



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

**R-11**

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

**Date:** July 24, 2018  
**To:** Mayor and Members of the City Council  
**From:** Councilmember Roberto Uranga, Seventh District  
**Subject:** Century Villages at Cabrillo Social Impact Report 2018



**RECOMMENDATION:**

Request that City Council receive and file a presentation on the Century Villages at Cabrillo 2018 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. CVC provides property management, real estate development, and supportive services which aim to empower residents, restore health and inspire hope. CVC works to break the cycle of chronic homelessness and foster a foundation of health and hope with a comprehensive collaborative approach.

The Villages at Cabrillo currently houses 2,199 people, 1,042 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 resident's progress from temporary to permanent housing. As a means of ensuring residential retention, Century Villages Property Management also supports permanent housing residents who are having difficulty paying their rent by providing payment plans and pledges. These proactive efforts help avoid eviction and further promote stability for those in need of extra assistance.

CVC also works with partnering 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. Last year, more than 320 residents enrolled in Pathways to Health, an initiative which began April 2017. The results have exceeded expectations, with 1,267 hours of healthy activities in 2017 and 186 unduplicated participants engaged in at least one healthy activity. These additional services ensure that health is viewed as an integral part of the program and process.

Lastly, many people dedicate their time and energy at Century Villages at Cabrillo and in 2017 alone, a total of 848 volunteers and student interns provided over 30,100 hours of support to the residents.

**FISCAL IMPACT:**

There is no fiscal impact.

# Villages at Cabrillo SOCIAL IMPACT REPORT 2018



Celebrating 20 Years of  
Building Community and Well-Being



# Welcome

## MESSAGE FROM THE VILLAGES AT CABRILLO COLLABORATIVE



### Our Vision

#### WHY WE DO THE WORK WE DO...

Century Villages at Cabrillo (CVC) deeply believes in the pursuit of social justice by providing dignified, affordable housing and economic opportunity within a supportive community.

### Our Values

#### HOW WE WORK...

**Dignity.** We respect the inherent dignity and resiliency of human beings.

**Hope.** We affirm the ideal of hope as an essential element of our community and believe in the capacity of our residents to empower themselves to lead productive lives.

**Collaboration.** We collaborate with employees, residents, and community partners.

**Excellence.** We require excellence in all we do.

### Our Mission

#### WHAT WE DO...

CVC is a nonprofit community development organization that serves as the steward of the Villages at Cabrillo. CVC delivers property management, real estate development, and supportive services that aim to empower residents, restore health, and inspire hope.

Welcome and thank you for reading the 2018 Villages at Cabrillo Social Impact Report. In the pages that follow, you will learn about the continued growth within our community made possible through the collaborative energy of all of our partners!

The Villages at Cabrillo Collaborative (VACC) is a group of executive directors from the partner agencies who, along with the CVC management team, meet monthly to share our experience and plan for the future. Our mission is to “collaboratively promote the healthy transformation of individuals, families, and our community.”

As chairperson of the VACC, I can sincerely say there is a commitment to our mission that starts from the top. Recently, we met to look at our contribution through the years and plot a path forward. It was refreshing to hear everyone open to a new way to respond to the world around us. We recognized a need for strategic planning, a closer relationship with each other, and additional education, and we are moving forward.

Another area of change and movement is the Health Collaborative that comprises more than 30 partners. This group has met monthly to design, plan, and implement the Pathways to Health initiative. In 2017, more than 320 residents enrolled in Pathways to Health, exceeding our original goal of 200. There were 1,267 hours of healthy activities in 2017 and 186 unduplicated participants engaged in at least one healthy activity, with an average of three hours of activity per person per month.

As a result of the implementation of the daily classes, weekly farm stand, monthly pop-ups, and quarterly health events, Pathways to Health is changing lives. Health is no longer seen as optional but integral.

We are also very proud of the opening of Anchor Place, a permanent supportive housing development for veterans, families and individuals, many of whom were experiencing homelessness. Anchor Place also brings new community amenities such as a fitness center, yoga/dance studio, community kitchen, game room, and garden.

