



CITY OF LONG BEACH

H-1

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 3rd Floor, Long Beach, CA 90802 (562) 570-5237

May 23, 2017

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Receive the supporting documentation into the record, conclude the public hearing, accept Categorical Exemption CE-16-267, and consider appeals from Douglas Otto, Rick Ivey, Naphar Isley, Troy Carmon, and Allan Stevens;

Uphold the Planning Commission's decision to deny a request for a continuance by a third party at the Planning Commission hearing of March 30, 2017; and,

Uphold the Planning Commission's decision to approve a Conditional Use Permit for a behavioral health urgent care center located at 3200-3220 Long Beach Boulevard. (Application No. 1611-08) (District 7)

DISCUSSION

On March 30, 2017, the Planning Commission considered a request for a Conditional Use Permit (CUP) for a behavioral health urgent care center located at 3200-3220 Long Beach Boulevard. At the beginning of the item, prior to the public hearing, the Planning Commission denied a request by Attorney Douglas Otto for a continuance of the item. Mr. Otto represents a client who disputes the ownership of the property in pending litigation. After denying the request for the continuance, the Planning Commission conducted a public hearing on the CUP request, then approved the CUP. Within the ten-day appeal period, four appeals of the Planning Commission's approval were filed. In summary, the reasons indicated for the appeals included that approval of the CUP and operation of the behavioral health urgent care center will cause negative impacts upon the neighborhood, including congregation of homeless and mentally ill persons in the vicinity, and direct harm to residents by clients of the facility. The appellants also object to the general location of the facility within the neighborhood's area, and its hours of operation. Additionally, Mr. Otto appealed the Planning Commission's decision to deny the requested continuance (Exhibit A – Appeals).

The subject site is located at 3200–3220 Long Beach Boulevard, and is developed with a vacant 14,409-square-foot medical office building. The site is bounded by Long Beach Boulevard on the west, a largely vacant oil extraction property to the north, Elm Avenue and an R-1-N-zoned residential area to the east, and 32nd Street to the south, across which is an R-1-N-zoned residential area on Elm Avenue, and an auto repair business in the SP-1-CDR zone on Long Beach Boulevard (Exhibit B – Vicinity Map). The portion of

HONORABLE MAYOR AND CITY COUNCIL

May 23, 2017

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the project site fronting on Long Beach Boulevard is located in the SP-1-CDR zoning district (Midtown Specific Plan, corridor district), which allows mixed commercial and residential uses, and the rear half of the site fronting on Elm Avenue is located in the CCA zoning district (Community Automobile-Oriented), which allows only commercial uses. The SP-1-CDR zoning on the site requires a CUP for a medical center or urgent care land use.

The applicant proposes to develop a behavioral health urgent care center within the vacant medical office building on the site. The center would consist of two main components: (1) a 24-hour psychiatric urgent care facility, consisting of two separate secure units accommodating a total of twelve adults and six juveniles, and (2) a "Crisis Walk-In Center" (CWIC) open 8:00 a.m. to 8:00 p.m., seven days a week (Exhibit C – Plans). The secure units would receive both voluntary and involuntary admissions of patients experiencing acute psychiatric crises, while the CWIC would allow walk-in patients to be evaluated and receive medication on a very short-term basis, until they can be connected to ongoing psychiatric care. Admissions to the acute units would include walk-ins and arrivals by police and ambulance transport. The entire facility will operate on an outpatient basis, with a maximum allowable stay of 23 hours 59 minutes for all patients. However, expected stay times are four to six hours for the acute units, and two to four hours for the walk-in center, based on the operator's experience operating similar facilities in Riverside and San Bernardino Counties. Estimated patient volume is 900 admissions per month, or approximately 30 per day. Total on-site employment to provide 24/7 staffing would be about 47 full-time employees, consisting of approximately 34 clinical staff, and 13 support staff. This includes approximately four to five psychiatrists, six registered nurses (RN), eight licensed vocational nurses (LVN), seven mental health clinicians (MHS II), and nine safety and security staff, with other administrative and clerical staff as well.

The applicant has provided a detailed operational plan and supporting materials describing the operation of the urgent care center (Exhibit D – Supplementary Materials). These describe arrival and entry to the facility, security and screening procedures and precautions, client release procedures, and behavior management for clients. The entrances/exits to the secure units are maintained under the center's staff control. When patients are discharged, the operations plan is designed to assure that patients have a means of transport home, and the center's staff will monitor the discharging patient to ensure they follow through with the planned means of departure. On-site security will also be provided outside the facility and in the parking lot when the facility is open. Conditions of approval (Exhibit E – Conditions of Approval) will memorialize and further address these operational procedures.

The behavioral health urgent care center would be operated by Stars Behavioral Health Group (aka Star View Behavioral Health, or Stars) on contract to the Los Angeles County Department of Mental Health. Stars operates ten other locations on behalf of Los Angeles County and has been contracted with the County for over 20 years. Stars currently operates the Star View Community Services Long Beach Center at 100 E. Wardlow Road in Long Beach, which provides a variety of support services to children, adolescents, and "transitional age youth" who, as described by Stars, face emotional, behavioral, and learning challenges and have difficulty succeeding in family or community living environments.

HONORABLE MAYOR AND CITY COUNCIL

May 23, 2017

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The facility will support local Long Beach hospitals, the Long Beach Police Department, and the Long Beach Unified School District by filling a critical need for a mental health urgent care clinic. The facility will relieve the load on hospital emergency rooms, which generally do not have designated areas for psychiatric patients, and must hold these patients, sometimes for more than 24 hours, until admission to a psychiatric facility can be secured. The facility will decrease the amount of time spent by police officers securing mental health treatment admissions for arrested persons, who would otherwise be required to wait under police escort in an emergency room until admitted to a psychiatric hospital. Police officers and emergency medical responders will be able to bring psychiatric patients with no presenting medical conditions (i.e., injuries or other acute physical conditions) to this facility instead of local emergency rooms. The facility will also serve Long Beach Unified School District, and will be utilized when students require mental health assistance.

While the facility is not intended specifically to serve the homeless population and is not a homeless shelter, it may serve homeless clients who are experiencing a psychiatric crisis, and will connect these persons with appropriate follow-up care through shelters and housing providers, so they will not exit the facility and return directly to living on the street. The operator estimates that approximately 10 percent of patients may be homeless persons, based on the figure of 9 percent reported by the Los Angeles County Department of Mental Health at their other behavioral urgent care centers. This figure also matches with Stars' experience in other counties. The facility is not a "medication clinic;" it will only admit patients who meet the criteria of being in a mental health crisis.

In addition to operational procedures, and conditions of approval pertaining to operational issues, the property has been approved for a major remodel of both the building and the parking and landscaping areas. This includes, among other things, construction of a six-foot six-inch-tall block wall along the eastern property line to screen the parking area from the residences across Elm Avenue, as well as to reduce potential noise from the site and increase security. The plans also include repaving and restriping of the parking lot, providing additional landscaping, repairing or replacing cracked, broken, and uplifted sections of sidewalk, curb, and gutter adjacent to the site, and providing on-site lighting and security cameras as recommended by the Long Beach Police Department.

Staff finds that this behavioral health urgent care center has the potential to fill a significant gap in the local mental health safety net, and due to the operator's experience and well-developed operational and security plans, is not likely to cause any negative impacts upon the surrounding areas. Vehicular entrances will be limited to 32nd Street only. Other site improvements (resulting from the associated Site Plan Review Application No. 1611-18) consist of ADA improvements, and street trees and tree wells.

Staff has analyzed the project in accordance with the required findings for CUPs, and finds that positive findings are able to be made (Exhibit F – Findings). As such, staff recommends the City Council deny the appeal of the Planning Commission's denial of the requested continuance, and deny the appeal of the Planning Commission's approval of the CUPs, thus approving the project.

HONORABLE MAYOR AND CITY COUNCIL

May 23, 2017

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Public hearing notices were distributed on May 4, 2017, in accordance with the requirements of Chapter 21.21 of the Long Beach Municipal Code. Any comments received prior to the City Council hearing of May 23, 2017 will be provided to the City Council at or before the hearing. Additionally, all public comment received at the Planning Commission hearing, and following the hearing, are provided to the City Council as well (Exhibit G – Public Comment Letters).

In accordance with the Guidelines for Implementation of the California Environmental Quality Act, a Categorical Exemption was prepared for the proposed project (Exhibit H – CE-17-053), finding that this project qualifies for a Categorical Exemption per Section 15305 of the California Environmental Quality Act Guidelines.

This matter was reviewed by Assistant City Attorney Michael J. Mais and by Budget Management Officer Rhutu Amin Gharib on May 4, 2017.

TIMING CONSIDERATIONS

City Council action is requested on May 23, 2017. Section 21.21.504.B of the Zoning Regulations requires a public hearing for an appeal to the City Council to take place within 60 days of receipt of an appeal, the first of which was filed on April 3, 2017.

FISCAL IMPACT

There is no fiscal or local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,

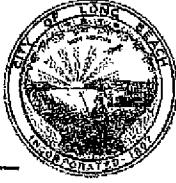
AMY J. BODEK, AICP
DIRECTOR OF DEVELOPMENT SERVICES

APPROVED:

PATRICK H. WEST
CITY MANAGER

AJB:LFT:CT:sk
P:\Planning\City Council Items (Pending)\Council Letters\2017\2017-05-23\3200 Long Beach Blvd CUP Appeal\DS - Appeal of 3200 LB Blvd v2.docx

Attachments: Exhibit A – Appeals
 Exhibit B – Vicinity Map
 Exhibit C – Plans
 Exhibit D – Supplementary Materials (Security Plan; Operations Plan)
 Exhibit E – Conditions of Approval
 Exhibit F – Findings
 Exhibit G – Public Comment Letters
 Exhibit H – Categorical Exemption CE-16-267



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 5th Floor Long Beach, CA 90802 (562) 570-6194 FAX (562) 570-6068

PLANNING BUREAU

APPLICATION FOR APPEAL

An appeal is hereby made to Your Honorable Body from the decision of the

- | | |
|---|--|
| <input type="checkbox"/> Zoning Administrator | |
| <input checked="" type="checkbox"/> Planning Commission | on the <u>30th</u> day of <u>March</u> , 20 <u>17</u> |
| <input type="checkbox"/> Cultural Heritage Commission | |
| <input type="checkbox"/> Site Plan Review Committee | |

Project Address: 3200 - 3220 Long Beach Blvd.

Reasons for Appeal:

The current legal owner of the property, is not a bona fide purchaser for value without notice because they failed to obtain an estoppel certificate or conduct meaningful due diligence while Dr. Khalid Jawansy was occupying the property. At all times since 2012 Dr. Jawansy was the equitable beneficial owner of the property. Therefore this request to continue the hearing should have been granted.

Your appellant herein respectfully requests that Your Honorable Body reject the decision and Approve / Deny this application.

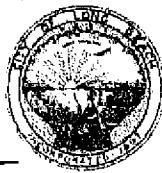
	Appellant 1	Appellant 2
Name:	Dr. Khalid Jawansy	
Organization:	e/o Law Offices of Long Beach N. Otto	
Address:	444 W. Ocean Blvd STE 940	
City/ZIP:	Long Beach, CA 90802	
Phone:	(562) 441-1111	
Signature:		
Date:	04/03/2017	

- A separate appeal form is required for each appellant party, except for appellants from the same address, or those representing an organization.
- Appeals must be filed within 10 days after the decision is made (LBMC 21.21.502).
- You must have established aggrieved status by presenting oral or written testimony at the hearing where the decision was rendered; otherwise, you may not appeal the decision.
- See reverse of this form for the statutory provisions on the appeal process.

(Below This Line for Staff Use Only)

Appeal by Applicant, or Appeal by Third Party

Received by: SK App. No.: 1/11-08 Filing Date: 4/3/17 4:20 pm
 Fee: \$100.00 Fee Paid Project (receipt) No.: PNB38720



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 5th Floor

Long Beach, CA 90802

(562) 570-6194

FAX (562) 570-6068

PLANNING BUREAU

APPLICATION FOR APPEAL

An appeal is hereby made to Your Honorable Body from the decision of the

Zoning Administrator

Planning Commission

Cultural Heritage Commission

Site Plan Review Committee

on the 30 day of March, 20 17

Project Address: 3200 - 3220 Long Beach Blvd.

Reasons for Appeal: Object to the use as per oral & written testimony submitted at planning commission hearing

: wrong location for such a facility

: Adversely impacts Neighborhood & surrounding Community - too close

: Object to hours of operation

Your appellant herein respectfully requests that Your Honorable Body **reject** the decision and **Approve** / **Deny** this application.

	Appellant 1	Appellant 2
Name:		
Organization:	<u>Los Cerritos Neighborhood Association (Mr. Ivey)</u>	
Address:	<u>3828 Pine Ave</u>	
City/ZIP:	<u>Long Beach, CA 90807</u>	
Phone:	<u>562 618-9503</u>	
Signature:	<u>Ramy</u>	
Date:	<u>4/5/17</u>	

- A separate appeal form is required for each appellant party, except for appellants from the same address, or those representing an organization.
- Appeals must be filed within 10 days after the decision is made (LBMC 21.21.502).
- You must have established aggrieved status by presenting oral or written testimony at the hearing where the decision was rendered; otherwise, you may not appeal the decision.
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(Below This Line for Staff Use Only)

Appeal by Applicant, or **Appeal by Third Party**

Received by: SV App. No.: 1611-08 Filing Date: 4/6/17

Fee: 100.00 Fee Paid Project (receipt) No.: PLNE38764



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 5th Floor

Long Beach, CA 90802

(562) 570-6194

FAX (562) 570-8068

PLANNING BUREAU

APPLICATION FOR APPEAL

An appeal is hereby made to Your Honorable Body from the decision of the

Zoning Administrator

Planning Commission

Cultural Heritage Commission

Site Plan Review Committee

on the 30th day of March, 20 17

Project Address: 3200 - 3220 Long Beach Blvd, Long Beach, CA 90806-90807

Reasons for Appeal: I am AGAINST the decision by the Planning Commission for the following:

- 1) All residents within the 750ft radius were not notified of the project or of the Planning Commission meeting held on March 30th, 2017 @ 5pm.
- 2) The neighborhood is already impacted with the Salvation Army and the College Medical Center which already has Behavioral Health Services being offered in the area.
- 3) 26% of homeless people suffer from mental illness. This will become a magnet for the homeless and we are already seeing an increase in their presence in our neighborhood.
- We should try finding a location in an industrial park as to not impact a residential neighborhood.
- 4) Children walk to and from school unaccompanied by adults in the neighborhood and we are putting our most vulnerable at risk!

Your appellant herein respectfully requests that Your Honorable Body **reject** the decision and **Approve** / **Deny** this application.

	Appellant 1	Appellant 2
Name:	Naphar Isley	
Organization:		
Address:	375 E 36th Street Unit 15	
City/ZIP:	Long Beach, CA 90807	
Phone:	562-826-9479	
Signature:	<u>Naphar Isley</u>	
Date:	April 5, 2016	

- A separate appeal form is required for each appellant party, except for appellants from the same address, or those representing an organization.
- Appeals must be filed within 10 days after the decision is made (LBMC 21.21.502).
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(Below This Line for Staff Use Only)

Appeal by Applicant, or **Appeal by Third Party**

Received by: SC App. No.: 1611-08 Filing Date: 4/17/17

Fee: 100 Fee Paid Project (receipt) No.: PLN1b35870



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 5th Floor

Long Beach, CA 90802

(562) 570-6194

FAX (562) 570-6068

PLANNING BUREAU

APPLICATION FOR APPEAL

An appeal is hereby made to Your Honorable Body from the decision of the

<input type="checkbox"/> Zoning Administrator
<input checked="" type="checkbox"/> Planning Commission
<input type="checkbox"/> Cultural Heritage Commission
<input type="checkbox"/> Site Plan Review Committee

on the 30 day of March, 20 17

Project Address: 3200-3220 Long Beach Blvd Long Beach, CA 90807

Reasons for Appeal: This appeal is being submitted to express my strong opposition to the proposed Behavioral Health Urgent Care Center (BHUCC). Which will be located at at 3200-3220 Long Beach Boulevard, Long Beach, CA 90807.

It is my understanding that the facility will operate as an "Urgent Care" for clients experiencing mental health related "Emergencies" 24/7. If I'm not mistaken a Star View executive agreed that the clientele receiving services at the facility, will be at their worst.
I, as well as numerous residents within close proximity to the proposed site, strongly oppose this project. (see back)

Your appellant herein respectfully requests that Your Honorable Body **reject** the decision and Approve / Deny this application.

	Appellant 1	Appellant 2
Name:	Troy Carmon	
Organization:		
Address:	229 E Eldridge Street	
City/ZIP:	Long Beach, CA 90807	
Phone:	562. 480-2364	
Signature:		
Date:	04/05/17	

- A separate appeal form is required for each appellant party, except for appellants from the same address, or those representing an organization.
- Appeals must be filed within 10 days after the decision is made (LBMC 21.21.502).
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(Below This Line for Staff Use Only)

Appeal by Applicant, or Appeal by Third Party

Received by: JL App. No.: 1611-08 Filing Date: 4/7/17

Fee: 100 Fee Paid Project (receipt) No.: PLN# 38771

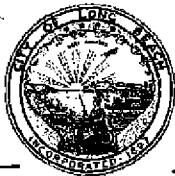
First and foremost, there is high potential for dangers posed by clientele due to their mental state and the voluntary nature of this facility. In addition, due to the services provided, it is felt that this facility would consistently attract a growing number of patients who may find their way into the nearby neighborhoods.

It is my understanding that clientele will be encouraged by the site personnel to leave the facility with someone or utilize public transportation. The clients can leave when and how they choose, further raising concern about them finding their way into the neighborhood, possibly in the evening hours.

Obviously, I can't say with certainty that something dangerous or detrimental will happen, but I maintain that the administration of this facility can't say with certainty that something will not happen. At this point, the safety of the community is of primary concern. I maintain that my concerns are justified and should be given every consideration.

As a resident, I am concerned that if my uncertainties are realized, it could obviously have a negative impact on safety, property values, right to peaceful enjoyment of our property and the community as a whole.

I respect the mental health providers/community and feel that they provide a much needed service. Contrary to my opposition and how my actions are perceived, I am in no way opposed to the facility itself or the services provided; however, due to the aforementioned, I contend that this project would be better served somewhere other than the proposed residential setting.



CITY OF LONG BEACH

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333 West Ocean Blvd., 5th Floor

Long Beach, CA 90802

(562) 570-6194

FAX (562) 570-6068

PLANNING BUREAU

APPLICATION FOR APPEAL

An appeal is hereby made to Your Honorable Body from the decision of the

- Zoning Administrator
 Planning Commission
 Cultural Heritage Commission
 Site Plan Review Committee

on the 30th day of March, 20 17

Project Address: 3200-3220 Long Beach Blvd.

Reasons for Appeal: (1) The walk-in clinic has nominal hours of operation from 8 a.m. to 8 p.m., but patients may check themselves into the facility outside these hours, or they could be brought here by others (including law enforcement) at any time. In effect, psychotic and potentially violent patients in the throes of a crisis could be coming into the neighborhood 24 hours a day. (2) Despite assurances that no one will be released "to the street," workers at the facility have neither the right nor the means to prevent patients from leaving. This puts our homes and our families at risk. (3) Although the urgent care center is neither a medical dispensary nor a homeless shelter, it will draw people who think it is, who will then stay in the area.

Your appellant herein respectfully requests that Your Honorable Body reject the decision and Approve / Deny this application.

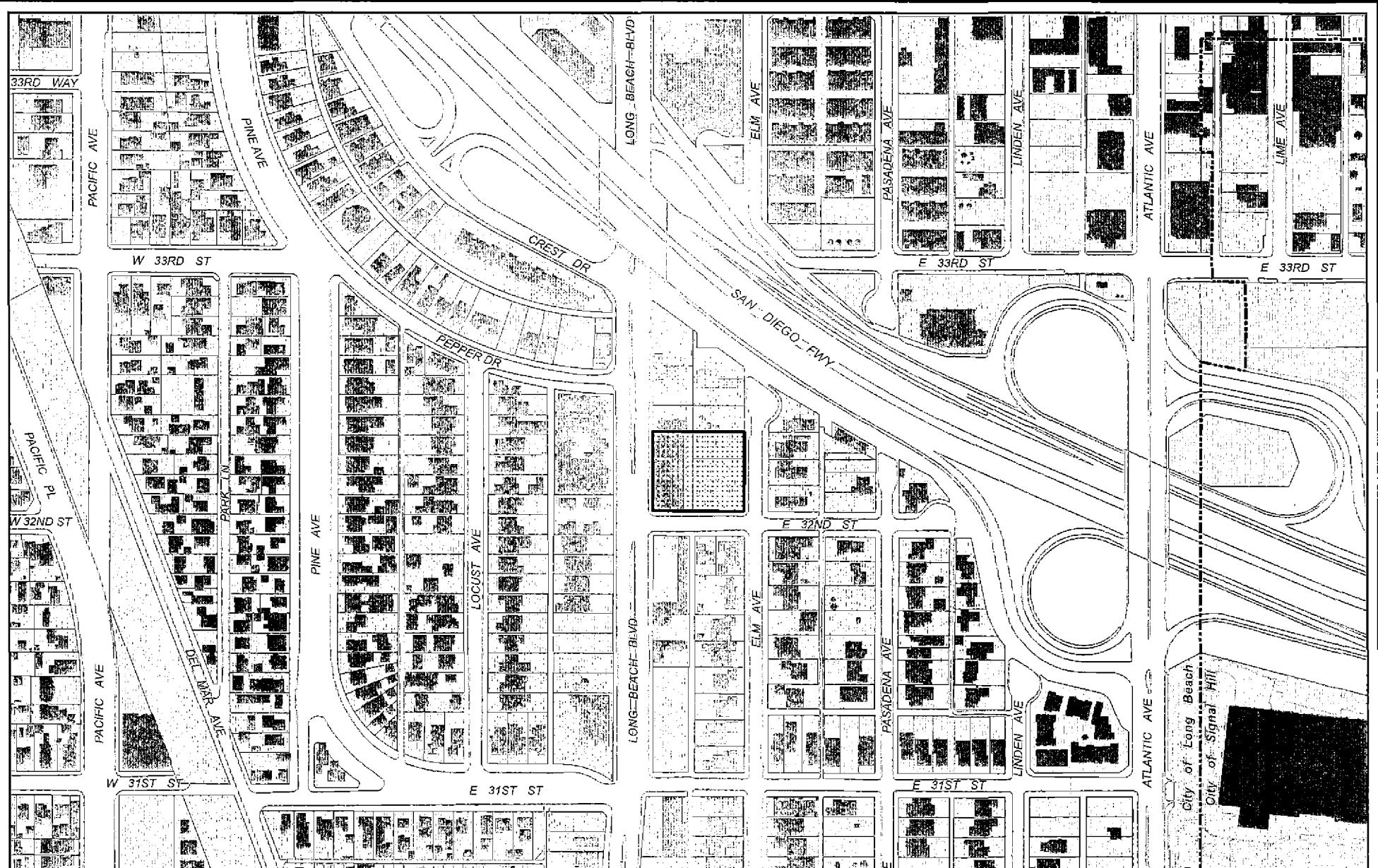
	Appellant 1	Appellant 2
Name:	Allan Stevens	
Organization:	n/a	
Address:	3193 Long Beach Blvd.	
City/ZIP:	Long Beach 90807	
Phone:	(562) 787-6974	
Signature:		
Date:	4/7/17	

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- Appeals must be filed within 10 days after the decision is made (LBMC 21.21.502).
- You must have established *aggrieved* status by presenting oral or written testimony at the hearing where the decision was rendered; otherwise, you may not appeal the decision.
- See reverse of this form for the statutory provisions on the appeal process.

(Below This Line for Staff Use Only)

Appeal by Applicant, or Appeal by Third Party

Received by: SV App. No.: 1611-08 Filing Date: 4/1/10
Fee: 100.00 Fee Paid Project (receipt) No.: PUNE38780



Subject Property:
3200-3220 Long Beach Blvd
Application No. 1611-08
Council District 7
Zoning Code : SP-1-CDR SubArea 1, CCA



Exhibit B

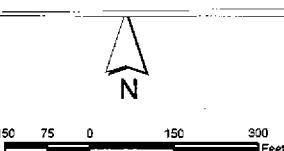


EXHIBIT C

WARE MALCO
Leading Design for Commercial Rev

NOTES
REF SHEET A-2 FOR GENERAL NOTES

101 DEMO EXISTING TREES, PER LANDSCAPE.
 102 (E) CMU SCREEN TO REMAIN IN PLACE, PAINT.
 103 NEW PAVEMENT ENTIRE MAXIMUM 14'-0" WIDE PER LONG BEACH ZONING REGULATIONS, (TYP. OF 2').
 104 (E) TREE TO REMAIN, PER LANDSCAPE.
 105 (E) POWER POLE TO REMAIN, PROTECT IN PLACE, (TYP. OF 4').
 106 (E) LANDSCAPE PLANTERS AT BUILDING WALL.
 107 STAIRS, MASONRY STAR LEADING TO (E) ACCESSIBLE RAMP WITH HANDRAILS, SLOPES 1:12.
 108 PROPERTY LINE PER CIVIL.
 109 DRAINAGE EASEMENT PER CIVIL.
 110 SITE LIGHTING.
 111 NEW PARKING STALL WITH SIGNAGE.
 112 ACCESSIBLE PATH OF TRAVEL, 120 MAX SLOPE, 2% MAX CROSS SLOPE, PER CIVIL.
 113 PARKING TO BE REPAVED AND RESTRIPPED AS NEW LAYOUT, PER LONG BEACH ZONING REGULATIONS.
 114 NEW 6'-0" HIGH CMU TRASH ENCLOSURE WITH METAL PANEL GATE.
 115 6'-0" WHEELSTOP AT EVERY 2 STALLS.
 116 AMBULANCE LOADING AND UNLOADING.
 117 NEW STANDARD PARKING STALL (6'-0" X 18'-0") PER LONG BEACH ZONING.
 118 NEW TREES AND GROUNDCOVER, PER LANDSCAPE.
 119 NEW PLANTERS IN EXISTING PLANTERS.
 120 FIRE HYDRANT.
 121 REPAIR (E) STREET CURB AND SIDEWALK, OFFSITE IMPROVEMENTS AS PER CIVIL PUBLIC WORKS.
 122 (E) STREET TREES TO BE REMOVED AND REPLACED, TYP.
 123 REMOVE AND REPLACE (E) CMU SCREEN WALL, 6'-0" A.F.G.
 124 NEW 6'-0" HIGH CMU SCREEN WALL.
 125 NEW ACCESSIBLE CUBE PER CIVIL.
 126 NEW ACCESSIBLE CUBE NUMBER PLACED IN PLAINLY VISIBLE LOCATION FROM THE STREET WITH CONTRASTING BACKGROUND, PER CFC SDS.
 127 NEW BUILDING MOUNTED, DIRECTIONAL SIGNAGE.

Architectural
Planning
Engineering
Graphics
Civil Engineering

101 Belmont
Inglewood, CA 90548
PAUL JAKOBSON
F99935251JRSI

3200 LONG BEACH BLVD.
3200 LONG BEACH BLVD, LONG BEACH, CA

SITE DATA

LOT: 46,200 SF (1.06 ACRES)
 EXISTING BUILDING AREA: 14,409 SF
 3193
 PARCEL NO.: .3193
 PARKING REQUIRED:
 OFFICE: 41,000 SF
 61 REDUCED
 STANDARD PARKING PROVIDED (6'-0"X18'): 63 STALLS
 ACCESSIBLE PARKING PROVIDED (9'-0"X18'): 9 STALLS
 LOADING UNLOADING PROVIDED (6'-0"X18'): 4 STALLS
 TOTAL PARKING PROVIDED: 70 STALLS

ASSESSOR'S PARCEL NO.: 7207-001-030

LEGAL DESCRIPTION:
 PARCEL 1: LOT 17, 18 AND 19 IN BLOCK "A" OF TRACT 290, IN THE CITY OF LONG BEACH, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, AS PER MAP RECORDED IN BOOK 38 PAGE(S) 43 OF MAPS IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY, TOGETHER WITH THAT PORTION OF THE WESTERLY HALF OF THAT CERTAIN ALLOTMENT OF LAND SITUATED IN THE EASTERN PORTION OF THE SAME, DESCRIBED IN THE DEED OF CONVEYANCE OF THE SAME, RECORDED IN THE RECORDS OF THE CITY COUNCIL OF SAID CITY, A COPY OF WHICH WAS RECORDED AUGUST 1, 1977, AS INSTRUMENT NO. 22911, WHICH ADDS SAID LOTS ON THE EAST, VACATED BY RESOLUTION NO. 22911, WHICH ADJOINS SAID LOTS ON THE WEST, VACATED BY RESOLUTION NO. 22911 OF THE CITY COUNCIL OF SAID CITY, A COPY OF WHICH WAS RECORDED AUGUST 1, 1977, AS INSTRUMENT NO. 22911, WHICH ADDS SAID LOTS ON THE EAST, VACATED BY THE PROLONGATION OF THE NORTHERLY LINE OF SAID LOT 17, AND BOUNDED SOUTHERLY BY THE EASTERLY PROLONGATION OF THE SOUTHERLY LINE OF SAID LOT 19.

