

# HOPICS Impact Summary July 2022- June 2023



*We Are the Community We Serve*



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# Executive Summary



**At HOPICS, we are focused on making an impact.** We are one of the largest housing and homeless service agencies in Los Angeles County, also known as a leader in the areas of addiction treatment and support for justice impacted individuals.

Our Founder was an unhoused veteran living on Skid Row who had personal experience navigating the challenges of the system when trying to seek support, which led to the creation of our agency in 1988 to help other people overcome those barriers.

We are the Community We Serve. The one thing that makes us unique is that to this day, many of our staff have experienced homelessness, incarceration, and are in recovery from addiction giving them the ability to connect with, understand, and serve our clients with a people-centered, whatever it takes approach that builds trust and leads to greater success.

## Our Impact

While the homelessness crisis continues to grow throughout Los Angeles County, the impact of the work at HOPICS is clear. The LA County Homelessness Count last year identified that **our service area is the only in the entire county that saw a reduction in homelessness.**

While we still have so much work ahead to ensure every person has a permanent home, services they can rely on, and programs like job training and placement, we know that our model of service works.



## By The Numbers

Last fiscal year that ended in June 2023, HOPICS served 24,202 people. Here are the highlights of the impact we made for those people and their families:

- **3,482:** Placed into Temporary Housing
- **1,651:** Permanently Housed
- **3,800:** Received Behavioral Health Support
- **1,141:** Received Food Support
- **754:** Diverted from Becoming Homeless
- **286:** Prevented from Becoming Evicted
- **1,926:** Received Clothing



## Our Programs

At HOPICS, we offer dozens of programs to meet people where they are and provide them with the services and support they need to thrive. Here are just a partial list of some of the services we offer:

- **Housing:** Permanent Supportive Housing, Rapid Rehousing, Eviction Prevention, Housing Navigation, Move-In and Rental Assistance
- **Homeless Access Centers:** Family Solutions Center, Access Center for Single Adults, Council District 8 Navigation Center
- **Behavioral Health:** Outpatient Mental Health and Substance Use Disorder Services, Street-Based Harm Reduction, Trauma Recovery Center
- **Re-Entry:** Intensive Case Management Services, Reentry Intensive Case Management Services, and Pre-Release Support and Coordination
- **Supportive Services:** Benefits and Entitlements Team, Employment and Education Services, Clothing and Food Donations

The impact of our work is made possible by our more than 400 employees, who come to work everyday because they are dedicated to changing lives and personally committed to helping others. We also couldn't deliver for our clients without our more than 60 collaborative partners, 18 subcontracted agencies, and 30 public funders and foundation donors.

Thank you for all you do to make our work possible. In the coming year, we are looking for new ways to expand our budget and our reach please keep an eye out for the launch of our monthly newsletter, which will provide you with key updates and ways to stay involved.

# Our Impact

## At HOPICS...

- 18 households a week are permanently housed
- 174 showers are taken each week at the Navigation Center for people who are unsheltered to help restore dignity
- More than 1500 people are kept safe off of the streets every night through HOPICS Interim Housing programs including 315+ families with 450+ children
- 17 documents needed to take care of business and become housed are secured per day by people who are unsheltered
- 4 lives are saved every week by overdose reversals through street based Narcan distribution to the unsheltered
- 53 people receive substance use support each week
- Multidisciplinary outreach teams encounter and support at least 60 people living on the streets each day



## KEY OUTCOMES FOR FISCAL YEAR JULY 2022 - JUNE 2023



24,202

Participants served



5,575

Received food support



3,420

Placed into temporary housing



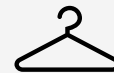
915

Permanently housed



265

Prevented from becoming evicted



1,926

Received clothing



921

Diverted from becoming homeless



3,800

Received Behavioral Health Support

## GROWTH

- Total people served increased from 6,507 in 2016 to 24,202 (access center numbers removed since all access center clients reported were enrolled in other HOPICS programs)
- 271% growth in individuals served over the last 7 years (2016-2023)
- 13 departments in 2016 to 52 departments in 2023 (300% increase)
- 4793 households housed since 2017
- 97,848 persons served over the last 7 years (tracked by enrollments)
- 2 outreach teams in 2011 to 22 street based engagement teams in 2023

## BUDGET GROWTH OVER 35 YEARS

Budget  
FY 22-23  
\$96 Million



Budget  
1988  
\$50,000

# Our Story

**\$96M**

Budget for  
FY 22-23

**450+**

Number of Staff

**50+**

Programs<sup>1</sup>

**5**

Program  
Offices

**14**

Interim housing  
sites

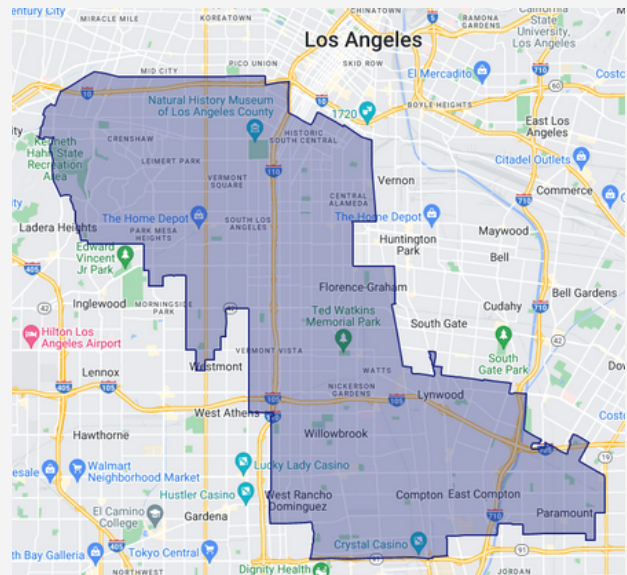
## Mission

HOPICS is dedicated to providing the highest quality innovative social service to South Los Angeles with an emphasis on behavioral health and housing stability.

## Vision

To provide the best quality of service to homeless and low-income households in South Los Angeles and surrounding areas and to employ the most qualified staff available and build our services and programs to meet the diverse needs of the community.

Map of Service Planning Area 6



# HOPICS History

The late great Mike Neely is the founder of the Homeless Outreach Program (H.O.P.) and conceptualized an agency that would help individuals and families navigate the complexities of the social service system. As a homeless veteran sleeping on Skid Row, he had firsthand experience of the population. The concept was ground-breaking at the time: employing individuals with lived experience to outreach and assist current homeless persons by supporting them in navigating through available services.

While living in a cardboard box, Mr. Neely laid down the framework for the H.O.P. The entire evolution began with a "March to the Sea" to Santa Monica to raise awareness of the conditions the homeless population faced. The goal was to gain the attention of organized communities within Los Angeles County by shedding light on the public policy issues that were creating additional barriers for the homeless population. This led to organized sit-ins on the steps of Santa Barbara City Hall to protest the policing of homelessness within the city's walls. His advocacy work laid the foundation for his larger purpose. Neely continued to advocate and was actively involved in community organizations. His dedication did not go unnoticed, and in 1987 he received a block grant of \$50,000 to begin a pilot program designed to address the needs of homelessness in Los Angeles. H.O.P. became a program of Special Service for Groups (SSG) and focused on three essential components that continue to guide its work to this day: comprehensive and strategic engagement of both participants and collaborative partners, providing information, education and linkages, and fostering meaningful connections by speaking the language of those in need. Homeless Outreach Program (H.O.P.) opened its doors at 853 East 6th Street on October 15, 1988.

As H.O.P. staff began going out into the community and speaking with the homeless they started to realize that many subpopulations of homeless individuals also needed specialized assistance. These subpopulations included but weren't limited to those that had mental health issues or substance use disorders and those recently released from prison. In addition, it became clear that many of the people on Skid Row were from and had deep connections to South Central Los Angeles. This realization birthed the Community Service Assessment Center at the agency's flagship 5757 S. Broadway Office designed to provide substance abuse assessments and referrals and the integration of mental health and reentry services, as well as the South Central LA Homeless Services Drop In Center. The year 1992 brought a need to centralize services and eliminate barriers, and as a result came the expansion of H.O.P. to become Homeless Outreach Program's Integrated Care System (HOPICS), a one stop shop where individuals and families are provided with a menu of services or referrals for services.

# HOPICS History

In recent years, HOPICS has intentionally grown to incorporate comprehensive primary healthcare integration through expansion of street medicine and a co-located Federally Qualified Health Clinic. Today, HOPICS continues its vital work at more than a dozen locations, assisting over 28,000 individuals and families annually in the areas of outreach, housing, behavioral health (mental health and substance use), and re-entry.

