



**LONG BEACH**  
DEPARTMENT OF HEALTH  
AND HUMAN SERVICES

# Study Session on Homelessness

October 4, 2016

We asked the  
Long Beach community...

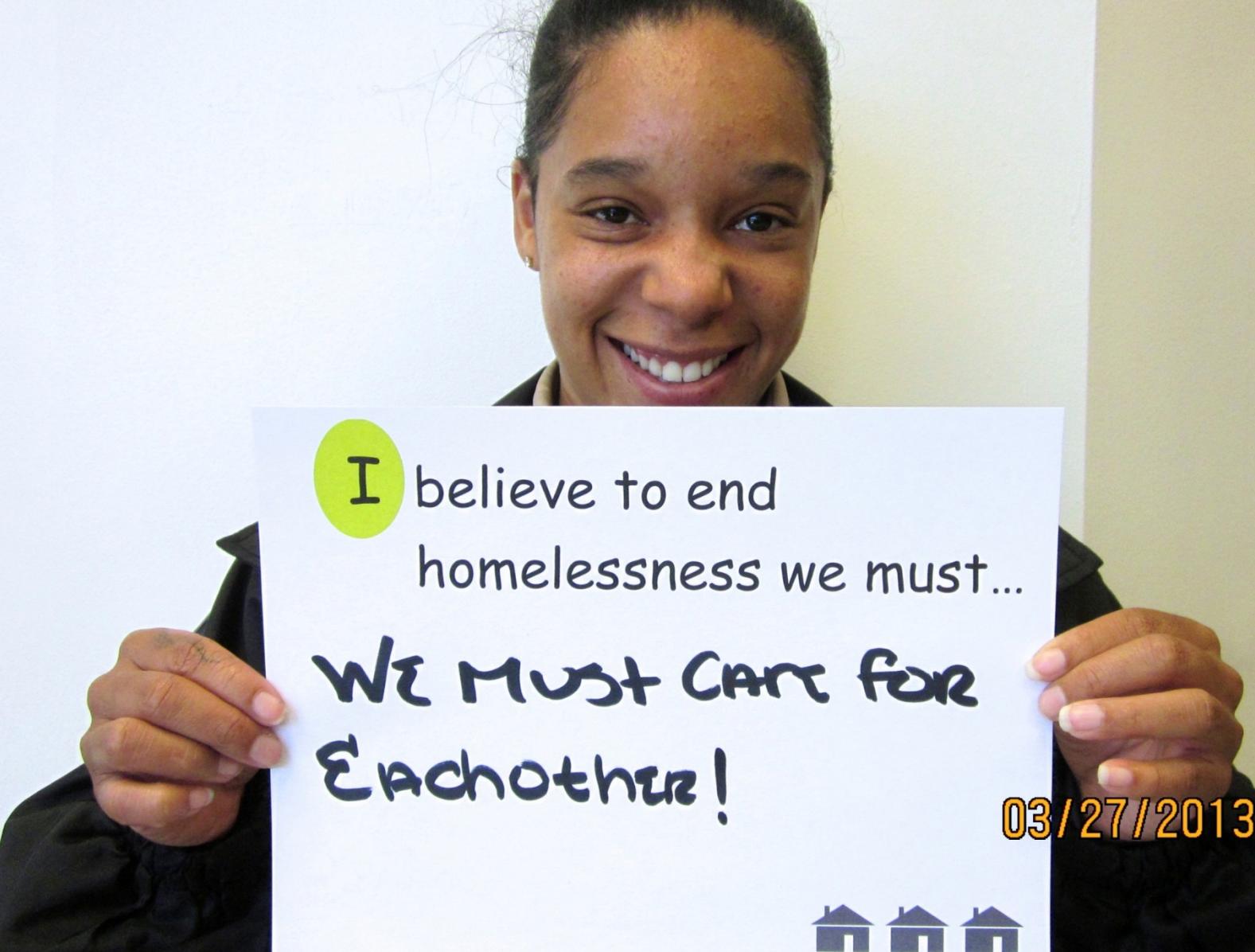
# What do we need to do to end homelessness?

