

**CITY OF LAGUNA NIGUEL**  
**REPORT ON HOMELESSNESS**  
**JANUARY 1, 2021 – DECEMBER 31, 2021**

**The City of Laguna Niguel is committed to doing its fair share to provide assistance and resources to individuals experiencing homelessness in the City of Laguna Niguel, as well as to those that may be on the verge of homelessness.**



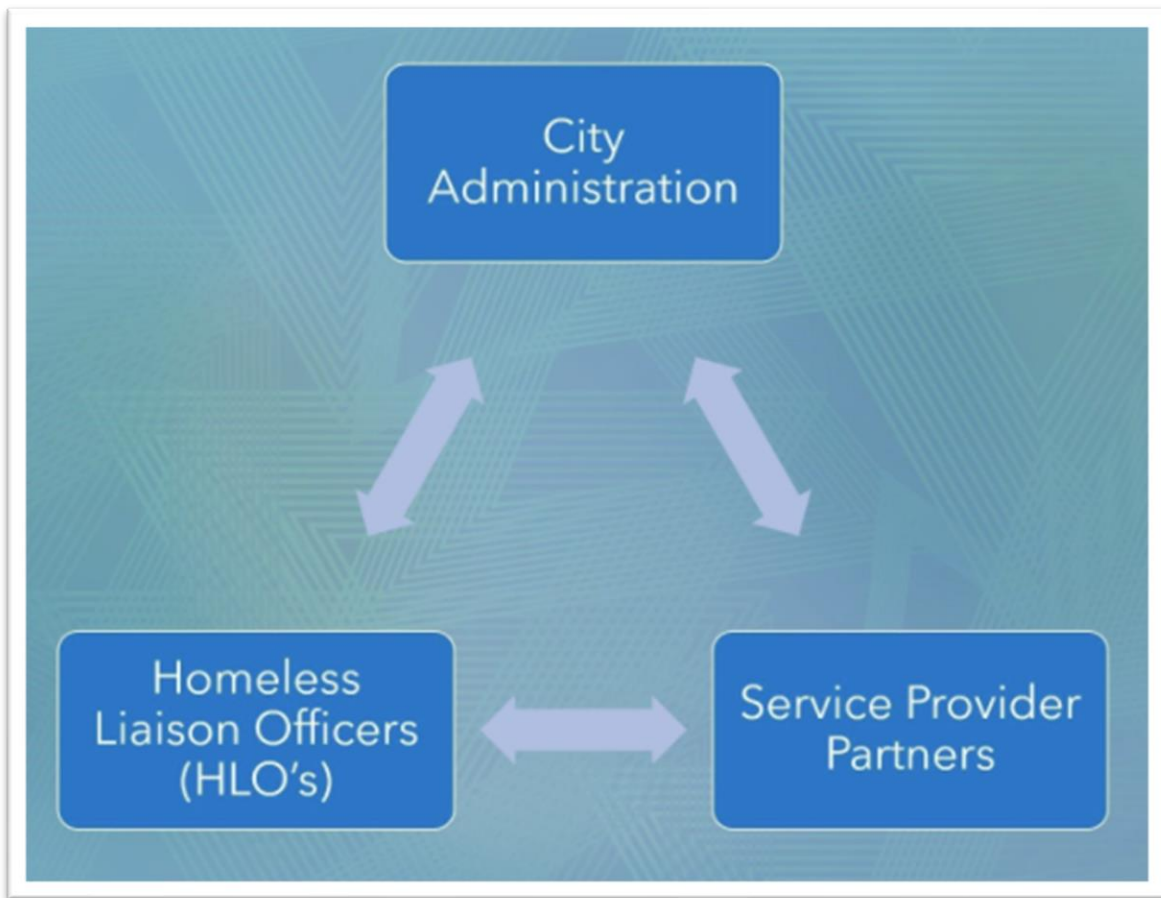
**In 2018**, The City formed a Homeless Taskforce that focused on the need to identify local service provider resources and groups that could assist the Laguna Niguel homeless population. The taskforce also identified members of the local faith-based community that could provide assistance to those in need. The existing partnership with the Orange County Sheriff's Department was also further identified as a key component to addressing any safety and/or health related issues occurring within the community, specific to homelessness.

