



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

**R-14**  
**Office of Dee Andrews**  
**Council Member, Sixth District**  
**Memorandum**

**Date:** September 1, 2009  
**To:** HONORABLE MAYOR AND MEMBERS OF THE CITY COUNCIL  
**From:** Dee Andrews, Councilmember Sixth District *DA*  
**Subject:** **AGENDA ITEM:** Victim Resource Guide

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### **DISCUSSION**

Our current Long Beach Police Department Victim Resource Guide was last updated in October 2006. Since that time there are new support organizations with improved services that will benefit the victims of crime.

In the first few minutes of being a victim of a violent crime one can experience both physical and emotional pain. People often suffer emotional pain in response to loss of anything that is very important to them (for example, a loved one, a home, a relationship, one's sense of safety,) it is imperative that they receive the most current and supportive information possible to assist in their situation as soon as possible. With the Long Beach Police Department being the first responder that arrives at a crime scene, this information will be presented to the victim in a timely matter.

*Attachment A is the current Long Beach Police Department Victim Resource Guide*

*Attachment B is updated information that should be considered for the revised Long Beach Police Department Victim Resource Guide.*

### **RECOMMENDATION**

Recommendation to respectfully request that the City Council request the City Manager to update the existing Long Beach Victim Resource Guide information by utilizing the attached information and any other vital information to assist victims of crime. Report back to City Council in 60 days.

# **ATTACHMENT A**

Victims of domestic violence and sexual assaults qualify for services through the Los Angeles County District Attorney's Victim/Witness Assistance Program which has offices throughout the county. The Long Beach branch office of the Los Angeles County District Attorney can be reached by phone at (562) 491-6347 or (562) 491-6310.

Victims of domestic violence and sexual assaults have the right to a citizen's arrest. The police officer presenting the victim with this resource guide shall advise the victim how to safely carry out a citizen's arrest.

Victims of domestic violence and sexual assaults have the right to petition the Superior Court requesting any of the following orders for relief:

1. An order restraining the attacker from abusing the victim and other family members.
2. An order directing the attacker to leave the household.
3. An order preventing the attacker from entering the residence, school, business or victim's place of employment.
4. An order awarding custody of or visitation with a minor child or children.
5. An order restraining the attacker from molesting or interfering with minor children in the custody of the victim.
6. An order directing the party not granted custody to pay support of the minor children if they have a legal obligation to do so.
7. An order directing the defendant to make specified debt payments which will be due while the order is in effect.
8. An order directing the defendant to participate in counseling.

Victims of domestic violence, hate crimes and sexual assaults have the right to file a civil suit for losses suffered as a result of abuse, including medical expenses, loss of earnings, damage to property and any other related expense incurred by the victim or agency that shelters the victim.

**Long Beach Police Department**  
400 W. Broadway  
Long Beach, CA 90802



## **Long Beach Police Department Domestic Violence/Sexual Assault/Hate Crime Victim Resource Guide**

Domestic violence, sexual assaults and hate crimes are recognized as serious crimes against society. Victims of these crimes should be assured of the maximum protection provided by law. The following list of services, resources and referrals are provided for assistance:

### **ALCOHOLICS ANONYMOUS**

Harbor Branch (562) 989-7697  
Los Angeles County (800) 923-8722

### **CATHOLIC CHARITIES**

Emergency food and shelter for families, women and children. (562) 591-1351

### **COMMUNITY HELP LINE**

Hotline for any problem, including supportive listening for "latchkey" children (310) 378-3828

### **1736 FAMILY CRISIS CENTER**

Temporary housing for teens, battered women and their children. (310) 379-3620

### **FAMILY SERVICE**

Individual, marriage and family counseling. Parent classes. Support groups. Outpatient Chemical Dependency Program. Domestic Violence Prevention Program. (562) 436-9893  
(562) 493-1496

### **FOR THE CHILD**

Psychological counseling for child physical and sexual abuse and neglect. Parent education program. (562) 422-8472

### **INTERVAL HOUSE**

Shelter for women and children victims of domestic violence. Counseling programs. (562) 594-4555  
(714) 891-8121

### **LAWYER REFERRAL SERVICE**

(562) 988-1122

### **LEGAL AID FOUNDATION OF LOS ANGELES/ DOMESTIC VIOLENCE PROJECT**

Free legal assistance in domestic violence matters. (562) 435-3501

### **LONG BEACH CITY PROSECUTOR VICTIM'S ADVOCATE**

(562) 570-5632

**L.A. COUNTY DEPARTMENT OF MENTAL HEALTH** (800) 854-7771

**NCADD/LB (National Council Alcoholism & Drug Dependency, Inc.)** (562) 426-8262

Women to Women program. Substance abuse, domestic violence, and Positive Choices Adolescence programs.