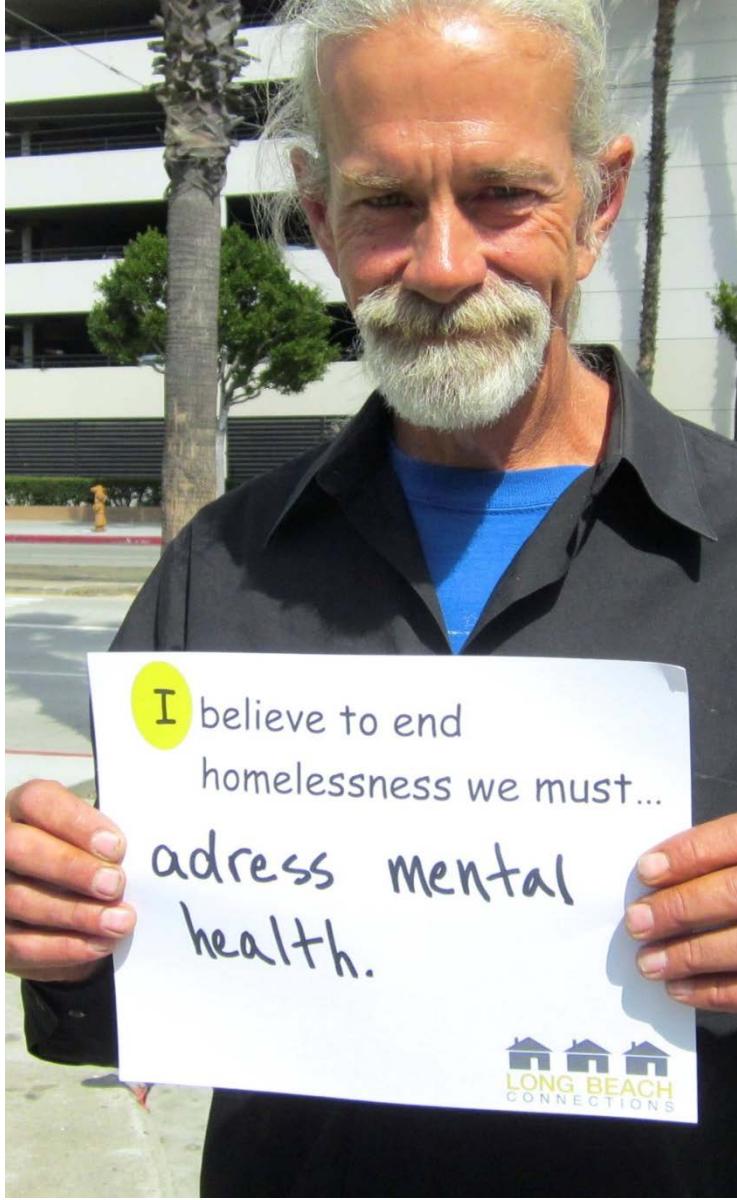
# They answered...



