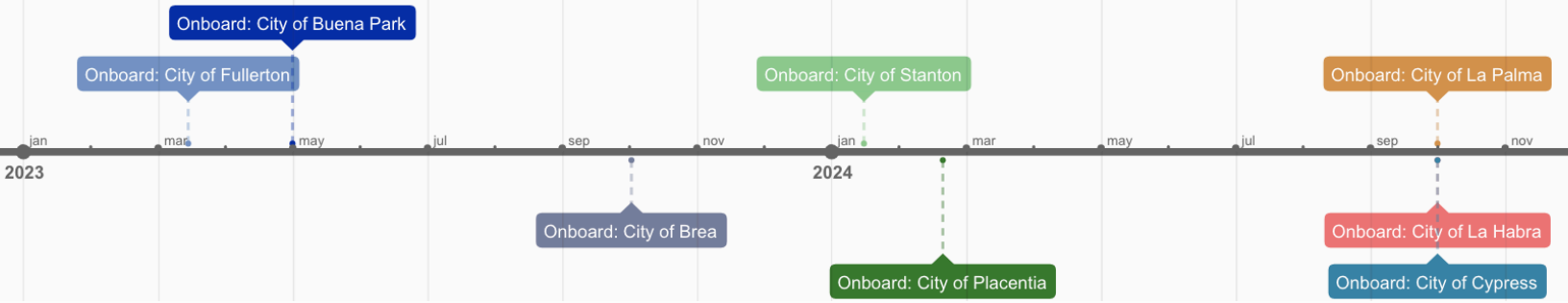
HOPE CENTER
HOMELESS OUTREACH AND PROACTIVE ENGAGEMENT

January 2024 to December 2024 Data Report

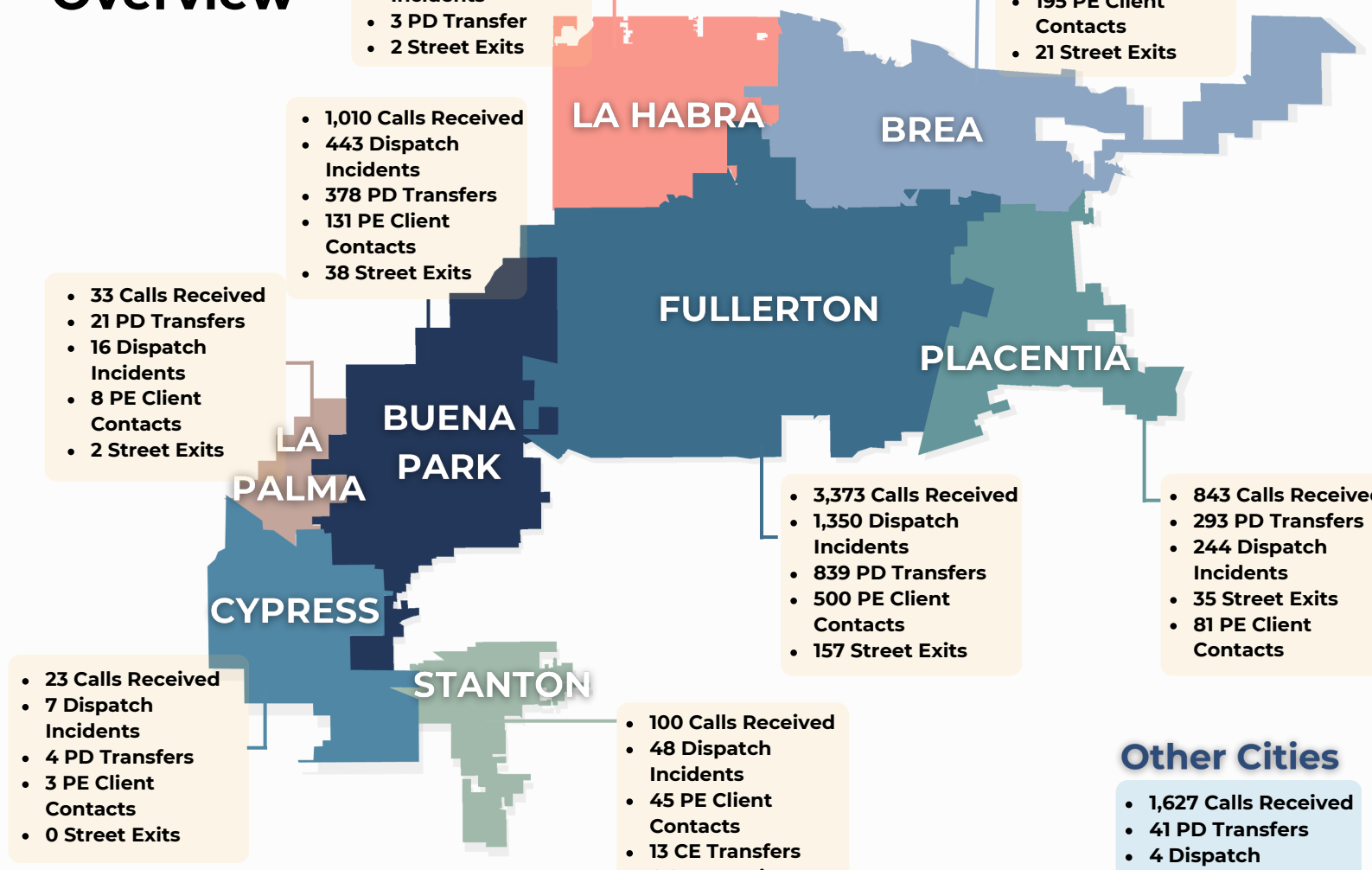
ANNUAL DISPATCH OPERATION SUMMARY

HOPE Center

The HOPE Center is a non-profit organization that servces cities in North Orange County. The HOPE Center utilizes the software platform Outreach Grid to provide integrated dispatch, mobile outreach, and navigation center reservations in collaboration with North Orange County city partners and other agencies to address homelessness in their region.



