2020 started off with promise and possibilities like any other new year, but it soon became apparent that it would be unlike any other. COVID-19 caught fire and travelled around the world, quickly making its way to Monterey County. By mid-March, we were under strict stay-at-home orders. As confusing as it all was, CHS jumped into gear and modified our service delivery systems so that all the essential health services we offer could continue to be delivered, either virtually or in-person. We were successful in getting a Payroll Protection Program loan and several COVID relief grants for Personal Protective Equipment, cleaning and disinfecting products and technology to support video conferencing and telehealth/telephone services. I am so proud of our dedicated staff who really rose to the occasion and took these changes in stride. They continue to do an amazing job of providing high-quality services, all while keeping our clients safe by following new, stricter protocols. They are the reason that our doors remain open for people seeking substance abuse, mental health and homeless services—and the need just keeps growing!

Thankfully, the pandemic did not slow the wheels of progress. We broke ground in the spring of 2020 on the complete renovation of an old modular building in Seaside to turn it into a shelter for women and families with children. We were successful in raising $1.587M for the renovations, as well as operating income for the first year. Casa de Noche Buena opened its doors to its first guests on January 19, 2021. I am grateful for our partners on this project: The Gathering for Women, my unstoppable staff, the community for their outpouring of support, and the funders and donors for their incredible generosity.

COVID-19 may have changed the world, but so do we when we work together. Thanks for making a difference.

Robin McCrae
Chief Executive Officer

Donate directly to the Casa Shelter Fund of The Community Foundation for Monterey County at https://www.cfmco.org/give-now/?fund=20433.
OUR MISSION
Making a positive impact on our community through prevention, intervention and treatment services for substance abuse, mental health and homelessness.

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EXPANDING OUR EFFORTS NEW PROGRAMS

CASA DE NOCHE BUENA
Completed rehab of shelter for homeless women and families with children in Seaside.

SONOMA HOUSE
Opened new women’s sober living residence in Seaside.
Community Human Services and our project partner The Gathering for Women are proud to announce the opening of Casa de Noche Buena, the first homeless shelter on the Monterey Peninsula specifically for women and families with children. The new shelter began accepting applications in mid-January and will initially accommodate 15 to 18 people, depending on the number and ages of children. Capacity will double to 30 to 36 people once COVID-19 vaccines are widely available and social distancing guidelines are eased.

In addition to short-term shelter, Casa de Noche Buena provides guests with comprehensive case management, housing navigation, assistance with enrollment in public benefit programs, linkages to medical, mental health and substance abuse services, and referral to other community supports. There is no other program like Casa de Noche Buena for homeless women and families on the Peninsula.

The new shelter, located at 1292 Olympia Avenue in Seaside, received generous startup funding from the Homeless Emergency Aid Program (HEAP), covering initial capital development. Additional support from the County of Monterey, Peninsula cities, private individuals, charitable foundations, businesses and the community at large will be needed for ongoing operations. As a bridge to sustainability, a special purpose fund has been established with the Community Foundation for Monterey County the “Casa Shelter Fund.”

The need is great. A homeless census conducted on January 31, 2019 identified 2,422 homeless individuals in the county, of which only 592 were sheltered. This included 848 women and 156 families with 596 members. More than half of the families were unsheltered on the day of the count. This and other point-in-time counts are widely understood to undercount the number of people experiencing homelessness by a wide margin (half or more according to some experts).

Casa de Noche Buena will provide guests with a critical bridge to long-term housing and economic stability, and our Monterey Peninsula community with an invaluable asset to support the needs of the area's most vulnerable residents.

Now open!

Shelter for Homeless Women and Families with Children
TACKLING HOMELESSNESS DURING A PANDEMIC

COVID-19 created a lot of challenges for our clients, and housing became even more critical to keeping homeless individuals and families safe.

PROJECT ROOMKEY

During the COVID-19 shelter-in-place order, CHS successfully housed 22 of its homeless clients in motel rooms through Project Roomkey. This State-funded program allowed CHS to get people safely off the streets during the pandemic and assist them in finding housing. John and others eventually transitioned to Project Homekey, another State program, and are awaiting placement in subsidized housing.

"After suffering a debilitating injury, I began abusing prescription pain pills. Soon, I was addicted and homeless. Medication-assisted treatment has been a lifesaver. And thanks to my counselor, I've been off the streets and living in a Project Room-Key motel room since April. I was recently approved for Section 8 vouchers and hope to find permanent housing in the near future. I am filled with hope for the future."

John, Housed During Project RoomKey

"Hope is being able to see that there is light despite all the darkness."

- Desmond Tutu

100-DAY CHALLENGE

CHS led local efforts to house 40 transition-age youth and their children through the 100-Day Challenge to End Youth Homelessness. These results were made possible through the unprecedented collaboration of 19 community partners, with guidance from the Rapid Results Institute (RRI).

"CHS's Street Outreach Program has been very helpful to my daughter and me, especially during this time of COVID-19. They helped me to submit documents that I could not get myself and successfully placed us into transitional housing. This program has given me hope, especially being a young mother and a student. The counselors have been kind and compassionate. Their determination to get us back on track has been phenomenal and a blessing."

