



2022 STAKEHOLDER REPORT



OUR 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.

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 2022 Stakeholder Report with you. Despite the continuing challenges of a global health pandemic and unprecedented homelessness, we are proud of the collaborative accomplishments achieved across these efforts in 2022. Our incredible team of almost 200 professionals worked with compassion and excellence in service to thousands of vulnerable neighbors over the past year.

As our growth in staff numbers exploded for the past two years, we worked hard to build out our infrastructure to support the team well. We developed systems from within to keep pace with expansion into many different California counties (currently working in seven), including Standard Operating Procedures, HR & Finance Teams, Donor Database Management, Employee Intranet Portals, a full-time IT vendor, and clean audits for both 2020 and 2021.

The global COVID-19 pandemic was still very much a factor in our everyday work, impacting the timing, supplies, and methodology of our Orange County Homeless Point-In-Time Count in February, not to mention day-to-day work with our clients and amongst our staff in the physical offices. Through it all we maintained commitments to our clients and communities, hitting our benchmarks and goals while keeping our staff as safe as possible.

Three major initiatives that expanded through 2022 were Homeless Censuses, Non-Congregate Shelters, and Multidisciplinary Response Teams. We conducted seven censuses, including the aforementioned Countywide Point-In-Time Count, incorporating hundreds of volunteers in a count of almost 6,000 individuals experiencing unsheltered homelessness. We opened three Non-Congregate Shelters for both individuals and families in two different cities, serving and sheltering over 100 clients. Finally, we deployed Response Teams for the two largest cities in Orange County, Anaheim and Santa Ana, responding to thousands of calls from their police departments, community residents, and people experiencing homelessness themselves.

We are grateful for stakeholders like you, who stand with us in our mission to see our neighbors housed, whole, healthy, and thriving. Thank you.

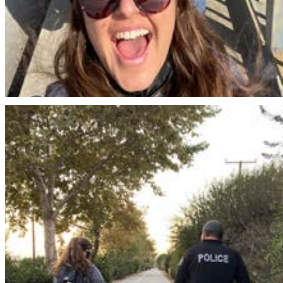
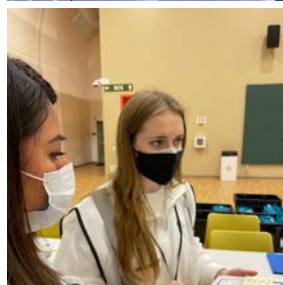
Sincerely,



