



# Addressing Homelessness in Long Beach

City Council Study Session – January 18, 2022

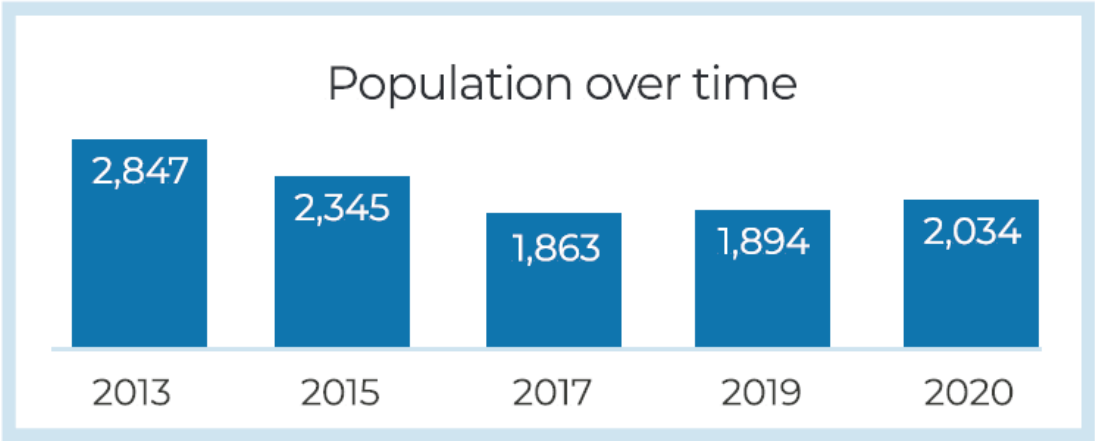




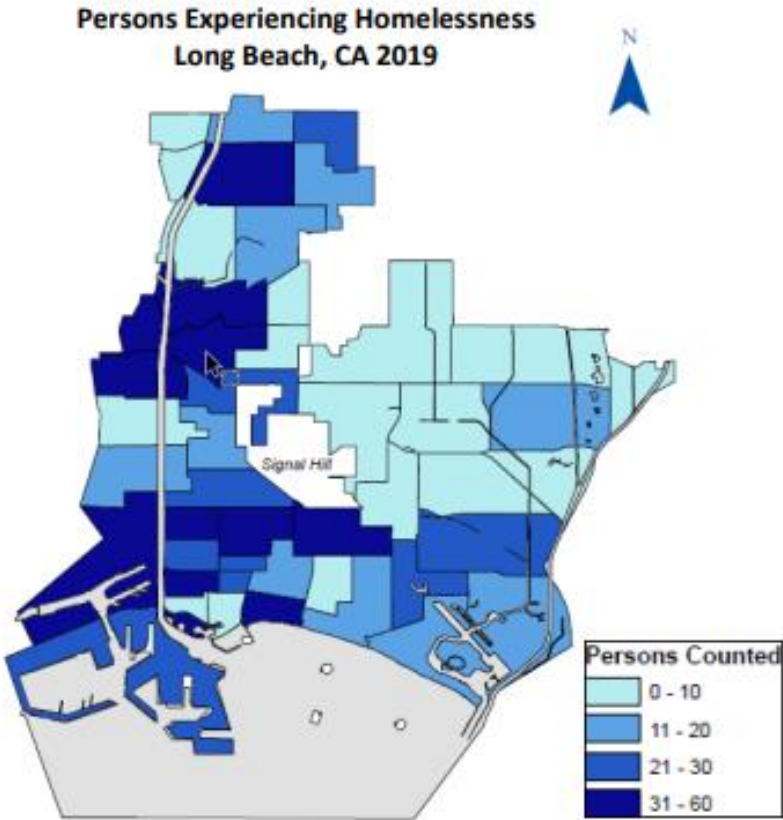
# Homelessness in Long Beach Data

# 2020 Point in Time Count

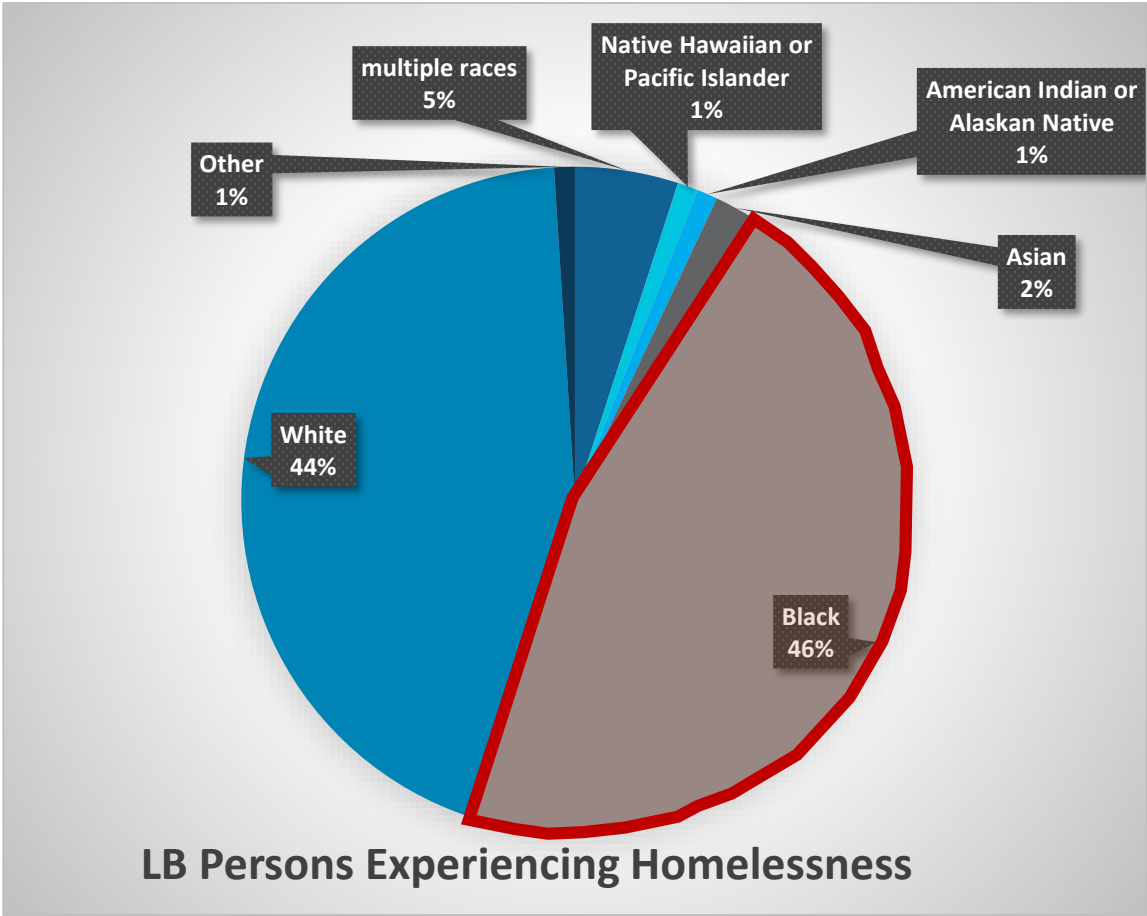
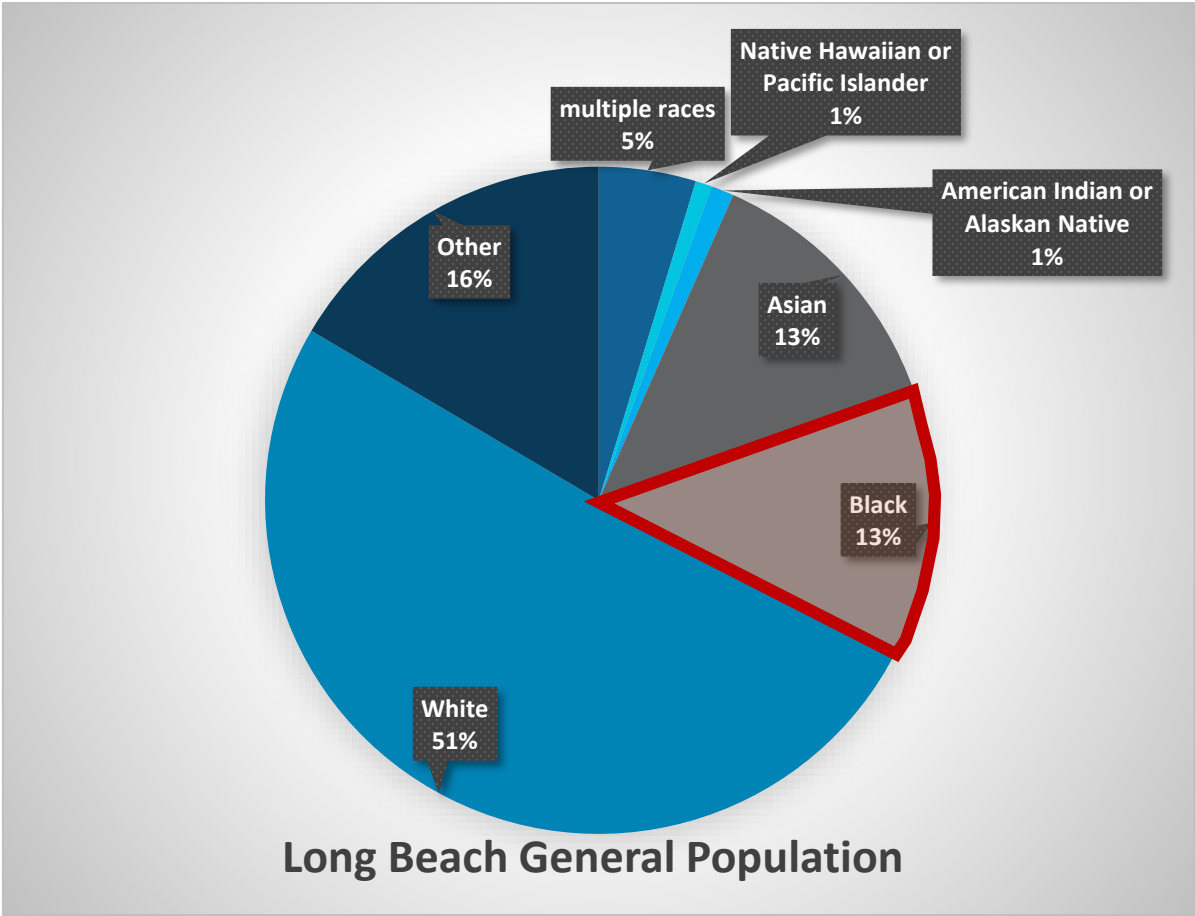
