



# 2024

Laying The Foundation: Our First Year of Impact

# It started with a single key.

A small, unassuming piece of metal placed into the hands of Maria, a mother of two who had spent months moving from shelter to shelter, never knowing if her children would have a safe place to sleep. When she turned that key and stepped through the door of her new apartment, she was overcome with emotion. It wasn't just a home—it was the promise of stability, of hope, of a future where her children could grow up without fear.

Maria's story is one of many that remind us why Encompass Housing was founded. This past year, we have opened doors—literally and figuratively—for individuals and families who had once believed that safe, reliable housing was out of reach. We've seen hope restored not just through securing a roof over their heads, but through wraparound support that ensures they don't just survive but thrive.

2024 has been a year of incredible firsts. It was our first full year of operation, our first housing placements, our first partnerships forged to strengthen our impact. And because of the dedication of our team, our partners, and supporters like you, over 200 individuals have a safe place to lay their head at night.

We know that housing is just the beginning. That's why we've worked tirelessly to provide not only shelter but also connections to services that create long-term stability—mental health care, employment assistance, case management, and a community of support that ensures no one has to walk this journey alone.

As we reflect on this milestone year, we recognize that this is just the beginning. The need is great, but so is our determination. With every home secured and every life stabilized, we reaffirm our mission: to ensure that no one is left without a place to call home.

Thank you for being part of this journey. Together, we are not just opening doors—we are building futures.

**With heartfelt gratitude,**



**Deby Wolford**  
Executive Director, Encompass Housing



**Dr. Patricia Riba | Pediatrician**  
Board Chair, Encompass Housing

# Mission

Our mission is to build communities that foster a sense of belonging, provide support and stability and connect individuals to their purpose. We are dedicated to serving seniors and families with children and we strive to provide not just housing, but a foundation upon which individuals can build their lives.

## Core Values

### It Takes A Village

A strong sense of community is essential to building a brighter future for all. By creating safe, supportive and inclusive communities, we foster connections between residents, staff, and the wider community, enabling individuals to thrive and grow.

### Constant Innovation

We continually seek new and creative ways to address the complex issues that impact those we serve, adapting and evolving our approach to meet the changing needs of our communities.

### We Rise By Lifting Others

Our approach to service is servant leadership. We demonstrate empathy and understanding to every individual we serve, recognizing their unique needs and challenges. We create transformative opportunities for change through mentorship.

### Empowerment At Every Step

We empower our residents to take control of their story by providing access to resources, education and training. We believe that everyone deserves the opportunity to reach their full potential, and we work tirelessly to provide the tools they need to do so throughout their journey.



## Board of Directors

**Board Chair:** Dr. Patricia Riba

**Vice Chair:** Jade Orzol

**Treasurer:** Beth Leon

### Members:

Rita Daniels

Brett Billings

Hagop Sargisian

Jim Sorensen

Kim Sorensen

Charles "Chip" Royston

Danielle Serrano

Joseph Price

Jeff Burgett

## Executive Team

**Deby Wolford**

Executive Director

**Betty Medina**

Director of Housing

**John Simmons**

Director of Recuperative Care

**Kristin Jefferson**

Director of Finance

## Our Services



**Recuperative  
Care**



**Affordable  
Housing**



**Property  
Management**



**Housing  
Supports**



**ECM**

## January 2024:

First Family Housed!

### A moment to remember!

We kicked off the year by housing the Aguirre's—a family of five—helping them find stability, safety, and a fresh start. Read their full story on page 7!



## March 2024:

Recuperative Care  
Opens at Community  
Care Campus

We launched **Recuperative Care** at NHH's Community Care Campus Long Beach, offering a stable, supportive environment for unhoused individuals. To help clients feel more at home, we also opened Encompass Rack, a free donation-based "store" for clothing and essentials.



## June 2024:

Hosted a booth at the  
Tichenor Carnival

The 9th Annual **Superhero Carnival**, hosted by our neighbors the Tichenor Clinic for Children, was a great opportunity to introduce ourselves, connect with families, share our mission and learn how to better serve the community of Long Beach.



encompass



**A new chapter** began as we opened the doors to our Wilton Building, creating a welcoming space for our growing team to support more individuals on their journey to stable housing and better health.