City Overview



- 54 Calls Received
- 27 PE Client Contacts
- 6 Dispatch Incidents
- 3 PD Transfer
- 2 Street Exits

- 690 Calls Received
- 431 Dispatch Incidents
- 349 PD Transfers
- 195 PE Client Contacts
- 21 Street Exits

- 1,010 Calls Received
- 443 Dispatch Incidents
- 378 PD Transfers
- 131 PE Client Contacts
- 38 Street Exits

- 33 Calls Received
- 21 PD Transfers
- 16 Dispatch Incidents
- 8 PE Client Contacts
- 2 Street Exits

- 3,373 Calls Received
- 1,350 Dispatch Incidents
- 839 PD Transfers
- 500 PE Client Contacts
- 157 Street Exits

- 843 Calls Received
- 293 PD Transfers
- 244 Dispatch Incidents
- 35 Street Exits
- 81 PE Client Contacts

- 23 Calls Received
- 7 Dispatch Incidents
- 4 PD Transfers
- 3 PE Client Contacts
- 0 Street Exits

- 100 Calls Received
- 48 Dispatch Incidents
- 45 PE Client Contacts
- 13 CE Transfers
- 6 Street Exits

Other Cities

- 1,627 Calls Received
- 41 PD Transfers
- 4 Dispatch Incidents
- 4 Street Exits
- 12 PE Client Contacts

Abbreviations Key

CE = Code Enforcement
PD = Police Department
PE = Proactive Engagement

OUTREACH GRID

ANNUAL DISPATCH OPERATION SUMMARY

CUMULATIVE SUMMARY

January - December 2024

- **7,753** Total Incoming Calls
- **1,941** Police Transfers
- **4,497** Client Contacts
- **1,153** Unduplicated Clients Engaged
- **265** Street Exits

Client Engagement Overview

4,497 Total Client Engagements

1,153 Unduplicated Clients Engaged

69% Accepted Services

31% Declined Services

Exits from Street to Shelter or Housing Statistics

265 Street Exits

231 Unduplicated Exited Clients

3.9 Avg. Incidents Per Client

Exits to Shelter by City

City	Total Exits
Fullerton	157
Buena Park	38
Placentia	35
Brea	21
Stanton	6
La Habra	2
La Palma	2
Cypress	0
Other Cities*	4
TOTAL	**265**

Exits to Shelter by Destination

Shelter	Total Exits
Fullerton Navigation Center	89
Buena Park Navigation Center	65
Placentia Navigation Center	59
Bridges at Kraemer	30
Housing	9
Relocation	6
Shelter (Other)	3
Recuperative Care	2
Project Homekey	1
HIS-OC	1
TOTAL	**265**

*Clients that were exited to a shelter from a non-participating city with the HOPE Center were clients on HOPE Center staff's existing caseload and/or were encountered in one of the 8 participating cities during dispatch.

January 2024 to December 2024 Data Report

ANNUAL DISPATCH OPERATION SUMMARY

7,753 Incoming Calls

2,549 Dispatch Incidents*

1,001 Proactive Engagement Client Contacts*

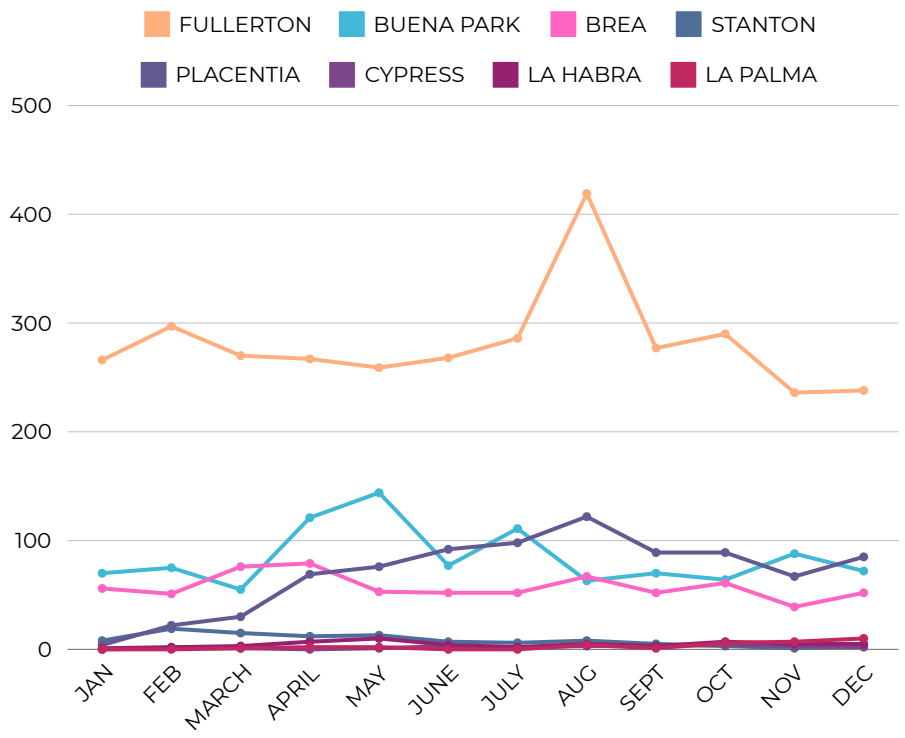
30 Encampment Outreach Requests

1,941 Police Transfers

Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	3,253
Police Transfer	1,941
Community Inquiries	1,447
Community Service Request	954
Client Service Request	158
Total	**7,753**

Onboarded Cities: Call Volume Trend (By Month)



***Dispatch Incidents** represent the total times a team went out to a location.

***Proactive Engagement Client Contacts** represent the total times dispatch teams encountered a client while waiting for a call to come in.

***Encampment Outreach Requests** represent the total times HOPE Center worked alongside Caltrans and provided outreach before encampments were abated.

***Police Transfers** are derived based on total incoming calls.

CITY OF BREA

46,569* | 12.43 mi² | 82 Unsheltered

690	431	195	3	349
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

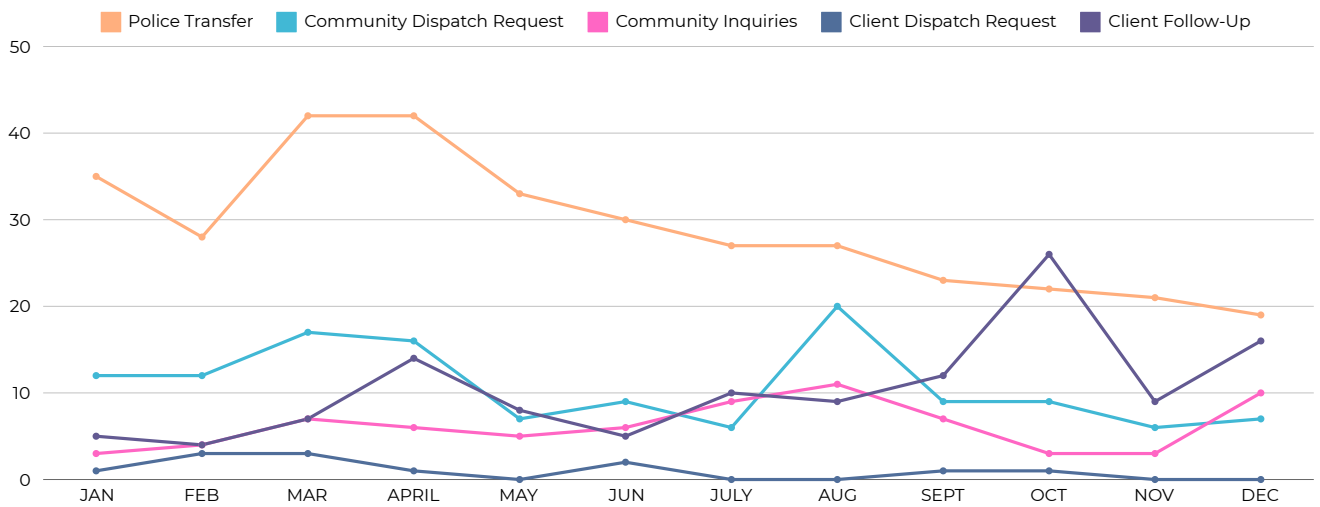
Call Breakdown

Incoming Call Type	Count
Police Transfer	349
Community Service Request	130
Client Follow-Ups	125
Community Inquiries	74
Client Service Request	12
Total	**690**