EXCEPT THEREFROM ALL OIL, MINERALS, AND OTHER HYDROCARBON SUBSTANCES IN AND UNDER SAID LAND LYING BELOW A DEPTH OF FEET FROM THE SURFACE, WITHOUT WHICH THE SURFACE IS OWNED BY THE OWNER OF THE PROPERTY, AS EXCEPTED AND RESERVED IN VARIOUS DEEDS RECORDED JULY 17, 1954.

PARCEL 2: LOTS 26, 27 AND 28 IN BLOCK "A" OF TRACT 290, AS PER MAP RECORDED IN BOOK 38 PAGE 43 OF MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY, TOGETHER WITH THAT PORTION OF THE EASTERLY HALF OF THAT CERTAIN ALLOTMENT OF LAND SITUATED IN THE EASTERN PORTION OF THE SAME, DESCRIBED IN THE DEED OF CONVEYANCE OF THE SAME, RECORDED AUGUST 1, 1977, AS INSTRUMENT NO. 22911, WHICH ADDS SAID LOTS ON THE WEST, VACATED BY RESOLUTION NO. 22911 OF THE CITY COUNCIL OF SAID CITY, A COPY OF WHICH WAS RECORDED AUGUST 1, 1977, AS INSTRUMENT NO. 22911, WHICH ADDS SAID LOTS ON THE EAST, VACATED BY THE PROLONGATION OF THE NORTHERLY LINE OF SAID LOT 26, AND BOUNDED SOUTHERLY BY THE WESTERLY PROLONGATION OF THE SOUTHERLY LINE OF SAID LOT 28.

SITE PLAN	
DATE	REMARKS
1 2022/05/16	SECOND PERMITTING CITY SUMMIT TA
2 2022/05/16	NOTICE OF DISCREPANCY CITY SUMMIT TA
3 2022/05/16	CITY SUMMIT TA
4 2022/05/16	
5 2022/05/16	

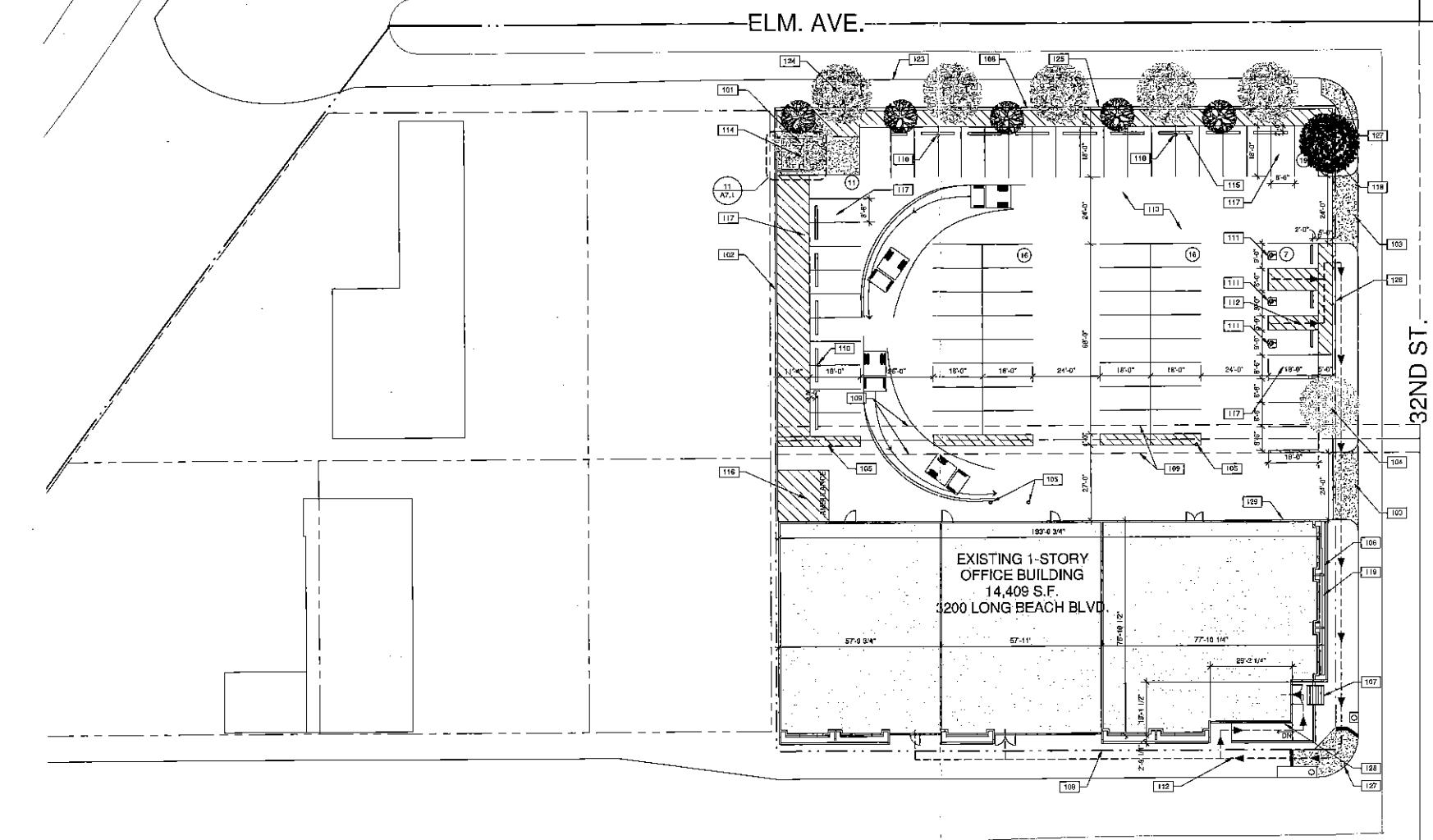
PAP/M:	A. ZERTUCHE
DRAWN BY:	BUB
JOB NO.:	JRV16-3039-00

A1.0
Sheet No. 1 of 1
Scale: 1" = 20'-0"

LEGEND

- ACCESSIBLE PATH OF TRAVEL, 120 MAX SLOPE, 2% MAX CROSS SLOPE.
- POLE MOUNTED LIGHT FIXTURE.
- () PARKING STALL COUNT TOTAL.
- FIRE HYDRANT.

SITE PLAN
SCALE: 1" = 20'-0"
1 N



1"=20'
0 10' 20' 40' 60'

2022/05/16 10:45:00 AM



Supplementary Materials for Conditional Use Permit Application for Behavioral Health Urgent Care Center

At:
**3200 Long Beach Blvd.
Long Beach, CA**

Submitted: **February 22, 2017**

Proposal Submitted by:

**Steve Albrecht
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Stars Behavioral Health Group

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Alameda County
* Stars Community Services
* Stars High School

Los Angeles County
* Star View Adolescent Center
* Star View Children and Family Services
* South Bay High School
* Star View Community Services/TEAMMATES

Riverside County
* Oasis Behavioral Health

San Bernardino County
* Valley Star Crisis Residential Treatment
* Valley Star Behavioral Health
* Valley Star High School
* Valley Star Crisis Walk-In Centers
* One Stop TAY Center

Santa Clara County
* Starlight Community Services

Fresno County
* Central Star Community Services
* Central Star Youth Psychiatric Health Facility

February 22, 2017

Planning Department
City of Long Beach
Attn: Scott Kinsey
333 West Ocean Blvd, 3rd Floor
Long Beach, CA 90802

Hand Delivered

Re: Supplementary Materials for Conditional Use Permit Application for Behavioral Health Urgent Care Center

Dear Planning Department,

Please augment our CUP application for the Behavioral Health Urgent Care Center (BHUCC) project proposed to be developed at 3200 Long Beach Boulevard in Long Beach.

The information includes additional information on the need for the BHUCC service, an overview of the community outreach efforts that we have conducted in the surrounding neighborhoods and a review of the sites which were previously considered prior to selecting the current site.

Please let me know if you would like additional information. We look forward to presenting on our application for this important project to the Planning Commission.

Sincerely,

Steve Albrecht
Regional Administrator
Star View Behavioral Health



EXECUTIVE SUMMARY

FOR BEHAVIORAL HEALTH URGENT CARE CENTER (BHUCC)

WHAT:

- The BHUCC is a proposed 8,000-square-foot Behavioral Health Urgent Care Center. It can be thought of as an urgent care center for those experiencing a mental health problem much like a medical urgent care center where people go instead of the hospital Emergency Room (ER).
- It is for up to six adolescents at one time, ages 13-17, and up to 12 adults ages 18- 65 and up. It is for short-term crisis stabilization, and patients may not stay for longer than 23 hours and 59 minutes.
- The BHUCC will provide specialized care for individuals experiencing periods of significant and disabling anxiety, depression, disordered thinking, and/or other symptoms of a mental health condition. Most patients will be voluntary; some will meet involuntary criteria.
- The BHUCC will support the consumer in resolving the crisis and transitioning home or to other residences. It will also provide connections to ongoing supports to maintain the stabilization of their mental health and avoid future crisis episodes.
- The Long Beach Mental Evaluation Team (MET) and other law enforcement and paramedics will be able to bring psychiatric patients to the BHUCC instead of to the ER. Between about two and three people per hour will be coming and going during day and early evening hours with fewer coming after hours. Some patients will be transported by police and paramedics (but without sirens nor lights). The average stay is 4 to 6 hours.

WHAT IT IS NOT:

- The BHUCC is not a program aimed at serving the homeless, like the nearby Salvation Army. While the BHUCC will serve homeless consumers, it is estimated that the homeless will be less than 10% of volume. The Los Angeles County Department of Mental Health (LADMH) reports that roughly 9% of

patients are homeless at the County's other urgent care sites and this is what SBHG has experienced at its similar programs in other counties.

- It is not a "Medication Clinic," a pharmacy, nor a drop-in center. Whether voluntary ("walk in") or involuntary, patients need to meet the medical diagnostic criteria of being in a mental health crisis.
- The BHUCC will not "discharge to the street." All discharges will include transition to a residence and transportation to get there (which could be provided by a BHUCC vehicle when needed.) Clients ready for discharge will not be required to leave at night, even if their stay exceeds 24 hours.
- The BHUCC is not a residential program. Clients are within the facility for up to the limited 24-hour period and are only outside when they come and go from their source of transportation. It is not a sober living, halfway house nor other type of residential program.

WHO:

- LADMH is funding the BHUCC and intends to contract with Star View Behavioral Health to be the operator. There will be no cost to the City of Long Beach now or in the future. Star View has been contracted with LADMH for over 20 years and is one of its largest contract provider agencies with 10 locations in the county.
- Star View began its operations in Long Beach, is headquartered there, and today operates multiple programs serving Long Beach residents, including counseling services on site at 46 Long Beach Unified School District campuses.
- A Star View Community Services' Long Beach Center is located at 100 East Wardlow, in the same neighborhood as the proposed BHUCC. It has operated without incident with its neighbors for over 20 years.
- Star View is a subsidiary of Stars Behavioral Health Group (SBHG), founded in 1988, which contracts with nine California counties to provide mental healthcare and other human services, including psychiatric hospitals and crisis programs.

WHERE:

- The proposed location is at 3200 Long Beach Blvd. in a building zoned and used as a medical clinic building that has been vacant off and on for years.
- Since summer 2015, Star View engaged in an extensive search for a Long Beach location, searching for a single-story building with more than 8,000 square feet that is masonry construction, close to freeways, on a bus route, near hospitals, separate from residences and with a permitted use through zoning or a

CUP. The search included identification of 17 other properties, but no other met the requirements and compared to the site at 3200 Long Beach Blvd.

- Neighbors include residents in the Memorial Heights and Del Mar areas, and through three neighborhood meetings, 200 door-to-door visits, 300+ distributed flyers and a website, Star View has notified and communicated with neighbors.

WHY:

- This crisis program is unique and responds to a huge gap in Long Beach to take the time-consuming burden off police and hospitals and to provide more appropriate care for those with unmet mental health needs.
- Untreated mental illness has many consequences, leading to dividing families, self-harm, addiction, and suicide. Many zip codes in Long Beach had significantly higher rates of hospitalization than the State's overall rate in 2010. Within the *South Bay Service Planning Area* (includes Long Beach), 13.5 percent of residents reported needing help for mental health problems and depending on age, from 7.4 to 15.2 percent reported thoughts of committing suicide.
- MET team responses for 5150 involuntary confinements average 6,180 annually or 515 per month. Currently, those with unmet mental health needs are turning to the local ERs, Long Beach Police Dept. (LBPD) and LA County Sheriff, and officers are spending valuable time transporting them and waiting for them. The BHUCC will decrease the time LBPD spends on MET calls and other interactions with those in crisis.
- It will support the hospitals and ERs in Long Beach (Memorial, Community College, and St. Mary's). Currently, none of the City's hospitals operate Psychiatric Emergency Services (PES). Therefore, patients on involuntary status (5150) cannot leave until a psychiatric hospital bed is secured, sometimes resulting in patients staying over 24 hours in the ER and overloading ERs.
- The BHUCC will support a reduction in homelessness by individuals who experience mental illness by connecting them to shelters and housing providers so they do not return directly to living on the street.
- The BHUCC will be a valuable resource for schools and families when students are identified to express suicidal thoughts or exhibit other high risk behaviors.
- The BHUCC will support an increase in the safety of its neighborhood with its 24/7 operation and security staff. New lighting, perimeter walls, and new exterior camera systems will deter the homeless and illegal activities. The presence of police dropping off clients for treatment will deter criminal behavior.



Behavioral Health Urgent Care Center (BHUCC) Conditional Use Permit Supplementary Information

February 22, 2017

Proposed Conditional Use Permit: Develop a Behavioral Health Urgent Care Center at 3200 Long Beach Boulevard.

This report provides information relevant to the proposed project and an update on the status of the project. It contains:

- ✓ Star View Brief Overview
- ✓ Community Mental Health Care Needs
- ✓ Community Benefits Listing
- ✓ Community Outreach
- ✓ Petition and Support Letters
- ✓ Site Search Overview

Star View Brief Overview

- Star View Behavioral Health has been contracted with the Los Angeles County Department of mental health for over 20 years and is one of its largest contract provider agencies with 10 locations.
- Star View began its operations in Long Beach and today operates multiple programs serving Long Beach residents, including counseling services on site at 46 Long Beach Unified School District campuses.
- A Star View Community Services' Long Beach Center is located at 100 East Wardlow, in the same neighborhood as the proposed BHUCC. It has operated without incident with its neighbors for over 20 years.
- Star View Adolescent Center in Torrance is a secured hospital and residential program located in a residential neighborhood. Opened in 1996, it has many years of good relations with its neighbors and collaboration with the City of Torrance and its Police Department.
- Star View is a subsidiary of Stars Behavioral Health Group (SBHG) which contracts with 9 California counties to provide mental healthcare and other human services.
- SBHG was founded in 1988 and has considerable experience in developing and operating psychiatric hospitals and crisis programs, including programs similar to the BHUCC in Riverside and San Bernardino Counties.

Community Mental Healthcare Needs

Following is data from the *Community Health Assessment* published July, 2013 by the City of Long Beach Department of Health and Human Services. The data underscores the need for the services of the BHUCC for the City of Long Beach

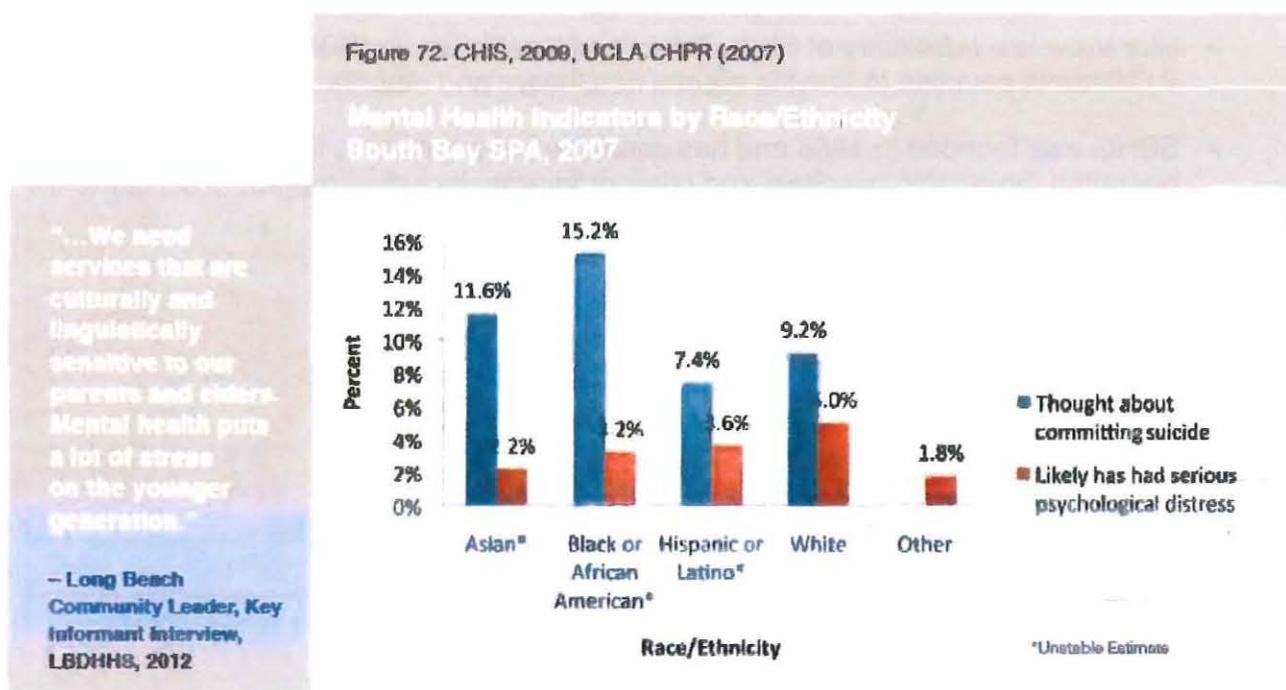
Incidence of Mental Illness

Reports by People

Within the *South Bay Service Planning Area* (includes Greater Long Beach to the South Bay):

- 13.5 percent of residents reported needing help for emotional/mental health problems or problems with the use of alcohol/drug
- 1.8 to 5 percent indicated they likely had serious psychological distress
- 7.4 to 15.2 percent reported thoughts of committing suicide

Figure 72 shows these indicators of mental health by race/ethnicity (CHIS, 2009)



Mental Illness Annual Hospitalization Rates – All Ages

Many zip codes in Long Beach had significantly higher rates of hospitalization per 100,000 population than the State's overall rate in 2010.

State of California: 551.7 per 100,000 population

City of Long Beach:

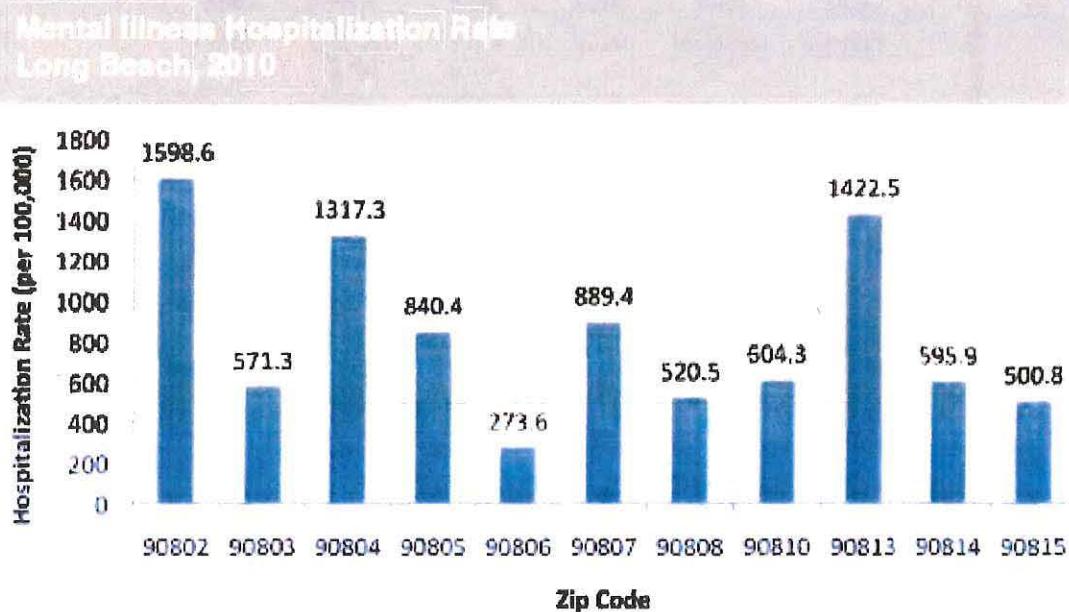
Zip codes

90802:	1,598.6
90804:	1,317.3
90813:	1,422.5
West Central, 90807:	889.4
North, 90805:	840.4

(HealthyCity.org, OSHPD, 2010)

The following chart shows a wide range of the rate between zip codes.

Figure 73. HealthyCity.org, OSHPD, 2010



Mental Illness Annual Hospitalization Rates – by Race/Ethnic Children, Adolescents and Young Adults age 5-24

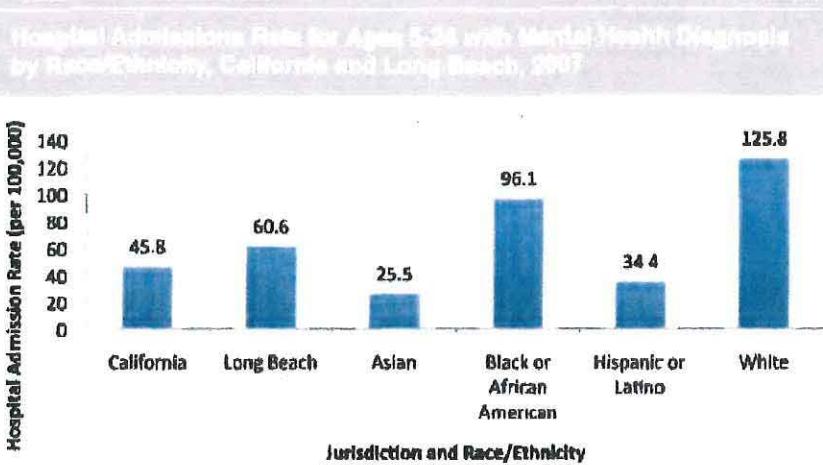
State of California: 45.8 per 100,000 population

City of Long Beach:

White: 125.8
Black/African American: 96.1

(UCSF, FHOP, 2007)

Figure 75. UCSF, FHOP, 2007



Community Mental Healthcare Crisis Response

This data is provided by the City of Long Beach Department of Health and Human Services for 2016. It shows the high volume of Mobile Emergency Team (MET) responses and 5150 involuntary confinements.

MET responses:

5,665 January – November
6,180 Pro-rated Annual
515 average per month

Hospitalized on 5150:

615 January – November
671 Pro-rated Annual
56 average per month

Not Hospitalized:

1,380 January – November
1,505 Pro-rated Annual
125 average per month

Community Benefits

The BHUCC's primary benefit is for those individuals living with chronic mental illness and their families. It will provide the specialized care when they experience periods of significant and disabling anxiety, depression, disordered thinking, and/or other symptoms. The BHUCC will support the consumer in resolving the crisis and transitioning home or to other residences. It will also provide connections to ongoing supports to maintain the stabilization of their mental health and avoid future crisis episodes.

The Long Beach community will also benefit from the BHUCC, including the following ways:

Support for Law Enforcement

The BHUCC will support the Long Beach Police Department (LBPD) through decreasing the time its officers spend in MET response calls and other interactions between officers and individuals experiencing a mental health crisis. The BHUCC will support MET responders, other officers, and consumers through:

- ✓ Reducing total MET Response time in the field by giving consumers an option to get help voluntarily. Crisis intervention and stabilization can move from being done in the field by MET personnel and other officers to the BHUCC.
- ✓ Reduce time spent in processing consumers requiring hospitalizations. The BHUCC will provide a rapid access, local service that will be an alternative to psychiatric hospitalization. Currently, officers can travel long distances and spend long hours waiting in hospitals to secure a bed for a person in crisis. The BHUCC will provide LBPD with significant time savings compared to transporting to hospitals out of the area, such as Harbor UCLA Medical Center, allowing officers to spend more time patrolling their city.
- ✓ The BHUCC will support a reduction in crises experienced by individuals with chronic mental illness by providing linkage to ongoing stabilization services and supports. If individuals receive this intervention and are connected to ongoing services, it is anticipated that we would see a reduction of MET calls for these individuals.

Support for Hospitals

The BHUCC will support the hospitals of Long Beach (Memorial, Community, College, and St. Mary's), specifically their Emergency Rooms (ERs). ERs generally do not have dedicated areas and services for psychiatric patients unless they establish a Psychiatric Emergency Services (PES). Currently, none of the City's hospitals operates a PES. Monitoring psychiatric patients takes ER staff away from other patients. Patients on 5150 holds cannot leave until a psychiatric hospital bed is secured, sometimes resulting in patients staying over 24 hours in the ER.

The BHUCC will support hospitals through reducing the number of ER visits by psychiatric patients. The MET team and other law enforcement and paramedics will be able to bring psychiatric patients to the BHUCC instead of the ER. Agencies that serve the mentally ill and are in need of an immediate referral to an individual experiencing crisis will be more likely to use the BHUCC and not the ERs.

Reducing Homelessness

In 2015, the count of individuals experiencing homelessness in the City of Long Beach totaled 2,345 people, compared to 2,847 in 2013, a drop of 18 percent. Chronically homeless persons dropped in number from 1,061 to 927, a 13 percent reduction. The number of homeless children fell 24 percent, from 334 to 255.

It is important to note that the BUCC is not a program aimed at serving the homeless. While the BHUCC will certainly serve homeless consumers, our experience with the other similar programs we have operated in Riverside and San Bernardino Counties is that homeless consumers will be about 10% of the BHUCC's patient volume. The BHUCC will support a reduction in homelessness by individuals who experience mental illness in the following ways:

- ✓ The BHUCC will connect homeless individuals it treats to shelter and housing providers, so that they do not return directly to living on the street.
- ✓ The BHUCC will help consumers to achieve lasting stabilization through linking them to community supports. A reduction in the severity and frequency of symptoms will support consumers accessing and remaining in housing.
- ✓ Through the recovery model, the BHUCC will empower consumers to manage their recovery, including reinforcing the importance of obtaining housing.

Increased Student and School Safety

Star View is the largest provider of mental health services for the Long Beach Unified School District. The BHUCC will be a valuable resource for schools and families when students are identified to be express suicidal thoughts or exhibit other dangerous behaviors. Services are provided on the 46 campuses listed below.

Bancroft MS	Fremont E.S.	Lafayette ES
Birney	Garfield ES	LB Poly H.S.
Bryant E.S.	Gompers	Lindbergh-Spectrum
Cabrillo H.S.	Holmes ES	Lindsey MS
CAMS	Hoover MS	Lowell
Cleveland	Hudson School (K-8)	Mac Arthur ES
Cubberley	Jordan High	Mann ES
Dooley	Jordan Plus	Marshall M.S.
Emerson Parkside	King E.S.	McBride

McKinley E.S.	Reid Hs	Tincher ES
Millikan HS	Renaissance	Tucker
Naples	Riley ES	Twain ES
Nelson Acad.	Rogers	Washington M.S.
Newcomb Acad.	Roosevelt ES	Wilson H.S.
Powell	Spectrum	
Prisk ES	Stanford M.S.	

