



2020 STAKEHOLDER REPORT



MISSION

We are committed to breaking the cycle of homelessness in the communities we serve by connecting neighbors experiencing homelessness to transformative care and innovative housing solutions.

VALUES

Collaboration We recognize that ending homelessness is not possible without collaboration between nonprofit agencies, local government, law enforcement, the faith community, and other community stakeholders.

Initiative We strive to be industry leaders, offering dynamic, evidence-based approaches to ending homelessness.

Empowerment We offer empathetic support to homeless neighbors to help them identify their goals, then partner with them to overcome the barriers to achieving them.

Transparency Reporting meaningful, up-to-date metrics exemplifies our commitment to providing honest, innovative solutions to ending homelessness.



THE PRESIDENT'S LETTER

Dear Friends,

I am pleased to share this City Net 2020 Stakeholder Report with you. As you will see in the following pages, 2020 was a year of exponential growth for City Net. Faced with unprecedented challenges, we added staff and services to provide compassionate care and shelter to over a thousand homeless neighbors.

In response to the global COVID-19 pandemic, City Net joined homeless service providers across the region in maintaining our frontline services without interruption. Despite massive societal uncertainty and anxiety regarding the basic health and safety of carrying out our services, we remained firm in our resolve to end homelessness by connecting homeless neighbors to shelter and housing.

As we reflect on a year of incredible growth, we are grateful for the many dedicated stakeholders like you, who stand with us in our mission to break the cycle of homelessness in the communities we serve by connecting neighbors experiencing homelessness to transformative care and innovative solutions.

We are encouraged every day by the opportunity to work collaboratively on data-driven solutions with our partners in city and county government, law enforcement, nonprofit organizations, the faith community, the business community, advocates, and most importantly our resilient homeless neighbors, whose hard work to overcome barriers they face in ending their episode of homelessness inspires us every day.

Sincerely,

Dr. Brad Fieldhouse,
Founder & President



OUR TEAM

City Net was founded to assess and address the needs of the communities we serve. Over the years, we've discovered that one critical facet of our work is the human connection to our clients. When many resources for individuals experiencing homelessness closed in the wake of the pandemic, our staff developed even closer bonds with our homeless neighbors, fostering hope despite challenging circumstances.

"My favorite part about my work is witnessing my clients' reactions when they find out they've been approved for permanent supportive housing. Not only will they now have a safe and consistent place to live, but they can also begin pursuing their goals and dreams."

"We walk alongside people, hold empathic space for people, meet people where they are at, and help to guide them on their journeys. My favorite part of my job is when I see clients feel proud of their accomplishments - big, small, and in between."



"My favorite part of my job is when my clients share their passions with me - I work with musicians, artists, tradesmen, and writers. I get to be surrounded by people who are not only creative, but innovative and driven even when it seems they cannot catch a break."



54
2019



35
2018

"To me, my role is all about being a helping hand and a shoulder to lean on. It is believing in someone even when they cannot believe in themselves. It is being a good listener and showing up for others in their time of need."

13
2017

6
2016

3
2014

3
2015

EMPLOYEE GROWTH SINCE 2014

2020 COMMUNITY IMPACT

City Net currently operates services within four counties of Southern California in partnership with local government agencies and the Union Pacific Railroad. City Net's goal is to connect neighbors experiencing homelessness to care and housing solutions, breaking the cycle of homelessness in the communities we serve. We develop individualized housing plans that will end their homelessness, guiding and advocating for them throughout their journey towards housing.

SERVICES PROVIDED

- WEEKLY STREET OUTREACH & ENGAGEMENT
- LAW ENFORCEMENT PARTNERSHIP
- CASE MANAGEMENT
- HOMELESS SERVICES OUTREACH PHONE LINE
- SHELTER OPERATION
- EMERGENCY QUARANTINE FACILITY OPERATION
- HOUSING NAVIGATION
- VETERAN HOUSING SERVICES
- RAPID RE-HOUSING
- TENANT-BASED RENTAL ASSISTANCE
- REUNIFICATIONS
- DATA MANAGEMENT
- CENSUS COORDINATION
- COMMUNITY COORDINATION