Exit Destinations

Shelter	Total Exits
Placentia Navigation Center	9
Buena Park Navigation Center	7
Bridges at Kraemer	2
Housing	1
Project Homekey	1
Recuperative Care	1
TOTAL	**21**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF BREA

46,569* 12.43 mi² 82 Unsheltered

Response Time

431 Dispatch Incidents

37 Average Response Time (Mins) *

20,597 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

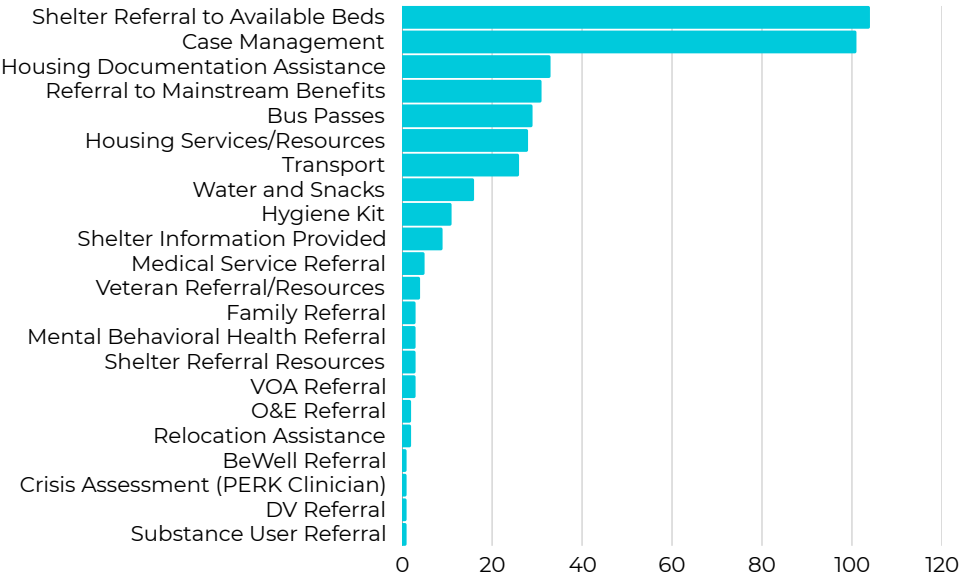
729 Total Client Contacts

159 Total Unduplicated Clients Engaged in Brea

250 Times Accepted Services

223 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF FULLERTON

140,541* | 22.45 mi² | 208 Unsheltered

3,373	1,350	500	13	839
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

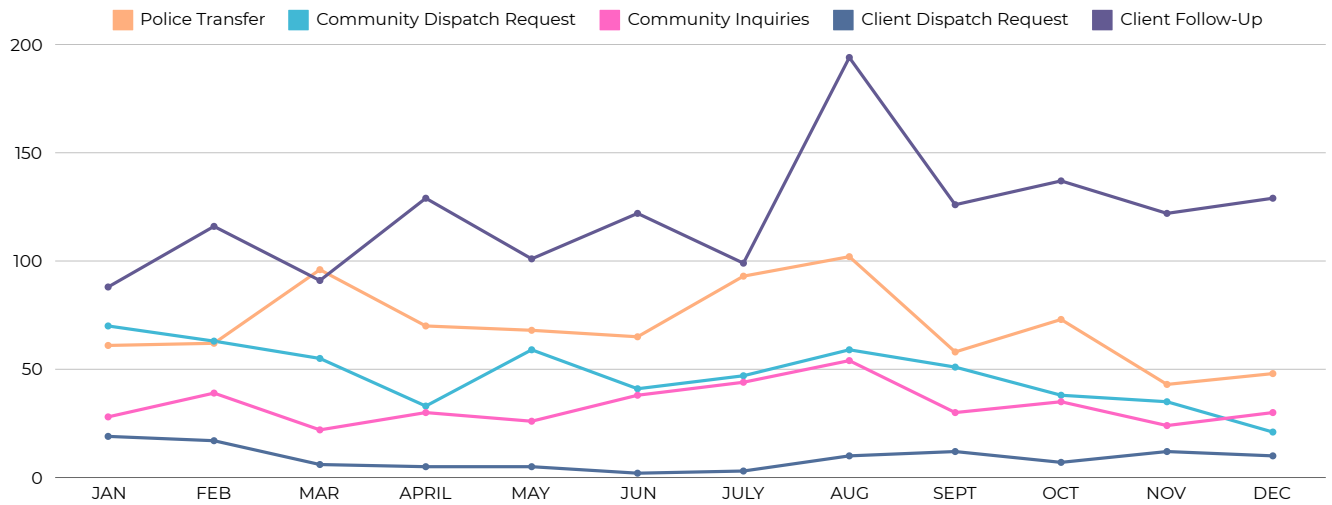
Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	1,454
Police Transfer	839
Community Service Request	572
Community Inquiries	400
Client Service Request	108
Total	**3,373**

Exit Destinations

Shelter	Total Exits
Fullerton Navigation Center	85
Buena Park Navigation Center	22
Placentia Navigation Center	17
Bridges at Kraemer	15
Housing	7
Relocation	5
Shelter (Other)	3
Recuperative Care	2
HIS-OC	1
TOTAL	**157**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF FULLERTON