Dr. Brad Fieldhouse
Founder & President



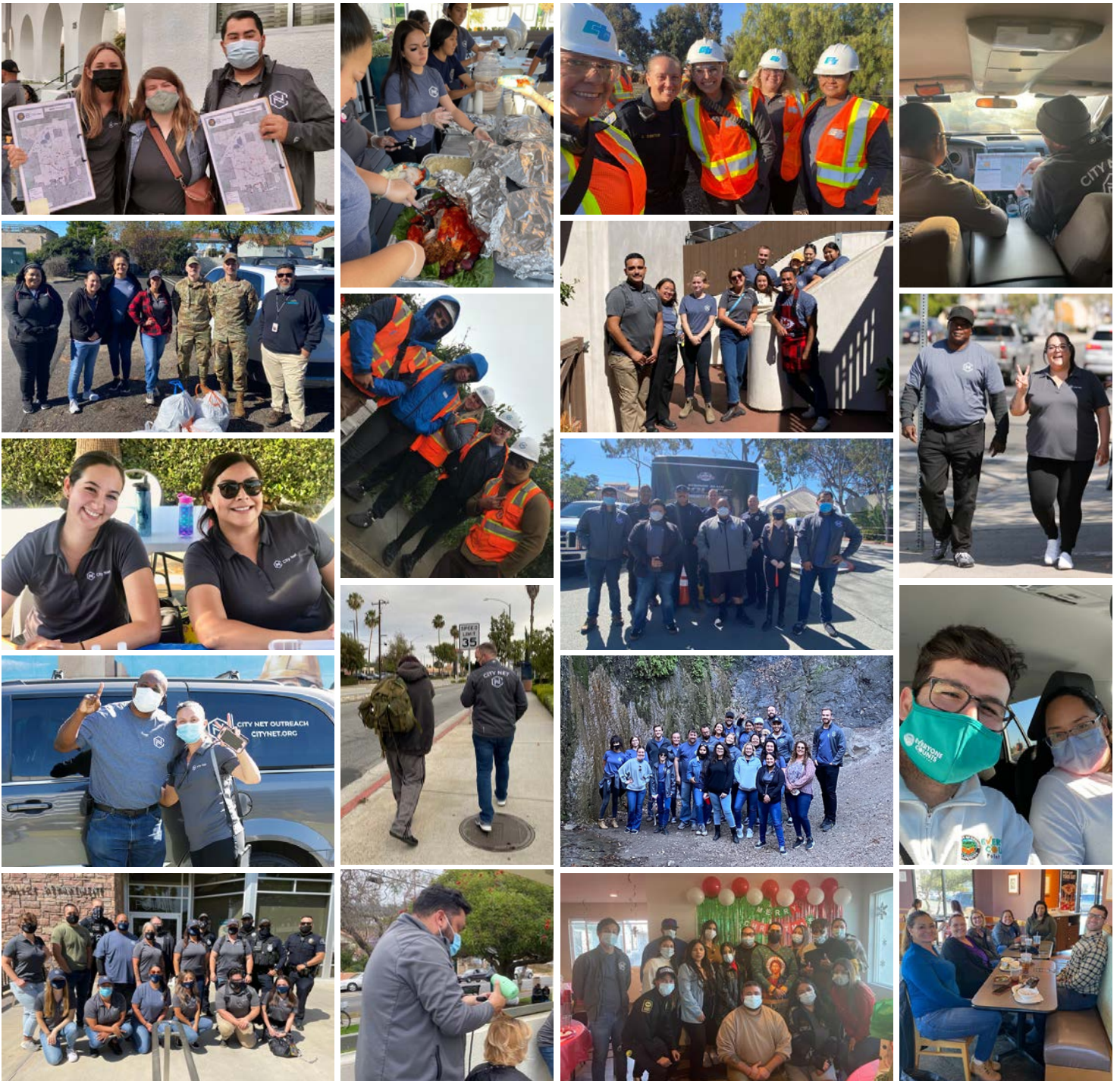
OUR TEAM



JOIN US!



City Net was founded to assess and address the needs of the community. Over the years, we've discovered that one critical facet of our work is relationship-building with those we serve. Our incredible team's aim is not only to connect our clients to permanent housing opportunities, but also to empower them to identify and pursue their personal goals. Our rapidly growing team works with compassion and diligence to ensure every individual we connect with feels supported and advocated for through every step of the way.



2022 COMMUNITY IMPACT

City Net is currently partnered or contracted to provide services within seven counties of California in partnership with private donors, community groups, local government agencies and the Union Pacific Railroad. 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.

2,907

Street-Exits

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

33,074

Client Interactions

568

Permanently Housed

53

Projects Operated

65,561

Emergency Bridge Housing/Shelter Bed Nights Provided

7

Community Censuses

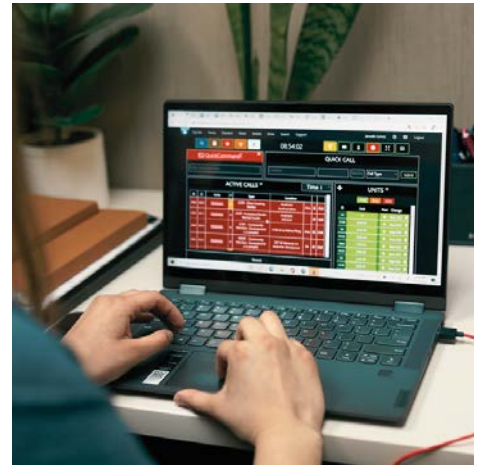
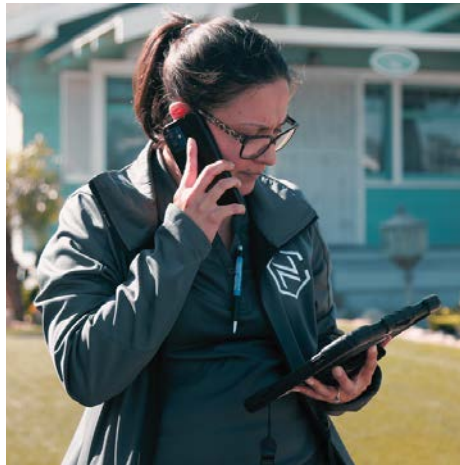
Counties We Serve

SERVICES PROVIDED

- STREET OUTREACH & ENGAGEMENT
- INTENSIVE CASE MANAGEMENT
- MULTIDISCIPLINARY RESPONSE TEAMS
- EMERGENCY DISPATCH SERVICES
- HOUSING NAVIGATION & STABILIZATION
- RAPID RE-HOUSING/TENANT-BASED RENTAL ASSISTANCE
- HOUSING RETENTION & SUPPORTIVE SERVICES
- EMERGENCY & BRIDGE SHELTER OPERATION
- COVID-19 QUARANTINE SHELTER & SERVICES
- POINT-IN-TIME COUNTS
- CITY-SPECIFIC CENSUSES
- HOMELESS SERVICES CONSULTING

