Date: March 9, 2017

To: Patrick H. West, City Manager

From: Kelly Colopy, Director of Health & Human Services

For: Mayor and Members of the City Council

Subject: State of Homelessness in Long Beach

Introduction

On May 24, 2016, the City Council requested the Health and Human Services Department (DHHS), Homeless Services Division (HSD), to report on the current state of homelessness throughout the City. The HSD provided a data status report on September 26, 2016 (Exhibit A), followed by the DHHS presentation at the City Council’s Homeless Study Session on October 4, 2016 (Exhibit B). This memorandum includes an update on the Continuum of Care (CoC) and the impact of homelessness on City departments. Additional topics include City funding for mental health and substance use services, Los Angeles County (County) grant funding requests, and a description of City innovations such as Long Beach Police Department Quality of Life (QOL) and Long Beach Fire Department Homeless Education and Response Team (HEART). The attached Homeless Services Advisory Committee’s (HSAC) Annual Report is included as part of this memorandum to provide additional information on the overall state of homelessness in the city of Long Beach (Exhibit C). The Annual Report also provides greater insight into the goals and priorities of the HSAC for the coming year.

Long Beach CoC

The City of Long Beach is a national model for producing innovative programs and services to address homelessness. In 1987, the Homeless Task Force convened by Mayor Ernie Kell recommended the creation of a Homeless Services Advisory Committee (HSAC), a Homeless Services Officer position, the Mayor’s Fund for the Homeless, and the vision for a one-stop facility known as the Multi-Service Center. These components have since formed the backbone of the Long Beach CoC, an integrated and coordinated system that has helped people experiencing homelessness to regain stability, find housing, and achieve self-sufficiency since the mid-1990s.

Led by the HSD, and coordinated with a strong provider network, the Long Beach CoC applies annually for federal grant funding from the U.S. Department of Housing and Urban Development (HUD) to provide services and housing for those who are experiencing homelessness in Long Beach. HUD recently awarded the Long Beach CoC a $7.6 million grant for the period from July 1, 2016, through June 30, 2017. This grant will fund 11 organizations that collectively operate 20 projects, including transitional housing, permanent housing and supportive services to individuals and families who are experiencing homelessness.
Additionally, the Long Beach CoC retained its status as a Unified Funding Agency (UFA). Designated as one of the first two UFAs by HUD in 2014, Long Beach remains one of only five UFA’s out of 400 continuums nationwide. This status allows funding flexibility to address the unique needs of the community.

**Impacts of Homelessness on City Departments**

Homelessness is a multi-layered issue that crosses all sectors in the community, including social services, businesses, health, public safety, the faith-based community, and our school systems. It takes a collaborative effort to ensure people are given the opportunity to live in, and stay in, housing. Multiple departments within the City provide services to assist those who are experiencing homelessness, as demonstrated below:

<table>
<thead>
<tr>
<th>City Department</th>
<th>Current Spending Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Prosecutor</td>
<td>• Parent Accountability and Chronic Truancy (PACT)</td>
</tr>
<tr>
<td></td>
<td>• Promising Adults, Tomorrow’s Hope (PATH)</td>
</tr>
<tr>
<td></td>
<td>• Probation Conditions Database</td>
</tr>
<tr>
<td></td>
<td>• Homeless Court</td>
</tr>
<tr>
<td></td>
<td>• Mental Evaluation and Needs-based Diversion (MEND)</td>
</tr>
<tr>
<td></td>
<td>• Downtown Long Beach Neighborhood Impact Prosecutor</td>
</tr>
<tr>
<td></td>
<td>• Advise/Assist with encampments</td>
</tr>
<tr>
<td>Development Services</td>
<td>• Administrative and financial support for homeless services through the Consolidated Planning process</td>
</tr>
<tr>
<td></td>
<td>• Funded activities through grant sources: emergency shelters, rapid re-housing, street outreach, homeless management information system (HMIS), security deposit assistance, and the Multi-Service Center (MSC)</td>
</tr>
<tr>
<td>Economic and Property Development</td>
<td>• Encampment clean-up (approximately 12 calls per year; number of calls increased in the past year)</td>
</tr>
<tr>
<td></td>
<td>• Site visit, noticing, coordination with Police and Health Department</td>
</tr>
<tr>
<td></td>
<td>• Follow-up visits as needed</td>
</tr>
<tr>
<td></td>
<td>• Real estate asset administration related to the Winter Shelter</td>
</tr>
<tr>
<td>Fire</td>
<td>• Approximately 2,702 emergency medical service calls (911 response) related to individuals experiencing homelessness in the 2016 calendar year</td>
</tr>
<tr>
<td></td>
<td>• Emergency Medical Transportation</td>
</tr>
<tr>
<td></td>
<td>• Homeless Education and Response Team (HEART) Pilot</td>
</tr>
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<td></td>
<td>• Interdepartmental Task Force</td>
</tr>
<tr>
<td>Health and Human Services</td>
<td>• Grant submission, implementation, and administration of homeless services funding</td>
</tr>
<tr>
<td></td>
<td>• Homeless Management Information System, Homeless Count, Outreach Network coordination, Coordinated Entry System, regional coordination</td>
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<tr>
<td></td>
<td>• Multi-Service Center operations</td>
</tr>
<tr>
<td></td>
<td>• Administrative support of the Homeless Services Division</td>
</tr>
<tr>
<td>City Department</td>
<td>Current Spending Areas</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Public Health Nurse visits; advocacy; and connection to mainstream benefits, transportation, housing, and food resources</td>
<td></td>
</tr>
<tr>
<td>WIC staff time providing families experiencing homelessness with referrals to community resources such as shelters, food banks, and social services</td>
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<tr>
<td>Distribution of harvested fruits and vegetables from the Peace Garden at MLK Park</td>
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<tr>
<td>Provision of medical care and temporary housing for acutely infected TB patients experiencing homelessness</td>
<td></td>
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<tr>
<td>Delivery of medical care to individuals who are experiencing homelessness and living with communicable diseases (e.g., syphilis, HIV)</td>
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</tr>
<tr>
<td>Contact investigations to locate people who may have been exposed to a communicable disease</td>
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<tr>
<td>Housing Choice Vouchers set aside for households identified as homeless</td>
<td></td>
</tr>
<tr>
<td>Administration of rental assistance for SPC, VASH and HOPWA projects</td>
<td></td>
</tr>
<tr>
<td>Health inspections for shelters</td>
<td></td>
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<tr>
<td>Interdepartmental Task Force</td>
<td></td>
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<tr>
<td>Library Services</td>
<td>Installation of signage to discourage camping at the library facilities</td>
</tr>
<tr>
<td></td>
<td>Additional security presence</td>
</tr>
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<td></td>
<td>On-going resources such as daily access to library facilities</td>
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<td></td>
<td>Interdepartmental Task Force</td>
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<tr>
<td>Police</td>
<td>Quality of Life (QOL) Teams</td>
</tr>
<tr>
<td></td>
<td>Mental Health Evaluation Teams</td>
</tr>
<tr>
<td></td>
<td>Calls for service related to homeless issues</td>
</tr>
<tr>
<td></td>
<td>Jail booking, transportation, and operation</td>
</tr>
<tr>
<td></td>
<td>Vehicles and equipment expenses</td>
</tr>
<tr>
<td></td>
<td>Conduct large scale property clean-up operations</td>
</tr>
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<td></td>
<td>Interdepartmental Task Force</td>
</tr>
<tr>
<td>Parks, Recreation and Marine</td>
<td>Staff time and materials related to posting, clean-up/removal of encampments (approximately 4 large encampment clean-ups per year)</td>
</tr>
<tr>
<td></td>
<td>Property tagging of possessions</td>
</tr>
<tr>
<td></td>
<td>Landscape contractor costs for clean-up and debris removal</td>
</tr>
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<td></td>
<td>Interdepartmental Task Force</td>
</tr>
<tr>
<td>Public Works</td>
<td>Encampment clean-up</td>
</tr>
<tr>
<td></td>
<td>Contractor services for biohazard clean up</td>
</tr>
<tr>
<td></td>
<td>Posting, storage, and transportation of possessions</td>
</tr>
<tr>
<td></td>
<td>Clean-up request coordination</td>
</tr>
<tr>
<td></td>
<td>Interdepartmental Task Force</td>
</tr>
</tbody>
</table>
In partnership with the Police, Parks, Recreation and Marine, Fire, Library Services and Public Works Departments, the DHHS has been leading an intradepartmental taskforce that meets monthly to ensure all efforts are coordinated and in compliance with City ordinances and laws related to mitigating the impact of homelessness across the City. This taskforce utilizes allocated one-time funds to rapidly respond to clean-up efforts, outreach requests and other issues that arise from homeless related concerns.