140,541* 22.45 mi² 208 Unsheltered

Response Time

1,350 Dispatch Incidents

30 Average Response Time (Mins)

59,833 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

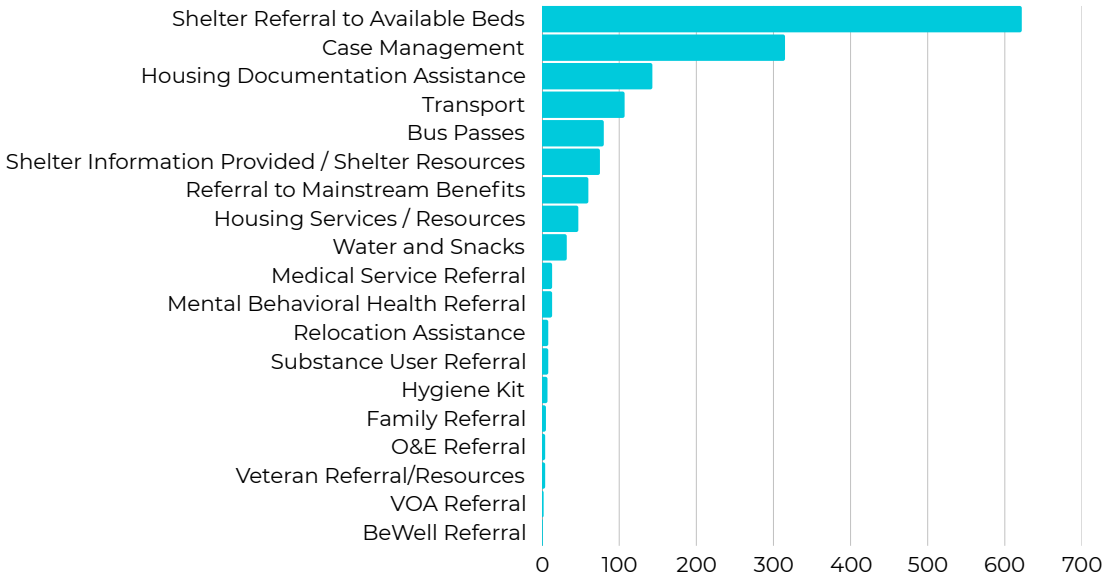
2,407 Total Client Contacts

675 Total Unduplicated Clients Engaged in Fullerton

1,120 Times Accepted Services

415 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF BUENA PARK

82,450* | 10.55 mi² | 186 Unsheltered

1,010	443	131	8	378
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

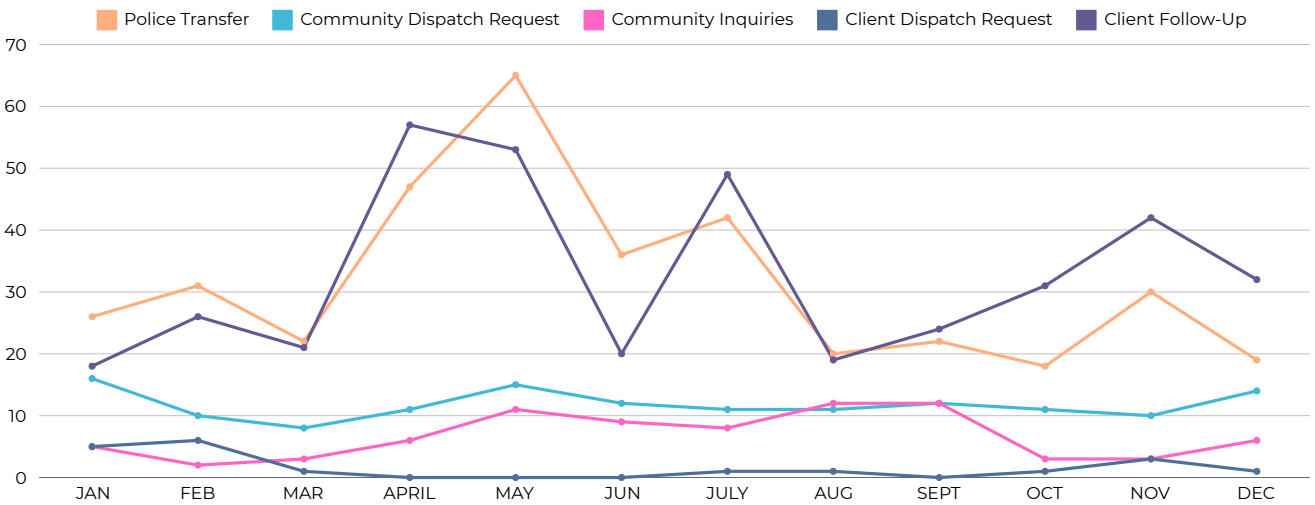
Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	392
Police Transfer	378
Community Service Request	141
Community Inquiries	80
Client Service Request	19
Total	**1,010**

Exit Destinations

Shelter	Total Exits
Buena Park Navigation Center	24
Placentia Navigation Center	9
Bridges at Kraemer	4
Fullerton Navigation Center	1
TOTAL	**38**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF BUENA PARK

