

HOMELESS OUTREACH PROGRAM INTEGRATED CARE SYSTEM

# HOPICS

## IMPACT REPORT

FY 24-25



A DIVISION OF SPECIAL SERVICE FOR GROUPS, INC

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FY 24-25

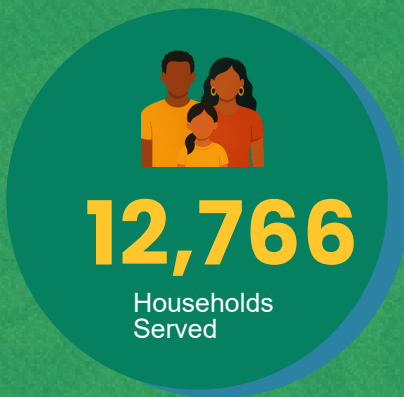
HOMELESS OUTREACH PROGRAM  
INTEGRATED CARE SYSTEM

# OUR IMPACT

At HOPICS, every data point represents a life touched, a barrier removed, and a step toward stability. Our work spans housing, behavioral health, outreach, employment, providing basic needs and reentry services—each service is delivered with intention, compassion, and cultural responsiveness. This year's impact reflects the strength of our clients, the commitment of our team, and the power of doing "whatever it takes" to serve our community.

*\*\*A Household is any family unit including Single Adult, family with children, or a couple.*

*\*\*Individuals include all members of a household.*



**DURING 2024–2025, HOPICS SUPPORTED THOUSANDS OF INDIVIDUALS AND HOUSEHOLDS.**

Of these, **7,519 individuals and 5,552 households remain actively enrolled**, ensuring continuity of care and stability.



**THIS YEAR, WE WELCOMED 7,606 NEWLY ENROLLED HOUSEHOLDS.**

Our reach continues to grow as more families and individuals engage in our services. **Most importantly, 1,374 households exited into permanent housing.** This marks a meaningful step toward long-term stability and independence.



# DEMOGRAPHICS

# SNAP SHOT

Our demographic data provides a clear view of the communities we serve in SPA 6—South Los Angeles neighborhoods like South Central, Florence-Firestone, Watts, and parts of Inglewood and Compton. These areas are rich in history and culture but also face disproportionate housing instability, poverty, and systemic barriers.

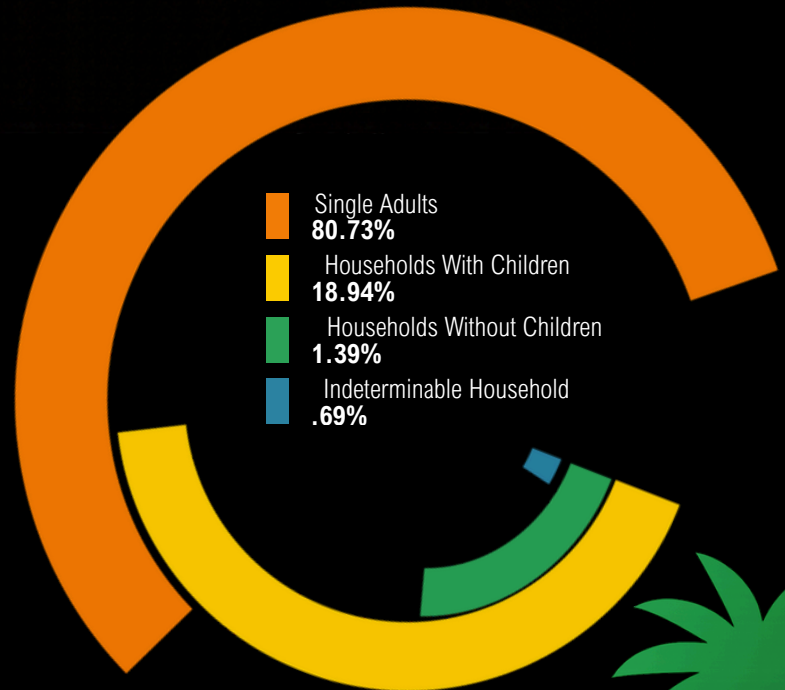
The numbers represent real people; young adults aging out of foster care, seniors at risk of eviction, and working families forced to choose between rent and basic needs. Across all backgrounds, our clients reflect the full spectrum of lived experience in SPA 6.