Increased Neighborhood Safety

The BHUCC will support an increase in the safety of its neighborhood. Increased security measures and mitigation of any adverse effects of clients coming and going to the BHUCC were addressed in a separate supplement to our CUP application.

OUTREACH ACTIVITIES

NOVEMBER 2016

- Met with Kelly Colopy, Director of Mental Health, and Linda Tatum, Planning Bureau Manager, City of Long Beach– Nov. 2nd
- Presented to Department of Mental Health Service Area Advisory Committee for Service Area 8 – Nov. 4th
- Site visit with Richard Espinosa, Deputy to Supervisor Knabe

DECEMBER 2016

- Met with Councilman Uranga – Dec. 5th
- Met with law enforcement – Including Robert Luna, Chief of Police; David Hendricks, Deputy Chief, and Douglas Haubert, City Prosecutor – Dec. 19th
- Completed BHUCC community info website (www.starsinc.com/bhucc) and materials –Dec. 19th

JANUARY 2017

- Tour of BHUCC facility for Supervisor Hahn's team including Herlinda Chico, Field Deputy, Kelvin Driscoll, Children & Human Services Deputy, and Jessica Ho – Jan. 3rd
- Completed door-to-door outreach in Del Mar Neighborhood (within 750-foot radius) to discuss the project and notify residents of January 19th community meeting.* In addition, put flyers** on approximately 100 doors outside the 750-foot radius – early January
- Met with the Property Manager of the Villa Del Sol Apartments across the street – Jan. 10th
- Met with College Hospital ER – Jan. 12th
- Held a conference call with Captain Sergio Garcia, Salvation Army Long Beach - - Jan. 12th
- Presented at a Community Meeting to the Del Mar Neighborhood Group with approximately 55 attendees -- Jan. 19th

FEBRUARY 2017

- Conference call with Memorial Medical Center President and CEO – Feb. 9th
- Met with the Downtown Long Beach Association – Feb. 14th
- Door to door outreach with neighbors to the east of Long Beach Blvd. on the east side of the 750-foot radius (Memorial Heights and other neighbors).* - Feb. 22nd and 27th

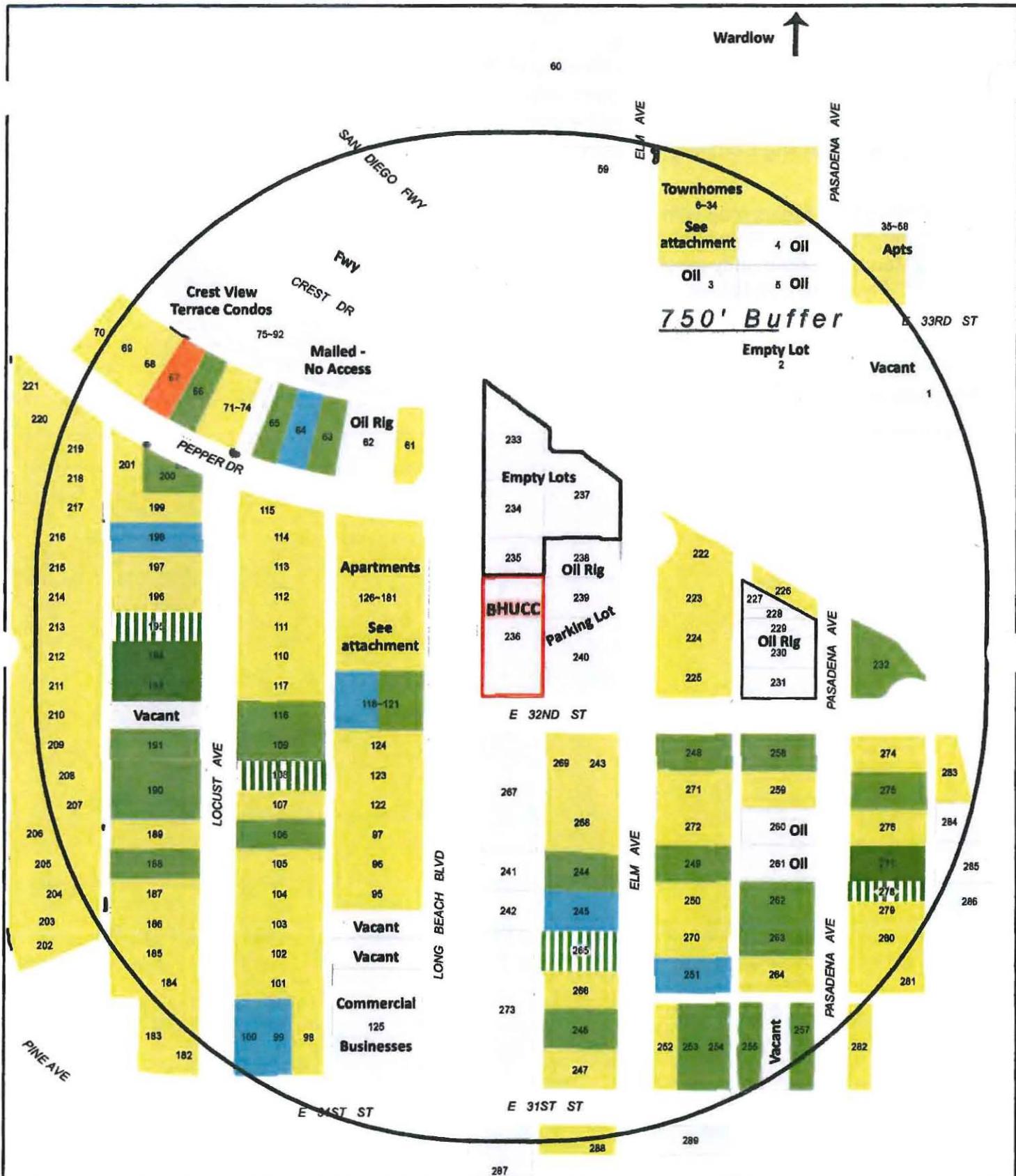
March 2017 – Planned Events

- Present at a Community Meeting of the Wrigley Association – March 6th
- Host and present at a Community Meeting for neighbors on the east side of the 750-foot radius (Memorial Heights and other neighbors) – March 8th
- Planning Commission Hearing – possibly March 16th

*See 750' radius map with coding as to the nature of contact with residents in Del Mar neighborhood. Remainder of area will receive door to door visits and invitations to March 8th community meeting.

** Flyer example follows. Flyers also provided in Spanish.

Long Beach Urgent Care Center Door-to-Door Outreach



Legend

- | | |
|--|--|
| Project Area | Spoke with occupant |
| Project Buffer | Flyer on door |
| Affected Parcels | Strongly supportive |
| Assessor Parcels | Opposed |
| | No English nor Spanish |

3200 Long Beach E
750' Buffer Radius
11/4/2016



0 187.5 375 750

Feet

BHUCC OUTREACH TO MULTI-FAMILY HOMES WITHIN THE 750-FOOT RADIUS

TOWNHOMES NORTH OF 405 ON ELM AVE. AND PASADENA AVE. BETWEEN WARDLOW AND 33RD

3388	3383	3312	3328	3302
3390	3369	3314	3339	3300
3392	3381	3304	3337	
3394	3379	3326	3335	
3396	3373	3324	3333	
3398	3375	3330	3331	
3389	3353	3322	3329	
3391	3355	3332	3327	
3393	3357	3320	3325	
3395	3359	3334	3323	
3397	3361	3336	3310	
3387	3306	3318	3308	
3365	3308	3338	3306	
3367	3310	3316	3304	

VILLA DEL SOL APARTMENTS ON LONG BEACH BLVD.

Apartment numbers

103	203	303
104	205	305
106	206	306
107	207	307
108	208	308
116	209	

Left a flier

Spoke with Occupant

Proposed Behavioral Health Urgent Care Center

Community Outreach Report

March 28, 2017

Community outreach conducted for the Behavioral Health Urgent Care Center (BHUCC) project took place in January, February, and March 2017. Outreach included going door-to-door to over 200 residences within the 750' radius around the proposed site. Our goal was to offer to speak with every resident who would receive a postcard regarding the Conditional Use Permit. We spoke with about 60 residents and left fliers in English and Spanish for all residents that provided an overview and a phone number and website through which to obtain more info, along with a notice of an upcoming community meeting. We estimate that 70-80 residents attended the meetings in total.

Meetings

The following is a recap of the three community meetings held to inform potential neighbors about the project and to answer questions and address concerns.

Del Mar Neighborhood Group: January 19, Rod and Gun Club

We presented at their group's meeting which was attended by approximately 20-25 residents. Concerns were raised and addressed. Both opposition and support were voiced. Lt. Mark Coble from the North Division Patrol spoke to the demands on the police that come from responding to mental health crisis calls, transporting and staying with individuals in the Emergency Rooms. Abigail Baur gave the perspective of an ER nurse and how the mentally ill impact ERs and medical professionals.

Questions and concerns (addressed in detail below) were: bringing more homeless to the area; safety and security; transportation to and from the facility; and whether this is like a med clinic/types of medications.

Wrigley Association: March 6, Veteran's Park Community Center

We presented at their association meeting which was attended by approximately 15-20 residents. Questions and concerns related to the hours of operation and whether patients would be released at night; whether this is a drug treatment program; and security. Most were questions, and some voiced support. There was little opposition voiced.

Memorial Heights: March 8, Rod and Gun Club

We organized this meeting for the residents in the Memorial Heights neighborhood (those closest to the proposed facility), given they do not have an organized association. Councilman Uranga's office also notified residents in the Del Mar neighborhood (our first meeting was with their association). The meeting was well attended by approximately 35-40 community members. There were some supporters, but overall, the group was very vocal about concerns.

Questions and concerns were: why another mental health service is needed when there are so many others; the extent of security if someone is determined to leave; whether patients would be released in the middle of the night; traffic impacts; whether this would attract more homeless; and if patients could walk in off the street/transportation.

Door-to-Door Outreach

Our team went into the community to visit one-on-one with those who live within the 750-radius (see attached map). We visited more than 200 homes, speaking to about 60 people individually who were home, and provided everyone with a flyer in English and/or Spanish, as well a flyer about the upcoming neighborhood meeting for their area.

These are the dates we did door-to-door outreach:

- Jan. 10** – Visited homes and apartments on Pepper Dr., Long Beach Blvd. & some of Locust Ave.
- Jan. 16** – Homes on Pine Ave. received info about BHUCC and Del Mar Heights Meeting
- Feb. 22** – Visited more homes on Locust Dr. and on Pepper Dr. (some on Pine Ave.)
- March 1** – Homes on east side of Long Beach Blvd. on Elm Ave., Pasadena, and 32nd Street
- March 3** – Townhomes north of 405 freeway on Elm Ave. and Pasadena
- March 6** – Re-visited the closest neighbors to the BHUCC on Elm Ave. (who were previously not home)

Other Correspondence

March 3 – Mailed letters to those who live in Crest View Terrace Condos on Crest Dr. since their front doors are not accessible.

March 24/27 -- We learned that a woman named Jayme Mekis had concerns. She is from the Los Cerritos Neighborhood Association which is outside the 750-foot radius where we did outreach. She voiced her concerns in a phone call and through emails that copied other neighbors. We responded to her concerns through phone and emails and provided her with handouts and our website on March 27th. We also offered to meet with her/them.

Concerns

In the three community meetings and through our other discussions with residents in the door- to -door outreach we have heard four main areas of concern.

- 1. The program will bring more homeless to the area.**

Residents reported that there has been an increase in homeless in the area. They were concerned that the BHUCC would attract more, especially because individuals could "walk in" or come to the BHUCC on a voluntary basis. Residents voiced concern that the BHUCC would be like the Salvation Army, which they view as having increased the homeless population in the area due to their Food Bank.

Our response has been:

- The BHUCC is not a homeless program. We will have clients who are homeless but we estimate they will be a low percentage of total clients. According to the Dept. of Mental Health, similar programs in Los Angeles County average 9% across all sites for the amount of homeless patients. Our similar program in San Bernardino County experiences about 10% of its clients being homeless.
- Whether voluntary ("walk in") or involuntary, clients need to meet the medical diagnostic criteria of being in a mental health crisis. The BHUCC is not a medication clinic nor a drop-in center.

2. *The BHUCC cannot prevent its clients leaving the facility and going into the neighborhood.*

This raises two concerns for residents:

- a. Clients leaving the BHUCC will stay in the community as homeless individuals
- b. Clients are a threat for high risk behaviors because they have a mental illness

Our response has been:

- As above, we estimate the vast majority of BHUCC clients will have homes or places to reside upon discharge. A low percentage will be homeless.
- The BHUCC will not "discharge to the street." As stated throughout our application, all discharges will be planned to include transition to a residence and transportation to get there.
- BHUCC clients who are ready for discharge will not be required to leave the facility at night, even if their stay exceeds the 24-hour limit. They can stay at the facility until the next morning to support their safe transportation to their place of residence.
- For homeless individuals, we intend to work closely with the agencies that comprise the Long Beach Area Coalition for the Homeless to assure that shelter and temporary housing options and other supports are readily available and BHUCC clients are given priority for them.
- Any BHUCC client wishing to leave prior to when the clinical team thinks they should be discharged will be assessed for risky behaviors. Any client meeting criteria for involuntary treatment due to not being safe to return to the community will be placed on a 72-hour hold (5150) and prevented

from leaving the BHUCC. All BHUCC staff are professionally trained on how to work as a team to de-escalate clients exhibiting risky behaviors and to physically restrain clients as a last resort.

3. *The BHUCC is needed but we have too many similar programs already in our neighborhood. Can't it be located elsewhere?*

In discussing this, residents seem to be referring to large organizations like Salvation Army and MHA, which they see as attracting homeless individuals, and also to group homes and sober living homes, whose residents they see as disruptive to their neighborhood.

Our response has been:

- The BHUCC is neither a program for the homeless nor a residential facility.
- 13 locations were considered. After careful consideration, most were determined to not be feasible. The proposed location was determined to be the best site for the BHUCC for a variety of reasons.
- As stated, because the BHUCC clients will not stay in the neighborhood after treatment, the BHUCC will not have the same effect on the neighborhood as programs designed to serve the homeless or sober living or other residential programs.

4. *Will the BHUCC increase traffic to the neighborhood?*

In discussing this, residents are concerned about traffic going through the neighborhood along Elm Street south to Spring Street. Questions were also asked about noise from vehicles coming to the facility at night.

Our response has been:

- The patient volume and resulting vehicle traffic of the BHUCC will be low at about 30 per day coming and going. During day and early evening hours, we estimate that to be about 2 to 3 per hour.
- Patients coming at night will include those transported by police or paramedics. Because transport to the BHUCC is not an emergency, they will not need to use sirens or lights.
- The company which acquired the property intends to develop and lease it, if not for use as the BHUCC to other business(es). Traffic volume for those business(es) has the potential to be greater than that for the BHUCC.

Other commonly asked neighbors' questions have been addressed and answered on our website at <http://www.starsinc.com/bhucc/questions>

ANNOUNCING

A New Use for A Medical Office Building
PROPOSED BEHAVIORAL HEALTH URGENT CARE CENTER ("BHUCC")

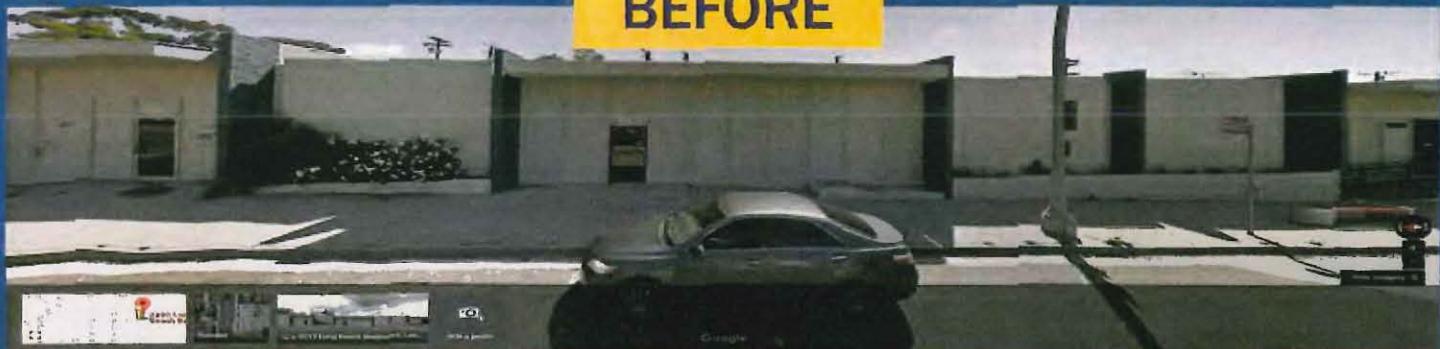
An application to the City of Long Beach for a Conditional Use Permit (CUP) has been submitted.

You will receive notice of an upcoming Planning Commission hearing on this project.

We want our neighbors to receive info on the project in advance of the meeting.

The CUP is required because this program will operate 24/7. It is an outpatient program serving individuals experiencing a mental health crisis.

BEFORE



The existing building at 3200 Long Beach Blvd. (built in 1967) has not been remodeled for many years.

AFTER

(ARCHITECT'S RENDERING)



In addition to helping beautify the area, the building will be well-lit, and the improved lighting, 24-hour security with cameras, and increased activity are expected to improve security in the area.

How the BHUCC will Benefit the Community and Neighborhood

- Reduce homelessness by connecting clients to housing, community resources, and access to medication to help them stabilize
- Increase neighborhood safety with a 24-hour secured and lighted facility rather than the previously vacant facility (plus with a security staff and cameras)
- Relieve local hospitals and emergency rooms by stabilizing clients who normally "clog" emergency rooms and increase wait times for others
- Support Long Beach Police and Fire staff by relieving from the time-consuming task of transporting and waiting for patients. This will give them more time to support community safety.
- We will assure that clients leaving the BHUCC return to their home or to a shelter, hospital or other residential care facility for extended stay

OVER →

A New Use for A Medical Office Building



The BHUCC's proposed location is just south of the 405 Freeway at 32nd Street.

Want to know more?

We have created a website with much more information, including FAQs:

www.starsinc.com/bhucc

For questions or feedback,
or to schedule a time to meet with one of our representatives,
contact Yvonne Lozano at (562) 427-6818 x 102 or ylozano@starsinc.com.



Star View Behavioral Health, 1501 Hughes Way, Long Beach 90810. The BHUCC will be funded by the Los Angeles County Department of Mental Health

ESPAÑOL: Si tiene alguna pregunta o sugerencia, o para hacer una cita para conocer a uno de nuestros representantes, puede llamar a Yvonne Lozano, Star View Community Services Administrator, al (562) 427-6818 x 102 o ylozano@starsinc.com.

www.starsinc.com/bhucc

ANUNCIAMOS

Un nuevo uso para el Edificio de Oficinas Médicas
PROUESTA PARA EL CENTRO DE SALUD DE COMPORTAMIENTO
- CUIDADOS DE URGENCIA ("BHUCC")

Hemos presentado una solicitud a la Ciudad de Long Beach para obtener un Permiso de Uso condicional (CUP). Usted recibirá una notificación acerca de la próxima sesión del Comité de Planificación acerca de este proyecto. En anticipación de esta sesión, estamos proporcionando esta información sobre el proyecto a nuestros vecinos.

El proceso de CUP es requisito ya que el programa estará disponible para servicios las 24 horas- 7 días a la semana. Este programa se dedicará a proveer servicios al paciente-ambulatorio que está pasando una crisis de salud mental.



ANTES

El edificio hoy en 3200 Long Beach Blvd. (Construido en 1967) no ha sido remodelado por muchos años.



DESPUÉS
(REPRESENTACIÓN DEL ARQUITECTO)

Además de ayudar a embellecer la área, el edificio estará muy bien iluminado. De hecho, esperamos que la iluminación adicional, las cámaras de vigilancia de 24 horas, y el incremento en actividad mejoren la seguridad en esta área.

Cómo beneficiará el BHUCC a la Comunidad y a la Vecindad

- Reducirá las personas indigentes en la área por ser conectados con viviendas, recursos comunitarios y acceso a medicamentos para ayudarlos a estabilizarse.
- Incrementará la seguridad de la área con establecer instalaciones seguras e bien iluminadas las 24 horas envés de un sitio vacío, como ha sido previamente (inclusivo de tener agentes de seguridad y cámaras de vigilancia).
- Ayudará a los hospitales locales y salas de emergencias con aceptar las personas pasando crisis de salud mental envés de dejarlos "llenar" las salas de urgencias e incrementar el tiempo que los demás pacientes médicos tuvieron que esperar.
- Apoyará al Departamento de Policía y Fuegos de Long Beach al reducir su obligación de transportar y esperar que estos pacientes reciban servicios de crisis de salud mental que frecuentemente lleva bastante tiempo. De hecho, esto les dejaría más tiempo para dedicar a mantener la seguridad de la comunidad.

Nuestro programa se va hacer responsable de que los pacientes del BHUCC tengan transporte y manera de regresar a su casa o a un hospedaje o hospital u otra instalación de cuidado residencial para si acaso una estancia extendida es necesario.

— Un nuevo uso para el Edificio de Oficinas Médicas —



La ubicación propuesta de BHUCC está al sur de la autopista 405 y la calle 32.

¿Le gustaría saber más?

Hemos establecido un sitio en el internet con mucha más información,
incluyendo Preguntas y Respuestas

www.starsinc.com/bhucc

Si tiene alguna pregunta o sugerencia, o para hacer una cita para
conocer a uno de nuestros representantes, puede llamar a
Yvonne Lozano al (562) 427-6818 x 102 o ylozano@starsinc.com.



Star View Behavioral Health, 1501 Hughes Way, Long Beach 90810.

El BHUCC es financiado por el Departamento de Salud Mental del Condado de Los Angeles.

www.starsinc.com/bhucc

PETITION

In total, 301 people have signed a petition saying they support the Behavioral Health Urgent Care Center in Long Beach. This includes those who signed the online petition at <https://www.change.org/p/support-for-behavioral-health-urgent-care-center-in-long-beach> which now has 189 supporters. Of those, nearly 60 are from Long Beach, Signal Hill, Lakewood or Bellflower (with the majority from Long Beach).

In addition, there are 118 people who have signed the hard copy of the petition.

SUPPORT LETTERS

In a separate tabbed section are support letter from the following:

Doug Haubert
Long Beach City Prosecutor

Joseph Z. Avelino
Chief Executive Officer
College Medical Center

Dr. Tiffany Brown
Assistant Superintendent
Long Beach Unified School District

David A. Pilon, PhD, C.P.R.P
President and CEO
Mental Health America of Los Angeles

Mariko Kahn, LMFT
Executive Director
Pacific Asian Counseling Services, Long Beach

Jeff Watkins
President
NAMI Long Beach

Vicki Doolittle
Executive Director
Su Casa Domestic Violence

Kathy Parsons
Wrigley resident
and former LB Public Information Officer

Dan Thorne
Harbor View Community Services
Center

Dr. Kitty Paigne, MD, CEO
Community Medical Wellness Center
(Cambodian Services), Long Beach

Nina Revoyr
Executive Vice President and COO
Children's Institute

Dr. Chinchilla
Co-Founder and Executive Director
Immigrant Rights Coalition

Colleen Anderson
Executive Director
Calif. Institute of Health & Social Services

Ed Waiskopf
Chief Clinical Officer
The Guidance Center

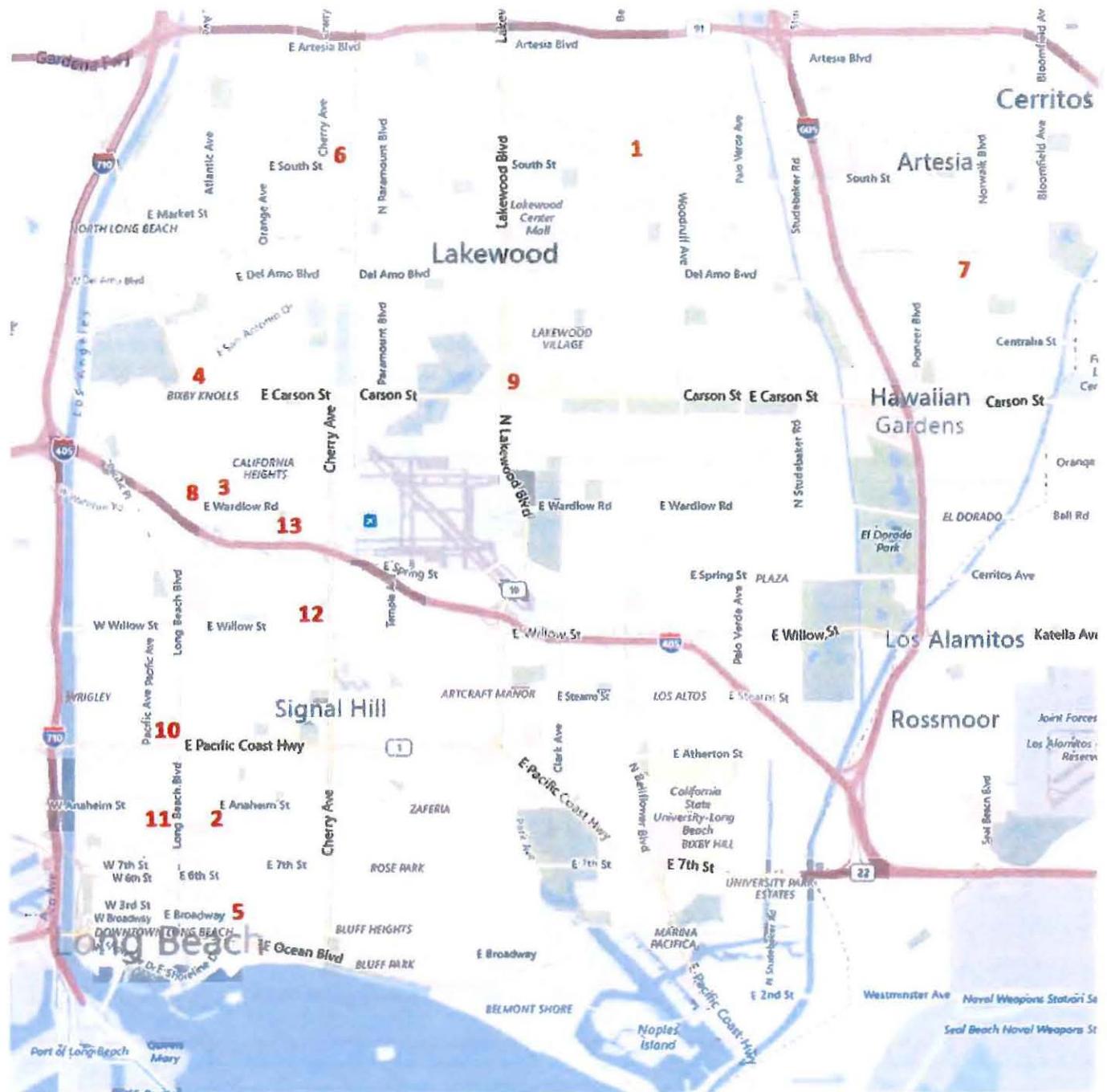
Georgia Case
Local resident

Site Search Overview

Star View engaged in an extensive search for a location for the BHUCC to serve the Long Beach community. The search began in the summer, of 2015, as we developed our proposal to the County for the program. Preferences for the site included it being a single-story building, size over 8,000 square feet, masonry construction, close to freeways, on a bus route, near hospitals, separation from residences, permitted use within the zoning or through a CUP, ease of access for police and paramedic vehicles, and centrally located within the greater Long Beach area.

In contacting the area's hospitals to obtain their support for our proposal, the ability to house the BHUCC on the campus of College Hospital was discussed with their leadership and though they expressed interest, they decided to utilize the space for other purposes.

Below is a map of the 13 properties that were identified as possibilities to house the BHUCC.



After research was done on each site, a decision was made whether or not to pursue the site. Following is a brief description of some of the reasons for making the decisions (numbers correspond to the map).

