



Pallet

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STAKEHOLDER REPORT 2021

HOME Sweet Home

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MISSION

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

VISION

Our objective is to reduce homelessness to functional zero in the regions we serve through collaborative supportive services, housing provision, and data-driven solutions that empower our clients to reach their personal goals.

VALUES

Collaborative | Initiative | Empowerment | Transparency



A LETTER FROM FOUNDER & CEO, BRAD FIELDHOUSE

I am pleased to share this City Net 2021 Stakeholder Report with you. Your continued support assists City Net in our mission to end homelessness by connecting homeless neighbors to transformative care and innovative housing solutions. Despite the unprecedented challenges of a continuing global health pandemic, City Net is proud of the collaborative accomplishments achieved in 2021. This is due to our incredible team of 165 homeless services professionals, now known as “essential workers,” who put their personal health on the line each day with compassion and excellence to connect homeless neighbors to shelter and housing.

In 2021, our team engaged and offered services to thousands of our neighbors experiencing homelessness on the streets, expanding to our fifth County (San Diego) along with established work in four other Southern California counties in partnership with cities from within: Los Angeles, Orange, Riverside, and Santa Barbara Counties.



BOARD OF DIRECTORS

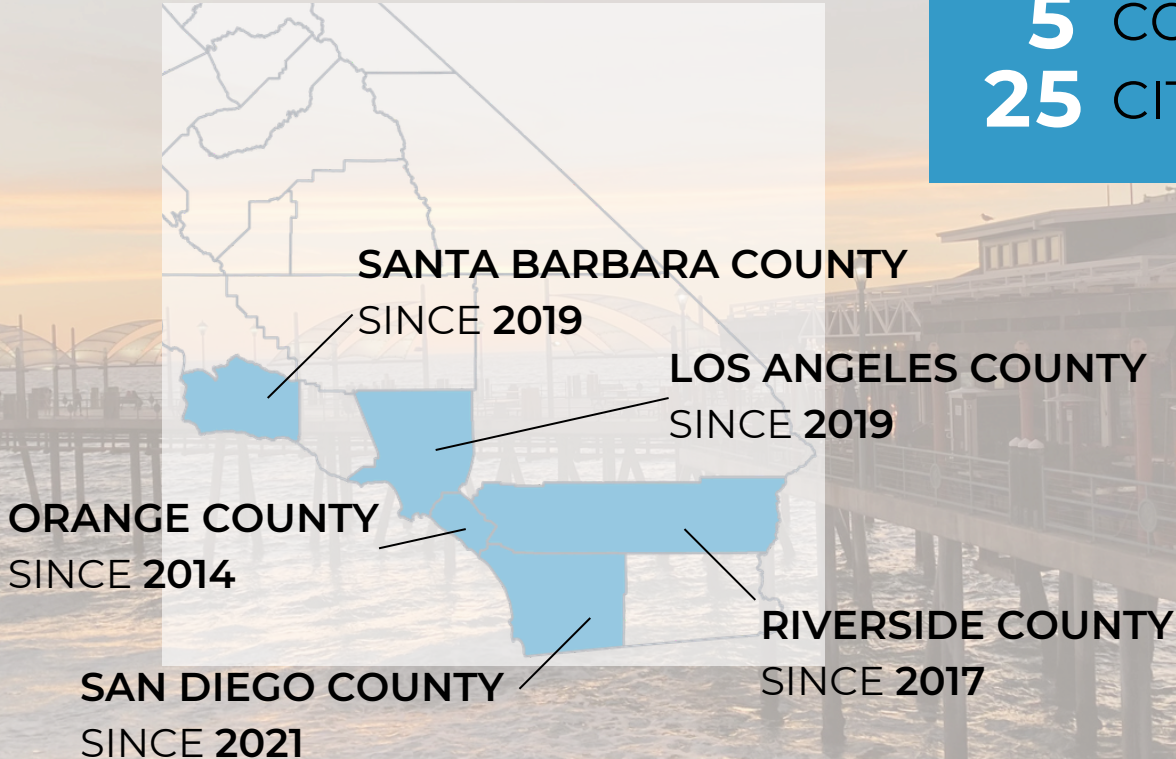
David Bader, Chair
Dr. Arthur Gray, Esq., Secretary
Anthony Flynn, Treasurer
Ken Lee, Member
Jean Watkins, Member

EXECUTIVE TEAM

Brad Fieldhouse | Chief Executive Officer
Matt Bates | Executive Vice President
Jessica Bruce | Chief Program Officer