3,139

Street-Exits

*U.S. Department of Housing and Urban
Development Housing-Qualified Programs*

44,045

Outreach Interactions

19,287

Requests for Service

410

Permanently Housed

43

Projects Operated

14

Shelters Operated

7

Community Censuses

Santa Barbara County

Los Angeles
County

Orange
County

Riverside County

Regions We Serve

COVID-19 RESPONSE

As an essential service provider, one of our primary responsibilities is to continue to facilitate our regular outreach and engagement efforts, however, our team and supporters have been unwavering in taking that a step further. Generous financial donations, as well as donations of food and hygiene kits, personal protective equipment, and more, have been collected and inventoried by devoted volunteers, and then allocated across all of our programs. Our teams deploy into the field daily to connect neighbors experiencing homelessness to supportive services, providing educational resources regarding the pandemic.

74,403

Shelter beds provided and utilized through City Net-operated programs.

See programs below

223,209

Meals Served

3,113

Volunteer Hours



ANNUAL SHELTER PROGRAM SERVICE PROVISION IN 2020

- Courtyard Transitional Center
- Orange County Santa Ana Armory Cold-Weather Shelter
- Riverside Cabin Village Shelter

BRIDGE HOUSING PROGRAMS OPERATED IN 2020

- Orange County Project Roomkey/Project Toolbelt
- Corona Inclement Weather Shelter
- Santa Barbara County Homeless Emergency Aid Program (HEAP)
- Orange County Health Care Agency Motel Assistance Program
- Orange County Housing & Disability Advocacy Program (HDAP) Bridge Housing

EMERGENCY QUARANTINE PROGRAMS OPERATED IN 2020

- Anaheim Emergency Quarantine Facility
- County of Orange COVID Family Solutions Collaborative/SNG
- Fullerton/La Habra Emergency Quarantine Facility
- Orange County Public Health Emergency Quarantine Facility
- Riverside Emergency Quarantine Facility (Riverside Airport)
- Riverside Emergency Quarantine Facility (Massachusetts Action Plan)



PATHWAY TO HOUSING

Joe is a senior citizen who had been experiencing homelessness for 16 years. He cycled in and out of the local shelter programs, but primarily slept on the streets and could be found panhandling at many of the off-ramps around town. Joe suffers from a painful physical disability and struggles with substances in an attempt to manage the pain. The Santa Barbara Police Department referred to the City of Santa Barbara Connect Home project due to his high utilization of the emergency room and police services, averaging about 6 emergency room visits per month. City Net Case Managers met with Joe and began to build trust and rapport with him. He was very discouraged and was struggling to cope with the loneliness and challenges of living unsheltered. He had given up hope on housing because, as he said, "you can't teach an old dog new tricks."

STREET OUTREACH - 14 INTERACTIONS

4-8-19

City Net Case Manager is introduced to Joe by Santa Barbara Police Department. He expressed distrust of "service providers," and was wary of police presence.

4-12-19
to
7-22-19

CASE MANAGEMENT - 94 HOURS

After 14 more visits, City Net staff earned Joe's trust and he was interested in working with us to get connected to housing. Our case manager began the intake process, including:

- Completion of City Net intake forms and waivers
- Assistance in getting Joe "document-ready" for housing:
 - Homeless Management Information System record entry
 - Confirmation of valid ID card, Social Security card and birth certificate
 - Referral to medical services for Joe's medical needs, including referring him to Doctor's Without Walls and a Cottage Health Community Nurse for urgent medical care in the field, and connecting him to a new primary care physician

7-23-19

Joe's Case Manager began the process of submitting the necessary paperwork on his behalf so he can access housing resources within the County's Continuum of Care.

7-30-19
8-16-19
9-3-19

Cottage Health Community Outreach Team, including a registered nurse and licensed clinical social worker, provided ongoing support for medical and mental health, as well as his basic needs. City Net transported Joe to his Primary Care Provider for wound treatment on multiple occasions.

10-11-19

Joe was admitted to a local hospital. Case Managers assisted hospital Social Workers with his discharge plan. The goal was to end the cycle of emergency room visits that were due to his inability to complete activities of daily living, such as bathing and dressing. He agreed to go to a skilled nursing facility in Ventura.