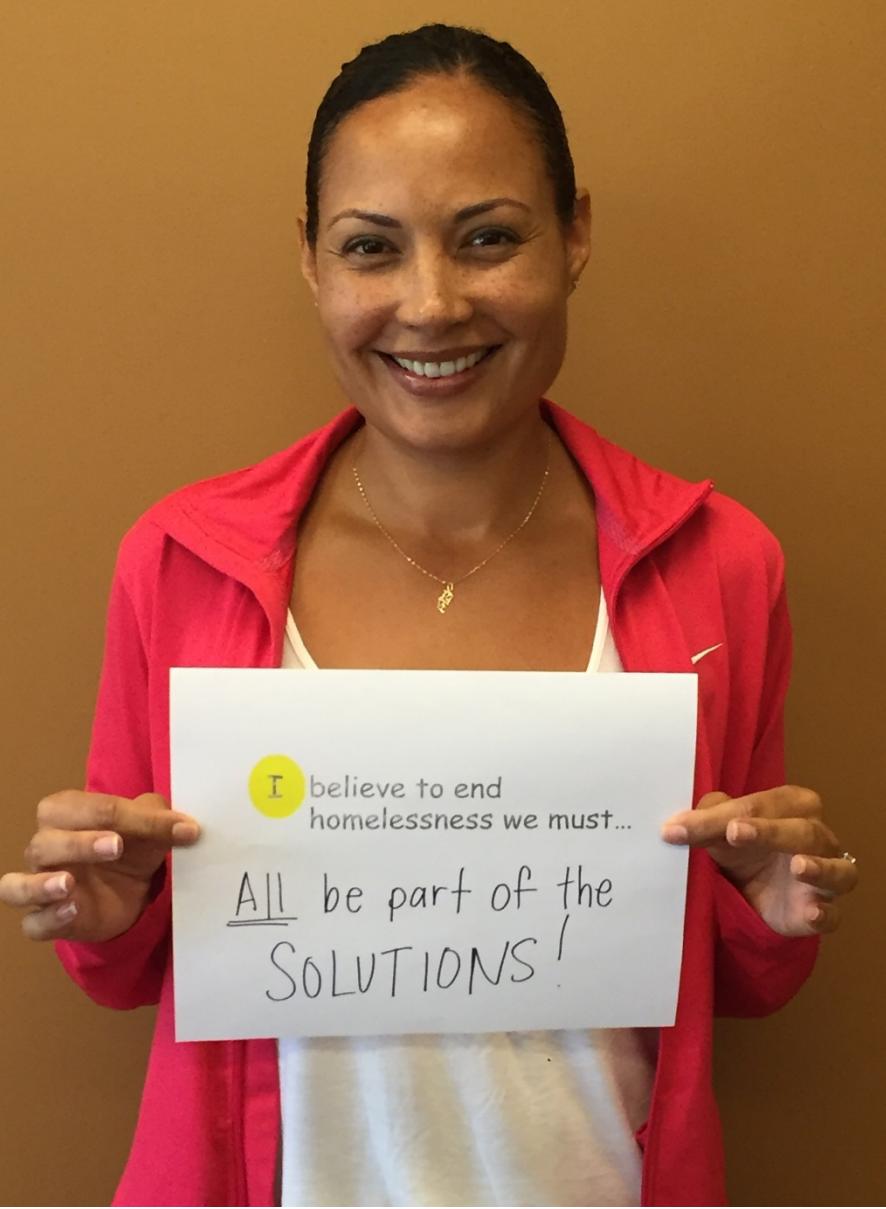












# Face of Homelessness

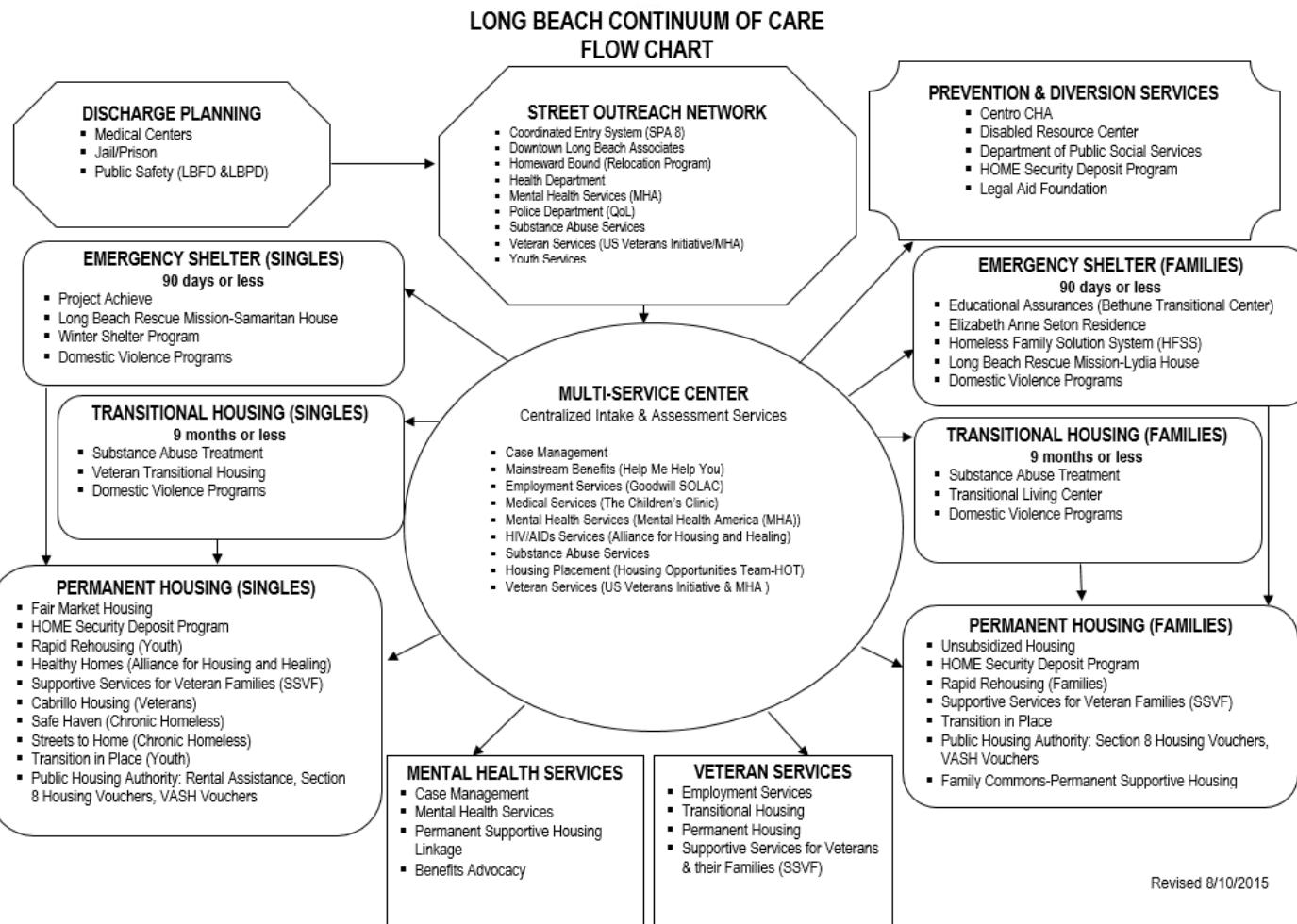
- Individuals
- Families with Children
- Persons with Disabilities
- Veterans
- Domestic Violence Survivors
- Unaccompanied Youth
- Seniors



...They're grandparents, parents, brothers, sisters, sons & daughters

# Addressing Homelessness

# Long Beach Continuum of Care



A coordinated system of care to provide housing and services

# Coordination That Drives Success...

- Unified Funding Agency (UFA)
  - Long Beach was one of the first CoCs to achieve UFA status; Now 1 of 4
  - UFA status provides flexibility to strategically address community needs
- Best Practices
  - Client-centered, Increased access to housing, Data-driven
- Data Collection
  - Enables the coordination of services
  - Data is used to evaluate performance, understand demographic & service use patterns, & inform homeless policy and decision making

# Multi-Service Center



# Multi-Service Center

**Serves as one of the primary coordinated entry locations for homeless services.  
Multiple agencies collaborate to provide integrated, on-site care at the MSC.**

## Available Supportive Services

- Mail and Message Center
- Shower Facilities
- Transportation
- Outreach
- Shelter Referral
- Case Management
- Employment Services



