



City Net

# STAKEHOLDERS REPORT



# 2019

# THE PRESIDENT'S LETTER

Dear Friends,

I am pleased to share this City Net 2019 Stakeholders Report with you. In partnership with stakeholders throughout southern California, City Net made significant progress in 2019 toward our goal of ending street-level homelessness. Among the many achievements you will read about in this report, in 2019 our team achieved:

- 11,114 street outreach interactions with homeless neighbors
- 14,675 interactions with homeless neighbors who called our Outreach Line
- 947 clients engaged in case management with City Net
- 1,864 exits from the streets and into shelter or housing.

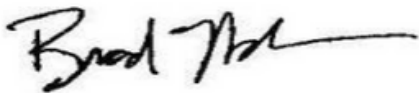
All of this is achieved by our first-class team of homeless services professionals. Together, we are creating an organization built to sustain excellent outcomes for homeless individuals and communities impacted by homelessness, marked by:

- 81 staff
- \$8 million annually in contracts and donations
- 31 contracts—including city, county, state, federal and corporate contracts.

We know there is much more to be done. City Net was founded on the premise that, working together, communities can solve the difficult problems they face, including homelessness.

This focus on solutions—ending homelessness by connecting homeless neighbors to housing—rather than on managing care makes our work especially challenging as homelessness continues to grow throughout the state. But we are encouraged every day by working together on solutions with our partners in city and county government, law enforcement, nonprofit organizations, the faith community, the business community, homeless advocates, and especially by the many homeless neighbors who are taking steps to overcome the enormous barriers they face in ending their episode of homelessness.

Sincerely,



Dr. Brad Fieldhouse  
President



# OUR TEAM

We are a team of nonprofit professionals dedicated to addressing homelessness, in a city or region, through the coordination of community efforts and activities. Since 2014, we have worked together to provide data-driven services that will result in ending street-level homelessness in communities. Our Vision: we are committed to reducing homelessness to functional zero through the means of collaboration and data-driven solutions. Functional zero is the state of a community where services and housing are available for every individual who may need them.



# COMMUNITIES WE SERVE

- Anaheim
- Bellflower
- Brea
- Buena Park
- Corona
- Cypress
- Fullerton
- La Habra
- La Palma
- Lake Forest
- Newport Beach
- Placentia
- Riverside
- San Clemente
- Santa Barbara
- Stanton
- Tustin
- Westminster
- Courtyard Transitional Center Community Coordination and Case Management
- Housing and Disability Assistance Program in Orange County
- Homeless Emergency Assistance Program (HEAP), which covers the following cities:
  - Costa Mesa
  - Fountain Valley
  - Garden Grove
  - Huntington Beach
  - Newport Beach
  - Seal Beach
  - Tustin
- Union Pacific Railroad project in Southern California
- Westminster

## PROJECTS COMPLETED TO DATE

- 2019 Orange County *Point In Time* count coordination project
- Orange County Flood Control Channel project
- City of Temecula
- Rapid Rehousing for the Southwest Region of Riverside funded through WRCOG. Serving (Temecula, Murrieta, Wildomar, Lake Elsinore and Menifee)



## SERVICES PROVIDED IN 2019

- WEEKLY COLLABORATIVE STREET-OUTREACH
- CASE MANAGEMENT
- HOMELESS SERVICES OUTREACH PHONE LINE
- COLLABORATIVE IN-REACHES
- DATA MANAGEMENT
- REUNIFICATIONS
- HOUSING NAVIGATION
- VETERAN HOUSING SERVICES
- LAW ENFORCEMENT PARTNERSHIP
- CENSUS COORDINATION
- POINT IN TIME COORDINATION
- COMMUNITY COORDINATION

# REGIONAL IMPACT

15,222

Outreach Contacts

14,675

Outreach Line Calls

313

Outreach Online Inquiries

947

Clients in Case Management

24,937

Volunteer Hours

\$954,925

Gift In-Kind Donations



1,864

Street-Exits in 2019

See appendix, on page 11, for program outcome definitions.

