


**R-25**



Councilmember  
**ROBERTO URANGA**  
Long Beach, Seventh District

**Memorandum**  
**City of Long Beach**  
*Working Together to Serve*



**Date:** October 1, 2019  
**To:** Mayor and Members of the City Council  
**From:** Councilmember Roberto Uranga, Seventh District   
**Subject:** Century Villages at Cabrillo Social Impact Report

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**RECOMMENDATION:**

Request that City Council receive and file a presentation on the Century Villages at Cabrillo 2019 Social Impact Report.

**BACKGROUND:**

Century Villages at Cabrillo (CVC) is a nonprofit community development organization that serves as the steward of the Villages at Cabrillo. Century Villages at Cabrillo (CVC) delivers property management, real estate development, and supportive services which aim to empower residents, restore health and inspire hope. Century Villages at Cabrillo works to break the cycle of chronic homelessness and fostering a foundation of health and hope with a comprehensive collaborative approach.

The Villages at Cabrillo currently houses 2,291 people, and 1,050 of which are veterans. Their continuum of affordable housing provides opportunities for residents to save money when compared to Los Angeles/ Long Beach fair market rent, significantly reducing the monthly cost for rent for many families. They also promote housing stability as residents progress from temporary to permanent housing. In 2018, over 98% of residents experienced 6-month housing stability and 95% experienced 1-year housing stability.

Century Villages at Cabrillo also works with partner agencies to provide a wide range of services to help residents move towards self-sufficiency and stability, and also leads with providing a holistic approach to health. Lastly, many people dedicate their time and energy at Century Villages at Cabrillo and in 2018 alone, a total of 643 volunteers and student interns provided over 40,000 hours in service to the residents

**FISCAL IMPACT:**

There is no fiscal impact to file this update.



# 2019

Villages at Cabrillo

# SOCIAL IMPACT REPORT





# WELCOME

MESSAGE FROM THE VACC



## OUR VISION

### WHY WE EXIST...

Homes are the cornerstone of a thriving and just society.

## OUR VALUES

### HOW WE BEHAVE...

**Our word is our currency.**

We do what we say and we do it right.

**Our action is our trade.**

We set goals, we work tirelessly, we measure our activity, and we own our work.

**Our table always has room.**

We welcome input and are collaborative in our decisions and actions.

**We are marathoners.**

We take the long view in our actions, investments, and initiatives.

**We care.**

We listen and treat residents, colleagues, and clients with respect, dignity, and compassion.

**We are avid learners.**

We are always innovating, forever curious, and never satisfied.

**We are trustworthy.**

We are prudent stewards, thoughtful risk-takers, and responsible investors.

## OUR MISSION

### WHAT WE DO...

We finance, build, and operate exceptional affordable housing so that the people we serve may have a dignified home, a healthy and hopeful future, and attain economic independence.

### *Dear Friends and Colleagues,*

As the new chairperson for the Villages at Cabrillo Collaborative (VACC), it gives me great pleasure to present our 2019 Villages at Cabrillo Social Impact Report, a summary of the many achievements of our collaborative.

In this report, you'll see there's a lot worth celebrating. As we continue our mission to promote health and transformation in our community, we are reminded that we can make a far greater impact working together rather than individually. There is no easy way to effect social change; but we are pleased to celebrate wins and progress along the way.

In 2018, the collaborative began moving into the next phase of collective impact, creating and sustaining impact within the vulnerable population we serve. Building on work the VACC has done over the years to lay the foundation and create trust, we codified our goals with the drafting of our first collaborative strategic plan.

This report takes a deeper dive into what it takes to keep vulnerable people housed, hearing directly from services and property staff about how they work to support our residents in retaining their housing despite a myriad of challenges.

We are proud of the work we do and are pleased that we have an opportunity to share our unique model and community with interested groups such as politicians, developers, activists, and others. In 2018, we hosted close to 100 community tours, including HUD Deputy Secretary Pam Patenaude, Long Beach Mayor Garcia's "Everyone Home" Task Force, and National League of Cities representatives.

We hope you'll be next! I invite you to visit our community and join us in our collective impact endeavors. We are excited for the future, especially on focusing on families and children 0-5, creating a trauma-informed community, and expanding our health programming.