On behalf of all of our partners and residents, thank you for supporting the Villages at Cabrillo. We hope you find this report valuable and we invite your comments to [socialimpact@centuryvillages.org](mailto:socialimpact@centuryvillages.org).

A handwritten signature in black ink that reads "Nancy".

**Nancy Albin**  
Vice President,  
Los Angeles Habilitation House Inc.  
Chairperson,  
VACC



# With Gratitude

FOR 20 YEARS OF BUILDING COMMUNITY



In April 2018, Century Villages at Cabrillo and its many collaborative partners and key stakeholders celebrated 20 years of building community with a festive anniversary gala in downtown Long Beach. The spectacular event recognized three important honorees whose actions over the years have made the Villages possible: Founding Century Board Member Carrie Hawkins (Cabrillo Visionary Award), former Mayor Beverly O'Neill (Anchor Leadership Award), and former 4<sup>th</sup> District Supervisor Don Knabe (Pregerson Humanitarian Award).

In the following pages you will learn more about what CVC and our partners have done this past year to end homelessness in the Long Beach area and provide a new start for thousands of veterans, families, and individuals.

As we move forward into the next decade, we are honored to have such dedicated and skilled partners who every day are making a difference in the well-being and health of many.

**Brian D'Andrea**

President,  
Century Villages at Cabrillo

Senior Vice President,  
Century Housing Corporation

**Steve Colman**

Executive Director,  
Century Villages at Cabrillo



# A Night to Honor All who are making a difference



**Carrie Hawkins**  
*Cabrillo Visionary Award*, presented by Ronald M. Griffith, Century Housing Corporation President and CEO  
 Her foresight and perseverance as a founding board member of Century Housing helped transform the landscape of our community.



**Beverly O'Neill**  
*Anchor Leadership Award*, presented by Long Beach Mayor Robert Garcia  
 As mayor, her leadership was key to collaborative efforts to bring positive change in Long Beach.



**Don Knabe**  
*Pregerson Humanitarian Award*, presented by Dr. Elisa Nicholas, CEO, The Children's Clinic  
 His compassion for the most vulnerable was manifest in numerous efforts to fund services for the homeless.



# Gala Sponsors

## Platinum



## Jade



## Gold



## Silver



## Scholarship Fund



## Donations

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HOWARD CHAN

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SHIRLEY HSIAO



# Welcome Home

CVC CELEBRATES THE OPENING OF ANCHOR PLACE,  
A NEW SUPPORTIVE HOUSING DEVELOPMENT FOR  
VETERANS AND FAMILIES.



Partners and others attending the grand opening enjoy lunch in Anchor Place's big community room.





The new LEED Platinum project is all about community, with open areas where residents can gather, play and learn, and a new transit stop that provides a gateway to the city and the world outside.

The greater Long Beach community turned out in big numbers for the November opening of our new \$54-million supportive housing development.

Since then, Anchor Place, with 120 one-, two- and three-bedroom units, has become home for 75 veterans and 45 formerly homeless families.

In the spirit of the Villages' mission to build community and well-being, the development also offers communal open spaces and recreational areas, and a connection to the outside world with the relocation of a Long Beach Transit bus stop to the center of the Villages.

On-site supportive services include case management, physical and mental health

services, employment services, life skills training and counseling.

At the ribbon cutting, at top from left, were Mary Kaiser, president, California Community Reinvestment Corp.; Lesley Milovich, executive vice president, Wells Fargo Bank; Kelly Colopy, director, Long Beach Health & Human Services; Carrie Hawkins, Century Housing Corp. board member; Youngsook Kim-Sasaki, a district chief, L.A. County Department of Mental Health; Amy Bodek, director, Development Services for the City of Long Beach; Michael Flad, city manager, South Gate; Roberto Uranga, 7<sup>th</sup> District council member for City of Long Beach; Walt Dannenberg, Veterans Affairs Long Beach Healthcare System director; Ronald M. Griffith, president and CEO of Century Housing Corp.; Brian D'Andrea, senior vice president, Century Housing, and president, Century Villages at Cabrillo; and Kristina Olson, a Century Housing board member; veteran residents Kathy and Hank who shared their experience at CVC; and the Navy Junior Reserve Officers Training Corps from Cabrillo High School, which served as color guard.