In January 2020, the City conducted a Point-in-Time Count (PIT) that accounted for **2,034 people** experiencing homelessness in Long Beach.



## 2020 Sheltered Vs. Unsheltered



# Racial Equity Analysis



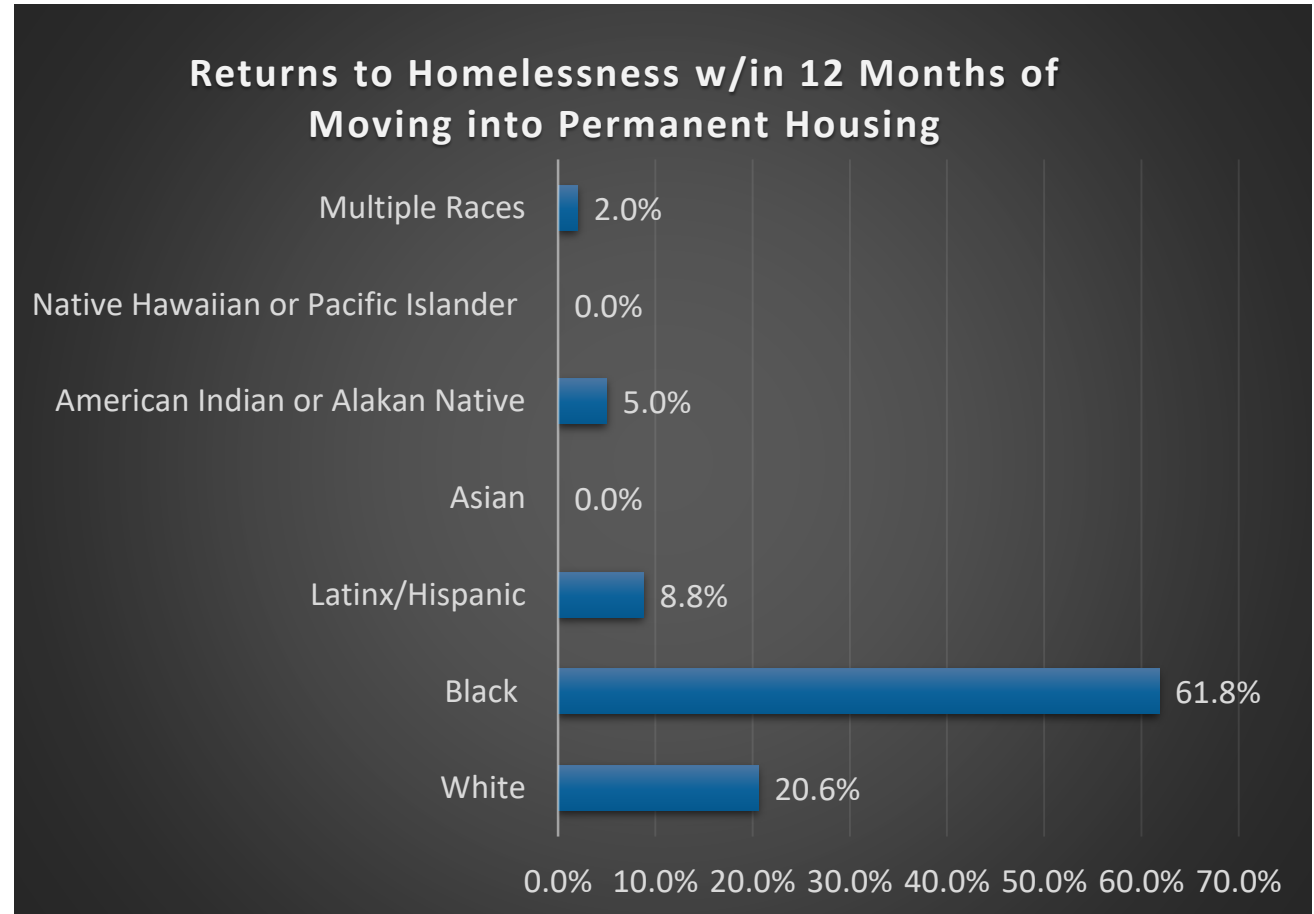
- Latinx/Hispanic    General Population: 42.8%    Persons Experiencing Homelessness: 24%