This data isn't about labels—it's about action. It shows where gaps exist, where needs are growing, and how to adjust programs so services are accessible and relevant. These figures are more than a report; they're a responsibility. We remain committed to using them to listen, respond, and advocate with clarity and purpose.

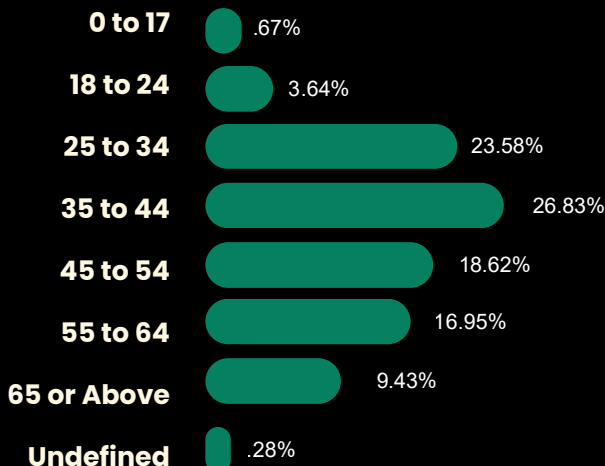
## RACE/ETHNICITY (HOH)

Black / African American	59.35%
Hispanic / Latino	18.04%
Multi-Racial	13.99%
White	5.28%
Asian	0.60%
Native Hawaiian or Pacific Islander	0.35%
American Indian / Alaska Native	0.24%
Middle Eastern or North African	0.15%
Other / Unknown / Not Collected	2.20%

## HOUSEHOLD TYPE



## AGE (HOH)



## GENDER (HOH)

Male	50.73%
Female	48.04%
Transgender	0.81%
Non-Binary	0.05%
Other	0.03%
Unknown	0.33%

# OUTREACH

HOPICS' Multi-Disciplinary Teams bring mental health, substance use disorder, medical, and case management services to those currently experiencing homelessness in the South Los Angeles, Compton, Lynwood, and Paramount areas. Our outreach programs connect those most vulnerable to needed services deliver the same services an individual or family would receive if they came into one of our offices for support

In addition to core case management, our teams provide a wide array of on-the-spot supports designed to meet people where they are. These include access to mental and physical health services, food distribution during outreach, and resources that support personal well-being. For those with pets, we offer supplies and care guidance so families don't have to choose between keeping their companion animals and getting help. These immediate, practical services build trust and stability, opening the door to longer-term connections that lead to housing and lasting recovery.



## INDIVIDUALS SERVED

 **3,800**

## HOUSEHOLDS SERVED

 **3,668**

# 849

## INTERIM HOUSING PLACEMENTS

These interim housing placements across motels, bridge housing, and site-based programs supported stability and continuity of care during periods of transition.