- HIV Housing Services
- Move-in Assistance
- Mental Health Assessments
- Medical Services
- Veteran Services
- Linkage to Mainstream Benefits

# Continuum of Care Partners

- **1736 Family Crisis Center**
- **Alliance for Housing & Healing**
- **Catholic Charities**
- Century Villages at Cabrillo
- Centro CHA
- **Children Today**
- Comprehensive Child Development
- **Dept. Health & Human Services**
- Downtown Long Beach Associates
- **Goodwill, SOLAC**
- Harbor Interfaith Services
- Help Me Help You
- **Housing Authority**
- **Interval House**
- LA County Dept. of Mental Health
- LA County Dept. of Public Social Services
- LBPD Quality of Life Team
- Long Beach Rescue Mission
- Long Beach Unified School District
- **Lutheran Social Services**
- **Mental Health America**
- **PATH**
- **PATH Ventures**
- Safe Refuge
- **The Children's Clinic**
- **United States Veterans Initiative**
- VA Long Beach
- Faith-Based Community

# Partner Highlight: Long Beach Housing Authority

The Housing Authority is a key partner in providing permanent housing

- Housing Authority's impact:
  - **701** VASH vouchers for homeless Veterans
  - **95** Housing Choice Vouchers for persons experiencing homelessness
  - Rental assistance for **201** Supportive Housing Units
- Challenges:
  - **486** voucher holders in Long Beach are actively searching for a home and can't find a place to live
  - 2% vacancy rate
  - Average of **6 months** to find a unit

# Partner Highlight: Long Beach Police Department

The Quality of Life Unit, partnered with a Department of Mental Health clinician, connects people who are experiencing homelessness to services and housing.



# Outreach & Engagement

## Proactive Outreach

- Outreach and Engagement are essential to connecting with people on the street
- Connecting can be a lengthy process
- Outreach involves coordination between:
  - City Agencies
  - County Agencies
  - Private Enterprise

# Outreach & Engagement Street Outreach Network

**Engages persons living on the streets**

**Links people to social services and housing**

## **Outreach Network Partners:**

- Long Beach Dept. of Health & Human Services
- Los Angeles County Dept. of Mental Health
- LB Police Dept.- Quality of Life & Community Resource Officers
- Long Beach Veterans Affairs
- Downtown Long Beach Associates
- Mental Health America
- United States Veterans Initiative
- Safe Refuge