PROJECT SPOTLIGHT

The Anaheim Community Care Response Team (CCRT) and Santa Ana Multidisciplinary Response Team (SMART) are partnerships between City Net and the cities of Anaheim and Santa Ana. Our program is designed to respond to the community's need for homeless services and mental health-related emergencies. Teams consisting of Case Managers, Master of Social Work Clinicians, Licensed Clinical Social Workers, Drug and Alcohol Counselors, Housing Navigators, and more provide crucial support and medical services to individuals experiencing homelessness in an effort to connect them to housing. Requests for service are collected via direct calls to City Net's hotline, non-emergency calls diverted from local law enforcement, and online requests through the respective cities. Calls diverted to our team free up law enforcement resources, allowing officers to focus on other community needs.



2022 CUMULATIVE TOTALS*

January 1, 2022 to December 31, 2022



Web Submissions Police Dispatch Community Calls Proactive Contacts

29,579

CALLS DISPATCHED

14,719

CLIENT INTERACTIONS

1,613

STREET EXITS

**Data reflects Anaheim and Santa Ana Multidisciplinary Response Team outcomes.*

IMPACT STORY

Upon intake into the Riverside Shelter Cabin Village (RSCV) 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 RSCV 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.

**Name changed to protect privacy of the client*



COMMUNITY PARTNERS

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 the state of California.

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|---|---|--|--|
| 1736 Family Crisis Center | Cottage Hospital Santa Barbara | Love Fullerton | Riverside County Sheriff's Department |
| 2-1-1 Los Angeles County | Cypress Police Department | Love Riverside | Riverside Police Department |
| 2-1-1 Orange County | Dana Point Police Department | Make It Cozy Home Furnishings | San Gabriel Valley Council of Governments |
| 2-1-1 San Diego | Drug Free Anaheim | MARCO Promos | San Gabriel Valley Regional Housing Trust |
| 2-1-1 Santa Barbara County | Eastside Christian Church | Mental Health Association of Orange County | Santa Ana Police Department |
| 4imprint | El Monte Police Department | Mercy House | Santa Barbara ACT |
| Aliso Viejo Library | ePromos | Mile Square Regional Park | Santa Barbara Fire Department |
| Alteryx | Families Forward | Mission Viejo Library | Santa Barbara Foundation |
| Anaheim Homeless Collaborative | Families Together of Orange County | Montebello Police Department | Santa Barbara Police Department |
| Anaheim Community Foundation | Family Assistance Ministries | Montecito Association | Santa Barbara Rescue Mission |
| Anaheim Community Services | Family Promise of Orange County | Montecito Community Foundation | SB ACT |
| Anaheim Fire Department | Feed My Flock Ministries | Montecito Fire Protection District | Seal Beach Police Department |
| Anaheim Lighthouse Recovery Center | Fountain Valley Police Department | Newport Beach Police Department | Serve the People |
| Anaheim Police Department | Friendship Shelter | North Orange County Public Safety Task Force | Serving People in Need |
| Anaheim Poverty Task Force | Fullerton Collaborative | Northpoint Church | South County Outreach |
| Anaheim Regional Transportation Intermodal Center | Fullerton Library | OC Social Services Agency - Anaheim | South Pasadena High School |
| Anaheim Religious Community Council | Fullerton Police Department | Olive Crest | St. Thomas More Catholic Church Irvine |
| Anaheim Vineyard Church | Garden Grove Police Department | Operation Be Kind | St. Vincent de Paul Catholic Church |
| Apollo Printing & Graphics | Good Shepherd Lutheran Church | Operation Helping Hands | StandUp for Kids Orange County |
| AVE Church | Grandma's House of Hope | Operation SafeHouse | Stanton Community Collaborative |
| Azusa Police Department | HomeAid Orange County | Operation Lifesaver | Stanton Community Development |
| Baby2Baby | Homeless Intervention Services of Orange County | Orange County Community Foundation | Street Light Church Restoration House |
| Baldwin Park Fire Department | Huntington Beach Police Department | Orange County Community Services | Substance Abuse & Mental Health Services Administration) |
| Baldwin Park Police Department | Ikea | Orange County Food Bank | The Salvation Army |
| Baldwin Park Public Works | Illumination Foundation | Orange County Health Care Agency | The Solace Foundation of OC |
| Better Way Anaheim | Irvine Police Department | Orange County Probation Department | Thomas House Family Shelter |
| Biola University | Jamboree Housing Corporation | Orange County Public Defenders | Tracy Community connections Center |
| Blum Center for Poverty Alleviation, UCI | Jewish Collaborative of Orange County | Orange County Regional Center | Tracy Police Department Familiar Faces Team |
| Brea Police Department | Jewish Collaborative of San Diego | Orange County Rescue Mission | Tuft & Needle |
| Buena Park Collaborative | JMH-Anaheim | Orange County Sheriff's Department | Tustin Library |
| Buena Park Navigation Center | Kingdom Causes Bellflower | OC United | Tustin Police Department |
| Buena Park Police Department | Knott Avenue Christian Church | Orange Police Department | Tzu Chi Foundation USA |
| Build Futures | Laguna Beach Police Department | Orangewood Foundation | Union Pacific Railroad |
| California Department of Transportation | Laguna Niguel Library | Pallet | Union Rescue Mission |
| CalOptima | La Habra Collaborative | Pasadena Rotary Club | United to End Homelessness |
| Cal State University, Fullerton | La Habra Community Resources Care Center | Path of Life Ministries | United Way Orange County |
| Cal State University, Long Beach | La Habra Police Department | Pathways of Hope | United Way of Santa Barbara County |
| Calvary Chapel of East Anaheim | La Palma Christian Center | People Assisting the Homeless (PATH) | VA Community Resource & Referral Centers |
| Calvary Church of Santa Ana | La Palma Police Department | People's Homeless Task Force | Veterans Administration Long Beach |
| Cares Mission | Lamb's Fellowship Church | Placentia Police Department | VietLove Mission |
| Casa Teresa | Lamb of God Lutheran Church Anaheim | Policy Research Associates | Vineyard Anaheim |
| Charity on Wheels | Little Free Library | Radiant Health Centers | Volunteers of America |
| Chrysalis | Living Peace Foundation | Red Hill Lutheran Church | Westminster Family Resource Center |
| Colette's Children's Home | Lompoc Fire Department | Relove Church | Westminster Police Department |
| Community Action Partnership OC | Los Alamitos Police Department | Rio Hondo College Corps | Whittier Police Department |
| Congruent Lives, Inc. | Los Angeles County Sheriff's Department | Riverside Access Center | WISEPlace |
| Costa Mesa Police Department | Love Anaheim | Riverside Behavioral Healthcare Center | Women's Transitional Living Center |

