



community
human services
hope. help. here.

2023 IMPACT REPORT

Thank You!

For 55 years, Community Human Services has been there when our community needed us most, helping Monterey County residents overcome homelessness, substance abuse, and mental health challenges, thanks to supporters like you!

2023 was a year filled with challenges and successes. The opioid epidemic exploded, homelessness grew, youth mental health took center stage, and Monterey County experienced massive flooding. Community Human Services responded without hesitation. These are some of our proudest 2023 moments:

- We opened **Shuman HeartHouse** in Monterey, a new 35-bed homeless shelter serving unaccompanied women and families with children.
- We gave out **over 3,000 free Narcan kits** to the community to help reduce opioid overdoses.
- We provided a **record number of youth** with mental and emotional health services.
- We reached out to historically underserved Latino, African American and LGBTQIA residents to **increase their access to mental health services**.
- We **expanded street outreach services** to homeless youth in the Salinas Valley.

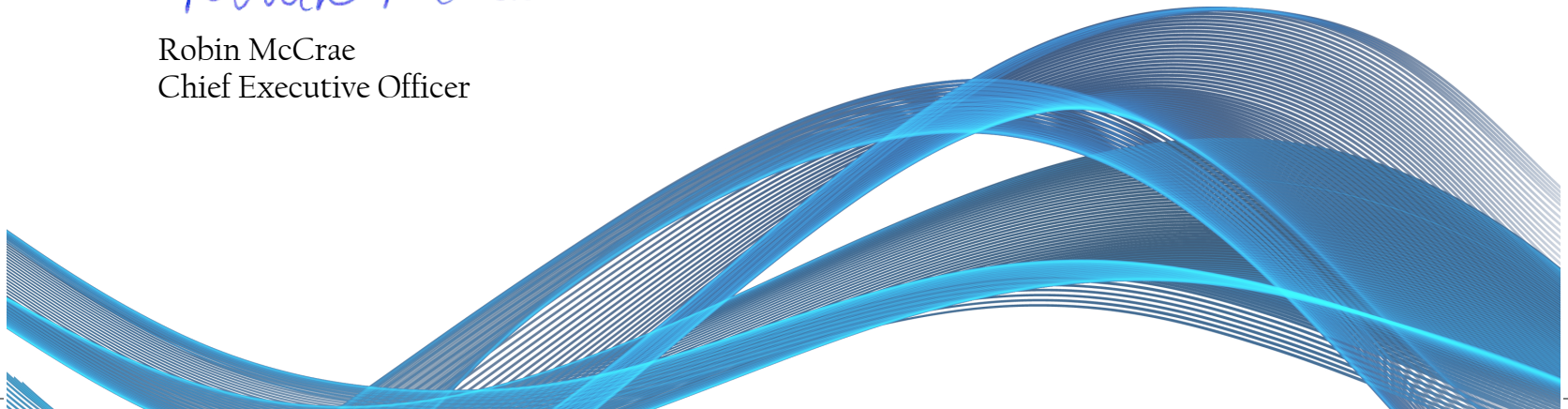


Lead benefactor Mark Shuman, CHS CEO Robin McCrae, Dr. Carlotta Mellon and former CHS Board President Alana Myles at the Shuman HeartHouse donor preview on November 2, 2023.

Together we can continue to change lives for the better, thanks to you, our donors, partners, volunteers, staff, and board. Community is at the root of who we are and what we do. We are so thankful to have such a caring and active community. You inspire us every day to keep doing this difficult and rewarding work.

With gratitude,

Robin McCrae
Chief Executive Officer



HOPE. HELP. HERE. WHEN PEOPLE NEED IT MOST.

Community Human Services responds to the changing needs of our most vulnerable community members by providing evidence-based, award-winning, accessible programs to help Monterey County residents reach their full potential. We focus on the following three challenges:

HOMELESSNESS

We help homeless youth, unaccompanied women, and families with children get back on their feet by providing emergency shelter and case managers, housing navigators, and street outreach teams to help connect people with whatever they need, from permanent housing and employment to healthcare and education.

