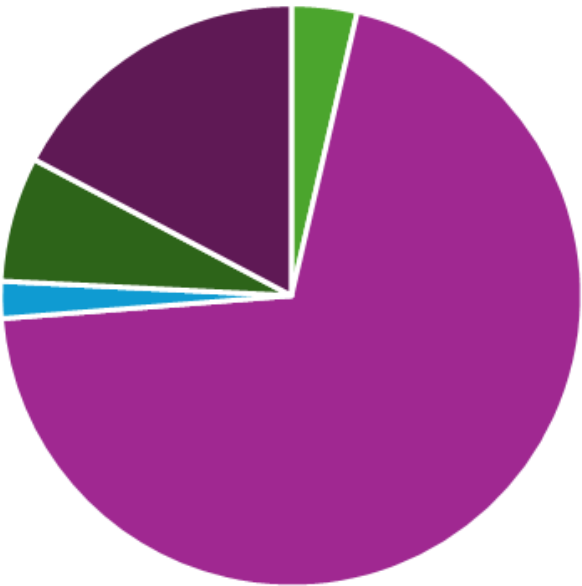
### Thrift Store

Revenue	\$ 406,000
Operating Expenses	351,000

Thrift Store Net	\$ 55,000
Individual Donations	1,060,000
Grants	31,000
Investment Income	105,000
Events (net)	261,000

**Total Funding Sources \$1,512,000**

Funding Sources



- Thrift Store Net
- Individual Donations
- Grants
- Investment Income
- Events (net)



## BOARD OF DIRECTORS

Kenny Ching  
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Lupe Tatengo  
Sukhi Johal, MD  
Ingrid Fox

Executive Director  
Programs Director  
Marriage and Family Therapist  
Development and Marketing Director  
Youth Programs Director  
Family Resource Center Manager  
Thrift Store Manager  
Child, Adolescent and Forensic Psychiatrist  
Bookkeeper

## MISSION

Our mission is to provide key resources and enhance skills for families in the Tahoe Basin and surrounding areas.