# Mind, Body, Spirit

YOGA, GARDENING AND WALKING GROUPS PUT RESIDENTS ON NEW PATHWAYS TO HEALTH, WELL-BEING AND COMMUNITY



Yoga participant Mark Hague (left) and “Yoga Guy” instructor John Oppenheim.

It’s Monday morning, and for Villages at Cabrillo resident Mark Hague, that means starting the week on a healthful path with fellow veterans in a yoga class designed just for them.

The classes Mark takes as part of his participation in CVC’s new Pathways to Health program have strengthened his core muscles, improved his balance, and made him more mindful about his breathing. They’ve also opened new opportunities for service to friends and given him a greater sense of connection and well-being. He now has the ability to walk a friend’s dog without pain, experiences less stress, and feels a deeper sense of appreciation for all that he has.

More than the personal benefits, what drives Mark to attend yoga each week is his deep sense of commitment to instructor John Oppenheim and the other veterans. “When I wake up on Mondays, there are times I think about not going to yoga. But I have to be there; I don’t want John to show up to teach and no one be there.”

Mark is one of more than 320 Villages at Cabrillo residents now participating in the Pathways program launched in April 2017. The program goes beyond diet and exercise and includes gardening, nutritional cooking classes, walking groups, and meditation, among other activities. CVC staff keep track of residents’ progress through a mobile app specifically created for the program, provide occasional incentives for their activity, and conduct self-assessment surveys (See “Residents’ Feedback on Health,” page 10).

Pathways, like all CVC programs to help residents get back on the path to well-being, is a collaborative effort drawing on the skills and creativity of its many partner agencies, including the CVC Occupational Therapy Program provided by CSU Dominguez Hills and USC,





Hacienda of Hope, Veterans Yoga Project, American Indian Changing Spirits, and Oasis Residential Services.

With the launch of Pathways, John Oppenheim, a veteran and volunteer instructor, has been able to grow the class he began in 2015, and paid instructors now also lead classes for both residents and staff. But drawing participants, the man known as the “Yoga Guy” says, has been a challenge.

“I have to talk to residents all over campus, attend town hall meetings, do demonstrations, and show people that yoga is for everyone. Many of our older veterans may need to start with the 30-minute seated yoga classes as those are less intimidating.”

John sees vast improvement in strength, balance, and flexibility in residents who come consistently. “Even one seated yoga class a week can help our veterans avoid falls and accidents that could jeopardize their independence,” he says, adding that yoga can also give residents tools for dealing with trauma that they have experienced. He says participants have told him that yoga has saved their lives.

The goal of Pathways to Health is to have 400 residents — one-quarter of the



population of the Villages — participate in the effort, for an average of three to four hours a month. Momentum is building as many residents set their schedule around the various classes and events being offered.

“Eventually we’d like to create a Villages mobile application for the residents to monitor their own health and activities,” says René Castro, Director of Community Engagement. “This was one of the first things residents requested when we created the program. They would like to document their own progress.”

René says Mark is one of the truly inspiring participants because “he not

only participates in the yoga classes at CVC, but has also constructed a whole network of activities and people that help [him] create purpose and find meaning in his life.”

A writer, Mark leads mystery writing groups, sometimes traveling several hours by bus to meet with fellow scribes. He’s also an artist, creating intricate multimedia cards that he trades with other artists locally and nationally. Through these groups, Mark has developed rich social networks where he can exercise his imagination and share his soul with others.

At CVC, residents take many paths to health: yoga, nutrition and cooking classes for adults and kids alike, health fairs and healing drum circles.



# Residents' Feedback on Health

To establish a campus baseline of health for the Pathways to Health program, we asked residents about their health in July 2017 as part of the annual resident survey.

Questions were drawn from the Healthy Days Measure (Centers for Disease Control, 2000). One-hundred forty adult residents, including those from emergency, short-term, and permanent housing completed the health-related questions.