What We Offer

- Casa de Noche Buena shelter
- Shuman HeartHouse shelter
- Safe Place youth shelter
- Safe Passage supportive housing for youth
- Monterey Peninsula Street Outreach Program
- Salinas Valley Street Outreach Program
- A 24/7 helpline for homeless youth

312 Individuals Served

MENTAL HEALTH

We provide free and low cost mental health services in both English and Spanish to individuals and families at our two centers in Salinas and Seaside, as well as family safety net services like supervised visitation, domestic violence and anger management intervention, and parenting classes. Our services are culturally appropriate and open to all.

What We Offer

- Two Family Service Centers
- Outpatient Mental Health Counseling
- Parenting Education
- Domestic Violence Intervention Groups
- Anger Management Classes
- Pathways to Safety
- Supervised Visitation and Exchange

786 Individuals Served

SUBSTANCE ABUSE

We offer compassionate, person-centered drug treatment options for youth and adults, including residential, outpatient and medication-assisted options, and work with middle and high schools to help youth resist substance abuse. And we provide free opioid overdose treatment kits to the community.

What We Offer

- Genesis House Residential Treatment Center
- Off Main Clinic
- Two Outpatient Treatment Centers
- Elm House Sober Living
- Sonoma House Sober Living
- Substance Use Prevention Program for Teens
- Drug & Alcohol Intervention Services for Youth

3,149 Individuals Served

**TOTAL FY22-23
IMPACT
4,247 INDIVIDUALS
SERVED**



Shuman HeartHouse Opens in Monterey

Thanks to the vision and generosity of Mark Shuman and his family and support from a host of community donors, our second shelter for unaccompanied women and families with children experiencing homelessness opened in November 2023, just in time for winter. We celebrated Shuman HeartHouse with a public open house and ribbon cutting ceremony attended by over 300 people, featuring festive music, food, and tours of the newly renovated shelter. Shuman HeartHouse has 4 family bedrooms and 16 private carrels for single women and offers 90-180 day stays with comprehensive case management, housing navigation, rapid rehousing support, and children's activities, plus 3 nutritious meals a day, computers, internet access, mail service, laundry facilities, a lounge and more.

More 2023 Highlights



We hosted a visit to Shuman HeartHouse by Governor Newsom's Senior Advisor on Homelessness, Hafsa Kaka. From left: Hafsa Kaka, Shuman HeartHouse Kitchen Manager Fidel Juarez (a former guest at Casa de Noche Buena with his twin daughters), and Shuman HeartHouse Office Manager Ana Fajardo.



Community Human Services was a proud co-sponsor of the 2023 Lead Me Home Summit on Homelessness, organized by the Coalition of Homeless Service Providers. Members of our Street Outreach team and Development Department (pictured above) attended and volunteered at the event.



We honored three generations of the Noorani family, pictured here with CEO Robin McCrae and Board President Mary Ann Carbone, for their heartfelt generosity at National Philanthropy Day in Pebble Beach.



Community Human Services partnered with Monterey County Department of Behavioral Health and La Preciosa Radio to do targeted outreach to farmworkers to increase their access to mental health care.

It Takes A Community

In the span of just three years, our community rallied to help us open two new shelters for unaccompanied women and families with children. Thanks to our generous donors and the support of local foundations and community groups, including Second Bloom, Carmel Valley Rotary, Big Sur Charter School, Stevenson School, the Monterey Police Department, and many others, we made miracles happen! Some highlights below-



The accomplished fabric artists of the Monterey Peninsula Quilters Guild created over 40 unique quilts to keep our guests warm at Shuman HeartHouse, as they have before for our other shelters.



Former CHS board member Darlene Mosley and friends volunteered to organize a fabulous pop-up tag sale of designer clothing that netted over \$10,000 for Casa de Noche Buena.



Junior League of Monterey County members and friends worked tirelessly, assembling furniture, making beds, and more to help get Shuman HeartHouse ready to open its door to our first guests. They also hosted family activities at our shelters.



Members of the Women's Golf Association of the Monterey Peninsula County Club generously donated over 150 holiday gifts for the children and youth at our homeless shelters that were then festively wrapped by community volunteers.