Mental Health Services

Through the federal CoC grant, the City invests a significant amount of resources for mental health services. The Long Beach CoC funds 155 Permanent Supportive Housing/Rapid Rehousing beds for individuals who are living with mental illness. By continually building on the long-standing, evidence-based practices of Integrated Services and Housing First models, the MHA projects are designed to help each participant locate, apply for, move in, and stay housed (without falling back into homelessness). MHA operates 8 of the 21 projects in the CoC, including:

- **Homeless Assistance Program**: offers outreach, day services, and works with local recovery programs on permanent housing solutions.
- **Six Permanent Supportive Housing projects**: Projects that provide rental assistance and supportive services on a long-term basis for persons living with disabilities and/or who meet HUD’s definition of “Chronically Homeless.”
- **Transition in Place – Youth**: A rapid re-housing project that integrates housing, work, education, and community life and wellness services for young adults.

In addition to the programs that fall under the Mental Health America portfolio, the County Department of Mental Health (DMH) provides assessment and treatment to those referred to services through the Coordinated Entry System. County mental health services are provided directly by the County and are not managed through the City. However, one DMH Clinical Support Supervisor is co-located at the MSC to conduct preliminary evaluations for Mental Health services and link clients to the broader system of care.

Support services related to mental health include:

- **DMH Mobile Support Mental Health teams**, (also known as SB82 Street teams). These teams serve people who are experiencing homelessness, but once their caseloads are full, their capacity to serve more individuals is limited.
- **The Children’s Clinic** recently started a mobile health clinic to reach individuals who are living on the streets in Long Beach to offer general health care and referrals to the broader system of care.
- **The Continuum partners** are engaged in discharge planning from hospitals and the criminal justice system to ensure people are not released into homelessness.
- **Increased outreach efforts** make a significant impact on reaching people who are living on the streets.

However, these mental health services resources do not meet the needs in the community. According to the 2015 point in time count, there were 550 unsheltered people with a serious mental illness.
Substance Use Treatment

Currently, no substance abuse prevention or treatment services are funded by the City or the Long Beach CoC. The County funds substance use treatment services, but there is little access dedicated solely to Long Beach residents. At this time, only 14 medical detoxification beds are available in Long Beach, located at Tom Redgate Memorial Recovery Center. A person who is referred to a detoxification program competes with others in the County for a bed and also must have a 30-day supply of any medications they are currently taking, get medical clearance prior to admission, and must be currently enrolled in MediCal. Given this limited availability, detoxification often takes place in emergency rooms or the jail, if criminal activity is present.

There are several residential treatment programs in Long Beach, including Safe Refuge (previously known as the Substance Abuse Foundation) and the Salvation Army. All referrals to these programs are conducted via warm hand-off by case managers through the Coordinated Entry System. Space is limited and there is no guarantee that participants will meet qualifications to participate in these programs.

State-wide policy shifts and prison/jail reforms are also making conditions more challenging. The loss of redevelopment removed a significant resource for building affordable housing. Prison and jail reforms have left more people on the streets and many are being released without connection to housing. There is limited treatment provided for those coming out of the criminal justice system through AB109 funding. Service providers are seeing significant increases in drug use on the streets and the drugs are increasingly more potent. With only 14 detoxification beds, and limited treatment availability for low-income and homeless individuals, the availability does not meet the need.

City of Long Beach Innovations

Long Beach Police Department Quality of Life Team: Similar to other City departments, the Police Department has experienced an increase in workload related to homeless response across the City. The Police Department has operated a Quality of Life (QOL) team over the past several years. This team was created by re-allocating patrol officers responsible for 911-response and has been funded by use of the City’s General Fund. Historically, the QOL team was made up of two officers and a Department of Mental Health Clinician. Due to recent staffing shortages, one of the two officers previously assigned to this team was reassigned back to general Patrol duties. As of February 14, 2017, there is one police officer and one Clinician dedicated to QOL outreach efforts and one Police Resource Officer. For this current fiscal year, Proposition H one-time funds totaling $250,000 support QOL activities.

The QOL team provides outreach services to persons experiencing homelessness in partnership with the Outreach Network that proactively coordinates outreach efforts across the City. This team supports patrol officers with calls where homelessness is a factor, provides training for patrol officers, educates the public on the state of homelessness, and works with other City departments, governmental organizations, homeless-related associations, volunteer organizations, faith-based entities, and non-profit organizations in support of the CoC programs. The QOL team also acts as a resource for City officials, Police Department command staff, and neighborhood community groups.
In addition to the QOL team, the Police Department operates Mental Health Evaluation Teams (MET), comprised of six police officers who are paired with clinicians from the County Department of Mental Health. Working in pairs, these teams respond to calls for service where mental illness may be a factor and, therefore, have considerable crossover with calls for service where individuals experiencing homelessness need assistance.

Costs above and beyond the personnel costs for these teams are difficult to quantify. Direct costs such as vehicle expenses and equipment expenses would be included in the typical costs for a police officer regardless of assignment. Due to technology limitations of the Department’s records management system, dispatchers and police officers are unable to document and tag calls for services and police reports that are related to homeless individuals. This technology limitation makes it difficult for the Department to conclude with accuracy the nexus between patrol calls for service activity and homelessness response. Occasionally, operations are planned and carried out utilizing overtime in an effort to address homelessness or to conduct large scale property cleanup operations. These efforts are funded through grant funds allocated to the DHHS.

The Police Department has advocated for Board of State and Community Corrections funding to address homelessness, and has partnered with other City departments to prepare grant applications for such funding in FY 17.

Long Beach Fire Department Homeless Education and Response Team (HEART): The HEART Team is a two-firefighter paramedic response resource developed specifically to provide proactive care to community members who are experiencing homelessness. In partnership with the Outreach Network and the Quality of Life Team, the HEART Team serves the community by seeking out people in need of housing resources and providing any preventative medical care.

The average number of daily unit responses for all medical calls across the City has increased about 9 percent over the last year, an average of 124,488 in 2016, specifically in calls regarding care for those who are experiencing homelessness. The HEART Team has the ability to not only proactively reach out, but also to assess for basic healthcare needs and offer alternatives to visiting the heavily impacted emergency rooms. This fast response in the field frees emergency vehicles to respond to critical emergency related calls for service.

County Grant Funding Requests

The DHHS is currently engaging and negotiating with the County regarding access to resources. It has requested support from the County to continue the funding for the successful Homeless Veterans Initiative (HVI), which was instrumental in the Long Beach CoC’s ability to successfully meet the bench marks to end Veteran homelessness. The City is also requesting support for a year-round shelter and opportunities to connect to the service models in the County, particularly Housing for Health, to provide additional supports for high utilizing individuals in Long Beach. The Long Beach CoC is examining ways to collaborate with the County on their strategies, including a matching opportunity for rapid rehousing. The City is also working with the County to create opportunities for mental health and substance abuse diversion from criminal justice settings and strategies to expand the connection between the Multi-Service Center and mainstream services funded by the County.
Opportunities and Strategies

On February 2, 2017, the City Council voted unanimously to support County Measure H, a ballot measure to increase the County sales tax by a quarter-cent, to prevent and combat homelessness. On March 7, 2017, Measure H was approved by a two-thirds vote. The new quarter-cent sales tax will generate approximately $355 million annually throughout the County for projects to prevent homelessness. These include subsidizing housing, case management services, connection to mainstream resources/income, strengthening the coordination of systems, preserving and promoting affordable housing for people experiencing homelessness, and providing services to address the causes and effects of homelessness. The City will collaborate with the County and advocate for additional funding to support a year-round shelter, preventative and supportive services, and mental health and substance abuse programs.

