



# CITY OF HUNTINGTON BEACH

## Homeless & Behavioral Health System of Care

2023 Annual Report







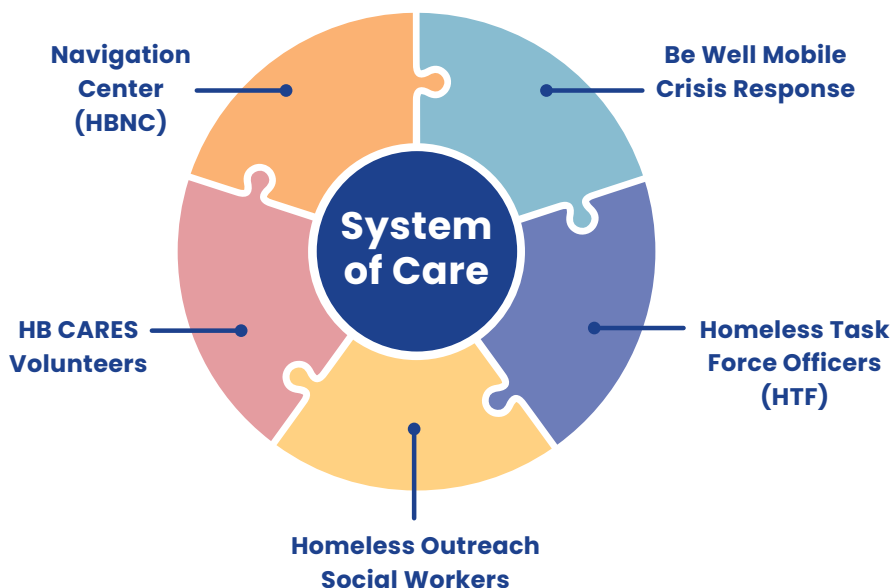
# 2023

## Homeless & Behavioral Health System of Care

### Annual Report

### Our Mission

Addressing homelessness is one of the City's top priorities. The City of Huntington Beach has established a comprehensive System of Care for those experiencing, or are at risk of, homelessness with a focus on outreach, engagement, case management, and linkage to shelter, housing, and other supportive services. The City's Homeless and Behavioral Health Division is committed to taking a positive, balanced approach to assisting the homeless with compassion while upholding our community's overall quality of life.



### YEAR IN REVIEW



## 644

**Shelter bed referrals.**  
44% were to shelters outside of Huntington Beach.



## 56

**People moved into permanent housing.**



## 380

**Individuals were transported by Be Well to either a crisis stabilization unit or detox facility.**



## 93%

**Average occupancy at the Huntington Beach Navigation Center.**



# HB CARES Volunteers



## WHO ARE THE HB CARES VOLUNTEERS

HB CARES volunteers are the backbone of our program, working tirelessly behind the scenes to bring about positive change. Whether it's providing programming and services, or tackling beautification projects, volunteers play a crucial role in building a stronger community and creating a more responsive System of Care.

In 2023, the HB CARES Program launched with 18 volunteers who have completed various training sessions including de-escalation techniques, trauma-informed care, vicarious trauma, and Mental Health First Aid.

In 2023, volunteers contributed more than 600 hours of their time, resulting in approximately \$18,000 in savings for our City.



Want to Get Involved?

Email: [hbcare@surfcity-hb.org](mailto:hbcare@surfcity-hb.org)

## VOLUNTEER 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.



### ACTIVITIES

Volunteers at the HB Navigation Center facilitate enriching activities while forming supportive relationships with the residents of the facility.



### MENTAL HEALTH

A licensed Marriage and Family Therapist started in December 2023 and assisted with 8 Disabling Condition Assessments. The therapist will continue to support with mental health services on an as-needed basis with clients and residents of HBNC.





# Navigation Center

IN PARTNERSHIP WITH

**MERCYHOUSE**  
HUNTINGTON BEACH NAVIGATION CENTER

The Huntington Beach Navigation Center (HBNC) provides vital supportive services to encourage and sustain one's housing journey. Mercy House, the City's contract provider, engages local experts to help individuals address their needs for housing, treatment, and ongoing services. They also provide housing navigation services as part of their model with trained Mercy House housing staff. Strong ties to Huntington Beach are required to be referred to the Huntington Beach Navigation Center.