Property	Square footage	Reasons not suitable / suitable
1) 5834-5840 Adenmoor Ave - Lakewood, CA 90713	4,974	Too Small, too close to Orange County, Not central to LB
2) 1090 Atlantic Ave - Long Beach, CA 90813	8,280	Two Story Building, 4,100 per floor, would lose economies of scale for staffing,
3) 3501 Atlantic Ave - Long Beach, CA 90807	7,500	Within Bixby Knolls, smaller than needed
4) 4363 Atlantic Ave - Long Beach, CA 90807	8,000	Office space located on second floor, with parking on first floor beneath
5) 434 E Broadway - Long Beach, CA 90802	5,200	Too Small
6) 5861 Cherry Ave - Long Beach, CA 90805	5,685	Too Small, space available on the second and third floor
7) 12051 Del Amo Blvd - Cerritos, CA 90703	6,728	Too small, two story building, not centrally located (east of 605)
8) 3491 Elm Ave - Long Beach, CA 90807	4,500	Too small, insufficient parking
9) 4140 Norse Way - Long Beach, CA 90808	7,845	Far from Hospitals, north of the LB airport
10) 1957 Pacific Ave - Long Beach, CA 90806	11,396	Zoned retail, further from Hospitals, not sufficient parking 5/1000
11) 1204-1230 Pine Ave - Long Beach, CA 90813	9,000	Multi-story building, former school
12) 2651 Walnut Ave - Signal Hill, CA 90755	10,440	Good central location, no CUP needed
13) 1050 E Wardlow Rd - Long Beach, CA 90807	10,500	Insufficient parking, remodeled for offices

The building at 2651 Walnut Avenue in Signal Hill was the most viable option and was pursued. A design plan was developed and negotiations with the property owner conducted. The owner subsequently notified Star View that he had received a full price offer and elected to sell the building. The new owner intended to occupy the building.

A new search began and the four locations in the following table were considered.

Property	Square footage	Reasons not suitable
1) 2925 Pal Verde Avenue, Long Beach, CA 90815	8,376	Right across the street from a High School, very close to Orange County border
2) 2789 Long Beach Blvd., Long Beach, CA 90806	14,411	Insufficient parking. Had to tear down part of the building to make additional parking. Also backed up to a school
3) Space on the campus of College Hospital	ca 7,000	Space they identified in their proposal to the County for the UCC. No longer available, being used for an alternate purpose
4) 2708 Willow Street, Signal Hill, CA 90755	ca 12,000	Adjacent to condominiums which had a history of calling police for noise violations; partial wood construction requiring greater costs to meet fire codes, larger than needed

So, ultimately 18 sites have been considered for the BHUCC.

In comparison to the other options, 3200 Long Beach Boulevard was selected for the following reasons:

- ✓ BHUCC use consistent with current medical office use/zoning
- ✓ Masonry construction greatly reduces construction cost for locked building
- ✓ Owner is construction contractor who will bid to do the work and has considerable experience in Long Beach and does high quality work
- ✓ Close to 405 Freeway, giving rapid access for law enforcement
- ✓ Close to Memorial and College Hospitals
- ✓ Central in the area to be served: between South Bay area (to be served by another Urgent Care Center) and the County's border
- ✓ Ample parking
- ✓ Long Beach Blvd. is a bus route; there is a stop directly in front of facility
- ✓ The property is not directly adjacent to residences; residences are separated by streets; there are no residences on north side



OFFICE OF THE CITY PROSECUTOR
Long Beach, California

DOUGLAS P. HAUBERT, City Prosecutor

333 West Ocean Boulevard
City Hall, Second Floor
Long Beach, California 90802
Telephone: (562) 570-5600
Fax: (562) 570-7140
prosecutor@longbeach.gov

December 28, 2016

Mr. Kent Dunlap
President and CEO
Stars Behavioral Health Group
1501 Hughes Way, Ste. 150
Long Beach, CA 90810

Dear Mr. Dunlap,

Thank you for taking the time to provide to myself, Long Beach Police Department representatives, and Health Department officials your plans to develop a mental health urgent care center ("UCC") at 3200 Long Beach Boulevard, in Long Beach. Your plans are impressive and will help provide law enforcement with additional resources to keep our neighborhoods safe.

As you know, the City of Long Beach has been exploring ways to better serve those in the city with mental health needs. Currently, in some cases, local law enforcement officers find themselves driving long distances and waiting for over an hour to handle calls that could be better handled by local facilities like the UCC you are proposing.

While there are multiple resources currently available, your urgent care center fills a gap in our needs – a facility that assists police officers with a secure location that provides professional, clinically-appropriate care during all hours. If the UCC operates as proposed, our streets will be safer, more people in need of care will receive help, and patrol officers will be returned more expeditiously back to their duties.

Thank you again for the presentation, and please do not hesitate to contact me if my office can be of assistance in this or any other matter aimed at improving safety in the City of Long Beach.

Sincerely,

Doug Haubert
Long Beach City Prosecutor



COLLEGE MEDICAL CENTER

2776 Pacific Avenue • Long Beach California 90806
562 / 997-2400 • www.collegemedicalcenter.com

January 18, 2017

To Whom It May Concern:

I am the Chief Executive Officer of College Medical Center located at 2776 Pacific Avenue in Long Beach, California. College Medical Center (CMC) is a full-service acute care hospital with a large behavioral health component. However, even with 137 inpatient psychiatric beds, there continues to be unmet need in the community for crisis behavioral health services, especially those for in the adolescent population. College Medical Center supports Star View's Behavioral Health Urgent Care Center (BHUCC) and its application for a Conditional Use Permit with the soon-to-be established BHUCC located at 3200 Long Beach Boulevard in Long Beach. The benefits to the community will include providing relief to hospital Emergency Departments, reductions in psychiatric hospitalizations, and will reduce the impact on the Long Beach Police Department and the Los Angeles County Sheriff officers who are transporting mental health patients for services.

I understand that the BHUCC will provide mental health consumers with a much needed service. The BHUCC will be open 24/7/365 and will allow for the patients to be stabilized when in crisis and will then be able to support the patients to transition to the community with ongoing supportive services, including temporary housing for homeless individuals.

In order to guarantee safety for the patients and the surrounding community, Star View will provide round-the-clock security to ensure that patients who are discharged from the facility leave the area and placed in appropriate settings within its catchment area.

All of us at College Medical Center request the approval of the Conditional Use Permit for the development of the BHUCC. We believe it will help to further address the critical behavioral needs of those individuals needing such services while at the same providing "safety net" care for residents within the greater Long Beach area.

Should you have further questions regarding this letter of support, please feel free to contact me directly at 562-9972402.

Respectfully,

A handwritten signature in black ink, appearing to read "Joseph Z. Avelino".

Joseph Z. Avelino
Chief Executive Officer
College Medical Center



Long Beach Unified School District
Office of School Support Services
1515 Hughes Way Long Beach, CA 90810
(562) 997-8644 Fax: (562) 997-8649

January 12, 2017

Re: Behavioral Health Urgent Care Center

To Whom It May Concern:

I am writing to support more crisis and behavioral health services in the City of Long Beach. Specifically, we would like to express our support for Star View's Behavioral Health's Urgent Care Center (BHUCC). This long-time service provider is applying for a Conditional Use Permit with the City of Long Beach at 3200 Long Beach Blvd. in Long Beach. The benefits to the community will include providing relief to hospital emergency rooms, reductions in psychiatric hospitalizations, and will reduce the impact on Long Beach Police and LA County Sheriff officers who are transporting mental health consumers to services.

This Urgent Care Center will provide mental health consumers with a much-needed service, allowing them to stabilize when in crisis and then supporting them to transition to the community with ongoing supportive services, including temporary housing for homeless consumers.

Star View intends to operate this facility 24/7, have round the clock security staff, and to be responsible to assuring that patients that are discharged leave the area and return to their home and community.

Please approve the Conditional Use Permit for the development of the BHUCC, an important service which will better meet the needs of mental health consumers and their families in the Greater Long Beach Area.

Thank you,

A handwritten signature in black ink that reads "Tiffany Brown".

Dr. Tiffany Brown
Assistant Superintendent



January 9, 2017

Re: Support for a Behavioral Health Urgent Care Center in Greater Long Beach

To Whom It May Concern:

As President and CEO of Mental Health America of Los Angeles (MHA), I would like to express our organization's support for Star View Behavioral Health and a Behavioral Health Urgent Care Center (BHUCC) they have proposed in Long Beach. They are applying for a Conditional Use Permit with the City of Long Beach for the operation of this Urgent Care Center at 3200 Long Beach Blvd. in Long Beach. These services will benefit the community by providing relief to hospital emergency rooms which are often burdened treating people with mental illnesses. They will also result in reductions in psychiatric hospitalizations and reduced impact on Long Beach Police and LA County Sheriff officers who often spend large amounts of time transporting and waiting for mental health consumers in crisis.

We believe that the BHUCC will provide mental health consumers with a much needed service. The 24/7 facility will allow them to stabilize when in crisis and then will support them to transition to the community with ongoing supportive services, including temporary housing for homeless consumers.

Star View intends to have round-the-clock security staff and will be responsible to assure that patients who are discharged leave the area and return to their home and community.

Please approve the Conditional Use Permit for the development of the BHUCC. We believe it will help to meet the needs of mental health consumers and their families and that the Greater Long Beach Area will only benefit from these important services.

Sincerely,

A handwritten signature in blue ink, appearing to read "David A. Pilon".

David A. Pilon, Ph.D., C.P.R.P.
President and CEO

100 W. Broadway • Suite 5010 • Long Beach, CA 90802 • P: 562.285.1330 • F: 562.263.3395 • www.mhala.org

MHA Programs:

MHA Village
Antelope Valley Services
Transition Age Youth Programs
Homeless Assistance Programs

Advocacy
Wellness and Discovery Centers
Supportive Services for Veteran Families

A United Way Partner

Mental Health First Aid
Workforce Development
Training and Consulting
Milestones of Recovery Scale (MORS)



PACIFIC ASIAN
COUNSELING SERVICES

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Executive Director

Michi Okano, LCSW
Clinical Director

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Craig Minami
Mona Miyasato
Tricia Mulligan
Erhan Oktay
Aaron O'Rourke
Hyun Park
Aren Pointer

Richer San
Yiu Man So
Brian Swanson

December 22, 2016

Yvonne Lozano, LMFT
Assistant Administrator
Starview
1501 Hughes Way, Suite #150
Long Beach, CA 90810

Re: The need in the Long Beach area for a Behavioral Health Urgent Care Center

Dear Ms. Lozano,

We at Pacific Asian Counseling Services believe there is an unmet need in the greater Long Beach area for crisis behavioral health services, and we would like to express our support for Star View's Behavioral Health's Urgent Care Center (BHUCC). This long-time service provider is applying for a Conditional Use Permit with the City of Long Beach at 3200 Long Beach Blvd. in Long Beach. The benefits to the community will include providing relief to hospital emergency rooms, reductions in psychiatric hospitalizations, and will reduce the impact on Long Beach Police and LA County Sheriff officers who are transporting mental health consumers to services.

This Urgent Care Center will provide mental health consumers with a much-needed service, allowing them to stabilize when in crisis and then supporting them to transition to the community with ongoing supportive services, including temporary housing for homeless consumers.

Star View intends to operate this facility 24/7, have round the clock security staff, and to be responsible to assuring that patients that are discharged leave the area and return to their home and community.

We support Star View to obtain a Conditional Use Permit for the development of the BHUCC, an important service which will better meet the needs of mental health consumers and their families in the Greater Long Beach Area.

Thank you,

Mariko Kahn, LMFT
Executive Director

MAIN OFFICE 8616 La Tijera Blvd , Suite 200 Los Angeles, CA 90045-3945 (310) 337-1550 (310) 337-2805 FAX
LONG BEACH OFFICE 3530 Atlantic Ave., Suite 210 Long Beach, CA 90807 (562) 424-1886 (562) 424-2296 FAX
SAN FERNANDO VALLEY 6851 Lennox Ave , Ste 400 Van Nuys, CA 91405 (818) 989-9214 (818) 989-9217 FAX

www.pacs.org



Long Beach

National Alliance on Mental Illness

(562)435-2264 | P.O. Box 91206, Long Beach, CA 90809-1206

Jan 9, 2017

To: Sandy Villano
Director of Family Advocacy
Star View Children & Family Services
649 E. Albertoni St. Ste 100
Carson, CA 90746
Office (310) 436-9300
Cell (714) 721-4022
svillano@starsinc.com

From: NAMI Long Beach President Jeff Watkins

Regarding : New Psychiatric Urgent Care Center in Long Beach

On behalf of NAMI Long Beach we would like to share our support for this long awaited new Star View UCC family services facility, our families are in desperate need of these vital Mental/Behavior Health Services.

Thank you to Star View for all that you provide our neighbors here. We will be very fortunate and grateful for this new facility in our community.

Kind regards,

A handwritten signature in black ink, appearing to read "JH WATKINS".

Jeff Watkins

NAMI Long Beach President

562 370-6371

Jhwatkins2013@gmail.com



September 9, 2015

Dear County of Los Angeles Department of Mental Health:

I am the Executive Director for a non-profit, community-based organization in Long Beach called Su Casa – Ending Domestic Violence. Our mission is to *empower individuals and families to live free from domestic abuse and build partnerships with communities to end domestic violence.* We are very interested in partnering and collaborating with Star View Community Services should they receive the contract to operate an Urgent Care Center in our region. It is my understanding that Star View Behavioral Health is currently in the process of submitting bids to develop and operate one or two Urgent Care Centers in the South Bay service area that includes Long Beach and Torrance.

Su Casa has been serving victims of domestic violence and their children for 35 years in an effort to break the intergenerational cycle of violence. The organization was founded in 1979 by Petra Medelez, a survivor, who out of her own home answered crisis calls and housed women and children. Since then, Su Casa has expanded services to include a 30-day emergency shelter, a 6-9 month transitional shelter, permanent housing, walk-in services, community education and awareness, and an administrative headquarters. We remain dedicated to our founder's vision of creating peaceful communities and we are deeply committed to the principle that every person has the right to live free from violence and the threat of violence.

The families we serve are literally running for their lives. We see the devastating effects of domestic violence, physically and emotionally. The need for an Urgent Care Center cannot be more "urgent," considering the severity and prevalence of domestic abuse. We believe that Star View has the experience, staff, and local knowledge of the surrounding community to effectively operate such a facility. Su Casa is pleased to endorse this application and we will partner with Star View should they be funded for this project.

This letter will serve as our intention to formally collaborate with Star View should they be awarded the resulting contract(s).

Sincerely,

Vicki Doolittle, Executive Director

vicki@sucasadv.org

Long Beach Planning Commission
4th Floor, 333 West Ocean Blvd.
Long Beach, CA 90802

February 22, 2017

Dear Members of the Long Beach Planning Commission:

I am writing in support of the proposed development of the Behavioral Health Urgent Care Center at 3200 Long Beach Blvd.

Having worked for the City of Long Beach for 17 years, including serving as the Public Information Officer for the City Manager and Department Directors, I have had the opportunity to develop an in-depth knowledge of Long Beach and its neighborhoods.

As a 25-year resident of the Wrigley, I have watched its economic development, including the successful medical cluster that supports many small and large businesses on Long Beach Blvd.

As a woman who has lived with mental health challenges for 40 years, I have the experience of knowing the reality of mental health care in Long Beach.

Many think that most people with mental health issues are homeless or drug addicts. I would like to assure you that is not true. One in five Long Beach residents live with mental health issues - people who work, care for families, go to school and church - people like you and me. Not all need crisis care, but many do.

If your family member attempted suicide, wouldn't you want them to have access to emergency help from a mental health professional who can address the issue and help you understand what's next? There is a crying need for a place like the BHUCC that can provide rapid access to mental health evaluation and assessment, and crisis intervention 24/7.

There are other sound reasons to support this project. The location, which has been an empty lot for decades, is a logical continuation of the medical cluster. The proposed building will add tax value to the area. There are no local tax dollars needed to support the building or to provide services. There will be new jobs. I urge you to approve the BHUCC Development for the mental health of the residents of Long Beach.

Sincerely,



Kathy Parsons

kathydparsons@gmail.com

2500 Oregon Ave., Long Beach, CA 90806



Harbor View
Community Services Center
Genesis HealthCare

850 E. Wardlow Road
Long Beach, CA 90807
Tel 562 981 9392
Fax 562 981 2622

September 3, 2015

RE: Intent to Collaborate with Star View Behavioral Health

To whom it may concern:

Harbor View Community Services Center in Long Beach would like to express our intent to collaborate with Star View Behavioral Health related to their proposal to operate an Urgent Care Center (UCC) and to provide psychiatric health services in the South Bay service area (including Long Beach). We believe UCC's are an excellent idea and would certainly want to collaborate with them in utilizing and supporting the use of the UCC's that the County is proposing.

We are aware of Star View's work at their Adolescent Center in Torrance where they serve some of California's highest needs youth ages 12-17 who are experiencing an acute psychiatric crisis. We know they also provide community services, wraparound and many other programs in Los Angeles County. We believe Star View maintains a high standard of professionalism and competency.

Harbor View CSC is an outpatient program providing case management, medication support, individual and group outpatient services. We currently serve over 500 children and their families in contract with Los Angeles County Department of Mental Health (DMH), offering services to children with Medi-Cal in the South Bay area. Our specialized services help children and adolescents ages 5 to 21 who need psychological and behavioral interventions to function in a healthier manner at home, school and the community.

We are very aware of the needs in Los Angeles County related to collaboration between providers, whether it's the importance of a warm hand-off process at the referral stage or managing the discharge process with clients who need housing and recovery services. Therefore, we would support and collaborate with Star View Behavioral Health should they win the contract.

If I can provide any further information, please feel free to contact me.

Sincerely,


Dan Thorne, LMFT
Director
Harbor View CSC

Community Medical Wellness Center
1360 E. Anaheim Street, Long Beach, CA 90813
Tel: 562.591.0105
Fax: 562.591.0109

September 25, 2015

Dear Los Angeles County Department of Mental Health:

I am with the Community Medical Wellness Center (CMWC) in Long Beach. We recently became a federally qualified health center and are interested in collaborating with organizations in the community to assure that our patients receive the care they need. CMWC provides a variety of health services; one of our specialties is serving the Cambodian community.

We are aware that Star View Behavioral Health is currently preparing an application to the Los Angeles County Department of Mental Health in response to a Request for Proposal for psychiatric Urgent Care Centers. CMWC recognizes a need in the community for these services and would like to collaborate with Star View in order to make these services available for the community.

It is our understanding that Star View Behavioral Health is a premier agency and one of the Department of Mental Health's larger contract providers. They are also part of a statewide organization called Stars Behavioral Health Group, and have experience operating psychiatric health facilities and crisis walk-in centers across the state. In LA County, they operate a Psychiatric Health Facility at Star View Adolescent Center in Torrance.

CMWC would like to collaborate with Star View Behavioral Health in order to make these vital and much needed services available to the community. Please consider this our intent to collaborate with them should they be awarded this contract.

Thank you,


Dr. Kitty Paigne, MD, CEO
Community Medical Wellness Center



children's institute, inc.
safe children, strong families, healthy communities

October 6, 2015

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Founder, Philanthropic Society
Los Angeles

Mary M. Emmons
President and
Chief Executive Officer

To Whom it May Concern:

Please consider this letter as our intent to collaborate with Star View Behavioral Health should they receive the contract for the Urgent Care Centers RFP in Service Area 8. We are familiar with our colleagues at Star View Behavioral Health, as they already operate Star View Adolescent Center in Torrance, Star View Community Services, and Wraparound services through TEAMMATES – all in Los Angeles County. Operation of these new Urgent Care Centers will require the kind of experience that Star View has exhibited through the years, especially their decades of experience running crisis centers, a psychiatric health facility, and the highest level locked residential treatment facility for adolescents age 12-17 in the state.

The Children's Institute, Inc. (CII) is a not-for-profit organization with two main campuses in Los Angeles, one in Torrance. CII provides a comprehensive array of mental health services to children from birth to age 21 with emotional and behavioral difficulties, providing evidence-based interventions which research has validated as successful for traumatized children. CII also provides Early Childhood Education (Head Start, Early Head Start, preschool), Youth Development Services (sports, recreational, educational, and arts support) as well as family Support activities (Project Fatherhood, parenting classes, ESL). We also have centers and satellite sites in Long Beach and South Los Angeles, and in family homes, local schools, a mobile clinic and other community venues. CII's integrated Services Model is designed to serve the whole child, and entire family while enabling the child to recover from traumatic experiences, build the resiliency to break through the barriers of poverty and community violence, and build the skills to be ready for future success.

We know that Star View puts the same kind of focus on the use of evidence-based practices as we do, and we also both focus on providing a nurturing environment for individuals who have experienced trauma and other challenges and who need support. It is for these reasons our organization would welcome collaboration with Star View should they be given this contract.

If I can provide any further information, please feel free to contact me.

Respectfully,

A handwritten signature in black ink, appearing to read "Nina Revoyr".

Nina Revoyr
Executive Vice President and COO
Children's Institute, Inc.



The Long Beach Immigrant Rights Coalition

Mailing: 5450 E. Atherton St. Long Beach, CA 90815
Office: 525 E. 7th St, Suite 206, Long Beach, CA 90813
(562) 204-6333 - <http://www.lbirc.org>

September 30, 2015

Dear County of Los Angeles Department of Mental Health:

Please allow this letter to serve as evidence of the desire of our organization, The Long Beach Immigrant Rights Coalition, to collaborate with Star View Community Services. Our organization began in 2006 with the express intention of serving immigrants and referring them to local community services where they existed. Since that time, we ourselves have begun to fill in service gaps where they exist, including offering free English as a Second Language and Citizenship classes, legal clinics, youth and parent leadership training, trainings for immigrant parents to support their children's educational success, information about access to college, and education about immigration-related issues. Over the last few years, our network of relationships with other community organizations, churches, and community leaders has grown significantly as has our trust within and access to the Greater Long Beach area immigrant community. Our current activities embrace the three areas in our mission: service, education and advocacy.

We recently have come to learn about the unique role that Star View Community services plays and can play in improving health care access in our community. We are eager to collaborate more closely with them because through our exchanges we believe that we and they hold similar values with respect to underserved communities and that they make culturally appropriate treatment for diverse populations a priority. We have seen how important collaborations are between community organizations such as ours and health and mental health service organizations such as Star View and will closely collaborate with and support them should they be awarded the contract for an urgent care center in our area. Such an urgent care center is desperately needed in our community and Star View seems like an excellent choice for it given their long tenure in this community and the location of their headquarters here.

Please feel free to contact me with any questions.

Sincerely,

Norma Chinchilla, Phd
Co-founder and Executive Director
Long Beach Immigrant Rights Coalition



Corporate Office • 8929 S. Sepulveda Blvd., Suite 201, Los Angeles, CA 90045 • Phone: (310) 645-5227 • Fax: (310) 645-9840 • www.cihssinc.org

September 15, 2015

Dear Dr. Taji Huang, Ph.D.

My name is Colleen Anderson and I am the Executive Director of the California Institute of Health & Social Services, Inc. dba Alafia Mental Health Institute. I would like to thank you for taking the time to reach out to our organization and extending the opportunity to collaborate with Star View Behavior Health, in reference to the Proposal for Psychiatric Urgent Care Centers for the LA County Department of Mental Health.

Alafia Mental Health Institute is very much interested in the opportunity to collaborate with Star View Behavioral Health, therefore please accept this correspondence as our "Letter of Intent". Moving forward please feel free to contact Jacqueline Anthony, Regional Clinical Director of Alafia Mental Health Institute at 323-293-8771.

Thank you for this opportunity and we look forward to working with Star View Behavioral Health.

Sincerely,

Colleen Anderson,
Executive Director, CIHSS, Inc.



Child & Family Mental Health
PROVIDING HELP AND HOPE SINCE 1946

September 4, 2015

RE: Intent to Collaborate with Star View Behavioral Health

Dear Los Angeles County Department of Mental Health:

I am the Chief Clinical Officer of The Guidance Center in Long Beach, and I'm writing to express our intent to collaborate with Star View Behavioral Health should they receive the contract to operate an Urgent Care Center (UCC) in Long Beach or the South Bay area. We believe UCCs are an excellent idea and believe there is a need for these kinds of facilities in our area. We also believe Star View maintains a high standard of professionalism and competency, and we are aware of their experience operating crisis facilities and serving some of the highest needs populations.

The Guidance Center provides comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse. We have been serving the community for more than 60 years. We provide quality mental health care to more than 2,800 children and families in the communities of Long Beach, Compton, San Pedro, and Avalon.

We are very aware of the needs in Los Angeles County related to collaboration between providers, whether it's the importance of a warm hand-off process at the referral stage or managing the discharge process with clients who need housing and recovery services.

If I can provide any further information, please feel free to contact me.

Sincerely,

Ed Waiskopf LMFT
Chief Clinical Officer
THE GUIDANCE CENTER
1301 Pine Avenue | Long Beach, CA 90813
Phone 562.485.2270 | Fax 562.490.9759 | tgclb.org

Georgia Case

georgiabcase@gmail.com / 562.276.3126

February 22, 2017

To: Planning Commission, Long Beach

I enthusiastically support the Star View Behavioral Health Urgent Care Center. This innovative mental healthcare complex will provide a safe environment for 24 hours of intervention, assessment and treatment which include crisis care, one on one counseling, linkage to community resources and transportation.

The Star View center is a unique opportunity to fill a much needed gap in crisis mental health services and is a model that does not currently exist in Long Beach. It will be the 7th mental health program developed in the State by Star View serving those individuals who have an illness that respects no income achievement, no educational level and no ethnicity, gender or age.

If this type of care center had existed four years ago, it would have saved my family so much pain, time and money. It would have helped us better understand what was happening to our family because we had no idea, no place to go and no mental health professional to talk to.

It would have saved us hours in an emergency room and days in shabby environments awaiting release. It would have kept me from having my child viewed as a criminal because the only legal way we could get help for my child was to call the police. It would have helped us get early intervention from specifically trained mental health professionals and walk away with reliable referrals and transport to other providers of care.

This kind of community care also relieves the great strains on police departments, fire and paramedics putting specifically trained professionals in place to support persons suffering from mental crises and challenges. This center offers state-of-the-art mental health services courtesy of a LA County Dept of Mental Health grant.

Our family's life trajectory would quite different if this type of service had been available when we needed access to mental health care at early onset as well providing acute care.

As a resident of Long Beach for 32 years, I have seen that Long Beach thrives as a healthy and prosperous community when we provide a higher level of care for those suffering from mental health challenges and their families. Please support the Star View Behavioral Health Urgent Care Center.

Sincerely,


Georgia Case



Petition of Support for Behavioral Health Urgent Care Center

We, the citizens of the Long Beach, are in support of the proposed Behavioral Health Urgent Care Center to be located at 3200 Long Beach Boulevard, Long Beach, California.

There are not enough resources in the community to treat our citizens experiencing a mental health crisis. These services for the local unserved and underserved individuals and families will help reduce the use of hospital emergency rooms for psychiatric clients, provide extra options to law enforcement and police in handling mental health crisis calls, and increase linkages to ongoing community services and support.

I support Los Angeles County's plans for expanding these much needed services.