Despite the challenges encountered in providing quality care to clients, Mike's firsthand experience as a homeless individual allowed him to guide HOPICS in implementing effective treatment practices for the homeless, people experiencing with mental health and addiction conditions, and individuals returning home from incarceration. Mike's legacy has continued to be carried forward by Veronica Lewis who became the director of HOPICS in January 2011. Under her leadership HOPICS has experienced exponential growth during the last 12 years and expanded the agency's impact through Los Angeles County.

The size and diversity of SSG/HOPICS has also continued to grow where the almost 450+ member team is made up of people from all walks of life, lived and professional experiences, valuable life and academic education- all with one common trait of compassion. In recent years, HOPICS has adopted the motto, "We Are the Community We Serve," which both reflects an ode to our roots and DNA as well as the very important practice of ensuring employees at all levels of the organization mirror the people walking through the door for help every day.

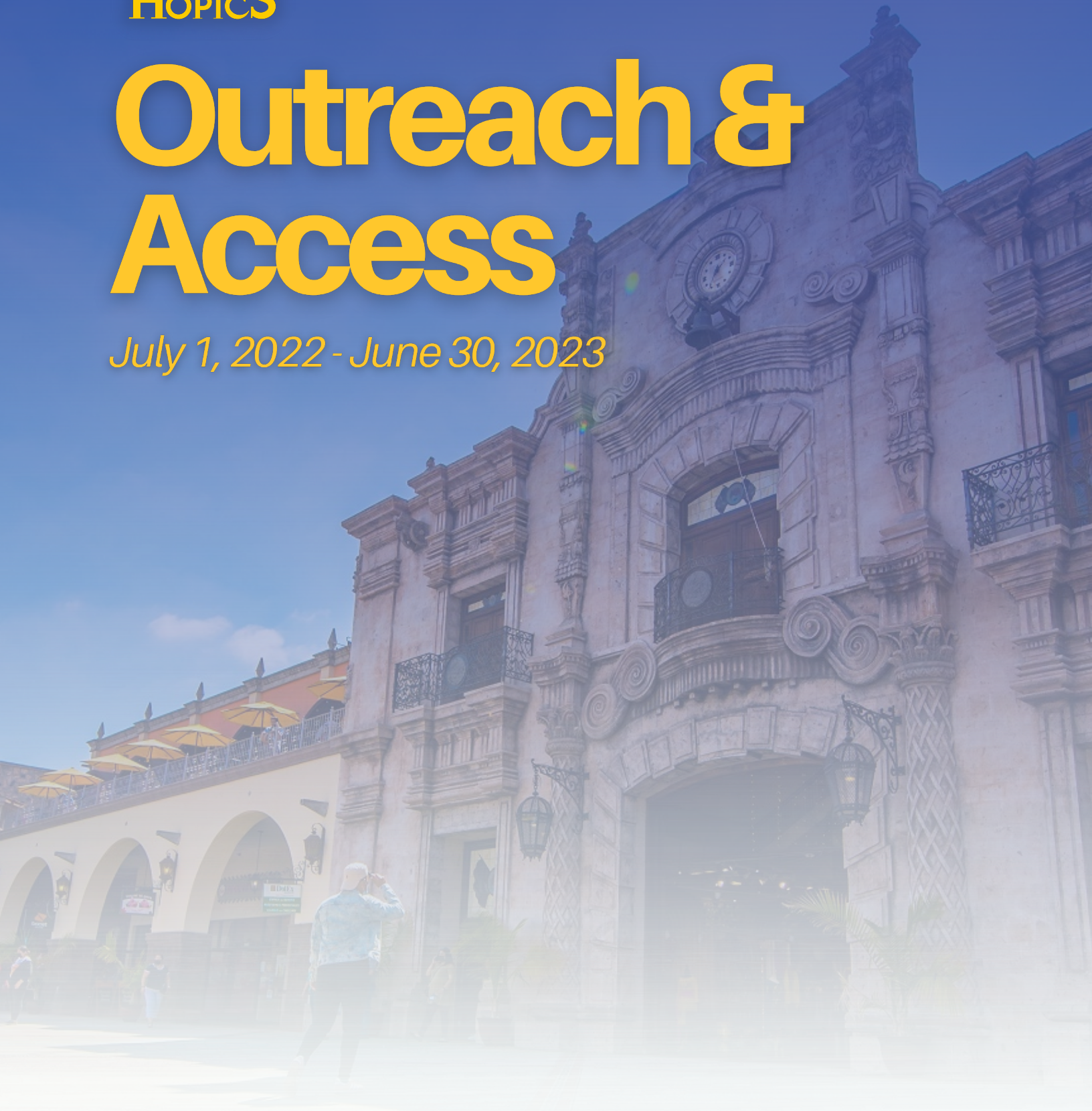
Since 2013 HOPICS has also helped establish, develop and build up the capacity and infrastructure of South LA and surrounding areas and Service Planning Area Six (6). The agency has provided important leadership, convening spaces, advocacy and developed collaborative networks to help demonstrate to funders and system leaders the expertise and ability of people and agencies in SPA 6. As a result, HOPICS has proudly helped SPA 6 receive increased investment from both public and private philanthropic dollars to further the region's development and get resources to small to medium sized trusted agencies.

HOPICS continues to reduce the bureaucratic experiences of the community by advocating for more equitable and culturally responsive policies and interventions, resource allocation, and services. SSG/HOPICS proudly stand as mentors to other community and faith based organizations to further expand the network of providers in South LA, Compton, Lynwood and Paramount. With its long-standing 35-year history in the community, HOPICS has been at the forefront of shaping the direction of services not only for housing insecurity but for low-income families throughout Los Angeles.



# Outreach & Access

*July 1, 2022 - June 30, 2023*



# Homeless Access & Triage Centers

## Subpopulations Served By Access Centers:

**Broadway Center** serves single adults and transitional aged youth

**Family Solutions Center** serves people who are pregnant or have a minor child

**CD 8 Navigation Center** serves those who are living on the street

HOPICS' access centers include the **Single Adult Access Center**, **CD 8 Navigation Center**, and **Family Solution Center**. These Access Centers provide essential services to clients experiencing or at risk of experiencing homelessness. They serve as a point of entry into the homeless service delivery system and can place clients directly into crisis and bridge housing. This fiscal year, HOPICS also broke ground on a new **Compton Access Center**, which will be opening soon!

# 10,208

Total Individuals Served in FY 22-23 <sup>1</sup>

# 5,378

Screenings Completed <sup>2</sup>

# 2,078

Households Placed into Emergency Shelter <sup>3</sup>



<sup>1</sup> Total persons served by Access & Triage Centers between July 1 2022 - June 30 2023

<sup>2</sup> Number of screenings (Family Solutions Center screenings, Access Center screenings, & other housing related screenings) completed by Access & Triage Centers between July 1 2022 - June 30 2023

<sup>3</sup> Number of households successfully Placed in Emergency Shelter or Crisis/Bridge Housing by Access & Triage Centers between July 1 2022 - June 30 2023

# Problem Solving & Diversion Services

These Access Centers utilize Problem-Solving (PS), an intervention from the Los Angeles Homeless Service Authority that aims to work in collaboration with clients to solve their homelessness. The goal of PS is to divert people from entering the Homeless Coordinated Entry System. PS uses a strengths-based approach to have creative conversations with clients wherein they are empowered to utilize the resources at their disposal to solve their housing crisis. PS offers unique services including facilitating host homes (giving individuals a stipend to house family members), funding plane tickets to reunite with families, and distributing funds for eviction prevention and flex-funds.

1,185

Total Individuals  
Served in FY 22-23 <sup>1</sup>

688

## Total Households Diverted from Entering the System<sup>2</sup>

98

### Households Provided with Move-In Support <sup>3</sup>

464

Families with minor children  
in custody diverted from  
entering the system<sup>4</sup>



1. Total persons served by Problem Solving between July 1 2022 - June 30 2023

2. Total households diverted from entering the homeless system of care (with and without financial assistance) served by Problem Solving between July 1 2022 - June 30 2023

2. Total households diverted from entering the homelessness system of care (with and without financial assistance) served by Problem Solving between July 1 2022 - June 30 2023

3. Total number of households provided with Move-In Financial Support served by Problem Solving between July 1 2022 - June 30 2023

4. Total Families with minor children in custody diverted from entering the system by Problem Solving between July 1 2022 - June 30 2023

# CD 8 Navigation Center

**2,079**

Total Meals & Snacks Distributed <sup>2</sup>

**365**

Transportation Trips Supported <sup>3</sup>

**11,887**

Restroom Services Utilized <sup>4</sup>

**9,156**

Shower Services Utilized <sup>5</sup>

**2,621**

Storage Services Utilized <sup>6</sup>

**1,849**

Total Individuals Served in FY 22-23 <sup>1</sup>

The Council District (CD) 8 Navigation Center provides services to improve the quality of life for those who are living on the street free of charge. The services provided by the center include case management, linkages and referrals, and access to laundry, showers, restrooms, transportation and storage. The CD 8 Navigation Center is funded and run in collaboration with Council District 8.