**Dora Jacildo**, Executive Director,  
Comprehensive Child Development  
Chairperson, VACC





## NEW MURAL PAYS TRIBUTE TO VETERANS

# HONORING OUR HEROES

Nearly 10 years in the making, *The Villages' Veterans Mural Project* sprang to life in 2018, when more than 60 resident artist volunteers joined nationally recognized muralist Art Mortimer in memorializing residents of *The Villages* who have served in our nation's armed forces.

**THE PROJECT CULMINATED WITH** a dedication ceremony shortly after Memorial Day, when the mural, on the east wall of the Knabe Exchange, was unveiled as *The Villages* honored its military history, resident veterans, and others nationwide. The Village Jam, a band made up of veteran residents from all five branches of service, kicked off the event, which included Cabrillo High School's Junior Naval ROTC Honor Guard, testimonials from resident artists, and a speech from 7<sup>th</sup> District Councilman Roberto Uranga.

"The Villages is a veteran story," René Castro, Director of Community Engagement for Century Villages at Cabrillo, said. "We were founded by a collaboration of nonprofits, led by Steve Peck, a Marine Corps Vietnam veteran. That DNA is in every tree here. So our first attempt at a mural was honoring that core population, that history."

The idea for the mural was born almost 10 years ago, when the former Navy Exchange building — home to the U.S.VETS dining hall, the "Old Soldiers" Deli and the Cabrillo Canteen — was being remodeled. It took time to find the

right vision and the right muralist to create a truly collaborative work of art appropriate for a community that is now home to more than 700 veterans.

Mortimer, a Long Beach native now living in Santa Monica, spent a year researching and drafting his concept. He arranged faces and details of real veterans into composites that represent the many ethnicities, ages, and stories of the men and women who have served our country and later found a home at *The Villages*.

After Mortimer roughed out the design on the wall, residents and volunteers of all ages helped fill in the lines. When the first round of painting was completed, Mortimer and a handful of committed residents spent 100 hours adding the finishing touches.

The mural is rich in symbolism. From Herman the German, to the Air Force jets flying in "missing man" formation to honor veterans who have died since moving to CVC, to paying homage to the late Judge Harry Pregerson, it includes much of the naval history of *The Villages* and representations of each branch of the military.

Although the veterans depicted are not portraits of particular individuals, one well-known face is clearly portrayed to forever preserve the legacy of his last 17 years, which he lived out at *The Villages*: Samuel Davis, a former U.S. Army drill instructor, who was one of the first people housed at *The Villages*; he arrived in 2001.

For Charles Sneed, a newcomer to *The Villages*, the mural is an important part of the neighborhood he now calls home.

"I was a Marine; we served our country, and we put our life on the line to protect the people of this country," Sneed said. "I look at that picture, and it means bravery."



Veteran and CVC resident Jerry Davis dedicated more than 150 hours to the mural.

“The Villages is a veteran story. Our first attempt at a mural was honoring that core population, that history.”

~René Castro, CVC's Director of Community Engagement



# AUTHENTIC COMMUNITY ENGAGEMENT

**BY LISTENING TO ALL VOICES AND VALUING ALL PERSPECTIVES, WE EMPOWER RESIDENTS TO LEAD**

What does authentic community engagement look like? At the Villages, we believe it means more than simply providing information about new programs and services or after the fact inviting feedback on alternatives and decisions. Instead, it involves collaboration and empowering community members to take the lead. We believe that those most affected by the policies, programs, and services at CVC should be at the table when decisions are made.

## Giving Residents a Voice, Improving Quality of Life

In 2018, our annual measurement of quality of life at the Villages showed a significant jump over prior years, as more than 93 percent of residents reported feeling safe and 90 percent said they were happy living at The Villages.

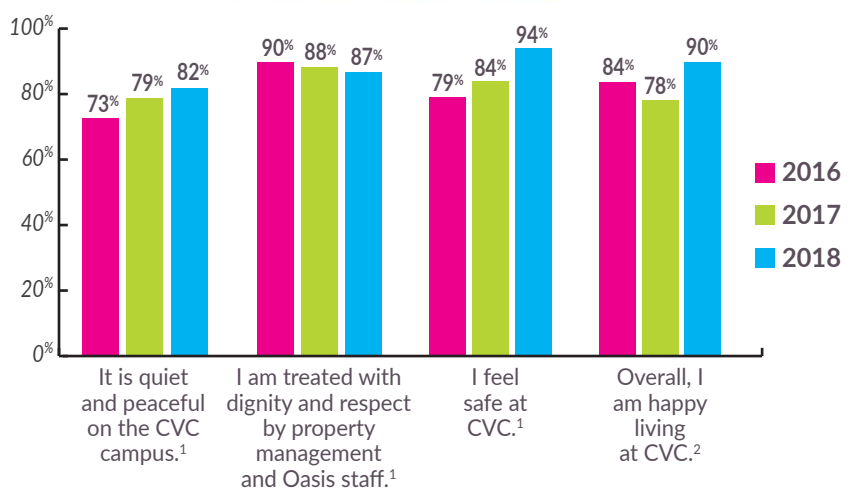
Several factors likely contributed to these improved scores, including additional lighting on River Avenue when a new bus stop was installed and the reduction in construction traffic as Anchor Place was completed.