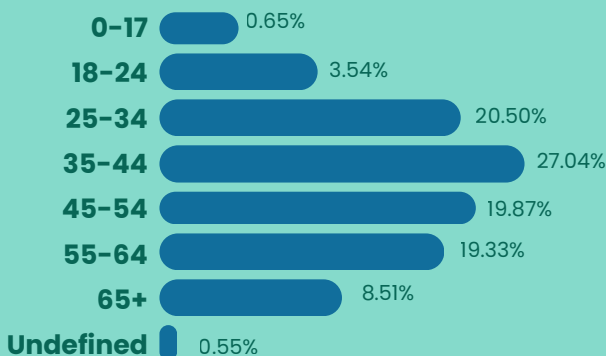
**243**  
HEALTH SCREENINGS

**329**  
MENTAL HEALTH SERVICES

**718**  
TRANSPORTATION SERVICES

**699**  
HYGIENE KITS

### AGE OF HEAD OF HOUSEHOLD



### RACE/ETHNICITY OF HEAD OF HOUSEHOLD

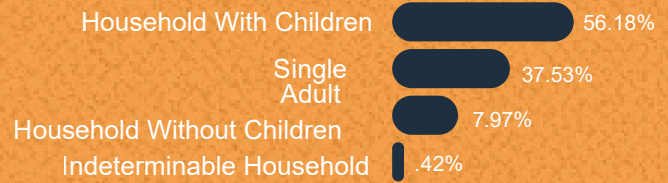
Black, African American, or African	53.73%
Hispanic/Latina/e/o	23.90%
Multi-Racial	13.29%
White	6.16%
Null	0.90%
Data not collected	0.78%
Native Hawaiian or Pacific Islander	0.40%
Client prefers not to answer	0.20%
Asian or Asian American	0.23%
American Indian, Alaska Native, or Indigenous	0.20%
Client doesn't know	0.17%
Middle Eastern or North African	0.03%

# HOMELESS PREVENTION

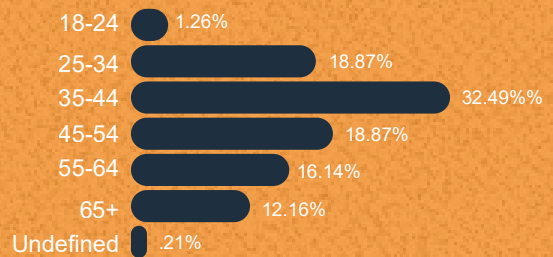
HOPICS' Homeless Prevention programs serve residents of Service Planning Area 6, focusing on helping individuals and families remain housed through financial assistance, mediation, and supportive services. By addressing rent arrears, utility debt, and other barriers early, our team works to stop housing loss before it begins.

Staff partner closely with landlords, community agencies, and households to stabilize living situations and connect clients to employment and mainstream benefits. These efforts reduce displacement in South Los Angeles and keep more neighbors safely in their homes.

## Served By Household Type



## Served By Age of Head of Household



**\$37,639**

SPENT ON IN-SERVICE EXPENSES, INCLUDING MOVING COSTS AND SECURITY DEPOSITS PAID

**1,148**

INDIVIDUALS SERVED

**477**

HOUSEHOLDS SERVED

## PROBLEM SOLVING

Problem-Solving offers early intervention for those at risk of homelessness, guiding clients toward safe alternatives, employment opportunities, and mental health support. In total, **251 households** were served through these efforts.

**\$371,245.15**

PAID IN ONE-TIME MOVE-IN ASSISTANCE



# INTERIM HOUSING

## INTERIM HOUSING - FAMILIES

Our Families Interim Housing sites serve mother-and-child, father-and-child, and two-parent family households, each with unique needs. We believe every family deserves a safe place to call home. These sites provide warmth, stability, and hope for parents and children transitioning out of homelessness. Beyond shelter, families receive wraparound support such as case management, life skills, childcare resources, and housing navigation to help them rebuild their lives and move toward lasting independence.

## INTERIM HOUSING - ADULTS

Our Adult Interim Housing programs provide more than a place to sleep. These programs offer stability, structure, and the support needed to take the next step toward permanent housing. Residents receive case management, employment assistance, and access to behavioral health services that help remove barriers to long-term success.

Each site serves as a community of growth where individuals regain confidence, rebuild connections, and chart a path toward independence.

### HOUSEHOLDS SERVED



### HOUSEHOLDS EXITED TO PERMANENT HOUSING



● IH-FAMILIES  
● IH-ADULTS

## TRANSITIONAL HOUSING, RECOVERY BRIDGE HOUSING & RECUPERATIVE CARE

Sometimes clients need extra support to heal and stabilize before moving into permanent housing. Through Transitional Housing, Recovery Bridge Housing, and Recuperative Care, HOPICS provides targeted linkages for individuals with unique needs, offering safe spaces that promote recovery, growth, and readiness for long-term stability.

# 115

## SUCCESSFUL PLACEMENTS

# HOUSING NAVIGATION

At HOPICS, the Housing Navigation Program helps individuals and families experiencing homelessness find and secure permanent housing. Guided by Housing First, low barrier, harm reduction, and trauma-informed care principles, our navigators walk alongside each participant to identify housing opportunities, complete unit viewings, submit applications, and move into safe, stable homes within 120 days of enrollment.

Working in partnership with LAHSA and the Coordinated Entry System, HOPICS continues to bridge the gap between outreach and stability, helping hundreds of households each year move forward with dignity and independence.