**OC Marching Home Initiative:** In late 2019, City Net partnered with the County of Orange, Orange County Housing Authority, Veteran Affairs-Long Beach, and local non-profit organizations seeking to collaboratively end veteran homelessness in Orange County. Our role is to provide housing navigation services to veterans with housing vouchers, which includes application assistance, navigating the rental market, liaising with landlords and assistance with the move-in process. For John, an Army Veteran who served in the Iraqi Freedom Operation, he began experiencing homelessness in 2010, while living in his vehicle after a divorce. John was matched with City Net's Veteran Housing Navigation services in September 2019. Shortly after, he was connected with the Veterans Affairs Office and was granted a HUD VASH voucher from the County of Orange. In collaboration, City Net was able to assist John with overcoming housing barriers and finding a landlord that would work with John in utilizing his voucher. He also was able to receive full deposit support from the Veterans Affairs offices to subsidize his move-in costs. On November 2, 2019, John received keys to his unit, his new home.



Courtyard Partner Appreciation Event on December 11, 2019

# IMPACT STORY

## MEET TONY

Tony is a 45-year-old who became homeless when he fell ill with an incurable disease, which prevented him from working. He couldn't sustain housing in Orange County and found himself experiencing homelessness. When we met Tony, he was already utilizing the winter shelter services in the City of Fullerton. He realized that his health was continuing to decline as he braved the elements of spending his days on the streets and evenings at the armory. With no family nearby, he accepted services from City Net at the City of Anaheim La Palma Park Check-In Center.

### TONY'S JOURNEY TOWARDS HOUSING

#### STREET-OUTREACH

6-4-18 City Net case manager meets Tony during an outreach at La Palma Park in Anaheim. Tony was sleeping most nights at the Fullerton Armory emergency shelter and spending his days at the park

#### CASE MANAGEMENT

6-4-18 After learning of City Net's services, Tony was interested in working with us right away to get connected to housing. Our case manager began the intake process on the spot, including:

- Completion of City Net intake forms and waivers
- Assistance in getting Tony "document-ready" for housing:
- Homeless Management Information System record entry
- Confirmation of valid ID card, Social Security card and birth certificate
- Location of short-term storage for Tony's personal items
- Referral to medical services for Tony's medical needs, including connecting him to a new primary care physician

6-5-18 Case manager begins the process of submitting paperwork on his behalf so he can access housing resources within the County's Continuum of Care

6-18-18 Met with Tony to see if he was interested in moving to Bridges at Kraemer Place Transitional Shelter

6-19-18 Case Manager completed Tony's referral into Bridges and transported him from La Palma Park to Bridges.

9-12-18 City Net attended a County of Orange match meeting where we learned Tony got matched for a Section 8 housing voucher

9-14-18 Met with Tony to complete paperwork for his housing voucher

9-17-18 Case Manager submitted paperwork to the Orange County Housing Authority

10-16-18 Met with Tony to complete and submit remaining housing forms

10-29-18 Transported Tony to his housing appointment where he received his Section 8 housing voucher

#### HOUSING NAVIGATION

11-5-18 A warm handoff was provided by the Case Manager to City Net's Housing Navigator to find a location to use Tony's Section 8 voucher

11-19-18 Housing Navigator met with Tony to share unit availability and discuss his preference of location, apartment features and need

11-26-18 Supported Tony with the completion of multiple apartment applications and transportation to help him make his apartment interview appointments

#### 2 Cities

Spent his time in the City of Anaheim and City of Fullerton while homeless

#### 6 Months

Length of time from first Outreach Contact to permanent housing placement

#### 8 Agencies

Collaborative partners that touched Tony's life in some facet on his journey to housing

#### HOME

12-5-18 Housing Navigator worked with Tony on these occasions to complete rental applications, tour apartments and engage landlords on his behalf until we located a suitable apartment.

12-30-18  
1-2-19  
1-4-19  
1-7-19  
3-21-19 Tony moved into an apartment, located in Anaheim with his Section 8 voucher.

4-1-19 A community contribution to our Hope Fund allowed for us to furnish Tony's apartment with a bed, bed frame, fridge and table. This turned his apartment into a home.

# SPECIAL PROJECTS



## Orange County Point In Time Count, **Everyone Counts OC**

1,167

Community volunteers, nonprofit and faith-based service providers including representatives from law enforcement, all 34 cities and County government.

