



OPENING DOORS SINCE 1988



2024 Impact Report

A Message From Dawn Price, Executive Director



At Friendship Shelter, we do whatever it takes to help the individuals who walk through our doors end their homelessness, and stay safe and stable in their homes...for good! Our success has been built on the foundation of our commitment to our clients. We know that ending homelessness is essential for the individual experiencing it, and also for the overall health of our community. Helping our clients to achieve housing stability is critical in reaching that goal. On these pages you'll find details about the impact of our work. This progress simply wouldn't be possible without the generous support of our community. For that, we are so grateful! I hope you'll join us in welcoming even more people Home for Good next year and beyond.

-- Dawn

We live our values of compassion & acceptance, responsibility, integrity, creativity & flexibility, and community.

What just a few of our clients had to say...

— ●● —

There are not many good things about being homeless but the best is meeting so many kind and compassionate people on the staff at Friendship Shelter. I do not know what I would have done without them.

Love and care is still around even in the most challenging of times. More power to you all! Thank you very much for all your support.

If it wasn't for Friendship Shelter, I wouldn't be where I am or have what I do to this day. Thank you Friendship Shelter. I will always remember your goodness.

————— ●● —————

Friendship Shelter's success is built on the foundation of our commitment to our clients. Our team does whatever it takes to help the individuals who walk through our doors end their homelessness and move into permanent housing.

2024* Year in Review



918

Individuals served in a Friendship Shelter program in 2024



95

Clients moved into permanent housing in 2024



99%

Friendship Shelter housing tenants retained their housing



35%

Emergency shelter clients moved into housing in 2024



92

Currently living in Friendship Shelter's PSH program



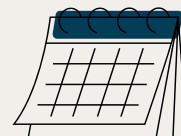
119

Clients with a housing voucher & are working with our staff



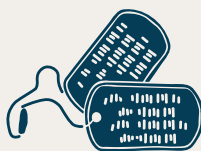
88%

Clients who are living with a disability



56%

Clients who have been chronically homeless



4%

Clients are veterans



32%

Clients who are survivors of domestic violence



60%

Clients who are aged 60+

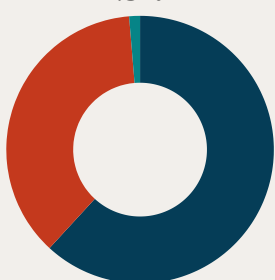


Clients by age

Non-Binary/Transgender

1.3%

Women
36.9%



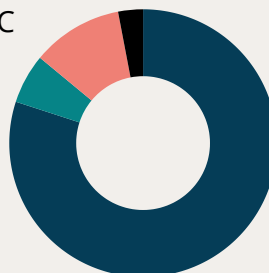
Men
61.8%

Clients by gender

Central OC

11%

North OC
6%



South OC
80%

Place of residence before enrolling in a Friendship Shelter program

More than 250 people live in Friendship Shelter's permanent housing program after experiencing homelessness. We operate three types of housing...



Permanent Supportive Housing (PSH)

Tenants move into fully furnished apartment units scattered throughout south Orange County and receive day-to-day support.



Rapid Re-Housing

Clients receive short-term financial assistance & support intended to help them achieve housing sustainability due to finances.



Housing with Vouchers

Eligible clients work with our team to locate a rental unit that accepts vouchers, and receive ongoing supportive services.

We're focused on ending homelessness through permanent housing. Of the individuals in our housing program in 2024...



10

Moved into Friendship Shelter's PSH program



20

Clients new to Friendship Shelter's Rapid Re-Housing program



23

Clients received a housing voucher & are working with our staff



99%

Friendship Shelter housing tenants retained their housing



240

Linkages to mental & physical health care



219

Linkages to government benefits & ID documents

Our team works with each client in our housing program on an individual basis to determine the level of support they need to stay Home for Good. Services include:



Transportation assistance to appointments, providing bus passes & gas cards.



Connection to mental & physical health care.



Helping clients access income through Social Security & disability.



Serving as key relationship managers between clients & landlords.