**RAINBOW SERVICES** (310) 547-9343

Shelter, counseling and other services for battered women and their children.

**SEXUAL ASSAULT CRISIS AGENCY OF LONG BEACH** 24-hour HotLine (562) 989-5900  
(562) 989-0309

Emergency and long range counseling and assistance for rape victims. Crisis intervention, support groups, and 24 hour rape hotline.

**SOUTH BAY FAMILY HEALTH CARE CENTER** (310) 802-6170

Medical, mental health, and legal information.

**SU CASA HOTLINE** (562) 402-4888

Bilingual 24 hour hotline for battered women. Child abuse and abuser hotline and referral assistance.

**SUICIDE PREVENTION HOTLINE** (310) 391-1253

24 hour service.

**WOMENSHELTER OF LONG BEACH HOTLINE** (562) 437-4663  
(HER-HOME)

Shelter, counseling and other resources for victims of domestic violence and their children.

**YOUTH CRISIS HOTLINE** 1(800) 843-5200

Crisis intervention and counseling. Referrals for homeless youths, and neutral message center for runaways and their families.

**CITY OF LONG BEACH HUMAN DIGNITY PROGRAM** (562) 570-6948

Designed to eliminate hate crimes in the City of Long Beach. The Human Dignity Program embraces cultural differences, educates the community on tolerance and cultural sensitivity and serves as a resource in the event of a hate crime or incident.

**LONG BEACH POLICE DEPARTMENT:**

**DOMESTIC VIOLENCE DETAIL** (562) 570-7277

**SEX CRIMES DETAIL** (562) 570-7368

**CHILD ABUSE DETAIL** (562) 570-7321

**EMERGENCY 911**

## Temporary Restraining Order (TRO)

Procedure for filing at the Long Beach Superior Court:

415 W. Ocean Boulevard  
Long Beach, CA 90802  
(562) 491-5925

Room 205 - Clerk's Office  
Window #4

Hours: 8:30 a.m.- 11:30 a.m.  
1:30 a.m.- 3:30 a.m.

1. Go to the Clerk's Office, Room 205 (window #4) and request a Domestic Violence TRO packet or proceed directly to Legal Aid (see below) for free legal assistance.
2. Fill out all forms and go to the filing window where the clerk will assign a case number.
3. If the case is assigned an odd number, go to Room 41, Dept. A, 4th floor. If the case is assigned an even number, go to Room 517, Dept. N, 5th floor.
4. Wait for the judge to sign the papers, giving an immediate Ex Parte Order.
5. After the Order is signed, return to the clerk to obtain copies. You will need a minimum of two (2) copies. One for the defendant and one for yourself.
6. If you have a Sheriff serve the Order, you will need the following: one copy of application number DV-100, one copy of the fee waiver, one copy of the TRO, and form # DV-290.
7. Keep your copy with you at all times.

**LEGAL AID CLINIC** - Legal Aid staff will be in the Long Beach Courthouse, Room 102, Monday, Wednesday and Friday, intake at 9:00 a.m. and 1:00 p.m. Clients are seen on a first come, first served basis. All services are free of charge.

This information is available in an alternative format by request of the Long Beach Police Department's Domestic Violence Detail at (562) 570-7277.

# **ATTACHMENT**

## **B**

# **AGENCY SUPPORT FOR VICTIMS**

## **Basic Needs**

### **Salvation Army Corps Community Center**

455 E. Spring St., Long Beach, CA 90806

562-426-7637

[www.salvationarmy-socal.org](http://www.salvationarmy-socal.org)

*Provides counseling services, emergency food, taxi vouchers, bus tokens, holiday assistance, social and recreational activities for youth and adults who live in Long Beach*

### **Long Beach Department Of Health And Human Services**

2525 Grand Ave., Long Beach, CA 90815

562-570-4000

[www.ci.long-beach.ca.us](http://www.ci.long-beach.ca.us)

