



HOMELESS & BEHAVIORAL HEALTH SYSTEM OF CARE

2024 ANNUAL REPORT

- **Homeless and Behavioral Health**
 - Homeless Outreach Social Workers and Social Services Supervisor
 - HB CARES Volunteer Program
 - Huntington Beach Navigation Center
- **Police Department**
 - Homeless Task Force
 - Be Well Mobile Crisis Response Team



Social Services Update

- Converted HB CARES Coordinator position to Full Time social worker position. Social Services Supervisor oversees HB CARES and Outreach Social Workers.
- Started housing Retention Check-Ins with specifically identified clients to minimize recidivism.
- Implemented Outreach Grid App for real time shelter bed referrals.
- Started Bi-weekly case conferencing meetings with HBNC in January 2024.
- Strengthened partnership with Golden West College.
- Held Homeless Veterans Townhall
- Added 3 HB CARES volunteers which enabled the ability to enhance programs at HBNC such as sobering support groups, coping skills groups facilitated by licensed social worker, resume building and job skills training, and recreational activities like BINGO and Karaoke.
- Volunteer LMFT facilitated de-escalation training with HBNC staff.
- PIIT count and Community Chat participation. 7% decrease in unsheltered homeless.



YEAR IN REVIEW

610



Shelter Bed Referrals

**Both Huntington Beach Navigation Center and other shelters*

78



People moved into permanent housing

111

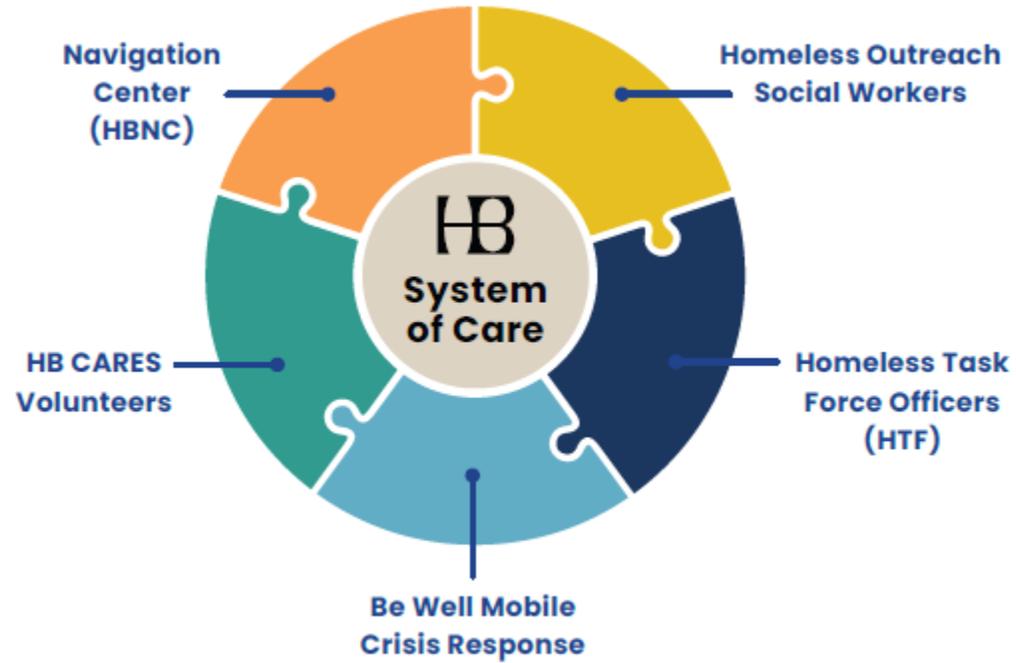


Individuals transported by Be Well or Social Workers to either a crisis stabilization unit or detox facility

91%



Average occupancy at the Huntington Beach Navigation Center



40% increase in people moved to permanent housing from previous year.



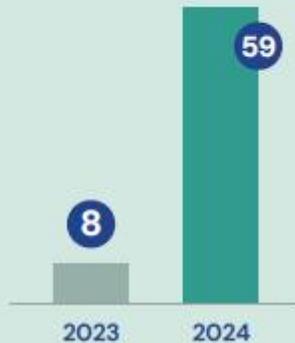
2% decrease in average occupancy at HBNC.