## UNIQUE INDIVIDUALS SERVED



**209**

Individuals Served



**90**

Seniors Served



**37**

Veterans Served



**38**

Individuals Housed



**155,327**

Meals Served



**58,660**

Bed Nights

## ON-SITE SERVICES



Housing Navigation



Transportation Services



Educational Support



Benefits & Documents



Employment Services



Legal Support



Physical Health



Self-Care Services



Substance Use & Recovery



Mental Health



Veteran Services





# Homeless Outreach Social Workers

The City's homeless outreach social workers actively engage with unhoused and at-risk of being unhoused individuals, families, veterans, and seniors. Social workers offer support by linking individuals to resources, service providers, and aiding in securing necessary documents for County of Orange housing programs. They maintain close collaboration with local and county shelters, including the Huntington Beach Navigation Center, while also partnering with crisis response teams like Be Well to provide comprehensive assistance and support to those in need. Working in collaboration with Homeless Task Force officers, they ensure that individuals receive the necessary care and resources to address their unique situations effectively.

## SOCIAL WORKER SERVICES

### Collaboration

Community engagement with faith-based groups, 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 Referral and Reunification

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



● Individuals

● Families

● Over 62

● Veterans

## OUR REACH

**5,222**

Total Contacts

**359**

HBNC Referrals

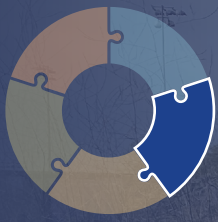
**18**

Housed

**285**

Other Shelter Referrals





# HBPD Task Force Officers

The Homeless Task Force within the police department consists of four officers and a sergeant dedicated to actively engaging with the community to tackle homelessness-related issues. To achieve their objectives effectively, these officers collaborate closely with social services providers, social workers, mental health care professionals, the Huntington Beach Navigation Center, the Be Well Mobile Crisis response team, and various city and county resources. Together, they work tirelessly to serve and support the community.



NON-EMERGENCY  
**Police Dispatch**

 **(714) 960 - 8811**

## TRAUMA-INFORMED & SPECIALLY TRAINED

CONDUCTED

**124**

HB Navigation Center referrals

+

**21**

Other shelter referrals

TRANSPORTED

**9**

Individuals to Be Well Sobering Center and crisis stabilization campus

## COMMUNITY ENGAGEMENT & SAFETY

RESPONDED TO

**570**

MyHB complaints and concerns

OUTREACHED TO

**180**

Local businesses

The City Attorney's Office employs two Community Prosecutors who work with the Police Department's Homeless Task Force Officers and City Social Workers to address the underlying issues impacting individuals experiencing homelessness. The Community Prosecutor's goal is to reduce recidivism and improve the quality of life for our community and those experiencing homelessness.



DOWNLOAD THE  
**MyHB App**

Available on iPhone and Android







# Be Well Mobile Crisis Response



Be Well OC in Huntington Beach (BWOC) is a Mobile Crisis Response Team composed of two Crisis Interventionists who drive to your location and provide in-community assessment and stabilization services. The teams are well-trained and experienced in providing appropriate information, referrals, transportation to services, and additional follow-up support and case management – to help address mental health related situations. BWOC is prepared to help with a variety of non-emergency and non-medical, public assistance situations that have historically been handled by the Huntington Beach Police Department. For many of those scenarios, BWOC is better equipped to de-escalate and assist.

## Services available to all community members regardless of housing status:

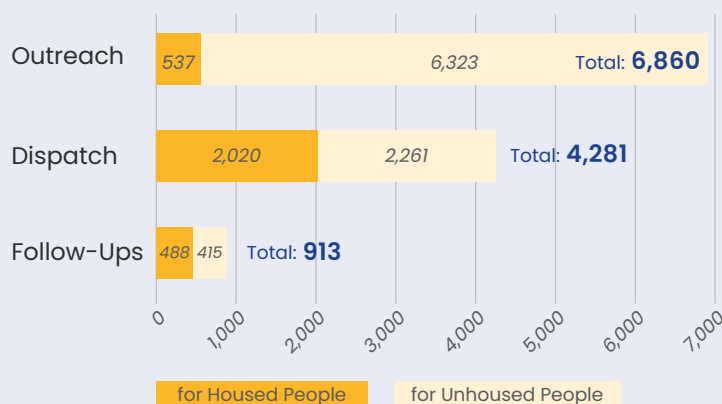
- ✓ Mental Health Crisis Counseling
- ✓ Sobering Center and Services

