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.
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!

[QR Code]

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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.
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.

**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

**Counts We Serve**

- 2,907 Street-Exits
- 33,074 U.S. Department of Housing and Urban Development Housing-Qualified Programs
- 568 Permanently Housed
- 53 Projects Operated
- 65,561 Emergency Bridge Housing/Shelter Bed Nights Provided
- 7 Community Censuses
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

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Dispatched</td>
<td>29,579</td>
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<tr>
<td>Client Interactions</td>
<td>14,719</td>
</tr>
<tr>
<td>Street Exits</td>
<td>1,613</td>
</tr>
</tbody>
</table>

*Data reflects Anaheim and Santa Ana Multidisciplinary Response Team outcomes.*
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.
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
- Mark & Jessica Allsup
- Lawrence Archibald
- Byron & Robin Beck
- Susan Brunn
- Mike & Ruth Cavaletto
- Melvin & Ramona Cobb
- Bill Curtis
- Holly Dobberpuhl
- Andrea Eltinge
- Adam Todd Feild
- Brad & Cari Fieldhouse
- James & Diana Fieldhouse
- Ted & Colleen Friedel
- Barbara Gallisath
- Lerita Garner
- Linda Gluck
- Vicki & Bob Hazard
- Andrea Hein
- Gina Iler
- Lucille Janssen
- JL Foundation
- Andrew Koller
- Dayann Kurtzman
- Ken Lee
- Janet Loughlin
- Jessica Lu
- Michael MacElhenny
- Bob Marshall
- Michael & Kathleen McCarthy
- Jacquie & Harry McMahon
- John Mullen
- Constance Pearcy
- Jennifer Perry
- Susan Petrovich
- R&J Michaelsen Trust
- Yousef (Joseph) Rajabi
- Amanda Rowan
- Reza Saraf
- Denise Schipper
- Barbara & David Shaffer
- 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.*
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.