11-22-19

A care schedule was established in which a Cottage Health Community Nurse and City Net staff would meet Joe in the field twice per week to perform wound care.

1-28-20

The Case Manager initiated a conversation about a local senior living housing unit that provides wrap-around services, including meals, transportation and more.

2-28-20

Joe completed all necessary steps for housing. Despite struggling with his disability and poor health, Joe persevered and City Net Case Managers transported him to his Santa Barbara Housing Authority appointment to get matched to a unit. Joe was approved and was scheduled to move into the next available unit on May 20, 2020.

3-31-20

Bridged Joe in a motel to protect him from possible medical complications due to COVID-19. Case Managers and Cottage Health Community Nurses visited him daily to provide food and assess his needs. This allowed City Net to learn about potential difficulties he might face when transitioning into housing after 16 years of homelessness, and provide him with assistance as needed.

5-20-20

On Joe's move-in day, he was anxious about moving into permanent housing. Case Managers met with him for two hours to encourage him to take this next step in his journey. He agreed to "try it out" and move in.

5-21-20

Joe was happy with his decision and enjoyed his new place. He signed up to receive In-Home Supportive Services as he continued to transition into this new stable environment.

5-22-20
to
10-15-20

HOUSING STABILIZATION SERVICES - 61 HOURS

Case Managers coached and assisted Joe as he adjusted to having a place of his own, encouraging him to adhere to rules and guidelines of the local senior living program, including interacting with other residents appropriately, taking advantage of onsite transportation, sticking to curfew, keeping his new space clean, maintaining personal hygiene, and more.

10-19-20
to
Present

Following a long-overdue cataract surgery, Joe's vision improved significantly. He was motivated to continue to take better care of himself and reach new personal milestones, including physical therapy attendance, connection to Veterans Affairs, and improved personal hygiene.

13 Months

Length of time from first outreach contact to permanent housing placement

14 Agencies

Partners that collaborated to help Joe on his journey to permanent housing

168+ Interactions

Number of times City Net Case Managers met with Joe to work on his health and housing plans

83.3% Decrease

Average emergency room visits per month decreased from 6 to 1 after being housed

99.8% Decrease

Number of contacts with police decreased from 951 since 2014 to 2 after being housed

THANK YOU

Investing in communities from a Housing First approach is integral to fulfilling our mission of ending homelessness, however it is our dedicated community partners that drive our work. We rely on generous support from many individuals, community organizations, foundations, corporations and other partners to make our work possible across Southern California.

1736 Family Crisis Center

2-1-1 Orange County

2-1-1 Santa Barbara

4imprint

A Touch of Love Works

Action Alliance Sober Living

Ahlulbayt Initiative

AltaMed

American Civil Liberties Union

Anaheim Collaborative

Anaheim Community Foundation

Anaheim Community Services

Anaheim Housing Authority

Anaheim Lighthouse Recovery Center

Anaheim Police Department

Anaheim Poverty Task Force

Anaheim Regional Transportation Intermodal Center

Anaheim Religious Community Council

Anaheim Tropic Inn

Anaheim Vineyard Church

AVE Church

Bearded Villains Inland Empire

Better Way Anaheim

Big Brothers Big Sisters of Orange County

Biola University

Blum Center for Poverty Alleviation, UCI

Boys and Girls Clubs of Garden Grove

Brea Police Department

Buena Park Collaborative

Buena Park Navigation Center

Buena Park Police Department

Build Futures

Butter + Cream Bakery

Cafe Starz

Cal Optima of Orange County

Cal State University, Dominguez Hills

Cal State University, Fullerton

Cal State University, Long Beach

Calvary Chapel of East Anaheim

Calvary Church of Santa Ana

Casa Teresa, Inc.

Charity on Wheels

Chrysalis

Coachella Valley Rescue Mission

Coast Hills Church

Colette's Children's Home

Compassionate Dharma Cloud Monastery

Congruent Lives Inc.

