



Keep Doors Open. Keep Hope Alive.

Safeguard Shelter for
Women and Families
Experiencing Homelessness



Safe Shelter Changes What Comes Next

Every day in Monterey County, women and families face the uncertainty of homelessness.

It may be a mother trying to protect her children after a crisis or a woman navigating job loss, illness, or circumstances beyond her control. In that moment, one thing matters most: a safe place to turn.

When someone has nowhere else to go, an open door can mean everything. But safe shelter offers more than a bed for the night. It provides stability during a time of upheaval, compassionate support when hope feels distant, and a pathway toward permanent housing.

Safe shelter changes what comes next.



“There’s so much I’m grateful for. You feel dehumanized when you’re homeless. I feel human again.”

Shuman HeartHouse client

A Message from Our CEO

Dear Friends,

Every night in our community, women and families experiencing homelessness need a safe place to go.

At **Shuman HeartHouse** and **Casa de Noche Buena**, an open door means safety, stability, and the chance to begin again.

These shelters do more than provide a bed. They help people move beyond homelessness toward permanent housing, independence, and hope. Our community has built these programs over many years. Today, reductions in public funding have created a projected \$4.86 million shelter funding gap over the next three years, putting that progress at risk.

That is why I am asking you to consider investing in the future of these shelters. Your support helps ensure that when a woman or family has nowhere else to turn, CHS is ready to welcome them.

Together, we can Keep Doors Open. Keep Hope Alive.

Thank you for standing with CHS and the women and families we serve.



A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

Shawn Stone

CEO of Community Human Services

Progress Worth Protecting

Monterey County has made real progress in reducing overall homelessness and homelessness among families. But even after that progress, 2,073 people were experiencing homelessness on a single night in Monterey County in 2026.

That progress reflects the impact of proven programs, strong community partnerships, and the dedicated work of local organizations helping people move from homelessness toward stability and independence.

Yet homelessness remains a reality for hundreds of women and families each year. Every day, people throughout our community continue to need safe shelter, supportive services, and a pathway forward.

The encouraging news is that we know what works. And we're doing it.

By investing in effective shelter programs today, we can protect the progress already made, help more women and families find stability, and continue building a community where everyone has the opportunity to thrive.

The State of Homelessness in Monterey County

2024 2026

Persons experiencing homelessness



Unsheltered homeless persons



Sheltered homeless persons



Homeless women



Individuals in families experiencing homelessness



Data from Monterey County 2024 and 2026 Point-in-Time Counts.



More Than a Bed

Emergency shelter is where the journey begins, not where it ends.

Women and families who enter our shelters receive nutritious meals, personalized case management, housing navigation, employment assistance, and connections to health care and behavioral health services.

Children are able to maintain connection to school, routine, learning, and age-appropriate activities during a period of housing instability.

These are the tools and support that help people move beyond immediate crisis.

Keeping the door open is only the beginning. The goal is a pathway to permanent housing and lasting stability.



For children, CHS helps maintain connection to school, routine, and learning during a time of housing instability.



Two Shelters. One Mission.

Casa de Noche Buena and Shuman HeartHouse exist for one purpose: helping women and families move from crisis toward housing and stability.

Together, these shelters provide immediate safety while connecting participants to the support and resources needed to rebuild their lives.

What These Shelters Provide

- ♥ Safe emergency shelter
- ♥ Nutritious meals and essential needs
- ♥ Personalized case management
- ♥ Housing navigation services
- ♥ Employment and income support
- ♥ Education coordination with school districts
- ♥ Connections to health and behavioral health care
- ♥ Referrals to community resources
- ♥ Caring, supportive staff and safe, welcoming facilities

One Proven Model

Women and families receive individualized support based on their unique needs and goals, helping them build a pathway toward permanent housing and greater independence.



Shuman HeartHouse

Monterey,
California



Casa de Noche Buena

Seaside,
California



Your Support Creates Real Impact

Every day, our donor-supported shelters provide safety, dignity, and opportunity for women and families throughout Monterey County. Behind every statistic is a person who found an open door when they needed it most and a reason to hope for the future.

Fiscal Year 2024–25



16,745

Shelter nights provided



50,235

Meals provided



164

Individuals served



71

Single women served



26

Family households
served



4

Average
family size



46

Average
nightly census

OUTCOMES THAT MOVE PEOPLE TOWARD HOUSING

Finding affordable housing in Monterey County is a real challenge.

FY 2024-25 Outcomes

Percentages are rounded to the nearest whole number.