# Successfully gaining and maintaining permanent housing

## Median Number of Days Experiencing Homelessness

- Median # of days: **91 Days**
- Median # of Days by Race/Ethnicity
  - American Indian and Alaskan Native: **137 Days**
  - Hispanic/Latinx: **106 Days**
  - White: **102 Days**
  - Black: **89 days**



\*No significant difference by group for returns for PSH programs

# Visits to the Multi-Service Center

**3,512 people sought services** at the MSC from 1/1/21-12/31/21

Approx. **33,000 total visits** in the year, 132 per day on average

## Gender

- 57 percent Male, 39 percent Female, >1 percent Transgender

## Race/Ethnicity

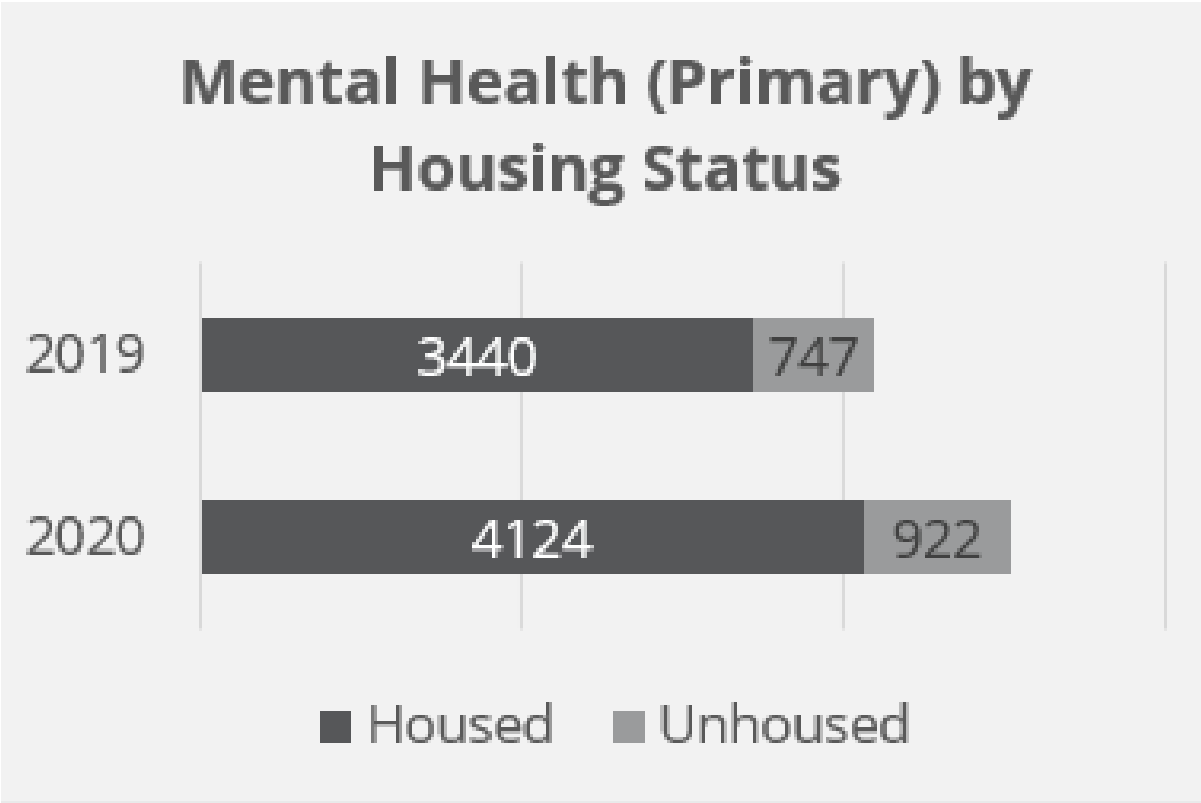
- 39 percent Black/African American
- 37 percent White
- 16 percent Hispanic/Latinx

## Disability

- 24 percent of clients were experiencing a Mental Health Disability

Age Group	#	%
0-17	74	2%
18-24	209	6%
25-34	681	19%
35-44	<b>745</b>	<b>21%</b>
45-54	656	19%
55-61	569	16%
62+	503	14%
Unk/missing	75	3%
Grand Total	3,512	100%

# Mental Health Calls for Emergency Services



People experiencing homelessness are approximately .5 percent of Long Beach population but make up nearly 20 percent of calls when the person’s mental health is the primary reason for the call.