1. Total persons served by the CD 8 Navigation Center between July 1 2022 - June 30 2023  
 2. Total meals/snacks distributed by the CD 8 Navigation Center between July 1 2022 - June 30 2023  
 3. Total transportation services provided to clients by the CD 8 Navigation Center between July 1 2022 - June 30 2023  
 4. Total number of restroom services utilized by the CD 8 Navigation Center between July 1 2022 - June 30 2023  
 5. Total number of times a HOPICS facilitated shower was utilized by the CD 8 Navigation Center between July 1 2022 - June 30 2023  
 6. Total number of short term and long term storage services utilized by the CD 8 Navigation Center between July 1 2022 - June 30 2023

# Street-Based Engagement

HOPICS' multidisciplinary street based engagement programs include **the Council District 8 Program, Council District 9 Program, Martin Luther King Jr. Hospital Program, Public Spaces Program, and Multi-disciplinary Outreach Teams**. These teams systematically engage with and provide services to people experiencing homelessness. The goal is to treat clients with respect and dignity, while providing them with innovative and consistent street-based services that lead to regaining housing and health stability.

In collaboration with the City of Los Angeles HOPICS Street based engagement teams moved over 250 individuals off the street into Motels as part of Mayor Bass' Inside Safe initiative.



## 2,414

Total Individuals Served in FY 22-23<sup>1</sup>

**367**

Placed into Temporary Shelter<sup>2</sup>

**574**

Received Primary or Preventative Health Care Services<sup>3</sup>

**225**

Households brought in doors as part of Los Angeles' Inside Safe Initiative<sup>4</sup>

**2,611**

Number of Meals & Snacks Distributed<sup>5</sup>

**3,063**

Total Encounters during Outreach Activities<sup>6</sup>

1. Total individuals served by Street Based Engagement programs between July 1 2022 - June 30 2023

2. Number of households successfully placed in Emergency Shelter or Crisis/Bridge Housing by Street Based Engagement programs between July 1 2022 - June 30 2023

3. Sum of total number of individuals connected to primary care and total number of individuals that received preventative health care services by Street Based Engagement programs between July 1 2022 - June 30 2023

4. Households brought in doors as part of Los Angeles' Inside Safe Initiative by Street Based Engagement programs between July 1 2022 - June 30 2023

5. Number of meals & snacks distributed by Street Based Engagement programs between July 1 2022 - June 30 2023

6. Total number of encounters made during Outreach Activities between July 1 2022 - June 30 2023

# Harm Reduction

**11,023**

Total Individuals  
Served

**9,836**

Harm Reduction Kits  
Distributed

**7,026**

Narcan Units  
Distributed

**146**

Individuals Accessed  
HIV Rapid Screenings

**146**

Lives Saved from  
Narcan Reversals

**9,470**

Used Needles  
Safely Disposed

*All data refers to data collected within the  
Harm Reduction Program between July 1  
2022 - June 30 2023*

The **Harm Reduction Program** at HOPICS kicked off in July 2021, making it the first agency to be certified in needle exchange that is based out of Service Planning Area (SPA) 6 by the City of Los Angeles AIDS Coordinator's Office. HOPICS also became the first agency to be certified under the EOP-HUB by the Los Angeles County Department of Public Health's Division of Substance Abuse Prevention and Control Program (DPH-SAPC) to operate harm reduction syringe services and obtain Harm Reduction Syringe Services Program Certification. Since, the Harm Reduction program has worked with DPH-SAPC in developing a process to certify agencies to provide syringe exchange services in the community.



The program was conducted for three days every week and aimed to carry out harm reduction goals including distributing harm reduction and wound care kits, giving out Narcan units and Fentanyl test strips, safely removing needles, conducting HIV screenings, and connecting community members with additional HOPICS or health services. The harm reduction kits include sterile needles and, alcohol swabs, filters, tourniquet, and a cooker.

# Harm Reduction

In alignment with the National Harm Reduction Coalition, HOPICS uses a harm reduction model with the following principles\*

- 1 Accepts that drug use is part of our world and chooses to work to minimize its harmful effects rather than simply ignore or condemn
- 2 Understands drug use as a complex phenomenon that encompasses a continuum of behaviors from severe use to total abstinence, and acknowledges that some ways of using drugs are safer than others
- 3 Establishes quality of life and well-being — not necessarily cessation of all drug use — as the criteria for successful interventions and policies
- 4 Calls for the non-judgmental, non-coercive provision of services and resources to people who use drugs and the communities in which they live in order to assist them in reducing attendant harm
- 5 Ensures that people who use drugs and those with a history of drug use routinely have a voice in the creation of programs and policies
- 6 Affirms people who use drugs themselves as the primary agents of reducing the harms of their drug use and seeks to empower them to share information and support each other
- 7 Recognizes that poverty, class, racism, social isolation, past trauma, sex-based discrimination, and other social inequalities affect people's vulnerability to and capacity for dealing with drug-related harm
- 8 Does not attempt to minimize or ignore the real and tragic harm and danger that can be associated with illicit drug use



# Behavioral Health Services



# Trauma-Informed Behavioral Health Services

## 3,800

Total Individuals<sup>1</sup>  
Served in FY 22-23

## 187

Individuals with  
Reduced  
Symptoms<sup>2</sup>

## 580

Group Sessions  
Facilitated<sup>3</sup>

HOPICS' mental health programs include **the Adult Outpatient Program, Trauma Recovery Center, Expressive Arts Therapy, and Women's Treatment Program**. These programs provide therapeutic and psychiatric services for specific client groups including children, adults, victims of crime, and unaccompanied women.



1. Total persons served by Trauma-Informed Behavioral Services programs between July 1 2022 - June 30 2023

2. Total number of clients that reduced symptoms served by the Adult Outpatient Program, Trauma Recovery Center, Expressive Arts Therapy, and Women's Treatment Program between July 1 2022 - June 30 2023

3. Number of groups focused on behavioral health issues facilitated served by the Adult Outpatient Program, Trauma Recovery Center, Expressive Arts Therapy, and Women's Treatment Program between July 1 2022 - June 30 2023

# Trauma Recovery Center

In collaboration with the California Victim Compensation Board, HOPICS operates a Trauma Recovery Center (TRC) that offers free support to individuals who have come in contact with a crime. These services are open to anyone ages 5 and up that identify as a victim, witness, or family member of a victim of a crime. The TRC provides individual therapy services, group psychotherapy, psychiatric services, workshops, outreach, and trainings. The TRC can also aid individuals in the application process to get compensation from the California Victim Compensation Board that can cover various expenses related to experiencing a crime.

# 667

Total Individuals Served in FY 22-23<sup>1</sup>



## Trauma-Informed Care Model

In all behavioral services, HOPICS utilizes a trauma-informed care model into both the clinical services and organizational framework. This model emphasizes the full life experiences that may impact clients and aims to incorporate clients' past and present experiences into their treatment. There is evidence that this model has many benefits including improving health outcomes for clients, increasing staff wellness, and reducing avoidable care and excess costs. The TRC also provides trainings and workshops related to trauma-informed care.

# Substance Use Disorder Programs

## Substance Use Disorder (SUD) Programs

HOPICS' programs focused on SUD treatment include the **Client Engagement & Navigation Services (CENS)**, **Recovery Bridge Home**, and **Drug Medi-Cal Program**. The CENS program completes assessments for clients and aids them in finding and enrolling in SUD treatment. The Drug Medi-Cal program provides counseling and case management services to clients experiencing SUD.

**2,755**  
Total Individuals Served in FY 22-23<sup>1</sup>

**333**  
Case Management Referrals & Linkages<sup>2</sup>

**1,197**  
Total Screenings Completed<sup>3</sup>

**458**  
Individuals Successfully Enrolled in SUD Treatment<sup>4</sup>

## Recovery Bridge Home

HOPICS' Recovery Bridge Home is an interim housing site for clients enrolled in the Drug Medi-Cal program. Clients can be housed here for up to 180 days and have access to a variety of services including counseling and case managers that help link clients to permanent housing.

