

NORTH ORANGE COUNTY HOPE CENTER

HOMELESS OUTREACH AND PROACTIVE ENGAGEMENT



DISPATCH
(657) 243-1884

HOPE CENTER LIVE DISPATCH
FOR STREET HOMELESS ASSISTANCE
MONDAY-FRIDAY: 7:15 A.M.-5:15 P.M.

24/7 LIFE-THREATENING OR MEDICAL EMERGENCY DIAL 911
24/7 NON EMERGENCY CRISIS RESPONSE DIAL (855) 625-4657

FREQUENTLY ASKED QUESTIONS

Types of Calls for HOPE Center

- This line is for non-emergency calls only. Life-threatening or medical emergency calls will be transferred to 911.
- We accept all non-emergency calls to assist persons on the street in need of shelter or assistance. We will work to assist individuals once referred through this line.

What happens if I call before or after your hours?

- Calls made before or after our live dispatch schedule (Monday–Friday, 7:15 a.m. – 5:15 p.m.) will follow the prompts ensuring a response.

The non-profit **HOPE Center** is a North Orange County multi-city regional partnership that provides regional integration of street homeless outreach services.

We coordinate with City officials, staff and public safety personnel across the North Orange County region to deliver an efficient response system through our mobile outreach teams, centralized dispatch line, and advanced data system (Outreach Grid).

For non-emergency calls a two-person **HOPE Center** mobile team assists people experiencing homelessness access timely access to resources, shelter referrals, and housing solutions.

During our operating hours we respond to calls from residents and businesses in the cities of Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Placentia and Stanton.



Key aspects of the HOPE Center include:

- **Mission:**
Our core mission is to provide the right resources to individuals experiencing homelessness at the right time, ensuring access to shelter and, ultimately, housing.
- **Regional Integration:**
The Center partners with various cities in North Orange County to create a regionally integrated approach to addressing homelessness.
- **Mobile Outreach Teams:**
Teams of two are dispatched ensuring that the right services are offered to those in need on the streets.
- **Collaborative Effort:**
The partnership between HOPE Center staff, city workers, and local police officers enables a comprehensive response across the region.
- **Data-Driven Software:**
The Outreach Grid software system allows for real-time tracking of calls and outcomes allowing the team to adjust their approach and capture accountability.
- **Real-time Shelter Bed Reservations System:**
Outreach Grid features a real-time app-based navigation center/shelter bed reservation system to efficiently assist street exits and into shelter beds.