244

Field teams of volunteers deployed into the community to canvas maps and survey people experiencing homelessness.

239

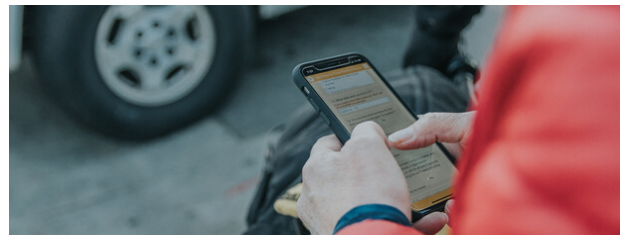
Maps were canvassed at least twice during the 2019 Point In Time Count effort.

## Censuses **Completed** in 2019

- CORONA
- BELLFLOWER
- SANTA BARBARA
- TUSTIN
- TEMECULA
- WHITTIER
- WESTMINSTER

## Point In Time counts (PIT) **Completed** in 2019

- ORANGE COUNTY



## Data & Transparency



City Net is proud to have reached a milestone within our organization's development and earned the GuideStar, Platinum level, Seal of Transparency for 2019 - a first for our agency. GuideStar is the most reputable sources of non-profit information and has only issued this seal to 0.5% of registered organizations.

City Net took this step as an agency in an effort to provide our stakeholders the opportunity to make educated decisions about supporting our mission to addressing homelessness with intentionality. Within our core values we strive to be data-driven, produce quality work and develop solutions collaboratively. City Net has taken an effort to represent those values within our GuideStar profile and live out our mission with a client-first perspective through our Data Collection Policy.

Read City Net's Data Collection Policy, visit [www.citynet.org/datacollectionpolicy](http://www.citynet.org/datacollectionpolicy)

# THANK YOU PARTNERS

While we firmly believe investment in communities from a housing-first model is critically important for meeting our mission to end street-level homelessness, it is our innovative, inspiring and dedicated community partners that really move the needle of progress forward in the lives of those we serve. We lean on the collaborative approach and sponsorship to build solutions for those working towards their housing plans. Intentional and generous support from so many individuals, community organizations, foundations, corporation and other partners make our work possible across 4 Southern California regions. **THANK YOU.**



## ***Regional Partners in Orange County, Riverside County, Santa Barbara County and Los Angeles County***

- A Touch of Love Works
- Action Alliance Sober Living
- Amistad Orange County
- Anaheim Community Services
- Anaheim Community Foundation
- Anaheim Housing Authority
- Anaheim Lighthouse Recovery Center
- Anaheim Police Department
- Anaheim Poverty Task Force
- Anaheim Regional Medical Center
- Anaheim Religious Clergy Council (ARCC)
- Anaheim Tropic Inn
- Anaheim Vineyard Church
- Anaheim Regional Transportation Center (ARTIC)
- Better Way Anaheim
- Big Brothers Big Sisters
- Boys Town California
- Brea Police Department
- Breakfast Friends
- Build Futures
- Buena Park Police Department