**45**  
Total Individuals Served in FY 22-23

**16**  
Total Bed Capacity

<sup>1</sup>. Total persons served by Substance Use Disorder programs between July 1 2022 - June 30 2023

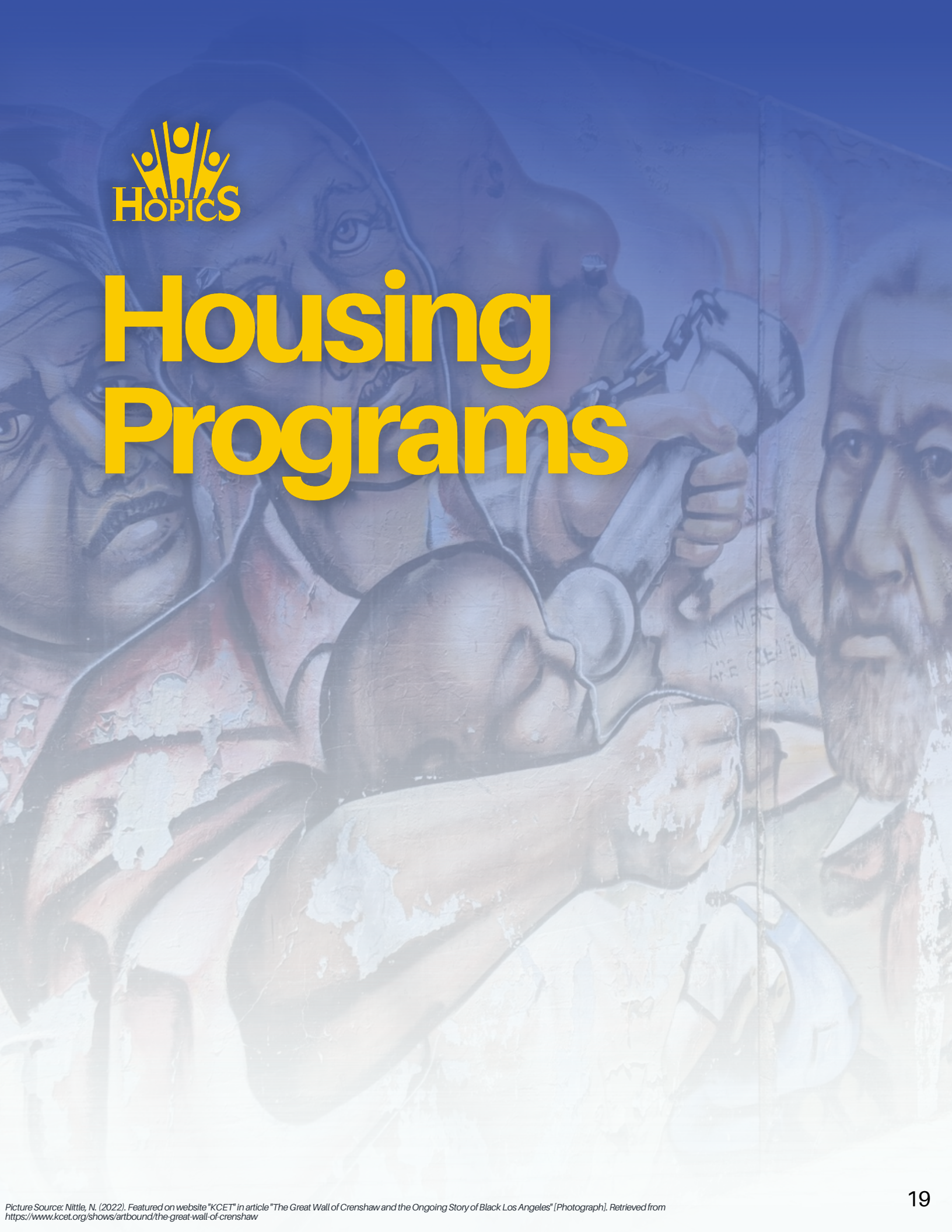
<sup>2</sup>. Total number of unduplicated individuals that received Care Coordination services served by the Client Engagement & Navigation Services (CENS), Recovery Bridge Home, and Drug Medi-Cal Program between July 1 2022 - June 30 2023

<sup>3</sup>. CENS screenings completed served by the Client Engagement & Navigation Services (CENS), Recovery Bridge Home, and Drug Medi-Cal Program between July 1 2022 - June 30 2023

<sup>4</sup>. SUD placements into treatment served by the Client Engagement & Navigation Services (CENS), Recovery Bridge Home, and Drug Medi-Cal Program between July 1 2022 - June 30 2023



# Housing Programs



# Housing First but Not Just Housing

The housing first model prioritizes permanent housing over other services with the belief that people need their basic needs to be met in order to pursue other goals. Under this model, clients experiencing homelessness should have access to housing before attending to other aspects of their life such as employment, behavioral health, addiction, etc. Clients are offered and can access wrap around services at any and all times throughout their journey to becoming more stable. Services like employment, behavioral health, and substance use treatment are all available to clients the moment they come in contact with Us. Housing first emphasizes the importance of clients' agency in housing selection and supportive service participation with the understanding that client participation in these decisions is essential for effective service delivery.



HOPICS subscribes to the evidence based practice "housing first" by providing community-based linkages to housing. HOPICS provides both interim and permanent housing as well and housing navigation and prevention services.

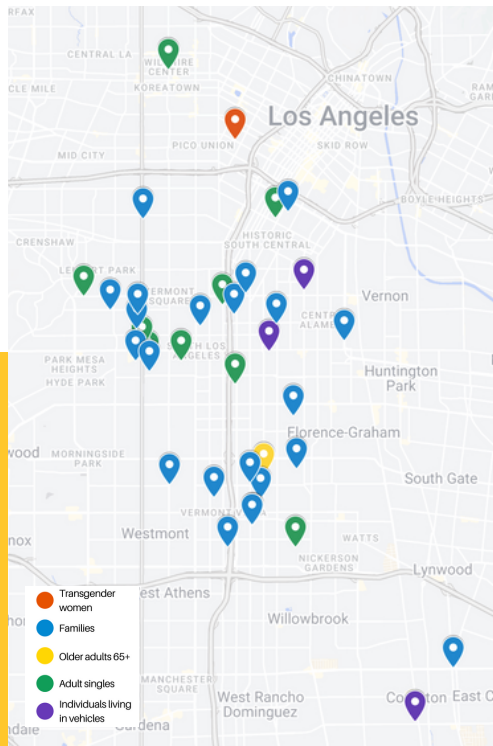
# 6,459

Total Households  
Provided with Housing  
Services in FY 22-23<sup>1</sup>

1. Total households served by housing programs (including interim housing programs, housing placement and stabilization programs, and diversion programs) between July 1 2022 - June 30 2023  
Source: National Alliance to End Homelessness, 2022, Housing First, <https://endhomelessness.org/resource/housing-first/>

# Interim Housing

## Interim Housing Locations & Subpopulations



Interim Housing Provides adults and families experiencing homelessness with a safe place to reside while assisting in obtaining and retaining permanent, affordable housing. Many of these sites provide 24-hour supportive care.

**3,371**  
Total Individuals  
Served in FY 22-23<sup>1</sup>

## Subpopulations Served By Interim Housing:

HOPICS oversees a number of Interim Housing sites, each that serves a specific subpopulation. These client groups include single adults, families, older adults over 65, and people living in RVs or vehicles. Casa De Zuma is the first Interim Housing site in Los Angeles County to serve specifically transgender women.

**49**

Transgender Women through Enhanced Bridge Housing

**727**

Older Adults (55+)

**1020**

Single Adults

**709**

Families with Children

**1039**

Children (17 or under)

**109**

Transitional Aged Youth (Ages 18-24)

**145**

individuals in Safe Parking Programs

# Housing Support

## Support for Older Adults

The population of people experiencing homelessness continues to age and experience complex primary and behavioral health conditions. In addition to the common circumstances that many older adults face, for those who are unstably housed their level of vulnerability is exacerbated. In response, HOPICS has worked on a number of initiatives to help prevent and end homelessness for hundreds of older adults in SPA 6. In 2019 and in partnership with the SSG SILVER Division, HOPICS developed and opened Silver Villa; a bridge housing program for people 55 and over. Nightly, we keep 16 older adults off of the street at Silver Villa, many of whom are over the age of 80, and provide a comprehensive array of support. In addition, every night we are helping to keep 150+ people aged 55 and older off of the street in the other HOPICS interim housing sites.

With the support of United Way, HOPICS has also led a SPA 6 wide effort to enhance supports and provide life saving equipment and resources to unhoused or recently housed older adults as well as providing hands on support and advocacy to ensure reasonable accommodations are made in units when needed. HOPICS also operates the state funded HomeSafe program which specifically provides eviction prevention and rapid re-housing services to individuals who are connected to the LA County Adult Protective Services system.

## Support for LGBTQIA+ Adults and Youth

Seven years ago we began to increasingly hear about transgender women's negative experiences and safety concerns at shelters. At that time, there was no publicly funded shelter designated for that population until HOPICS developed and created one. In 2019 and in partnership with APAIT-SSG, HOPICS proudly fought for and opened Casa De Zulma; a bridge housing site that temporarily houses 20 transgender women and people who are nonbinary. The program also provides comprehensive trauma-informed and culturally responsive system navigation, housing, mental and emotional health support to participants. Casa de Zulma is named after former APAIT staff member and consumer Zulma Velasquez in honor of her enduring commitment to the community.