## March 2024:

Wilton Building Grand  
Opening



We received the **\$100,000 Wellness Fund Grant** from Uplift San Bernardino at the Making Hope Happen Foundation, supporting our San Bernardino Campus project to build supportive communities and expand housing opportunities.

## April 2024:

Awarded \$100,000  
Wellness Fund Grant



This summer, we introduced the **Enhanced Care Management (ECM)** program, providing compassionate, high-touch support to individuals with complex health and housing challenges.

## July 2024:

Launched Enhanced Care  
Management Program

## August 2024:

100 Clients Housed

A huge milestone made possible by our dedicated housing team! We celebrated housing our 100th client, marking **100 lives** changed through the power of stable housing and supportive care.

100  
housed!



**We expanded our Housing Navigation** program to the Inland Empire, guiding more individuals toward safe and stable homes. This is made possible through our partnership with Community Care Campus and Whole Person Care Clinic.

## August 2024:

Expanding our Reach to Inland Empire

## November 2024:

Opened Transitional Housing at Louise Street

We opened our first transitional housing site! **The Louise Street house** welcomed seven Short-Term Post-Hospitalization clients, giving them a safe place to call home as they seek jobs and income — with room for more residents in the future.



Our Board of Directors brought Thanksgiving cheer to our Recuperative Care clients in Long Beach with a warm, delicious feast. More than a meal, it was a reminder of **community, comfort, and belonging** during a challenging time of year.

## November 2024:

Board of Directors Hosts Thanksgiving

## December 2024:

Spreading Cheer to Our Clients

**Holidays are about community!** We celebrated at Recuperative Care with a special dinner and stocking distribution, and later, a festive Christmas party for housed families. Huge thanks to McKinley Elevators for providing gifts, brightening the season for the kids!



What a way to end the year! We reached the incredible milestone of housing **200 individuals**, doubling our impact from just a few months prior and changing even more lives for the better.

## December 2024:

200 Clients Housed

## 2024: By The Numbers



**206**

Clients Housed



**165**

Housing Deposits



**726**

Enrolled in Housing  
Navigation



**195**

Enrolled in  
Housing Tenancy &  
Sustaining Services



**43.5**

Average number of  
days from program  
enrollment to  
housing placement



**857**

**Total Clients:**

**63%** Adults (18-61)  
**22%** Children (0-17)  
**15%** Seniors (61+)



**165**

Clients provided  
with furniture,  
rental assistance,  
and household  
essentials



**57**

Partnerships with  
landlords and  
property managers

## Housing Supports

The Housing Services we offer aim to eliminate barriers to safe and permanent housing solutions. These services include:

### **Housing Transition Navigation Services:**

Assistance in searching for housing or completing housing applications as well as developing an individual housing support plan.

### **Housing Tenancy & Sustaining Services:**

Interventions for behaviors that may jeopardize housing, such as late rental payment and services, to develop financial literacy skills.

**Housing Deposits:** Assistance with housing security deposits, utilities set-up fees, first and last month's rent and first month of utilities as well as medically necessary items like air conditioners, heaters, and hospital beds to ensure their new home is safe for move-in.

Each client who enters our program receives an in-depth assessment of housing needs and eligibility, assistance applying for benefits and obtaining necessary documentation, and support with basic needs. We also help prepare our clients for meetings with landlords or property owners and offer landlord mediation and negotiation, and education in good neighbor practices.



# A Place to Call Home

## Celebrating Our Successful Move-Ins!



### Arianna & Camila

"Before Encompass Housing, it seemed almost impossible to get a place for my daughter & I. I received a call that I was approved for an apartment, but there was no way I would have the deposit in time. The next day I received the call from Encompass Housing offering me their services. It seemed like a miracle happening in front of my eyes. Once my daughter and I walked into our furnished home, seeing and hearing the joy of her made me feel so accomplished, and I give all the thanks to Encompass Housing for making this even the slightest bit possible for us!" — **Arianna**

### Victor & Kaylee

Kaylee and Victor are a remarkable couple who both have autism and were housed through our program! They were living in a family member's living room but had a strong desire to live independently and have their own space to build their lives together. After a few months, we were able to find them their very own apartment! Thanks to partnerships with organizations like Fullerton City Lights and Furnishing Hope, Kaylee, Victor, and their furry friend Brownie now have a cozy place to call their own.