**In 2019**, the County of Orange conducted what is known as a "Point-in-Time Count." Every two years, the County of Orange conducts a "Point-in-Time Count" to identify the total of sheltered and unsheltered homeless individuals in all of Orange County's 34 cities and in County unincorporated areas. All 34 Orange County cities are separated into three Service Planning Areas (SPA's), North/Central/South, with Laguna Niguel falling into the South SPA. During the 2019 Point-in-Time Count, Laguna Niguel recorded a total of 7 unsheltered and 3 sheltered homeless individuals (10 total).

**In late 2019**, the City's commitment to provide assistance and resources to individuals experiencing homelessness further increased through the formation of a new partnership with local homeless service provider, Mercy House. This partnership included the incorporation of homeless outreach and diversion services that aimed to assist homeless individuals with securing temporary and/or permanent housing through the completion of a housing plan tailored towards each individual's needs. The City was fortunate enough to utilize the award of County of Orange H.E.A.P. grant funding to subsidize the expense related to these critical services.

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**Throughout 2020 and 2021**, due to the COVID-19 pandemic, the need for critical resources and outreach services increased. To support this need, the City Council approved the award of additional federal grant funding (CDBG-CV) to Mercy House as well as to other local service providers including Family Assistance Ministries (F.A.M.) and South County Outreach. This funding has provided Laguna Niguel with increased resources for homeless outreach and diversion services, residential rental assistance, utility assistance, emergency transportation and nutrition/food needs.

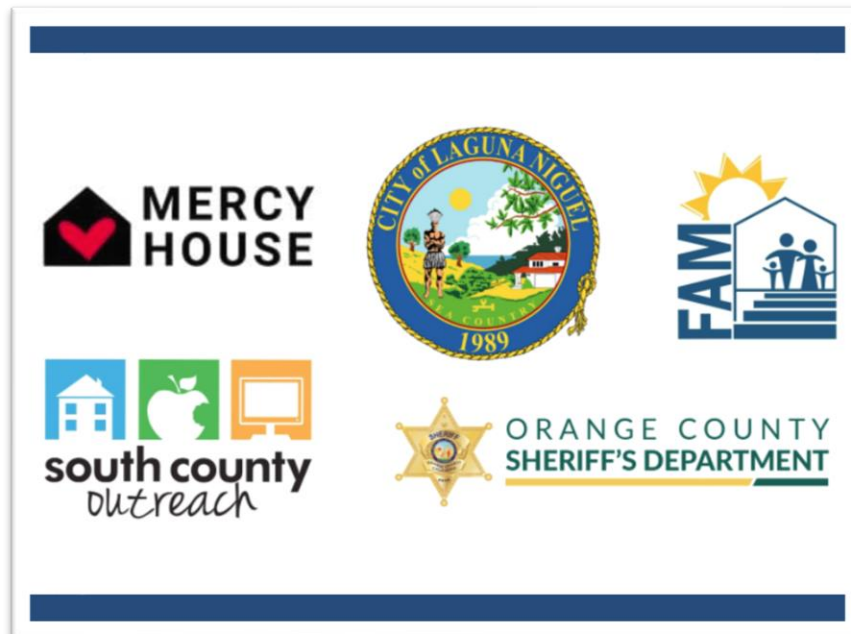


**The City's efforts to end homelessness** focus on a 3-pronged, collaborative partnership that includes City Administration, Local Service Providers and Behavioral Health Liaisons (BHL's), formerly known as Homeless Liaison Officers. This collaborative approach towards providing resources and outreach & diversion services to individuals experiencing homeless is one that is safe, supported, and dignified. The ultimate goal of this partnership is to secure temporary and/or permanent housing for individuals that are in need while maintaining the safety of the community.