Name (Please print)	Address	Phone #	Signature
LAWRENDO MELONZO	3230 W 105TH AVE LB	818/578-3533	
MICHAEL ROV	3141 Elm Ave LB	562 989 0475	
ARCHER CONANT	3130 Elm Ave LB	562-444-8530	

Name Print	Address	Phone	Signature
Erica D. Barrera	3735 Long Beach Ct Senasae 20805	310 8691267	EDB
Martina Usanoya	1814 Elizabeth Pl. Southgate CA 90210	323) 527-2430	Martina Usanoya
Liz Rasmussen	8813 Stamps St., 5514-8120	Elizabeth Rasmussen	
MATILDE GARAY	12110 E 12th AV. 1123 E 12th AV. Wilmington CA 90744	562 28013 310 894-3052	matilde Garay
Maria Quintana			
Jessica Gonzalez	755 E 7th St. LB	(62) 552-3907	Jessica
Abrham Jimenez	245 E 2nd & 2.5.	502) 522-2201	Abrham Jimenez
Angelis Ramirez	606 E Pennist	(562) 329-9144	Angelis L. Ramirez
Rayundo Corra	Bell Gardens	(562) 806-2710	Bell Gardens or Ray Corra
Abel Mendez	2130 Gavita Ave Apt. 8	562-8527814	Abel
Elizabeth Brantista	2130 Gavita Ave St 1	562-412-0057	Elizabeth
Ana Garcia	2265 N. Bellflower	562) 985-0111	Ana Garcia
Enriqueta Ruiz	2265 N. Bellflower	562 253616	ER
Jorge Queiros	3521 W 63rd St	(310) 965 6623	Jorge Queiros
Maria Duranosa	3521 W 63rd St	(310) 256-9861	Maria Duranosa
Jose Perez	378 E. Louise	LB 98805	Jose Perez
Laura Martinez	3437 PINE ST. L.B.CA	Laura Martinez	
CARLOS LOPEZ	2204 LEMON LONG BEACH CALIFORNIA 90805	Carlos Lopez	

Print name

Address

Sign

Desiree Miera	2201 1/2 Mandar Ave, Long Beach 90815 908B	Desiree Miera
Angela Robles	1324 1/2 Linden Ave Long Beach	Angela Robles
Raul Valadez	1502 E Carson St SPC 43 Carson CA 90745	Raul Valadez
Angelica Torre	1130 Pioneer Ave. Wilmington CA 90744	Angelica Torre
Miguel Espinoza	1130 pioneer Ave. Wilmington CA 90744	Miguel Espinoza
Tania Velasco	3196 Pine Ave → Long Beach CA 90807	Tania Velasco
REYES EDGAR	1200 N PIONEER AVE WILMINGTON CA 90744	REYES EDGAR
Ramon Valdovinos	6227 Mayflower Ave. CA 90201	Ramon Valdovinos
Adriana Moreno	6227 may flower Ave CA 90201	Adriana Moreno
Silvia Perez	1148 Orange Ave APT 1 Long Beach CA 90813	Silvia Perez
LORI DELANEY	1112 Palo Verde Ave, Long Beach, CA 90815	Lori Delaney
Joshua Godwin	4734 1/2 Barroso Dr. Tijuana CA 202942	Joshua Godwin
C. O. Rayna Godwin	↑	Rayna Godwin
Elizabeth Hernandez	1021 E 21st Street Long Beach CA 90806	Elizabeth Hernandez
Jonathan Escobar	1495 Boundary Ave Long Beach, CA 90813	Jonathan Escobar
Francisco Escobar	" " " Long Beach, CA 90813	Francisco Escobar
Ruth Rueda	22106 Gulf Ave	Ruth Rueda
Rocesita Tulio	22106 Gulf Ave	Rocesita Tulio



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I support Los Angeles County's plans for expanding these much needed services.

Name (Please print)	Address	Phone #	Signature
Sandra Mendoza	2825 Eleanor LN	(562) 602-1754	
Ciantera Rose	(310) 686-6063 ↳	4100 E Broadway #6 Long Beach 90803	
Stephanie Velasco	(562) 508-5038	10017 Pimenta Lakewood 90712	
Ken Rasmus	562-225-2744	8813 Stampede Downey 90240	
Boyan Nunez	268 e. Louise st Long Beach Ca 90805	(362) 673-5644	



Petition of Support for Behavioral Health Urgent Care Center

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Name (Please print)	Address	Phone #	Signature
Barbara Sanchez	14125 Andison St.	(323)482-4525	Barbara
Nicole Velazquez	141 w. Plymouth st.	(562) 719-4037	Nicole Velazquez
Nancy Zavala	2023 Lemon Ave LB	(562)450-7145	Nancy Zavala
Maria & eyes	3174 Springdale 73	(562)726-7027	Maria & eyes
Daisy Flores	8028 Howe ST	(562) 912-0825	Daisy Flores
Elisa Ro	10606 55TH ST LB CA 90816	(562)552-3206	Elisa Ro
Abel Mendoza-Santillan	2136 Savista ... Signal Hill, CA	(562)652-3814	Abel Mendoza-Santillan



Petition of Support for Behavioral Health Urgent Care Center

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Name (Please print)	Address	Phone #	Signature
Alexandra Hernandez	1777 E. 92nd St. LA 90002	(562) 204-3528	
Jose Hernandez	1777 E. 92nd St. Los Angeles 90002	(562) 204-3528	
Blanca Hernandez	1505 1/2 W 204ST Torrance CA 90501	424 223 3086	
Jose L Hernandez	1505 1/2 W 204ST Torrance CA 90501	424 603 4996	
Yvonne Hernandez	1777 E. 92nd St. LA 90002	(562) 204-3528	

Elva O. Ramos

234 E 47th St #43
Long Beach, CA 90803 (562) 428-068

Elva O. Ramos

234 E 47th St #43
Long Beach, CA 90803 (562) 824-0423



Petition of Support for Behavioral Health Urgent Care Center

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Name (Please print)	Address	Phone #	Signature
Keith Parker	2451 Oanca Ave	562-233-7785	Keith Parker
DIANE HUNTINGTON	1260 Rockwood <small>SEAL BEACH</small>	(562) 221-0224	Diane Huntington
Ruth Salsman	24002 Sandhurst	310 325-3779	Ruth Salsman
Frances Chu	Harbor City LB 8281 E Kinmount	732-333-007	Frances Chu
Kent CALDWELL	10732 FELSON CIR.	562-777-5003	Kent Caldwell



Petition of Support for Behavioral Health Urgent Care Center

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Name (Please print)	Address	Phone #	Signature
JoAnn Kelley	834 Hillcrest St	310-322-5207	JoAnn Kelley
DONNA KELLEY	11 S Eagon St 90245	11	Donna Kelley
CHRISTINE LAWRENCE	26623 Noncomis Rd. ^{RPV} 90275	310-377-1047	Christine Lawrence
JUDY TIZON	4708 HIGHGROVE	310-375-2174	Judy Tizon
MARGIE CAMBRA	9049 VINA MALIBU ^{TERRANE}	310-753-1810	Margie Cambra

Name	Address	Phone #	Signature
LEE Spivey	1210 W 16th St	(310) 515-6942	Lee Spivey
S. J. Sternquist	26921 Madeline	310-214-3631	S. J. Sternquist
Nancy Stansbury	1652 10th St B	310-379-2359	Nancy Stansbury
Denton (far)	2618 Nalton	310-683-8261	Denton
DAVID OCAÑA VERA	2407 Fernside Ct Unit 210, Redondo 90277	310-986-4053	David O.
KATHLEEN	522 Ave C Suite B	(612) 436-6121	Kathleen

Redondo Beach, CA, 90277



Petition of Support for Behavioral Health Urgent Care Center

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Name (Please print)	Address	Phone #	Signature
Raymond Alvarado	931 Bloomwood Rd	(310) 738-0622	Raymond Alvarado
CHARISTINE MAZANEC	18421 HAAS AVE 90501	310 971 3764	Charistine
Carolyn Person	18421 Haas Ln	424-646-3383	Carolyn Person
BRYAN Caluwe	2461 Santa Monica Blvd Santa Monica	415 306 2658	Bryan Caluwe
Barbara Tilling-Jordan	224 Mt Shasta Dr S.P	-	Barbara Tilling-Jordan

Name	Phone	Address	Sign
Mike Sharp	310 245 3806	522 Ave C RB 90277	MMSh moorsharp@aol.com
Mandy Randall	310-944-5377	522 Ave C RB 90277	Mandy mrandall55@gmail.com
Paul Stansbury	310-812-8016		
Vanilla Bean	310-809-1920	4818 W. 13 rd st	Daff
Hilba Shafan	310 956 5802	4818 W. 13 rd st. Hawth	Hilba
Markie Lee AS		2692 W. 28 th st	Markie Lee AS
Deborah K. H.H.		2692 W. 28 th st	Deborah K. H.H.
James Ensign	310-316-5274	5609 Andrews Ave Torrance CA 90502	James Ensign
Henry Ensign	"	"	Henry L. Ensign
Stevie Horn	310 864-9829	3855 Artesia Blvd. APT #243 Torrance CA 90502	Stevie Horn Stevie Horn
Juanita Horner	310 864-9827	3425 Artesia Blvd # 243 Torrance CA 90502	Juanita J. Horner
Richard Wyse	310 378 4427	2669 Whitehorn Dr RANCHO PALOS VERDES CA	Richard E. Wyse
L. Wyse	310 378 4427	"	Linda Wyse
Kristen LeDon	310-465-8903	20007 Redbank Ave. Torrance CA 90503	Kristen LeDon
Lisa Dennis	(310) 221-1858	22003 S Vermont Ave Apt. N Torrance, CA 90502	Lisa Dennis
John Dole	310 717-2886	2518 S. La Tijera #316	John Dole
Chiona Oyedunewu	323 723 8818	10941 Chancery Ave, Inglewood, CA 90303	
ERNEST ALVARADO	(310) 833-2937	931 W. Bloomwood Dr.	SAN PEDRO CA 90731 Ernest Alvarado

Name	City	State	Postal Code	Country	Signed On
Sylvia Mejia	Alhambra	California	91803	United States	1/13/2017
Tahira West	Aurora	Colorado	80010	United States	12/16/2016
in Hanna	Austin	Texas	78757	United States	12/16/2016
Nick Byrne	Bedford	New York	10506	United States	1/23/2017
Benita Cando	Bellflower	California	90706	United States	12/16/2016
Kamilah Siqueiros	Bellflower	California	90706	United States	1/12/2017
Renett Banagas	Bellflower	California	90706	United States	1/18/2017
Grenisha Parker	Bellflower	California	90706	United States	1/18/2017
Elizabeth Spiegl	Brooklyn	New York	11209	United States	1/12/2017
Amber Carroll	Campbell	California	95008	United States	12/16/2016
Osvaldo Acosta	Canyon Country	California	91351	United States	12/18/2016
Dominique Perez	Carson	California	90745	United States	1/12/2017
Annette Hignight	Carson	California	90745	United States	1/13/2017
Maria Maya	Carson	California	90745	United States	1/13/2017
Shawnice Reid	Cedar Hill	Texas	75104	United States	1/13/2017
Lamont Hewitt	Cerritos	California	90703	United States	1/12/2017
Raina Horgan	Chanhassen	Minnesota	55317	United States	1/13/2017
Thea king	Compton	California	90220	United States	1/12/2017
Magaly Acosta	Compton	California	90220	United States	1/12/2017
Heather Ames	Compton	California	90220	United States	1/12/2017
Joanna Cain	Compton	California	90222	United States	1/12/2017
Tekesia Jackson	Compton	California	90224	United States	1/13/2017
Daisy Mendoza	Compton	California	90221	United States	2/14/2017
ancy chaer	Costa Mesa	California	92626	United States	1/12/2017
Judith Hathaway	Cumming	Georgia	30040	United States	1/15/2017
Diana Romero	Downey	California	90241	United States	12/16/2016
Kusi Peralta	Downey	California	90242	United States	1/12/2017
Patrici castro	Downey	California	90241	United States	1/12/2017
Alexandra Vargas	Fresno	California	93711	United States	12/18/2016
Anne Gustafson	Gardena	California	90247	United States	1/12/2017
Nakuma Henderson	Gardena	California	90249	United States	1/16/2017
teal spivey	Gardena	California	90247	United States	2/2/2017
Terry Simcox	Gilroy	California	95020	United States	12/16/2016
rebecca weltman	Harbor City	California	90710	United States	1/12/2017
Ravina Darshan	Hawthorne	California	90250	United States	1/13/2017
Marisa Castello	Highland	California	92346	United States	12/16/2016
Will Tompkins	Huntington Beach	California	92648	United States	1/14/2017
Rachel Renaud	Huntington Beach	California	92646	United States	1/15/2017
Marcela Torres	Indianapolis	Indiana	46268	United States	12/17/2016
Stacy McCall	Inglewood	California	90301	United States	1/14/2017
Daryuen ORourke	La Crescenta	California	91214	United States	1/12/2017
Nivea Fernandez	La Mirada	California	90638	United States	12/17/2016
Eric Lara	La Puente	California	91744	United States	1/13/2017
Holly Grupe	Laguna Niguel	California	92677	United States	1/15/2017
Ivira Diaz	Lakewood	California	90715	United States	1/12/2017
Jennifer Winter	Lakewood	California	90712	United States	1/12/2017
Amy Sutherland	Lakewood	California	90713	United States	1/14/2017
Teri Paulsen	Lakewood	California	90712	United States	1/14/2017

Cathy Williamson	Lakewood	California	90713	United States	1/19/2017
Kenia Olson	Lawndale	California	90260	United States	1/12/2017
Ana Balarezo	Lawndale	California	90260	United States	1/12/2017
Aimee Torres	Lawndale	California	90260	United States	1/17/2017
Jennifer chokemesil	Lawndale	California	90260	United States	2/14/2017
Virginia Hohn	Lomita	California	90717	United States	1/14/2017
Brooke Cisneros	London		92127-1279	United Kingdom	1/12/2017
Arianna Adams	Long Beach	California		United States	12/6/2016
Tara Morgan	Long Beach	California	90810	United States	12/16/2016
Bridgett Einstein	Long Beach	California	90814	United States	12/16/2016
Linda Luna-Donis	Long Beach	California	90815	United States	12/16/2016
Brian Goldman	Long Beach	California	90802	United States	12/17/2016
Ellen Hartwick	Long Beach	California	90808	United States	12/17/2016
Noele Maguire	Long Beach	California	90815	United States	12/17/2016
Theresa Santy	Long Beach	California	90808	United States	1/3/2017
Dale Young	Long Beach	California	90805	United States	1/12/2017
Gabriel Cohen	Long Beach	California	90815	United States	1/12/2017
Lopez Myrna	Long Beach	California	90807	United States	1/12/2017
Angelina Gonzales	Long Beach	California	90807	United States	1/12/2017
Mark Burns	Long Beach	California	90813	United States	1/12/2017
Andrew Preston	Long Beach	California	90802	United States	1/12/2017
Keith Parker	Long Beach	California	90815	United States	1/12/2017
Vanessa Cortez	Long Beach	California	90815	United States	1/12/2017
Joe Khawaja	Long Beach	California	90807	United States	1/12/2017
Andy Lopez	Long Beach	California	90805	United States	1/12/2017
Laura Diaz-Winterset	Long Beach	California	90807	United States	1/12/2017
Julie Kashiwai	Long Beach	California	90807	United States	1/12/2017
Jessica Duarte	Long Beach	California	90805	United States	1/12/2017
Penny King-Licano	Long Beach	California	90808	United States	1/12/2017
Caroline Fricker	Long Beach	California	90810	United States	1/12/2017
Niki Hoffmann	Long Beach	California	90807	United States	1/12/2017
Erica Lara	Long Beach	California	90810	United States	1/12/2017
Saul Adams	Long Beach	California	90806	United States	1/13/2017
Jason Brown	Long Beach	California	90804	United States	1/13/2017
Jeffrey Schaum	Long Beach	California	90807	United States	1/13/2017
Candice Ledford	Long Beach	California	90808	United States	1/13/2017
Walter Tindal	Long Beach	California	90807	United States	1/13/2017
Ramona Drake	Long Beach	California	90815	United States	1/13/2017
Damon Lambert	Long Beach	California	90814	United States	1/13/2017
Krista Zaks	Long Beach	California	90807	United States	1/13/2017
Alvaro Rubalcaba	Long Beach	California	90805	United States	1/13/2017
Anna Stevens	Long Beach	California	90815	United States	1/13/2017
Martha Kate Gillon	Long Beach	California	90813	United States	1/14/2017
Dana Vecchione	Long Beach	California	90803	United States	1/14/2017
Rachel Levi	Long Beach	California	90803	United States	1/14/2017
Coral Huntsman	Long Beach	California	90803	United States	1/14/2017
Ian Goldman	Long Beach	California	90802	United States	1/17/2017
Ed Magenheimer	Long Beach	California	90814	United States	1/17/2017
Ana Morales	Long Beach	California	90807	United States	1/17/2017

Linda Huizenga	Long Beach	California	90807	United States	1/18/2017
Jean La Jeunesse	Long Beach	California	90808	United States	1/19/2017
Jessica Rathbun	Long Beach	California	90807	United States	1/20/2017
ite Bergam	Long Beach	California	90803	United States	1/24/2017
Yahaira Howard	Long Beach	California	90807	United States	1/26/2017
Catherine Lockett	Long Beach	California	90810	United States	2/7/2017
Dianna Murua	Los Alamitos	California	90720	United States	1/12/2017
Deana Salas	Los Angeles	California	90026	United States	12/16/2016
Maria Reveles	Los Angeles	California	90033	United States	12/17/2016
Ana Viana	Los Angeles	California	90037	United States	1/12/2017
Tymesha Wells	Los Angeles	California	90003	United States	1/12/2017
Rocio Hernandez	Los Angeles	California	90001	United States	1/12/2017
Amber Gomez	Los Angeles	California	90007	United States	1/12/2017
Jen Mahoney	Los Angeles	California	90025	United States	1/12/2017
Alex Sanchez	Los Angeles	California	90022	United States	1/12/2017
Melissa Zaday	Los Angeles	California	91335	United States	1/12/2017
Rosy Richardson	Los Angeles	California	90015	United States	1/12/2017
Annmarie Reed Reed	Los Angeles	California	90015	United States	1/12/2017
DaVet Williams	Los Angeles	California	90059	United States	1/12/2017
Courtney Piscitelli	Los Angeles	California	90731	United States	1/12/2017
Olga Moreno	Los Angeles	California	90015	United States	1/12/2017
Armentria Hill	Los Angeles	California	90047	United States	1/13/2017
Odette Dahi	Los Angeles	California	90035	United States	1/13/2017
Cynthia McCormick	Los Angeles	California	90031	United States	1/13/2017
Alexxa Friedenthal	Los Angeles	California	90042	United States	1/14/2017
Maria Campos-Moran	Los Angeles	California	90063	United States	1/14/2017
Alma Ramirez	Los Angeles	California	90015	United States	1/18/2017
Gordon-Martinez	Los Angeles	California	90015	United States	1/18/2017
Steven Vann	Lynwood	California	90262	United States	1/14/2017
Michael Cormier	Malibu	California	90265	United States	1/17/2017
Paul Stanbury	Manhattan Beach	California	90266	United States	1/12/2017
Karla Devine	Manhattan Beach	California	90266	United States	1/12/2017
Glenn Tang	Naperville	Illinois	60540	United States	12/16/2016
Jennifer Bugarini	Newark	California	94560	United States	12/16/2016
Jill Shannon	Newport Beach	California	92663	United States	12/15/2016
Elizabeth Bhatt	Norwalk	California	90650	United States	1/12/2017
Christine Kim	Norwalk	California	90650	United States	1/12/2017
Karly Wiley	Oakland	California	94610	United States	12/16/2016
John Weller	Orinda	California	94563	United States	12/16/2016
Tania Dow	Palos Verdes Peninsula	California	90274	United States	1/14/2017
Jennifer Lozano	Paramount	California	90723	United States	1/12/2017
Heather Vargas	Paramount	California	90723	United States	1/12/2017
Alexandra Shaye	Pasadena	California	91101	United States	1/18/2017
Karyn Robinson	Piedmont	California	94610	United States	12/16/2016
jason dipirro	Playa del Rey	California	90293	United States	1/13/2017
Michelle Hatfield	Rancho Palos Verdes	California	90275	United States	12/17/2016
Shandra Baylor	Redondo Beach	California	90278	United States	1/13/2017
rachel rosen	Redondo Beach	California	90278	United States	1/14/2017
Mary Lynn Mosig	Redondo Beach	California	90277	United States	1/23/2017

Cory Trotter	Roseburg	Oregon	97471	United States	1/23/2017
Dave Hoiles	San Diego	California	92130	United States	12/16/2016
'alentíne Valdovinos	San Gabriel	California	91775	United States	1/12/2017
Istin DeWester	San Jose	California	95129	United States	12/16/2016
Roni Dunlap	San Jose	California	95134	United States	12/16/2016
Hilary Martin	San Jose	California	95123	United States	12/16/2016
Adriana Gonzalez	San Jose	California	95111	United States	12/16/2016
Crystal Ball	San Jose	California	95131	United States	12/16/2016
Michele Uglewich	San Pedro	California	90731	United States	12/17/2016
Megan Singer	San Pedro	California	90731	United States	1/12/2017
Patricia Mc Coy	San Pedro	California	90732	United States	1/12/2017
Armando Jimenez	San Pedro	California	90732	United States	1/14/2017
penny good	san pedro	California	90731	United States	1/23/2017
Cari Pickel	Santa Ana	California	92705	United States	1/12/2017
Andrea De La Riva	Santa Ana	California	92707	United States	1/12/2017
Sheree Browning	Santa Clara	California	95051	United States	12/16/2016
Colin Preston	Santa Monica	California	90403	United States	1/13/2017
Victoria Otazo	Saugus	California	91350	United States	1/12/2017
Adriana Micciulla	Scottsdale	Arizona	85255	United States	12/16/2016
ChweeLin Chiaratanasen	Seal Beach	California	90740	United States	1/17/2017
Alejandra Estrada	Signal Hill	California	90755	United States	12/16/2016
Elizabeth mata	South Gate	California	90280	United States	12/17/2016
Gabriela Aguayo	South Gate	California	90280	United States	1/12/2017
Silvia Ascencio	Sunland-Tujunga	California	91040	United States	1/12/2017
Monika McPherson	Templeton	California	93465	United States	12/16/2016
Unrissy Hagens	Torrance	California	90501	United States	1/12/2017
Heidy Gonzalez	Torrance	California	90503	United States	1/12/2017
Patricia Hernandez	Torrance	California	90504	United States	1/12/2017
Joanne Shoho	Torrance	California	90501	United States	1/12/2017
Mary Moulton	Torrance	California	90503	United States	1/12/2017
PABLO PADILLA	Torrance	California	90503	United States	1/12/2017
Eloisa Tapia	Torrance	California	90501	United States	1/12/2017
Brenda Wilson	Torrance	California	90503	United States	1/13/2017
kimberly paulsen	Torrance	California	90501	United States	1/13/2017
Hannia Fernandez	Torrance	California	90505	United States	1/13/2017
Etna Preston	Torrance	California	90501	United States	1/13/2017
Dawn Beigel	Torrance	California	90505	United States	1/17/2017
Jennifer Jones	Torrance	California	90504	United States	2/13/2017
Cindy Serrano	Venice	California	90291	United States	1/14/2017
Erika Vito	Westminster	California	92683	United States	12/16/2016
Christinr Vo	Westminster	California	92683	United States	1/14/2017
Rosalia Bernal	Whittier	California	90601	United States	1/12/2017
Katie Thompson	Whittier	California	90604	United States	1/13/2017

**Additional Narrative
Support for Star View
BHUCC CUP
3200 Long Beach**

1. Please provide a complete, detailed written operations plan for each of the three tenant components. Among other things, these operations plans must deal particularly with the issue of:
 - a. patient release, and how this will be accomplished in a manner that ensures
 - i. released patients are able to travel or be transported where they need to go, and
 - ii. will prevent released patients loitering outside the facility with no further assistance.

The Behavioral Health Urgent Care Center (BHUCC) for which we are seeking the CUP features a voluntary, street-side entrance to a Crisis Walk-In Center (CWIC), and a parking lot entrance to two locked units, one for Adults, and one for Adolescents.

The CWIC will be the primary entrance for voluntary clients entering the building during the day-time business hours of 8 a.m. – 8 p.m., seven days a week. Voluntary clients will enter the CWIC by way of Long Beach Boulevard. They will most typically arrive via car, brought in by family, friends, or another mental health or social services agency of which they are a client. Some clients will come by themselves via bus or by personal car. A smaller number will walk to the facility. Our parking lot is in the rear of the building. Entering the CWIC will require walking around the building to the front on Long Beach Blvd. The hours of the CWIC and directions to the entrance will be clearly marked.

Client expected stay is 2 to 4 hours for these voluntary walk –in visits. Adult (18 and over) or adolescent (13-17) clients requiring a longer crisis stabilization period, and/or who meet 5150 criteria (danger to self or others), will be walked through the building to either the Adult or the Adolescent areas. These two areas are secure, with locked doors under staff control.

For after-hours voluntary admissions (outside the hours the CWIC is open) and all involuntary (i.e. 5150) police and/or ambulance admissions, the rear Adult Secured or Adolescent Secured doors would be utilized. Clients (or law enforcement or ambulance staff) will ring the intercom and be brought into the intake rooms. Barring any presenting medical condition which would prohibit their admission to the unit, they will first be screened (including use of a metal detector wand) for potentially dangerous contraband or weapons and admitted onto the unit (clients entering the CWIC will be required to pass through a metal detector). Prohibited medical conditions include untreated wounds, severe inebriation, colostomy bag, external oxygen, unstable medical conditions or an inability to ambulate. Contraband is defined as objects that can be used to harm self/others. This includes anything made of glass or breakable hard plastics, shoelaces, razors and blades, nail clippers or files, needles, potentially sharp jewelry, metal utensils, cords, belts, or excess linen, etc. Weapons, alcohol and illicit drugs are also not permitted in the facility, or on the premises. Prescribed medications and/or over the counter medications are stored for the person by nursing staff in a secure medically supervised location.

The adult unit will have a main client area and a separate smaller client area which we refer to as a Privacy Room. This will provide staff with the ability to separate clients to enhance care and safety. For example, if an adult were extremely agitated, they could be brought directly into the Privacy Room which will provide greater security and safety for the client as well as other clients on the unit who may be experiencing less distress.

Whether adult or adolescent, once in their respective unit, the client will be assessed by a nurse, therapist, and a psychiatrist (in person or via telemedicine depending on the hour of the day or night). At least two Security Specialists will be on duty at all times, as discussed below. Additional staffing includes a program manager, peer staff with "lived experience", case management staff and administrative support staff. The program administrator's office will be located on the Adolescent side and will have access to the cameras throughout the building. Additionally, the Administrator will be on-call 24/7 for any emergency situation during which staff may require additional guidance.

The BHUCC is an "outpatient" clinic where clients can stay for up to 23 hours and 59 minutes. The majority of clients will be treated and released well in advance of this 23/59 time frame with an average length of stay expected to be 4-6 hours. If a client requires additional time to stabilize and/or hospitalization, the case management staff will work closely with LA County Department of Mental Health to arrange for safe transfer and transportation via ambulance.

Client Release

The majority of clients will successfully stabilize and will be discharged and released. Assuring clients have a means to get to their home or community is an important responsibility of the BHUCC. This is part of ensuring the client is safe and does not relapse into crisis and also a responsibility to the community. Most clients will be transported by family, friends, or another agency. Some will leave via bus or their own transportation. Those clients without other transportation options will be transported by one of the two vans we make available for client transport. Unless a client happens to live close by, we do not expect clients will leave on foot. For those clients who are leaving by bus, the closest bus stops are right out the front door and across the street. Discharging clients will be monitored to make sure they follow through with the planned means of leaving the area. They will be informed that they are not allowed to remain on the grounds. Should a client refuse to leave the parking lot, for example, staff will encourage the client to leave and also contact law enforcement if needed. Cameras at the facility will include exterior cameras of the parking lot and perimeter of the building, and our safety and security staff will patrol the perimeter of the property.

Not to be underestimated are the importance of the value clients will have in the BHUCC as a resource and the resulting cooperation they will give in minimizing any negative impact on the community. We will inform clients that their lingering in the area will have a negative impact on our relations with the neighbors and therefore jeopardize the BHUCC. In our experience, most clients will understand that their actions can affect the availability of the BHUCC to themselves and to other peer consumers in the future.

For clients who are homeless, we will transport to shelter or other temporary housing. We will work closely with those agencies providing shelter and housing services. In addition to housing or shelter, we will link clients to other needed services including for food, clothing, and ongoing mental health and substance abuse treatment. We will provide a "warm hand-off" for those clients, making sure they connect with those resources and not merely giving them a number to call.

During the night, clients who have stabilized will be encouraged to stay until the morning for a daytime release unless they have a friend or relative picking them up. We appreciate the county allows non-billable codes for those awaiting placement, when it is in the client's best interest to stay on for a bit beyond 23/59 due to non-psychiatric circumstances.

2. The current site and floor plans provide limited security information, and do not appear to be security-focused. Please provide:
 - a. a detailed security plan (both on plans and in writing), and
 - b. be aware that site and project security is a major concern, both for the City and for nearby residents and businesses.