Residents were asked about their physical health, which includes physical illness and injury, and how many days during the past 30 days that their physical health was not good. Residents were also asked to indicate how many days during the past 30 days their mental health – including stress, depression, and problems with emotions – was not good.

	PHYSICAL HEALTH	MENTAL HEALTH
Average number of days health was not good out of 30	8.2	8.7
Percent of residents who reported that they had health problems all 30 days	13%	12%
Percent of residents who reported no days in the past 30 with health problems	38%	33%

These data suggest that there is great variability in residents' physical and mental health experiences. Although at least one-third of residents did not experience poor mental or physical health during the past 30 days, more than 10 percent are experiencing physical and mental health problems every day.

Residents' participation in health-related activities is tracked using a crowd-sourcing application. To date, more than 320 residents have signed up for Pathways to Health, completing over 200 hours of healthy activities per month. We will update their progress in future Social Impact Reports.

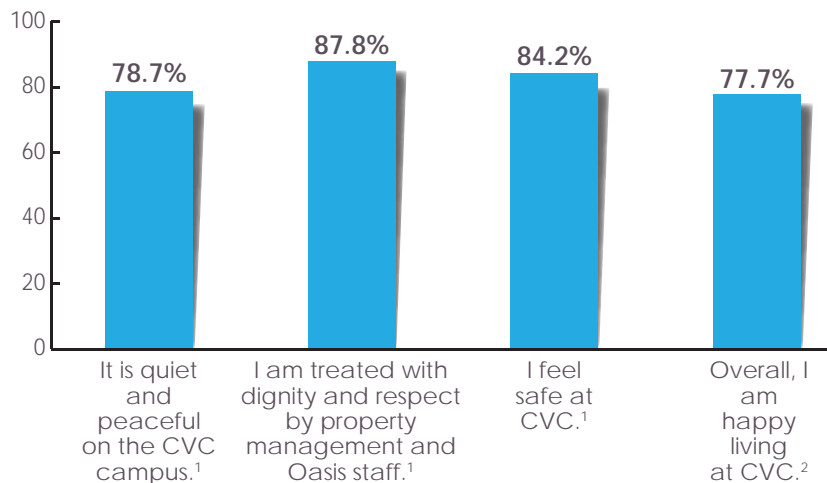
**69%** of residents rated their general health positively (i.e., good, very good, or excellent).

Would you say that, in general, your health is:



- 10.0% (14 respondents)
- 22.9% (32 respondents)
- 35.7% (50 respondents)
- 26.4% (37 respondents)
- 5.0% (7 respondents)

## How residents rate their Quality of Life at CVC



Perhaps not surprising, residents' perceptions of their health and their happiness living on the CVC campus are significantly correlated (0.35,  $p < 0.01$ ). This means residents who report overall better health are more likely to report being happy living on the CVC campus. In fact, 87 percent of residents reporting good, very good, or excellent health indicated that they were happy living on the CVC campus, whereas only 60 percent of those reporting fair/poor health indicated they were happy living on the CVC campus.





<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

# Our Partners

## 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.

 <p>American Indian Changing Spirits Substance abuse treatment program for Native American men</p>	 <p>Catholic Charities of Los Angeles, Inc. Emergency shelter for individuals and families</p>	 <p>Century Villages at Cabrillo Permanent supportive housing for individuals and families</p>	 <p>US VETS Transitional housing programs for veterans</p>
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## 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.

<p>Supportive services for veterans and families in permanent housing, communitywide adult enrichment classes, health and wellness programming, community events, and youth programming (605 residents served in 2017)</p> 	 <p>Comprehensive Child Development Services Affordable child care provider and nutrition program (105 adults, 127 children in child care centers)</p>	 <p>LAHIT L.A. ANGELES HABILITATION HOUSE Job opportunities for persons with disabilities (26 adults)</p>	 <p>PATH Ventures Supportive services for families in permanent housing and after-school programming (64 adults, 74 children)</p>
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 <p>PROJECT RETURN PEER SUPPORT NETWORK Taking charge together Short-term residential peer respite program for people living with mental illness (179 adults)</p>	 <p>The Childrens Clinic Federally Qualified Health Clinic for adults and children (1,002 adults, 816 children, 4,430 visits to the clinic)</p>	 <p>US VETS Supportive services for veterans in permanent housing (479 adults)</p>	<p>VA Long Beach Healthcare System - Veterans Village Recovery Center (VVRC) Primary Care Outpatient Center (PCOC)</p>  <p>Recovery treatment and health clinic for veterans (140 veterans at VVRC and 600 at PCOC)</p>	 <p>His Harbor Interfaith Services Supportive permanent housing for chronically homeless (15 adults)</p>
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## Community