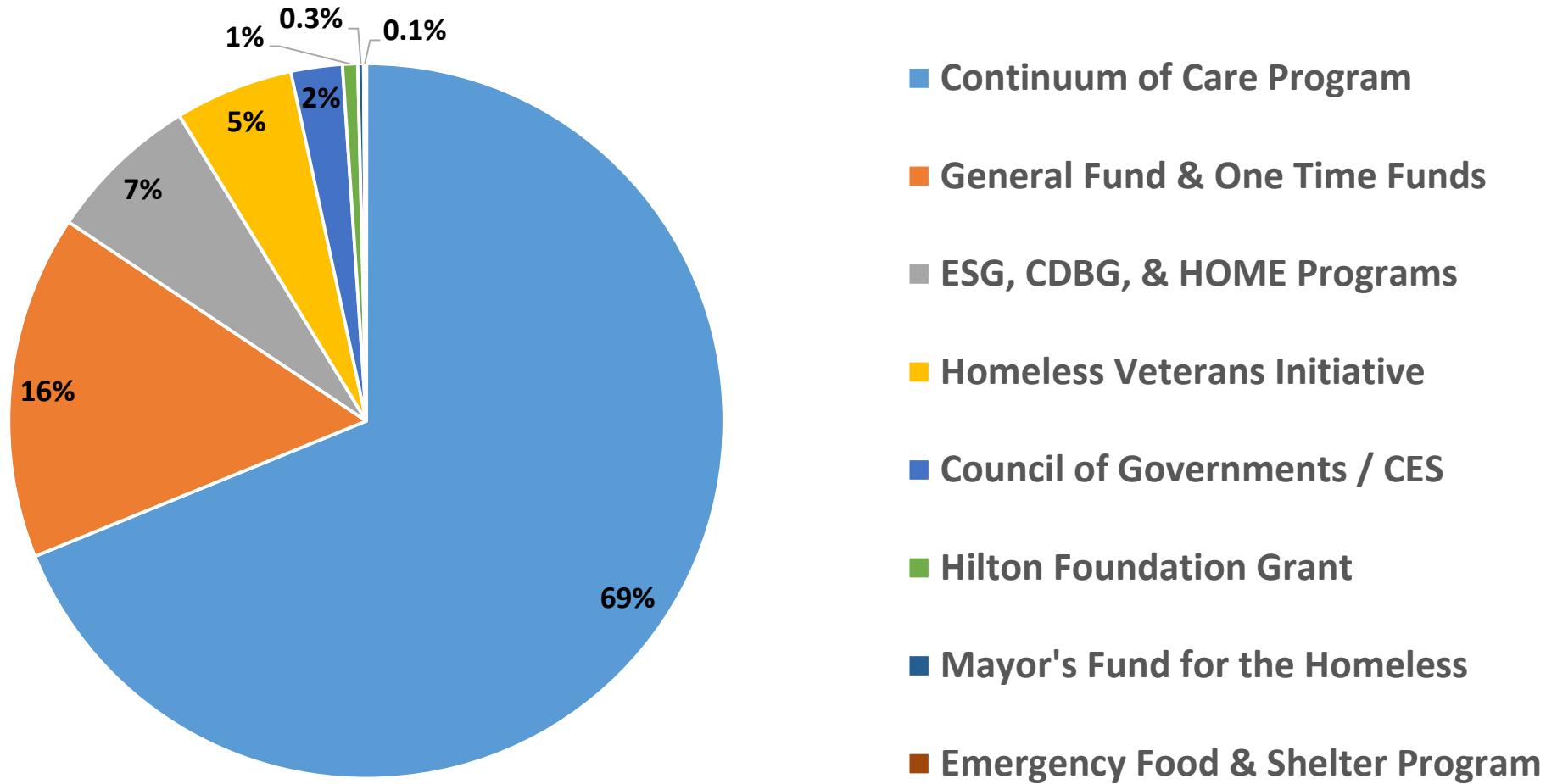
# People Served

**MSC:** Provided services for an average **1,100** individuals and families each month, for a total of **13,829** client contacts.

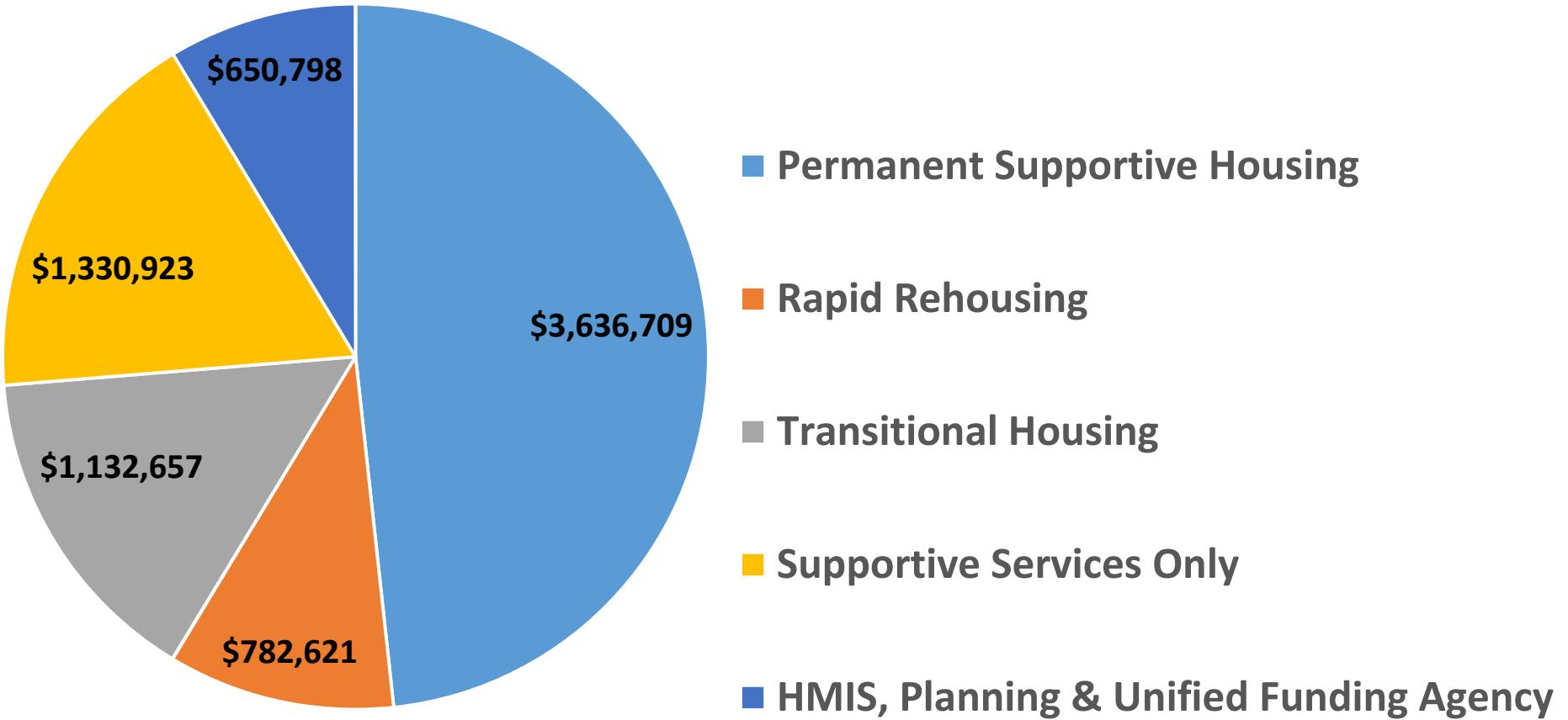
**Outreach:** Requests for outreach and engagement average **90-100** contacts per month

**Increased demand** for coordination with City, regional and community partners targeting parks, beach, river beds and the wetlands for outreach and clean up operations

# Funding for Homeless Services



# Current CoC Funding \$7.5 Million



# Housing Options in Long Beach

## **Emergency Shelter \* 257 beds**

Short-term temporary lodging.