*Provides advocacy, case, management, domestic violence services, family preservation, health services, HIV/AIDS services, public health services, substance abuse services, vital records and WIC.*

### **The Aids Food Store**

3935 E. 10<sup>th</sup> Street, Long Beach, CA 90804

562-434-3425

[www.aidsfoodstores.org](http://www.aidsfoodstores.org)

*Provides emergency food to people who have AIDS and live in Long Beach*

### **Long Beach Memorial Med Center WIC**

2701 Atlantic Avenue, Long Beach, CA 90806

562-570-4242

*Services include individual and group nutrition education, breastfeeding promotion and education, supplemental food checks services, referrals to health, welfare and community services.*

### **Long Beach Rescue Mission**

1335 Pacific Avenue, Long Beach, CA 90813

562-591-1292

[www.lbrescuemission.org](http://www.lbrescuemission.org)

*Provides emergency food holiday assistance, shelter and a resident recovery 365 days a year. Also provides emergency food and personal goods for families with children who live in the Long Beach area.*

**St. Francis Center - Long Beach**  
1041 E. 7th St., Long Beach, CA 90813  
562-599-6474

*Provides emergency food and personal goods for families with children who live in the Long Beach area.*

**The Food Bank Of Southern California Church**  
1444 San Francisco Ave., Long Beach, CA 90813  
562-435-3577  
[www.foodbankofsocal.org](http://www.foodbankofsocal.org)

*The agency operates a food bank, which distributes donated food to member charities that are in Southern California.*

**Lutheran Social Services Of Southern California**  
1611 Pine Ave., Long Beach, CA 90813  
562-599-1321  
[www.lsssc.org](http://www.lsssc.org)

*Provides adult education, emergency food, employment services, and information as needed.*

## **Shelters**

**Catholic Charities Community Services Of Long Beach**  
123 E. 14th St., Long Beach, CA 90813  
562-591-1351  
[www.catholiccharities.org](http://www.catholiccharities.org)

*Provides direct services to Long Beach residents including emergency food assistance, case management services, and shelter intake for the Long Beach family shelter for the homeless, including families with children and, people who have disabilities.*

**New Image Emergency Shelter For The Homeless**  
1301 W. 12th St., Long Beach, CA 90813  
562-983-7289  
[www.newimageshelter.org](http://www.newimageshelter.org)

*Provides HIV/AIDS services for people and homeless support services for people of all ages in Los Angeles County; this agency also provides shelter during the winter.*

**Long Beach Rescue Mission**  
1335 Pacific Avenue, Long Beach, CA 90813  
562-591-1292  
[www.lbrescuemission.org](http://www.lbrescuemission.org)

*Provides emergency food holiday assistance, shelter and a resident recovery 365 days a year. Also provides emergency food and personal goods for families with children who live in the Long Beach area.*

**WS Motel Vouchers- Long Beach Mission-  
Winter Shelter Program- Long Beach Rescue**

2235 Lemon Ave. Long Beach, CA 90806  
562-852-6829  
[www.lahsa.org](http://www.lahsa.org)

*Provides shelter, motel vouchers and transportation to homeless individuals and families for protection from cold and rainy weather.*

**Year Round Pick-up Site - Christ Second Baptist Church**

1471 Martin Luther King Ave., Long Beach, CA 90813  
562-599-3421

*Provides shelter, motel vouchers and transportation to homeless individuals and families. This program operates year round.*

**Help Me Help You**

1301 W. 12th St., Long Beach, CA 90813  
562-733-1147  
[www.helpmehelpyou.org](http://www.helpmehelpyou.org)

*Provides emergency food, education services, money management and shelter for people who live in Long Beach.*

**New Transitional House**

562-234-3207

*Provides shelter for single men and women 18 years and older.*

**New Life Beginnings**

835 E. 6th St. Long Beach, CA 90802  
562-590-1538

*Provides transitional shelter for pregnant woman in Los Angeles County.*

**National Mental Health Association Of Greater Los Angeles**

456 Elm Ave. Long Beach, CA 90802  
562-437-6717

*Provides homeless support services and mental health services.*



## **Health and Counseling Services**

### **LA County DHS Long Beach Comprehensive Health Center**

1323 Chestnut Ave., Long Beach, CA 90813  
562-599-2153

*Provides health services for people of all ages in the greater Long Beach area.*