## \$13,463

### SECURITY DEPOSIT ASSISTANCE

## \$8,059

### MOVE-IN COSTS

# TIME LIMITED SUBSIDY (TLS)

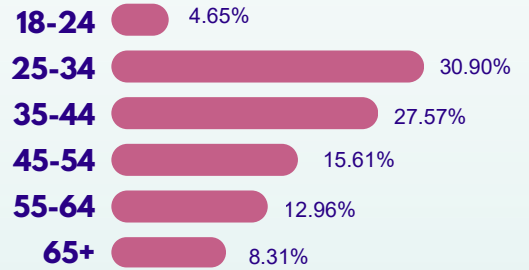
Time-Limited Subsidy (TLS) provides a comprehensive range of rental assistance and supportive services designed to bridge the gap from short-term to long-term housing stability. Through TLS, individuals and families are connected to resources that not only help them secure housing quickly, but also foster the skills and supports needed to increase self-sufficiency and maintain stability over time.

**2,911**  
INDIVIDUALS SERVED

**1,505**  
HOUSEHOLDS SERVED



The program emphasizes a client-centered approach, tailoring services to the unique circumstances of each household. By combining financial assistance with wraparound case management, TLS ensures that participants are not only placed in housing but are also equipped with the tools to retain it successfully. On average, participants are **enrolled for approximately 499 days** (about 16 months, or 1 year and 4 months), reflecting the sustained support needed to help clients stabilize. The overarching goal is to empower clients to access, sustain, and fully benefit from the resources available to them, creating a pathway toward long-term housing security and independence.



**\$20,019,464.41**  
RENTAL ASSISTANCE PAID

**\$612,366.60**  
MOVE-IN COSTS PAID

**\$1,859,551.03**  
SECURITY DEPOSIT ASSISTANCE

**56.94%**  
SINGLE ADULTS

**42.26%**  
HOUSEHOLDS WITH CHILDREN

**1.06%**  
HOUSEHOLDS WITHOUT CHILDREN

# ENCAMPMENT RESOLUTION

Encampment resolution focuses on connecting people living in encampments to safe, stable housing rather than displacing them. HOPICS partners with local agencies to address unsheltered homelessness, support housing placements, and restore community spaces.

This year, HOPICS assisted **434 households** through encampment resolution efforts, including individuals newly engaged and those already enrolled in services, supporting their transition toward stable housing and ongoing care.

## Key Components

- **Interim Housing:** Providing temporary shelter and stability while working toward permanent housing.
- **Housing Navigation Services:** Assisting clients with housing searches, applications, and securing units.
- **Housing Solutions:** Helping individuals move from encampments into stable housing.
- **Permanent Housing:** Offering long-term housing options that promote independence and security.
- **Financial Assistance:** Covering costs such as moving expenses and security deposits to remove barriers to housing.

## INSIDE SAFE

HOPICS partnered with the City of Los Angeles to bring individuals indoors from encampments through the Inside Safe initiative. This year, our team helped **157 households** move from the streets into hotel placements, and supported **38 households** in securing safe, stable, and permanent housing.

## PATHWAY HOME

In collaboration with the County of Los Angeles through the Pathway Home program, HOPICS helped place **154 households** into motels, while **74 households** transitioned directly from shelters and interim housing into permanent homes. Our staff provided move-in support, furniture, and ongoing follow-up services to ensure lasting stability and success.

## ENCAMPMENT RESOLUTION FUND (ERF)

Encampment Resolution Fund is a state funded effort focusing on supporting individuals living in encampments by providing meaningful pathways to safe and stable housing. This year, HOPICS served **249 households**, offering shelter, daily care, and housing navigation to help residents of encampments in the Grand Corridor rebuild their lives and move toward lasting stability. **129 of these households** successfully obtained permanent housing.