The DHHS was recently designated as an Administrative Entity (AE) of the State of California Emergency Solutions Grant (State ESG) Program. As an AE, the City of Long Beach is eligible to apply for and administer State ESG funds for rapid rehousing, homelessness prevention, coordinated entry, and a Homeless Management Information System to compliment the services already provided through the federal and local funding sources mentioned above. With the City currently operating its own CoC and the federal ESG grant, the State ESG funds will strengthen the existing provider network to address homelessness throughout the City. The HSD is currently in the application process, and State ESG program funding is anticipated to begin by Spring 2018.

The DHHS is also researching creative donation opportunities and funding strategies. These include nontraditional funding mechanisms such as special parking meters designated for charitable giving, text-to-give donation options, social impact bonds, and pay for performance strategies.

In working to address the needs of Long Beach, the City recognizes there continues to be a significant need to better align, integrate and coordinate the services being provided by City, County and State agencies as well as nonprofits and community groups. By developing a comprehensive strategic approach to addressing homelessness, it is anticipated the City can achieve a greater return on the investment of public dollars and more effectively meet the needs of those families and individuals who are experiencing homelessness. To help develop and implement this plan, the DHHS is hosting an executive-level Fellow from FUSE Corps for a 12-month period (September 2016- August 2017). FUSE Corps is a California nonprofit with a mission to enable local governments to more effectively address the biggest challenges facing urban communities. FUSE currently has 16 Fellows working across similar projects in Sacramento, San Francisco, Fresno and Los Angeles. FUSE Fellows average 15-20 years of private sector leadership experience and are trained in cutting-edge best practices of human centered design, rapid innovation, facilitative leadership, and project management. The chosen FUSE Fellow is currently researching best practices across the County and nation while working to develop a strategic roadmap for best serving those who are experiencing homelessness in Long Beach.
The upcoming Summit to Address Homelessness in Long Beach is scheduled for April 27, 2017. It will provide opportunities to build on the five key strategies outlined in the 10-year report recommendations and allow community stakeholders to come together to generate solutions to address a crisis that affects everyone. A series of breakout sessions on topics such as early prevention/early intervention strategies, affordable housing, and leveraging of resources will allow attendees to participate in the development of targeted action plans to address community needs. There will also be a series of community conversations following the summit and committee action groups to lead efforts in moving the agenda forward.

Conclusion

Long Beach is well positioned to leverage the existing foundation to address homelessness across the City and throughout the region. The upcoming Summit and Strategic Roadmap will guide these efforts. Forging forward will take dedicated resources beyond what is currently available. Supporting community members who are experiencing homelessness and addressing the impacts of homelessness on our City systems and departments is a true balance in our community. The issue stretches beyond the borders of Long Beach, and requires full community engagement to reach a solution.

For additional information, please contact Teresa Chandler, Human Services Bureau Manager, at (562) 570-4011.

ATTACHMENTS

CC:  CHARLES PARKIN, CITY ATTORNEY
     LAURA DOUD, CITY AUDITOR
     DOUGLAS HAUBERT, CITY PROSECUTOR
     TOM MODICA, ASSISTANT CITY MANAGER
     ANITRA DEMPSEY, INTERIM DEPUTY CITY MANAGER
     REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER
     DEPARTMENT HEADS
     CITY CLERK (REF. FILE #16-0474)
Date: September 26, 2016
To: Patrick H. West, City Manager
From: Kelly Colopy, Director of Health and Human Services /s/
For: Mayor and Members of the City Council
Subject: State of Homelessness in Long Beach

On May 24, 2016, the City Council requested the Department of Health and Human Services, Homeless Services Division (HSD) to report on the current state of homelessness throughout the city. A full report will be submitted in November 2016. In the interim, the HSD is providing a status update, which includes the number of people who are currently experiencing homelessness, the number of beds available in Emergency Shelters (ES), Transitional Housing (TH) projects, and Permanent Supportive Housing/Rapid Re-Housing (PSH/RRH) projects dedicated to those who are experiencing homelessness. This memorandum also provides a brief summary of the other services specifically dedicated for a sub-population of people who have a mental health illness or who experience substance use disorders, as well as information related to requests for outreach-related services.

This information, and other information to the City’s response to homelessness, will be further discussed at the October 4, 2016 study session on the state of homelessness.

Continuum of Care

The Homeless Services Division is the lead agency for the centralized coordination of care in Long Beach, known as the Continuum of Care (CoC). These coordination efforts actually stretch beyond the border to regional partners due to the migratory nature of those who are experiencing homelessness and the overall complexity of the issue. The CoC is comprised of service providers dedicated to aligning service delivery through a comprehensive system, designed to meet homeless community members where they are, and get them back to self-sufficiency and stable permanent housing. The HSD plans, coordinates, and monitors the CoC; conducts the Biennial Homeless Point in Time Count; and operates the Multi-Service Center (MSC). The MSC coordinates street outreach, centralized intake and assessment, case management, and linkage to supportive services (child care, domestic violence programs, employment and skills training, HIV and medical treatment services, mental health services, veteran services, and shelter and housing placement).

As the lead agency, the HSD applies annually to the Department of Housing and Urban Development (HUD) for funding to support the CoC portfolio of service providers. The total renewal amount awarded for Fiscal Year 2015 (FY 15) was $7.6 million. These dollars are allocated specifically for Transitional Housing, Permanent Supportive Housing/Rapid Re-Housing, supportive services and Coordination of Services, also known as the coordinated entry system (CES). The HSD receives $508,000 through the Emergency Solutions Grant (ESG) to provide Emergency Shelters, Rapid Re-Housing and outreach, as well as smaller allocations of funding ($600,000) through Los Angeles County to support regional efforts.
Though the CoC is an expansive system encompassing all stakeholders in Long Beach dedicated to addressing homelessness, 11 agencies are sub-contracted and receive funding through the HSD to provide these services.

**Homeless Count**

Under CoC regulations, the City is required to conduct a biannual unsheltered/sheltered homeless count. The last count in Long Beach was conducted in January 2015, and the next count will be conducted on January 26, 2017. As of January 2015, the point in time count was 2,345, of which 94 were unsheltered Veterans and 731 were chronic unsheltered individuals.

**Available Resources**

**Housing**

Housing options funded within the City include:

- **Emergency Shelter (ES):** temporary shelter (lodging) for those experiencing homelessness in general or for specific populations of the homeless. Requirements and limitations may vary by program and are specified by the funder.

- **Transitional Housing (TH):** temporary lodging that is designed to facilitate the movement of individuals and families experiencing homelessness into permanent housing within a specified period of time, but no longer than 24 months. Requirements and limitations may vary by program and are specified by the funder.

- **Rapid Re-housing (RRH):** provides housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help an individual or family experiencing homelessness move as quickly as possible into permanent housing and achieve stability in that housing.

- **Permanent Supportive Housing (PSH):** permanent housing and supportive services to assist persons with a disability (individuals with disabilities or families in which one adult or child has a disability) who are experiencing homelessness to live independently.

The following table provides the number of beds for individuals and families that are available across the city by component type. This includes CoC funded and unfunded partners:

<table>
<thead>
<tr>
<th>Shelter Type</th>
<th>Singles</th>
<th>Family</th>
<th>Total</th>
<th>Funder(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>167</td>
<td>90</td>
<td>257</td>
<td>ESG; Long Beach Rescue Mission; Women’s Shelter of LB</td>
</tr>
<tr>
<td>Winter Shelter</td>
<td>200</td>
<td>0</td>
<td>200 seasonal</td>
<td>LA County</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>232</td>
<td>105</td>
<td>337</td>
<td>CoC</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>929</td>
<td>523</td>
<td>1,452</td>
<td>CoC; 704 VASH (Veterans Affairs Supportive Housing)</td>
</tr>
<tr>
<td>Rapid Re-Housing</td>
<td>148</td>
<td>129</td>
<td>264</td>
<td>ESG, SSVF for Veterans, CoC</td>
</tr>
<tr>
<td>Other Permanent Housing</td>
<td>120</td>
<td>0</td>
<td>120</td>
<td>LB Savana Housing (Veterans)</td>
</tr>
</tbody>
</table>
The Long Beach Housing Authority annually sets aside 70 Housing Choice Vouchers dedicated to those who are experiencing homelessness in the city. There are also 704 VASH Vouchers dedicated for Veterans. The CoC utilizes these vouchers in service delivery through the Coordinated Entry System. Due to the 2 percent vacancy rate/housing crisis in Long Beach, many people who currently have vouchers are not able to find available units to lease. Vouchers expire after 180 days.