But more significant, says René Castro, Director of Community Engagement at The Villages, is residents feeling more engaged on campus and that they have voice at monthly town halls, regular coffee talks, and tenant meetings.

"We know that when people feel they have voice, they feel safer and are happier. We've added response boards at town meetings that give

residents the opportunity to list their concerns. Residents can 'vote' with color stickers to indicate whether they feel progress has been made on matters of concern to them. This makes a huge difference in feeling connected and valued."

How residents rate their Quality of Life



<sup>1</sup> Percent of residents who agreed or strongly agreed with the statement

<sup>2</sup> Percent of residents who reported being very or somewhat happy



## Partner Agencies Focus on Common Goals, Building Trust

The wakeup call came in 2015: You can do better.

The Villages at Cabrillo Collaborative (VACC) had always been a group of more than 20 agency leaders dedicated to CVC residents' well-being. But as with any organization, occasional turnover in members meant building new relationships and adjusting to new skill sets. At times it seemed as though meetings became rote, with campus partners simply reporting what they were doing and CVC reporting about its initiatives. "The VACC was an audience to the staff," says incoming VACC Chairperson Dora Jacildo.

But a presentation in 2015 by Kelly Colopy, director of Long Beach City Health and Human Services, suggested a new way of thinking that would generate more authentic community engagement.

"She let us know we could do better," says Nancy Albin, outgoing chairperson of the VACC. "She was right; we could do better! We needed to be engaging each other in authentic conversations and bring our residents to the table to do the same."

The VACC has witnessed dramatic changes since 2015, change that Nancy says has happened organically, bringing the group closer together and understanding of each agency's gifts. A retreat in spring 2018 was followed by a year of building relationships, Dora says. "The VACC was given space to share the power in decision making." VACC meetings went on the road, with tours of the agencies. "We began to focus on building trust and having a true interest in each other's well-being."

"That does not mean we always agree or that we are trying to be the same," Nancy says. What's different is the recognition that when partnering agencies bring diverse viewpoints, the VACC is able to create innovative, effective approaches to improving the lives of residents at CVC.

Two partners – Comprehensive Child Development and Long Beach Head Start – modeled a collaborative approach that helped the VACC see "not only what is possible when we work together, but also the need for early childhood education on the CVC campus," Nancy says, resulting in new strategic goals (see box, right).

The CVC team, Dora says, in its role as backbone organization, is crucial in engaging partner agencies. It leads from behind: creating a community in which agencies and residents want to belong, providing the infrastructure for collaboration, strategically positioning partners, and providing the nudge and prod when the group strays off course.

With VACC partners "less siloed," Dora says, they are able to work together on common goals, such as the development of a three-year strategic plan.

The transformation is an ongoing process.

"It takes time to develop a culture that prioritizes empathy, respect, and trust," Dora says. "We need to continue to spend time together in each other's spaces as part of our monthly meetings. We need to hear about the services being provided, meet staff, and experience the passion and vision we each bring to what we do."

## VACC THREE-YEAR STRATEGIC GOALS

- Speak confidently and accurately about the mission and services provided by other partners.
- Reinforce a culture of coordination, communication, and collaboration to ensure seamless service provision for the benefit of all residents.
- Maximize and leverage knowledge resources to strengthen all Villages partners.
- Increase parents' understanding of child development and knowledge of and referrals to appropriate prenatal and early childhood resources.
- Communicate to the broader Long Beach community about what we do at CVC.

“ We want to celebrate and recognize residents for their assets, for what they bring to our community. This is a long journey, but meaningful work. ”

~Dora Jacildo  
VACC Chairperson



Members of VACC during a planning meeting. Left to right: Tahia Hayslet (HIS), Carina Sass (CSULB), and Jina Lawler (TCC).