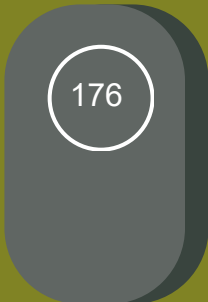


# CD8 NAVIGATION CENTER

The CD8 Navigation Center is a low-barrier service hub in South Los Angeles that provides individuals experiencing homelessness with a consistent, welcoming place to access support. The center offers essential services such as showers, meals, and screenings for housing and health-related needs, as well as access to both short-term and long-term storage options to help clients keep their belongings safe while they work toward stability. In FY 2024–2025, the center served **1,634 individuals**, connecting people to housing opportunities, treatment programs, and other critical resources. Staff worked closely with outreach teams and service providers to ensure each household received care tailored to their unique circumstances.



Providing access to showers helps restore dignity, improves mental and physical health, boosts confidence for employment and social interaction, and builds trust with service providers. This basic service can serve as a gateway to deeper support like housing, mental health care, and addiction treatment.



- Short-Term Storage
- Long-Term Storage

## Protecting What Matters

Every day, individuals come to us carrying not just belongings, but pieces of their lives. At our Housing Navigation Center, we provide access to short-term storage—available for 7 days—to help people secure what they can't afford to lose. For those in need of more time, a 90-day storage option is also on hand.

This year, the service became a key support for participants in transition. While most use storage for just a few days, the ability to hold onto important items—IDs, clothing, medications—creates a sense of continuity in the midst of change. For many, it's not just a bin. It's a safeguard for what's next.



# BEHAVIORAL HEALTH SERVICES

Behavioral health is central to our work at HOPICS. Mental health and substance use challenges are closely tied to housing, safety, and overall well-being. Our programs provide non-judgmental, trauma-informed support rooted in dignity and cultural responsiveness.

We offer services through programs like Client Engagement Services (CENS), Adult Outpatient, Homeless Treatment, Harm Reduction, Drug Medi-Cal, and Street Medicine. These include therapy, psychiatric care, substance use treatment, case management, and mobile outreach. Whether someone is beginning their recovery or continuing care, we're here with compassion and consistency. In FY 2024–2025, a total of **390 individuals enrolled in Behavioral Health Services**, expanding our reach and connecting more people to critical support.



## HARM REDUCTION

In FY 2024–2025, we recorded **32,039 harm reduction engagements through outreach, mobile teams, and community events**—a **32.3% increase** from the previous year. Of those, 8,036 were direct visits to our Harm Reduction Drop-In Center, a welcoming space where individuals can access services, rest, and take steps toward recovery.

In total, **33,219 individuals received harm reduction services**. Though many were engaged, not all individuals went on to enroll in ongoing services, as engagement represents initial contact while enrollment involves formal participation in a program.



**485 NALOXONE OVERDOSE REVERSALS**

Overdose deaths in LA County dropped by a record 22% in 2024, including a 37% drop in fentanyl-related deaths—driven by expanded naloxone access and harm reduction efforts (Bloomberg, 2025).



**313,200 NEEDLES DISTRIBUTED**



**35,013 NEEDLES COLLECTED**

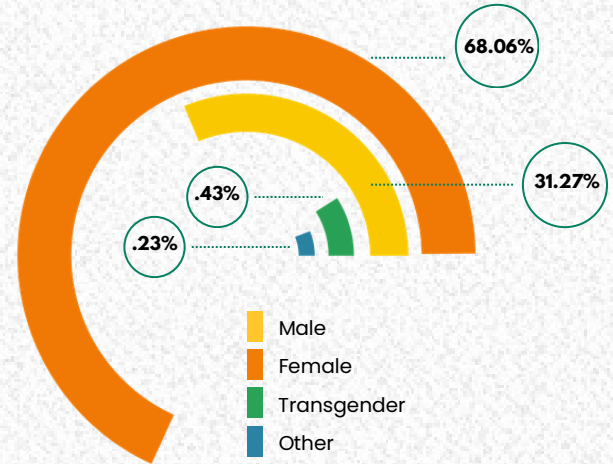
Through our needle exchange efforts, HOPICS provides clean syringes to reduce the spread of infectious diseases like HIV and Hepatitis C, while promoting safe disposal practices. This approach helps protect both individuals and the broader community. By exchanging used needles for clean ones, we create opportunities for engagement, health education, and connection to additional services.