From January 1, 2016 through August 31, 2016, a total of 1,738 persons were in shelters, transitional housing or permanent housing. Of the total, 1,139 were individuals and 599 were persons in families.

**Mental Health/Substance Use Treatment**

Through the CoC, the City funds 155 Permanent Supportive Housing/Rapid Rehousing beds through Mental Health America for individuals with mental illness. In addition, the L.A. County Department of Mental Health (DMH) provides assessment and treatment to those referred to their services. County mental health services are provided directly by the County and are not managed through the City. However, one DMH Clinical Support Supervisor is co-located at the MSC to conduct preliminary evaluations for mental health services and link clients to the broader system of care.

No substance abuse prevention or treatment services are funded by the City or the CoC. L.A. County funds substance abuse treatment services, but there is little access to service in Long Beach. At this time, only 14 detox beds are available in Long Beach, located at Tom Redgate Memorial Recovery Center. A person who is referred to detox competes with others in the County for a bed and also must have a 30-day supply of any medications they currently are taking, get medical clearance prior to admission, and must be currently enrolled in MediCal. There are two treatment programs in Long Beach — Safe Refuge (previously known as the Substance Abuse Foundation) and the Salvation Army. Participants must work to participate in the Salvation Army programs. All referrals to these programs are conducted via “warm hand-off” by case managers through the Coordinated Entry System. Space is limited and there is no guarantee that participants will meet qualifications to participate in these programs.

**City Outreach Efforts**

In an effort to meet people where they are, a multi-disciplinary team made up of City staff, partner agencies including mental health and Veteran service providers, Quality of Life police officers, and the Downtown Long Beach Association conducts outreach across the 52 square miles of Long Beach. Outreach efforts were designed to proactively address the needs of those experiencing homelessness residing in locations not meant of human habitation. However, over the last several months, the requests to the HSD for outreach and response in the City has increased significantly, to nearly 40 requests per week. Currently, there are only 1.5 City-funded staff currently available to respond to the daily calls for service.
State of Homelessness in Long Beach
September 26, 2016
Page 4

Please let me know if you require additional information prior to the provision of the full report in November.

CC:  CHARLES PARKIN, CITY ATTORNEY
     LAURA L. DOUD, CITY AUDITOR
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     CRAIG BECK, DIRECTOR OF PUBLIC WORKS
     MARIE KNIGHT, DIRECTOR OF PARKS, RECREATION AND MARINE
     REBECCA JIMENEZ, ASSISTANT TO THE CITY MANAGER
We asked the Long Beach community...
What do we need to do to end homelessness?
They answered...
I believe to end homelessness we must...

Think outside the box.
I believe to end homelessness we must...

Work together.
I believe to end homelessness we must educate and motivate.
I believe to end homelessness we must...

We must care for each other!

03/27/2013
I believe to end homelessness we must... address mental health.
I believe to end homelessness we must... All be part of the SOLUTIONS!
Face of Homelessness

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

...They’re grandparents, parents, brothers, sisters, sons & daughters
Addressing Homelessness
Long Beach Continuum of Care

A coordinated system of care to provide housing and services
Coordination That Drives Success...

• Unified Funding Agency (UFA)
  • Long Beach was one of the first CoCs to achieve UFA status; Now 1 of 4
  • UFA status provides flexibility to strategically address community needs

• Best Practices
  • Client-centered, Increased access to housing, Data-driven

• Data Collection
  • Enables the coordination of services
  • Data is used to evaluate performance, understand demographic & service use patterns, & inform homeless policy and decision making
Multi-Service Center
Multi-Service Center

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

Available Supportive Services

- Mail and Message Center
- Shower Facilities
- Transportation
- Outreach
- Shelter Referral
- Case Management
- Employment Services
- HIV Housing Services
- Move-in Assistance
- Mental Health Assessments
- Medical Services
- Veteran Services
- Linkage to Mainstream Benefits
Continuum of Care Partners

- 1736 Family Crisis Center
- Alliance for Housing & Healing
- Catholic Charities
- Century Villages at Cabrillo
- Centro CHA
- Children Today
- Comprehensive Child Development
- Dept. Health & Human Services
- Downtown Long Beach Associates
- Goodwill, SOLAC
- Harbor Interfaith Services
- Help Me Help You
- Housing Authority
- Interval House

- LA County Dept. of Mental Health
- LA County Dept. of Public Social Services
- LBPD Quality of Life Team
- Long Beach Rescue Mission
- Long Beach Unified School District
- Lutheran Social Services
- Mental Health America
- PATH
- PATH Ventures
- Safe Refuge
- The Children’s Clinic
- United States Veterans Initiative
- VA Long Beach
- Faith-Based Community
Partner Highlight: Long Beach Housing Authority

The Housing Authority is a key partner in providing permanent housing

• Housing Authority’s impact:
  • 701 VASH vouchers for homeless Veterans
  • 95 Housing Choice Vouchers for persons experiencing homelessness
  • Rental assistance for 201 Supportive Housing Units

• Challenges:
  • 486 voucher holders in Long Beach are actively searching for a home and can’t find a place to live
  • 2% vacancy rate
  • Average of 6 months to find a unit
Partner Highlight:
Long Beach Police Department

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

Proactive Outreach

• Outreach and Engagement are essential to connecting with people on the street

• Connecting can be a lengthy process

• Outreach involves coordination between:
  - City Agencies
  - County Agencies
  - Private Enterprise
Outreach & Engagement
Street Outreach Network

Engages persons living on the streets
Links people to social services and housing

Outreach Network Partners:

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

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

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

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

- **Continuum of Care Program**: 69%
- **General Fund & One Time Funds**: 16%
- **ESG, CDBG, & HOME Programs**: 7%
- **Homeless Veterans Initiative**: 5%
- **Council of Governments / CES**: 2%
- **Hilton Foundation Grant**: 1%
- **Mayor's Fund for the Homeless**: 0.3%
- **Emergency Food & Shelter Program**: 0.1%
Current CoC Funding
$7.5 Million

- Permanent Supportive Housing: $3,636,709
- Rapid Rehousing: $1,330,923
- Transitional Housing: $1,132,657
- Supportive Services Only: $782,621
- HMIS, Planning & Unified Funding Agency: $650,798

Total: $7,502,489
Housing Options in Long Beach

Emergency Shelter * 257 beds
Short-term temporary lodging. Requirements may vary by program or funder.

Transitional Housing * 337 beds
Medium-term housing designed to support moving persons into permanent housing.

Rapid Rehousing * 339 beds
Housing services & rental assistance to help persons move into permanent housing quickly as possible.

Permanent Housing * 1,469 beds
Permanent housing & supportive services to assist homeless persons to access and maintain a permanent home.
Partner Highlight:

Century Villages at Cabrillo

Images:
Regional Coordination

• Council of Governments, Gateway Cities
  • Coordinated by PATH; Health Department is the lead for our Region
  • Connection to Regional Resources & Housing

• Coordinated Entry System & Homeless Family Solutions System
  • Collaborative, regional platforms for housing & service delivery

• Winter Shelter Program
  • Provides shelter & linkage to services during the inclement weather season
Getting People Housed in Long Beach

Overall Change between 2013 and 2015

<table>
<thead>
<tr>
<th>Category</th>
<th>2013</th>
<th>2015</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Homelessness</td>
<td>2,847</td>
<td>2,345</td>
<td>18%</td>
</tr>
<tr>
<td>Veteran Homelessness</td>
<td>527</td>
<td>308</td>
<td>42%</td>
</tr>
<tr>
<td>Family Homelessness</td>
<td>169</td>
<td>125</td>
<td>26%</td>
</tr>
<tr>
<td>Chronic Homelessness</td>
<td>1,061</td>
<td>927</td>
<td>13%</td>
</tr>
</tbody>
</table>
Veterans in Long Beach

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

Successes:

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

Images (from top):
10 Year Plan
10 Year Plan Creation

• Initiated in 2005 by Mayor O’Neill

• Planning included over 200 individual and community partners and outlined 5 key strategies and recommendations.