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.

\$900,646 Raised Across Corporate & Private Partners

Hossein Abbasi
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Byron & Robin Beck
Susan Brunn
Mike & Ruth Cavaletto
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Holly Dobberpuhl
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Adam Todd Feild
Brad & Cari Fieldhouse
James & Diana Fieldhouse
Ted & Colleen Friedel
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JL Foundation
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R&J Michaelsen Trust
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Kelly Soifer
Michelle Spiva
Bradley Streelman
Erik Torkells
Polin Ung
VandeSteeg Foundation
Anthony & Nancy Wall
Jonathan Weiss
Tracey Willfong
Crystal Wyatt
Geof & Laura Wyatt

** Donors listed contributed over \$500 in 2022.*



LOOKING AHEAD

City Net was created to link communities together to address and solve big challenges through collaboration. In recent years, homelessness has proven to be one of the biggest challenges faced by our home state of California. We have risen to meet this challenge by connecting homeless neighbors in seven counties to care and housing, across a wide range of programmatic services. As we look to the future, we are excited to grow in the areas highlighted in this report, as well as two additional opportunities: regional expansion, and housing retention and stability.



Regional Expansion

In 2023, we plan to continue to explore opportunities to take our proven models of high-quality homeless services to additional California counties, many of which are struggling in new ways by the impacts of homelessness on their communities. We are under contract to launch three non-congregate shelters in Sacramento County in 2023, and we are in active discussions with other counties as well. As we travel the state, we see the tremendous needs and are committed to meeting these needs as we are able.

Housing Retention & Stability

We also intend to expand our services in housing retention and supportive services. In response to the COVID pandemic, City Net partnered with counties to take on the responsibility to ensure that thousands of clients sheltered in motels during the pandemic were successfully housed, and to connect hundreds to permanent housing from the motels. We are excited to leverage this experience to continue retention and supportive services efforts to ensure that those who have entered housing can successfully remain and not return to an experience of homelessness.



DONATE



CONSTITUENT SERVICES

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Connect with Us Online @CityNetSoCal