**1483 CENS SCREENINGS**



**580 SUBSTANCE USE DISORDER PLACEMENTS**



Hispanic	38.37%
African-American (Non Hispanic)	32.18%
Unknown Race	19.10%
Caucasian (Non Hispanic)	5.71%
Two or More Races	2.58%
Other Race	1.12%
Native Hawaiian or Other Pacific Islander	0.28%
American Indian, Alaskan Native, or Indigenous	0.25%
Asian	0.41%
Middle Eastern or North African	0.00%

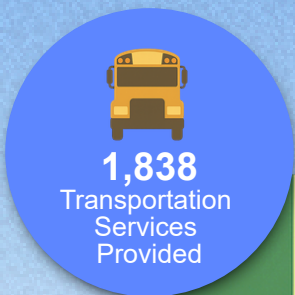
**71.36% OF BHS CLIENTS ARE AGE 25-49**

# SUPPORTIVE SERVICES

Supportive services are a core part of how we respond to homelessness. Housing is critical, but without wraparound support, it often isn't enough.

At HOPICS, we provide counseling, substance use treatment, job training, and other essential services that help people heal and rebuild. These programs address the real-life challenges that can prevent someone from securing or keeping stable housing.

By offering consistent, person-centered support, we help clients move beyond survival. Our services improve housing retention, reduce the risk of returning to homelessness, and give individuals the tools they need to maintain independence and thrive long term.



We meet clients where they are. Whether it's a clean shower, a bus pass, or help getting an ID, these services fill the gaps that too often go unseen.

This fiscal year, **16.93%** of all referrals were for Supportive Services which was the second most requested service after Problem Solving. Hundreds of people turned to HOPICS for help with daily needs that open the door to long-term change.

## Paws & All

We recognize that pets are family, offering comfort, stability, and unconditional love during difficult times. This year, we delivered **96 acts of pet support**, including emergency supplies and vet referrals, to help clients care for their companions. We continue working to reduce barriers to shelter and services for pet owners because no one should have to choose between safe housing and their best friend.



# INTENSIVE CASE MANAGEMENT SERVICES (ICMS)

## INTENSIVE CASE MANAGEMENT SERVICES

ICMS, administered through the Department of Mental Health (DMH), supports clients who are homeless and living with chronic illnesses or mental health conditions. Services include outreach, assessment, individualized service planning, housing navigation, linkage to medical and behavioral health care, benefits assistance, and ongoing housing stability support.

**1043 INDIVIDUALS SERVED**

- 29 HOUSEHOLDS PERMANENTLY HOUSED
- 150 UNIT VIEWINGS
- 1121 DOCUMENT COLLECTION SERVICES
- 261 FOOD SUPPORT SERVICES

## PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing (PSH) combines affordable housing with intensive case management and supportive services. PSH serves individuals and families experiencing homelessness who live with chronic physical or behavioral health conditions. The goal is to help participants remain housed while improving their overall well-being and independence.

**178 INDIVIDUALS SERVED**

- 200 INDIVIDUALS NEWLY ENGAGED THROUGH OUTREACH
- 34 HOUSEHOLDS MATCHED TO A LONG-TERM SUBSIDY

## D7 FLEX

The D7 Flex program provides flexible housing and supportive services for individuals experiencing homelessness who need tailored assistance to achieve stability. The program helps clients access rental units across Los Angeles County, offering ongoing case management and wraparound services to promote long-term housing success.

**31 INDIVIDUALS SERVED**



## HOMELESS DISABILITIES ASSISTANCE PROGRAM

HDAP assists people experiencing homelessness who have disabilities—physical, mental, or developmental—by connecting them to housing resources, medical care, and benefits such as SSI or SSDI. The program focuses on stabilizing clients and increasing access to long-term income and health support.

**106 INDIVIDUALS SERVED**



**Be encouraged, stick together, keep shining, speak up, stay focused on what really matters, support one another, take care of yourself with intention, be excellent, be a leader, be bold, be helpful, be authentically you. Always be kind, be prepared, be competent, be honest, be confident, be the change you want to see, be a person of high integrity, be true to your convictions, be humble, be a critical thinker, be thorough, be kind, be emotionally intelligent, be discerning, be teachable, be brave, be the boss you already are and thank you for being a part of my legacy.**

**- Veronica Lewis**



# THANK YOU TO OUR FUNDERS !