HB CARES Volunteers



MENTAL HEALTH

Our volunteer licensed Marriage and Family Therapist (LMFT), completed 59 Disabling Condition Assessments this year. This is a vital step in connecting individuals with disabling conditions to county housing opportunities. Her mental health evaluations help the most vulnerable access stable housing and supportive services.



OUTREACH

Volunteers answer the homeless outreach line daily and return calls, so those in need have a streamlined means of communication with our outreach team.

OVER VIEW



15 Volunteers



750
Volunteer Hours



\$22,472
Savings to
our City



Resume
Building



Job Skills
Workshop



Recovery
Groups



Karaoke



Bingo

Navigation Center



IN PARTNERSHIP WITH
MERCYHOUSE
 HUNTINGTON BEACH NAVIGATION CENTER

91%
Average Occupancy Rate

158 Average Occupancy

168 Peak Enrollment
(February)

*174 Beds Available



9,603
Meals Served

57,749
Bed Nights



ON-SITE SERVICES

- Housing Navigation
- Benefits & Documents
- Physical Health
- Mental Health
- Veteran Services
- Transportation Services
- Employment Services
- Substance Use & Recovery
- Self-Care Services
- Educational Support
- Legal Support
- Veterinary Care
- Vision Care

OVERVIEW

406
Individuals Served
(unduplicated)

82
Seniors Served
• 75 unduplicated
• 7 duplicated

18
Veterans Served
• 15 unduplicated
• 3 duplicated



Individuals Housed

- 45** Permanent Housing
- 9** Temporary Housing
- 4** Long-term Care Facility
- 1** SUD (program for Substance Use Disorder)

Homeless Outreach Social Workers



SUPPORTIVE SERVICES

COLLABORATION

Community engagement with faith-based groups, the County Outreach Engagement team, non-profits, HBNC, HTF Officers, and Be Well.

ADVOCACY

Provide advocacy with City Prosecutor and Homeless Court.

DOCUMENTS

Assist with vital document support (ID, birth certificate, Social Security card, etc.).

CES

Refer individuals to Coordinated Entry System.

SHELTER REFERRALS AND REUNIFICATION

Referrals to Huntington Beach Navigation Center and other Orange County shelters. Assistance with family reunification outside the County and/or State.

HOUSING RETENTION

The City recognizes that newly housed clients may thrive with continued outreach support. Social workers now provide follow-ups for those needing extra care, resulting in 13 housing retention check-ins since this approach was introduced in October 2024.



OVERVIEW

5,711

Total Contacts

Contacts made via outreach, office hours, and HB Homeless Solutions Hotline

293

HBNC Referrals

326

Other Shelter Referrals

33

Housed

1.69 Days

Average Wait Time for Shelter Beds



Valuable Community Partnership

We greatly value and appreciate the partnerships we have formed in our community with local non-profits and faith-based groups. It is through these partnerships that our team can respond to calls for prevention and time sensitive challenges. When we call, our partners say "yes" and for that, we say thank you!

COMMUNITY RESOURCE COLLABORATION

Our Community Resource Collaboration meets quarterly serving as a platform for networking and knowledge-sharing. Participants gain insights into effective ways to support the unhoused, strengthen collaboration efforts, and enhance the delivery of services, making a positive impact on the community's well-being.



A SPECIAL THANK YOU TO...

Community United Methodist Church

Beach Cities Interfaith Services

Activate Church

Lutheran Church of the Resurrection

Church of Jesus Christ Latter-Day Saints

First Christian Church

Huntington Beach Veterans Resource Center

St. Peters by the Sea

St. Vincent DePaul Church

Mariners Church

Refuge Calvary Church

Huntington Beach Senior Center

Grace Lutheran Church

Branches Church

Waymakers

Stand Up for Kids

Homeless United Huntington Beach

Robyne's Nest

The Jesus Project Huntington Beach

American Family Housing

Huntington Beach Central Library

Radiant Church

... AND ALL OTHERS
SERVING OUR COMMUNITY.

