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From: Christina Lyon, Program Manager  
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### Narrative Report

The Long Beach Winter Shelter Program, operated by the Long Beach Rescue Mission, opened as scheduled on December 1<sup>st</sup>, 2010. Although our contract is based on 150 beds, the shelter building can hold up to 188 beds (200 max per occupancy from fire department). We had forty three days this season where we went beyond the 150 contracted amount, and at times we went as many as 38 above. For the month of December we had an average of 122 clients per night. The average continued to rise, for the month of January there was an average of 153 clients per night, February the average was 156 clients per night, and for the fifteen days of March we averaged 133 clients per night.

Currently, when we have overflow clients, we refer them to other shelters in the county and provide bus fare if they decide to go to another shelter.

The Long Beach Winter Shelter is providing vouchers to families with children and special needs individuals through a case manager who works daytime hours at the Long Beach Multi-Service Center. Families vouchered are then referred to case management at the Multi-Service Center in order to find and access appropriate housing. Unfortunately, we have seen some families that have not followed through; however, we served a total of 53 families through the duration of the 2010-2011 WSP.

The Multi-Service Center also provides showering facilities to the Winter Shelter clients every morning, Monday-Friday, and maintains case management services for many of the Winter Shelter clients.

Case management services were also provided to clients at the shelter in the evenings, and many clients have been utilizing this service for access to clothing, mental health services, and employment and housing information, and other basic needs. We continue working on developing more communication between housing providers to determine if other clients who were referred did indeed enter the housing programs.

Staff from local mental health and veterans' programs, The Mental Health Association of Long Beach (MHA), Veteran Affairs (VA), and Veteran Affairs from the Villages of Cabrillo, has also been coming to the shelter on occasion to speak with clients, leave pamphlets and encourage them to utilize services.

Our collective goal is to grow the most effectual housing support for homeless people in Long Beach. Thus, this report details the fiscal, operational, in-kind donations, onsite

human resources and direct case management services that have been implemented to produce a safe, warm shelter for America's homeless.

- Specifically, we served 1298 clients during this past winter shelter season, which is an increase of 958 from last season roughly 9%. Of which, there were 1190 adults and accompanied 108 children.
- We provided voucher services to a total of 53 families in addition we also vouchered a number of disabled individuals throughout this season.
- 25% of our families were placed into some form of supportive housing and 8% of individuals were placed (supportive housing i.e. Emergency, transitional or permanent)
- We had a total of thirteen rainy days which served a total of 938 clients.

A) Gifts that subsidized operational expenses:

- Admin duties provided by LBRM, which include finance, human resources, reports and CEO oversight.
- Facilities setup, maintenance, and breakdown.
- LBRM provided \$49,585 of food inventory for meals.
- General volunteer time of 700 hours.

B) Gifts that enhanced client's personal lives, and hygiene.

- Private donation of \$200.00 for the purchase of towels.
- David and Lisa Woods donated 300 pairs of socks, Christmas tree, ornaments and lights
- Multi Service Center Homeless Agency (MSC) gave hygiene products.

Overall, the shelter ran smoothly. We did see an increase in unduplicated clients compared to last season. The need for housing is imperative, but by the same token the need for social, emotional, and mental stability for these clients is just as necessary.

In a commitment to do our part, we continue to provide the necessary services in the most effective way to help meet the needs of, and end, homelessness in our local communities.

Respectfully Submitted.

Christina Lyon, Program Manager



James K. Lewis,  
President & CEO  
Long Beach rescue Mission

# 2010-2011 WS SPA8 Families Vouchered