Corona Police Department

Corona Substance Abuse Center

Cottage Hospital Santa Barbara

Courtyard Jaywalkers

CPN Group

Cypress Police Department

Drug Free Anaheim

Eagle Inn Anaheim

Eastside Christian Church

ePromos

Families Forward

Families Together of Orange County

Family Assistance Ministries

Family Promise of Orange County

Feed For Change

Feed My Flock Ministries

First Southern Baptist Church of Buena Park

Friends of the Homeless

Friendship Shelter

From The Soul Ministry

Fullerton Collaborative

Fullerton First Methodist Church

Fullerton Police Department

Garden Grove Police Department

Good Deed Workers

Good Shepherd Lutheran Church

Good Stewards Church

Grace World Ministries

Grandma's House of Hope

Hai & Friends

Hand to Hand Relief

HEART for Pets

Helpful SoCal Honda Dealers

HomeAid Orange County

Homeless Intervention Services of Orange County

Homeless Lives Matter

Homeless Resource Database in the Cloud

Hope 4 Restoration

House of Blues, Anaheim

Housing is a Human Right OC

I Support the Girls

Illumination Foundation

Ines & Friends

Irvine Onnuri Church

Islamic Center of Irvine

Jamboree Housing Corporation

Jewish Collaborative of Orange County

JMh-Anaheim

PARTNERS

Katie & Friends	Orange County Community Services	Set Free Christian Fellowship
Kettle Motor Hotel Anaheim	Orange County Health Care Agency	Seva Matters Foundation
Kim & Friends	Orange County Probation Department	Social Security Administration
Kindest Heart	Orange County Public Defenders	South County Outreach
Kindred Church	Orange County Regional Center	St. Joseph Hospital Orange
Knott Avenue Christian Church	Orange County Rescue Mission	St. Jude Medical Center
Korean First Presbyterian Church	Orange County Sheriff's Department	St. Maria Coptic Church
La Habra Collaborative	Orange County United	St. Vincent de Paul Catholic Church
La Habra Community Resources Care Center	Orange Police Department	StandUp for Kids Orange County
La Habra Police Department	Orangewood Foundation	Stanton Community Collaborative
La Palma Christian Center	Our Lady Queen of Angels Newport Beach	Stanton Community Development
La Palma Police Department	Path of Life Ministries	Streetlight Church Restoration House
Lamb of God Lutheran Church Anaheim	Pathways of Hope	Tabitha's Blessings
Living Peace Foundation	People Assisting the Homeless	Terra Nova Church
Love Anaheim	People's Homeless Task Force	The Majlis
Love Fullerton	PIMCO Investments	The Salvation Army
Love Riverside	Placentia Collaborative	The Solace Foundation
Love, Hope, Together Mission	Placentia Police Department	Thomas House Family Shelter
Lovecoexists	Principe de Paz	Tuft & Needle
LXGNDXRY	Project All Hands In	Tustin Police Department
Magnolia Baptist Church	Project Hope Alliance of Orange County	Tzu Chi Foundation USA
Magnolia School District	Quoc Hoc Dong Khanh	U-Turn Lives, Inc.
MaitriBodh Parivaar	Radiant Health Centers	Unidos Para Ti
Make It Cozy Home Furnishings	Rancho Santiago Community College District	Unidos Recovery Home
MARCO Promos	Recovering Life Ministries	Union Pacific Railroad
Mental Health Association of Orange County	Red Hill Lutheran Church	Union Rescue Mission
Mercy 2 Humanity	Refreshing Spring Community Church	United Sikhs
Mercy House	Relove Church	United to End Homelessness
Midnight Mission	Riverside Access Center	United Way of Santa Barbara County
Mission El Camino	Riverside Behavioral Healthcare Center	United Way Orange County
Montecito Association	Riverside Municipal Airport	University of California, Irvine
Montecito Community Foundation	Riverside Police Department	UPS Notary Services
Montecito Fire Protection District	Rock Church of Anaheim	VA Community Resource And Referral Centers
Motel 6 Anaheim	Roque Center	Veterans Administration Long Beach
Munchie's Diner	Sa Rang Community Church of Southern California	VietLove Mission
Nachimban Church	SAFE Place Orange County	Vineyard Anaheim
Newport Beach Police Department	San Clemente Rotary Club	Visit Anaheim
North Orange County Public Safety Task Force	Santa Ana Police Department	Volunteers of America
Olive Crest	Santa Barbara ACT	Waste Not OC
One Accord Crusades Orange County	Santa Barbara Fire Department	West Anaheim Medical Center
One Global Family Foundation	Santa Barbara Foundation	Westminster Family Resource Center
Operation Be Kind	Santa Barbara Police Department	Westminster Police Department
Operation Helping Hands	Santa Barbara Rescue Mission	Willow Tree Lodge
Operation Home S.A.F.E.	Serve the People	WISEPlace
Operation Lifesaver	Serving People in Need	Women's Transitional Living Center
Orange County Community Foundation		World Channel Mission