# A HEALTHIER COMMUNITY

## RESIDENT PARTICIPATION AND WELL-BEING GROW AS PATHWAYS TO HEALTH EXPANDS ITS OFFERINGS

*The Villages is getting healthier and happier.*

*That's the picture reflected in CVC's annual resident survey for 2018, where 83 percent of residents rated their general health positively (good, very good, or excellent) – a big leap over the 69 percent reported in 2017's survey.*

**RESIDENTS PARTICIPATING IN**  
CVC's Pathways to Health program appear to be reaping benefits that translate into greater mental health, with 94 percent reporting being somewhat or very happy living on the CVC campus, versus 85 percent of non-participants reporting the same. These positive numbers reflect an expansion of activities offered and greater resident participation in the Pathways program, a multiagency, collaborative effort to promote physical and mental well-being through nutrition classes, exercise programs, and clinical care.

Since its inception in 2017, more than 450 CVC residents have signed up for Pathways to Health, with the top 20 percent of most active residents spending more than two hours each month participating.

"I believe these numbers reflect the growing sense of community here at CVC. We are a neighborhood now, not just a collection of programs and services," says Steve Colman, Executive Director of Century Villages at Cabrillo.

### Much has changed over the past year:

#### **MORE HEALTH-RELATED ACTIVITIES ACROSS AGENCIES**

Besides offering more activities such as yoga classes and walking groups led by occupational therapists, CVC leveraged activities provided by our partner agencies, including U.S.VETS' "Chat with a Chaplain," Hacienda of Hope's self-care and support groups, and Rock to Recovery's weekly songwriting sessions, combining for more than 40 different activities a week open to all residents.

#### **BETTER COMMUNICATION ABOUT ACTIVITIES**

CVC now has structured campaigns to promote resident involvement in activities – emailing and texting residents lists of daily activities; distributing flyers, and working with case managers to get the word out.

#### **INCREASED COORDINATION**

CVC and our partners are doing a better job of coordinating events to avoid overlap so that residents can participate in a range of activities. Events are scheduled months in advance to maximize resident participation.



## WHAT RESIDENTS SAY

To address community health and measure the impact of the Pathways to Health Program, CVC's annual resident survey includes questions about physical and mental health from the *Healthy Days Measure* (U.S. Centers for Disease Control and Prevention, 2000).

Compared to 2017, residents reported fewer days (5.3 versus 8.2) during the past month that their physical health was not good. Although the pattern of results across time was similar for mental health, there were no statistically significant differences. Future Social Impact Reports will include aggregate health data from The Children's Clinic, providing yet another perspective on the health of our community.

WHAT RESIDENTS WERE ASKED	PHYSICAL HEALTH <sup>1</sup>		MENTAL HEALTH <sup>2</sup>	
	2017	2018	2017	2018
Average number of days health was not good out of 30	8.2	5.3	8.7	6.4
Percent of residents who reported that they had health problems all 30 days	13%	7%	12%	6%
Percent of residents who reported no days in the past 30 with health problems	38%	48%	33%	35%

<sup>1</sup>Physical illness and injury.

<sup>2</sup>Stress, depression and problems with emotions.

“ We are a neighborhood now, not just a collection of programs and services. ”

~Steve Colman  
Executive Director,  
Century Villages at Cabrillo

Property staff Elias and Melany dress up as fruit to entertain our young residents at the annual Pathways to Health Fair (Strawberry Festival).







# MOVING FORWARD

## CVC PARTNERS PLAY A CRITICAL ROLE IN HELPING NEW RESIDENTS TRANSITION TO HOME AND UNPACK THEIR PAST

*It's move-in day at The Villages. The 27-acre neighborhood abounds with life, from the wind whispering through the orchard along the playground to the senior residents playing dominoes in the courtyard.*

Percent of residents who were chronically homeless before entering housing at CVC	
Short-term Housing (shelter)	22%
Transitional Housing	15%
Permanent Housing	30%

**TOM, A NEW RESIDENT, HAS** experienced years of homelessness. A veteran, he's spent years self-medicating his post-traumatic stress disorder. He has no family nearby; he's aging and tired, and he's moving into what could be his forever home. He finally has the keys after countless interactions with outreach workers and case managers, and reviewing a lease that goes on for 20 pages. He carries only one bag of clothing and the key across the threshold of his fully furnished apartment.

"Everyone thinks once you get the key to your home, everything is fine," Kim Wee, CVC Director of Residential Services, says. But "unpacking" can take months, even years, for those transitioning from L.A. County streets, where the number of un-housed persons jumped 12 percent to 58,936, according to recently published data from the county's 2019 Homeless Point-in-Time Count taken in January.