SOUTHERN CALIFORNIA REGIONS WE SERVE

5 COUNTIES
25 CITIES



OUR PROGRAMS

- **Street Outreach & Engagement**
- **Intensive Case Management**
- **Multidisciplinary Response Teams**
- **Emergency Dispatch Services**
- **Emergency & Bridge Shelter Operation**
- **Housing Navigation & Stabilization**
- **Housing Retention & Supportive Services**
- **Rapid Re-Housing**
- **Tenant-Based Rental Assistance**
- **Point-in-Time Counts**
- **City-Specific Censuses**
- **Homeless Services Consulting**

10

shelter projects

56

projects operated

8

community censuses

IMPACT

CITY NET ENDED THE HOMELESSNESS OF

173

MEN, WOMEN, & CHILDREN



10,208

individuals served



2,659

positive exits
from the street



FAMILIES

180

individuals served



VETERANS

279

individuals served



TAY

284

individuals served

WHO WE SERVE

Upon intake into the Riverside Cabin Shelter Village (RCSV) in February 2021, Carlos* worked as an independent contractor in the construction industry. He and his companion animal spent two years staying at traditional congregate shelters or couch-surfing when no shelter beds were available to him. During this time, health complications worsened his ability to walk on his own, and he began using a wheelchair.

ADA-accessible shelter beds as well as placements that allow pets are often limited in congregate shelter programs. Even when Carlos was able to connect with programs appropriate for his needs, he not only worried about tripping over other shelter guests' belongings, but also his personal belongings being taken from him. Congregate shelter environments can be particularly intense due to a vast majority of guests experiencing significant trauma, and Carlos had nowhere to decompress. His fear only worsened when he had no space to isolate and protect himself in the wake of the COVID-19 pandemic.

The RCSV was the first safe space Carlos had to call his own in a long time. Because he had the privacy of a pod with a lock on the door, he no longer had to worry about his belongings being stolen when he went to work every day. He made the space his own in a way that made sense for his specific circumstances. After recharging in his pod, he felt encouraged to participate in on-site community-building activities. Carlos regained confidence in himself, which motivated him to work even more diligently to find housing.

Carlos transitioned into a Tenant-Based Rental Assistance (TBRA) program in October 2021, which has allowed him to stay in an off-site unit of his own while working with his case manager to reach his personal goals. Today, he is still employed and continues to work towards securing sustainable permanent housing.