Icela, Housed During 100-day challenge
CHS continues to respond to the needs of our community by reducing barriers to services and developing programs for those who struggle with addiction, mental illness and homelessness. We are honored to serve the residents of Monterey County and look forward to improving access to the effective, timely and affordable care designed to meet the needs of our community.

During National Human Trafficking Awareness Month, Community Human Services, the Monterey County Department of Social Services and the Monterey County Office of Education hosted the 1st Annual Monterey County Human Trafficking Symposium on January 17, 2020. The sold-out event was attended by more than 300 individuals including county employees, health professionals, educators and first responders. The program included a keynote address by local human trafficking survivor Carissa Phelps, educational workshops and an expert panel discussion moderated by District Attorney Jeannine Pacioni. California is a top destination for traffickers. Since the inception of the Commercially Sexually Exploited Children’s Program in 2015, Monterey County has identified and served over 100 youth victims of trafficking or exploitation.

The City of Seaside, in collaboration with Community Human Services and Monterey Peninsula Unified School District, hosted the 4th Annual Parent University Conference on February 1, 2020 at Seaside High School. This year’s theme was “2020 Visión: your family, your future | su familia, su futuro.” Topics for the conference included Bullying, Mental Health, School Safety Systems, Self-Care, Vaping, Drug Trends, Human Trafficking and College. More than 80 individuals including parents, local Seaside community members and elected officials attended the event. Dr. P.K. Diffenbaugh, Superintendent of Monterey Peninsula Unified School District, provided the keynote address.

While much of the world closed its doors, Community Human Services continued to provide uninterrupted services during the COVID-19 pandemic. As part of the County’s coordinated response, CHS’s essential health services remained operational. Our Outpatient Mental Health, Parent Education, Pathways to Safety, Domestic Violence Intervention and Youth Substance Abuse Prevention Programs quickly transitioned to offering services via telephone and on-line, while Genesis House, Off Main Clinic, the Outpatient Drug Treatment Centers, the Youth Shelter and Homeless Street Outreach Programs continued to provide in-person services. Only Supervised Visitation Services had to be temporarily suspended.

In an effort to increase Latino engagement in mental health services, Community Human Services was awarded micro-innovation grant funding by the Monterey County Department of Behavioral Health. CHS’s bilingual mental health clinicians facilitated nearly 20 outreach events, presentations and workshops throughout the Salinas Valley and parts of South County. Topics discussed were Suicide Prevention, Depression, Anxiety, Mental Health and Homelessness, Warning Signs and Wellbeing. As a result, nearly 2,000 individuals received information in their native language about mental health services available in the community.
The pandemic did not interrupt service delivery. Demand for some services, like medication assisted treatment at Off Main Clinic, increased. But service levels were down slightly in residential programs like Genesis House and Safe Passage due to social distancing requirements.
We are committed to the highest level of financial integrity and transparency and are dedicated to maximizing the value of every contribution we receive for the benefit of those we serve.

**OPERATING REVENUE**

- Private Grants and Donations: 4%
- JPA Contributions: 2%
- Program Fees: 5%
- Government Grants and Contracts: 88%
- Other Revenue: 1%

**TOTAL REVENUE** $7,170,920

**OPERATING EXPENSES**

- Management: 15%
- Program Services: 85%

**TOTAL EXPENSES** $6,392,509
THANK YOU FOR YOUR SUPPORT!

TOP DONORS FYE 2020

TOP BUSINESSES, FOUNDATIONS, AND GROUPS
Ken and Gundy Duvall Fund and the Cislini Fund of the Community Foundation for Monterey County
Monterey Peninsula Foundation
Fund for Homeless Women of the Community Foundation for Monterey County
Nancy Buck Ransom Foundation
Stevenson School
The Alexander F. Victor Foundation of the Community Foundation for Monterey County
Barnet Segal Charitable Trust
Property Restoration Services
Pebble Beach Company Foundation
In-N-Out Burger Foundation
Disaster Kleenup Specialists
The Upjohn California Fund
Northern Monterey County Foundation, an Affiliate of the Community Foundation for Monterey County
Interfaith Outreach of Carmel
Yellow Brick Road Benefit Shop
Rayne Technology Solutions, Inc.
Safeway Foundation
The Robert and Florence Slinger Fund of the Community Foundation for Monterey County
First United Methodist Church
Monterey Homescapes, Inc.
All Saints Episcopal Church
GEO Reentry Services
Network For Good
Carmel Woman’s Club
Monterey Salinas Transit
Mechanics Bank
Hastie Financial Group
Natividad Foundation
D’Arrigo Brothers
Nonprofits Insurance Alliance

TOP INDIVIDUAL DONORS
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Barbara Schilling & Richard Carr
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We would like to express our deepest gratitude to all who donated and supported Community Human Services, especially during this difficult time as we reckon with COVID-19 and its effects. Since our founding 51 years ago, the success of our work has relied on the generous support of our community, partners and individuals like you.

Thank You


@CasadeNocheBuena  @Chservicesmonterey  @Chsafeplace  www.chservices.org