82,450* | 10.55 mi² | 186 Unsheltered

Response Time

443 Dispatch Incidents

41 Average Response Time (Mins) *

26,006 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

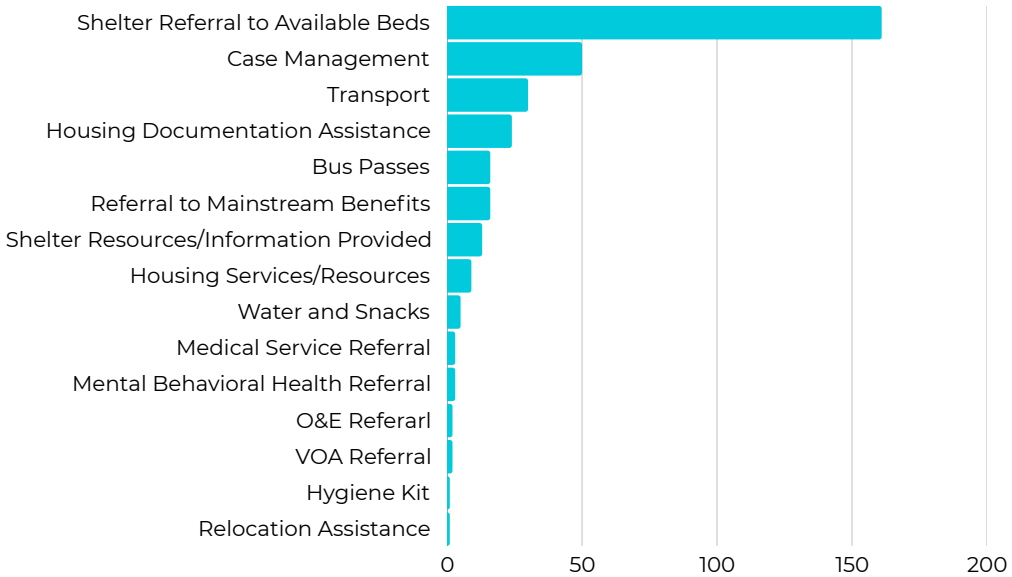
658 Total Client Contacts

236 Total Unduplicated Clients Engaged in Buena Park

245 Times Accepted Services

152 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF PLACENTIA

51,951* | 6.6 mi² | 37 Unsheltered

843	244	81	3	293
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

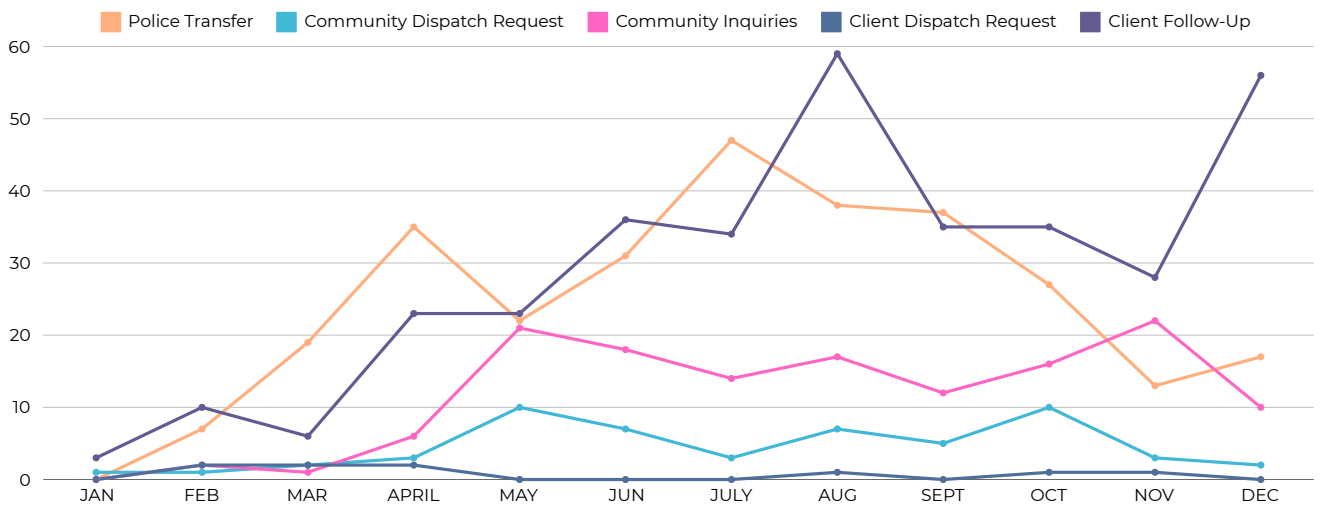
Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	348
Police Transfer	293
Community Inquiries	139
Community Service Request	54
Client Service Request	9
Total	**843**

Exit Destinations

Shelter	Total Exits
Placentia Navigation Center	21
Bridges at Kraemer	7
Buena Park Navigation Center	5
Fullerton Navigation Center	2
TOTAL	**35**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF PLACENTIA

51,951* | 6.6 mi² | 37 Unsheltered

Response Time

244 Dispatch Incidents

31 Average Response Time (Mins)

14,611 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

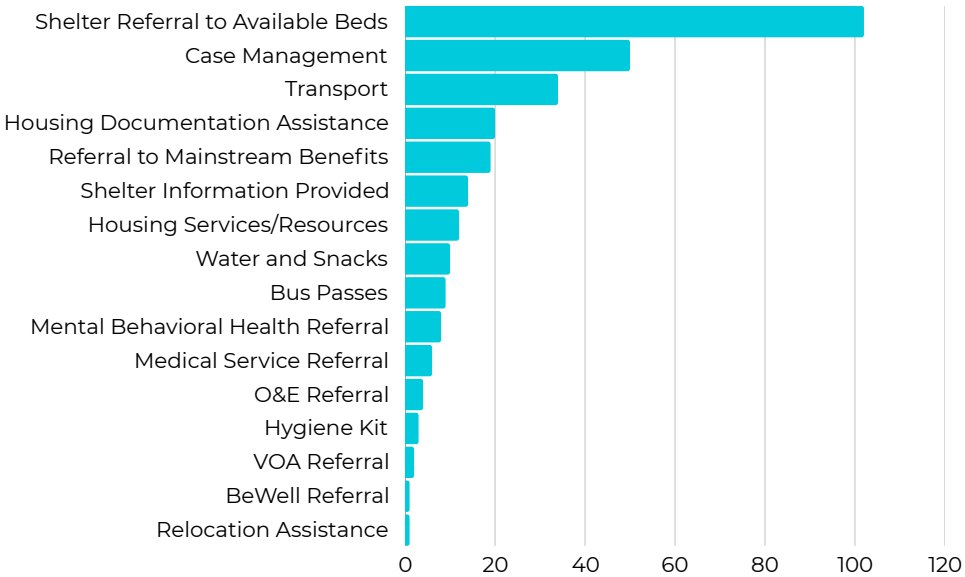
440 Total Client Contacts

126 Total Unduplicated Clients Engaged in Placentia

203 Times Accepted Services

71 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF STANTON

38,952* 3.1 mi² 169 Unsheltered

100	48	45	0	13
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Code Enforcement Transfers*

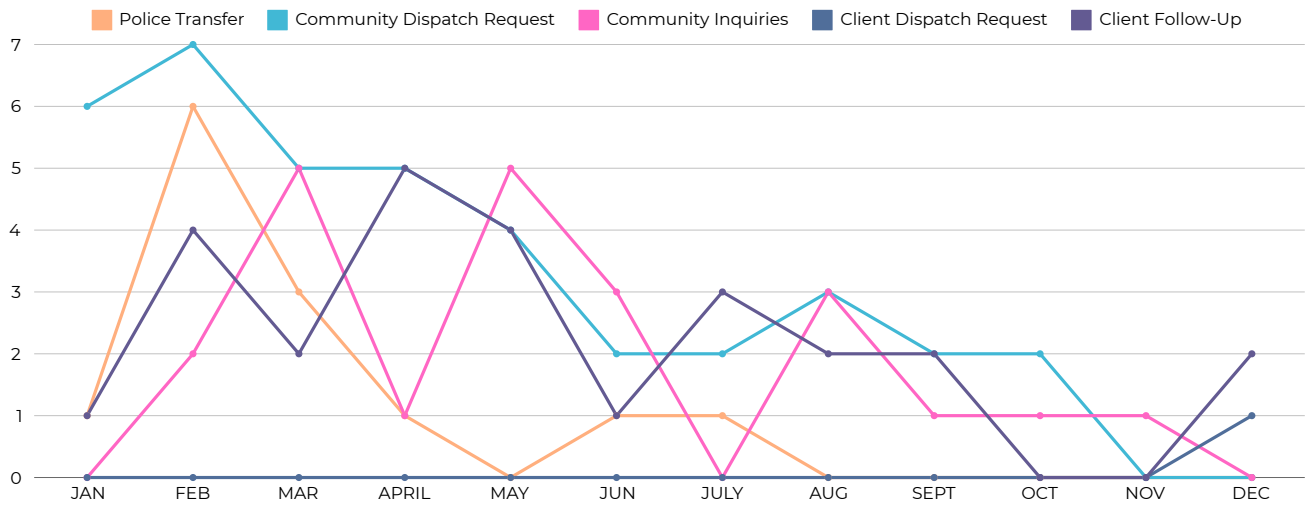
Call Breakdown

Incoming Call Type	Count
Community Service Request	38
Client Follow-Ups	26
Police Transfer	13
Community Inquiries	22
Client Service Request	1
Total	**100**

Exit Destinations

Shelter	Total Exits
Buena Park Navigation Center	4
Placentia Navigation Center	1
Housing	1
TOTAL	**6**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF STANTON