### **Long Beach Senior Center**

1150 E. Fourth St., Long Beach, CA 90802  
562-570-3500

*Provides advocacy, case management, services for older adults and recreational programs for adults 50 years and older who live in the greater Long Beach area.*

### **Impedances At Home**

2501 Cherry Ave., Signal Hill, CA 90755  
562-637-7116

*Provides a variety of services for adults 65 years who are in the greater Long Beach area.*

### **Helpline Youth Counseling-Long Beach**

1133 Rhea St., Long Beach, CA 90806  
562-599-2244

*Provides child abuse services and, welfare work support services to people who live in Long Beach.*

### **The Guidance Center**

3711 Long Beach Blvd., Long Beach, CA 90807  
562-595-1159

*Provides Mental Health services and, welfare work support services to people who live in Long Beach.*

### **PACS Long Beach Office**

3530 Atlantic Ave., Ste 210, Long Beach, CA  
562-424-1886

*Provides family life and, education, mental health services, welfare-to-work support services and youth services.*

**Sexual Assault Crisis Agency**

3711 Long Beach Blvd. Long Beach, CA 90807  
562-989-0309  
[www.sacastoprpe.org](http://www.sacastoprpe.org)

*Provides sexual assault services and volunteer opportunities for people ages 13 and up who live in the greater Long Beach area.*

**National Council On Alcoholism and Drug Dependence-Long Beach**

3750 Long Beach Blvd., Long Beach, CA 90807

*The council provides residential treatment for substance abuse.*

**Saffle Group Counseling**

969 E. Willow St., Ste.2-A, Signal Hill, 90755  
562- 427-2323

*Provides child abuse and domestic violence services for adults in Los Angeles County.*

**Youth Crisis Hotline**

800-843-5200

*Provides crisis intervention and counseling referrals for homeless youths, and neutral message center for runaways and their families.*

**Pacific Coast Campus Child Development Center**

1305 E. Pacific Coast Highway, Long Beach, CA 90806  
562-938-3079

*Provides early childhood education post secondary education for parent and foster family services.*

**Long Beach Family Resource Center**

2801 Atlantic Ave, Long Beach, CA 90801  
562-933-8048

*Provides services for the parents of children, from birth to 3 years old, who have developmental delays or developmental disabilities.*

**Disabled Resources Center, Inc.**

2750 E. Spring St., Ste. 100, Long Beach, CA 90806  
562-427-1000  
[www.drinc.org](http://www.drinc.org)

*Provides services for people with disabilities in the Long Beach area.*

**Jewish Family And Children's Service**

3801 E. Willow Ave, Long Beach, CA 90815

562-427-7916  
[www.jfcslongbeach.org](http://www.jfcslongbeach.org)

*The agency provides counseling services for people of all ages.*

## **Transportation**

**LB Transit**  
1963 E Anaheim St., Long Beach, CA  
562-591-8753

*Provides recreational program and transportation for people in the greater Long Beach area. The agency also provides special Para transit services for people with disabilities and older adults.*

## **Consumer Assistance and Protection**

**Suicide Prevention Hotline**  
562-391-1253

*Provides 24 Hours service*

**Rainbow Services**  
310-547-9343

*Provides shelter, counseling and other services for battered women and their children.*

**Su Casa Hotline**  
562-402-4888  
[www.sucasadv.org](http://www.sucasadv.org)

*Provides bilingual 24 hours hotline for battered women.*

**Better Business Bureau Of Southland-Long Beach**  
3363 Linden Ave., Ste. A, Long Beach, CA 90807  
909-825-0490

*Provides disaster service, health educational health services, services to military personnel youth services.*

## **Criminal Justice and Legal Services**

**Child Abuse Detail**  
562-570-7321

**Sex Crimes Detail**

562-570-7277

**Domestic Violence Detail**

562-570-7277

**LA County District Attorney-Long Beach Office**

415 W. Ocean Blvd, RM 305, Long Beach, CA 90802

562-491-6301

[www.da.lacounty.gov](http://www.da.lacounty.gov)

*Provides consumer services, domestic violence services and law enforcement.*

**US Government Department Of Homeland Security-Immigration and Customs Enforcement**

501 W. Ocean Blvd, Ste. 7200, Long Beach, 90802

866-347-2423

*Provides law enforcement services in immigration and custom issues.*

**State Parole- Long Beach**

2165 E. Spring St., Long Beach, CA 90806

562-494-1022

[www.cdce.gov](http://www.cdce.gov)