IN PARTNERSHIP  
WITH



**Be Well**  
ORANGE COUNTY

## SERVICE TYPES PER HOUSING STATUS



**3,493**

Unique Individuals Served  
*Clients Served Since Inception*



**4,424**

Total Service Hours



**7,852**

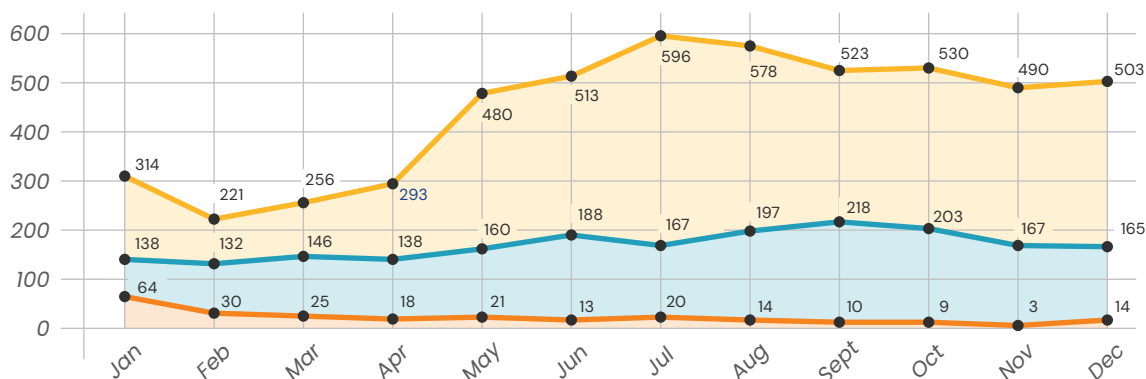
Total Services Provided\*

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

## SERVICE TYPES PER MONTH

2023

- Outreach
- Dispatch
- Follow-Ups





# Valuable Community Partnerships



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!

## SUCCESSES



After a tragic event caused an HB resident to miss work, his past-due rent was paid, preventing him from losing his residence.



A family was housed until they were accepted into family shelter.



A senior male was able to keep his apartment after past due utilities were paid.



A senior battling breast cancer was able to stay in her home after past due rent was paid for.



A senior couple were able to leave their car and move into a room for rent.

## 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  
Community United Methodist Church  
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  
Be Well  
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.**





HOW TO

# Contact Us & Get Involved

## OFFICE HOURS

### **POLICE DEPARTMENT** **2000 Main St.**

Tuesday 9 AM – 11 AM      Wednesday 10 AM – 12 PM

### **CENTRAL LIBRARY** **7111 Talbert Ave.**

First & Third Tuesday  
2 PM – 3 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](http://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 & programs at the HB Navigation Center by emailing: [hbcare@surfcity-hb.org](mailto:hbcare@surfcity-hb.org)

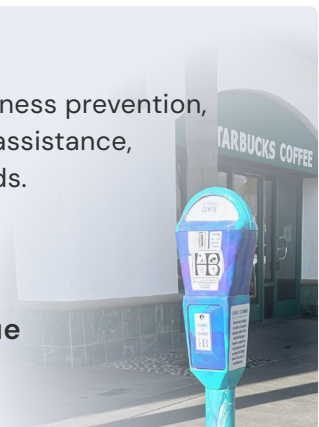


## VISIT OUR GIVING METERS

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**



### Email

[phtf-casemanagers@surfcity-hb.org](mailto:phtf-casemanagers@surfcity-hb.org)



### Phone

(714) 536 – 5576



### Be Well

Call Non-Emergency Dispatch  
(714) 960 – 8811



### Questions/Concerns

Submit via MyHB App