38,952* 3.1 mi² 169 Unsheltered

Response Time

48 Dispatch Incidents

57 Average Response Time (Mins) *

3,560 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

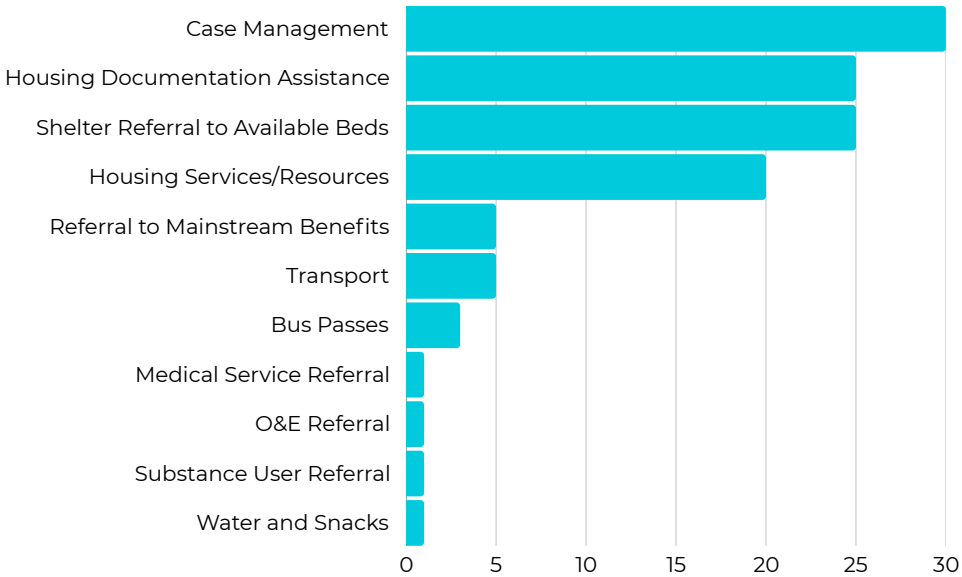
102 Total Client Contacts

48 Total Unduplicated Clients Engaged in Stanton

61 Times Accepted Services

14 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF CYPRESS

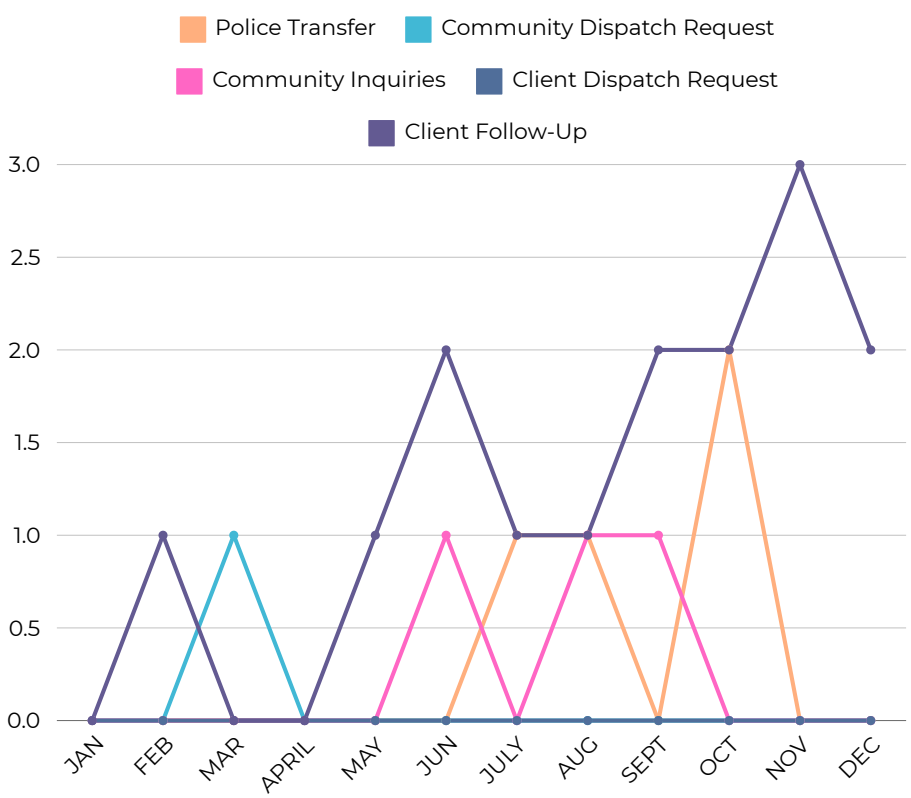
48,782* 6.6 mi² 46 Unsheltered

23	7	3	0	4
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	15
Police Transfer	4
Community Inquiries	3
Community Service Request	1
Client Service Request	0
Total	**23**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF CYPRESS