In Long Beach, the count rose 2 percent to 1,894. Although 52% of those surveyed reported being homeless for the first time, an in-

crease of 9 percentage points from 2017, the number of chronically homeless in Long Beach declined 8 percent.

This is no surprise, as the city has prioritized permanent supportive housing for chronically homeless persons like Tom — those HUD defines as unaccompanied homeless individuals with a disabling condition who have been continuously homeless for a year or more, or who have had at least four episodes of homelessness in the past three years. The opening of CVC's Anchor Place and Harbor Interfaith's Services' building in 2018 helped by providing homes to over 100 chronically homeless persons.

But for those who find a home at CVC, moving in is just the beginning of a long process of recovery and assimilating to a new community and way of life. This takes time and support from providers who work collaboratively employing a "whatever it takes" approach to helping our most vulnerable residents succeed.

There are bags the untrained eye might not notice on move-in day.



“THERE IS NO AVERAGE DAY, THERE IS NO AVERAGE CLIENT.” ~ SHARI WEAVER, *Director, Harbor Interfaith*

“[Residents] unearth traumas that occurred maybe even before their episode of homelessness,” Ricardo Mejia, a CVC case manager, says. “We help them unpack all this, and it can take months while they wrap their minds around, ‘I have somewhere to live every night.’”

One residential case manager recalls sitting in the back of an ambulance last year with a veteran who had been drinking excessively and was experiencing withdrawal seizures. Also along for the ride was his VASH social worker.

“He was never ‘my client,’ or ‘her client,’ or assigned specifically to [anyone],” the HUD-VASH social worker recalls. “Everybody took an interest. And now, he’s drinking less, looking better, and addressing his physical health. He’ll never be independent for whatever time he has left, but he can cut it here.”

Harm reduction is one of many strategies CVC partners use to reduce the risks and negative effects of substance use and other harmful behaviors. “Moving forward may not be a big yardstick,” says Shari Weaver, director of Harbor Interfaith. “It may be, ‘I’ve stayed in housing for one year, whereas I slept on the streets for 30,’ or ‘When I first came in, I slept on the floor, and now I’m sleeping in the bed.’ Or it could be, ‘I’ve learned how to cook, or I’m drinking less.’”

Harbor Interfaith’s residents have experienced some of the longest episodes of homelessness in the community. In their newest building, 13 adults have 138 cumulative years of homelessness.

“For many who live here, their community was the people they interacted with on the street before they got here. Moving in, a lot of times, can create isolation. In my experience, learning how to be part of the community is not an overnight thing,” says Justin Faling, a CVC case manager.

From health clinics to child care programs, countless resources wrap around community. Like the first full-body hug after years of isolation, this embrace of services can be transformative but, at first, overwhelming.

“When you have people who lived under a bridge a long time, they definitely know how to survive, but this mainstream society is completely foreign,” Weaver says. “Everything for them is new.”

And while “housing first” is at the core of The Villages, providing supportive services can make the difference between someone staying housed and falling back into homelessness. Under CVC’s housing-retention plan, partner agencies and property management have a clearly defined process for addressing behaviors that may interfere with housing stability. This framework provides consistency in addressing troubling behaviors, and requires property and services teams to work closely and agree on the appropriate action.

A resident’s substance use may keep him from paying rent, or late-night noise in his new neighborhood may rob him of much needed rest, triggering conflict. In cases like this, the residents are given the opportunity to access resources and find ways to change the problem behavior.

“We collaborate a lot with the property office. If we didn’t work together, it would be very difficult, because the goal is to make sure they don’t lose their housing,” says Dawn Mecias, U.S.VETS case manager.

The housing first commitment will follow Tom, and every new resident, each step of their journey — even when unintended issues arise and jeopardize their leases. Last year, for instance, a variety of health issues stood in one veteran’s way of passing the Long Beach Housing Authority’s annual inspection.

“They do three inspections, and every inspection, he was in the hospital, and the unit wasn’t [ready],” property manager Abigail Cruz says,



“Without every member of every team here, there’s no way we could do this work.”

~Mike Miller,  
Senior Social Worker for HUD-VASH, right,  
with CVC Case Manager Ricardo Mejia.



## Moving Forward, cont.

recalling countless emails and phone calls she and Mecias sent to buy more time. “The Housing Authority does this to protect the landlord, but our type of housing is different. So, when he passed [inspection], it was a victory for all of us.”

