



HUNTINGTON BEACH NAVIGATION CENTER 2021 ANNUAL REPORT



YEAR IN REVIEW

CITY OF HUNTINGTON BEACH

In 2021, the City of Huntington Beach achieved significant success in the development of its Homeless System of Care to engage individuals experiencing homelessness in the City. Through the support of City leaders, Huntington Beach has created a system designed to engage and support unhoused individuals and promote linkages to supportive services, shelter and housing.

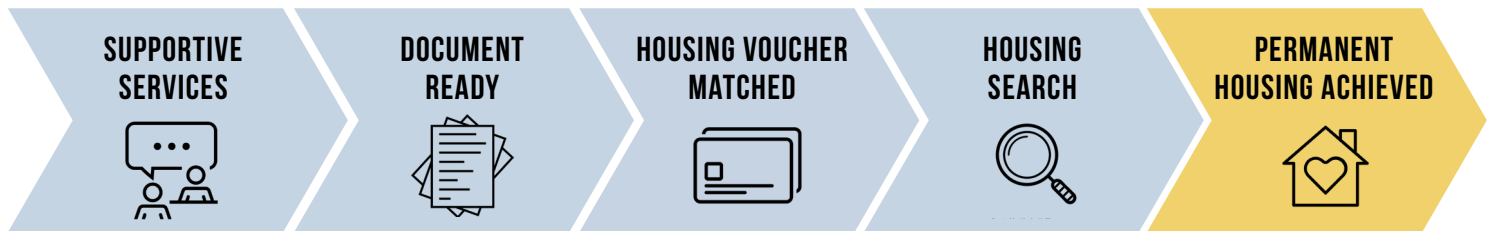
On December 19, 2020, the Huntington Beach Navigation Center began providing shelter and resources to assist people experiencing homelessness. This report is a review of the past 12 months using data to demonstrate the impact of the City's Homeless System of Care. The data tells the story of who we served, and how the shelter and supportive services provided created success for those who found their path to a new life via the Huntington Beach Navigation Center.

HUNTINGTON BEACH HOMELESS SYSTEM OF CARE

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HOUSING OUTREACH FLOW CHART



The transition from street to housing can be complicated. A person living on the streets can be dealing with a number of challenges from personal safety, drug and alcohol use, mental health issues, difficult personal relationships, lack of employment or identification. With so many different challenges, it can be extremely difficult to focus on the steps needed to secure shelter or housing.

To begin that housing journey, an outreach worker or case manager can be necessary to help make those connections.



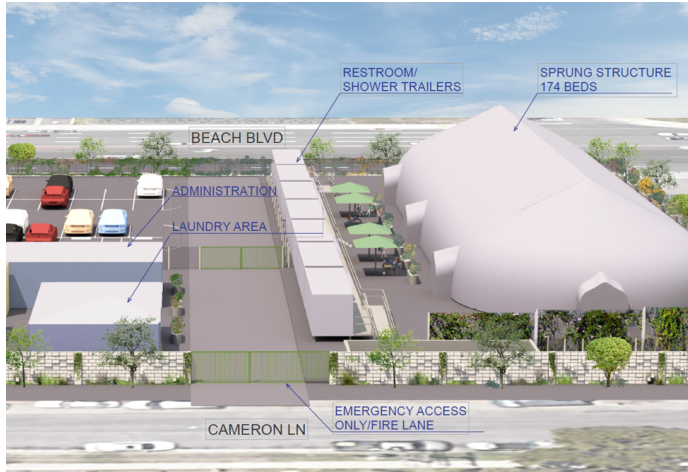
An **outreach** staff member is trained in building trusting relationships with individuals experiencing homelessness to assist them. This support can include linking to the **supportive services** required to address barriers to treatment and housing.