Additionally, in response to discussions about one of the reasons for displacement for children and transitional aged youth (TAY) who are a part of the LGBTQIA+ Community, HOPICS developed and launched the Bridge program a couple of years ago. The objectives of the Bridge program are to 1) bridge the gap between the faith community, parents and LGBTQIA+ youth to help prevent TAY homelessness; 2) help reunify families when appropriate, safe and possible; and 3) in partnership with Fuller Theological Seminary, develop a framework and toolkit to help other communities have these conversations to reduce TAY housing instability and cultivate healing in families.

# Permanent Housing Placement & Stabilization

HOPICS specializes in housing placement and stabilization to holistically approach the client through: homelessness and eviction prevention, move-in assistance, and short to medium term rental assistance.

# 1,115

Total Households Provided with Housing Placement & Stabilization in FY 22-23<sup>1</sup>



## Time Limited Subsidy Programs

HOPICS' Time Limited Subsidy Programs, formally known as Rapid Rehousing Programs, include the **Time Limited Subsidy Program, Bringing Families Home, Housing Navigation and Homesafe Adult Protective Services**. These programs aim to assist clients experiencing homelessness with short-term to medium-term rental assistance and supportive services.

## Prevention Programs

The programs that help divert clients homelessness include the **Eviction Prevention Program for Families and Eviction Prevention Program for Singles**. These programs assist clients who are at risk of homelessness to maintain existing housing and/or secure new permanent housing without entering the homeless system of care.

# 367

Households Prevented from Eviction in FY 22-23<sup>3</sup>



# Permanent Supportive Housing

HOPICS' permanent supportive housing (PSH) programs include the **Intensive Case Management Services, Encampment to Home, D7 Flex, and Housing Disabilities Assistance Program**. These programs aim to provide long-term, affordable housing coupled with intensive case management services that link clients with health and social services needed to sustain independent living.

## 801

Total Individuals  
Provided with  
PSH Services in  
FY 22-23 <sup>1</sup>

## 94%

Retention Rate of  
PSH Clients <sup>2</sup>



<sup>1</sup>. Total persons served by Permanent Supportive Housing Programs between July 1 2022 - June 30 2023

<sup>2</sup>. This percentage is derived from the number of total persons minus the number of exited clients divided by the number of total persons all served by Permanent Supportive Housing Programs between July 1 2022 - June 30 2023

# On-Site Supportive Housing Services

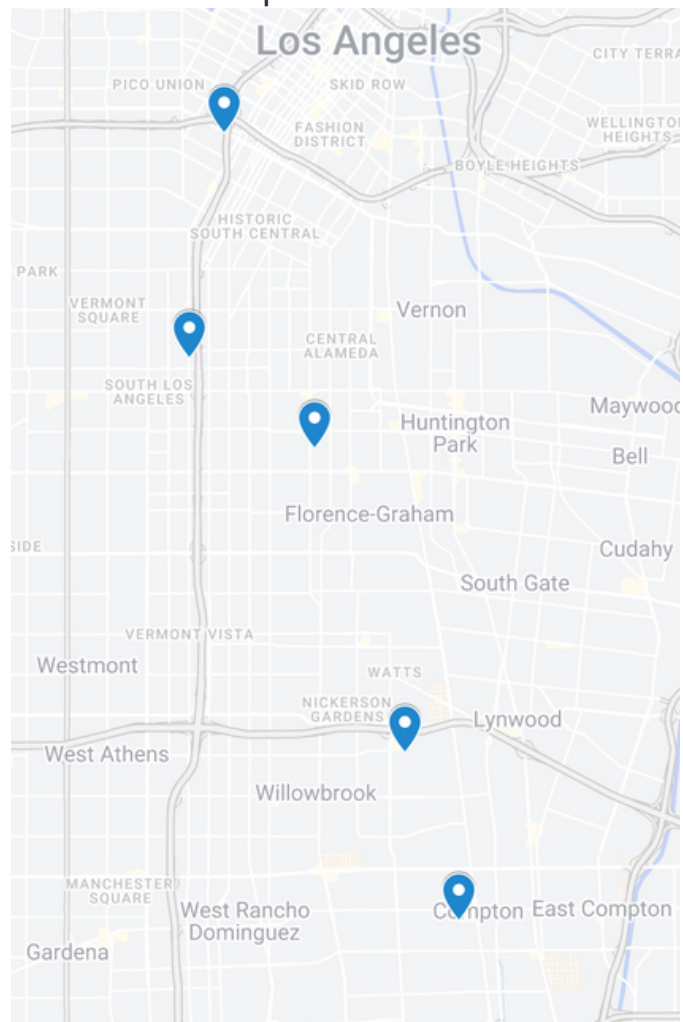
HOPICS has been discussing opportunities to provide on-site supportive housing services to Permanent Supportive Housing (PSH) sites for some time. Beginning in early 2021, HOPICS began meeting with several developers to open low income housing with on-site supportive services attached.

# 155

## Permanent Supportive Housing Units Serviced by HOPICS

HOPICS works with housing developers and partners at the Department of Health Services to support the process of matching and leasing units. When open, HOPICS provides intensive case management services to help residents live independently. Most of the clients served include those who have been in temporary housing for a long period of time and those who have a disability. Some PSH sites are focused on serving older adults or undocumented individuals.

Map of PSH Sites



# Moving People From Street to Home

In 2019, HOPICS helped develop and implement the City of Los Angeles' A Bridge Home program in Council District 8 to provide low barrier shelter for 100 men and women who had lived on the streets for years in South LA. Beginning in 2020, at the height of the pandemic, HOPICS was involved in an array of efforts to help reduce the negative effects of COVID-19 to people who were unsheltered, including the operation of four Project Roomkey and Homekey sites that temporarily moved people off of the street and into motels. At the same time, due to CARES Act funding, HOPICS received a sizable increase in slots for rapid re-housing and began to think about how to very thoughtfully use the funds and acquire units more rapidly. HOPICS' Street to Home initiative was born and from September 2020 to December 2021, 325 people were successfully moved directly from street encampments to permanent housing. This effort also led to the development of HOPICS' master leasing/property management portfolio as a new unit acquisition strategy that removed some of the usual barriers our participants face as applicants for housing.

In addition, HOPICS continues to help lead and participate in expanding encampment related efforts to move people from living outdoors directly into temporary or permanent housing with comprehensive support attached. HOPICS has proudly moved 300+ through the City of LA Inside Safe Program and is scheduled to participate in several LA County Pathway Home Efforts in the City of Compton and unincorporated areas in and surrounding South Los Angeles. HOPICS also is excitedly in the process of launching, in partnership with LAHSA, the state funded Encampment Resolution Fund to help house 200 people currently living along the 110 Freeway Corridor between 39th and 88th Street.



## Support for Dads and their Children

More than 10 years ago HOPICS launched the one of a kind SPA 6 Family Crisis Housing Network made up of several subcontractors all over the region who served a variety of family types and compositions. The FCHN was created to ensure HOPICS could expand from only serving single women with children to all family types with couples, teenage boys, intergenerational families and more. Approximately five years ago at HOPICS triage centers the team began to notice an increase in single fathers with children for a variety of reasons. In response, HOPICS developed and opened a crisis housing site in South LA specifically for single fathers with children.

# Housing Development

HOPICS is acquiring and re-developing properties to create more interim, permanent, and permanent supportive housing units. HOPICS applies for these projects through the County and City of Los Angeles. Once accepted, HOPICS works with construction companies and project managers to go through the process of planning the development, obtaining necessary approvals, and carrying out the construction. Finally, HOPICS manages leasing out the properties and ongoing supportive services or property management.

