



# Community Outreach Liaison Team

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# Homelessness in La Habra & North OC

- The Team:

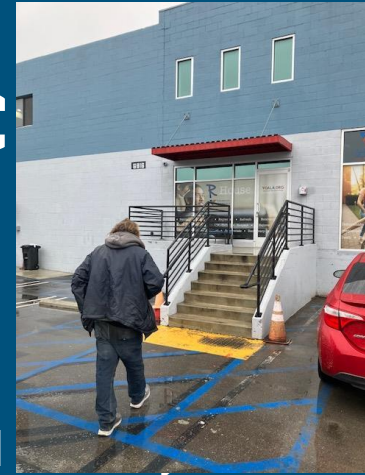
- Our La Habra Outreach Program was established Summer of 2022
- HOPE Center Located in Fullerton established February 2023

- Clients have a variety of barriers/needs to achieve housing and

- Mental Health, Substance Use, Loss of employment, Familial Ruptures, Domestic Violence, Eviction, Cost of Living/Rent.

- Meeting the needs of our specific city population

- Not one solution fits every person - working with our most vulnerable and chronic clients
- Intensive case management and support for chronic and newly homeless clients
- Assisting newly homeless clients and providing resources to those facing eviction
- Collaborating with other agencies to get clients permanently housed.



# What our team does

- Statistics of our program

- Since **May 2022** to **January 2024** our team has had...
  - Client Engagements: 1,029
  - New Enrollments in services: 228
  - Client Placements: 114
  - Outreach line Calls: 457
  - Returned to the streets: 20

- Where we help PLACE our clients:

- Buena Park Navigation Center, Placentia Navigation Center, Bridges at Kraemer Place
- Medical Detox/Sober Livings/OCRM
- Military Veteran Services - Villages in Long Beach
- Back to Work Programs
- Transitional Age Youth Programs
- Domestic Violence Shelters
- Family Shelters and Rental Assistance Programs (Recent addition)
- HMIS County System - Housing Vouchers (permanent housing)



# Success and Barriers

- Homeless Services are impacted and there's a High Demand
  - At-risk and new homeless individuals/families are growing in our community
    - People facing eviction has been increasing in our community (individuals and families)
  - Severity of drug addiction (fentanyl use) and severe mental health co-occurring disorders creates challenges.
  - Shelter beds are not consistently available due to high demand of beds.
- Success
  - Creating positive change and continuing to add additional resources
  - Rapport and Proof of Successful in Housing Placements
  - Not only chronic clients - Recently Homeless Clients



# Collaboration and Success!

- Success Continued...
  - Consistency and Rapport has been key to our success
  - Advocating for our clients within the County System for Housing
  - Guidance every step of the way to permanent working with individuals on a daily basis.
  - More Permanent Housing through CES.
  - Understanding their needs and utilizing our skills of motivational interviewing, de-escalation. Importance of providing Hope.
- Importance of working collaboratively
  - Police Department: Community Impact Team (CIT)
  - Other service providers: Volunteers of America (VOA),
    - Mercy House, HOPE Center, OCHA



# Our Community Impact

- Relationships:
  - Connecting with residents & business owners to address community concerns regarding homeless individuals.
  - Faith based community and community members: Hillcrest Health Wellness Center and Donations.
  - Continuous Street Outreach working with clients to secure them permanent housing solutions.
  - Community collaboration ensures that clients and residents concerns are addressed.
  - We receive numerous referrals from business owners, residents, 211 OC through our general outreach line on a daily basis.



# Closing and Questions

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- New Office Hours at Hillcrest:
  - Every Thursday 2pm - 4pm
  - Provide Food, Hygiene Bags, Jackets and other donations
  - Adult Employment and Training Services
- Our team continues to work hard on a daily basis and is excited to continue working within our community to provide exceptional care
- Questions?



# Thank you!

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