These services include drug or alcohol recovery services, mental health treatment, employment support, shelter, financial assistance and entry into the Coordinated Entry System (CES). This system coordinates available housing resources and matches unhoused individuals and families to housing opportunities. Individuals may be linked to a shelter or Navigation Center bed as part of their overall housing plan. Staying at a Navigation Center promotes both having somewhere to sleep, eat and obtain supportive services as well as focus directly on the development of a housing plan.

To qualify for housing options, participants must become **document ready**. This means someone must get all their supporting documentation, including birth certificates, photo identification, Social Security cards and more. Once these documents are uploaded into CES, an individual can be **matched to a housing voucher** or other housing program available to them.

Once a housing voucher is identified and matched to a participant, the person will work with housing navigators to identify an available unit with a landlord willing to accept the housing voucher to pay rental costs. This **housing search** can take time, but can end in life-changing success as a housing unit is identified and move-in occurs.

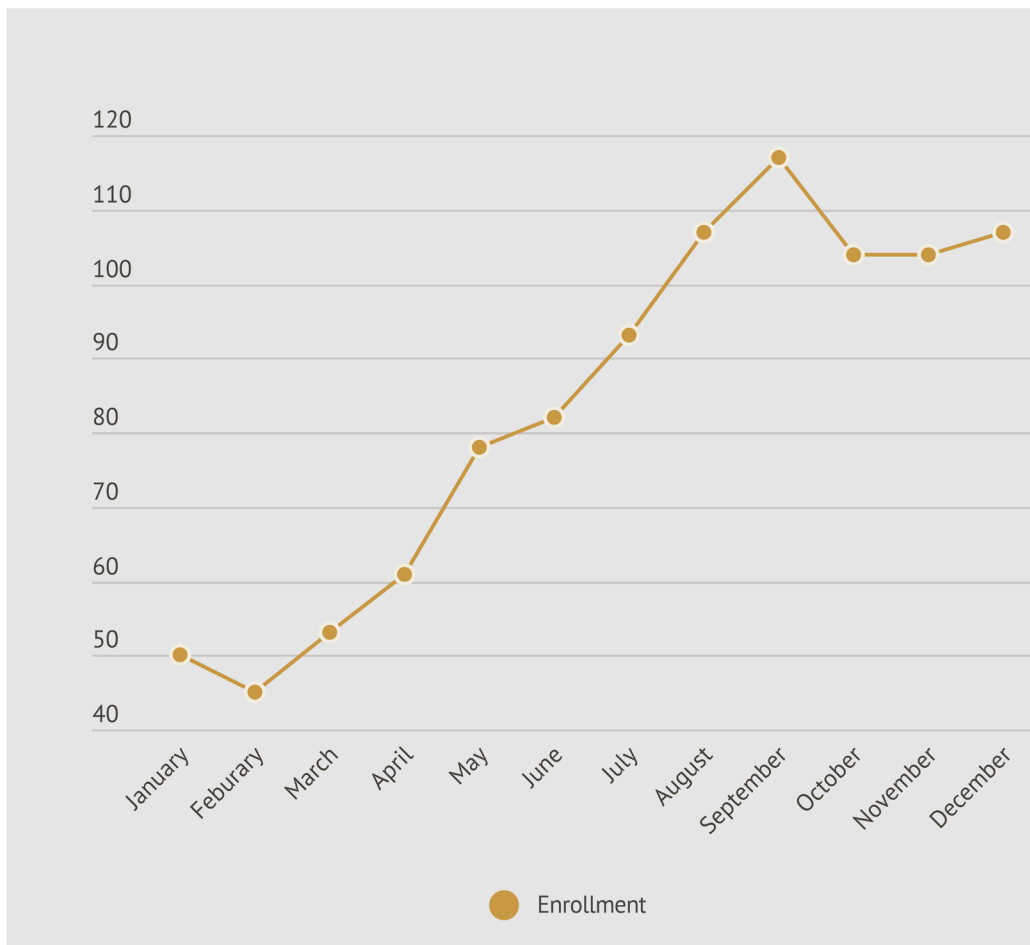
NAVIGATION CENTER ENROLLMENT DATA



The last year has been unlike any other in history.