“Having case management and resident services as a resource for property management bolsters success,” says Brett Morales, CVC Property Management Director, “because they may be able to address issues before they become problems for the bigger community.”

Besides more than 1,000 veterans, The Villages was home to 1,241 adults and children in 2018. “The family dynamic here is very unique,” says Brittnee Hill, Program Manager for PATH Ventures, which provides

supportive family services at The Villages. “A lot of kids run their households, and the parenting skills can be lacking. So we have a lot of youth hanging around outside late at night, maybe doing things that can jeopardize the housing of the entire family.”

Elsewhere, these behaviors might cause immediate eviction. At The Villages, “when this happens, our services staff tries to dig a little deeper and figure out the underlying issue,” Hill says.

So when do people transition to the outside community? There’s no timeline or assurance that applies to everyone.

Hill adds: “It can be a victory when a resident leaves ... when they’re moving out of subsidized housing, and they’ll be successful living outside of the parameters that are set for them here.” But other times, another setting is a better fit.

“Sometimes,” Property Manager Cibele Alcaraz says, “they just need a higher level of care.” Cibele has

worked with a longtime Villages resident who needs additional services as she ages. “This isn’t the best fit for that family anymore. So PATH is helping get that family into a place that can better fit their needs. We want the best for them, even if that means we lose them as residents.”

And then there are others who cannot modify behaviors that jeopardize their housing, and they leave The Villages. Such was the case for a former resident who said that learning to live in a 700-square-foot apartment after sleeping in only 10 square feet on the street for years proved too difficult.

So while Tom, the new resident, sits at the edge of his first bed in years, contemplating what to unpack first, he and other new residents like him will have an entire village rooting for their success.

Because it’s more than bringing people home, it’s bringing them back to life.



“ I was a drug addict, in and out of bad relationships and jail. Since I’ve been at CVC, I’m no longer on parole or probation. I was able to get a [service animal] dog and a car. It was little steps at a time. ”

~Traci, CVC Resident



# OUR PARTNERS

## CREATING A COLLECTIVE IMPACT

### HOUSING

The Villages at Cabrillo partners offer a continuum of housing options for veterans, individuals, and families that include emergency shelter (typically 30 days), transitional programming (typically six months), as well as permanent housing.



Substance abuse treatment program for Native American men



Emergency shelter for individuals and families



Permanent supportive housing for individuals and families



Transitional housing programs for veterans

### SUPPORTIVE SERVICES

While housing is an essential component to solving homelessness, simply providing shelter or even permanent housing does not resolve the many issues our residents face. Century Villages at Cabrillo uses a collaborative, place-based model to provide a robust network of supportive services to residents to ensure that they retain housing and achieve greater well-being.



Supportive services for veterans and families in permanent housing, communitywide adult enrichment classes, health and wellness programming, community events, and youth programming (587 residents served in 2018)



Affordable child care provider and nutrition program (91 adults, 105 children in child care centers)



Job opportunities for persons with disabilities (28 adults)



Supportive services for families in permanent housing and after-school programming (64 adults, 69 children)



Short-term residential peer respite program for people living with mental illness (264 adults)



Federally Qualified Health Clinic for adults and children (902 adults, 693 children)



Supportive services for veterans in permanent housing (494 adults)



VA Long Beach Healthcare System - Veterans Village Recovery Center (VVRC) Primary Care Outpatient Center (PCOC)  
Recovery treatment and health clinic for veterans (158 veterans at VVRC and 600 at PCOC)



Supportive permanent housing for chronically homeless (39 adults)

### COMMUNITY

Brilliant Corners  
Building Healthy Communities  
California State University Dominguez Hills  
California State University Long Beach  
City of Long Beach Health & Human Services

CityHeART  
Department of Mental Health  
Goodwill SOLAC  
Housing Authority of the City of Long Beach  
L.A. County Department of Health Services  
Long Beach Alliance for Children with Asthma

Long Beach Community Action Partnership  
Long Beach Police Department  
Long Beach Fire Department  
Long Beach Time Exchange  
Long Beach Unified School District  
Mental Health of America Los Angeles

The Rock Club Music Is the Remedy  
School on Wheels  
St. Mary Medical Center The Guidance Center  
The H.O.P.E. Foundation  
University of Southern California  
Veterans Yoga Project



# BY THE NUMBERS

Progress toward ending homelessness and improving the well-being of our residents is measured in many ways. The following numbers help quantify the transformation taking place daily at The Villages.