Requirements may vary by program or funder.

## **Transitional Housing \* 337 beds**

Medium-term housing designed to support moving persons into permanent housing.

## **Rapid Rehousing \* 339 beds**

Housing services & rental assistance to help persons move into permanent housing quickly as possible.

## **Permanent Housing \*1,469 beds**

Permanent housing & supportive services to assist homeless persons to access and maintain a permanent home.

# Partner Highlight: Century Villages at Cabrillo



Images :

Century Villages at Cabrillo. (2016). Permanent Housing. Retrieved from:<http://centuryvillages.org/permanent-housing/>

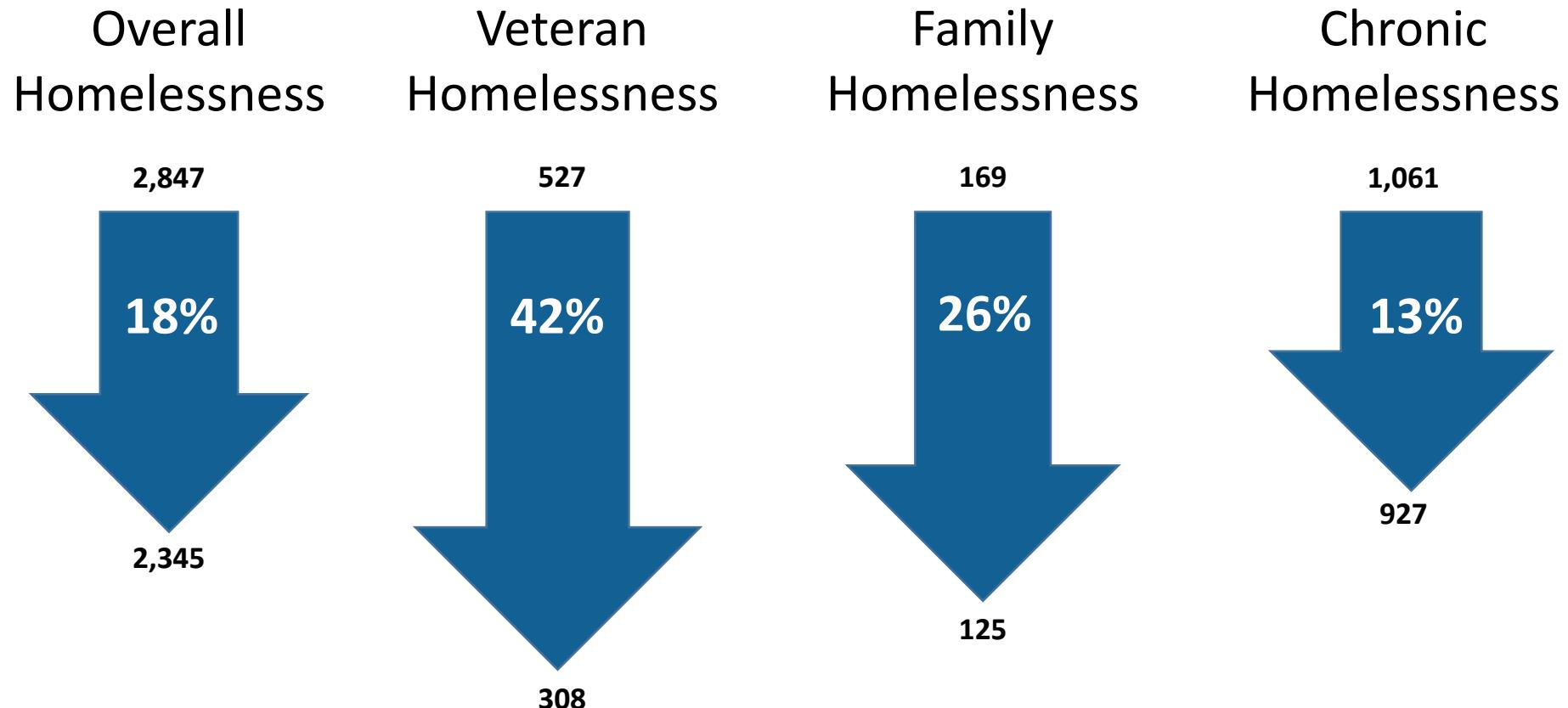
27

# Regional Coordination

- **Council of Governments, Gateway Cities**
  - Coordinated by PATH; Health Department is the lead for our Region
  - Connection to Regional Resources & Housing
- **Coordinated Entry System & Homeless Family Solutions System**
  - Collaborative, regional platforms for housing & service delivery
- **Winter Shelter Program**
  - Provides shelter & linkage to services during the inclement weather season