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**The City's efforts to assist those that are on the verge of homelessness** focus on a collaborative partnership that includes City Administration and Local Service Providers. The ultimate goal of this partnership is to provide assistance and resources so that those that are on the verge of homelessness can continue to remain consistently housed. Local service providers work with youth, families, and single adults to identify and meet their needs related to housing, mental health, nutrition, government programs, subsidy assistance, substance abuse, relocation transportation, etc. Key local service providers include:

- Mercy House
  - Providing comprehensive homeless outreach and diversion resources and services to individuals located in the City of Laguna Niguel
  - Collaborate with Homeless Liaison Officers (HLO's)
- Family Assistance Ministries (F.A.M.)
  - Providing rental assistance, utility assistance, food subsidy programs and job skills training to Laguna Niguel residents
  - Collaborate with Mercy House
- South County Outreach
  - Providing rental assistance, utility assistance, food subsidy programs and outreach services to Laguna Niguel residents
  - Collaborate with Mercy House



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**In calendar year 2021, the City of Laguna Niguel made great progress in the areas of ending homelessness and preventing homelessness.**

**2021 Program Highlights by the Numbers:**

- 12 individuals exited the streets to permanent and/or temporary housing, emergency shelter or institutional care.
- 2,020 total Laguna Niguel clients were served.
- 7,569 food encounters by Laguna Niguel residents.
- 304 Laguna Niguel seniors were served.

**2021 Program Funding by the Numbers:**

- 100% of all funding allocated to the City's key local service providers in support of assisting individuals experiencing homelessness, and those on the verge of homelessness, was provided through County and Federal grant programs.

**The City of Laguna Niguel remains committed to continuing its strategic partnerships with local service providers to collaborate in preventing and ending homelessness and hunger for Laguna Niguel residents.**

The following infographic reports display the total impact and results from the City's three major local service providers, Mercy House, Family Assistance Ministries (F.A.M.) and South County Outreach.

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MERCY HOUSE

CITY OF LAGUNA NIGUEL STREET OUTREACH YEAR END REPORT - 2021

**MERCYHOUSE**

January 1, 2021-December 31, 2021

**CITY OF LAGUNA NIGUEL**

**STREET OUTREACH  
PROGRAM**

**2**

People have exited the streets to  
permanent housing

**10**

People have exited the streets to  
temporary housing, emergency  
shelter or insitituional care