## BUDGET

For the fiscal year 2018, \$18.2 million was leveraged at The Villages to underwrite services to individuals, families, and children. To operate and maintain the property on-site, CVC incurred an additional \$7.2 million, bringing total expenditures for resident housing and services to \$25.4 million.

## HOUSING STABILITY

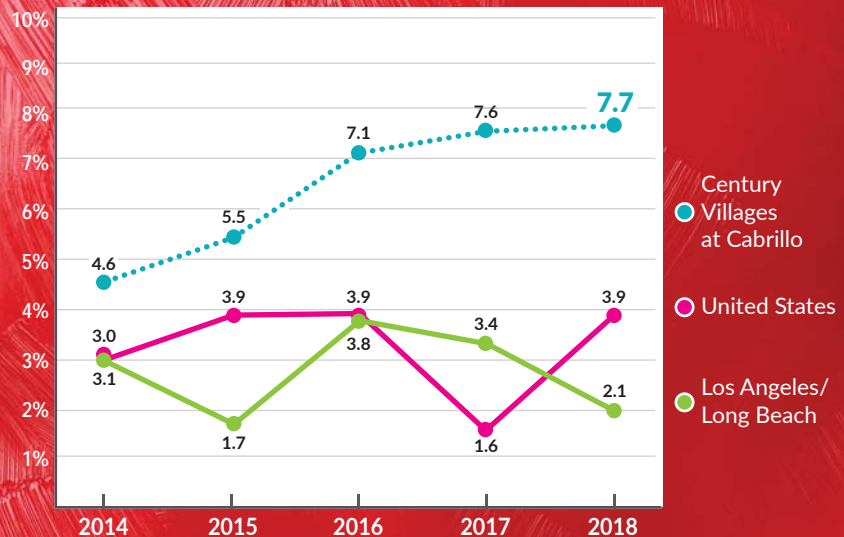
Housing stability is defined as the ability to obtain and maintain permanent housing. We estimate housing stability first by examining the percent of residents in short-term or transitional housing who, upon exit, moved to permanent housing.

**40%**  
BENCHMARK  
Home for Good: Standards of Excellence

**71%**  
CVC RESIDENTS  
moving to permanent housing  
(up from 69% in 2017)

## INCOME GROWTH

Compound annual growth rate for permanent housing resident incomes



Source: Income growth data provided by the U.S. Department of Commerce, Bureau of Economic Analysis: <http://www.bea.gov/itable/>

The 2018 compound annual growth rate for permanent housing resident incomes of 7.7 is 3.8 percentage points, or 98 percent, higher than the national income growth rate for a comparable period and 5.6 percentage points, or 267 percent higher, than income growth in the Los Angeles/Long Beach Metropolitan Statistical Area.

**Housing stability** can also be estimated by examining the percentage of permanent housing residents who remain in their unit or exit to other permanent housing six months and one year after moving in.

	Home for Good: Standards of Excellence Benchmark	CVC 2015	CVC 2016	CVC 2017	CVC 2018
<b>6-month Housing Stability<sup>1</sup></b>	90%	99%	99%	99%	98%
<b>1-year Housing Stability<sup>2</sup></b>	85%	95%	91%	97%	95%

<sup>1</sup>Permanent residents who moved in after June 30, 2018, and were still in residence on December 31, 2018, were not included in the calculation of the six-month housing stability rate as they had yet to pass the six-month housing mark.

<sup>2</sup>Permanent residents who moved in after January 1, 2018, and were still in residence on December 31, 2018, were not included in the calculation of the one-year housing stability rate as they had yet to pass the one-year housing mark.



## RENTAL SAVINGS

CVC's continuum of affordable, supportive housing provides opportunities for residents to save significant monthly sums that otherwise would be paid to private landlords. We looked at data on all rental units and the range of rents paid by residents.



Source: U.S. Department of Housing and Urban Development, Fair Market Rent Documentation System (2018).

## RENTAL ASSISTANCE

Century Villages Property Management supports permanent housing residents who are having difficulty paying their rent through payment plans and pledges. These proactive efforts avoid eviction and promote housing stability.

**95%**

(160 of 168) of those  
who negotiated pledges  
or plans successfully  
paid in full and retained  
their housing.

## TOTAL RESIDENTS in 2018 by Housing Type

Almost 100 more people were housed at CVC as compared to 2017, due largely to the opening of Anchor Place and more adults living in permanent supportive housing.