SPECIAL THANKS

As an extension of our commitment to using community resources to create the greatest impact, we have adopted a "whatever it takes" approach to connecting unsheltered individuals and families -- those slipping through the gaps in our communities' service landscapes -- to housing. By donating to City Net, you are directly meeting the needs of our clients in the form of basic needs fulfillment, documentation fees, transportation, housing program assistance and more.

\$290,733 Raised across corporate and private partners

Adam Feild
 Alex & Leslie Ladjevardi
 Barbara Gallisath
 Bradley Strelman
 Brian Goebel
 Bryan Cullison
 Charles & Eileen Read
 Charles Keyser
 Christine Green
 Cindy Nguyen
 David Bader
 Dennis McGowen
 Donald Bennett
 Donna & Marc Caruso
 Gary Varma

Hope Bryant
 James & Diana Fieldhouse
 Janet Loughlin
 Jeane Ford
 John Pillsbury
 John Sanford
 Kathryn Washburn
 Katie Cusimano
 Kenneth Lee
 Mark Allert
 Maryan Schall
 Michael Baum
 Michael MacElhenny
 Michel Saint-Sulpice
 Min Soon Lee

Patricia Griffin
 Polin Ung
 Rachel Tustin
 Reza Saraf
 Robert F. Galbraith
 Robert Kemp
 Robertson Short
 Shine Kim
 Stephen Schaible
 Tamara Erickson
 Toni Caruso
 Venkateswara Sadu
 Vicki & Bob Hazard
 Vivienne Leebosh
 Wendy Kistler

** Donors listed contributed over \$500 in 2020.*



LOOKING AHEAD

2021 Guidestar Platinum Seal of Transparency

City Net is proud to have been awarded the GuideStar 2021 Platinum Seal of Transparency, the highest level of recognition offered by GuideStar, the world's largest source of nonprofit information. This certification acknowledges City Net's enormous institutional efforts to create rock-solid operational, administrative, communications, and financial systems and procedures. City Net is dedicated to operating with transparency and providing funders and community stakeholders meaningful data to evaluate our organization.

Preventing Future Episodes of Homelessness

While emergency shelters provide a transitional, temporary place to sleep or live, permanent supportive housing is designed to break an individual's or family's cycle of homelessness once and for all. These voluntary services combine affordable housing with best-practice services to those in need of assistance in transitioning off of the streets. According to the National Alliance to End Homelessness, research has demonstrated that this model can increase housing stability and improve health. As the breadth of our service scope continues to expand in 2021, we hope to provide these support services to more and more of our clients as they exit the streets.

Connecting People to Housing

The Anaheim Community Care Response Team, or CCRT, is a partnership between City Net and the city of Anaheim, approved by the Anaheim City Council in late 2020. The pilot project launched on January 1, 2021, and by June had diverted over 6,000 homeless service calls that previously went to the Anaheim Police Department and other City of Anaheim programs.

These multidisciplinary teams consist of outreach workers, Master of Social Work clinicians, Licensed Vocational Nurses, Drug and Alcohol Specialists, Safety Coordinators, and a dedicated live call center, operating fourteen hours a day, seven days a week, diverting non-emergency calls from law enforcement and responding to the community's needs for homeless services and trauma-informed mental health care.



Photos by Steven Georges/Behind the Badge

CONSTITUENT SERVICES

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

ORANGE COUNTY HEADQUARTERS

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

RIVERSIDE COUNTY FIELD OFFICE

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

LOS ANGELES COUNTY FIELD OFFICE

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

SANTA BARBARA COUNTY FIELD OFFICE

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



Connect with Us Online @CityNetSoCal

Visit our website for a complete list of terminology and service descriptions at citynet.org/FAQs.