Homelessness prevention by providing financial assistance & stabilization services.

In 2024, we helped 95 people move out of homelessness and into permanent housing. Our most vulnerable clients moved into a Friendship Shelter housing unit, while others moved on to a private rental. Wherever their destination, they are home.



24%

Received an Orange County Housing Voucher



23%

Rented a private unit without a subsidy



21%

Moved into Friendship Shelter Rapid Re-Housing



12%

Moved into Friendship Shelter Permanent Supportive Housing



8%

Rented a private unit with a subsidy



9%

Reunited with friends & family



2%

Entered a long-term care facility or nursing home



1%

Moved into transitional housing

The top indicator of future homelessness is prior homelessness. Prevention for at-risk individuals is key to achieving housing stability. In addition to the sustainability services that keep all our tenants Home for Good, our team helps clients...



Pay for first month's rent, deposits & application fees



Access food banks, increased income, transportation & other essentials



Locate a more appropriate housing unit to suit clients' financial situations

KEYS TO PREVENTION



Diversion can be as simple as staff mediating between a client and their family or friends to keep them in housing. Many clients have resolved their housing crises by overcoming obstacles with family until they're able to live independently.

Relocation is an option for clients who may be at risk due to affordability. Our staff helps identify a more financially appropriate housing unit and can access funding for rental deposits, utilities, and other essentials.



Our work doesn't end when a client gets the keys to their new home. We're focused on housing stability, ensuring each tenant in our program is Home for Good by...



Recruiting and retaining professional staff while offering fair and competitive compensation. Staffing stability builds trust with clients, making it possible to help them stay safely housed, permanently ending their homelessness.

Connecting clients to mental and physical health care services, including in-home visits with psychiatric nurse practitioners who create lasting relationships with our clients, building trust and delivering high-quality care.



Navigating complex relationships with landlords and property owners. Friendship Shelter staff serve as key relationship managers, facilitating in-home repairs, ensuring rent is paid on time, identifying available housing units, and more.

Preventing more people from falling into homelessness by providing financial assistance and stabilization services to keep them in their current housing or to help identify a more appropriate housing unit to meet their needs.



OUR TENANTS ARE HOME FOR GOOD



Our vision is to end homelessness in south Orange County, one person at a time. But because of high housing costs and low inventory, it's become increasingly difficult to find appropriate homes for our clients. But that doesn't stop us! Our team lives Friendship Shelter's values of creativity and flexibility, and have been able to locate the right housing units in other parts of Orange County, while working with landlords and property owners in south OC to welcome our clients Home for Good.

●: One or more housing units.

We're so proud of how far we've come, but there are new challenges on the horizon.

The reality of government contracts brings a unique set of opportunities but not without obstacles.



The wrap-around, supportive services our team provides is made possible through funding from government contracts.



The cost to keep one vulnerable person coming out of homelessness safely & sustainably Home for Good is **\$18,000 per year**. However, these contracts do not cover the full cost of delivering services, leaving us with a substantial funding gap that we must bridge through private fundraising.



On average, **we face a shortfall of \$2,000 per person per year**, or \$500,000 per year for the 250 clients currently housed in our program.



As an organization with limited resources coupled with the high cost of living in our area, **we struggle to compensate our staff with a fair, living wage.**



While we're grateful for the partnerships that these contracts represent, the financial realities they create **strain our operations and limit our ability to expand our reach.**

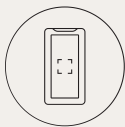
Your investment in Friendship Shelter makes it possible to cover the full cost of helping an individual sustain their housing, while strengthening our organization's infrastructure. Our work is far from over, and it's critical we have the necessary resources to grow while maintaining our clients' and employees' well-being.

Join us to welcome more people Home for Good in 2025 and beyond!

Friendship Shelter

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SCAN ME!
FOR MORE DETAILS



VISIT OUR WEBSITE AT [FRIENDSHIPSHELTER.ORG/HOMEFORGOOD](https://friendshipshelter.org/homeforgood) OR SCAN THE QR CODE FOR MORE DETAILS ABOUT OUR WORK.



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