### The Trejo Family

"Thank you for helping us get a new apartment after having lost ours to a fire. We did not know how long we would be in this situation... and now we are in a nice apartment with marvelous furniture that they provided us with. Thank you so much to Gilbert, who was the one who helped us throughout this process—always very friendly and very efficient in everything. Once again, thank you so much to Encompass Housing for helping us." — **The Trejo Family**

# The Aguirre Family One Year Later

In March 2023, the Aguirre family faced the unimaginable. With three young children—ages 4, 1, and just a few months old—Dela Marie and her husband found themselves homeless for the first time, struggling to navigate life in their car, on friends' couches, and in temporary spaces. The stress and uncertainty took a toll, leading to depression and anxiety.

Then they found Encompass Housing. "From the first moment we came in contact with them, we felt that there was hope," Dela Marie shared. "Our kids can finally experience the feeling of knowing where they would sleep every night in their own beds."

One year later, the Aguirre family is thriving. Both parents are employed full-time, earning enough to sustain their rent. Their children are enrolled in school and childcare, and their health and well-being have improved. While they once relied on therapy for support, they no longer need it—hope and stability have taken its place.

We are so proud of the progress they've made and deeply inspired by their resilience. Their journey reminds us why we do this work—because every family deserves a place to call home.



# Recuperative Care

Recuperative Care is a program for individuals who are exiting the hospital and need a supportive and safe environment to rest and recover. This program bridges the gap between hospital and home, offering medical supervision and support in a stable environment by:

- Reducing costs for the system overall by providing a step down from hospitals
- Reducing unnecessary emergency room visits and 911 calls
- Creating a support network that can provide individuals with enhanced care coordination and connection to resources

Our goal is to help clients recover fully and connect them with resources to ensure a smooth transition back to health and stability.



## Louise Street Transitional Housing Program

Encompass Housing proudly introduces Louise Street, a transitional housing site for Short-Term Post-Hospitalization clients. This six-month program helps individuals gain independence, secure income, and access vital services while preparing for permanent housing. We look forward to expanding this model to help more in need!



Age Range	# of Clients
< 25	6
25 - 35	29
36 - 45	41
46 - 55	70
56 - 65	77
66 - 75	21
76+	5

**249**

Individuals Served

176 male, 72 female,  
1 transgender

**51.1 years**

Average Age

**55-65 years**

Largest age group served

**80%**

of clients face chronic  
health conditions

**4.4/5**

Client Satisfaction Rating

**600% growth**

Avg. clients served grew from 7 per night in  
March 2024 to 49 per night in December 2024

**88%**

of clients have a Behavioral  
Health diagnosis or reported  
Behavioral Health concerns

**86**

individuals successfully transitioned from  
Recuperative Care into Independent living  
Supportive Living, or Transitional Housing

# Enhanced Care Management

Enhanced Care Management (ECM) provides coordinated, client-centered care for individuals with complex health and social needs, addressing both medical and social factors. **Services include:**

- Medical care coordination
- Finding doctors, scheduling appointments, managing medications, and arranging transportation
- Assistance with housing deposits, medically tailored meals, asthma remediation, and day habilitation
- Communication and coordination with the care team Health education and advocacy

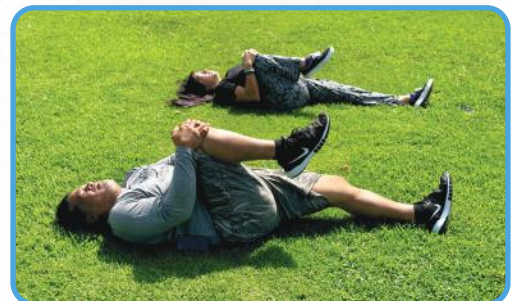
**We are proud to report that 20 clients were enrolled in ECM services in 2024 with plans to continue growing the program!**



## Day Habilitation

Our Day Habilitation program offers a comprehensive, client-centered approach to support individuals in achieving greater independence and improved quality of life. Through targeted care coordination and management, we empower members to acquire, retain, and enhance essential self-help, socialization, and adaptive skills. As part of the California Advancing and Innovating Medi-Cal's (CalAIM) Independent Living-Focused Community Support initiative, our program aligns with statewide efforts to foster independence, resilience, and integration within the community.