*Provides ex-offender services through filed supervision and supportive services for adult who have been placed on parole by the department of corrections.*

**Friend Outside-Long Beach Office**

2165 E. Spring St., Long Beach, CA 90806

562-436-8703

[www.friendsoutsidela.org](http://www.friendsoutsidela.org)

*Provides inmate and rehabilitation services to assist family of people who are immediate incarceration.*

**One In Long Beach, Inc.**

2017 E. 4th St., Long Beach, CA 90814

562-570-1019

[www.lacba.org](http://www.lacba.org)

*Provides employment, health, HIV/AIDS, information and referral services and legal services primarily for gay, lesbian, bisexual, transgender and questioning persons in Long Beach.*

**Lawyer Referral Service - Long Beach**

3515 Linden Ave, Long Beach, CA 90807

562-988-1122

[www.longbeachbar.org](http://www.longbeachbar.org)

*Provides legal services for people who live in Long Beach and surrounding communities.*

**Fair Housing Foundation**

3605 Long Beach Blvd., #302, Long Beach, CA 90807  
562-989-1206  
[www.fhfla.com](http://www.fhfla.com)

*Provides legal services related to housing for residents in Los Angeles County.*

**Dispute Resolution Services, Inc. - Community Services**

425 Atlantic Ave, Long Beach, CA 90802  
562-570-1010  
[www.longbeach.gov/cd/neighborhoodservices](http://www.longbeach.gov/cd/neighborhoodservices)

*Provides services for people with disabilities in Long Beach.*

**Healthcare**

**Long Beach Memorial Medical Center**

2801 Atlantic Ave., Long Beach, CA 90806  
562-933-2000  
[www.memorialcare.org](http://www.memorialcare.org)

*Provides health services and mental services for people of all ages in the Los Angeles County.*

**Pacific Hospital**

2776 Pacific Ave., Long Beach, CA 90806  
800-633-7888  
[www.phlb.org](http://www.phlb.org)

*Provides health mental services for people of all ages in the Los Angeles County.*

**St. Mary Medical Center**

1050 Linden Ave, Long Beach, CA 90813  
562-491-9000  
[www.stmarymedicalcenter.com](http://www.stmarymedicalcenter.com)

*Provides health services and mental services for people of all ages in the Los Angeles County*

**Community Hospital Of Long Beach**

1720 Termino Ave., Long Beach, CA 90804  
562-494-0600  
[www.chlb.org](http://www.chlb.org)

*Provides hospital services for people of all ages in Long Beach.*

**John Tracy Clinic-Long Beach Center**  
740 E. Warldlow Rd., Long Beach, CA 90807  
562-426-2257  
[www.jtc.org](http://www.jtc.org)

*Provides services for people with disabilities in Los Angeles County.*

**Long Beach Alliance For Children With Asthma**  
2651 Elm Ave., Ste.100, Long Beach, CA 90806  
562-427-4249  
<http://www.lbaca.org>

*Provides health services related to asthma for children and adolescents who are residents in Long Beach.*

**Family Planning Associates Medical Group-Administration**  
3050 Airport Way, Long Beach, CA 90806  
562-426-9661  
[www.fpamg.net](http://www.fpamg.net)

*Provides family planning services for women age 12 yrs and older who live in Los Angeles County.*

**Altamed Youth Services**  
711 Wardlow Rd., Ste. #203, Long Beach, CA 90807  
562-595-8040  
[www.altamed.org](http://www.altamed.org)

*Provides family life education for pregnant and parenting teens and their children and siblings in the Long Beach Area.*

**Children's Dental Health Clinic**  
455 E. Columbia St., Long Beach, CA 90806  
562-933-0400

*Provides outpatient health services for uninsured, low income to Loa Angeles County residents of all ages, including general relief recipients.*

## **Public Assistance & Social Insurance Program**

**Social security Administration**  
2005 Long Beach Blvd., Long Beach, CA 90806  
800-772-1213  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

*Administers and provides retirement benefits, disability benefits, survivors benefits.*

**Long Beach- Disability Insurance Office**  
4300 Long Beach Blvd, Long Beach, CA 90807  
800-480-3287  
[www.caljobs.ca.gov](http://www.caljobs.ca.gov)

*The department provides employment-related services for the City of Long Beach.*