# Getting People Housed in Long Beach

## Overall Change between 2013 and 2015

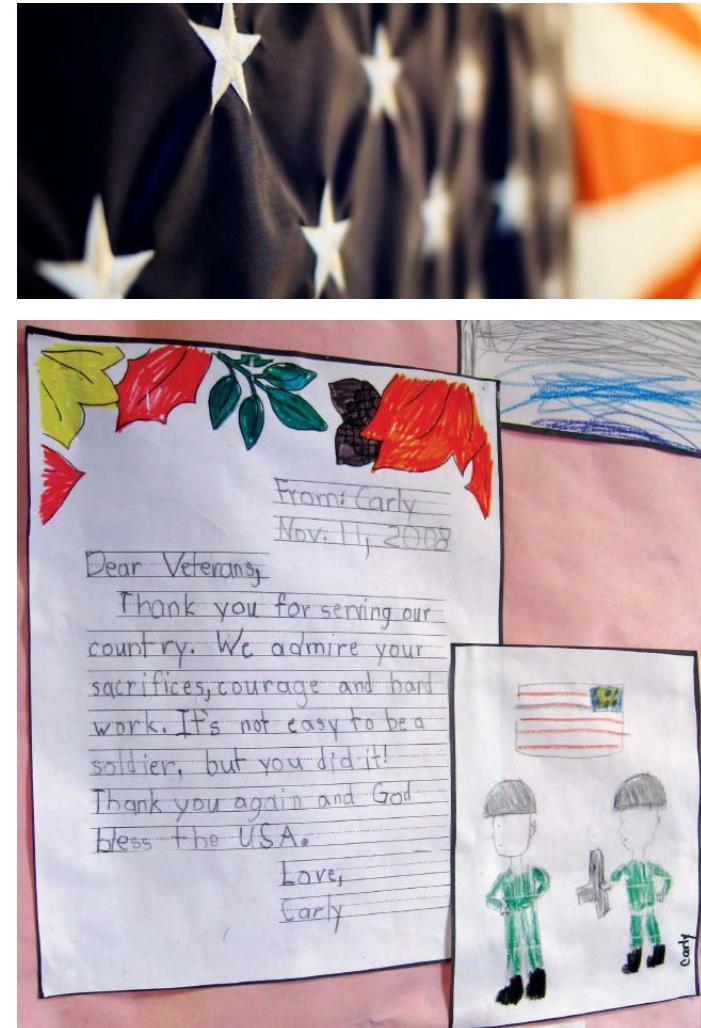


# Veterans in Long Beach

- Collaborative to provide a system of care to Veterans who are homeless
  - Long Beach VA Medical Center
  - Health and Human Services Department
  - US VETS
  - Mental Health America
  - 1736 Family Crisis Center

## Successes:

- **355** Veterans permanently housed
- **\$65,000** in prevention funding allocated to Veterans in danger of losing their housing



Images (from top):

Goyette, Paul. (2006). The U.S. flag from close up and at an angle. Retrieved from: <http://www.flickr.com/photos/pgoyette/155820893/>

Century Villages at Cabrillo. (2015). *Century Villages at Cabrillo Community Guide*. Retrieved from: <http://centuryvillages.org/wp-content/uploads/2015/01/CVC-Community-Guide.pdf>

# 10 Year Plan

The word cloud illustrates the complex nature of homelessness and the多方面的 efforts to address it. The central focus is on providing stable housing for people experiencing homelessness, while also addressing their health needs and improving services. The word cloud also highlights the need for a coordinated response involving various sectors and levels of government, and the importance of leadership and advocacy.

# 10 Year Plan Creation

- Initiated in 2005 by Mayor O'Neill
- Planning included over 200 individual and community partners and outlined 5 key strategies and recommendations
- Report was presented to City Council in 2008 but was not adopted or resourced
- The 5 Key Community Strategies were adopted by City Council in 2010

# Reviewing Community Strategies

# 5 Key Community Strategies

## 1. Housing

**Goal:** Increase the number of homes that homeless and low-wage earning income people can afford

## 2. Economic Stability

**Goal:** Having the economic resources to manage basic needs

## 3. Supportive Services

**Goal:** Provide support services to prevent homelessness & promote housing stability

## 4. Community Involvement

**Goal:** Expand participation and leadership from all sectors of the Long Beach community

## 5. Outcomes & Evaluation

**Goal:** Use data and research to ensure the success of 10-Year Plan implementation

# 5 Key Strategies - Implementation

- **Housing Goal**

- **130%** Increase in Permanent Supportive Housing beds to 1,452
- **4** Rapid Rehousing projects created
- **1,989** Units preserved for affordable housing

- **Economic Stability Goal**

- **6,711** individuals accessed Goodwill, SOLAC's 10 job programs
- **2,391** individuals accessed Pacific Gateway services
- Increased Connection to Mainstream Benefits
  - Over 500 individuals access Affordable Care Act enrollment services
  - An average of 120 individuals assisted with Social Security Disability Applications

# 5 Key Strategies - Implementation

- **Supportive Services Goal**

- Discharge Collaborative Established
- Expansion of Outreach Response
- Addition of Street Medicine Models

- **Community Involvement Goal**

- Stronger Collaboration with Local & Regional Partners
- Interdepartmental Coordination