48,782* 6.6 mi² 46 Unsheltered

Response Time

7 Dispatch Incidents

84 Average Response Time (Mins)

834 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

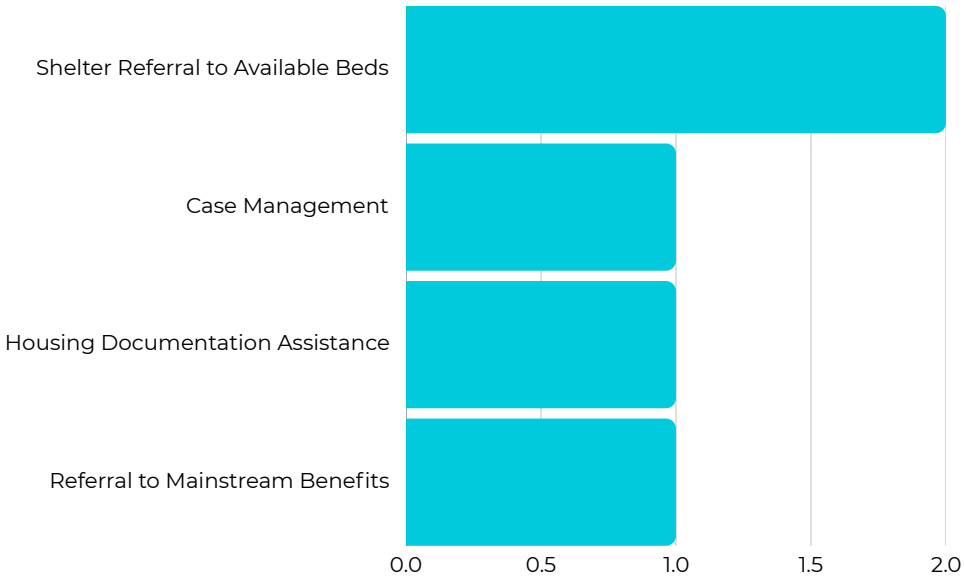
13 Total Client Contacts

5 Total Unduplicated Clients Engaged in Cypress

5 Times Accepted Services

3 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF LA HABRA

60,991* | 7.4 mi² | 76 Unsheltered

54	6	27	0	3
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

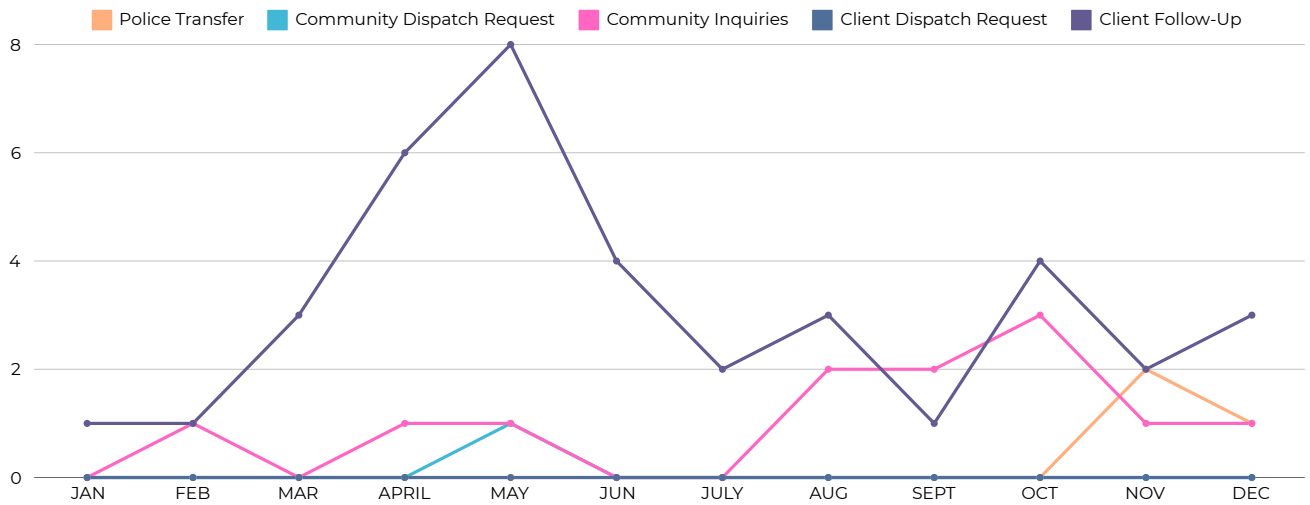
Call Breakdown

Incoming Call Type	Count
Client Follow-Ups	38
Community Inquiries	12
Police Transfer	3
Community Service Request	1
Client Service Request	0
Total	**54**

Exit Destinations

Shelter	Total Exits
Fullerton Navigation Center	1
Placentia Navigation Center	1
TOTAL	**2**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF LA HABRA

60,991* | 7.4 mi² | 76 Unsheltered

Response Time

6	106	770
Dispatch Incidents	Average Response Time (Mins) *	Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

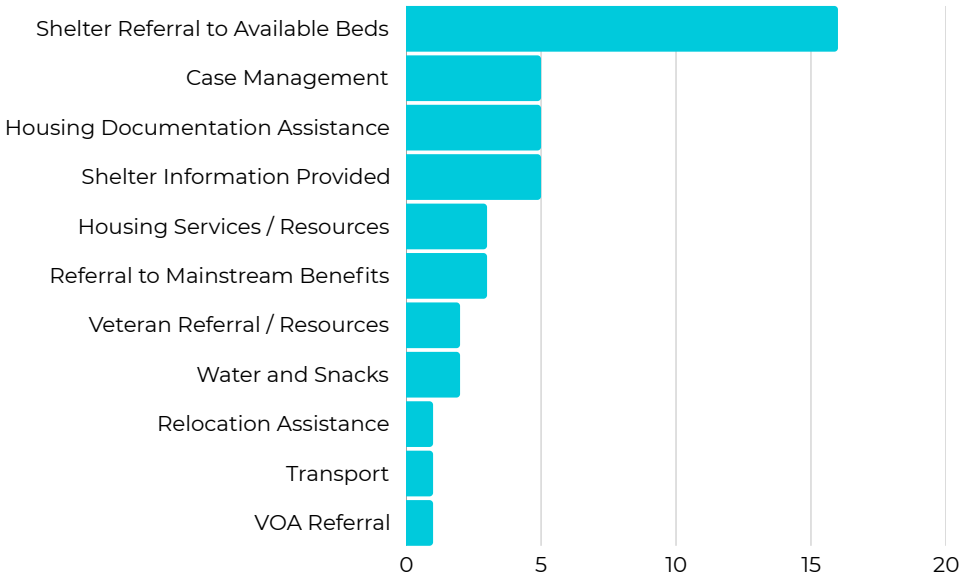
43 Total Client Contacts

32 Total Unduplicated Clients Engaged in La Habra

37 Times Accepted Services

4 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF LA PALMA

15,029* | 1.8 mi² | 17 Unsheltered

33	16	8	3	21
Incoming Calls	Dispatch Incidents	Proactive Engagement Client Contacts	Encampment Outreach Requests	Police Transfers*

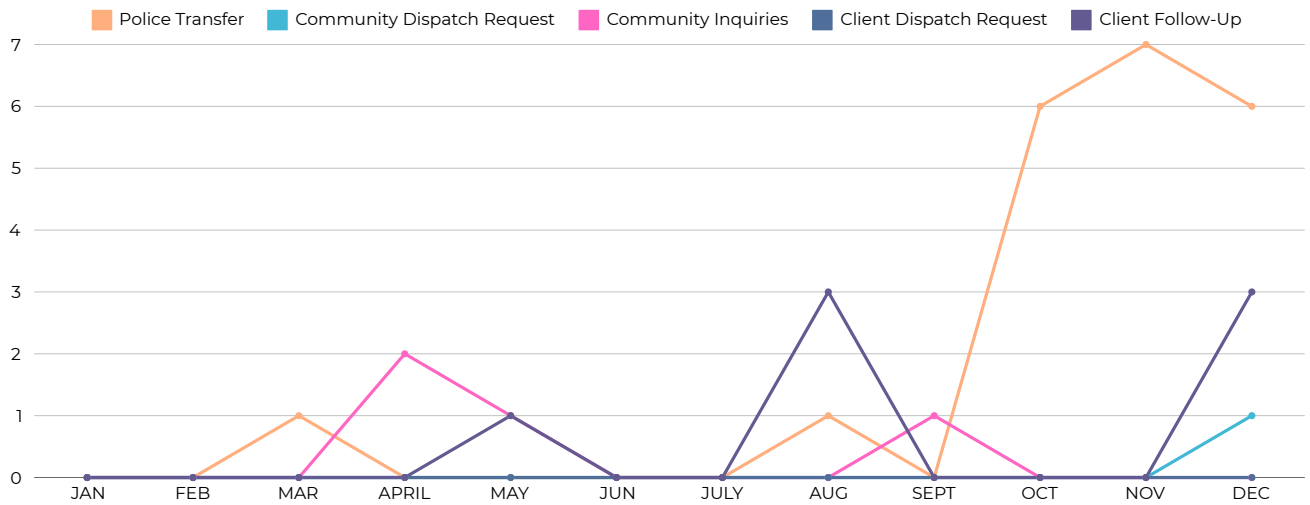
Call Breakdown

Incoming Call Type	Count
Police Transfer	21
Client Follow-Ups	7
Community Inquiries	4
Community Service Request	1
Client Service Request	0
Total	**33**

Exit Destinations

Shelter	Total Exits
Buena Park Navigation Center	1
Bridges at Kraemer	1
TOTAL	**2**

Call Type Trend (Month)



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

CITY OF LA PALMA

15,029* 1.8 mi² 17 Unsheltered

Response Time

16 Dispatch Incidents

37 Average Response Time (Mins) *

962 Total Mins (on Dispatch Response)

***Average response time** represents the length of time it takes for a dispatch team to respond to a call, from the dispatcher taking the call to the dispatch team arriving at the location.