Overcoming & Thriving- Ashley's Story

Ashley K., a native of Salinas, had a rough upbringing. Her mother was a substance abuser and abandoned the family when Ashley was five years old. Molested as a child and kicked out of her home as a teen, she turned to drugs to ease the pain and trauma of her young life. At 17 she had a baby, hoping a child would help her get straight, but it didn't. From ages 18 to 27, she was "ripping and running," her life ruled by drugs, leading her to abandon her child (later adopted by another family), use needles, sell herself, be trafficked, and end up in jail – all things she swore she would never do.

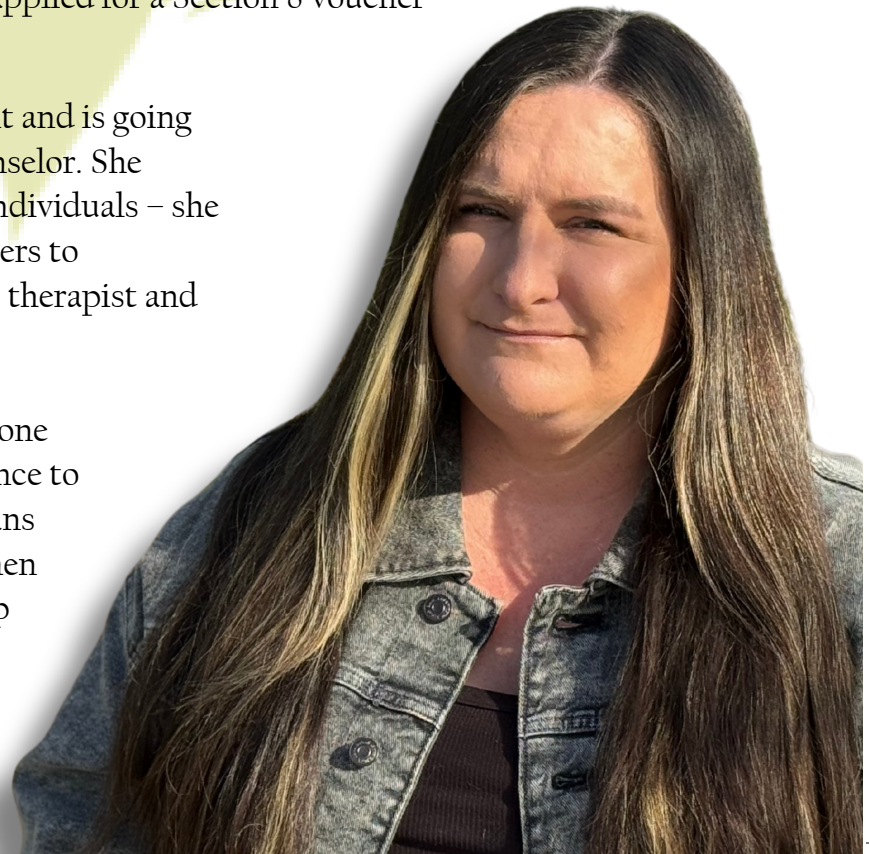
On September 20, 2019 – a date she will always remember – Ashley entered **Genesis House**, Community Human Services' residential drug treatment program, to embark on the road to recovery and has been proudly clean and sober ever since.

She graduated from **Genesis House**, got a job, started saving money, and moved to **Sonoma House**, Community Human Services' transitional sober living home for women. But then all the trauma and pain she experienced came home to roost in the form of a schizophrenia diagnosis.

She lost her job and her apartment, but she didn't lose her sobriety. She went to Community Human Services' just-opened **Casa de Noche Buena** shelter for homeless women and families with children, and with their help, applied for a Section 8 voucher and got back on her feet again.

Today Ashley has her own car and apartment and is going to college to become a drug and alcohol counselor. She works for a nonprofit that helps trafficked individuals – she was their first graduate – and now helps others to transcend what they experienced. She sees a therapist and takes medication for her schizophrenia.

Ashley is proof positive that providing someone with caring support can make all the difference to their future. We are honored that Ashley plans to work for Community Human Services when she graduates, coming back full circle to help others overcome their challenges and thrive.