**38**

CLIENTS SERVED  
DURING THE YEAR

**32**

NEW CLIENTS SERVED  
DURING THE YEAR

**11**

CLIENTS ACTIVE  
AT YEAR END

**1,727**

HOURS OF ENGAGEMENT  
PROVIDED DURING THE YEAR

**97**

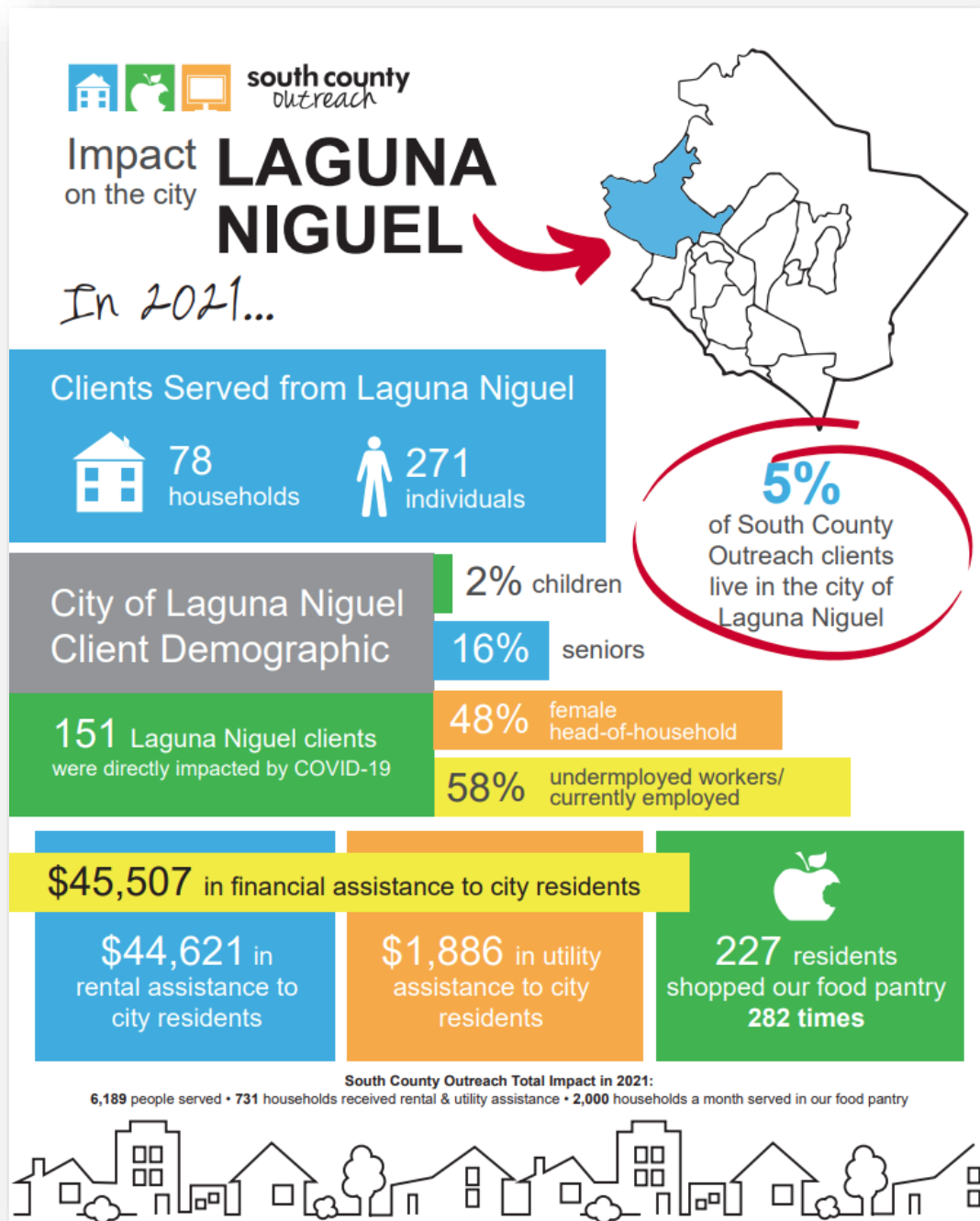
SERVICES PROVIDED  
DURING THE YEAR

**32**

RESOURCES, REFERRALS, AND  
LINKAGES PROVIDED

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SOUTH COUNTY OUTREACH



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**FAMILY ASSISTANCE MINISTRIES (F.A.M.)**

## **CITY OF LAGUNA NIGUEL**

CALENDAR YEAR 2021



FAM IS HONORED TO CONTINUE OUR PARTNERSHIP IN PREVENTING AND ENDING HUNGER AND HOMELESSNESS FOR LAGUNA NIGUEL RESIDENTS. EACH RESIDENT WHO CONNECTS WITH FAM FINDS A CUSTOMIZED PLAN THROUGH CASE MANAGEMENT, PROVISION OF FOOD, PERSONAL CARE ITEMS, AND DIAPERS, AS WELL AS RENTAL AND UTILITY ASSISTANCE PAID DIRECTLY TO THE LANDLORD OR UTILITY COMPANY.

### **CITY OF LAGUNA NIGUEL RESIDENTS**