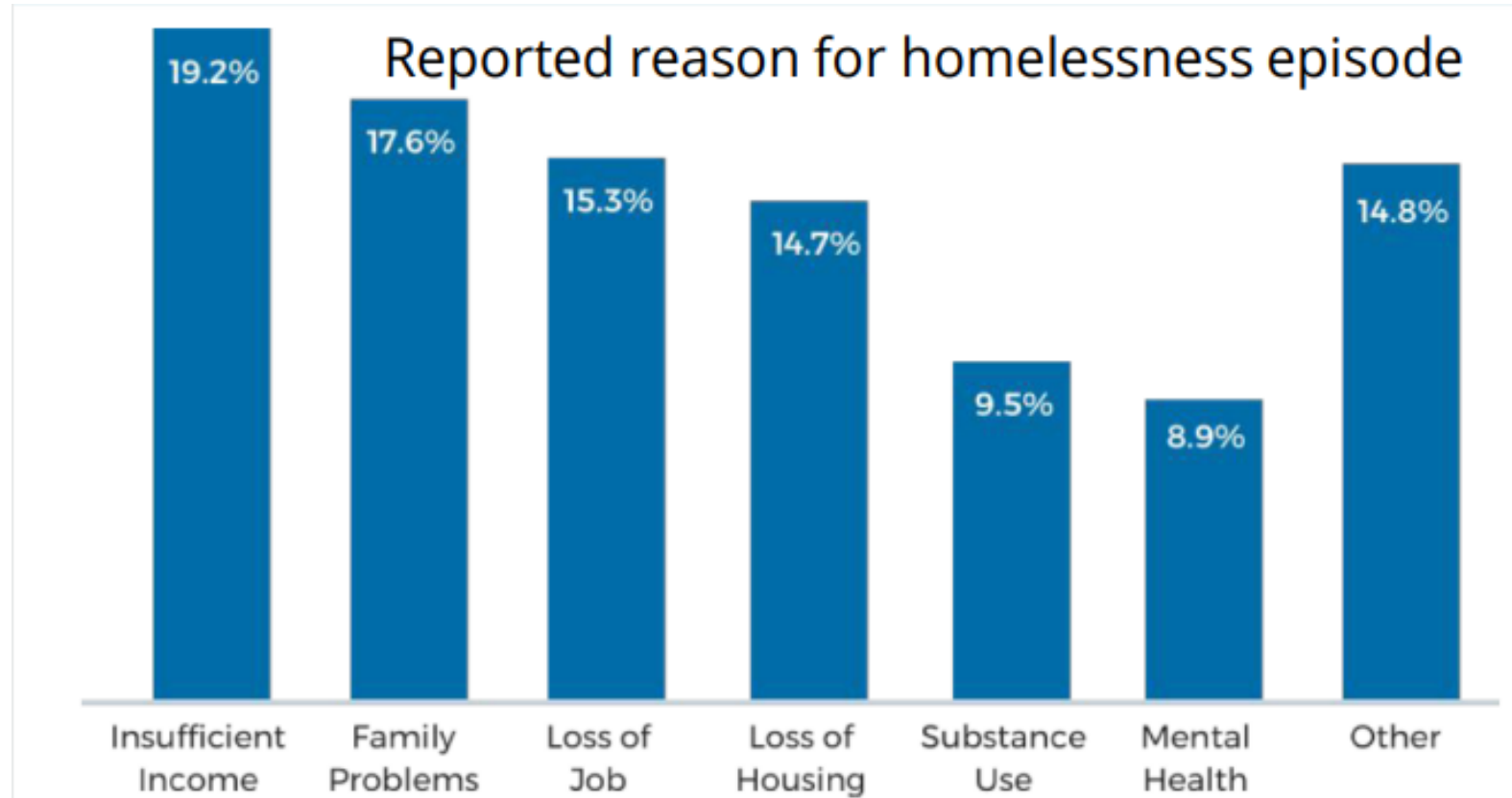
# Factors Leading to Homelessness



# Why People Become Homeless

## Reported Reasons for Homelessness:

- Insufficient wages
- Family Problems
- Loss of Job
- Loss of Housing
- Substance Abuse
- Mental Health
- Family breakdown



# Service Characteristics of People Becoming Homeless

The California Policy Lab analyzed data from LA County Departments and found that of 200+ analyzed data elements, the following elements had the strongest correlation to who became homeless in the following year:

- Are already accessing county/city resources, having had contact with four or more agencies
- Receiving CalFresh or General Relief benefits
- Have been in jail
- Are receiving services through the Department of Mental Health
- Are receiving services through the Department of Health Services

# Connection to Early Childhood

- Persons who had a neglectful parent are **13 times** as likely to experience homelessness
- Persons who had a physically abusive parent are **16 times** more likely to experience homelessness
- Persons who experienced both are **26 times** more likely to experience homelessness

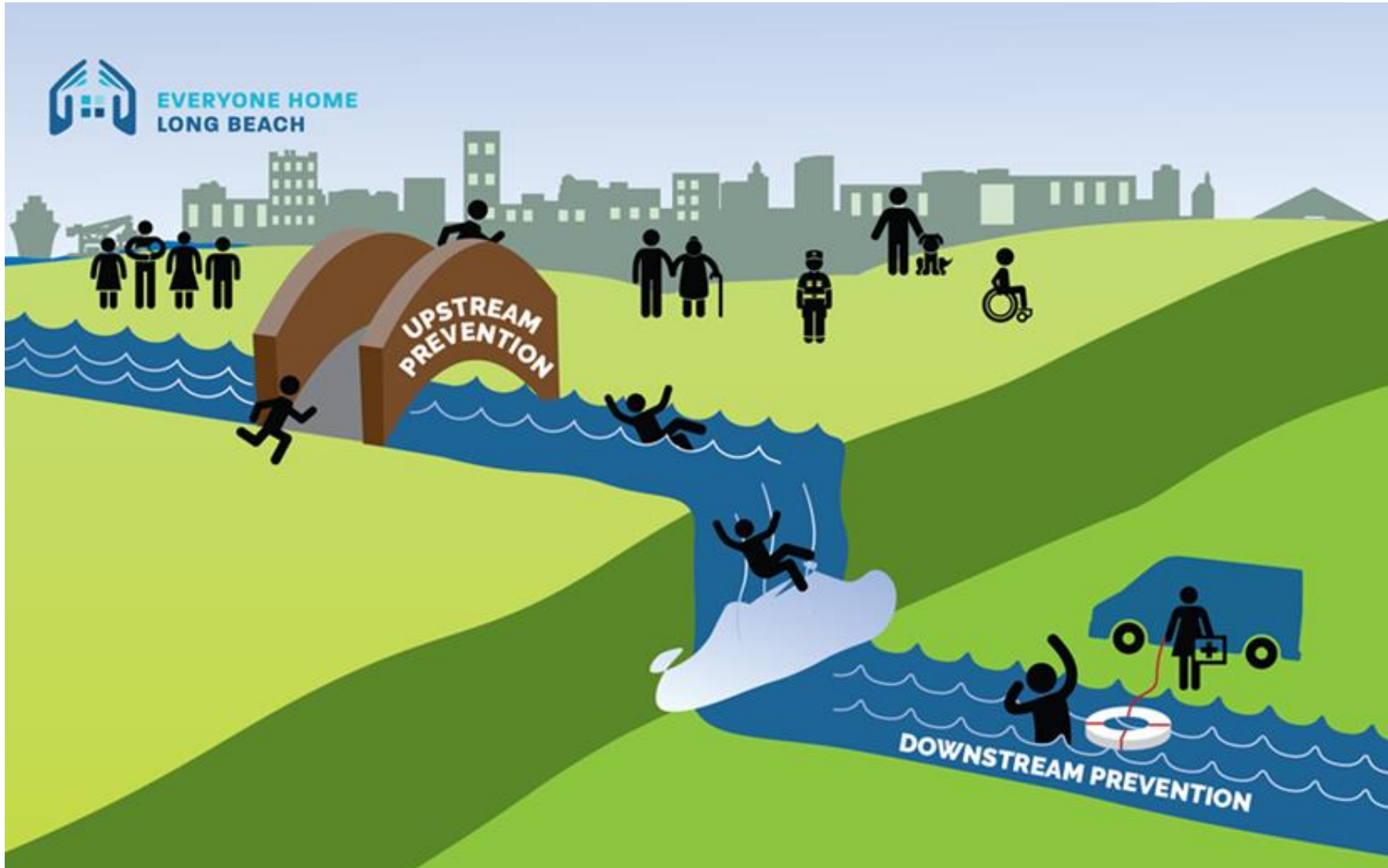
**Relationship between early childhood trauma and health and well-being problems later in life.**