• Report was presented to City Council in 2008 but was not adopted or resourced.

• The 5 Key Community Strategies were adopted by City Council in 2009.
Reviewing Community Strategies
5 Key Community Strategies

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

2. **Economic Stability**
   - **Goal:** Having the economic resources to manage basic needs

3. **Supportive Services**
   - **Goal:** Provide support services to prevent homelessness & promote housing stability

4. **Community Involvement**
   - **Goal:** Expand participation and leadership from all sectors of the Long Beach community

5. **Outcomes & Evaluation**
   - **Goal:** Use data and research to ensure the success of 10-Year Plan implementation
5 Key Strategies - Implementation

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

• Economic Stability Goal
  • 6,711 individuals accessed Goodwill, SOLAC’s 10 job programs
  • 2,391 individuals accessed Pacific Gateway services
  • Increased Connection to Mainstream Benefits
    • Over 500 individuals access Affordable Care Act enrollment services
    • An average of 120 individuals assisted with Social Security Disability Applications
5 Key Strategies - Implementation

• **Supportive Services Goal**
  - Discharge Collaborative Established
  - Expansion of Outreach Response
  - Addition of Street Medicine Models

• **Community Involvement Goal**
  - Stronger Collaboration with Local & Regional Partners
  - Interdepartmental Coordination

• **Outcomes and Evaluation Goal**
  - Information Sharing and Performance-based Evaluation
Challenges
Challenges

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

housing | homelessness | increase | experiences | affordable | care | security | response | vulnerability

reduce | stable | Provide | systems | collaboration | risk | peoples | prevention | justice

Advance | leadership | programs
Community Education: Lincoln Park
Facing Forward / Shifting Focus
Causes of Homelessness

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

Early Prevention Reducing the Risk of Homelessness
- Quality Education
- Life/Job Skills
- Safe homes and communities
- Health/Mental Health Care
- Substance Use TX
- Affordable Housing
- Sufficient Wages

Late Prevention Keeping People Housed
- Rent supports
- Moving supports
- Health/Mental Health Care

Intervention Already Homelessness
- Street Outreach and Engagement
- Life/Job Skills
- Emergency, transitional, permanent housing
- Extensive MH/SUD/Health care
- Ongoing supportive services
- Job Skills Training
How to Prevent and Intervene in Homelessness

• Transitional and Permanent Supportive Housing
• Mental Health Treatment
• Substance Use Services
• Employment Skills/Opportunities
• Child Care Options
• Affordable Housing Options
• Sufficient Health Care
How the Community Can Help
Early Prevention

• Support your schools – volunteer/mentor
• Provide internships/learning opportunities for high school and college
• Connect with individuals in difficult times
• Be aware of signs of mental health and substance use and help connect to treatment
• Provide jobs locally
How the Community Can Help
Late Prevention/Intervention

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

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

• Community Fundraising (e.g., parking meters, electronic donation options)

• Social Impact and Pay for Success models encouraging private support

• Ongoing partnerships and coordination with County for supportive services, treatment availability and housing options
Creating a Plan for the Future

Homeless Summit, 2017
Co-hosting Partners: Health and Human Services Department, Homeless Coalition, DLBA, LBUSD, Apartment Association, and the Long Beach Human Relations Commission

FUSE Fellow
Researching best practices across the nation and creative financing models

Community Engagement Opportunities
Thank you

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

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Phone:  (562) 570-4000
www.longbeach.gov/health
March 7, 2017

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach, California

The Long Beach Homeless Services Advisory Committee (HSAC) wishes to thank the Mayor and the City Council for their ongoing support. The HSAC also wishes to express thanks to the City Manager and his departments for their coordinated efforts to address homeless related issues for the City of Long Beach.

EXECUTIVE SUMMARY

According to the 2015 bi-annual point in time count,\(^1\)\(^2\) the City of Long Beach was home to 2,345 persons experiencing homelessness, including 94 unsheltered veterans and 731 individuals who were experiencing chronic homelessness.

The Homeless Services Division (HSD) of the Long Beach Department of Health and Human Services (DHHS) is the lead agency charged with serving those who are experiencing homelessness across the City. The HSD works in concert with the HSAC, the Long Beach Continuum of Care (CoC) Board, the Interdepartmental Task Force, and partner agencies to administer approximately $10.9 million per year in federal, local, and private funding to reduce and ultimately eliminate homelessness in Long Beach. Over the past year, this partnership has seen major successes, including providing services for a total of 13,829 client contacts through the Long Beach Multi-Service Center (MSC), Outreaching to and engaging over 1,200 individuals experiencing homelessness, and achieving “functional zero” in ending chronic veteran homelessness in Long Beach.

Despite these successes, significant challenges remain. These include decreased funding for homeless and mental health services, increased housing costs, a 2% vacancy rate, new and more harmful addictive drugs, and changes to state laws that have put people with criminal histories on the streets without housing resources or linkages to support networks. To address these challenges, HSAC recommends the following:

1) Collaboration with other city agencies to study and create best practices around the issue of housing ordinances with a view to increase the supply of low-income housing and removing obstacles to getting and keeping people housed.

2) Pursue multiple avenues to prevent Long Beach residents from becoming homeless.

3) Expand the city’s homeless outreach capacity to better connect persons experiencing homelessness with available services and reduce the indirect costs of homelessness.

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1 A point in time count is a census of sheltered and unsheltered persons experiencing homelessness on a single night in January.

2 Please note, the most recent point in time count was conducted on January 26, 2017, however this data will be released in spring 2017. For the purposes of this report, all point in time data is from 2015 count.
4) Study options for mitigating the effects of homelessness on the community.

5) Increase mental health and substance use treatment services in the City of Long Beach.

6) Make reducing homelessness and its effects a top priority and engage with county, state, and federal representatives to do the same.
History. Convened by Mayor Ernie Kell in 1987, the Homeless Task Force set the framework for the City’s homeless services system. It recommended the creation of a Homeless Services Advisory Committee (HSAC), a Homeless Services Officer position, the Mayor’s Fund for the Homeless, and the vision for a one-stop facility called the Multi-Service Center. Since that time, the City has implemented each of these recommendations, which form the backbone of the Long Beach Continuum of Care (CoC) system.

The Homeless Task Force forged the way for an ongoing public-private partnership that culminated in the designation of the Long Beach CoC as one of the first two Unified Funding Agencies (UFA) by U.S. Department of Housing and Urban Development (HUD). To date, only five CoCs across the nation have achieved the UFA designation. As a UFA, the Long Beach CoC is granted greater autonomy and increased responsibilities in the oversight of its HUD funding. This structure allows the Long Beach CoC to optimize the allocation of funds toward meeting local goals and to be more agile in responding to changes in local conditions. Long Beach continues to be a model for other CoC jurisdictions.

**Mayor’s Fund:** Created by a City Ordinance in 1990, the Mayor’s Fund is a critical resource for addressing unfunded needs or gaps in service delivery to those experiencing homelessness in Long Beach. Mayor’s Fund community donations are generated via an annual mail solicitation envelope included in the City of Long Beach utility bill each November. There is also a donation button on the City’s website for people who do not receive paper bills. On average, this campaign yields $20,000 per year in community donations.

Allocations of the Mayor’s Fund are made by recommendation from HSAC to the City Council. In 2015-2016 the Mayors’ Fund allocated $22,500 to the Alliance for Housing and Healing, which allowed the agency to provide furniture and appliances for 18 new supportive apartment units for extremely vulnerable people experiencing chronic homelessness and living with HIV/AIDS and/or other long-lasting health conditions. In the same year, the Mayor’s Fund also helped 82 individuals who were homeless to reconnect with their families and support networks with an $18,000 allocation to Mental Health America of Los Angeles’ Homeward Bound Program. The HSAC encourages the Mayor and the City Council to engage the community to make donations through their respective newsletters and websites to help fill the gaps in the Continuum of Care system.