Safety and security for the clients, staff, and overall neighborhood is a primary concern for our agency. We believe the BHUCC will increase security for the area. The immediate area will benefit from the current vacated building transitioning to a facility that is operated 24/7 with lighted building and parking lot, and security staff. The BHUCC will be a deterrent for individuals who should not be in the area. We are addressing security concerns via an intentional floor plan design, a security system, staff selection, staffing and training, close collaboration with law enforcement, strong relations with other agencies serving the mentally ill population, and policy and procedure enforcement. Each of these will be addressed below.

Security starts with the BHUCC being a locked facility. The adult and adolescent units which will serve involuntary clients will be separated from the outside by at least two sets of locked doors. Several issues surrounding the floor plan as it relates to safety have been addressed in the above paragraphs. Involuntary clients will be brought in by law enforcement or ambulance in the back entrances. This will allow for both confidentiality/privacy as well as security. Clients will be brought into the locked intake area, screened for contraband and "wanded" with a metal detector. Their personal belongings will be held in a locker for them until discharge.

The facility will have a security system that will include locked doors on a "fob" system which tracks staff coming and going and a camera system covering the entrances, parking lot, and interior spaces. Security Specialists will monitor the camera system. The parking lot will be lighted.

During the day, voluntary clients entering the building will pass through a metal detector prior to walking into the CWIC. A minimum of two Security Specialist staff will be present at all times 24/7, facility-wide. These staff will be responsible for the safety screening at intake, monitoring cameras throughout the facility and on the parking lot, walking the perimeter of the grounds, and responding as needed to any security issues. They will respond to individuals lingering in the parking lot or other areas around the facility.

Our security camera coverage is as follows:

Parking lot: Cameras for security of the premises. Multiple cameras with night vision, zoom, and panning capabilities. These would not view beyond the property, i.e. not to neighboring properties. Recording would be for 72 hours.

Adult and Minor Secured Entrances: Cameras for the purpose of security staff seeing who is requesting to enter. No recording.

CWIC entrance: Camera for security of the premises. Night vision capability. 72 hour recording.

Quiet Rooms: Cameras to comply with requirement to monitor clients in the quiet rooms. No recording.

Other interior areas: Client accessible areas, medication rooms, staff kitchens. Multiple cameras for staff and client safety. Please see camera per plan in Attachment #1.

As part of our commitment to staff training and safety, our Agency has been training all staff who work in a 24-hour operation in Pro-ACT, Professional Assault Crisis Training. This is a 16 hour training designed primarily to verbally deescalate an agitated individual. For more than four decades, professionals throughout the world have been training and using Pro-ACT to improve safety and enhance treatment outcomes. Based on principles drawn from evidence-based practice and tested in a wide variety of healthcare, behavioral health, residential and education settings, Pro-ACT is a training program for organization and agencies seeking to reduce or eliminate the use of restraint and is a well-known component of all SBHG facility- and residentially-based programs. Company-wide, we have multiple certified Pro-Act trainers and excellent data on de-escalation and avoidance of high risk behavioral incidents that require restrictive interventions. We have 28 years of experience in serving clients in acute psychiatric crisis, including those exhibiting danger to themselves and others.

However, if a client is unable to calm themselves and becomes physically assaultive or self-injurious, both the adult and adolescent units have quiet rooms where they could be secluded or briefly restrained if other interventions failed. Please see our policy and procedure for the management of dangerous behavior utilized in our other programs. Attachment # 2

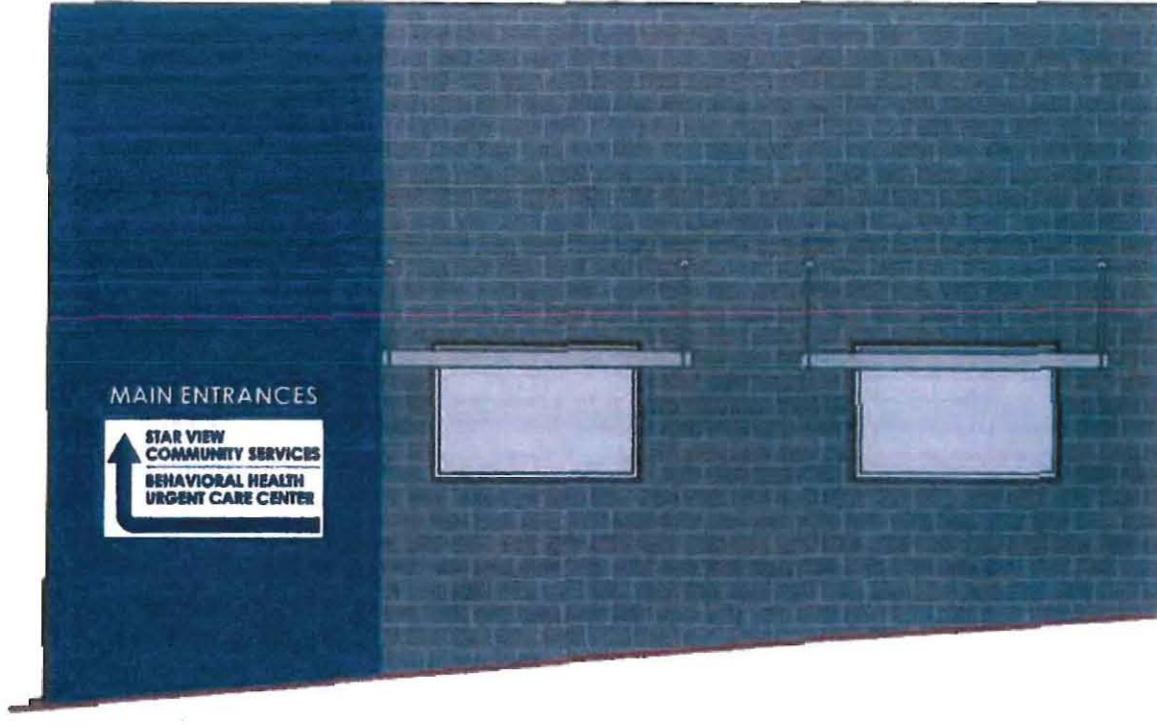
Additionally, state regulations for crisis stabilization programs require a minimum of 1 licensed nurse or registered mental health intern for every four clients. Additional staff will also be present above these ratios at all times. Total staffing will be about 45.

Lastly, regarding security in the neighborhood, these clients are currently in the community – untreated! Getting individuals the mental health screening, assessment, referrals and treatment they need is our aim and the important purpose of having these settings in a community. Overall, in due course, local crisis capabilities like this will enhance the safety and security of the neighborhood and the greater Long Beach area.

3. Plans appear to show main entrances to each tenant space off Long Beach Blvd. This is on the opposite side of the building from the parking lot, and may cause confusion to visitors and patients.
 - a. Please explain and show how this will function, or if there is a better scheme for main, non-secured entry, please explore it for inclusion in your resubmittal.

The current medical building has its entrances on Long Beach Blvd, as is the design of the building. In addition to the entrance to the BHUCC component of the CWIC, our agency Star View Community Services intends to open a clinic office in the remaining 1/3 of the building. (This counseling office use is not part of the CUP.) The entrance to this office will also be on Long Beach Blvd. and it will likely have more foot traffic than the BHUCC.

We will have signage on the corner of the building facing the parking lot to direct clients and visitors to these entrances:



To recap from the earlier section, the main Long Beach Boulevard entrance is:

- *Open during daytime hours only*
- *Protected by security officer(s)*
- *Very accessible to the City bus stop*

Ambulance and Law Enforcement will be trained to bring involuntary and after hours clients to the rear of the building via the parking lot entrance. There will be no need for sirens or flashing lights.

4. Please ensure that no patient spaces subject to HIPAA are adjacent to the storefront windows on Long Beach Blvd. or other potentially problematic areas.

We will make sure of this. Part of our agency's ongoing compliance training program includes being trained in HIPAA during new hire orientation and a mandated annual retraining of all staff. Staff are trained in keeping all Protected Health Information (PHI) confidential, whether on paper or electronic media. We pay particular attention to making sure staff cannot leave computer screens on with client information – these have automatic shut-down; and we train staff to orient screens away from external view.

We will make sure the windows will be tinted or otherwise sufficiently opaque.

**Supplemental Materials for the
Star View
Behavioral Health Urgent Care Center
Conditional Use Permit**

- 1) What is the difference between the proposed facility and the Stars facility at 100 E. Wardlow Rd. in Long Beach? You will need to be able to explain the difference in terms of services offered and clients served, and the need for the new facility.

A good way to conceptualize the two different programs is to think of the BHUCC as an urgent care center for those experiencing a mental health problem (much like a medical urgent care center people go to instead of going to the hospital.) As a comparison, the 100 E. Wardlow office could be thought of as more like a doctor's office where people go for regular visits (or in this case, counseling).

Both locations will be outpatient clinics, contracted with and certified by the LA County Department of Mental Health. From our counseling office, we have provided community services for youth 4 to 21 and their parents for the last 20 years. Unlike the BHUCC, the majority of the counseling center's clients are seen by staff in their homes or schools. Clients and their families do come to the counseling center for some services, including when they need to see our psychiatrist. Clients whose cases are managed out of this office may receive weekly therapy services in the home or schools for three months to over a year. None of the clients seen are on 5150s (involuntary commitments) or brought to the office by law enforcement. The office is open Monday through Friday from 8 to 5.

Throughout the period of time we have been at this location, there have been no complaints of noise or concerns about the clients seen at the office. Recently, upon the request of the Del Mar Association, we have added additional exterior lighting to help further reduce crime in the area.

The proposed BHUCC site is for adolescents 13-17, adults 18-64, and older adults 65 and up. These services are for short-term crisis stabilization. Clients may not stay for longer than 23 hours and 59 minutes. These clients are treated as an alternative to the local emergency rooms. There will be separate entrances at the rear of the building for adult and youth involuntary patients (often brought by police or paramedics). The main entrance on Long Beach Blvd. will be for voluntary patient (most patients will be voluntary) to a Crisis Walk-In Center (CWIC) section. The CWIC is available for crisis stabilization services for clients from 8 am until 8 pm. Voluntary patients will enter through the rear entrances after hours.

Regarding the need in the community, this facility is unique and responds to a huge gap in Long Beach to take the burden off police and hospitals and provide much more appropriate care for individuals. Currently, those with unmet mental health needs are turning to the local emergency rooms, and Long Beach Police and LA County Sheriff officers are spending valuable time transporting them there.

2) On page 9, you briefly mention increased neighborhood safety and refer to a separate supplement to the CUP application. You should refer to this explicitly (SPR Case No. 1611-18) and describe all of the physical improvements to the site in your packet.

- 24/7 operations will eliminate improper use of the facility (e.g. big rig truck drivers using the parking lot for sleeping) and deter graffiti.
- The new lighting (per plan) will provide a better lit parking lot to help enhance safety.
- The perimeter block walls on Elm Ave. and 32nd St. will help deter the homeless from loitering in the parking lots.
- New exterior camera systems will deter illegal activities along the perimeter of the building and parking lot and serve as a deterrence.
- The presence of police dropping off clients for treatment will serve as a deterrence to criminal behavior in the area.
- The physical improvements to the building and property will also serve to improve the image of the area and serve as a deterrence.
- The BHUCC will have security staff 24/7 who will monitor the perimeter and respond to unknown individuals on the property, as needed.

3) The door-to-door outreach map appears to show no outreach to the neighborhood to the east. You should conduct outreach here, and, if possible, complete it prior to the upcoming community meeting. After you do this outreach, a revised map would be great to include.

In our application regarding the community outreach, we included our intention to go door-to-door the week of February 27th to March 3rd and follow up with two additional community meetings on March 6th and March 8th. We have subsequently concluded our door-to-door visits, and they include the neighborhood to the east. In fact, we went twice to visit the closest homes directly across the street on Elm and 32nd. In total, we have visited 201 residences within the 750-foot radius, and of those, we have spoken directly with 60 people. Of those, 13 were strongly supportive and two were opposed. (Please see the attached map.) In addition, we have held a total of three community meetings for neighbors and have met with 10 community entities (City departments, organizations, and businesses). We have received 16 letters of support, and more than 300 people have signed a petition in favor of the BHUCC.

4) When clients are encouraged to stay the night at the facility under non-medical billing, where are they accommodated?

Clients who have completed stabilization and are ready for discharge (but must wait until morning) will remain on the units where they can be observed by staff. Interior lighting will be dimmed in the evening.

- 5) There is major concern about discharging patients late at night without transportation. It is likely going to become a condition of approval that, after certain hours (10:00 or 11:00 pm to 6:00 or 7:00 am), clients must be discharged to someone who will drive them to their destination, or be shuttled to their destination in the facility's van. Discharging a patient who will leave the facility on foot or wait at a bus stop is potentially very problematic.

The concern above is addressed in the questions we answer on our website at www.starsinc.com/bhucc and below:

Q: Will patients be released in the middle of the night?

A: For their safety, patients stay overnight inside the facility and aren't released until daylight hours, unless they are being transferred to another facility or transported by friends or family to a residence.

Q: How will you make sure patients don't stay in the area?

A: All patients will have a discharge plan that will include their going to a safe place, ideally with others to check in on them. We are responsible to assure transportation is provided for all patients to where they reside. For homeless patients, we will be working proactively with the agencies that collaborate as the Long Beach Area Coalition for Homeless to line up and give priority to BHUCC patients for temporary housing resources. Patients are transported by our staff via our van, are picked up by a friend or family member or another agency that will be caring for them, or are supported to go on the bus. Any patient who wants to leave the facility and not follow the plan for transportation will be assessed to determine if they meet criteria for remaining in the BHUCC on an involuntary basis.

Q: Can clients be discharged to use the bus?

A: A bus stop is located outside the front doors of the proposed facility, and there are two lines that can easily be accessed from the facility. Clients who arrived by bus, if safe as determined by our staff, will be allowed to leave the facility by bus. No patients will be discharged with a plan to take the bus at times when the bus is not running. Our staff will have bus schedules; clients may wait in our walk-in center until close to the time for their bus (planned hours are until 8 p.m.in the evening).

Regarding clients leaving on foot, this will occur only if a client's residence is in short walking distance of the site, and they leave during day or early evening hours.

Q: Will you have transportation available if a client has none?

A: The program will have two vans available to transport patients being discharged if alternate transportation is not readily available.

Question 3: Supplementary Update Information

Following is additional information in response to question # 3, a recap of the two community meetings held the week of March 6:

Wrigley Association: March 6, Veteran's Park Community Center

We presented at their association meeting which was attended by approximately 15-20 residents. Concerns were raised and addressed. There was little opposition voiced.

Del Mar Heights: March 8, Rod and Gun Club

We organized this meeting for the residents in the Del mar Heights neighborhood (those closest to the proposed facility), given they do not have an organized association. Councilman Uranga's office also notified residents in the Del Mar neighborhood. The meeting was well attended by approximately 30-35 community members. The group was very vocal about concerns.

In the 3 community meetings and through our other discussions with residents in the door to door outreach we have heard 3 main areas of concern.

1. *The program will bring more homeless to the area.*

Residents reported that there has been an increase in homeless in the area. They were concerned that the BHUCC would attract more, especially because individuals could "walk in" or come to the BHUCC on a voluntary basis. Residents voiced concern that the BHUCC would be like the Salvation Army, which they view as having increased the homeless population in the area.

Our response has been:

- The BHUCC is not a homeless program. We will have clients who are homeless but we estimate they will be a low percentage of total clients. Our similar program in San Bernardino County experiences about 10% of its clients being homeless.
- Whether voluntary ("walk in") or involuntary, clients need to meet the medical criteria of being in a mental health crisis. The BHUCC is not a medication clinic or drop in center.

2. *The BHUCC cannot prevent its clients leaving the facility and going into the neighborhood.*

This raises two concerns for residents:

- a. Clients leaving the BHUCC will stay in the community as homeless individuals
- b. Clients are a threat for dangerous behaviors because they have a mental illness

Our response has been:

- As above, we estimate the vast majority of BHUCC clients will have homes or places to reside upon discharge. A low percentage will be homeless.

- The BHUCC will not “discharge to the street.” As stated throughout our application, all discharges will be planned to include transition to a residence and transportation to get there.
 - For homeless individuals, we intend to work closely with the agencies that comprise the Long Beach Area Coalition for the Homeless to assure that shelter and temporary housing options and other supports are readily available and BHUCC clients are given priority for them.
 - Any BHUCC client wishing to leave prior to when the clinical team thinks they should be discharged will be assessed for dangerousness. Any client meeting criteria for involuntary treatment due to dangerousness will be placed on a 72 hour hold (5150) and prevented from leaving the BHUCC.
 - We embrace the recovery model for individuals living with mental health challenges. In the recovery model, consumers are empowered by being responsible for their own recovery, just like anyone living with a chronic health condition should actively manage their health, doing the things that keep them healthy. We have had great success in our programs by having our clients regard the program as *their program*, an important resource to help them manage their recovery and, also, to support the recovery of their peers. We make it clear that to support the resource continuing to be available, we must be good neighbors and avoid any adverse effect on our neighbors. We have seen significant effectiveness of this in our other programs in having clients follow program rules and come and go appropriately.
3. *The BHUCC is needed but we have too many similar programs already in our neighborhood. Can't it be located elsewhere?*

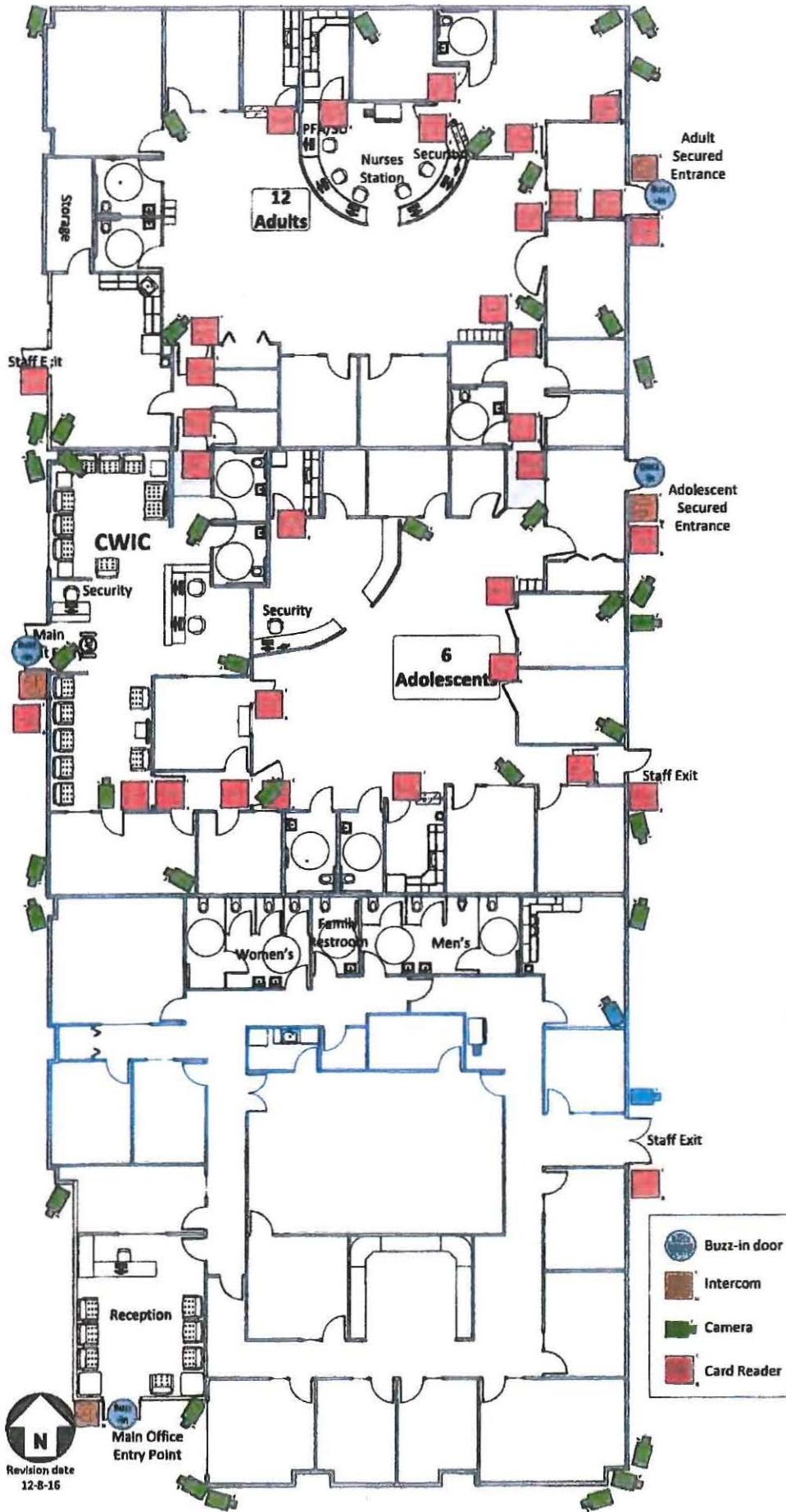
In discussing this, residents seem to be referring to large organizations like Salvation Army and MHA, which they see as attracting homeless individuals, and also to group homes and sober living homes, whose residents they see as disruptive to their neighborhood.

Our response has been:

- The BHUCC is neither a program for the homeless nor a residential facility.
- 13 locations were considered. After careful consideration, most were not feasible for various reasons. For many various reasons, the proposed location was determined to be the best site for the BHUCC.
- As stated, because the BHUCC clients will not stay in the neighborhood after treatment, the BHUCC will not have the same effect on the neighborhood of programs designed to serve the homeless or sober living or other residential programs.

Attachment # 1

Camera Lay Out



Attachment # 2

Management of

Dangerous Behavior

Policy

PGM 1.33**Management of Dangerous Behavior –
Community Services**

Effective Date September 5, 2013	Revision Date October 1, 2013	
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PURPOSE: To outline guidelines for a systematic process by which staff seeks to prevent and respond to dangerous or assaultive client behavior in order to ensure the safety of all persons involved while upholding client rights according to applicable laws and regulations. The policies, procedures and practices of managing high risk or dangerous behavior are developed with the expertise of SBHG clinical and behavior management consultants.

Physical restraints and seclusion, as defined in regulations, are not permitted in community outpatient services.

PROCEDURE:**A. Philosophy**

Program staff and management endeavor to develop clinical programs that encourage and support the highest level of client partnership in behavioral self-management. This takes many forms including staff and client training in positive client involvement, program structure and activities to encourage client voice, choice and power, and a philosophical commitment to minimizing the occurrence of all restrictive behavioral practices. However, the leadership and staff of our Community Services Program recognize that assaultive, self-injurious, run-away, or otherwise dangerous behavior can sometimes accompany mental health problems. Our approach to preventing and responding to this behavior focuses on ensuring the safety of both clients and employees, and incorporates the important Management of Dangerous Behavior (MDB) principles described below. It is important to note that dangerous and assaultive or self-injurious behavior is often hard to predict in all instances, and may display itself in a different sequence or manifestation than listed in this policy. Staff judgment is needed to determine the appropriate level and sequence for individual clients and when to change or omit an intervention if clients are non-responsive. Leadership and staff also recognize the importance of celebrating the success of the clients they serve both individually and collectively and incorporate this into setting goals of safe behavior for the individual client.

In summary, the SBHG Community Service Programs promote an environment that is safe, therapeutic and positive; which engages clients in their healing through positive

engagement, genuine relationships and the recognition of the importance of their active involvement in their treatment. Successful treatment will result from this inter-relationship of clients who are recognized as "partners" in the treatment process and staff who are well trained in the needs and issues of their clients and committed to their safety and healing.

MDB Principles:

1. Self-injurious, assaultive, or otherwise dangerous behavior is generally precipitated by external warning signs which can be recognized.
2. Recognition of these warning signs and early intervention into behavior is critical to reducing/eliminating dangerous behavior.
3. Clients can learn to recognize their own internal warning signs, and can assist in developing and implementing intervention strategies.
4. Behavioral interventions must be individualized, systematic and comprehensive.
5. Clients shall have an opportunity upon enrollment and throughout treatment to communicate their needs and preferences with regards to intervention strategies.
6. Interventions which integrate the use of behavior management, psychotherapy, psycho-education, skill training and medication produce the most effective results.
7. Employees will utilize a progressive system and process of least restrictive interventions in responding to dangerous behavior.
8. The goal of all interventions is to prevent further escalation and ensure a safe environment for the client involved, other clients, and staff.
9. The use of systematic and planned intervention strategies minimizes the risk of injury to both clients and staff.
10. Repeated incidents of assaultive, self-injurious or other dangerous behavior will result in a review and modification of the individualized treatment plan subject to the discretion of the treatment team.
11. When the safety of a client or others cannot be assured at a given level of care, transfer to a more appropriate level of care must be considered.

B. Definitions

Dangerous Behavior Screening

A screening that occurs during intake and as needed thereafter in order to identify client behaviors that pose safety risks, the triggers that evoke dangerous behavior, and intervention strategies preferred by the client,

Trigger

A "trigger" is an internal process and/or external event that activate(s) an escalation in dangerous behavior. "Triggers" are often highly specific and individual, resulting from unique client history, perceptions and experiences. Part of the goal of treatment is to assist clients to understand their "triggers" as part of gaining self-control over risky and dangerous behavior.

Time Out (Voluntary)

"Time out" refers to a brief "cooling down" or "cooling off" period of time which a client requests, or to which they voluntarily agree. A "time out" may occur in a designated room, client's room, or any other environment which affords the client the opportunity to achieve calm and freedom from destructive behavior. Clients may leave or discontinue a "time out" at any time. A "time out" is not a "hands-on" physical intervention or seclusion.

Physical Intervention

"Physical interventions" is a general term for any "hands-on" procedure or response "Physical interventions" are behavioral interventions with the intention of actively restricting a client's freedom of movement in order to prevent harm to self or others. The phrase "restrictive physical intervention" refers to the sub-class of physical interventions where the need and intention is to restrict the client's freedom of movement.

Physical interventions shall only be used when a client's behavior is clearly unsafe and dangerous and when failure to intervene **may result in a serious injury** to the client, staff or other person present. Physical interventions **may not** be used for obnoxious or oppositional behavior.

Debriefing

Debriefing is a process of reviewing what happened during an incident that culminated in a restrictive intervention. Debriefing usually occurs separately with involved staff and patients with the goal of learning from the experience so that restrictive physical interventions can be avoided and/or proceed safely in the future.

C. Non-Restrictive Physical Interventions (not classified as a physical restraint)

Physical Prompt

A "Physical Prompt" is a brief physical intervention for the purpose of helping a client gain quick control over their behavior or circumstance and is not a "restrictive intervention. A Physical Prompt may involve **briefly** touching a person without undue force in order to calm or comfort; physical contact intended to gently assist a person in performing tasks; guiding or assisting a person from one area to another;

or, quickly separating a person from a dangerous situation. Examples would be: (a) where a client is encouraged to take a voluntary time out to cool off, the guiding by "accompanying" the client or a physical gesture of assistance or leading demonstrated by a loosely held arm around the client's shoulder; (b) in a pending assault, the separation or repositioning of clients to gain distance which may involve grabbing clothing and spinning a patient out of harm's way; (c) if a client were to inadvertently step in the way of a moving car, the pulling away or pushing out of harm's way.

D. Trainings for Managing Dangerous Behavior in the Community

Community Safety Interventions (CSI)

All community service employees receive a total of (4) hours of Community Safety Interventions training; (2) hours of Universal Safety Principles including escape and evasion and (2) hours of Field Safety Interventions with Vignettes and Guided Discussions.

Basic Pro-ACT

"Pro-ACT" is an acronym for Professional Assault Crisis Training®, a nationally recognized and certified training program for professionals who work with individuals whose behaviors sometimes manifest in assaultive and dangerous behavior. This Policy defines "Basic Pro-Act" as a 16-hour Course that must be led by a Certified Pro-Act Instructor and introduces advanced techniques and interventions when managing dangerous behavior. This Policy defines "Pro-Act Plus" as a 20-hour Course that consists of the Basic Pro-Act 16 hour curriculum plus 4 hours of prescribed physical interventions for managing dangerous behaviors. Pro-Act Plus will only be trained in SBHG inpatient programs. Only selected community service programs will be approved to be trained in Basic Pro-ACT principles. A request for Basic Pro-ACT from a community services program must be approved by the SBHG Director of Clinical Training and SBHG Senior Director of Clinical Services.