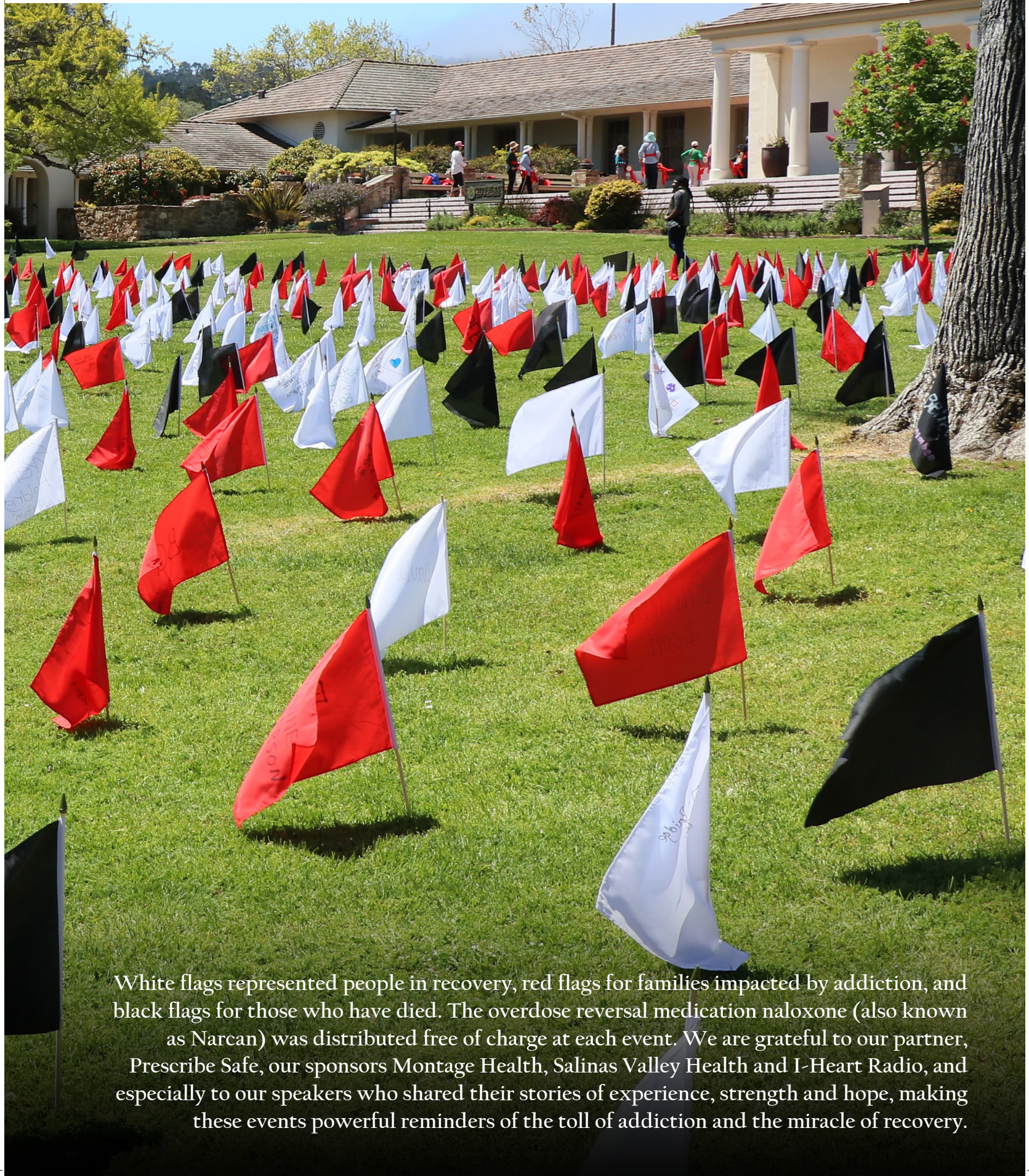


2023 RECOVERY RUN & OPIOID



Community Human Services was proud to host 2023's Memorial Flag Ceremonies and virtual Recovery Run to raise community awareness about the opioid epidemic. Five flag ceremonies were held throughout Monterey County at Colton Hall in Monterey, Seaside City Hall, Veteran's Memorial Park in Soledad, and Hartnell College and Sherwood Park in Salinas. They featured over 1,800 personalized flags to honor those whose lives have been affected by opioid addiction.