**Multi Service Center (MSC):** In 1995 the United States Navy conveyed the 14,000 square foot MSC facility to the City of Long Beach for use in assisting those experiencing homelessness as a part of the Federal Base Realignment and Closure (BRAC) Act of 1990. In operation since 1999, the MSC serves as one of the primary centralized entry points for homeless services in Long Beach and co-locates public and private social service agencies that provide critical resources and housing linkages to Long Beach residents experiencing homelessness. On average, the MSC serves 1,100 clients per month and responds to 90-100 requests for outreach and engagement per month. There
is an increased demand for coordination with City, regional, and community partners targeting parks, beach, river beds, and the wetlands for outreach and cleanup operations.

_The Century Villages at Cabrillo:_ Established in 1997, the 27-acre site at the Century Villages at Cabrillo (CVC) was also conveyed through the BRAC process to create the physical and social conditions where collaborating programs can succeed in overcoming homelessness. The CVC is a campus of 333,000 square feet of housing and supportive service space that serves more than 1,000 people on any given day, including more than 400 children.

**The Current State of Homelessness in the City of Long Beach.** As required by HUD, the Homeless Services Division of the Long Beach Department of Health and Human Services has conducted a Point-in-Time (PIT) count of persons experiencing homelessness in Long Beach every two years since 2003. The count process involves two distinct activities: a service-based count and a street count. The service-based count is achieved by gathering data from emergency shelters, transitional housing programs, rapid rehousing, and permanent supportive housing programs serving persons experiencing homelessness in Long Beach. The street count is achieved by dividing the City of Long Beach into 47 mapped segments, canvassing them with community volunteers and CoC staff, and interviewing and counting unsheltered homeless individuals and families.

The chart below presents summary results of this count over the past three counts, from 2011 to 2015. Please also see Attachment A, entitled “Biennial Homeless Count Comparison.”

**Table 1: Point in Time Counts of Persons Experiencing Homelessness in Long Beach by Year**

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2013</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>3,164</td>
<td>2,847</td>
<td>2,345</td>
</tr>
</tbody>
</table>
Figure 1: Point in Time Count Trends

By Age Group

- Under Age 18: 6%
- 18 to 24: 28%
- 25 to 34: 15%
- 35 to 44: 16%
- 45 to 54: 16%
- 55 to 61: 6%
- Over age 62: 11%

By Gender Identification

- Female: 31%
- Male: 69%
- Transgender: 0.003%
Continuum of Care Governance. The governance structure is designed to meet HUD’s regulatory requirements. Providers who make up the Long Beach CoC communicate, coordinate, and make decisions through meetings of the CoC General Membership, CoC Board, HSAC, and the City Council. This governance structure allows the HSD to work with a broad group of stakeholders to address planning and implementation strategies. The Long Beach CoC has implemented 1) a centralized client intake and assessment system through the MSC, 2) a Homeless Management Information System (HMIS) to coordinate services and measure program performance, 3) system wide policies and procedures, 4) performance-based contracting and targeting of resources to meet critical needs in the community, and 5) programmatic and fiscal monitoring of funded agencies to ensure efficiency, accountability, and performance.

Approaches to Alleviating the Effects of Homelessness. The Long Beach CoC utilizes multiple approaches to serving those who are experiencing homelessness in the community and alleviating the effects of homelessness, including:

Emergency Shelter (ES): Temporary shelter (lodging) for those experiencing homelessness in general or for specific populations. Requirements and limitations may vary by program and are specified by the funder.

Transitional Housing (TH): Temporary lodging that is designed to facilitate the movement of individuals and families experiencing homelessness into permanent housing within a specified period of time, but no longer than 24 months. Requirements and limitations may vary by program and are specified by the funder.
Rapid Re-housing (RRH): Housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to help an individual or family experiencing homelessness move as quickly as possible into permanent housing and achieve stability in that housing.

Permanent Supportive Housing (PSH): Permanent housing with supportive services to assist persons with a disability (individuals with disabilities or families in which one adult or child has a disability) who are experiencing homelessness to live independently.

Outreach: Outreach provides real time services and engagement to individuals and families living on the streets or in places not meant for human habitation. These activities are designed to be proactive and use a multi-disciplinary approach. The outreach teams are equipped with personnel who have expertise in mental health, substance abuse treatment, Veterans' issues, HIV/AIDS, domestic violence and chronic homelessness. Outreach is conducted in both the LA and San Gabriel River beds, the Wetlands, bridges, parks, alleys, beaches and public spaces encompassing the 52 square miles of Long Beach.

There other program models that are not currently funded by the Long Beach CoC but are leveraged from other resources in the community. These models include:

Bridge Housing (BH): Bridge Housing provides a short-term stay when a household has been offered and has accepted a permanent housing intervention (e.g., SSVF, HUD-VASH) but, is not able to immediately enter the permanent housing. Though length of stay in Bridge Housing can and should be individually determined based on the household’s need, in general it is not expected to exceed 90 days.

Permanent Housing (PH): Community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible. Under PH, a program participant must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month.

Prevention: Financial assistance and services to prevent individuals and families from becoming homeless. Provides for a variety of assistance, including legal services, mediation, credit counseling, rental payment assistance, institutional discharge planning, and case management.

Funding. Currently, the HSD is providing oversight for approximately $10.9 million in federal, local, and private funding per year. Since 1995, the City Council has approved the annual application for CoC competitive funding from HUD. During fiscal year 2016, the City applied for and received a $7.5 million award, which funds the HSD and its nonprofit partners to provide street outreach, coordinated entry and assessment, supportive services, transitional housing, rapid rehousing, and permanent supportive housing.
Also, during the fiscal year, the City appropriated an additional $780,000 in one-time funds to support rapid response efforts across the City; this investment supplements the previously approved $100,000 one-time General Fund allocation. The additional funds include $380,000 from the General Fund, which will be shared between the Health Department; Parks, Recreation, and Marine; and Public Works, and $500,000 in Prop H funding. From Prop H, $250,000 funds the Fire Department's Homeless Education and Response Team (HEART), a medically-staffed rapid response vehicle and team. The other $250,000 allows the Police Department to support response efforts through its Quality of Life team in collaboration with City partners.

Other sources of funding administered by HSD include: the Mayor’s Fund, Emergency Solutions Grant (ESG), Community Development Block Grant, HOME Investment Partnership Program, Emergency Food and Shelter Program, Homeless Veterans Initiative, Coordinated Entry System, Homeless Family Solutions System, Gateway Cities Council of Governments, and the Hilton Foundation. Other resources not directly overseen by the HSD that also help to address homelessness in Long Beach include Veterans Affairs Supportive Housing (VASH), Supportive Services for Veteran Families (SSVF), and Section 8 Housing Choice Vouchers. The ultimate goal of all these programs is to assist households that are currently experiencing homelessness, or in some cases persons at-risk for homelessness, to achieve greater self-sufficiency and housing stability.

Figure 3.1: Long Beach CoC Funding by Source
The City of Long Beach also benefits from additional services, housing, and funding investments made by regional partners such as the County of Los Angeles and the State of California. In February 2016, the Los Angeles County Board of Supervisors approved a new Homeless Initiative that includes 47 strategies to combat homelessness and $99.7 million in onetime funding. Phase I of this initiative is to be completed between June 2016 and June 2017 and includes $42 million in funding. The Long Beach Department of Health and Human Services has been reviewing these new funding opportunities.