## Housing Development Projects

### **Lemon House**

*Formerly known as Tropicana, acquired in October 2022*

*HOPICS is in the process of making property renovations and improvements bringing the unit count from 36 to 40 units to be used for crisis family housing. Construction renovations are underway with expected completion by November 2023. HOPICS is in the design phase of renovating and establishing a community access center to serve the needs of the often historically underserved community in the building next door.*

### **Restoration Apartments**

*Formerly known as EC Motel, acquired in 2020*

*It was converted for interim housing use with 30 units to serve singles experiencing homelessness. HOPICS is in the process of further renovations and improvements to use the property as permanent housing, converting units into apartments with small kitchenettes and more communal property amenities as well. Expecting to begin renovation construction for this conversion in May 2023 and to be fully completed in February 2024.*

### **Compton East**

*Formerly known as Travel Plaza, in the process of being acquired*

*There will be extensive renovations to the 40 units of interim housing and communal spaces which shall begin in the coming months with expected completion by May 2024.*

# On-Site Supportive Housing Services

*Feb 2023*

Dolores Huerta Apartments will open 39 units with HOPICS as the service provider, in collaboration with RMG Housing, LLC

*Nov 2022*

Willowbrook opens 7 units with HOPICS as the service provider, in collaboration with Restore Neighborhoods LA

*Aug 2022*

Washington View opens 91 units for older adults with HOPICS as the service provider, in collaboration with Western Pacific Holdings (WPH) Holdings

*Aug 2021*

PSH services for 18 units at Compton Cottages & 67th Street are transferred to HOPICS, in collaboration with WIGRO

*Feb 2021*

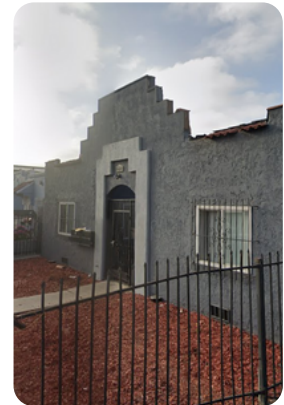
HOPICS starts working with developers to provide services to PSH sites



Washington View Site



Compton Cottages



67th Street Site



Willowbrook Site



Dolores Huerta Apartments



# Re-Entry Programs



# Re-Entry Programs



Programs that offer services to clients who were previously incarcerated are **Developing Opportunities and Offering Reentry Solutions and Reentry Intensive Case Management Services.**

These programs provide housing linkages, advocacy within the criminal justice system, and case management services to individuals who have had prior involvement with law enforcement.

HOPICS Partners with several probation offices and the Compton Courthouse to provide on site linkages to Substance use treatment as a way to divert individuals from incarceration.

## Re-Entry Programs Work Closely with:

- Los Angeles County Probation Offices
- The California Department of Corrections and Rehabilitation
- State Parole
- Los Angeles County Jail
- Twin Towers
- Lynwood Jail
- Crenshaw Probation

# 1,111

Total Individuals Served by Re-entry Programs in FY 22-23 <sup>1</sup>

# 794

Screenings Completed <sup>2</sup>

# 572

Individuals Received Intensive Case Management Services <sup>3</sup>

<sup>1</sup>. Total persons served by re-entry programs between July 1 2022 - June 30 2023

<sup>2</sup>. Number of screenings completed (FSC screening, Access Center screenings, & other housing related screenings) by re-entry programs between July 1 2022 - June 30 2023

<sup>3</sup>. Clients received Intensive Case Management services as part of re-entry programs between July 1 2022 - June 30 2023



# Supportive Services

# Supportive Services

HOPICS uses a "whatever it takes" approach to ensure clients are provided with all of their basic needs. These supportive services are provided by a range of HOPICS' programs. Some of these services include supporting clients in applying for benefits, participating in employment services and ensuring that their basic needs are met.

These supportive services are vital to a client's ability to attain and retain long-term housing. While HOPICS operates on a housing-first model, it is important to recognize that wrap-around services are critical to the mental and physical wellbeing of clients. These services are integrated into the Access Centers as well as many other programs and aim to bolster the success of program outcomes.

## 5,575

Total Meals & Snacks Distributed in FY 22-23 <sup>1</sup>

## 147

Placed into Jobs <sup>2</sup>

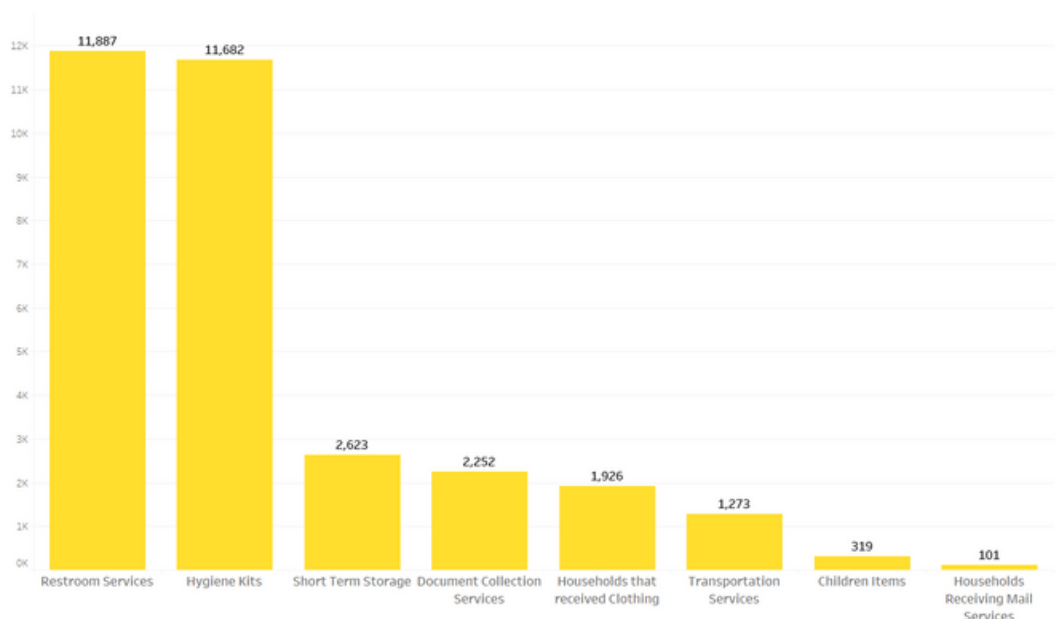
## 176

Participated in Job Readiness Training <sup>3</sup>

## 6

Job Fairs Hosted for HOPICS Clients <sup>4</sup>

Basic Needs Met (FY 22-23)



1. Total meals/snacks distributed between July 1 2022 - June 30 2023

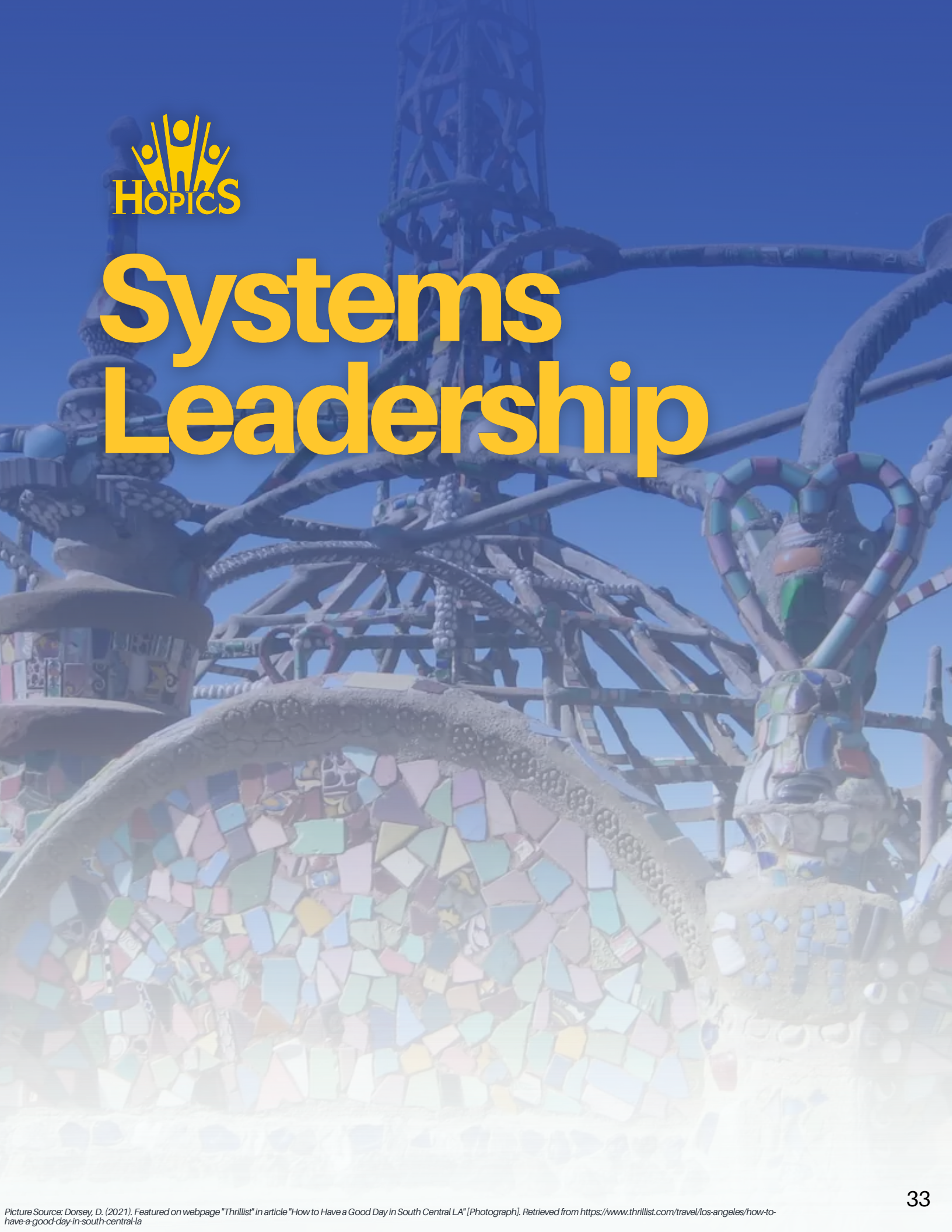
2. Total job placements between July 1 2022 - June 30 2023