50% of our shelter participants move directly into permanent housing.

25% move into transitional housing while continuing toward permanent housing.

31% of adult participants were employed at exit.

42% of adult participants increased their income by exit.

100% of school-aged children continue their schooling.

These are more than statistics. These numbers represent women, youth, and families who found safety, regained stability, and discovered that homelessness did not have to define their future.

“This shelter gave me the backbone I needed to keep going. Thank you so much for all you have done for me and my girls!”

Casa de Noche
Buena client



Why Your Support Matters Now

The need for shelter has not changed. The funding has.

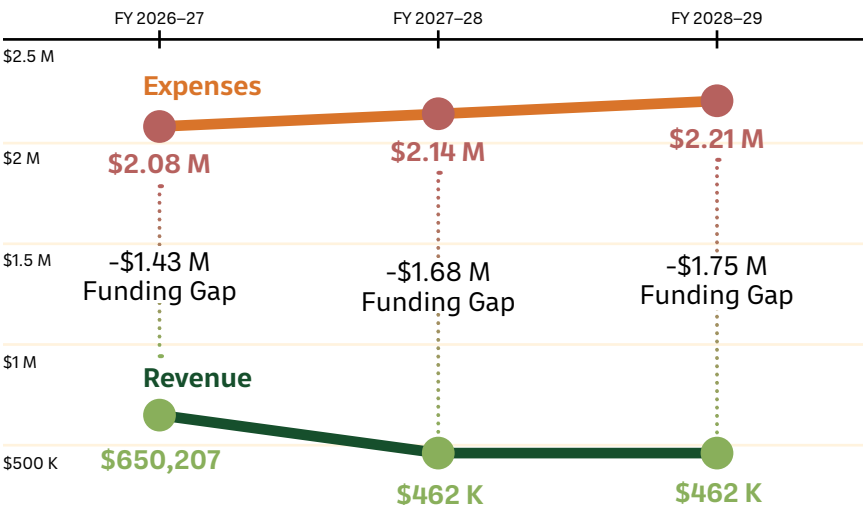
Casa de Noche Buena and Shuman HeartHouse continue to help women and families move from homelessness to housing and stability. But recent reductions in public funding have created a projected \$4.86 million gap over the next three years.

Your gift will protect what works by keeping shelter beds, meals, and critical housing services available for those who need them most. It will also help preserve a vital community safety net built over many years through the partnership of Community Human Services, local supporters, and stakeholders.

The challenge is not creating a new solution. It is sustaining one that already changes lives while CHS builds a more diverse and sustainable funding model for the future.

Help keep these doors open and hope alive for women and families in Monterey County.

THREE-YEAR SHELTER FUNDING OUTLOOK



Expenses 3-Yr Total: \$6.43 M | Revenue 3-Yr Total: \$1.57 M

Funding Gap: \$4.86 M

Preliminary figures based on currently identified revenue and projected expenses.

Keep Doors Open. Keep Hope Alive.

Every gift helps protect the services that change lives:

- ♥ Safe emergency shelter
- ♥ Nutritious meals and essential needs
- ♥ Personalized case management
- ♥ Housing navigation services
- ♥ Employment and income support
- ♥ Connections to health and behavioral health care
- ♥ Safe, welcoming facilities

Your investment will help preserve a proven pathway from homelessness to housing for women and families throughout Monterey County.

When a woman or family reaches a moment of crisis, they need more than shelter. They need safety. They need support. They need hope.

THE POWER OF MULTI-YEAR COMMITMENTS

A three-year commitment provides immediate stability while CHS builds a more diverse and sustainable funding model.

Your pledge will help protect proven programs today while creating a stronger future for the women and families who will need them tomorrow.

GIVE TODAY



To make a gift or discuss a multi-year or leadership commitment, contact Development Director Carol Harney at charney@chservices.org or (831) 658-3811, ext. 307.



**KEEP DOORS OPEN.
KEEP HOPE ALIVE.**

chservices.org/keep-hope-alive



**community
human services**
hope. help. here.

chservices.org

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Community Human Services is a 501(c)(3) nonprofit organization.
Tax ID: 94-6367167. Contributions are tax-deductible to the extent allowed by law.

Accountability

Community Human Services is committed to transparency and responsible stewardship of every donation.

Campaign funds will be tracked separately and used to support operations and related services at Casa de Noche Buena and Shuman HearthHouse.

**Platinum
Transparency
2025**

Candid.