

This directory is intended to serve as a guide for people who have questions or concerns about someone who is homeless. The City of Goleta is committed to finding safe housing and services for all of its residents. This directory can help navigate some of the options for service or assistance.



# Homelessness Response Directory

*This Directory is designed to help people respond to the needs of someone who is homeless or in crisis.*

## For more information:


Chuck Flacks  
City of Goleta  
Homelessness Services Coordinator  
Ph: 805-690-5125  
E: [cflacks@cityofgoleta.org](mailto:cflacks@cityofgoleta.org)

**In a crisis or emergency  
call : 9-1-1**



## City of Goleta Neighborhood Services Department

130 Cremona Drive  
Goleta, CA 93117  
Contact: Chuck Flacks  
Homelessness Services Coordinator

 805-690-5125

 [cflacks@cityofgoleta.org](mailto:cflacks@cityofgoleta.org)

# Ways to Respond to Different Situations

## Crisis and Danger to Self or Others

### **Contact: 9-1-1**

If a person is a threat to themselves or others, or if they need an immediate response for a mental health crisis.

### **Contact: Santa Barbara County Behavioral Wellness access line, 888-868-1649**

If a person is in a mental health crisis but poses no danger to themselves or others.

## Disruptive Behavior

### **Contact: 9-1-1 first, then Community Resource Deputy Ebran Rauch at 805-968-3878**

If a person is causing a general disturbance such as screaming outside, aggressive panhandling, stealing, indecent exposure, illegal camping, or public urination/defecation.

## Encampments



### **Use City Assist**

An online system to report problems and concerns to the City  
[www.CityofGoleta.org/CityAssist](http://www.CityofGoleta.org/CityAssist)

## Illegal Dumping and Waste

Illegal dumping is furniture, mattresses, bags of trash, etc. left or abandoned on public property. Waste includes human waste and garbage on city or public property.

**Use City Assist or call City Hall Reception at 805-961-7500**

## Homeless Services

**Call 2-1-1:** Countywide comprehensive health and human services.

**CityNet:** Al Ortiz: 805-319-6946, [al.ortiz@citynet.org](mailto:al.ortiz@citynet.org)

**Good Samaritan Shelter Services:**  
Outreach - Anais Diaz: 805-242-5949, [adiaz@goodsamaritanshelter.org](mailto:adiaz@goodsamaritanshelter.org),  
Diversion/Prevention: 805-519-1302 (English) and 805-518-2679 (Spanish)

**Hedges House of Hope Shelter**  
6549 El Colegio Road, Isla Vista  
805-354-9307

**PATH Shelter**  
816 Cacique, Santa Barbara  
805-884-8481

**Safe Parking Program (New Beginnings Counseling Center)**  
For people living in vehicles  
805-845-8492

**SB ACT** - Neighborhood Navigation Center (includes showers, basic services, and enrollments for housing)  
805-259-4692, [info@sbact.org](mailto:info@sbact.org)

**Youth Services - Noah's Anchorage**  
Hotline: 1-866-HELP-TEEN