Source: World Health Organization





# Focusing on the Upstream

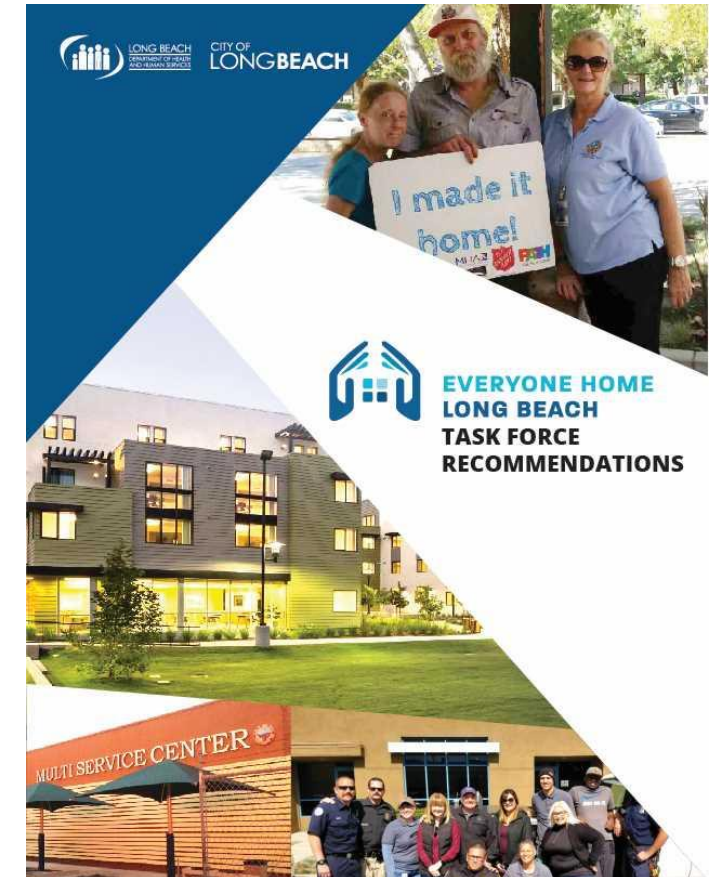


# Everyone Home Successes



# Everyone Home Progress

Goal Area	Target	Progress
Increase On-going Funding	\$25M	\$53.9M (215%)
Increase Interim Housing	200 beds	402 (201%)
Increase Permanent Supportive Housing Units	200 units	844 units (422%)
Increase Low-Income Affordable Housing Units	2,000 units	425 units (21%)
People exiting homelessness in less than 6 months	75%	66%
Reduce Chronic Homelessness	< 350	665 (2020)
Create Employment Opportunities	600 Adult 240 TAY	84 Adult (14%) 0 TAY (0%)





## Current Funding



# DHHS Funding Utilization

Housing  
**3,286 Clients** Served Annually

**Housing Total: \$50,656,048**

Services  
**5,162 Clients** Served Annually  
**35 Case Managers and Outreach Workers**

**Services Total:  
\$20,295,771**

**MSC  
Operations  
Total:  
\$6,192,742**

# DHHS Funding Detail

- We receive funding from a variety of sources
- These sources help to support our activities

## Funding Sources

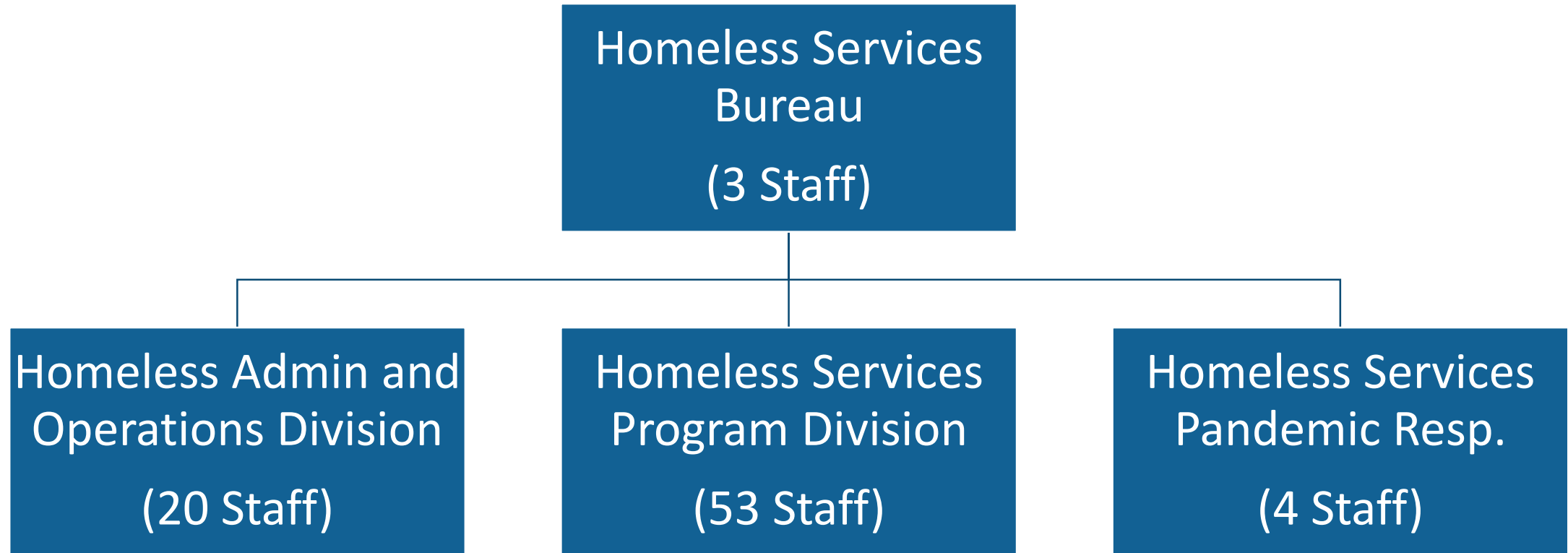
City of Long Beach	\$2,006,057.06
County	\$7,292,973.88
State	\$29,673,429.94
Federal	\$38,172,100.43

Funding Activity Category	Amount
<b>Housing</b>	
Capital Improvement Projects (CIP)	\$18,279,020.52
CIP Operations	\$4,948,666.00
Interim and Rapid Rehousing	\$21,846,245.79
Permanent Supportive Housing	\$5,582,116.00
<b>TOTAL</b>	<b>\$50,656,048.31</b>
<b>Services</b>	
Outreach	\$5,541,600.38
Coordinated Entry System/Case Management	\$8,651,806.27
Employment Services	\$1,600,000.00
Prevention	\$4,502,364.52
<b>TOTAL</b>	<b>\$20,295,771.17</b>
<b>MSC Operations</b>	
Planning, Data, and Administration	\$4,874,190.84
MSC Operations	\$1,318,550.99
<b>TOTAL</b>	<b>\$6,192,741.83</b>
<b>GRAND TOTAL</b>	<b>\$77,144,561.31</b>