As we all have dealt with the changes related to the pandemic, the City of Huntington Beach has continued its pursuit of caring support to assist those struggling with homelessness. As the Huntington Beach Navigation Center opened its doors in partnership with Mercy House as the provider agency, individuals on the streets were engaged by the City's Homeless Task Force, local faith-based and community agencies, members of the community and City leaders. The data below demonstrates impact and the need for local shelter and supportive services.

AVERAGE ENROLLMENT IN 2021



COVID-19 IMPACT

During the COVID-19 pandemic, total bed capacity was reduced from 174 to 128 beds to allow for social distancing.

HOMELESS OUTREACH

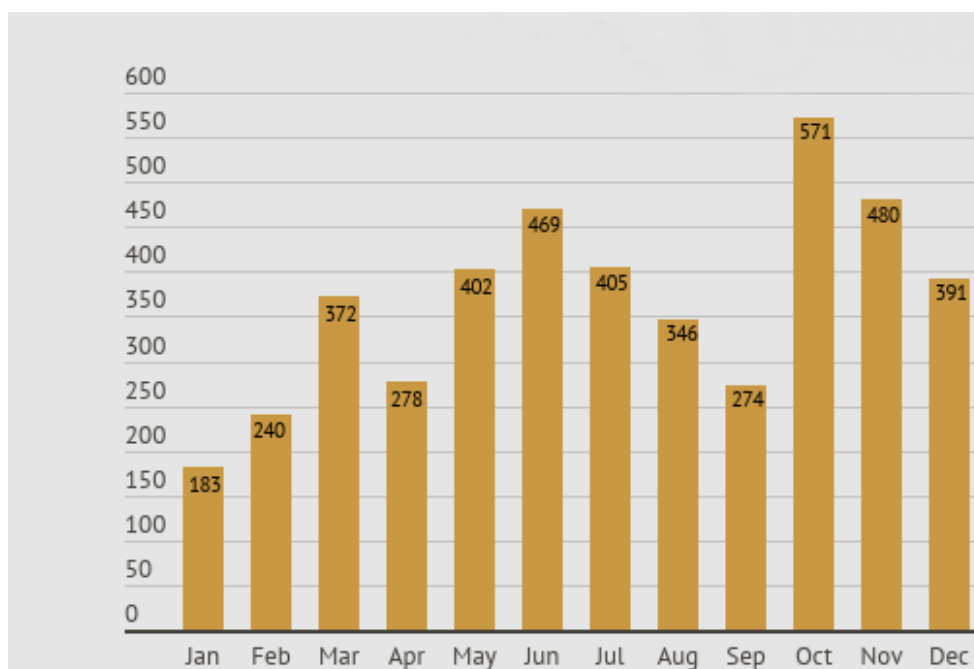
HOMELESS TASK FORCE

CASE MANAGERS & POLICE OFFICERS

As part of the overall design of the Navigation Center, the City's Homeless Task Force Case Managers and Police Officers engage and screen all potential guests before transitioning into the program. Individuals must have a tie to the city, and cannot have any outstanding warrants or sex offender status to be eligible for the program. Once screened they are linked to Mercy House for intake into the Center. The Homeless Task Force works with all referred individuals experiencing homelessness at their street locations or by appointment to screen for all possible options including shelter, housing, linkage to supportive services, employment options, and benefits. The data below includes outreach contacts, engagements for services, and Navigation Center screenings.



TOTAL OUTREACH CONTACTS IN 2021



4,411

Total Outreach Contacts
in 2021

368

Monthly Average Contacts

NAVIGATION CENTER

ONSITE SUPPORT SERVICES

Any individual who has experienced time living on the streets unhoused is likely to have struggled with a variety of challenges. These challenges may include mental and/or physical health issues, substance use problems, trauma or abuse, lack of employment, or contact with the criminal justice system. Supportive services that address these and many other issues are key in assisting any individual experiencing homelessness.