**not his real name*

FINANCES | 2021

\$21M

2021 Operational Budget

50%

increase in operational budget from last year

90%

of funds go directly to our programs



\$68K

Value received in donated in-kind goods



\$495K

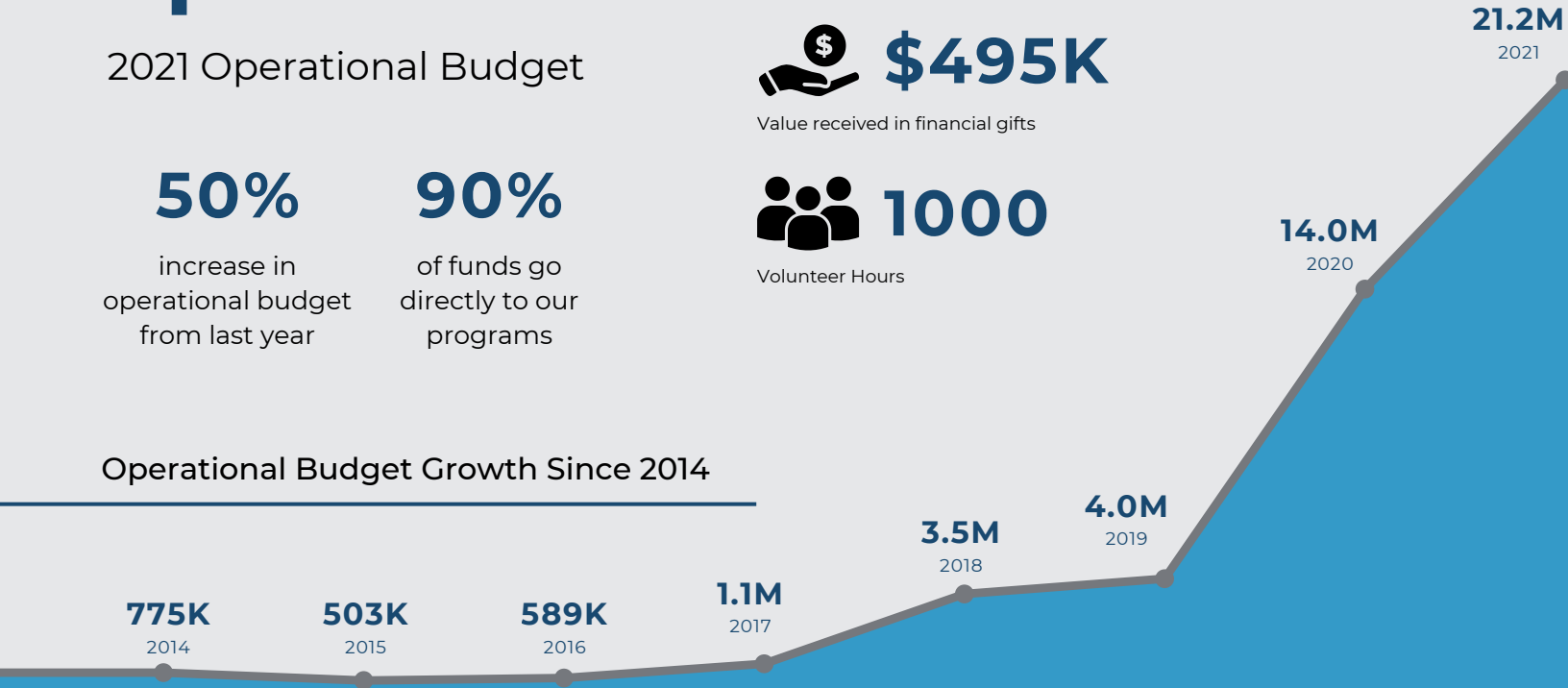
Value received in financial gifts



1000

Volunteer Hours

Operational Budget Growth Since 2014



LET'S END HOMELESSNESS TOGETHER!

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 individuals and families to permanent housing. City Net Care Partners fill in the gaps in our communities' service landscapes through which many people fall as they move along the continuum of care. 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.

For just \$42 per month, you can cover the average cost to fund one potentially life-changing encounter for an unhoused individual with our staff.

Scan to become a City Net Care Partner today!



LOOKING AHEAD — NON-CONGREGATE SHELTERS

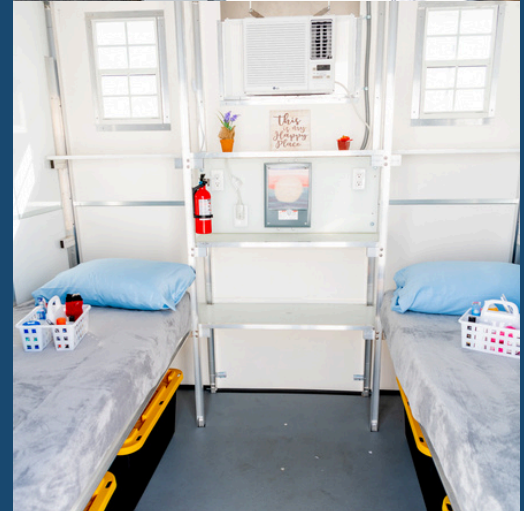
City Net was one of the first organizations to adopt a non-congregate shelter model in California. Starting with our work in 2020 as the Operator of the Cabin Shelter Village in the City of Riverside in partnership with Pallet, we are now looking to expand on this prototypical model throughout the state of California.

We offer empathetic support to those we serve to help them identify their goals, then partner with them to overcome the barriers to achieving them. The non-congregate shelter model eliminates one of those barriers, empowering clients to work on their pathway to permanent housing. This model also allows us to offer assistance tailored to each individual's needs that would not be possible in a traditional congregate shelter setting. Residents are afforded the ability to spend more time working with their case management team and, in turn, see more little wins that keep them engaged. With a newfound sense of pride as a result of acclimating to their private living spaces, clients are increasingly receptive to assistance with securing higher education, employment opportunities, and more.

I am pleased to share with you about our commitment to utilizing the non-congregate shelter model as a tool to further our mission of ending homelessness. We recognize that ending homelessness is not possible without collaboration between nonprofit agencies, local government, law enforcement, faith-based congregations, and other stakeholders—we thank you for supporting this cutting-edge shelter model.

WHY NON-CONGREGATE SHELTERS?

- Health & Safety: Non-congregate shelters provide clients with the social distancing necessary to protect themselves and their neighbors when cases of the flu, COVID-19, and RSV are particularly acute.
- Privacy: Non-congregate shelters provide clients with privacy and dignity, allowing them to better develop the feelings of security that ease their transition out of homelessness.
- Community: With distinct housing units and dynamic layouts, non-congregate shelters not only look like a community, but they feel like one too. By providing clients with the ability to reset in their own private spaces, they may voluntarily spend time in communal spaces and be more motivated to do so.
- Ease of Transition: Because non-congregate shelters reflect permanent housing arrangements, they can help ease the client's transition from living on the streets to permanent housing and better prepare them for reintegration into society.
- Re-envisioning the Shelter Experience: Non-congregate shelters may restore clients' faith in shelter and other supportive services for those who may have had a negative experience in a congregate shelter, such as getting sick, having no privacy, or feeling vulnerable.





City Net



POWERED BY THE Orange County Community Foundation



www.citynet.org