# Homeless Service System

# Homeless Services Bureau Growth



- 80 City staff are budgeted for the Bureau
- Additionally, 3 maintenance workers and 3 security guards
- Division had 25 City staff members in 2019



# Multi-Service Center Operations

- Address: 1301 W. 12<sup>th</sup> St. Long Beach, CA 90813
- Hours: Mon – Fri, 8am – 4pm, Thurs, the Center closes at 2pm
- Services:
  - Providing case management basic services
  - Co-location of medical and mental health services
  - Public benefits assistance
  - Veteran services
  - Family focused services
  - Re-entry services and probation





# Expanding MSC Hours of Operation?

## Considerations:

- Budget
- Operations and changes needed (most services or access to services are 40 hours per week), colocated partnerships would not be available

## Expanded hours of operation Monday - Friday

- Open at 7am close at 7pm
- Estimated \$360,000 to add expanded coverage

## Adding Weekend Coverage

- Estimated \$800,000 to add weekend coverage; not including funding for partner organizations

## 24/7 MSC Coverage

- Estimated **\$3.2M** to move to 24/7 MSC coverage; not including funding for partner organizations

# Outreach Services Overview

## DHHS:

- When Fully Staffed: 22 Staff
- Outreach services 7 days a week
  - 2 Supervisors
  - 1 Interjurisdictional Coordinator
  - 7 General Outreach Staff
  - 5 REACH staff
  - 4 Attached to Mobile Outreach Stations
  - 3 Library Outreach Staff

## LBPD:

- 4 Quality of Life Officers and 1 Sergeant
- 1 Officer per Council District



## Restorative Engagement to Achieve Collective Health (REACH) Teams

- Mobile response team focused on urgent community requests and low-level, non-violent calls for services related to people experiencing homelessness
  - Two teams consisting of one public health nurse, one mental health clinician, and two outreach workers
  - One FTE focused on field coordination
  - Alternate response model focused on linking people to services such as interim and permanent housing, mental and physical health services, case management, crisis intervention, and trauma-informed care.
- Operating on weekdays from 7am-5pm, with further expansion as additional staffing and resources are secured. Diversion of 911 Calls for Service to begin once field coordination staff is onboarded.
- HOME-ARP funds will be used to augment the existing budget of the REACH Team for the purchase of program supplies, PPE, and technology.



# Recent Programs



MSC: 15 spots 7pm – 7am  
LBCC: 10pm – 7am (students only)  
RFP currently open looking for additional sites



## Employment Services

- VOALA: 60 Supported Employment slots per year
- Goodwill SOLAC: Job development and coaching available at the MSC
- TAY supported employment program in development



UCLA Health mobile clinic providing opiate treatment services and harm reduction interventions to people experiencing homelessness in Long Beach. Last year 14 people died of an opiate or fentanyl overdose

Long Beach Homeless Court occurs every 3<sup>rd</sup> Wednesday at the MSC. People can have their misdemeanors heard and past records expunged by the County Public Defender. Item on tonight's Council agenda to begin providing DV batterers classes at the MSC after closing.

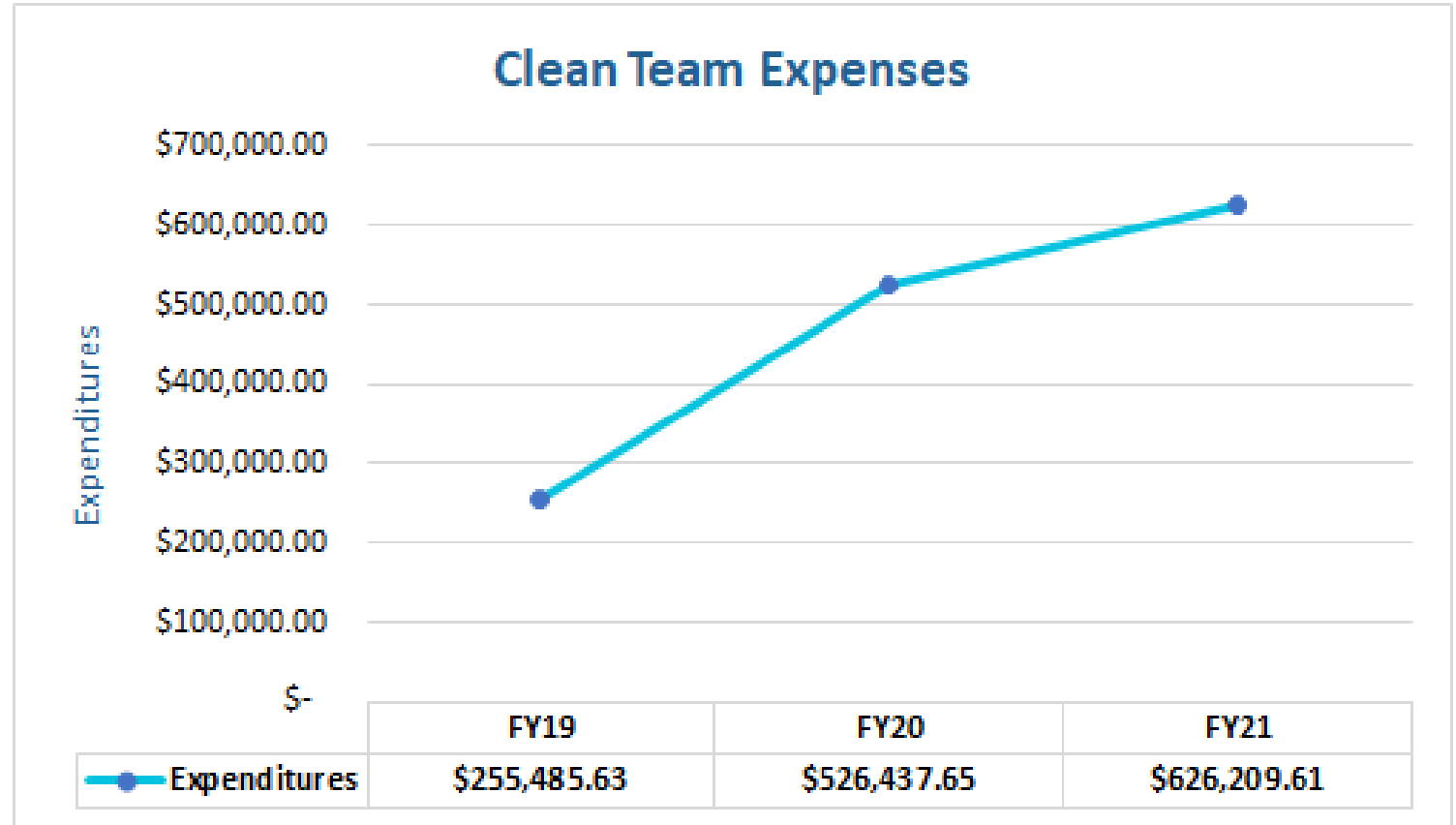
# Cleanup Costs (PW & PRM)