- **Outcomes and Evaluation Goal**

- Information Sharing and Performance-based Evaluation

# Challenges

homelessness

Provide

housing

homeless

reduce

affordable

experience

systems

experiencing

increase

stable

interventions

behavioral

interventions

financial

return

preventing

assistance

mainstream

criminal

unaccompanied

crisis

risk

people

peoples

prevention

promote

foster

supportive

frequent

permanent

across

access

retail

private

Security

collaborative

leadership

programs

leadership

response

youth

justice

vulnerability

stability

access

improve

levels

commit

transform

knowledge

increasing

civic

juvenile

employment

education

Americans

meaningful

capacity

experience

System

aging

energize

inspire

organizations

hospitals

sectors

rapidly

public

sustainable

integrate

strengthen

increasing

government

context

impacts

# Challenges

- Increased Cost of Living and Rents
- Low Vacancy Rates
- Fewer Apartment Owners accepting Housing Choice Voucher
- Minimal Availability of Substance Use Treatment and Mental Health Services
- Statewide policy shifts
  - Dissolution of Redevelopment Agencies
  - Criminal Justice Reforms

# Lincoln Park

# Community Education: Lincoln Park



# Facing Forward / Shifting Focus

The image is a word cloud centered around the word "homelessness" in large blue letters. Other prominent words include "Provide", "housing", "homeless", "health", "services", "increase", "systems", "affordable", "end", "people", "response", "youth", "justice", and "vulnerability". Various smaller words and phrases are scattered throughout, such as "stable", "foster", "supportive", "frequent", "private", "chronic", "retool", "Security", "private", "interventions", "behavioral", "financial", "return", "preventing", "assistance", "unaccompanied", "criminal", "mainstream", "primary", "hospitals", "care", "education", "Americans", "levels", "commit", "meaningful", "capacity", "System", "experience", "curing", "energize", "inspire", "organizations", "aging", "integrate", "strengthen", "Economic", "employment", "Civic", "juvenile", "increasing", "Transform", "knowledge", "contact", "incomplete", "government", "context", "interventions", "behavioral", "financial", "return", "preventing", "assistance", "unaccompanied", "criminal", "mainstream", "primary", "hospitals", "care", "education", "Americans", "levels", "commit", "meaningful", "capacity", "System", "experience", "curing", "energize", "inspire", "organizations", "aging", "integrate", "strengthen", "Economic", "employment", "Civic", "juvenile", "increasing", "Transform", "knowledge", "contact", "incomplete", "government", "context".

# Causes of Homelessness



Insufficient Income/Wages  
Low vacancy rate  
Increasing costs of living and rentals  
Inadequate Social Safety Net  
Health/Mental Health Conditions  
Untreated Substance Abuse  
Domestic Violence  
History of Incarceration  
History of Child Abuse

# Taking a Comprehensive View

## Early Prevention Reducing the Risk of Homelessness

- Quality Education
- Life/Job Skills
- Safe homes and communities
- Health/Mental Health Care
- Substance Use TX
- Affordable Housing
- Sufficient Wages

## Late Prevention Keeping People Housed

- Rent supports
- Moving supports
- Health/Mental Health Care

## Intervention Already Homelessness

- Street Outreach and Engagement
- Life/Job Skills
- Emergency, transitional, permanent housing
- Extensive MH/SUD/Health care
- Ongoing supportive services
- Job Skills Training

# How to Prevent and Intervene in Homelessness

- Transitional and Permanent Supportive Housing
- Mental Health Treatment
- Substance Use Services
- Employment Skills/Opportunities
- Child Care Options
- Affordable Housing Options
- Sufficient Health Care

# How the Community Can Help

## Early Prevention

- Support your schools – volunteer/mentor
- Provide internships/learning opportunities for high school and college
- Connect with individuals in difficult times
- Be aware of signs of mental health and substance use and help connect to treatment
- Provide jobs locally

# How the Community Can Help

## Late Prevention/Intervention

- Support community partners and non-profits that help people connect to services
- Support organizations that provide food resources
- Sponsor items that people need as they move into housing
- Donate services (e.g., gift cards for free haircuts)
- Sponsor clothing for job interviews and employment
- Build job opportunities

# How the Community Can Help

## Late Prevention/Intervention

- Volunteer/Coordinate a volunteer network
- Create “welcome home” kits for people entering housing
- Create a “support network” for newly housed people
- Support efforts to provide housing for people who are low-income and/or experiencing homelessness
- Donate to the Mayor’s Fund for the Homeless

# Potential Funding Opportunities

- Community Fundraising (e.g., parking meters, electronic donation options)
- Social Impact and Pay for Success models encouraging private support
- Ongoing partnerships and coordination with County for supportive services, treatment availability and housing options

# Creating a Plan for the Future

## **Homeless Summit, 2017**

Co-hosting Partners: Health and Human Services Department, Homeless Coalition, DLBA, LBUSD, Apartment Association, and the Long Beach Human Relations Commission

## **FUSE Fellow**

Researching best practices across the nation and creative financing models

## **Community Engagement Opportunities**



**LONG BEACH**  
DEPARTMENT OF HEALTH  
AND HUMAN SERVICES

**Thank you**

**Kelly Colopy, Director of Health & Human Services  
Teresa Chandler, Homeless Services Officer**

**2525 Grand Avenue  
Long Beach, CA 90815**

**Phone: (562) 570-4000**

**[www.longbeach.gov/health](http://www.longbeach.gov/health)**