

A low-angle, upward-looking photograph of a modern building's exterior. The building features a series of large, circular, white-framed windows that are prominent against a light blue sky with soft, wispy clouds. The building's facade is composed of dark grey panels and vertical white structural elements. The overall aesthetic is clean and architectural.

Homeless Services Staff Report

Continuum of Care Board

June 13, 2023

A nighttime photograph of the Long Beach skyline. The city lights are reflected in the water in the foreground. A semi-transparent white box is overlaid on the left side of the image, containing the text "Operations Update".

Operations Update

May 2023 Outreach / MSC Numbers

Outreach	Outcomes
Requests for Outreach	440
Recorded Outreach Contacts	242
Tidelands / Weekend Outreach	15

Multi-Service Center	Outcomes
First Time Visitors	390
Total MSC Visits	3,701
Average Daily Visits	168
Phone Calls Answered	783
*Mobile Access Center Enrollments	111

* Enrollments are high as people engaged in previous months are now being entered into HMIS.

May 2023 Shelter Numbers

Shelter Site	Occupancy
Project Homekey – 1725 Long Beach	106
Atlantic Bridge Community	114
Motel Voucher Program	41
Safe Parking	17
Encampment Resolution Program	34
*702 W. Anaheim St.	74

* 702 W. Anaheim St. had new intakes frozen temporarily due to operational issues with moving into the new location. MSC provides enough referrals for all beds to be filled when there are vacancies that can be occupied.

Staffing Updates

- Betty Solares, Health Educator II (REACH) started 6/5/23
- Joshua Castro, Community Program Specialist IV starts 6/9/23
- 2 Administrative Analyst III's who are currently working with the City have accepted offers and will start in the near future
- HSB has 3 positions that are currently in the background process waiting for clearance for start dates.
- Positions that are in recruitment/interview phase: Health Educator II, Counselor II, Public Health Professional III (Hilton), Assistant MSC Coordinator, Community Program Specialist III
- Recruitments that will begin in the near future: Outreach Coordinator, CalAIM Coordinator Positions, Hilton Grant Substance Use Counselor

Operations Update Cont.

- HSB is extending the contract with Illumination Foundation for the operations of PHK-Best Western at (1725 Long Beach Blvd). HSB will be releasing an RFP within the coming months to procure a long-term contract continuing to provide services at this site.
- The County has started the process of renovations on the two Project Homekey sites on Anaheim and Atlantic (133 rooms) and 7th and PCH (42 rooms). Renovations will turn each unit into a studio apartment.
 - Estimated completion time is in the Spring to Summer 2024
 - LINC Housing is the developer on both locations
 - City of Long Beach is committing to provide Project Base Vouchers for the projects and matching will go through the Long Beach Coordinated Entry System.

Operations Update Cont.

- HSB is working to bring on additional reassignment staff and will be piloting the utilization of the 2nd Mobile Access Center in July while working toward staffing up.
 - Currently we are covering 10 locations per week - at full capacity we will be able to cover up to 20 locations per week.
- A community event was held by Century Villages at Cabrillo, with participation from City staff, to an on-site safety and security incident
- June 22nd the City will be hosting a community convening to elevate the knowledge and commitment from our faith community in understanding and supporting how we respond to homelessness here in Long Beach.
- All 582 Emergency Housing Vouchers have been utilized. The Homeless Services Bureau and the Housing Authority are in planning conversations around roll-out and matching for the 78 Stabilization Vouchers that were received by HUD.



Thank you

Jeff Proctor

**Homeless Services Administrative
Operations Officer**

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