**Housing Resources.** The Long Beach CoC system has the capacity to provide housing and shelter for approximately 2,600 men, women, and children at any given time. The following table provides the number of beds for individuals and families that are available across the City by component type. This includes CoC funded and unfunded partners:

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Singles</th>
<th>Family</th>
<th>Total</th>
<th>Funding Source / Providers</th>
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</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>167</td>
<td>90</td>
<td>257</td>
<td>ESG; Long Beach Rescue Mission; Domestic Violence Service Providers</td>
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<tr>
<td>Winter Shelter</td>
<td>164</td>
<td>0</td>
<td>164 seasonal</td>
<td>Los Angeles County</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>232</td>
<td>105</td>
<td>337</td>
<td>Long Beach CoC</td>
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<tr>
<td>Permanent Supportive Housing</td>
<td>936</td>
<td>533</td>
<td>1469</td>
<td>Long Beach CoC; VASH (Veterans Affairs Supportive Housing)</td>
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<tr>
<td>Rapid Re-Housing</td>
<td>148</td>
<td>191</td>
<td>339</td>
<td>ESG, SSVF for Veterans, Long Beach CoC</td>
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<tr>
<td>Other Permanent Housing</td>
<td>120</td>
<td>0</td>
<td>120</td>
<td>Savannah Housing (Veterans)</td>
</tr>
</tbody>
</table>

**Figure 3.2 Long Beach CoC Funding by Service Type**

The following pie chart illustrates the distribution of funding by service type for the Long Beach CoC.
Additionally, the Housing Authority of the City of Long Beach (HACLB) administers the City's rental housing assistance (i.e., voucher) programs. These assistance programs are designed to provide financial and technical assistance services to low-income, elderly, and disabled residents of Long Beach so they can live with dignity in decent, safe, and sanitary housing conditions. The Long Beach CoC utilizes these rental housing assistance vouchers in service delivery through the Coordinated Entry System. Currently HACLB, in partnership with more than 2,500 property owners, assists over 6,300 households that lease units in the Long Beach, through the following programs:

**Housing Choice Voucher (HCV):** Formerly known as the Section 8 Rental Assistance Program, this program offers very low-income tenants a rent subsidy so they can obtain safe, decent, and affordable housing. The HACLB annually sets aside 70 Housing Choice Vouchers dedicated to those who are experiencing homelessness in the City. This program works well for people who only need a way to stabilize in housing and do not need extensive wrap-around services. These vouchers are paired with other resources in the community that support housing retention and community reintegration.

**Veteran’s Affairs Supportive Housing (VASH):** The HUD VASH program combines HUD rental assistance with case management and clinical services provided by the U.S. Department of Veterans Affairs (VA). The HACLB has partnering with the Long Beach VA Medical Center to administer the VASH Program. There are currently 704 VASH vouchers dedicated for Veterans experiencing homelessness in the City of Long Beach.

**Housing Opportunities for Persons with AIDS (HOPWA):** A program to assist households where one or more members are HIV positive or have AIDS. Currently the HACLB receives funds to operate two HOPWA housing programs:

- The HOPWA Tenant-Based Rental Assistance Program, which is modeled after HUD’s Section 8 HCV Program and follows the same rules. There is a HOPWA allocation of 75 vouchers.
- The HOPWA Short-Term Assistance Program (STAP), which provides periodic grants on an as-needed basis to help low-income tenants catch up with rent and utility payments and pay moving expenses.

**Continuum of Care Permanent Supportive Housing with Rental Assistance (formerly Shelter Plus Care):** The Continuum of Care Permanent Supportive Housing with Rental Assistance program (formerly the Shelter Plus Care Program) provides housing and supportive services on a long-term basis for persons with disabilities.

**Long Beach CoC Initiatives.** The Long Beach Homeless Services Division is currently working with the CoC partner agencies and federal, state, and local government agencies to implement multiple initiatives to improve homeless service delivery within the city. These initiatives include:

**Ending Veteran Homelessness:** In 2014, the City of Long Beach joined The Mayor’s Challenge to End Veteran Homelessness, which solidifies partnerships and secures commitments to end Veteran homelessness from mayors across the country. Long
Beach has successfully met the benchmarks to end Veteran homelessness, however the City is still working with the Federal partners to receive the official certification on this effort. Through these efforts, Long Beach is further committed to making sure that any additional incidences of Veteran homelessness are brief and rare. Since 2015, 657 Veterans who were experiencing homelessness in Long Beach received support and services necessary to find a permanent home. This impressive feat was accomplished by cooperative partnerships with community based providers, the Long Beach Veteran Medical Center, and the City’s Health and Housing Authority Departments. Together these partners created an integrated system of care that leverages millions of dollars to prioritize, prepare and provide for Veterans experiencing or at risk for homelessness. Specific practices include:

- Universal delivery of Evidence Based best practices to Veterans regardless of their housing status.
- Integration of key partners into the Coordinated Entry System that provides a “no wrong door” approach to accessing services.
- Coordination of VASH application and utilization processes linked to Veteran specific supportive services and financial assistance programming.

Utilizing these key approaches, the City of Long Beach achieved functional zero in December of 2015 meaning that: every Veteran encountered who was experiencing homelessness was offered a path to permanent housing, they had access to shelter immediately, were screened and offered service intensive transitional housing if desired, and the system had the ability to move that Veteran swiftly into permanent housing.

**Ending Chronic Homelessness:** Persons living with a disability and who have been experiencing long-term homelessness are considered chronically homeless. Typically, those experiencing chronic homelessness are those with the longest histories of homelessness, the highest needs, and the greatest barriers toward obtaining and maintaining housing on their own. The 2015 PIT homeless count identified 927 chronically homeless individuals within Long Beach, which represents a 13% decline from the 2013 count. Ending chronic homelessness is a top priority for HUD over the next few years to come.

Additionally, in the annual CoC grant competitions, HUD has been prioritizing Permanent Supportive Housing programs that target this subpopulation. These programs are new projects that allow the Long Beach CoC to increase the housing and shelter resources in the community. The Long Beach CoC has been awarded several of these programs over the years in the competitive grant application process:

- 2005 Good Samaritan Bonus 9 units
- 2010 CH Bonus 8 units
- 2013 Streets to Home 21 units
- 2014 CH Healthy Homes 18 units
- 2015 CHAMPS 10 units
- 2016 Harbor PSH 13 units
The Homeless Impacts Coordinator has supported funding and service coordination to improve outcomes for those experiencing chronic homelessness in the community. Coordination between city departments has been an effective means of engaging those experiencing chronic homelessness, providing resources, and ensuring balance between legal rights and quality of life for all.

Regional Collaborative Initiatives. The City of Long Beach continues to play a critical leadership role in the coordination of regional efforts to address homelessness. Regional approaches offer a balanced and more effective way for local governments to target limited resources. The implementation of the Gateway Cities Council of Governments (COG) Homeless Strategic Plan, Coordinated Entry System (CES), and Homeless Family Solutions System (HFSS) is anticipated to further the regional capacity and response to homelessness. Additional services, shelter, and housing resources within the Gateway Cities COG and SPA 8 areas can only improve the effectiveness of the collective efforts.

Below is some additional detail about each of these regional resource collaborations:

Gateway Cities Council of Governments, Homeless Strategic Plan: Since 2008, the City has been working with the COG to implement the Homeless Strategic Plan within the 28 Cities region. The plan targets resources for individuals and families experiencing chronic homelessness through four regional Local Coordinating Alliances (LCA). As the lead agency for LCA 4, the City of Long Beach, Department of Health and Human Services, Homeless Services Division works with the communities of Avalon, Hawaiian Gardens, Lakewood, Long Beach, and Signal Hill. In addition to providing outreach, case management, and housing resources for individuals experiencing chronic homelessness, the initiative also enhances system coordination. The project has improved the capacity of communities adjacent to Long Beach to address homelessness through linkage to Los Angeles County based resources.

Coordinated Entry System (CES): The Coordinated Entry System, funded through United Way of Los Angeles, coordinates intake and assessment, case management, health and human services referrals, and housing resources for individuals experiencing chronic homelessness in Service Planning Area 8. The lead agency is Harbor Interfaith Services, which co-locates staff at the MSC to coordinate regional linkages to housing. This funding increases the capacity and supports infrastructure for the Long Beach CoC providers and strengthens the region’s approach to homelessness.

Homeless Family Solution System (HFSS): The Homeless Family Solutions System, funded through the Los Angeles Homeless Services Authority (LAHSA), provides intake and assessment, and overall service coordination for homeless families.

Though the City will not receive direct funding for these two projects, the additional resources and regional systems coordination will decrease the impact of homelessness upon the local system.