## Clean Team – Homeless Encampment Cleanups

- Yearly Expenditure Changes
  - FY19 v. FY20: 133%
  - FY20 v. FY21: 18%
  - FY19 v. FY21: 145%**
- Clean-ups in 2021: 862**

## Parks, Recreation & Marine

- Conducted **550** cleanups associated with homelessness in FY21



# Interim Housing Additions

Program	# of Beds
Atlantic Bridge Community	125
1725 Long Beach Blvd (PHK Best Western)	102
5665 E 7 <sup>th</sup> Street (PHK Motel 6)	43
1133 Atlantic Blvd (PHK Holiday Inn)	132
<b>Total</b>	<b>402</b>

- Project Homekey sites are being converted to PSH
- Project Roomkey provides an additional 43 rooms through June 2022
- Average of 39 motel vouchers per night; 1,582 vouchers this year for 9,375 bed nights





# Shelter Bed Inventory on 1/12/2022

Shelter Name	# of Beds	Beds w/ COVID Protocols	Current Enrollment	Vacancies
Atlantic Bridge Comm.	125	83	65 (78%)	On Quarantine
LB Winter Shelter	90	45	39 (86%)	On Quarantine
PRK Days Inn	44	44	44 (100%)	0
PHK Best Western	99	99	99 (100%)	0
Project Achieve	40	30	Unknown	Unknown
Long Beach RM	124	80	Unknown	Unknown
Lydia House	43	35	Unknown	Unknown
Elizabeth Ann Seaton	56	30	Unknown	Unknown
PHK Holiday Inn	132	132	132 (100%)	0
PHK Motel 6	43	43	43 (100%)	0
Motel Vouchers	varies	varies	53	As Needed
<b>Total</b>	<b>831</b>	<b>639</b>		<b>Motel Vouchers only</b>

- Winter Shelter had consistently been at capacity before entering quarantine protocols
- ABC had been around 90% occupancy before entering quarantine protocols

# Emergency Housing Vouchers

- Long Beach Housing Authority was allocated **582** Emergency Housing Vouchers
  - Awards were based on several factors, including the current utilization of Housing Choice Vouchers. As the Long Beach Housing Authority has been a strong performing housing authority with its utilization, Long Beach was awarded more vouchers than most other similar sized cities
- 228 vouchers issued to date, with 203 that are active and searching
- 25 lease ups as of 1/17/2022
- Contracts with 4 providers for 25 case manager to provide supportive services attached to EHV vouchers

# Interdepartmental Services Overview

## **DHHS: FY 2020-2021**

- 458 individuals permanently housed across CoC programs
- 4,601 enrollments into CoC programs
- 902 outreach contacts
- 560 stabilized in emergency housing

## **Quality of Life: FY 2020-2021**

- 53 contacts resulting in permanent housing
- 169 contacts resulting in temporary housing
- 1169 referrals and follow up visits
- 6,851 total contacts



## LBRA and Future Programming

# Homeless Services LBRA Programs

LBRA Program	Budget	Funding Source
Motel Vouchers	\$184,000	ARPA
Social Enterprise and Healthy Foods Market Work Training Program	\$1,000,000	ARPA
Modular Units/Tiny Homes	\$1,200,000	HOME-ARP
Mobile MSC Outreach Stations	\$2,208,101	HOME-ARP
Intensive Case Management Services for Emergency Vouchers	\$4,261,769	HOME-ARP
REACH Team Operations Support	\$177,004	HOME-ARP
Project Homekey Facility Conversion	\$1,369,898	HOME-ARP
<b>Total Funding</b>	<b>\$10,400,772</b>	

# Social Enterprise and Healthy Foods Market

**Creation of a social enterprise healthy foods market that will provide workforce development opportunities for Transition Age Youth (TAY) experiencing or at risk of homelessness**

- Market will provide fresh produce and groceries to the ABC Shelter participants and the surrounding community

## **Outcomes:**

- Homelessness prevention and mitigation through workforce development and income
- Increased access to groceries for surrounding neighborhood

## **Program Implementation:**

- Clean-out and rehabilitation of property to code
- RFPs for developer, market operator, and workforce development provider





# Non-Congregate Shelter/Modular Units

**Construction of modular non-congregate shelter units (i.e., “Tiny Home Shelters”) at the Multi-Service Center (MSC) for operation as temporary shelter**

## **Outcomes:**

- 25-50 additional non-congregate shelter units to serve as temporary housing pending placement into permanent housing
- Decreased barriers to case management, services, and shelter

## **Program Implementation Plan:**

- Assess MSC and other potential sites for necessary improvements
- RFP(s) for developer and operator
- Build out of non-congregate shelter units



# Mobile Outreach Stations

**Staffing, vehicles, and resources for the operation of two Mobile Outreach Stations, each consisting of 2 Case Managers, 2 Outreach Staff, and 1 RN.**

- Teams will travel to high impact areas that have difficulty accessing the MSC, such as North or East Long Beach. HSB Staff will also explore partnership with other agencies and providers to accompany these teams.

## **Outcomes:**

- Increased access to case management, shelter and housing referrals, social service enrollments, mental health and healthcare screenings and referrals, and other resources

## **Program Implementation Plan:**

- Procure vehicles and recruit staff
- Tentative implementation of Mobile Outreach Stations in Summer 2022

# Intensive Case Management Services

## **Intensive Case Management Services (ICMS) for the 582 Emergency Housing Vouchers (EHVs) awarded to Long Beach through the American Rescue Plan.**

- EHVs are one-time housing vouchers provided to individuals or families experiencing or at risk of homelessness and/or fleeing domestic violence
- ICMS consists of case managers focused on increasing housing stability through housing navigation and planning, care coordination, physical and mental health linkages, legal support, housing retention, income assistance, and other services

### **Outcomes:**

- Increased housing placements and stability, as well as community belonging and wellness for EHV participants

### **Program Implementation Plan:**

- RFP process already completed with four agencies selected
- Contract began in December 2021



# Project Homekey Conversion

## **Conversion of the Project Homekey Facility from interim housing to permanent housing with supportive services.**

- Using Project Homekey funds, the City purchased the Best Western and LA County purchased the Holiday Inn and Motel 6 in late 2020. All have operated as non-congregate shelters since first quarter 2020.
- Conversion to PSH will include the installation of kitchenettes, office space for supportive services, and other improvements