	ADULTS	CHILDREN	TOTAL
Short-term Housing	83	144	227
Transitional Housing	671	102	773
Permanent Housing	921	370	1,291
<b>TOTAL</b>	<b>1,675</b>	<b>616</b>	<b>2,291</b>

## TOTAL VETERANS in 2018 by Housing Type

Of the 2,291 total residents, 46% were veterans.

	NUMBER HOUSED
Short-term Housing	0
Transitional Housing	478
Permanent Housing	572
<b>TOTAL</b>	<b>1,050</b>

## STAFF

209 full time
46 part time
255 total on-site

## TOTAL VOLUNTEER Service Hours by Type

- 643 individuals put in unpaid service, down from 848 in 2017.
- 40,897 hours of work were posted, up from 30,163 in 2017, or 36%.
- The greater number of hours posted suggests a more focused/intentional use of hours to provide services for residents and complete ongoing projects on the CVC campus.

	NUMBER	HOURS
Volunteers	468	23,003
Interns	175	17,894
<b>TOTAL</b>	<b>643</b>	<b>40,897</b>

**\$1,224,865**

Value of that work as estimated by The Independent Sector, a network for nonprofits, based on a rate of \$29.95 per hour in California, a total increase of \$347,423 over 2017.



# ABOUT THIS REPORT

## REPORT CITATION

Manke, B., Cuccia, N., Pelonis, P., Crawford Wee, K., & Colman, S. (2018). Villages at Cabrillo 2019 Social Impact Report. Century Villages at Cabrillo.

For further information about this report or to receive copies, please contact us at [socialimpact@centuryvillages.org](mailto:socialimpact@centuryvillages.org).

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## EVALUATION PROCESS AND INDEPENDENT VERIFICATION

To capture transformative resident experiences and estimate the collective impact of agencies at Century Villages at Cabrillo, we prioritize both traditional quantitative data collection strategies and cutting-edge qualitative methods. We strive to include the voices of all our stakeholders and to focus on using the information we collect to improve campus programs, build a culture of inclusion, and empower residents to find their own pathways to well-being and happiness.

We gather information from many sources including agency reports; online surveys of agency representatives; resident reports of their mental and physical health and housing experiences; tracking of residents' participation in campus health activities; the Century Villages at Cabrillo property management system; focus groups and interviews with residents, volunteers, and agency representatives; and publicly available databases on income growth and rental savings. New to our evaluation process this year is the collection of aggregate health information about residents seen at TCC, the health clinic for adults and children on the CVC campus.

Throughout this report summary statistics are provided; more detailed findings are available upon request. I have independently reviewed and analyzed the underlying data in this report and am confident that in all material respects it fairly and accurately portrays the activities and outcomes of The Villages at Cabrillo for 2018.

*Beth Manke*

Beth Manke, Ph.D.  
Evaluation Consultant  
Long Beach, California  
June 1, 2019



Cesar Arevalo, a Masters in Social Work intern, helps at the after-school program.

Volunteers from The Humble Project host a day of self-care and carnival for the youth in the Oasis after-school program.



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### IN APPRECIATION FOR OUR PARTNERS

CVC hosted the 8<sup>th</sup> Annual Partner Appreciation Luncheon and Awards to celebrate the collaborative efforts of our partners. It was a fiesta-themed party with more than 160 attendees. Awardees this year included Staff Person of the Year Mike Miller, Senior Social Worker, HUD-VASH Program (center), Partner of the Year CityHeART (Paige Pelonis, left, accepting on behalf of CityHeART), and Volunteer of the Year Jen Overton, occupational therapist intern (right). This year also marked a new milestone in that several residents were nominated for their volunteer contributions.

### ACKNOWLEDGMENTS

We would like to extend our gratitude to CVC's many collaborative partners for their participation in the creation of this report. We would also like to express our sincere appreciation to the City of Long Beach Department of Health & Human Services for its assistance in data collection and coordination, and to Kimberly Crawford Wee, René Castro, Nick Cuccia, Cassandra Jablonski, Cyndi La, Bartek Malecki, Beth Manke, Paige Pelonis, and Maria Ruiz for their significant support and contribution to the report. Finally, we thank the Century Housing board of directors for its ongoing support of our mission and to the Villages at Cabrillo Collaborative for their continued commitment to those we serve.

Front and back cover mural illustration by Art Mortimer.



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