3. Sum of unduplicated number of Family and Singles Rapid Rehousing clients that participated in Job Readiness Training, unduplicated number of all Re-Entry clients that participated in Job Readiness Training, and unduplicated number of all other HOPICS clients (not RRH or Re-entry) that participated in Job Readiness Training between July 1 2022 - June 30 2023

4. Total number of job fairs hosted during this period between July 1 2022 - June 30 2023



# Systems Leadership

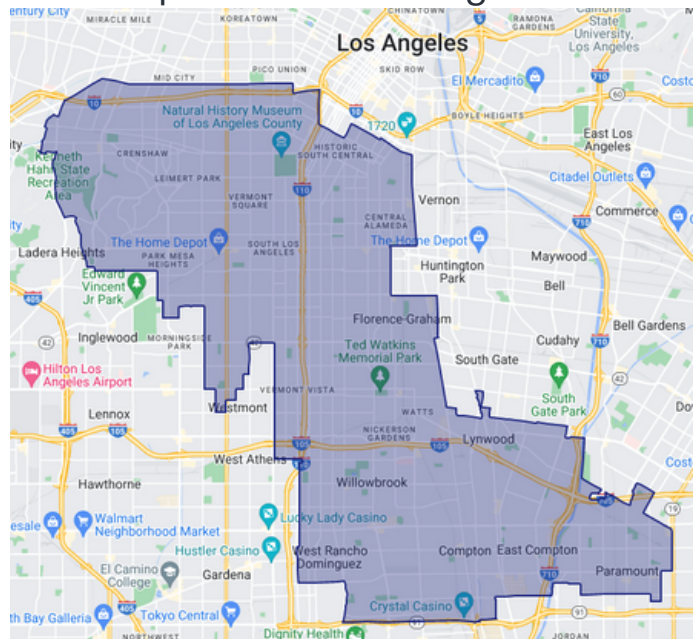




# Systems Leadership

HOPICS is the lead agency in Service Planning Area (SPA) 6 for Single Adult and Families. This role requires that HOPICS provides leadership to ensure the Coordinated Entry System operates with an efficient, clear and consistent process. In this role, HOPICS stands in as the SPA 6 representative in relevant regional and countywide meetings related to homelessness. HOPICS coordinates agencies within SPA 6, facilitates regional leadership meetings, disseminates communication and resources within SPA 6, and supports the expansion of system partners. HOPICS is also tasked with evaluating system progress and performance, Identifying gaps, and increasing linkages to key support service resources within SPA 6.

Map of Service Planning Area 6



# Regional Coordination

Regional coordination encompasses the various coordination activities that are critical to the growth and success of the Coordination Entry System. It helps to develop, streamline, and evaluate the homeless system of care in SPA 6. This team has a focus on coordinating and promoting access to the most appropriate housing interventions and resources for individuals and families experiencing homelessness. HOPICS is responsible for leading, educating, training, and advocating for the following regional coordination roles:

## Single Adults

Services adults without minor children ages 24-54

## Older Adults

A new piloted role to serve adults ages 55+

## Domestic Violence

Survivors and those fleeing domestic violence & human trafficking; perpetrators seeking support

## Families

Expecting parents and those with minor children

## Data

SPA-wide data efforts for all populations

## Outreach

Field-based support for street-based teams and linkages to regional efforts

## Matcher

Matches those in need of housing with available housing resources

## 778

Total Individuals Supported by Regional Coordination

## 248

Individuals Matched to Permanent Housing

## 1,682

Meetings Attended

## 1,248

Number of Times the Regional Coordination Team Supported Other Agencies <sup>1</sup>

## 1,542

Linkages & Referrals Made for Clients <sup>2</sup>

## 324

Meetings Facilitated

## 336

Trainings Facilitated

# Leadership

## Committee Participation:

### **Faith Collaborative to End Homelessness**

*Facilitated by the LA County Homeless Initiative, works to bridge the gap between CES and faith communities*

### **Community Advisory Board**

*Facilitated by CA Policy Lab, works to guide policy research*

### **Homeless Count Advisory Board**

*Facilitated by Los Angeles Homeless Services Authority, works to guide Homeless Count development*

### **41.18 Ad Hoc Policy Group**

*Facilitated by United Way, standing meeting with policy leads*

### **Service Planning Area 6 Homeless Coalition**

### **National Association of Social Workers Legislative Committee**

*Works to review national legislation to determine if NASW should support it*

### **Service Planning Area 6 Landlord Engagement Committee**

*Works to network on how to increase landlord participation in permanent housing of Service Planning Area 6 clients*

### **Protocol for Assessing Community Excellence in Environmental Health**

*Developed by the Centers for Diseases Control and Prevention (CDC) and the National Association of County and City Health Officials (NACCHO)*

## Policy Leadership:

### **AB210**

*Permits Multidisciplinary Teams to share and exchange information that would normally be prohibited by law. It is vital to facilitate the identification, assessment, and linkage of those experiencing homelessness to housing and services within the county.*

### **Measure H**

*tax by county of LA, fund homeless services*

*Veronica sat on the committee to write out strategies to address homelessness*

### **Measure J**

*10% of LA city budget, took it from policing to restorative things - Veronica on the board for this*

# Pilot Programs



## **Inside Safe**

*In collaboration with the City of Los Angeles HOPICS supported over 250 individuals transitioning out of makeshift shelters and encampments into hotels with the long term goal of permanent housing. Over 50 clients have moved in Permanent housing at the time of this report.*



## **Older Adult Regional Coordination**

*Leading, educating, training, and advocating for adults ages 55+ within Service Planning Area 6*



## **Transitional Aged Youth Bridge Program**

*Funded by Fuller Seminary and in collaboration with local faith leaders, this program focuses on the reunification of LGBTQIA+ homeless or at risk of homelessness transitional youth (ages 18-24) of color in South L.A. with their families to solve their housing needs*



## **Harm Reduction**

*The first agency to be certified by the L.A. County Department of Public Health's Division of Substance Abuse Prevention and Control Program (DPH-SAPC) to operate harm reduction syringe services and obtain Harm Reduction Syringe Services Program Certification*



## **Project Homekey**

*State led effort to develop properties into housing for populations in need. HOPICS was the first agency to adopt this initiative and transition previous Project Roomkey projects to Project Homekey projects.*



## **Casa De Zuma**

*First ever publicly funded Enhanced Bridge Housing project for transgender women in Los Angeles County*

# HOPICS in the Community

## Homeless Count

*HOPICS spearheaded all deployment in Service Planning Area 6 for both the Point in Time Count and the Youth Count*

## Homeless Connect Day

*Annual event organized by HOPICS for service providers in Service Planning Area 6 to connect with individuals and families experiencing homelessness. In 2023 HOPICS facilitated over 1000 community Members being connected to over 100 SPA 6 Service Providers*

## Walk United

*A family-friendly walk/run to end poverty for our unhoused neighbors, students, and working families*