Ongoing

Staff receives additional training on an ongoing and as needed basis as training issues related to the management of dangerous or assaultive behavior are identified through supervision and the agency continuous quality improvement process.

E. Intervention Ladder – Progressive Process of Intervention

1. Community Service staff will utilize a progressive process of responding to escalating client's behavior. The determination of an intervention to be used will be based upon the client's assessed needs and the immediacy of the situation at hand. Employees are expected to begin the intervention process at the lowest and least restrictive level which will ensure safety, and progress to higher-level interventions only when a less restrictive intervention has been attempted and danger to a client or others persists.

2. The progressive list of interventions is listed below. Note that staff judgment is needed to determine the appropriate level and sequence for individual clients and when to change or omit an intervention if clients are non-responsive:

a. Verbal intervention/re-direction such as:

- i. Verbal prompting/encouragement to discontinue behavior;
- ii. Encourage identification and verbal expression of feelings;
- iii. Suggestion of alternative activity;
- iv. Offer choice of alternative behavior/activity/environment;
- v. Offer of individual time with staff;
- vi. Use of cues and prompts as established in treatment planning;
- vii. Change of physical environment;
- viii. Removal of stimuli or reinforcement;
- ix. Use of behavioral rewards and consequences;
- x. Use of relaxation techniques;
- xi. Communicating the need to maintain a safe environment for everyone;
- xii. Voluntary time-out or physical prompt to calm and support a client, and/or guide them away from negative stimuli

F. Treatment Planning

Incidents and patterns of behavior resulting in a community safety interventions or Basic Pro-ACT techniques are reviewed and addressed in the client's treatment plan.

G. Restrictive Physical Interventions

In the event of an **emergency situation** that clearly exposes the client, other clients, family members and/or staff to a potentially severely dangerous or life-threatening situation and when Community Safety Interventions and/or Basic Pro Act interventions were not successful, short-term limited hands on can be applied for the purposes of Protective Separation and Protective Control and also for self-defense.

Restrictive physical interventions are any staff-to- client physical contact in which the client unwillingly participates. Restrictive interventions may involve stabilizing a client against a wall, on the floor, or where they stand. A restrictive intervention may occur at any location in the community. Should the implementation of a restrictive intervention be needed, staff must use the least restrictive technique and immediately report this intervention to their supervisor.

Protective Separation

Protective Separation means the brief use of a manual hold to separate a client who is assaulting another person.

Protective Control

Protective Control means the brief use of a manual hold to separate a client who is self-harming or at imminent risk of self-harm (e.g. running into traffic).

Self Defense

Self Defense are physical interventions designed to allow a staff to protect themselves and evade an assaultive client.

In the event that a restrictive physical intervention is applied to a community based client a staff and client debriefing shall occur within 24 hours of the application of the restrictive physical intervention.

H. Debriefing

Staff Debriefing

- a. Following every instance of a physical restraint (within 24 hours), the staff involved and their supervisor will meet to debrief the incident. Ideally, the debriefing will include all persons involved in the incident.
- b. The purpose of this debriefing is to identify aspects of the incident which could be improved upon, and evaluate the staff's performance in responding to dangerous or assaultive behavior. During the debriefing staff are encouraged to process their own feelings regarding the incident. They will also evaluate the staff's performance in implementing the least-restrictive intervention, with an emphasis on how the intervention might have been accomplished without the use of restrictive physical interventions.
- c. A Pro-ACT debriefing form will be completed following each incident of physical restraint. The staff involved in the incident is responsible for the completion of this form which is attached to, submitted, and filed along with the respective incident report.

Client Debriefing

A debriefing with the client is done as soon as possible but no later than 24 hours following every incident of physical to insure that the client is again calm and able to think clearly. If the patient requests, a family member, domestic partner, significant other or authorized representative can be present at the debriefing.

The purpose of debriefing with the client is to increase the client's awareness of their behavior, triggers, and alternatives, and to facilitate treatment planning through the development and of enhancement of client-specific intervention strategies.

The debriefing with the client is completed by the staff member involved in the incident, ideally the debriefing is done by the staff member with the strongest therapeutic relationship with that client. The staff's supervisor will provide back-up to ensure debriefings occur within 24 hours.

The client may refuse to participate in a debriefing with staff, and such refusal shall be documented in the client record on the debriefing form.

The purpose of the debriefing is to assist the client in:

- i. Processing his/her feelings regarding the incident;
- ii. Identifying triggers to the escalating behavior;
- iii. Identifying skills and alternative behaviors which can be used in the future

The original client debriefing form should be included in the client's file

I. Notification to SBHG Director of Quality Assurance

If physical restraint is applied to any community based client the above procedures must be followed. In addition the supervisor or Administrator will complete a Critical Event Investigation form within 24 hours and notify the SBHG Director of Quality Assurance to review the incident.

CONDITIONAL USE PERMIT

CONDITIONS OF APPROVAL

3200–3220 Long Beach Boulevard

Application No. 1611-08

March 30, 2017

Special Conditions:

1. This Conditional Use Permit approval shall allow for a behavioral health urgent care center consisting of two secure units, one for twelve (12) adults and one for six (6) adolescents, and a “crisis walk-in center” walk-in clinic, in an existing 14,409-square-foot medical office building located at 3200–3220 Long Beach Boulevard in the SP-1-CDR and CCA zoning districts.
2. In addition to the requirements of these conditions of approval, the property owner shall provide for all on-site and off-site improvements shown on plans submitted for Site Plan Review in Application No. 1611-18, and as prescribed by conditions of approval for Application No. 1611-18. Those conditions are incorporated herein by this reference.
3. The operations and security plan submitted by the applicant, part of the case file for Application No. 1611-08, is hereby made part of these conditions of approval, and shall run with the land and be binding upon any future operators, successors, or assigns. The Director of Development Services is authorized to approve minor modifications or additions to the operations and security plan. Any changes proposed by the property owner or operator that, in the judgment of the Director of Development Services, would consist of a major change to the operations and security plan, and/or would potentially negatively affect the surrounding neighborhood and community, shall be subject to review by the Planning Commission.
4. The entrances for the secure units shall be on the parking lot side (east side) and the entrance for the walk-in clinic shall be on the Long Beach Boulevard street side (corner of Long Beach Boulevard and 32nd Street). The walk-in clinic may have an entrance on the parking lot side as well, and the secure units may each have a staff entrance on the Long Beach Boulevard street side. No patients shall be admitted to the secure units from the Long Beach Boulevard street side.
5. All vehicular access to the site shall be from 32nd Street only. No vehicular entrance on Elm Avenue shall be allowed.

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6. The secure units may operate 24 hours a day, 7 days a week. The walk-in clinic shall be limited to the hours of 8:00 am – 8:00 pm, 7 days a week. The Director of Development Services may authorize an expansion to the hours of the walk-in clinic if requested by the operator and if, in the Director's judgment, the expanded hours would not create any negative impacts upon the neighborhood or community at large. Any such expansion of hours shall be recorded in a memo to the project file, approved by the Director.
7. Each secure unit shall have a controlled access entrance ("sally port") to prevent any unauthorized entrances or departures to and from the units. All staff entry/exit doors and any communicating doors with the walk-in clinic shall be appropriately secured to include positive identification of all entrants, prevention of unauthorized exiting, and positive closure of doors following an authorized entrance/exit.
8. All facilities at this site shall be outpatient facilities only, meaning the maximum patient stay shall be not more than 23 hours 59 minutes.
9. The operator shall maintain and implement plans for facility operations and security to the satisfaction of the Director of Development Services, Director of Health and Human Services, and the Chief of Police.
10. No outdoors or outside waiting or queuing of patients, clients, or associates of patients or clients, shall be permitted.
11. The operator shall maintain at least one outdoors security guard on the premises at all times when the facility is open to receive patients. The security guard shall ensure the following:
 - a. Quiet and orderly conduct of persons entering and leaving the building,
 - b. Quiet and orderly flow of vehicular traffic into and out of the parking lot,
 - c. Prevention of loitering outside by patients, associates of patients, and any other persons not employed at the facility,
 - d. Prevention of littering, graffiti, and other nuisance activity, and
 - e. Any other crime- or nuisance-prevention measures prescribed by the Chief of Police or Director of Development Services.
12. Exterior lighting shall clearly illuminate the common areas surrounding the building including, but not limited to, the entrance and exit doors, as well as the business address. Lighting should be positioned to discourage vagrant persons from sleeping on the premises. Metal halide or other similar bulbs, which emit a white light spectrum, should be used. Low- or high-pressure sodium lighting and mercury-vapor lamps should be avoided. All exterior lighting systems shall be maintained in good working condition. Lights shall be appropriately shielded to

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prevent intrusion of light and glare onto adjacent properties or the public right-of-way.

13. The building's address shall be clearly posted on each building frontage so as to be visible from Long Beach Boulevard and 32nd Street.
14. A video surveillance system is recommended be installed to assist with monitoring the property on both the interior and exterior. A Digital Video Recorder (DVR), capable of exporting video in uncompressed non-proprietary AVI file, and images in TIFF, BMP, of JPG format, should be used. A minimum resolution of 640 × 480 pixels is required, with a full 1080p HD resolution preferred. Recordings should be retained for no less than 30 days.
15. Exterior newsstands or vending machines shall be prohibited, and any existing ones shall be removed.
16. Exterior on-site recycling or donation bins or machines shall be prohibited, and any existing ones shall be removed.
17. Publicly accessible telephones on the exterior of the premises shall be prohibited. Any existing publicly accessible telephones shall be removed.
18. The operator shall prevent loitering, loud noises and nuisance activity around the subject site, and in all parking areas serving the use, at all times.
19. Exterior security bars and roll-up doors applied to windows and pedestrian building entrances shall be prohibited.
20. No tint or window darkening shall be allowed. Windows shall not be obscured with coverings, screens, graphics, or any other type of application intended to block or decrease light. No storage or stacking of boxes or supplies in windows shall be allowed. Window openings and treatments also shall be designed for HIPAA compliance to avoid the need for after-the-fact window screening.
21. All exterior trash containers shall be properly stored and secured in an approved trash receptacle storage area.

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22. The operator and property owner shall provide for and comply with all CPTED (Crime Prevention Through Environmental Design) recommendations and requirements provided by the Long Beach Police Department for the project, as follows:

- a. Lighting shall be placed at the following locations:
 - i. Pedestrian main entrance and walkway located on the North / East corner of 32nd Street and Long Beach Boulevard.
 - ii. South side of the property to illuminate the sidewalk along 32nd Street.
 - iii. West side of the property to illuminate the sidewalk along Long Beach Boulevard.
 - iv. East side of the property to illuminate back doors.
 - v. Uniformed lighting in the open parking lot to eliminate any dark areas for the safety of the patrons and employees.
 - vi. Trash Container area by the parking lot.
 - vii. Over the pedestrian's doors located on the west side of the property.
- b. Exterior lighting shall conform to the following standards:
 - i. All pedestrian walkways should have a minimum maintained 1 foot-candle.
 - ii. Wall pack lighting should be placed on each side of the buildings and above exterior doors.
 - iii. Light alcoves to discourage subjects from sleeping there.
 - iv. Lighting should clearly illuminate the building addresses and front and rear door way.
 - v. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
 - vi. Landscaping shall not be planted to obscure required light levels.
 - vii. LED, Metal halide or other similar bulbs, which emit a "white light", should be used. Avoid yellow sodium lighting.
 - viii. All light fixtures should be the type with proper cut-offs to avoid glare and night sky glow.
 - ix. All light fixtures should be vandal resistant.
 - x. Install lights on building exterior walls.
 - xi. Activation of the required exterior lighting shall be either by a photocell device or a time clock with an astronomic clock feature.
 - xii. A photometric report and electrical plan should identify all lighting requirements.
- c. Lighting shall comply with these general lighting standards:
 - i. Walking surfaces shall be illuminated always with a minimum maintained 1.25 foot-candle of light.
 - ii. All common area exterior doors shall be illuminated, during the hours

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- of darkness, with a minimum maintained one foot-candle of light, measured within a five-foot radius of each side of the door at ground level.
- iii. Recessed areas of buildings will have a minimum depth of two feet, a minimum height of five feet, and do not exceed six feet in width and are capable of human concealment, shall be illuminated with a minimum maintained 0.25 foot-candles of light at ground level.
 - iv. All luminaries utilized to meet the requirements of this section shall have vandal resistant light fixtures, if on the exterior, with no portion of the fixture placed less than 72 inches above the walking or driving surface.
 - v. A site plan shall be provided showing buildings, walkways, detailed landscaping and a point-by-point photometric calculation of the required light levels. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
 - vi. Landscaping shall not be planted to obscure required light levels.
 - vii. A photocell device or a time clock shall control the light source.
- d. A video surveillance system shall be installed in compliance with the following standards:
- i. Camera locations
 - 1) Pedestrian main entrance and walkway located on the south / east corner of Long Beach Boulevard and 32nd Street.
 - 2) On the west side of the property facing the sidewalk on Long Beach Boulevard and the pedestrian's doors.
 - 3) Inside of the building facing west toward the main entrance.
 - 4) On the east side of the building facing the parking lot.
 - 5) Vehicle entrance/exit of the parking lot located on 32nd Street.
 - 6) On the south side of the property facing the sidewalk on 32nd Street.
 - ii. Camera specifications:
 - 1) Record in color with output of at least 480 lines resolution.
 - 2) Automatic exposure for day/night conditions.
 - 3) Positioned where they are vandal and tamper resistant.
 - 4) Use vandal resistant housings where necessary.
 - 5) Full camera coverage of all public rights of way and private parking areas provided by the business.
 - 6) A minimum camera and DVR or digital storage resolution of 640 X 480 pixels. 1280 X 960 pixels is preferred
 - 7) An IP-configurable DVR or digital storage setup with a public IP address.
 - 8) Ability to provide a surveillance system username and password to the Long Beach Police Department.
 - 9) Internet service with a minimum upload speed of 1 MBs (megabytes per second), 5 MBs upload speed is preferred.

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10) Cameras and DVR should support standard MPEG formats.

11) Cameras should have low light capability, auto iris and auto focus.

iii. Video recording equipment specifications:

- 1) A Digital Video Recorder (DVR) should be used.
- 2) Capable of exporting images in TIFF, BMP or JPG format.
- 3) DVR capable of exporting video too uncompressed non-proprietary AVI file, maintaining original aspect ratios.
- 4) Recordings should be retained for no less than 30 days.
- 5) Use the least amount of compression possible to maintain high-resolution image quality. A lower quality image to save storage space is highly discouraged, as the low quality images will be useless to law enforcement.
- 6) The DVR units must be stored in a secure place.
- 7) DVR or digital storage system should be surge protected.

e. Parking lot improvements shall comply with the following:

- i. Fencing should be placed on the east and south side of the parking lot to secure it from unwelcome subjects.
- ii. Motorized wrought iron fence should be used and should be six feet tall.
- iii. Secure parking lot with CCTV and roving security to protect against stolen vehicles and vandalism.
- iv. Trash containers should be properly secured. Lighting should also be located above the enclosure for safety.
- v. A minimum maintained 2 foot-candle of light is recommended for open parking lots.
- vi. Foot-candles shall be measured on a horizontal plane and conform to a uniformity ratio of 4:1 average/minimum.
- vii. Bicycle storage units or racks shall be located in high visibility areas.
- viii. Vehicle access to the parking lot should be controlled by automatic tubular steel fens and not solid steel. FOBS keyless entry devices should be given to tenants /employee instead of remotes to disable the security devices when they are stolen from vehicles.
- ix. A photometric report and electrical plan should identify all lighting requirements.
- x. Post signage in the parking lot, stating vehicle owners are parking at their own risk, do not leave items in open sight and lock and secure the vehicle.

f. Stairways and stairwells shall comply with the following:

- i. Interior doors should have glazing panels a minimum of five inches wide and 20 inches in height and meet requirements of the Uniform Building Code.
- ii. Areas beneath stairways at or below ground level shall be fully enclosed or access to them restricted.

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- iii. Stairways should be designed to be completely visible from either the interior or exterior or both, unless mandated by the Uniform Building Code to be enclosed.
- iv. Stairwells should exit into a highly visible area for enhanced safety and security.
- v. Fully enclosed interior or exterior stairways with solid walls, when required, should have shatter resistant mirrors or other equally reflective material at each level and landing and be designed or placed in such a manner as to provide visibility around corners.
- vi. Stairways shall be illuminated at all times with a minimum maintained 2 foot-candle of light on all landings and stair treads.
- g. Signage shall comply with the following:
 - i. Signs should be large, legible, and identifiable. The use of strong colors, standard symbols, single shapes, and graphics is recommended for signs of information and help.
 - ii. Signs should be strategically located at entrances and near activity nodes and placed for visibility at an appropriate height.
 - iii. Hours of operation should be indicated at the entrance of a route.
 - iv. Long Beach Police Department No Loitering-No Trespassing signs should be posted in the front doors entering the premises, and in the parking lot.
 - v. Signs stating warning you are being recorded should be placed near the video surveillance cameras.
- h. The operator shall provide for the following general CPTED requirements:
 - i. A FOB or access card to control Pedestrian/employee entrances.
 - ii. A security officer walking inside and outside of the property.
 - iii. Secure trash containers to prevent illegal dumping.
 - iv. Conform to the 2' by 6' rule with bushes no higher than 2 feet and tree canopies no lower than 6 feet.
 - v. Ensure landscaping does not block lighting fixtures or visibility to and from the windows.
 - vi. Care should be taken in the selection and placement of landscape to prevent the creation of hiding places near entries and exits.
 - vii. Have a maintenance plan in place to show pride of ownership.

Standard Conditions:

23. Prior to the issuance of a building permit, the applicant shall submit a revised set of plans reflecting all of the design changes set forth in the conditions of approval, to the satisfaction of the Director of Development Services.

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24. This permit and all development rights hereunder shall terminate two years from the effective date of this permit unless construction is commenced or a time extension is granted, based on a written and approved request submitted prior to the expiration of the two-year period as provided in Section 21.21.406 of the Long Beach Municipal Code.
25. This permit shall be invalid if the owner(s) and/or applicant(s) have failed to return written acknowledgment of their acceptance of the conditions of approval on the *Conditions of Approval Acknowledgement Form* supplied by the Planning Bureau. This acknowledgment must be submitted within 30 days from the effective date of approval (final action date or, if in the appealable area of the Coastal Zone, 21 days after the local final action date).
26. If, for any reason, there is a violation of any of the conditions of this permit or if the use/operation is found to be detrimental to the surrounding community, including public health, safety or general welfare, environmental quality or quality of life, such shall cause the City to initiate revocation and termination procedures of all rights granted herewith.
27. In the event of transfer of ownership of the property involved in this application, the new owner shall be fully informed of the permitted use and development of said property as set forth by this permit together with all conditions that are a part thereof. These specific requirements must be recorded with all title conveyance documents at time of closing escrow.
28. This approval is required to comply with these conditions of approval as long as the use is on the subject site. As such, the site shall allow periodic re-inspections, at the discretion of City officials, to verify compliance. The property owner shall reimburse the City for the inspection cost as per the special building inspection specifications established by City Council (Sec. 21.25.412, 21.25.212).
29. The operator of the approved use shall prevent loitering in all parking and landscaping areas serving the use during and after hours of operation. The operator must clean the parking and landscaping areas of trash and debris on a daily basis. Failure to do so shall be grounds for permit revocation. If loitering problems develop, the Director of Development Services may require additional preventative measures such as but not limited to, additional lighting or private security guards.
30. All structures shall conform to the Long Beach Building Code requirements. Notwithstanding this subject permit, all other required permits from the Building Bureau must be secured.

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31. All conditions of approval must be printed verbatim on all plans submitted for plan review to the Department of Development Services. These conditions must be printed on the site plan or a subsequent reference page.
32. The Director of Development Services is authorized to approve minor modifications to the approved design plans or the any of the conditions of approval if such modifications shall not significantly change or alter the approved design and project. Any major modifications shall be reviewed by the Zoning Administrator or Planning Commission, respectively.
33. The property shall be developed and maintained in a neat, quiet, and orderly condition and operated in a manner so as not to be detrimental to adjacent properties and occupants. This shall encompass the maintenance of exterior facades of the building, designated parking areas serving the use, fences and the perimeter of the site (including all public parkways).
34. Any graffiti found on site must be removed within 24 hours of its appearance.
35. As a condition of any City approval, the applicant shall defend, indemnify, and hold harmless City and its agents, officers, and employees from any claim, action, or proceeding against City or its agents, officers, and employees to attack, set aside, void, or annul the approval of City concerning the processing of the proposal/entitlement or any action relating to, or arising out of, such approval. At the discretion of the City and with the approval of the City Attorney, a deposit of funds by the applicant may be required in an amount sufficient to cover the anticipated litigation costs.

CONDITIONAL USE PERMIT FINDINGS

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March 30, 2017

Pursuant to Section 21.25.206 of the Long Beach Municipal Code, a Conditional Use Permit can be granted only when positive findings are made consistent with the following criteria set forth in the Zoning Ordinance. These findings and staff analysis are presented for consideration, adoption and incorporation into the record of proceedings:

1. THE APPROVAL IS CONSISTENT WITH AND CARRIES OUT THE GENERAL PLAN, ANY APPLICABLE SPECIFIC PLANS SUCH AS THE LOCAL COASTAL PROGRAM AND ALL ZONING REGULATIONS OF THE APPLICABLE DISTRICT;

The applicant proposes to develop and operate a behavioral health urgent care center in a currently vacant medical office building (see plans in case files for CUP No. 1611-08). The urgent care center will have a patient capacity of 12 adults and 6 adolescents, plus a walk-in clinic. The subject property is located in General Plan Land Use District (LUD) #7, "Mixed Use District." The description of this LUD specifically allows medical facilities. The site is located within the "Memorial Heights" area of the General Plan, which calls generally for the uses permitted by LUD #7 to be allowed, and specifically encourages "much stronger economic and employment activity." The project will include employment of approximately 45 staff at the proposed urgent care center (see applicant's "Supplementary Materials" in the case file for CUP No. 1611-08). The proposed project is consistent with the General Plan both in terms of land use and goals.

The western half of the project site is located in the Midtown Specific Plan, corridor district (SP-1-CDR). SP-1-CDR specifically permits urgent care centers through the Conditional Use Permit (CUP) process. The eastern half of the site is located in the CCA (Community Automobile-Oriented) commercial zoning district. The CCA zone allows for commercial-only land uses, including medical offices. Unspecified professional or institutional uses (which would include an urgent care center) are permitted through an Administrative Use Permit (AUP) process, which is a lower-level review than a CUP. The requisite AUP is considered to have been elevated to a CUP-level review through inclusion with the western half of the site located in SP-1.

The project carries out the requirements of the applicable specific plan and zoning district, including compliance with all applicable zoning regulations and development standards (see project plans). Site improvements (required under the associated Site Plan Review case, see case file for SPR No. 1611-18) will include parking lot and landscaping improvements to comply with zoning standards, as well as construction of a 6'-6"-tall block wall on the Elm Avenue property line.

2. THE PROPOSED USE WILL NOT BE DETRIMENTAL TO THE SURROUNDING COMMUNITY INCLUDING PUBLIC HEALTH, SAFETY, GENERAL WELFARE, ENVIRONMENTAL QUALITY OR QUALITY OF LIFE;

The applicant proposes to operate a behavioral health urgent care center at the subject site. Staff's analysis includes the volume of patients, the method and manner of arrival of patients and their associates (if any), the promptness with which patients are admitted into the facility, the manner of discharge of patients from the facility and their method of leaving the facility and neighborhood, and the prevention of loitering at the site and in the area by patients and/or their associates. The applicant has provided detailed written operational and security plans (see applicant's "Supplementary Materials" in the case file for CUP No. 1611-08).

The facility will consist of two secure units and a walk-in clinic. The secure units will operate 24 hours a day, 7 days a week, with the capacity for 12 adults and 6 adolescents, respectively. Average patient stay for the secure units is expected to be 4–6 hours, not to exceed 23 hours and 59 minutes. The walk-in clinic will operate from 8:00 am – 8:00 pm, 7 days a week, with expected average patient stays of 2–4 hours. Total patient volume is expected to be 900 admissions per month, or approximately 30 per day, and represents a high estimate by the applicant. The secure units will accept voluntary and involuntary admissions, including those transported by police and ambulance to the center. The secure units will be equipped with access-controlled entrances ("sally ports") for safety. The operator will provide a security guard on the exterior premises to monitor arrivals from all means of transportation to the site, to prevent noise and disturbances, and direct arrivals to the appropriate entrances in an efficient and orderly manner.

When patients are successfully stabilized and discharged, the operations plan requires the center to assure that patients have a means of transport home or to a shelter, and the center's staff will monitor with the discharging patient to ensure they follow through with the planned means of departure. While the center is not intended specifically to serve the homeless population and is not a homeless shelter, it may serve homeless clients who are experiencing a psychiatric crisis as well, and will connect these persons with appropriate follow-up care through shelters and housing providers, so they will not exit the facility and return directly to living on the street. The operator estimates that approximately ten percent of patients will be homeless persons.

With staff's recommended conditions of approval (see conditions of approval for CUP No. 1611-08), approval of a Conditional Use Permit to allow a behavioral health urgent care center at this location will not be detrimental to the surrounding community including public health, safety, general welfare, environmental quality or quality of life.

Conditional Use Permit Findings
3200-3220 Long Beach Boulevard
Application No. 1611-08
March 30, 2017
Page 3

3. THE APPROVAL IS IN COMPLIANCE WITH THE SPECIAL CONDITIONS FOR THE USE ENUMERATED IN CHAPTER 21.52.

No special conditions are enumerated for this use in Chapter 21.52.

March 9, 2017

Re: The need in the Long Beach area for a Behavioral Health Urgent Care Center

To whom it may concern:

As the former First Lady of Long Beach, and as someone who knows what it is like to live with depression and mental illness, I am writing to express my belief that there is an unmet need in the greater Long Beach area for crisis behavioral health services.

With that in mind, I would like to express my support for Star View Behavioral Health's Urgent Care Center (BHUCC) proposed for 3200 Long Beach Blvd. in Long Beach. This long-time service provider is applying for a Conditional Use Permit with the City. The benefits to the community will include providing relief to hospital emergency rooms, reductions in psychiatric hospitalizations, and a reduced impact on Long Beach Police and LA County Sheriff officers who are transporting mental health consumers to services.

Most importantly, this Urgent Care Center will provide mental health consumers with a much-needed service, allowing them to stabilize when in crisis and then supporting them to transition to the community with ongoing supportive services, including temporary housing for homeless consumers.

Please approve the Conditional Use Permit for the development of the BHUCC, an important service that will better meet the needs of mental health consumers and their families in the Greater Long Beach Area.

Thank you,



Nancy Foster

March 22, 2017

Councilman Uranga-

I wanted to add my voice to that of Kathy Parsons and other concerned citizens who are strongly in support of the proposed Mental Health Urgent Care Center. The proposed Urgent Care Center would fill a current unmet and critical need for 24-hour mental health services. This appears to be one element of Long Beach's continuum of medical care that is currently missing in the community and it would seem the proposed project would be a wonderful opportunity to fill this need.

As you know, I devoted my entire public service career to Long Beach beginning, like you, through an affiliation as an undergraduate student with California State University, Long Beach. (In fact, I continue my public service to this day as an active volunteer board member and current Chairman of the Board at Rancho Los Alamitos.) What you may not know is that prior to my work in the community, I pursued and was awarded both undergraduate and graduate degrees in Psychology from CSULB. In fact, it was merely one of those unforeseen "twists of fate" (and advice from my college mentor Dr. Alan Lowenthal) that led me to community service rather than work in a clinical setting serving individuals and families as a mental health professional.

I offer this personal perspective because I think there are few things more important to the quality of a community than the availability of excellent medical facilities and services for all residents. And mental health services, particularly readily available on an urgent care basis, are critically important component of care.

I urge you and your colleagues to carefully consider supporting this proposed project and trust that your office, your colleagues, City management and planning staff, will work through any necessary conditions this use might require to ensure community acceptance, support and success.

Thank you for considering my thoughts.