The Huntington Beach Navigation Center provides vital supportive services to encourage and sustain one's housing journey. The data below includes the Supportive Service categories provided at the Navigation Center. Mercy House, the City's contract provider, uses their experience to engage local expert providers to come to the site, engage individuals and help them address their own needs for support, treatment and ongoing services. They also provide Housing Navigation Services as part of their model with trained Mercy House housing staff meeting with all participants at the Navigation Center.

ONSITE SERVICES

- **BENEFITS & DOCUMENTS SERVICES (284)**
- **EMPLOYMENT SERVICES (8)***
- **SUBSTANCE USE & RECOVERY (468)**
- **EDUCATION (9)***
- **MENTAL HEALTH (21)***
- **SELF CARE (147)**
- **HOUSING NAVIGATION (1,876)**
- **PHYSICAL HEALTH (416)**

**Data for some services did not start to be collected until September 2021*

GOOD NEIGHBORS



Mercy House staff prioritizes being good neighbors through their policies and operational procedures. They utilize their Neighborhood Outreach Patrol process to walk the neighborhood and engage those who live or work in the surrounding areas to learn more about the Navigation Center.

To learn more about Mercy House, visit:
www.mercyhouse.net

2021 SUCCESS STORIES

HOMELESS TASK FORCE CASE MANAGER REPORT

HOUSED THROUGH CES

"I met a client about two years ago who reached out to me to request diapers as a Christmas present for his newborn son. He was homeless at the time, but was more concerned about helping his family. After learning more about his situation, I discovered this individual had been incarcerated in the past and was currently sober. He was making positive changes in his life and expressed interest in case management support.

I enrolled him into the Coordinated Entry System, worked with him to gather all required documents, and was able to assist him in the housing process. He was soon matched to a Permanent Supportive Housing Voucher. After applying for numerous apartments, he started to lose hope. He had been denied based on his lack of credit and rental history. I was able to contact a local property manager who has worked with the Homeless Task Force in the past. We met at the complex to complete an application. The participant shared his recovery journey with the manager and within a few weeks learned he was approved for the next available unit."

HBNC HOUSING NAVIGATOR REPORT

HOUSED THROUGH VOUCHER

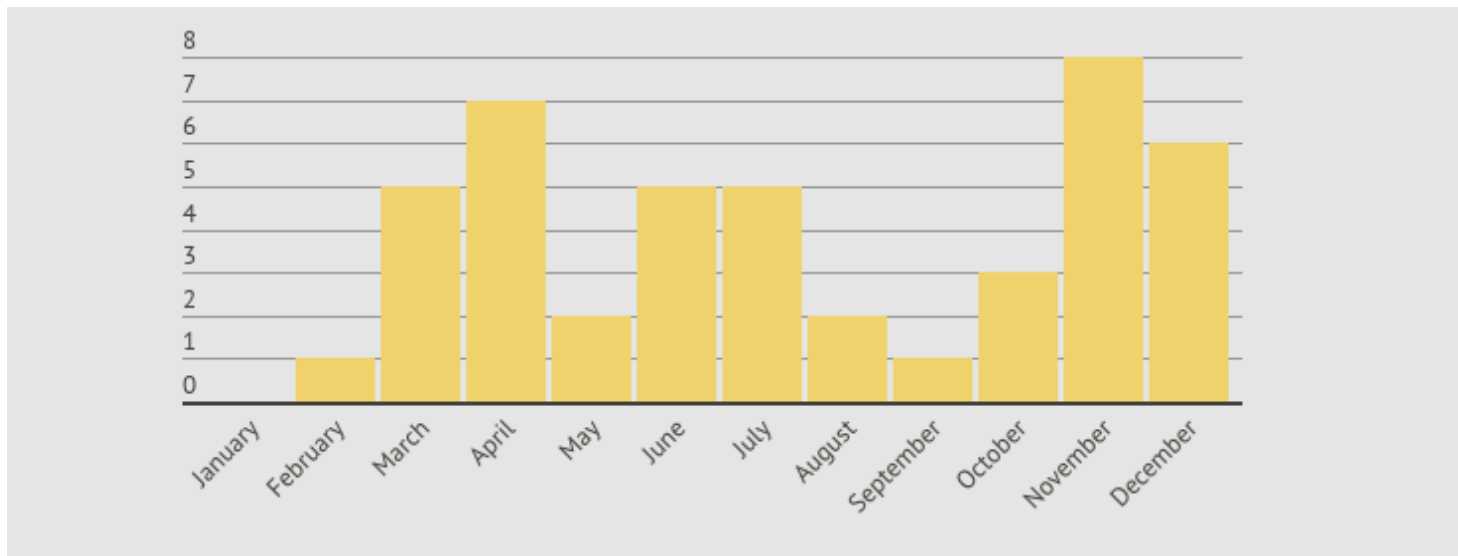
"This guest was homeless for 5 years before entering the Huntington Beach Navigation Center. During their stay, they worked together with their Housing Navigator to obtain documentation for CES.