## **Program Implementation Plan Long Beach:**

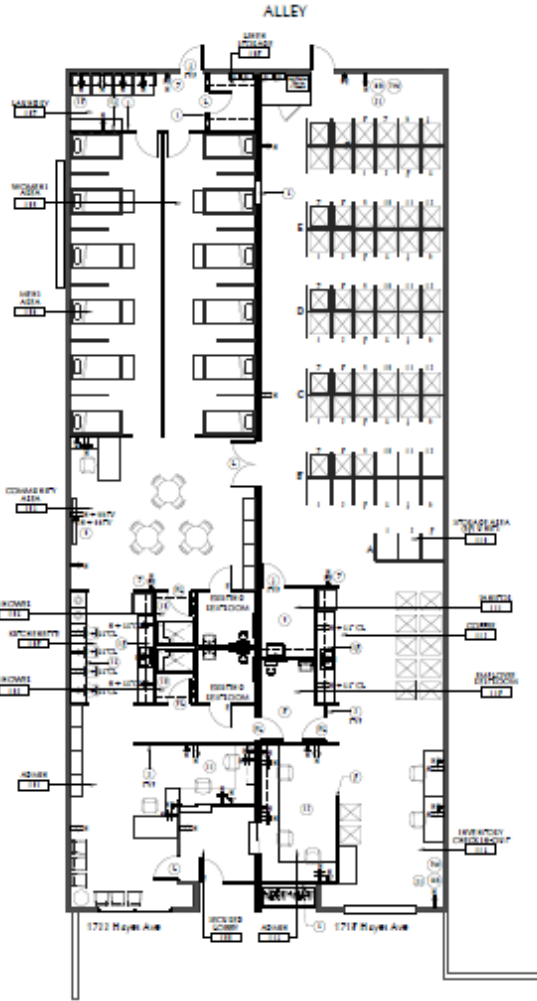
- Aggregation of other funding sources
- RFP project to affordable housing developer and permanent supportive housing operator

## **Outcomes:**

- Creation of 278 units of permanent supportive housing for persons who have experiencing homelessness.
  - 102 Best Western, 132 Holiday Inn, 43 Motel 6



# Navigation Center – Youth Beds



## Navigation Center at 1718-1722 Hayes Ave.

- 12 beds for transitional aged youth (18-24)
- Storage for people experiencing unsheltered homelessness

## Shelter Beds

- Enhanced services for youth staying at the site
- Close partnership with LBCC and CSULB

## Storage:

- 75 bins that can hold up to 60 gallons of items
- Storage available on a weekly agreement
- Intended to support people as they are working on housing goals

# Enhancing Mental Health and Substance Abuse Services

## **DHHS will be conducting a feasibility study on expanding mental health services and coordination**

- Data show that a significant number of people experiencing homelessness have a severe and persistent mental health issue and for many of those, they either are receiving no care or only crisis care when needed
- New State funding models as well as potential expanded partnerships with the County of Los Angeles could make it easier to develop programs and resources to better serve people's mental health and substance use needs

## **Mental Health**

- Behavioral health step down beds
- Expanded crisis response
- Expansion of residential and board and care type facilities

## **Substance Misuse**

- Sobering center





## Coordination Efforts

# Interdepartmental and Interjurisdictional Partnerships

- City department leadership meets monthly to discuss policy and implementation
- City departments meet weekly to coordinate co-response as well as ensuring protocols are followed
- Interdepartmental meets bi-monthly as well as a State County City work group that meets bi-weekly to coordinate response





# Interjurisdictional MOUs

## Caltrans MOU

- Currently being finalized and will run through 6/30/2024
- \$1.5M through Clean California Funds to cover 21 high priority locations
- 1 Crew – 5 Maintenance Assistants
- Additional protocols for when persons experiencing homelessness are identified

## County MOU

- Draft MOU being reviewed by the County for addressing homelessness flood control
- Proposal includes funding for Clean Team, HSB outreach workers, and LBPD patrol



# Encampment Response and Resolution

## **Increased State focus on addressing larger encampments in California**

- \$50 million dollar towards pilot projects
- \$500 million within Governor Newsom's proposed FY 2022-2023 state budget

## **Intent**

- Find solutions that resolve encampments through shelter/permanent housing
- Reduce costs for response to larger encampments from law enforcement and Public Works
- Being able to ensure space is utilized as intended by the full public

## **The interdepartmental team has met and identified the areas with the largest encampments with impacts on public space and utilization.**

- Applied for pilot program funding
- Track awarded pilots and innovative approaches for potential local implementation
- Assess opportunities within FY 2022-2023 to apply for further funding to reduce/resolve the impacts of large encampments

# Legal Requirements and Protocols

## *The Eighth Amendment*

*Excessive bail shall not be required, nor excessive fines imposed, nor cruel and unusual punishments inflicted.*

Enforcement of ordinances that criminalize aspects of homelessness

- Jones V. Los Angeles
- Martin V. Boise
- OC Catholic Worker V. Orange County

## *The Fourth Amendment*

*The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.*

Requirement to inform people of cleaning of public space so they can secure property

- Public Counsel V. Pomona

## *The Fourteenth Amendment*

*All persons born or naturalized in the United States, and subject to the jurisdiction thereof, are citizens of the United States and of the state wherein they reside. No state shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States; nor shall any state deprive any person of life, liberty, or property, without due process of law; nor deny to any person within its jurisdiction the equal protection of the laws.*

Recourse for due process in retrieving possessions during cleaning

- California Health and Safety Code Div. 10 Ch. 8
- Public Counsel V. Pomona



# Long Beach Protocol for Addressing Clean Up Efforts

**Long Beach has established protocols for when public cleaning is to occur, cleaning is a means to ensure that public space can be safely utilized by all, and that public health is being maintained.**

- Outreach is conducted before posting to offer services including shelter
- Space is posted with notice of intent to clean (minimum 48 hours), exception for when public right-of-way is obstructed or there is an imminent danger to public or personal safety
- Outreach is conducted after posting to again offer people services
- Cleaning occurs with documentation of the process, including the cataloguing and notice left on how to retrieve possessions
- Possessions are stored for 90 days in which they can be retrieved

# Communications Strategy

# Long Beach Communications Plan- Approach

## Goals to Accomplish:

- Assist people in accessing permanent stable housing
- Provide helpful information to community members experiencing homelessness, or at risk of becoming homeless, regarding how they can access services
- Raise level of empathy and support throughout community
- Engage and Educate housed-community and businesses:
  - Resources about homelessness
  - Resources about services
  - Create unofficial community ambassadors



# Long Beach Communications Plan- Tactics

## External

- In-person engagement
- Social media
- Digital marketing
- Print marketing
- Print collateral
- News media
- Outdoor marketing

## Internal

- Staff FAQs
- Webinars
- Toolkits
- Digital communications
- Common messaging



# Long Beach Communication Plan- Next Steps

## What's Next

- Identify funding source
- Refresh Everyone Home LB website (informational hub)
- Design campaign look and feel
- Develop campaign elements
- Launch campaign



**EVERYONE HOME**  
**LONG BEACH**



**Thank you**

**Department of Health and Human  
Services**

**Homeless Services Bureau  
City Manager's Office**