

A low-angle, upward-looking photograph of a modern building with a curved facade. The building features large, circular windows with white frames and a grid of vertical white lines. The sky is overcast and grey. A semi-transparent white banner is overlaid on the lower half of the image, containing the title and date. The bottom of the image has a solid blue bar.

Homeless Services Bureau Staff Report

Homeless Services Advisory Committee Meeting

December 1, 2021

A nighttime photograph of the Long Beach skyline. The city lights, including several tall buildings and palm trees, are reflected in the calm water in the foreground. A semi-transparent white banner is overlaid across the middle of the image, containing the text 'Alternative Response Update'.

Alternative Response Update

Alternative Crisis Response Workgroup

Long Beach currently has an alternative response workgroup that is co-chaired by the Office of Equity in the City Manager's Office and the Homeless Service Bureau

- Multi-Department representation by all groups currently providing crisis response within the City
- Bi-Weekly meetings
- Support through the Harvard Kennedy School Government Performance Lab
- Assessing what other community have done and what call types should be considered for any potential future recommendations

Restorative Engagement to Achieve Collective Health (REACH)

- Alternative response for persons experiencing homelessness
- 2 teams (public health nurse, mental health clinician, and outreach workers)
- Team has been doing proactive call response and response to community requests
- Clerk Typist III working closely with dispatch
- Response to (647-i) unlawful lodging or camping
- Meant to reduce response from police and fire for calls relating to homelessness where there is not an imminent health or safety concern

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Mental Health System in Long Beach

Background

Vice Mayor Rex Richardson (CD9) at the November 9th City Council meeting introduced a proposal to direct the City Manager and DHHS to explore possibilities for building a more robust mental health system/response within Long Beach. The proposal was passed unanimously by the City Council.

[Localizing Mental Health Services In Long Beach \(legistar.com\)](http://legistar.com)

Currently there is no legislation that would allow for Long Beach to become its own mental health system, separate from LA County

Main Highlights

Areas brought up through a listening session with community experts highlighted the need for:

- Additional residential mental health facilities,
- More opportunities to provide internships and training for future social workers and nurses
- Localizing direct response and improving response times
- Streamlined program navigation
- More coordination between the existing programs

Next Steps & Homeless Service Connection

Staff are currently drafting what will be needed in order to provide a robust feasibility study and analysis of what steps can be taken in the future

Part of the feasibility study will specifically be looking at our mental health services as well as mental health crisis response for people who are experiencing homelessness. Homeless service staff will be involved with the feasibility study and will specifically look at what opportunities exist to strengthen our mental health response.

A nighttime photograph of the Long Beach skyline. The city lights, including several tall buildings and palm trees, are reflected in the calm water in the foreground. A semi-transparent white banner is overlaid across the middle of the image, containing the text "Outreach Update".

Outreach Update

Outreach Update

October 2021:

- 52 recorded contacts
- 105 visits to locations throughout the City
- 37 contacts accepted services such as hygiene, emergency shelter, or case management
- 17 contacts through Tidelands and Weekend Outreach
- 59 requests for outreach

Participant Engagement Outcomes

- 160 individuals accessed the MSC for the first time
- 524 individuals in active case management
- 48 individuals at Project Roomkey (on average)
- 110 individuals at Project Homekey (on average)
- 65 individuals at Winter/Cold Weather Shelter (on average)
- 68 individuals at Atlantic Bridge Housing Community (on average)
- 74 households stabilized in a motel

A nighttime photograph of the Long Beach skyline. The city lights, including several tall buildings and palm trees, are reflected in the calm water in the foreground. A semi-transparent white rectangular box is overlaid on the left side of the image, containing the text "Operations Update".

Operations Update

Staffing:

- Case Manager III: Vanity Gibbs (Started 11/22)
- Health Educator II (Started 11/29)
- 7 people are in the background and screening process
- Currently in Interview stage: Health Educator II (Outreach), Libraries, LBRA Coordinator, Homeless Services Program Officer, Clerk Typist III
- Currently in Recruitment: Public Health Nurse, Admin Analyst II, Outreach Assistant Coordinator

Winter Shelter

- Winter Shelter will be transitioning to a new location on December 1st. The new location will be close to the MSC to support engagement for people from Long Beach who are utilizing the winter shelter.

Intensive Case Management Services (ICMS) Program

- The City of Long Beach Housing Authority was awarded 582 EHVs to provide housing assistance to individuals and families experiencing homelessness as part of the American Rescue Plan
- EHVs are required to be matched through the CoC's Coordinated Entry System; however, wraparound supportive services were not attached to the EHVs.
- The City released an RFP to select agencies to provide intensive case management services (ICMS) to support households matched with an EHV

Intensive Case Management Services (ICMS) Program

Key Components of ICMS:

- Housing Navigation
- Housing Plan
- Care Coordination
- Annual Recertification
- Physical/Mental Health Linkage
- Transportation
- Legal Support
- Housing Retention
- Benefits/Income Assistance
- Financial Management
- Food/Security
- Data Entry

ICMS Providers

- The City selected 4 agencies to provide ICMS to augment the EHV's, which were approved by the CoC Board:

Agency	Vouchers
Family Promise of the South Bay	60
Illumination Foundation	140
Mental Health America of Los Angeles	100
People Assisting The Homeless (PATH)	200

2022 Long Beach Homeless Count

- The Volunteer Registration Link for the 2022 Long Beach Count is now live: tinyurl.com/2022LBHomelessCount
- We are looking for 250 Volunteers – a waitlist will be available
- Other Identified Needs:
 - Recruitment of Volunteers
 - Parking Lots near the MSC for volunteers
 - Donations – small gift cards or funds to purchase gift cards
 - Donations – refreshments for volunteers such as coffee, prepackaged snacks, or prepackaged breakfast items

Emergency Housing Vouchers

- Over 450 people have been matched to vouchers at this point
- Over 150 vouchers have been issued and are now on the street
- 11 lease ups
- New EHV Dashboard is now on the HUD website where progress can be tracked

Pandemic Response Updates

- There have been two scenarios of quarantine at congregate shelter locations within the past month. Sites quickly responded and began protocols to reduce transmission and do ongoing testing to ensure safety when coming off quarantine
 - Long Beach Winter Shelter
 - Salvation Army ARC
- Staff are currently assessing feasibility of extending PRK beyond January 2022. FEMA has extended its period of reimbursement for providing non-congregate shelter to high risk populations. We will have a decision within the coming weeks

Mayor's Fund to End Homelessness

As of November 30, 2021, the Mayor's Fund to End Homelessness has a balance of \$125,647.50, with \$107,647.50 available after previous awards.

In November, the Mayor's Fund received \$1,820 in donations.



Thank you

Paul Duncan
Homeless Services Bureau Manager
Paul.Duncan@longbeach.gov