Respectfully,

Jerry Miller

Gerald R. "Jerry" Miller
Managing Partner
IMC Municipal Consulting
6621 E. Pacific Coast Highway, Suite 280
Long Beach, California 90803
Main: (562) 576-1800
Cell: (562) 505-9017
Email: jmiller@incocompany.com

From: Shawn Ashley
To: Scott Kinsey
Subject: Mental Health Clinic Support
Date: Wednesday, March 22, 2017 12:43:46 PM

Scott Kinsey,

This is a letter of support for the urgency mental health center planned for 3200 Long Beach Blvd. We live within one block of that facility and have no hesitation in our support. We understand the apprehension which some people are feeling. Many people envision countless mentally disturbed people wandering the neighborhood. However, as long as the facility establishes protocols which accepts patients and releases patients in a reasonable manner then I believe that the facility will function without any negative impact.

There is a stigma which is attached to all facilities who treat mentally disturbed patients. However, as a society and especially Long Beach, which is known for its tolerance, we must support and encourage companies who are willing to deal with those who are in distress mentally.

A facility like this is needed in Long Beach and as a community we need to be willing to give them our support so they can be successful and service our citizens who are struggling with mental health.

Shawn Ashley
Sylvia Ashley
3085 Elm Avenue
Long Beach, CA 90807
(562) 673-4333
Sashley54@hotmail.com

Sent from Mail for Windows 10

7th District Councilmember Roberto Uranga
Long Beach City Council
333 W. Ocean Blvd. 14th Floor
Long Beach CA 90802

March 22, 2017

RE: Proposed Stars Behavioral Health Urgent Care Center
3200 Long Beach Blvd, Long Beach 90806

Dear Councilmember Uranga,

You are already being approached by 7th District voters urging you to exert your leadership in bringing to fruition the proposed Stars Behavioral Health Urgent Care Center. I and my wife hereby add our voices to the growing numbers of informed citizens who view this as a needed and positive development. We further urge you to make your support known to your constituents and attend the Planning Commission meeting March 30th at 5:00pm at City Hall Chambers. We hope to see you there.

Sincerely,

Jeffrey Gholson
jeffreygholson@gmail.com
2133 Maine Avenue
Long Beach, CA 90806
(310) 291-5590

cc: Scott Kinsey, Project Planner
cc: Heidi Eidson, PC Commission Secretary

From: [M. Lissette Flores](#)
To: [Council District 8](#)
Cc: [Scott Kinsey](#), [Heidi Eidson](#)
Subject: Proposed Stars Behavioral Health Urgent Care Center
Date: Wednesday, March 22, 2017 11:46:28 AM
Attachments: [Mental health letter.docx](#)

M. Lissette Flores
4254 Chestnut Ave
Long Beach, CA
90807

RE: Proposed Stars Behavioral Health Urgent Care Center
3200 Long Beach Blvd, Long Beach 90806

Dear Councilmember Austin,

I'm sure you are already aware that one in five people in Long Beach suffer from mental illness. It's hard to believe, but currently there is no urgent care center in Long Beach that directly serves these people when they are in crisis.

This project will fulfill a critical need for those who walk with mental illness - either personally or through family or friends.

There is no such facility in Long Beach, even though one in five people suffer from this disease. It will be staffed by mental health professionals who can immediately respond to the need. It is a 24 hour urgent care center, not a live in shelter.

No Long Beach tax dollars required.

Police officers will be able return to active duty within a few minutes instead of the 2-5 hours now required when going to ER. Paper work will be minimized.

In advance, thank you for your consideration and, if supporting, your action.

Sincerely,

M. Lissette Flores
mL.flores@verizon.net
562-426-8103

From: Leslie Harvey
To: Scott Kinsey; Heidi Eidson; Roberto Uranga
Subject: Mental health urgent care
Date: Wednesday, March 22, 2017 6:36:44 AM

7th District Councilmember Roberto Uranga

March 22, 2017

RE: Proposed Stars Behavioral Health Urgent Care Center
3200 Long Beach Blvd, Long Beach 90806

Dear Councilmember Uranga,

I live in the 2500 block of Maine Ave., in your district.

I understand that the The Stars Behavioral Health Urgent Care project will be presented to the **Planning Commission on March 30th at 5:00 pm at City Hall Chambers**. I am in support of this project and

I am hoping that you will urge your fellow council members and the planning commission to support it as well.

I feel it will-

- Help the mentally ill in our community
- free up our police force's valuable time
- make use of a dormant piece of land
- be funded outside of taxpayers
- create much needed jobs in the area

I urge you to support this and to encourage the rest of the council/commission to do the same. Let's get these people that off the street and the help they need to be productive citizens in our community.

Thank you,
Leslie Harvey
Sent from Leslie's iPhone

From: bonnielow@aol.com [mailto:bonnielow@aol.com]
Sent: Thursday, March 23, 2017 3:50 PM
To: Scott.kinsey@longbeach.gov; heidi.eidson@longbeach.gov
Subject: Letter to all Long Beach Planning Commissioners

Dear Members of the Long Beach Planning Commission,

I am writing to ask for your support for the proposal to develop a Behavioral Health Urgent Care Center at 3200 Long Beach Boulevard.

My background in the mental health arena goes back to graduate school in psychology, after which I became a licensed professional providing services for 35 years. It's clear that in recent years the numbers of people with severe mental illness (only some of whom are homeless) have become more visible on our streets, more difficult to serve, and often involve enormous amounts of time from our public safety professionals. Some of you may have experience with a family member or friend who has severe and persistent mental illness, and so you understand that there are no easy answers for diagnosis or long term treatment.

We have a wonderful opportunity here in Long Beach to address the needs of this population. Whether the individual is living on the street or in someone's home, having 24/7 access to an urgent care facility for people in psychiatric crisis will speed up the opportunity for immediate as well as long term care. Some individuals can be stabilized in short order, while others need the link to hospitals or recovery-oriented facilities in the community.

This is a critical project for the city of Long Beach. We must remember that no one chooses to have a mental illness, any more than they choose diabetes or cancer. Those treated here are our mothers and fathers, brothers and sisters, and friends. Please give them a chance by approving this project.

Sincerely,

Bonnie Lowenthal
327 Carroll Park East
Long Beach, CA 90814

From: Tonette Kadrmas
To: Heidi Eidson; Scott Kinsey
Cc: Councilmember Roberto Uranga
Subject: In support of: Stars Behavioral Health Urgent Care Center Project
Date: Saturday, March 25, 2017 10:34:07 AM

To All Concerned,

I will not be able to attend the March 30th Planning Commission hearing regarding the proposed Stars Behavioral Health Urgent Care Center Project so I am writing to express my support for it.

I believe it's important to assist individuals with urgent mental health needs and the center will provide that badly needed care.

In addition to the many benefits the facility will offer, I like the fact that it will reduce the amount of time our police typically spend in these types of situations and that the facility will provide jobs in our community.

Best Regards,

Tonette Kadrmas
2545 Maine ave.
Long Beach CA 90806

From: Megan Kerr
To: Scott Kinsey
Cc: Council District 7; Heidi Eidson; Council District 8
Subject: Mental Health Urgent Care center
Date: Tuesday, March 28, 2017 2:59:00 PM

Dear Planning commission members,

I am writing today in strong support of the mental health service facility to be located on Long Beach Blvd in the seventh district. The resources they will provide are vital to the health and wellness of families throughout our community. One in five people are in need of mental health services and they deserve to be served with professionalism and dignity in their own community; This facility will provide just that.

In addition it is centrally located and transit friendly, which allows access from all corners of the city. Having strong and reliable resources is what helps to maintain the productivity and safety of those receiving services, their families, and the communities in which they live.

I appreciate your consideration in this matter and strongly urge your support of this project.

Respectfully,
Megan Kerr
8th district resident, city commissioner, & school board member.



The Children's Clinic "Serving Children & Their Families"

March 28, 2017

Dear Long Beach Planning Commission,

This letter is to express my support of the proposed Behavioral Health Urgent Care Center (BHUCC) to be developed at 3200 Long Beach Blvd. in Long Beach, California.

The Children's Clinic, "Serving Children & Their Families" (TCC), is a 501(c)(3) network of 11 federally qualified health centers and a mobile health center serving uninsured, low-income and underserved individuals of all ages throughout Greater Long Beach. TCC's mission is to provide innovative, integrated, quality health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well being. TCC is a National Committee for Quality Assurance recognized Patient Centered Medical Home, and TCC was the first community health center in Los Angeles County to obtain Trauma Informed Care certification from the National Council of Behavioral Health.

As TCC's Chief Executive Officer and practicing physician, I know first hand that there is a need for improved services for the mentally ill. I believe our patients, as well as others in the Long Beach community, would benefit from a dedicated service for individuals experiencing psychiatric crisis. The BHUCC would meet the special needs of these patients, including having an environment designed for their treatment. And although this is not a program for the homeless, I understand that the small percentage of homeless who might come to this facility would be connected to other services and assistance rather than being returned to the streets. As you may know, currently consumers in a mental health crisis are served in our emergency rooms, taxing our hospitals and police, and taking their time away from medical emergencies and public safety. This proposed facility will address an unmet need in Long Beach.

Star View, the company proposing to operate this facility, has been in our community for decades, is headquartered in Long Beach, and operates similar successful programs in throughout California.

I support the approval of a Conditional Use Permit by the City of Long Beach for the site to be used for the BHUCC, a much-needed service which will better meet the needs of mental health consumers and their families in Greater Long Beach.

Sincerely,

Elisa Nicholas, MD, MSPH
Chief Executive Officer
The Children's Clinic, "Serving Children & Their Families"

701 East 28th Street, Suite 200
Long Beach, CA 90806
Tel (562) 933-0432
Fax (562) 933-0415
www.thechildrensclinic.org

From: Judy Ross
To: Heidi Eidson
Cc: Scott Kinsey; Council District 7
Subject: In Support of Behavioral Health Urgent Care Center in Long Beach
Date: Wednesday, March 29, 2017 2:20:13 PM

Dear Planning Commissioners,

It is my understanding that you will be considering the approval of an urgent care facility for those in our community who are experiencing acute mental health problems. I fully endorse this great opportunity for our community. A facility of this sort could relieve some of the long wait times at both hospital emergency rooms and medical urgent care centers and allow true 'urgent' care for those individuals in need. This facility would be staffed by mental health professionals who are specialized in caring for individuals experiencing episodes such as periods of significant and disabling anxiety, depression, disordered thinking, etc. An urgent care facility such as this would be for short-term crisis stabilization, and patients would be able to stay just under 24 hours. During their stay, mental health professionals would support the clients in resolving their immediate crisis and help make transitional plans for home or other residences. It will also provide connections to ongoing support to maintain the stabilization of their mental health and avoid future crisis episodes. Such care is currently not available in Long Beach!

This program would be operated by Star View Behavioral Health and has been contracted with Los Angeles Department of Mental Health to provide these services. Star View has already successfully set up this type of Urgent Care facility in other communities and has a demonstrated track record in doing so.

I feel this a great opportunity for Long Beach to serve individuals and their families who are in great (and urgent) need. We can't let this opportunity go unrealized!

Thank you for your consideration.

Sincerely,

Judy Ross, MSW
294 Granada Avenue
Long Beach, CA 90803

From: Mauna & Lee
To: Heidi Eidson
Cc: Scott Kinsey; Celina Luna
Subject: 3200-3220 Long Beach Blvd Condition #14 error? and missing condition
Date: Wednesday, March 29, 2017 9:29:16 PM

Dear Heidi,

Can you please see that our letter gets to the planning commissioners and hopefully will be included in their packet.

Thank you,
Mauna Eichner and Lee Fukui

Dear Planning Commissioners,

We live in the Wrigley area in the 2900 block of Cedar Avenue, we've been reading through the conditions set up for the behavioral health urgent care center that is coming to our general neighborhood.

1) One condition that seems to be missing which would further protect the neighborhood, is that the facility should not be allowed to release patients who do not have personal transportation lined up (not a taxi or bus) from 8:00 p.m. to 8:00 a.m.

We were at a presentation from the operator to the Wrigley Association at the beginning of this month, and at the meeting they promised they would not allow anyone to leave on their own in the middle of the night. Patients could only leave in the middle of the night if they had arranged transportation by a friend, family or caregiver with housing. If a patient insists on leaving, the operator would go to greater lengths to keep the patient until morning, even doing a 5150 if necessary, since the person is obviously not being safe to themselves. It's easy for the operator to make promises at a meeting, but it really needs to be part of the CUP requirements.

This condition should be included in the lease agreement that would run with the land and be binding upon any future operators, successors, or assigns. This way if they don't follow the condition, which will be detrimental to the surrounding community, including public health, safety or general welfare, the city could then use condition 26 to help revoke the license.

We want a good operator that cares about our community. We've had far too many operators who allow people to leave in the middle of the night which has caused harm to our neighborhood in the past.

2) We noticed one thing that we are hoping is an error in language.

14. A video surveillance system is ***recommended*** be installed to assist with monitoring the property on both the interior and exterior. . . .

We believe that recommended is an error and that ***required*** is the proper wording. Since just a few lines down it states that: A minimum resolution of 640 x 480 pixels is ***required***, with a full 1080p HD resolution preferred. . . . Plus in condition 22d it is stated that the system ***shall***

be installed in compliance . . .

This is actually a very important requirement and a recommendation makes it seem like it would be okay if they didn't do it. This is not acceptable to us.

The rest of the conditions are reasonable to us and if they are followed will be protective of the neighborhood, but these two fixes should be taken care of before approving.

Thank you,
Mauna Eichner and Lee Fukui
Wrigley residents

SENT VIA EMAIL
March 29, 2017

Dear Councilman Uranga,

I would like to add my name to those in support of the proposed and much-needed Mental Health Urgent Care Center. I am a long term Long Beach resident as well as former public employee. I am a vocal fan of Long Beach and its institutions, including the level of service of Memorial Hospital. In addition, I am someone who is acutely aware of the consequences of mental illness to the afflicted individual as well as family and friends. The proposed center will provide critical resources to those in dire need and will be a positive response to the condition of many of the homeless within our community. This is an issue that impacts the entire city and one that must be addressed. Providing a full continuum of health services is a goal we should all embrace.

Sincerely,

Gail Wasil

Sent from Mail for Windows 10



DOWNTOWN
LONG BEACH
ALLIANCE

March 30, 2017

Long Beach Planning Commission
333 West Ocean Blvd.
Long Beach, CA 90802

RE: AGENDA ITEM 1. Categorical Exemption CE 16-267 and approve a Conditional Use Permit for an outpatient behavioral health urgent care center (Stars – Application No. 1611-08)

Dear Commissioners:

On behalf of the Downtown Long Beach Alliance's 5,000 stakeholders which includes tenants, and commercial and residential property owners, please accept this letter of support of a Categorical Exemption (CE) and Conditional Use Permit (CUP) for an outpatient mental health urgent care center operated by Stars Behavioral Health Group (Stars) at 3200-3220 Long Beach Blvd.

The Stars Behavioral Health Urgent Care Center (BHUCC) is proposed as an 8,800-square foot facility with 47 full-time staff for specialized, out-patient care of adolescents (ages 13-17) and adults (ages 18-65) who are experiencing a mental health episode requiring immediate attention. Stars would operate a "Crisis Walk-In" Center from 8:00 am – 8:00 pm, seven days per week and a separate 24-hour psychiatric urgent care center, staffed with psychiatrists, nurses, mental health clinicians and support staff. Stars BHUCC will be fully funded by the Los Angeles County Department of Mental Health, which has contracted with Stars for more than 20 years.

In addition to serving mostly walk-in patients in the same manner as a medical urgent care facility, the Stars BHUCC will offer the Long Beach Police Department Mental Evaluation and Quality of Life Teams, LBPD beat officers, paramedics and the Long Beach Unified School District a safe and secure location to bring patients for immediate outpatient treatment. While these transported patients are anticipated to account for less than 10% of those served at the urgent care center, the care offered by Stars will significantly decrease the time Police and Fire personnel will spend with persons experiencing a mental health crisis, from three to four hours at an emergency room to several minutes. Just as with a Medical Urgent Care Center, the individual will be assessed, seen by a doctor and will follow a course of treatment to get them back to their life as soon as possible. Without this critical health component in our community, we will see more persons who need assistance at our emergency rooms, which is not appropriate for the vast majority of individuals experiencing a mental health emergency.

We are very optimistic about the potential for the Stars BHUCC to make a positive impact on stakeholders in Downtown and the entire city of Long Beach. Thank you for your consideration and please feel free to contact me if you have any questions related to this endorsement.

Sincerely,

Kraig Kojian
President & Chief Executive Officer



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

822 KENNETH HAHN HALL OF ADMINISTRATION / LOS ANGELES, CALIFORNIA 90012

Telephone (213) 974-4444 / FAX (213) 626-6941

JANICE HAHN
SUPERVISOR, FOURTH DISTRICT

March 30, 2017

Ms. Donita Van Horik, Chair
Planning Commission of the City of Long Beach
333 West Ocean Boulevard, 3rd Floor
Long Beach, California 90802

Dear Ms. Van Horik:

I am writing in support of the permit for a proposed Long Beach outpatient behavioral urgent care center (UCC), which will be operated by the Stars Behavioral Health Group.

Too often individuals who suffer from mental health crises are not given the adequate care and services they need to make a positive shift in their lives. Instead, they may end up cycling in and out of hospitals and jails.

The UCC would provide a safe, effective alternative for these individuals. This will reduce the impact on hospital emergency rooms, the Long Beach Police Department, and the Los Angeles County Sheriff's Department.

I am committed to working in partnership with Councilmember Roberto Uranga, the City of Long Beach, and the operator to ensure the facility meets all expectations and is acceptable to the community.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Janice Hahn".
JANICE HAHN
Supervisor, Fourth District
County of Los Angeles

JH:jh

c: Planning Commission of the City of Long Beach

Mark Taylor, Chief of Staff to Mayor Robert Garcia
City of Long Beach

Celina Luna, Chief of Staff to the Honorable Roberto Uranga
City of Long Beach

From: [Carrie Tai](#)
To: [Heidi Eidson](#)
Cc: coachbutcher@msn.com; [Scott Kinsey](#)
Subject: Fwd: Star Medical Crisis Center
Date: Thursday, March 30, 2017 11:28:50 AM

Begin forwarded message:

From: Kevin Butcher <coachbutcher@msn.com>
Date: March 30, 2017 at 11:26:07 PDT
To: "carrie.tai@longbeach.gov" <carrie.tai@longbeach.gov>
Cc: "christopher.koontz@longbeach.gov" <christopher.koontz@longbeach.gov>, "linda.tatum@longbeach.gov" <linda.tatum@longbeach.gov>, Grandma Phone <valeriejbutcher@gmail.com>
Subject: Star Medical Crisis Center

Hello the address I have for Heidi doesn't seem to be working so I am forwarding this with the hope you can pass it along to Heidi

**Subject: The star medical Crisis Center 3200 Block
Long Beach Blvd**

Dear Planning Board,

As a long time resident of the Vista Del Mar neighborhood, I don't not consider this good for the neighborhood. Currently there are seven Rehab, Medical, and Half way houses all with in a 4 block radius. This is an over saturation for our small neighborhood with the Salvation Army food give aways and social programs within five blocks this would increase the homeless and mentally ill relocation to this neighborhood. I am under the impression that the memorial heights neighborhood also has 2 existing halfway houses at this time. The company Star seemed to mislead many of my neighbors and myself with the information presented within the 3 meeting I attended about the medical center. Their deception has caused me to question the Star behavioral centers ability to control their center and ultimately benefit our community. With this being said I would like to formally submit my Complaint/ protest to having the Star Medical Crisis Center relocated to the proposed location on Long Beach Blvd.

Sincerely
Valerie J Butcher
171 E Pepper Dr
Long Beach, CA 90807

From: Lynette Ferenczy
To: Scott Kinsey
Subject: Re: Case 1611-08
Date: Thursday, March 30, 2017 11:30:18 AM

Letter of opposition for CUP 1611-08

Dear Commissioners:

I am opposed to the approval of the CUP for a mental health urgent care facility at 3200 Long Beach Blvd. The Wrigley neighborhood has an unusually high number of social service uses in our community including the Salvation Army complex just south of this site at approximately 3000 Long Beach Blvd, the proposed Mental Health America facility at the south end of Wrigley at Long Beach Blvd and 20th Street, Pacific Hospital at 2776 Pacific Avenue serving patients with mental health issues and a number of other facilities located on Pacific Avenue. Our neighborhood is inundated with these types of uses. Also, it does not appear that there is a specific condition of approval that prevents patients from being discharged during the night. In addition, as written the hours of operation (Condition of Approval #6) could be changed without a notice of public hearing or community input.

Please deny this request as I believe that this use may have negative impacts on the safety of the community and the Wrigley area already has a very high concentration of social service uses.

Thank you for your consideration..

Lynette Ferenczy
2926 Eucalyptus Avenue

From: jj jackson
To: Scott Kinsey
Subject: Re: Concerned Resident: 3200-3220 Long Beach Blvd.
Date: Thursday, April 27, 2017 8:39:54 PM

Thank you for your response. I have a great respect for the procedure and I appreciate your time. I will let you know if I have any other questions other than those posed in my original email (repeated below):

This population definitely needs help, but my biggest question is why here?

Why would the city do this to the families who live in the homes so close the center?

Isn't there a location where this population in need can be served without interfacing with neighborhood residents?

Sent from my iPhone

On Apr 27, 2017, at 3:06 PM, Scott Kinsey <Scott.Kinsey@longbeach.gov> wrote:

Ms. Jackson,

Thank you for your comments. However, if you did not submit written comments or verbal testimony at or prior to the Planning Commission hearing on March 30, you do not have "aggrieved" standing to appeal this approval to City Council. Additionally, the appeal period expired on April 10.

However, it has been appealed already by several parties. The appeal hearing is set for May 23, at 5:00 pm, in the City Hall council chamber.

Please let me know if you have any other questions.

Sincerely,

Scott Kinsey

Planner IV

Long Beach Development Services | Planning Bureau
T (562) 570-6461 F (562) 570-6068
333 West Ocean Blvd., 5th Fl. | Long Beach, CA 90802
scott.kinsey@longbeach.gov | lbsd.longbeach.gov

From: jj jackson [mailto:jnatrl@hotmail.com]
Sent: Wednesday, April 26, 2017 10:06 PM
To: Scott Kinsey <Scott.Kinsey@longbeach.gov>
Subject: Concerned Resident: 3200-3220 Long Beach Blvd:

Good evening Mr. Kinsey. I am writing to you out of great concern as our family

just closed escrow and moved into our new home at 3350 Pine Ave. on April 1, 2017. My concern is that the City Council Planning Commission has approved the renovation construction of a Behavioral Health Urgent Care center at 3200-3220 Long Beach Blvd. I am afraid we were unaware of the March 30 hearing and unable to attend to make remarks. This email reflects the ideas we would have expressed.

Prior to purchasing our new home, we researched crime statistics and neighborhood climate in an effort to move into a neighborhood that is a safe and healthy environment for our family. We have a six year old son and twelve year-old daughter, and during our home search, we eliminated many (beautiful) prospective homes after searching the Megans's Law website and the LBPD Crime Reports. While we did notice a bit of questionable activity at the Long Beach Blvd. and Wardlow intersection, we felt that it was not an immediate threat to our neighborhood.

At the end of our search, we chose this neighborhood where we felt comfortable taking family walks, allowing the children to ride bikes, and also a place where we felt proud to have family and friends come visit. We felt like we made a great investment and have been enjoying our new home very much. We have a great city view and one of my husband's and my favorite things to do is sit in the livingroom and look at street view through our bay window.

We are now concerned that our new neighborhood will see changes with the opening of the Behavioral Health Urgent Care center. Our street could become a pathway to the center and activities such as loitering and other illegal activities could become common as sometimes seen in individuals with urgent care behavioral health issues. Our fear is that the culture of our neighborhood will change from being family oriented to being dominated by those with behavioral health issues. This is a safety and security issue for our children.

This population definitely needs help, but my biggest question is why here?

Why would the city do this to the families who live in the homes so close the center?

Isn't there a better location where this population in need can be served without interfacing with neighborhood residents?

Please reconsider this reconstruction.

Sincerely,

Johnna Jackson
3350 Pine Ave. Long Beach, CA, 90807
562-400-0214

Sent from Outlook



NOTICE of EXEMPTION from CEQA

CITY OF LONG BEACH | DEPARTMENT OF DEVELOPMENT SERVICES
 333 W. OCEAN BLVD., 5TH FLOOR, LONG BEACH, CA 90802
 (562) 570-6194 FAX: (562) 570-6068
 ldds.longbeach.gov

TO: Office of Planning & Research
 1400 Tenth Street, Room 121
 Sacramento, CA 95814

FROM: Department of Development Services
 333 W. Ocean Blvd, 5th Floor
 Long Beach, CA 90802

L.A. County Clerk
 Environmental Filings
 12400 E. Imperial Hwy., Room 1201
 Norwalk, CA 90650

Project Title: CE- 16 - 267

Project Location/Address: 3200 Long Beach Boulevard Long Beach, CA 90807

Project Activity/Description: The Behavioral Health Urgent Care Center (BHUCC) will occupy approx. 2/3s of the building to be leased to Los Angeles County. It will be operated by Star View Behavioral Health under a contract and sublease with the County Department of Mental Health. It will provide a 24/7 outpatient Crisis Stabilization service and serve both voluntary and involuntary (5150) patients. Service include psychiatry, nursing, and counseling. Patients can stay up to 24 hours, though the average stay is expected to be under 6 hours.

Public Agency Approving Project: **City of Long Beach, Los Angeles County, California**

Applicant Name: Kent Dunlap

Mailing Address: 1501 Hughes Way, Ste. 150, Long Beach, CA 90810

Phone Number: 310-221-6336 EXT125 Applicant Signature:

BETWEEN THIS LINE FOR STAFF USE ONLY

Application Number: 1611-08 Planner's Initials: SK

Required Permits: Conditional Use Permit

THE ABOVE PROJECT HAS BEEN FOUND TO BE EXEMPT FROM CEQA IN ACCORDANCE WITH STATE GUIDELINES SECTION 15332 In-Fill Development Projects

Statement of support for this finding: Project consists of remodeling and reuse of an existing 15,600-sq-ft medical office building as a behavioral health urgent care center on a 1.02-acre site in a developed urban environment. See attachment for additional statements of support.

Contact Person: Scott Kinsley Contact Phone: (562) 570-6194
 Signature: Scott Kinsley Date: 2/22/17



CITY OF LONG BEACH

DEPARTMENT OF DEVELOPMENT SERVICES

333 West Ocean Blvd., 5th Floor Long Beach, CA 90802 (562) 570-6194 FAX (562) 570-6068

PLANNING BUREAU

February 27, 2017

Attachment to Categorical Exemption CE-16-267

This project has been found to be exempt from CEQA in accordance with State Guidelines Section 15332 In-Fill Development Projects.

Additional information for Statement of support for this finding:

In order to find that a project is exempt under Class 32 (In-Fill Development Projects), the project must be found not to result in any significant effects relating to traffic, noise, air quality, or water quality.

- 1) Traffic. The project will consist of a behavioral health urgent care center with capacity for 12 adult patients, 6 adolescent patients, and a small walk-in clinic. Expected patient stay in the adult and adolescent units is 4–6 hours. Expected patient stay in the walk-in clinic is 2–4 hours. This is a significantly lower volume than a typical physician's office/medical clinic. The previous uses at the site were physicians' offices/medical clinic, a use that is permitted by right and ministerially exempt from CEQA.
- 2) Noise. The behavioral health urgent care center will involve potential arrivals of patients to the site 24 hours a day, 7 days a week. However, these are not emergency ("code 3") arrivals with lights and siren, for those patients transported by police or ambulance. Some patients may arrive via their own transportation as well. Again, overall volume will be significantly lower than a typical medical office. Additionally, conditions of approval will require construction of a 6'-6"-tall block wall along the eastern edge of the site, to screen the residential area to the east from any vehicular or other arrival noise in the parking lot.
- 3) Air quality. The project is a behavioral health urgent care center in an existing medical office building, and will not have any significant air quality impacts or require any mitigation to avoid air quality impacts.
- 4) Water quality. The project is located on an existing developed site in a developed urban area, where no streams or waterways are present. All construction and on-site stormwater systems will be required to comply with all applicable codes and standards for water quality. The project will not have any significant water quality impacts, or require any mitigation to avoid water quality impacts.

Contact Person: Scott Kinsey, Planner IV

Signature:

Contact Phone: (562) 570-6194

Date: 2/27/17