ADDICTION FLAG CEREMONIES



White flags represented people in recovery, red flags for families impacted by addiction, and black flags for those who have died. The overdose reversal medication naloxone (also known as Narcan) was distributed free of charge at each event. We are grateful to our partner, Prescribe Safe, our sponsors Montage Health, Salinas Valley Health and I-Heart Radio, and especially to our speakers who shared their stories of experience, strength and hope, making these events powerful reminders of the toll of addiction and the miracle of recovery.

THANK YOU TO OUR 2023 DONORS

We are grateful to our extraordinary community of donors who make our work possible! The following donors made gifts in 2023. *Asterisks indicate gifts to the Shuman HeartHouse capital campaign.

LEAD DONORS & INSPIRATION FOR SHUMAN HEARTHOUSE

\$2,000,000+

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\$25,000 TO \$100,000

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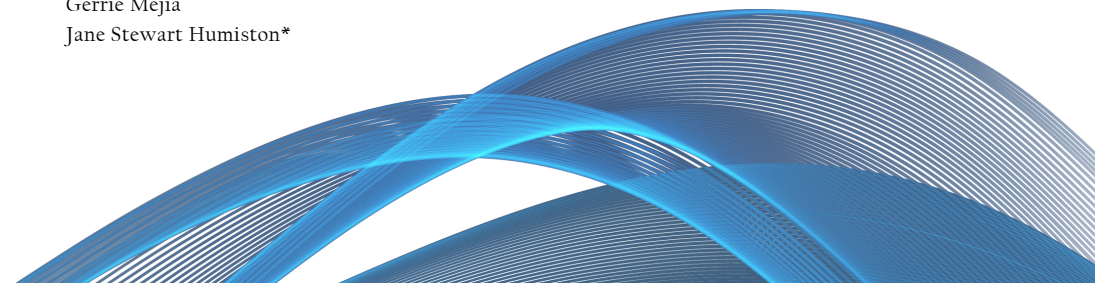
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“I care deeply about people in our community experiencing homelessness and support impactful efforts for housing equity. That's why I support Community Human Services.
– Dr. Carlotta Mellon”

Thank you to the many foundations, businesses, houses of worship, and civic groups that generously supported our programs in 2023.

Barbara Schilling and Richard Carr Charitable Fund
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- Cohort 2202*
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**We are also grateful to our local, state and
federal government partners for their support.**

City of Monterey*
City of Pacific Grove
City of Salinas
City of Seaside
City of Carmel-by-the-Sea
County of Monterey
State of California & State Senator John Laird*
Department of Housing & Urban Development



Two recent guests at our Casa de Noche Buena homeless shelter.