Winter Shelter Program: The Winter Shelter Program, funded and managed by LAHSA, provides a significant benefit for the City of Long Beach. While the primary goal of the Winter Shelter Program is to increase the number of emergency shelter beds available in Los Angeles County during the inclement winter months (December through March) each
year, the program also provides increased engagement opportunities with individuals experiencing homelessness to encourage enrollment into case management services, employment and housing programs and further maximizes the effectiveness of those services to reduce homelessness in the City. During the winter of 2015-2016, over 1400 unduplicated clients were served.

**Inter-jurisdictional Coordination:** The City of Long Beach collaborates with Cal Trans, Public Works and the Los Angeles County Flood Control to address people who are living in encampments along the Los Angeles River. Outreach teams coordinate with the responsible partners and provide engagement and services before posting, at time of posting, the day of the cleanup. People are provided options for services, transportation, shelter and showers.

**Challenges.** Despite the successes of the City of Long Beach and the CoC partner agencies in alleviating homelessness in Long Beach, significant challenges stand in the way of progress. These challenges include:

- Long Beach housing prices have increased over 50% since 2012 and are expected to continue increasing throughout 2017, while the median household income has remained relatively stagnant.
- There is currently a 2% vacancy rate for housing in Long Beach and over 600 Housing Choice Voucher holders are unable to find affordable rental units that accept vouchers within the four months allowed, resulting in the extension and ultimately loss of the voucher. Once a voucher expires, candidates must restart the entire process from the beginning.
- HUD’s “Housing First” focus has resulted in a shift of financial resources away from support services that are critical to helping people escape homelessness, including mental health services and addiction treatment.
- State law changes, such as AB 109, Proposition 47, and Proposition 57, have resulted in more people living with mental illness, criminal histories, and substance use disorders in the community without plans for housing or linkages to support networks and resources.
- New and more dangerous recreational drugs, such as Spice and Bath Salts, have led to a more volatile and violent subpopulation of persons with substance use disorder who are experiencing homelessness in Long Beach.

**Recommendations.** To address these challenges and continue to reduce the number of people experiencing homelessness in Long Beach, the HSAC recommends the following:

- Collaboration with other city agencies to study and create best practices around the issue of housing ordinances with a view to increase the supply of low-income housing and removing obstacles to getting and keeping people housed. Agencies to collaborate with include those with the jurisdiction to study the following issues:
o Zoning and construction regulations that impede construction of low-income housing.

o Prioritization of 10% of affordable housing in the city for low-income individuals and families experiencing homelessness.

o Ways to incentivize landlords to commit a percentage of their rental housing stock to subsidized housing programs. Incentives could include proportional tax credits, city-funded insurance against subsidized tenant damages, and/or fee waivers for building improvements (Implemented successfully in Nashville, TN).

o Establishment of a “Landlord Liaison Project” to track and match homeless with landlords who have vacancies and offer a hotline for resolving subsidized tenant issues (Implemented successfully in Seattle, WA).

- Pursue multiple avenues to prevent Long Beach residents from becoming homeless.

  o Work with Housing Authority (or other appropriate agency) to look at the feasibility of a “Tenants Rights” ordinance to stop no-cause evictions that subvert the intent of state limits on rental rate increases.

  o Collaborate with appropriate city agencies to study the possibility of creating a city eviction prevention fund based on the best practices such as the Supportive Services for Veteran Families (SSVF) model to provide gap rental assistance for families at imminent risk of becoming homeless but that do not yet meet HUD definition of homelessness.

- Expand the city’s homeless outreach capacity to better connect persons experiencing homelessness with available services and reduce the indirect costs of homelessness.

  o Add a Community Outreach Coordinator to the HSD staff to provide outreach, training, and resource guides for local government agencies, businesses, and community members to leverage the energy, passion, and resources available in the community for helping alleviate the effects of homelessness.

  o Explore avenues that would allow the city to expand the capacity of the Long Beach HSD and Police Department Quality of Life teams to provide city-wide coverage (requires 8-10 additional dedicated police officers and 4-5 additional HSD outreach staff).

  o Continue to support the LBFD “HEART” pilot program and expand it for city-wide coverage if it proves effective at reducing the overall cost of servicing the homeless population.

  o Increase the public's awareness of the Mayor's Fund and other ways they can contribute to eliminating homelessness through a strategic communications initiative that utilizes community meetings, the city’s website, newsletters and social media networks of the Mayor, Council Members, and senior city staff.
• Add a Homelessness Data Analyst to the HSD staff to improve data collection, analysis, tracking, and reporting to better optimize homeless service delivery

• Study options for mitigating the effects of homelessness on the community

  o Complete “Safe Parking” feasibility study to identify appropriate ways to manage the use of vehicles as residences and make it safe.

  o Study options for sheltering homeless individuals who do not meet the requirements of traditional shelters and resort to living on the street. Models may include Portland’s Dignity Village, Los Angeles’ former Dome Village, the San Francisco Navigation Center, the San Francisco Community Transition Centers, city-managed urban campgrounds on vacant land, and converting unused city property or motels into Single Room Occupancy (SRO) units.

  o Establish a Voluntary Work Program similar to those implemented in Tucson, Albuquerque, and Signal Hill to recruit homeless individuals for labor crews to clean up parks, streets, and city properties, earn money, and get a hot lunch and a shower.

• Increase mental health and substance use treatment services in the City of Long Beach.

  o Reestablish former city drug and alcohol rehabilitation services that were returned to County in 2009.

  o Work with Los Angeles County Department of Health Services to secure additional supportive housing rental subsidies through the Flexible Housing Subsidy Pool.

  o Support the upcoming County Measure H ballot measure to enact a quarter-cent sales tax to raise $355 million over the next 10 years to support homeless services and prevention programs, including mental health and substance use treatment services for persons experiencing homelessness.

  o Support applications for programs funded by the Prop 47 savings.

• Make reducing homelessness and its effects a top priority and engage with county, state, and federal representatives to do the same.

  o Urge federal representatives and HUD to increase housing funding and reinstate funding for supportive services.

  o Petition state representatives to increase funding for addiction treatment and mental health services and hospitals.

  o Collaborate with county representatives to improve jail and foster system transition and release processes to link people exiting those systems with the housing and supportive services they need.
Conclusion. For more than 20 years, Long Beach has been an innovative force in addressing the needs of those experiencing homelessness, from the creation of the HSAC in the late 1980’s; to the formation of the Mayor’s Fund, Continuum of Care and Villages at Cabrillo in the early to mid 1990’s; the opening of the MSC in 1999; the creation of the Long Beach Police Department Quality of Life Unit in 2007; the designation of Unified Funding Agency in 2014; and now the piloting of the new Long Beach Fire Department HEART Team in 2016. The Long Beach CoC is a robust system of care, with many diverse stakeholders working together to address homelessness. From the street outreach network that is canvassing the city day-in and day-out, to the Multi-Service Center centralized entry site, the City of Long Beach is a leader within the region. Community stakeholders across the City have also become engaged in solution-based practices, including the Friends of Lincoln Park and Bixby Park, neighborhood and business associations, Downtown Long Beach Business Alliance, and the Convention and Visitors Bureau. These efforts and collaborations have resulted in positive trends over the past several years, but significant challenges remain in the ongoing battle against homelessness.

Addressing homelessness only on the back end by attempting to house those that are already without a home will never result in an end to homelessness. Homelessness is not a single problem, but the common result of a multitude of complex problems in our society, including, but not limited to, economic hardship, lack of job skills training, mental illness, substance use disorder, physical disability, limited support networks for criminal offenders exiting the criminal justice system and young adults exiting the foster system. Because these problems primarily affect segments of society that are underrepresented in the political system, solving them will require a great deal of courage, commitment, and sacrifice on the part of our leaders and our citizens. Because the responsibilities for addressing these problems span all levels of government and involve all sectors of the economy, strong collaboration and coordination across organizations are critical to success. The HSAC has identified a set of recommendations in this report that are within the power of the City of Long Beach to implement. The HSAC asks that the City Council and the citizens of Long Beach seriously consider the recommendations in this report and continue to make progress toward reducing and ultimately eliminating homelessness in the City of Long Beach.

Respectfully Submitted:

Dale Neal, Chair
Homeless Services Advisory Committee

Attachments:
- A - Biennial Homeless Count Comparison
- B – Multi-Service Center Success Stories