# COMMUNITY PARTNERS

## *Regional Partners in Orange County, Riverside County, Santa Barbara County and Los Angeles County*

- Cal Optima
- Cal State University, Fullerton
- Cal State University, Dominguez Hills
- Cal State University, Long Beach
- Cafe Starz
- Calvary Church of Santa Ana
- Charity on Wheels
- Chrysalis
- Coachella Valley Rescue Mission
- Coast Hills Community Church
- Colette's Children's Home
- Compassionate Clouds Association
- Corona Police Department
- Corona Substance Abuse Center
- Courtyard Jaywalkers
- CPN Group
- Crossline Community Church
- Cypress Police Department
- Drug Free Anaheim
- Eagle Inn Anaheim
- Eastside Christian Church
- Families Forward
- Families Together Orange County
- Family Assistance Ministry (FAM)
- Feed for Change
- First Southern Baptist Church of Buena Park
- Friends of the Homeless
- From the Soul
- Fullerton First Methodist Church
- Fullerton Police Department
- Garden Grove Police Department
- Grace World Ministries
- Grandma's House of Hope
- Good Deed Workers
- Good Shepard Lutheran
- Good Stewards Korean
- Great Dane Bakery
- Hai and Friends
- Hand to Hand Relief Organization
- H.E.A.R.T. 4 Pets
- Helping Homeless Companions
- His House
- HomeAid Orange County
- Homeless Lives Matter
- Homeless Resource Database in the Cloud
- Hope4Restoration
- Housing is a Human Right OC
- Humanitarian Day
- Hurtt Mobile Clinic
- Illumination Foundation Jamboree Housing
- Ines and Friends
- Irvine Onnuri Church
- Islamic Center of Irvine
- Jewish Collaborative of Orange
- JMh-Anaheim
- Kettle Motor Inn Anaheim
- Kim and Friends
- Kindest Heart
- Kindred Church
- Knott Avenue Community Church
- Korean 1st Presbyterian
- La Habra CRRC
- La Habra Police Department
- La Palma Police Department
- Lamb of God Lutheran Church Anaheim
- Lazarus Foundation
- Love Anaheim
- Love, Hope, Together
- Low Rider Alliance
- LXGNDXRY Clothing
- Magnolia Baptist Church
- Magnolia School District
- Maitribodh Parivaar
- Mary's Kitchen
- Mental Health Association of Orange County
- Mercy House
- Micah's Way
- Midnight Mission
- Mision El Camino
- Nachimban Church
- Newport Beach Police Department
- North Orange County Public Safety Taskforce
- Northrop Grumman Corporation
- One Accord Crusades Orange County
- Orange County Community Services
- Orange County Health Care Agency O&E
- OCHCA CHAT-H
- Orange County Regional Center
- Oasis Ministry
- OC Public Defenders
- OC Probation Department
- OC Rescue Mission
- OC Sheriff's Department
- OC United
- Olive Crest Safe Families
- One Global Family
- Operation Be Kind
- Operation Helping Hands
- Operation Home SAFE
- Orange Police Department
- Orangewood Foundation
- Our Lady Queen of Angels Newport Beach
- PACT
- PATH
- Path of Life Ministries
- Pathways of Hope
- People's Homeless Taskforce
- Placentia Police Department
- PIMCO Orange County
- Principe de Paz
- Project All Hands In
- Project Hope Alliance
- Project Touch
- Quoc Hoc Dong Khanh
- Radiant Health Care
- Rancho Santiago Community College
- Recovering Life Ministries
- Redhill Lutheran Church
- Relove Church
- Riverside Behavioral Healthcare Center
- Riverside Police Department
- Rock Church of Anaheim
- Roque Center
- Sa Rang Community Church Salvation Army
- Santa Ana Police Department
- Set Free Christian Fellowship
- Serve the People
- Seva Matters Foundation
- Shirley's Squad
- Sophia and Friends
- Social Services Mobile Resource Van
- South Hills Church of Corona
- Stanton Community Development
- St Cecilia Church Tustin
- St. Joseph Hospital Orange
- St. Jude Medical Center
- St. Vincent de Paul Catholic Church
- Streetlight Ministries Shelter
- Tabitha's Blessings
- Temecula Police Department
- Terra Nova Church
- The Majilis
- The Solace Foundation
- Tustin Police Department
- UCI Law School
- Unidos Para Ti
- Unidos Recovery Home
- United Sikhs
- United to End Homelessness Orange County
- Union Pacific Railroad
- Union Rescue Mission
- U-Turn Lives Inc.
- United Way Orange County
- VA Community Resource And Referral Center
- Veterans Administration Long Beach
- Viet Love Mission
- Vineyard Church
- Visit Anaheim
- Volunteers of America
- West Anaheim Medical Center
- Westminster Family Resource Center
- Westminster Police Department
- WISE Place
- Women's Transitional Living Center (WTLC)
- World Channel Mission

# THANK YOU DONORS

## 2019 Hope Fund Contributors \$125,353

### Individual Donors

- Adriana Hernandez
- Alan Gonzalez
- Andrea Kelligre
- Angelina T Moran
- Armando Cendejas
- Audrey Brammer
- Becky Stone
- Cindy Nguyen
- Deborah Lelchuk
- Denise Schipper
- Elissa Thomas
- Farbod Samari
- Gabriela Soto
- Jose Luis Trujillo
- Julia Romey