HBPD Task Force Officers



NON-EMERGENCY
Police Dispatch
(714) 960 - 8811



DOWNLOAD THE
MyHB App



Available on the
App Store



GET IT ON
Google Play



OVER VIEW

Trauma-Informed
& Specially Trained



67

HB Navigation
Center Referrals

34 Other
Shelter Referrals



5

Individuals transported (by HTF)
to Be Well Sobering Center and
Crisis Stabilization Campus

Community Engagement & Safety

RESPONDED TO

372 MyHB complaints
and concerns

Outreach to business and
property owners,
including completing Illegal
Lodging and Trespass
Enforcement Letters

Be Well Mobile Crisis Response



IN PARTNERSHIP WITH

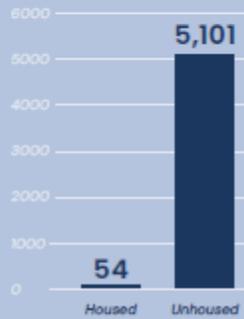


SERVICES AVAILABLE TO ALL COMMUNITY MEMBERS
REGARDLESS OF HOUSING STATUS:

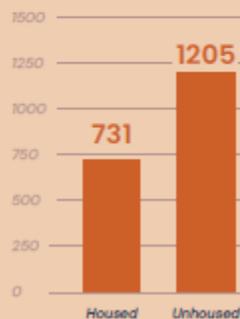
- ✓ Mental Health Crisis Counseling
- ✓ Sobering Center and Services

SERVICE TYPES PER HOUSING STATUS

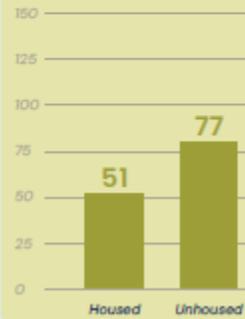
Outreach



Dispatch



Follow Ups



OVER VIEW



4,255

Unique Individuals
Served

Clients Served Since Inception

3,499

Total Service
Hours



7,219

Total Services
Provided



**Includes intakes to detox,
crisis stabilization units, transport,
resources linkage, and follow-ups*

Contact Us & Get Involved



Phone
(714) 536 - 5576



Email
phtf-casemanagers@surfcity-hb.org



Questions/Concerns
Submit via MyHB App



Be Well

Be Well
Call Non-Emergency Dispatch
(714) 960 - 8811



Police Department
2000 MAIN ST.

Tuesday
9 AM - 11 AM

Wednesday
10 AM - 12 PM



**Community United
Methodist Church**
6652 HEIL AVE.

Wednesday
1:30 PM - 3:30 PM



Refuge Calvary
7800 EDINGER AVE.

Thursday
10:30 AM - 12:30 PM



MONETARY DONATIONS

Scan the QR Code or visit:

www.bit.ly/HBDonation

All donations are used to directly help those in need including family reunification, DMV fees, food gift cards, etc.



VOLUNTEER

Become a CARES Volunteer to provide services and programs at the HB Navigation Center by emailing:

hbcare@surfcity-hb.org

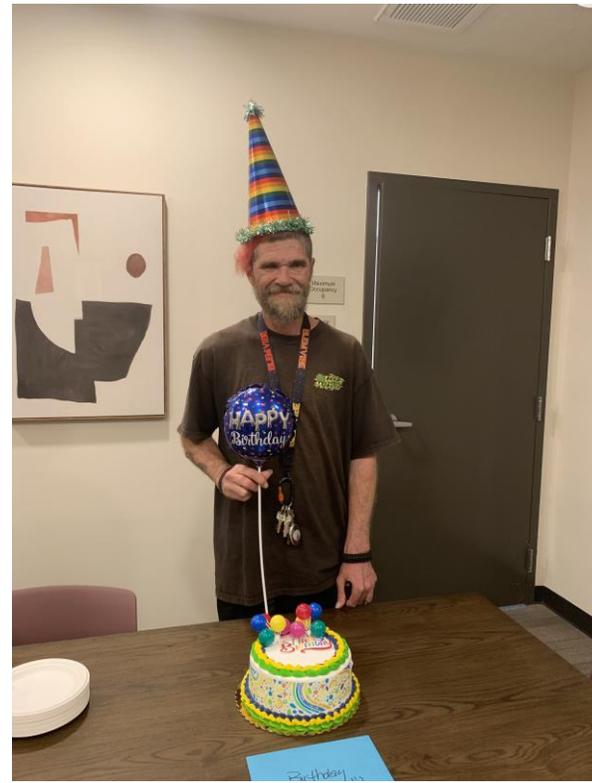


VISIT OUR GIVING METERS

Donations are used for homelessness prevention, relocation/reunification, utilities assistance, bus passes, and other basic needs. Visit one of our meters at:

- Central Library
- Main Street & Olive Avenue
- Huntington Beach Pier





Questions?