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

INCOME GROWTH AND HOUSING STABILITY ARE TWO MAIN INDICATORS OF PROGRAM SUCCESS USED BY THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT.

## 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 emergency or interim housing who, upon exit, moved to permanent housing.

**40%**

**Benchmark**  
*Home for Good: Standards of Excellence*

**69%**

**CVC residents** moving to permanent housing (Up from 52% in 2016)

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

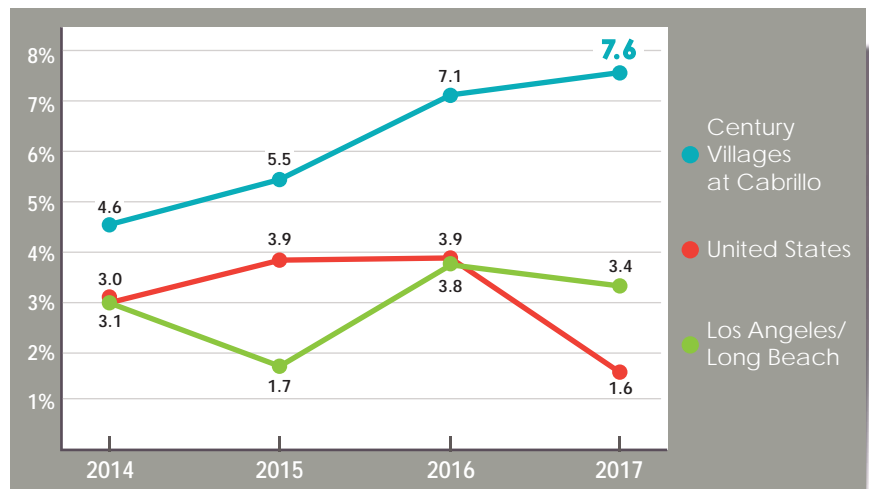
	<i>Home for Good: Standards of Excellence Benchmark</i>	CVC 2015	CVC 2016	CVC 2017
<b>6-month Housing Stability<sup>1</sup></b>	90%	99%	99%	99%
<b>1-year Housing Stability<sup>2</sup></b>	85%	95%	91%	97%

<sup>1</sup>Permanent residents who moved in after June 30, 2017, and were still in residence on December 31, 2017, were not included in this calculation as they had yet to pass the six-month housing mark.

<sup>2</sup>Permanent residents who moved in after January 1, 2017, and were still in residence on December 31, 2017, were not included in this calculation as they had yet to pass the one-year housing mark.

## 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 2017 compound annual growth rate for permanent housing resident incomes of 7.6 percent is 6 percentage points, or 365 percent, higher than the national income growth rate for a comparable period and 4.3 percentage points, or 127 percent, higher than income growth in the Los Angeles/Long Beach Metropolitan Statistical Area.

## Budget

For the fiscal year 2017, \$16.7 million was leveraged at the Villages to underwrite services to individuals, families and children. To operate and maintain the property on-site, Century Villages at Cabrillo incurred an additional \$5.3 million, bringing total expenditures for resident housing and services to approximately \$22 million.