- Ken Pearson
- Kevin Wright
- Laura Jinparn
- Leonardo Lopez
- Mark Allert
- Michael Daehn
- Michael Dubisz
- Michael Lyons
- Michael Villaire
- Naoko Gorsuch
- Polin Ung
- Susannn Ashabraner
- Tamara Erickson
- Theresa Waller
- Zachery Collar

### Organizations and Foundations

- A Little Help Foundation
- Battery Systems Orange County
- Eastside Christian Church
- Imperial Sprinkler Landscaping
- Islamic Center of Corona
- Orange County Community Foundation
- Orange County United Way
- Relove Church
- Tarsadia Foundation
- United to End Homelessness Orange County
- Wells Fargo Foundation



## DONATE HOPE

As an extension of our commitment to using community resources to create the greatest impact, the City Net Hope Fund adopts a "whatever it takes" approach to connecting unsheltered individuals/families. The Hope Fund is leveraged to directly meet the needs of our clients; transportation, documentation fees, housing program assistance and more.

[www.citynet.org/donate](http://www.citynet.org/donate)



# APPENDIX

**Outreach Contacts** - Reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability. This number can be duplicated in any given reporting period.

**Client Engagement** - Reflects the current number of homeless neighbors who are voluntarily engaged in a formal case management relationship with City Net. Case managers work with clients to achieve progress on a mutually-agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average, and are considered inactive after 90 days of no contact.

**Outreach Line Calls** - This service was initiated in Q2 of 2019 with the idea to capture leads via outreach phone numbers for neighbors experiencing homelessness that exceed the abilities or scope of our case managers and outreach specialists. The leads that are generated are followed up by our Outreach Line Specialists, which in turn are coordinated with and followed up by our case managers.

**Outreach Online Requests** - This service was initiated in Q4 of 2019 with the idea to capture leads via an automated chatbot assistant on our website for neighbors experiencing homelessness that exceed the abilities or scope of our case managers and outreach specialists. The leads that are generated are followed up by our Outreach Line Specialists, which in turn are coordinated with and followed up by our case managers. Street Exits Goal - Some contracts include a goal per month or quarter of street exits while others do not. This number reflects the aggregate of all street exit goals for all the cities that request it.

**Actual Street Exits** - HUD Street Exits are defined by HUD and enumerated in the HUD systems performance report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as “temporary” and some as “permanent”, and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing.

**“Homeless Services”** - Typically include the following: street outreach, collaborative case management, housing navigation, system navigation, supportive services, community resource mobilization/alignment, law enforcement support, and community engagement activities.

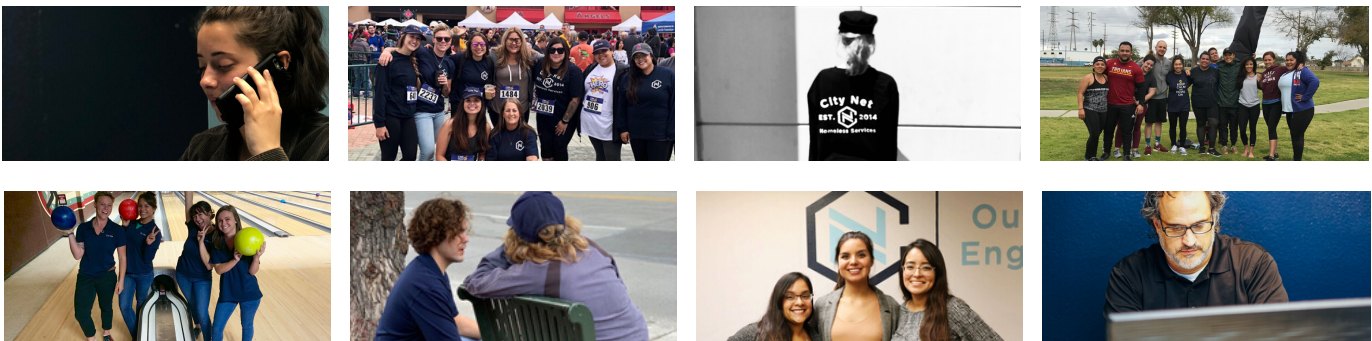
**Societal Cost Savings** - The average gross monthly cost for each homeless neighbor is \$1,446 per month, according to a landmark 2009 financial study of 9,186 homeless individuals in Los Angeles County (“Where We Sleep: Costs When Homeless and Housed in Los Angeles” Economic Roundtable, 2009, <http://www.economicrt.org/pub/>). The study derived this amount by examining the monthly cost burden shared by 16 public and private agencies and programs: Department of Public Health, Department of Mental Health, Probation Department, Homeless Services Authority services, Department of Health Services (DHS) hospital-inpatient, DHS outpatient clinic, DHS emergency room, Department of Public Social Services (DPSS) General Relief, DPSS Food Stamps, DPSS General Relief Housing Vouchers, Sheriff mental health jail facility, Sheriff general jail facility, Sheriff medical jail facility, private hospitals- emergency room, private hospitals-inpatient, and paramedics. There is still a cost burden when homeless neighbors are housed, because they continue to draw on these agencies, but the study found the costs were reduced by 50%, saving \$728 per month per person when a homeless neighbor is housed.