Since July 2024, we've hosted 90 Day Habilitation activities for our clients, including Financial Literacy classes, budgeting, employment assistance, therapeutic art journaling, wheelchair tai chi, nutrition education, and more.



## The Power of Giving

Thanks to our generous supporters, we raised a total of \$18,100 through our fundraising efforts in 2024! With 99 total unique donors, including 88 new donors, our community came together to make a lasting impact. From our first-time participation in Help Them Home and Long Beach Gives to our impactful Season of Giving campaign, every contribution has helped provide critical housing and support services to those in need.

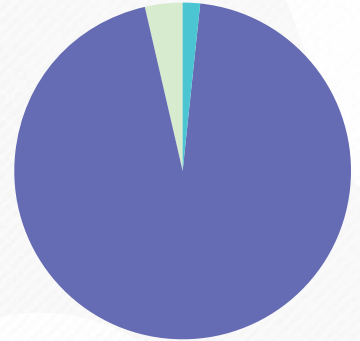
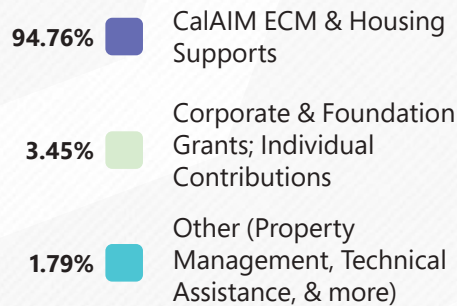


**"If it wasn't for Encompass, I don't know where I'd be." – Gina**

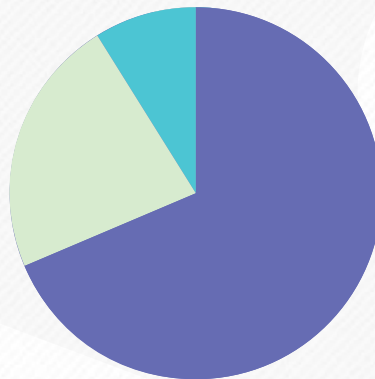
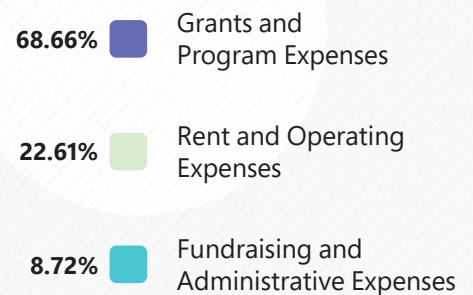
# Financial Snapshot 2024

Our programs are funded through a combination of government grants, private donations, and partnerships, with funds allocated towards providing direct services, support, and operational costs to ensure our clients receive the care and resources they need to thrive.

## Revenue Sources



## Expenses



# Partnerships For Impact

We would like to extend our heartfelt thanks to our invaluable partners, as our work is made possible by their collaboration, support, and shared commitment to improving the lives of those in need.



Tarsadia Foundation, CalOptima, HealthNet, Molina, LA Care , Kaiser Permanente, Long Beach Memorial Medical Center, Long Beach Multi-Service Center, UCI Health, Providence Health System, Long Beach Police Department Quality of Life (QoL) Team, CommonSpirit Health, Tichenor Clinic for Children, McKinley Elevators, Fresh Beginnings Ministries, Oasis International, US Bank, Long Beach Credit Union

# Looking Back, Stepping Forward

This year has been one of resilience, growth, and impact, and we know this is just the beginning! Our team remains committed to providing safe, stable housing and compassionate support to those in need.

The ongoing housing crisis, limited affordable units, and the complexities of supportive services have tested us—but they have also strengthened us. By expanding partnerships, refining our housing navigation approach, and advocating for long-term solutions, we have continued to place individuals and families in homes where they can rebuild and thrive.



We're just getting started. In the coming year, our vision is to expand transitional and permanent affordable housing programs, strengthen wraparound services for individuals families, and innovate and advocate for sustainable housing solutions.

**With your support, we will continue to create lasting change for those we serve.**

## Join Us In Making A Difference



### Donate

Give the gift of housing and stability



### Volunteer

Be a part of the solution



### Advocate

Help spread word about Encompass



Scan Here to get involved!

Together, we are building homes, restoring dignity, and providing second chances.

**Thank you for being part of our journey!**