## 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.

**\$795** average monthly savings

for permanent housing residents per household as compared to households paying fair-market rents in the L.A./Long Beach Metropolitan Statistical Area

(Up from \$725 average monthly savings in 2016, \$682 in 2015, and \$560 in 2014)

**\$4.2 million** total saved by CVC residents

over L.A./Long Beach fair-market rents, an increase of \$438,604 over the amount saved in 2016

Source: U.S. Department of Housing & Urban Development (2017)

## Rental Assistance

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

**95%**

(125 of 131) of those who negotiated plans successfully retained their housing

## Residents\*

	ADULTS	CHILDREN	TOTAL
Short-term Housing	74	141	215
Transitional Housing	657	112	769
Permanent Housing	868	347	1,215
<b>TOTAL</b>	<b>1,599</b>	<b>600</b>	<b>2,199</b>

\*Includes figures for veterans below

## Veterans

	NUMBER HOUSED
Short-term Housing	0
Transitional Housing	481
Permanent Housing	561
<b>TOTAL</b>	<b>1,042**</b>

\*\*up from 987 in 2016

## Staff

<b>207</b> full time	<b>32</b> part time	<b>239</b> total on-site
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## Interns and Volunteers

	NUMBER	HOURS
Volunteers	603	14,070
Interns	245	16,093
<b>TOTAL</b>	<b>848</b> <small>Individuals provided unpaid services</small>	<b>30,163</b> <small>Hours of work posted</small>

**\$877,442:** value of work as estimated by The Independent Sector, a network for nonprofits, based on a rate of \$29.09 per hour in California



# About This Report



## Evaluation Process and Independent Verification

Our process of estimating the collective impact of agencies at the Villages at Cabrillo continues to evolve. We gather information from many sources, including agency reports, online surveys of agency representatives, resident surveys, focus groups and interviews with residents and volunteers, the Century Villages at Cabrillo permanent housing property management system, and publicly available databases on income growth and rental savings. We also collaborate with the City of Long Beach Department of Health & Human Services to obtain key data from its Homeless Management Information System. New to our evaluation process this year are assessments of residents' reports of their own mental and physical health, and the tracking of residents' participation in campus health activities such as yoga, walking, gardening, nutritional cooking classes, and meditation. We strive to include the voices of all of our stakeholders and to focus on using the information we collect to improve campus programs and empower residents to find their own pathways to well-being and happiness.

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 2017.

*Beth Manke*

Beth Manke, Ph.D.; Evaluation Consultant  
Long Beach, California  
May 1, 2018

## Report Citation

Manke, B., Cuccia, N., Crawford Wee, K., & Colman, S. (2018). Villages at Cabrillo 2018 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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# Our Contributors

FROM JANUARY 1, 2017 TO DECEMBER 31, 2017



The Wells Fargo stagecoach was on hand for the Anchor Place opening.

## Anchor Sponsor

(\$50,000 and above)

St. Mary Medical Center –  
Dignity Health

Wells Fargo Bank

## Sustaining Sponsor

(\$20,000–\$49,999)

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Kimberly and Boon Wee

## Helping Hand

(up to \$100)

Joyce Bach  
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Shelter Partnership Inc.  
Lisa Stevens  
Araceli Tapia  
Kimberly and Boon Wee



# Congratulations

## TO OUR AWARDEES

In late June, CVC hosted its Seventh Annual Partner Appreciation Luncheon and Awards Ceremony with a garden party theme perfect for kicking off the beginning of summer. The event honored service provider partners, individual and corporate donors, and the many volunteers who donated thousands of hours. More than 100 partners attended. It was very difficult to pick the winners from a well-deserved pool of nominees. Congratulations to the winners below!



Cassandra Jablonski was named Volunteer of the Year.

Joana Arcangel (right), of Hacienda of Hope, received the Staff Person of the Year award from Long Beach Council Member Roberto Uranga.

Brittnee Hill (left) and Kolesta Moore accepted the Partner of the Year award on behalf of Path Ventures.

## Acknowledgments

We would like to extend our gratitude to CVC's many collaborative partners for their participation in the creation of this report. We also would 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, Dr. Beth Manke, Cyndi La, Nick Cuccia, Cassandra Jablonski, Bartek Malecki, René Castro, and Maria Ruiz for their significant support and contribution to the report. Finally, we thank the Century Villages at Cabrillo and Century Housing Corporation boards of directors for their continuing support of our collective impact endeavor.