Client Contacts

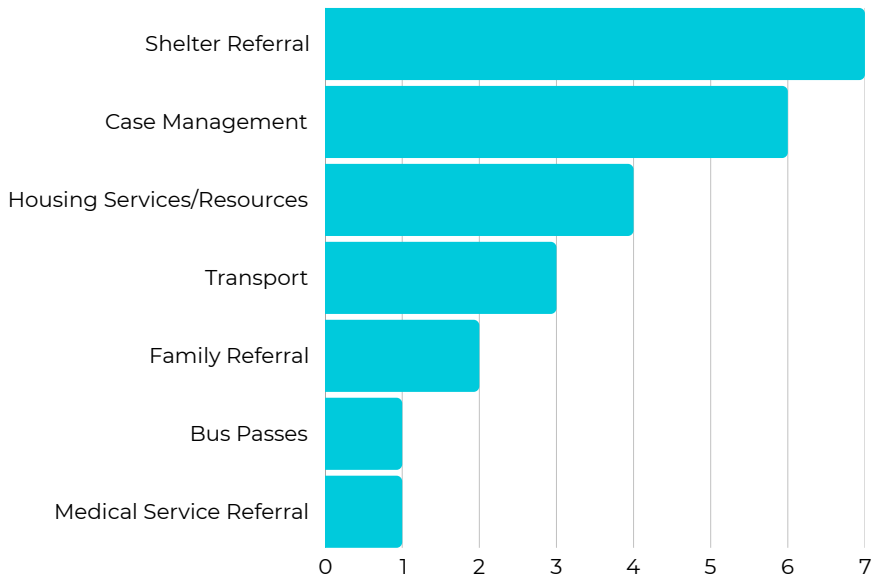
35 Total Client Contacts

15 Total Unduplicated Clients Engaged in La Palma

15 Times Accepted Services

7 Times Declined Services

Services Provided



*Sources: United States Census Bureau, OC Gov 2024 PIT Count
*Police transfer is derived based on total Incoming Calls.

ANNUAL DISPATCH OPERATION SUMMARY

Non-Participating HOPE Center Cities Data

City	Agency Referral	Community Service Request	Community Inquiries*	Client Service Request	Client Follow-Ups*	Total
UNKNOWN	8	1	482	7	218	716
ANAHEIM	17	1	98	1	297	414
ORANGE	2	4	37	0	85	128
SANTA ANA	5	0	30	0	62	97
GARDEN GROVE	0	0	5	0	45	50
LA MIRADA	1	0	0	0	1	50
YORBA LINDA	1	0	6	0	12	19
COSTA MESA	1	0	3	0	12	16
HUNTINGTON BEACH	0	0	3	0	14	16
WESTMINSTER	0	0	1	0	15	16
NEWPORT BEACH	0	1	3	0	8	12
TUSTIN	1	0	1	0	10	12
ARIZONA	1	0	0	0	5	6
LONG BEACH	1	0	3	0	2	6
LOS ALAMITOS	0	0	2	0	4	6
WHITTIER	0	0	0	0	5	5
COLORADO	0	0	4	0	0	4
COVINA	0	0	0	0	4	4
IDAHO	0	0	1	0	0	4
SAN BERNARDINO	0	0	1	0	3	4
DANA POINT	0	0	1	0	2	3
IRVINE	0	0	7	0	9	3
SAN CLEMENTE	0	0	0	0	3	3
VISTA	0	0	1	0	2	3
BURBANK	0	0	0	0	2	2
CHINO	0	0	0	0	2	2
FLORIDA	0	0	1	0	1	2
FOUNTAIN VALLEY	0	0	0	0	2	2
KENTUCKY	0	0	0	0	1	2
LA COUNTY	3	0	7	0	10	2
MISSION VIEJO	0	0	0	0	2	2
MONTEBELLO	0	0	0	0	2	2
PENNSYLVANIA	0	2	0	0	0	2
POMONA	0	0	1	0	1	2
ALISO VIEJO	0	0	0	0	1	1
BEAUMONT	0	0	1	0	0	1
BERKELEY	0	0	1	0	0	1
CANADA	1	0	0	0	0	1
GARDENA	0	0	0	0	1	1
HACIENDA HEIGHTS	0	0	0	0	1	1
HEMET	0	0	1	0	0	1
LAGUNA BEACH	0	0	1	0	0	1
LAGUNA HILLS	0	0	0	0	1	1
LAKE FOREST	0	0	0	0	1	1
MIDWAY CITY	0	0	0	0	1	1
OREGON	0	0	1	0	0	1
PERRIS	0	0	0	0	1	1
PHILADELPHIA	0	0	1	0	0	1
SACRAMENTO	0	0	0	0	1	1
SAN DIEGO COUNTY	0	0	0	0	1	1
SAN PEDRO	0	0	0	0	1	1
TOLEDO	0	0	0	0	1	1
VICTORVILLE	0	0	0	0	1	1
WASHINGTON STATE	0	0	1	0	0	1

***Community Inquiries** are community members calling to inquire about the services HOPE Center provides.

***Client Follow-Ups** are clients inquiring for a case management follow-up, shelter bed availability, and/or other requests that don't require a dispatch response.

ANNUAL DISPATCH OPERATION SUMMARY

Non-Participating HOPE Center Cities: Proactive Engagement

City	Proactive Engagement Count
Anaheim[1]	4
Orange[2]	4
Outside of OC[3]	2
Santa Ana[4]	1
Yorba Linda[5]	1
TOTAL	**12**

[1] Clients were near the border of Placentia and Anaheim during proactive engagement at an encampment.

[2] HOPE Center collaborated with the City of Orange outreach staff to place a client in shelter. Clients currently on HOPE Center's caseload also requested for assistance when they were at the Hub.

[3] HOPE Center engaged with clients that were on the border between LA County and Orange County.

[4] HOPE Center engaged with a client bordering Stanton and Santa Ana.

[5] HOPE Center engaged with a client bordering Brea and Yorba Linda.

Non-Participating HOPE Center Cities: Street to Shelter/Housing Destinations

City	Bridges at Kraemer	Buena Park Navigation Center	Placentia Navigation Center
Anaheim	1	1	0
Orange	0	0	1
Yorba Linda	0	1	0
TOTAL	**1**	**2**	**1**

Clients from Anaheim, Orange, and Yorba Linda are individuals who HOPE Center previously encountered across one or more of the 8 partner cities (e.g., Fullerton, Placentia, Brea, etc.)