This guest would consistently complete their goals, and stayed optimistic throughout their stay at HBNC. Through working with their Housing Navigator, they were able to get connected with a voucher. They worked on locating housing leads with their Navigator, and were able to find housing in their preferred city. They are currently housed with their voucher."

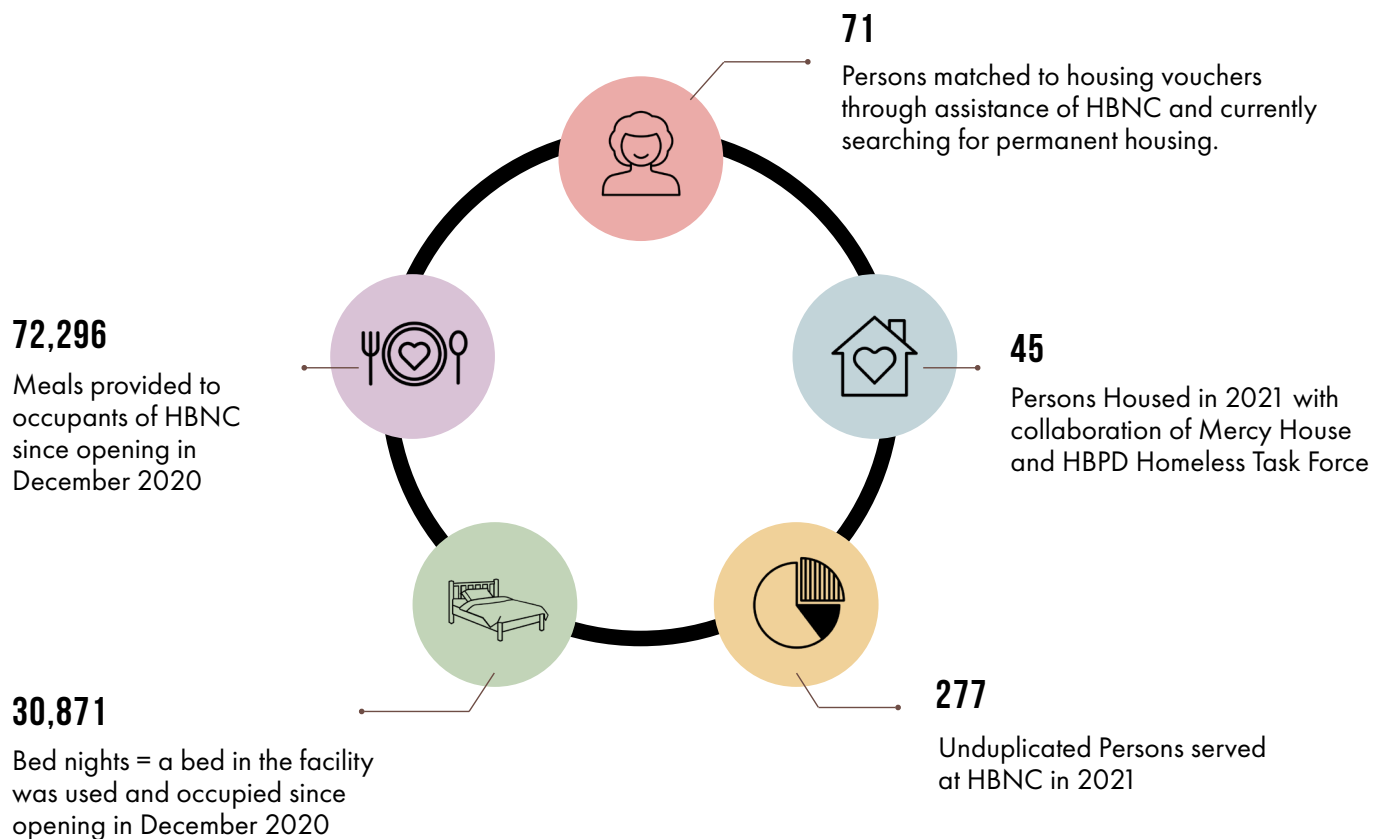
SUMMARY OF DATA

COLLECTED IN 2021

TOTAL HOUSED



2021 KEY STATS BY CATEGORY



RESOURCES & CONTACT INFORMATION



HOMELESS TASK FORCE HOTLINE

(714) 536-5576

The City's Homeless Task Force is comprised of Case Managers and Homeless Liaison Officers. The Task Force works collaboratively to connect individuals experiencing homelessness or at risk of homelessness with resources to help them navigate the barriers they face in maintaining stable housing. Such resources include, but are not limited to, shelter, reunification with family members, mental and physical health services, addiction services, social services, and government benefits.

BE WELL OC IN HUNTINGTON BEACH

HBPD NON-EMERGENCY DISPATCH NUMBER:

(714) 960-8825

Be Well Huntington Beach is a Mobile Crisis Response Team funded by the City of Huntington Beach and staffed by Be Well OC to provide 24/7 community-based assessment and stabilization of individuals experiencing psychological crisis, challenges related to substance abuse, and other non-medical emergency challenges. Each team consists of two crisis counselors who de-escalate a situation and provide a compassionate response to those experiencing a mental health crisis in their homes, on the streets or at a public location.

HEALTH CARE AGENCY OFFICE OF CARE COORDINATION

[Click Here](#)

The Office of Care Coordination engages across Orange County, working with cities and community-based organizations to strengthen regional capacity and multi-city, multi-sector investments to prevent and address homelessness, coordinate public and private resources to meet the needs of the homeless population in Orange County and promote integration of services throughout the community that improve the county-wide response to homelessness.

HEALTH CARE AGENCY BEHAVIORAL HEALTH SERVICES - OC LINKS

(855) 625-4657

OC Links is an entry point for OC Health Care Agency's Behavioral Health Services. Call or online chat for mental health and substance use information, referral and linkage, screening, crisis response, and homeless outreach.

OC HEALTH AGENCY WARMLINE

(877) 910-WARM

OC Health Care Agency OC WarmLine Hours: 24/7

Provides telephone support (9276) service for anyone who has concerns about mental health, substance use, or is lonely.

211 ORANGE COUNTY:

888-600-4357 OR
211oc.org

Provides information and referral for community services throughout Orange County including community clinics, dental care, immunizations, prescription assistance, food, homeless shelters and housing, elder and child care, legal services and nonprofit community services.

POCKET RESOURCE GUIDE 2021

[Click here.](#)