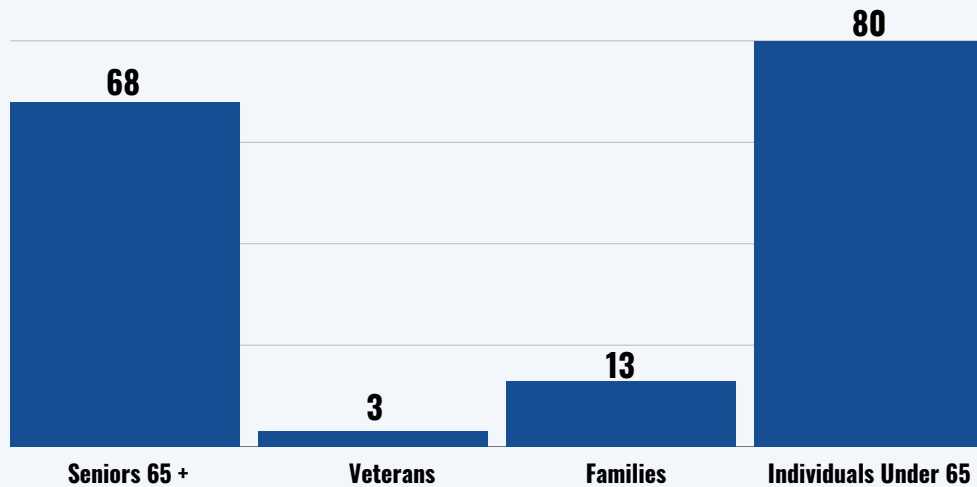




HUMAN SERVICES ANNUAL DATA REPORT

JULY 1, 2024 - JUNE 30, 2025

ANNUAL UNIQUE CONTACTS BY DEMOGRAPHIC = 164



ANNUAL HOUSING & PREVENTION SERVICES = 30

Positive Exits to Temporary Housing	18
Positive Exits to Permanent Housing	3
Prevention Services	9

ANNUAL PROGRAM & SUPPORT LINKAGES = 225



ANNUAL SENIOR CENTER HOURS: SENIOR CENTER DIRECT SERVICE HOURS AND RESOURCE HOURS

264



HUMAN SERVICES ANNUAL DATA REPORT

DEFINITIONS



ANNUAL UNIQUE CONTACTS BY DEMOGRAPHIC

Annual contacts with residents or non-resident of Laguna Niguel, categorized by demographic, refer to interactions recorded between Human Services staff and clients as follows:

- **Seniors (65+):** Contacts with individuals aged 65 and older, often addressing needs related to aging, healthcare, or housing stability.
- **Veterans:** Contacts with individuals who have served in the military, focusing on connecting them to veteran-specific benefits and resources.
- **Individuals under 65:** Contacts with adults younger than 65, typically addressing needs such as employment, housing, or community services.
- **Families:** Contacts with households that include parents/guardians and their children or dependents, focusing on family-specific resources like housing assistance, childcare, or education support.

This categorization helps track and analyze the frequency and focus of services provided to each demographic group.

ANNUAL PROGRAM SUPPORT AND LINKAGES

The data is based on three types of linkages, each of which plays a significant role in the Human Services Division:

- **Community Supports:** Providing community resources to at-risk populations, employment services, transportation, food, clothing, medical advocacy, or assistance with documentation support.
- **Mental Health:** In a collaborative effort with County service providers, we connect to one or more service providers to aid an individual's mental health treatment plan.
- **Substance Abuse:** The connection to an approved substance abuse treatment program with a comprehensive treatment plan is designed to achieve sobriety, including support groups, treatment plans, and weekly counseling meetings, providing a reassuring structure for recovery.

ANNUAL HOUSING AND PREVENTION SERVICES

It is the City's commitment to assist individuals in ending their homelessness and transitioning into permanent housing. We understand the critical need to assist those struggling with prevention services to help them remain housed. The areas highlighted in this data report are:

- **Positive Exits to Temporary Housing:** These programs help those experiencing homelessness or unable to live in their homes into temporary shelters, bridge motel programs, or shared living spaces. The goal of these programs is to stabilize the family or individual while securing a permanent housing solution.
- **Positive Exits to Permanent Housing:** Permanent housing provides a long-term, sustainable solution to ending homelessness. This data reflects voucher recipients, rapid rehousing awards, or diversion services, which would end their homelessness with support services.
- **Prevention Services:** This proactive approach assists individuals at risk of homelessness by providing rental assistance and case management. This guidance and support help address any ongoing issues that may hinder their ability to maintain housing stability.

ANNUAL SENIOR CENTER HOURS: SENIOR CENTER DIRECT SERVICE HOURS AND RESOURCE HOURS

During this annual reporting period, Human Services staff provided both direct support and resource navigation to patrons at the senior center. Time was dedicated to:

- **Direct Service Hours:** One-on-one engagement with senior center patrons to offer individualized support, including wellness check-ins, emotional support, assistance with completing forms, appointment coordination, and addressing immediate needs related to housing stability, benefits, or safety concerns.
- **Resource Hours:** Provided guidance and linkage to relevant community services such as enrollment into the Saddleback College Emeritus program, referrals to housing programs, transportation assistance, mental health resources, food access, and senior-specific benefits (e.g., Medi-Cal, SSI, CalFresh). Time also included researching updated resources, coordinating with service providers, and ensuring seniors were connected to long-term support systems.