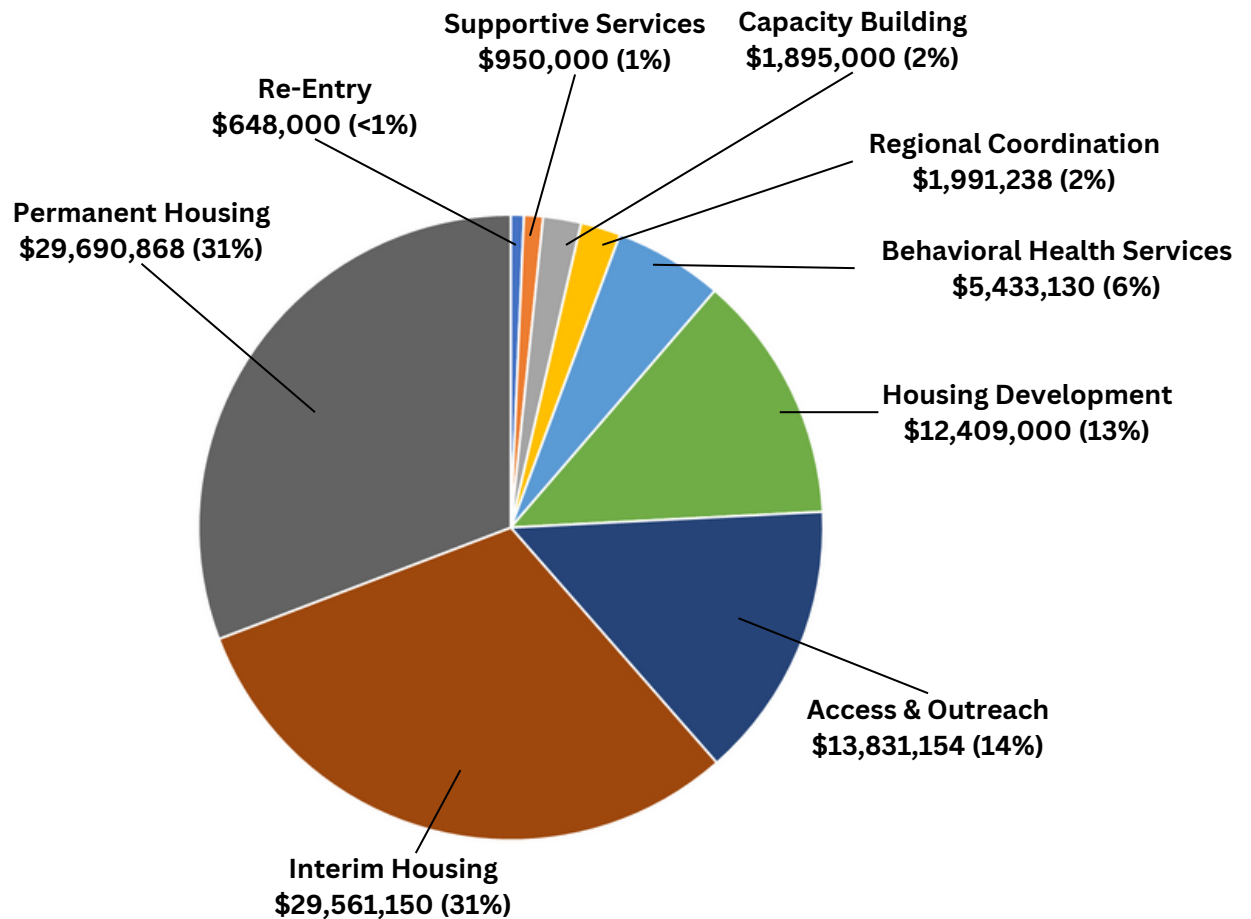
## Los Angeles Mobile Homeless Connect

*HOPICS brings the services directly to those who most need it by Setting up areas for service delivery and benefits enrollment close to identified encampments. 5 Encampments in the city of Los Angeles and over 200 clients connected to services.*



# Annual Budget

**Total Annual Budget:**  
**\$96,409,540**



**Revenue for Contracts Awarded**

## **HOPICS Executive and Senior Leadership Team**

**Veronica Lewis, MPA**

Director

**Jonathan Chi, MSW**

Deputy Director of Permanent Housing

**Kelvin Driscoll, PhD**

Deputy Director of Emergency & Health Services

**Katie Hill, MPA**

Deputy Director of Personnel and Operations

**Berlin Contreras, ASW**

Associate Director of Street Based Engagement

**Demyra Cooper, AMFCT**

Associate Director of Housing Stabilization

**Tia Dickson, MS**

Associate Director of Intensive Case  
Management Services (ICMS)

**Jovon English, MBA**

Associate Director of Operations

**John Helyar, MFA MA LMFT**

Associate Director of Behavioral & Integrated  
Health Services

**Ben Kay, MAT**

Associate Director of Access and Triage

**Cristina Nieto**

Associate Director of Data/Quality Assurance &  
Compliance

**Chrismen Oliver**

Associate Director of Interim Housing

**Araceli Pe'a**

Associate Director of Property Management  
& Development

## **SSG Board of Directors**

**John M. Eckman, MBA**

President

**Donna Wong, Esq.**

1st Vice President

**Donna Mills, MBA, MSW**

2nd Vice President

**Glen H. Pacheco**

Treasurer

**Herbert K. Hatanaka, DSW**

Secretary

### **MEMBERS:**

**Donald A. Kincey, MBA**

**Fernando Del Rio**

**Henry C. Wong, Esq.**

**Sanjay Chhugani, MBA**

## **SSG Executive Management Team**

**Herbert K. Hatanaka, DSW**

Executive Director

**Elizabeth De Los Santos, MBA**

Director of Finance

**Hayley Levy, MA, LMFT**

Director of Administration

**Antonia (Tonie) Diaz, PHR**

Director of Human Resources

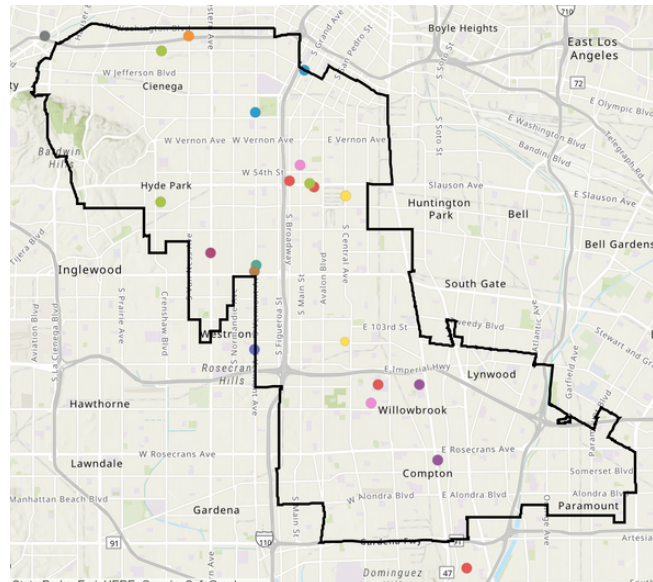
**Naomi Kageyama, MS**

Director of Risk Mgmt. & Special Projects

# Subcontractors

As the lead agency in SPA 6, HOPICS is tasked with providing leadership in the development of robust collaborations across public and private agencies within SPA 6. HOPICS works to ensure that partners actively participate in the collaborative and make services available to eligible homeless participants. HOPICS' subcontractors support crisis housing, time-limited subsidies, housing navigation, triage, and outreach efforts to connect people experiencing homelessness with the Coordinated Entry System. HOPICS also builds capacity of services for homeless participants and aims to expand the participation of privately funded and faith-based service providers and community stakeholders.

## Subcontractor Locations & SPA 6



## Subcontracted Partner Agencies

- Abundant Blessings
- Champions of Caring Connections
- Connections for Women
- Fair Opportunity for Change
- Fathers and Mothers Who Care
- Home at Last
- LA Global Care
- Motorcycle Riders for Homeless Parolees
- New Reflections
- Sanctuary of Hope
- Southern California Health and Rehabilitation Program
- SHIELDS for Families
- Sustainable Futures Project
- Testimonial Community Love Center
- Watts Labor Community Action Committee



# Our Funders

## July 2022 - June 2023

**Our funders provide more than just opportunity; they instill hope.**

These funders have provided us with the resources and support to fulfill our mission in providing the highest quality service to clients who are experiencing or at-risk of experiencing homelessness in South Los Angeles. HOPICS is sincerely appreciative of their investment in our work and organization.



California Victim  
Compensation Board



California Governor's Office of  
Emergency Services



California Community  
Foundation



Substance Abuse and Mental Health  
Services Administration  
Substance Abuse and Mental  
Health Services Administration



City of Los Angeles  
Council District 8



Health Services  
LOS ANGELES COUNTY  
Los Angeles County  
Department of Health Services



Los Angeles Homeless  
Service Authority

CONRAD N.



FOUNDATION  
Conrad N. Hilton  
Foundation



City of Los Angeles



THE  
NEW 9<sup>th</sup>  
COUNCILMEMBER  
CURREN D. PRICE, JR.  
City of Los Angeles  
Council District 9



City of Lynwood



Housing Authority of  
Los Angeles



SIERRA HEALTH  
FOUNDATION  
Sierra Health  
Foundation



Wells Fargo



County of Los Angeles  
Department of Public Health



Cedars Sinai



United Way of  
Greater Los Angeles



The Jewish Community  
Foundation of Los Angeles



LOS ANGELES COUNTY  
DEPARTMENT OF  
MENTAL HEALTH  
hope. recovery. wellbeing.  
Los Angeles County  
Department of Mental Health

Bezos Day One Fund

Bezos Day One Fund

**Thank you for  
your ongoing  
support that  
enables us to  
serve our clients.**

**We Are The Community We Serve.**



**Homeless Outreach Program  
Integrated Care System**  
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[info@hopics.org](mailto:info@hopics.org)