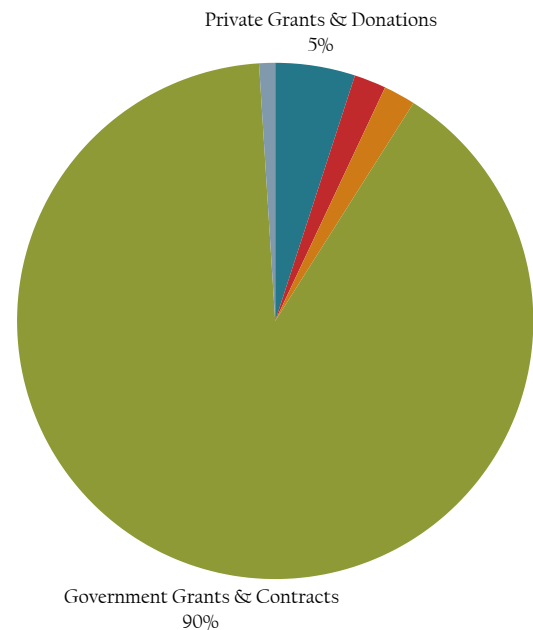
AUDITED FINANCIALS

JULY 1, 2022 - JUNE 30, 2023

Statement of Activities

OPERATING REVENUE

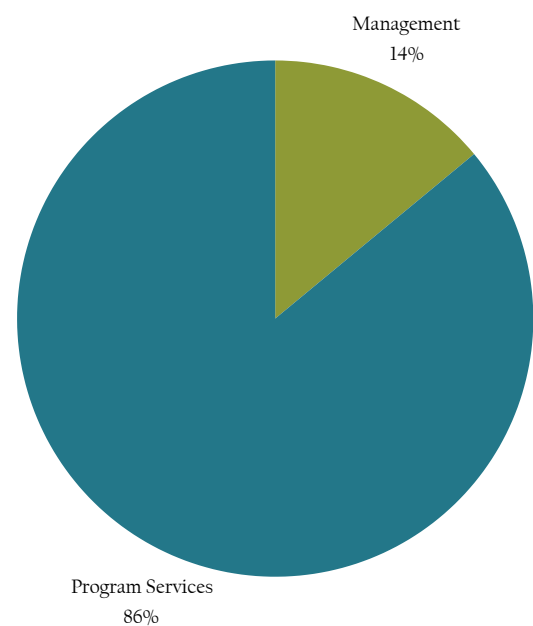
Government Grants & Contracts	\$9,841,124
Private Grants & Donations	518,117
Program Fees	266,249
JPA Contributions	238,000
Other Revenue	89,883
Total Revenue	\$10,953,373



Government Grants & Contracts	90%
Private Grants & Donations	5%
JPA Contributions	2%
Program Fees	2%
Other Revenue	1%

OPERATING EXPENSES

Substance Abuse	\$4,838,213
Homelessness	2,157,680
Mental Health	1,946,668
Management	1,496,081
Total Expenses	\$10,438,642



Management	14%
Program Services	86%

Community Human Services Leadership

Community Human Services is both a 501(c)(3) non-profit organization and Joint Powers Authority that partners with 16 cities and school districts to ensure that Monterey County residents have access to the help they need. Each member entity appoints a representative to the board of directors and makes an annual financial contribution to Community Human Services.

BOARD OF DIRECTORS

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City of Sand City

Alan Haffa
City of Monterey

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Lori McDonnell
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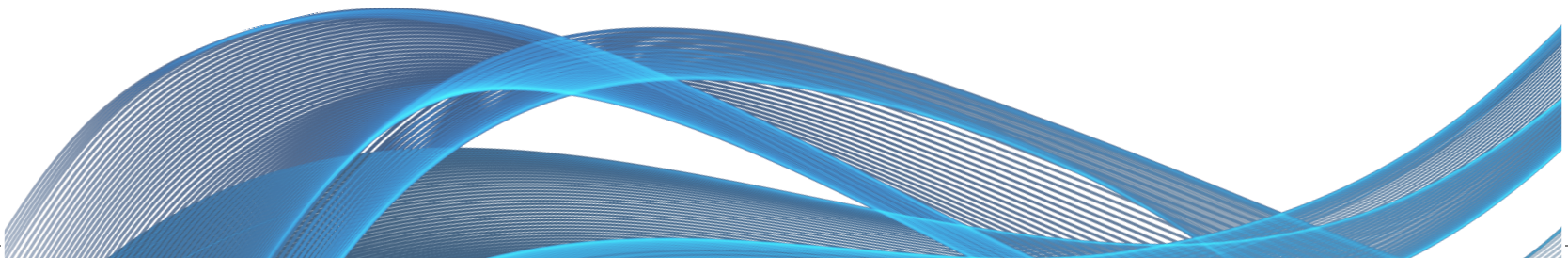
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Community Human Services is fortunate to have over 120 committed, compassionate employees who are dedicated to helping people reach their true potential 365 days a year.





**community
human services**

hope. help. here.

P.O. Box 3076
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Join our new

Friends & Neighbors Monthly Giving Club

For more information, visit chservices.org/friends
or call 831-658-8511 and ask for Jeannine.



"I support Community Human Services because community is at the heart of all they do. Their comprehensive array of services for homelessness, substance abuse and mental health ensures that people in our community get help when they need it most."

– *Margaret D'Arrigo Martin*



"As long-time supporters of Community Human Services, we encourage others to support them, too. We believe in their mission, they have a decades-long record of success in meeting the needs of the most vulnerable, and we are confident in their leadership."

– *Fred and Phyllis Meurer, former Monterey City Manager and Salinas City Councilmember*

"Caring for women and families is at the root of my philanthropy. That's why I support the good work of Community Human Services in providing shelter and help for those most in need. Please join me in giving generously."

– *Chris Shake, President of Shake Enterprises*