**Courtyard Statistical Methodology** - Meal values were historically calculated at \$3.25 per meal starting 1/1/18 as per <http://livingwage.mit.edu/counties/06059>. Volunteer hours only account for hours spent on site, and do not account for time shopping, preparing and transporting meals. The value of a volunteer hour in California is \$27.59 based on the hourly earnings (approximated from yearly values) of all production and nonsupervisory workers on private payrolls (based on yearly earnings provided by the Bureau of Labor Statistics). Independent Sector indexes this figure to determine state values and increases it by 12percent to estimate for fringe benefits. Per IRS guidelines, nonprofits may report this value in Form 990, Part III. Source: <https://www.independentsector.org/volunteer-time>.

**Survey-Based Complete Census Count** - An approved by HUD as legitimate methodologies for Point in Time Counts) using the following definitions:

1. A “point-in-time count” is an enumeration of unsheltered and sheltered homeless neighbors in a city, and can be based on sampling or census methodologies, or a combination of the two. It yields a number and limited demographic data of the total homeless population because it does not utilize surveys extensively.
2. Sampling and Extrapolation Methodologies take a statistically representative sample of the homeless population and projects estimates of the total population based on the findings of the smaller sample population through the usage of statistical sampling. These methodologies my survey some of the homeless population and extrapolate demographic information to the whole based on the findings from the limited surveys.
3. Survey-Based Complete Census Count. A census collects information on every member of the population by covering the entire geography. It yields a number, and, through surveys of the entire population without extensive sampling or extrapolation, demographic, housing, social, economic and other information on the total homeless population.

For additional information, please see <https://files.hudexchange.info/resources/documents/PIT-Count-Methodology-Guide.pdf>





**citynet.org**

**ORANGE COUNTY HEADQUARTERS OFFICE**

*Regional Email: Outreach@citynet.org  
Homeless Services Outreach Line: 714.451.6198*

**LOS ANGELES COUNTY FIELD OFFICE**

*Regional Email: Outreach-la@citynet.org  
Homeless Services Outreach Line: 562.231.7151*

**RIVERSIDE COUNTY FIELD OFFICE**

*Regional Email: Outreach-rc@citynet.org  
Homeless Services Outreach Line: 951.390.3567*

**SANTA BARBARA FIELD OFFICE**

*Regional Email: Outreach-sb@citynet.org  
Homeless Services Outreach Line: 805.203.6588*



**CONSTITUENT SERVICES**

Email: Info@Citynet.org  
PO BOX: 4508 Atlantic Ave., Suite 292  
Long Beach, CA 90807

**COVER PHOTO:** *In late 2019, City Net received an invitation to partner with the Union Pacific Railroad corporation in an effort to prevent rail accidents, encouraging the health and safety of vulnerable populations in the Southern California communities. Pictured is a City Net Collaborative Case Manager presenting an individual with supportive services options and resources.*



POWERED BY THE Orange County Community Foundation

