



City Response to COVID-19

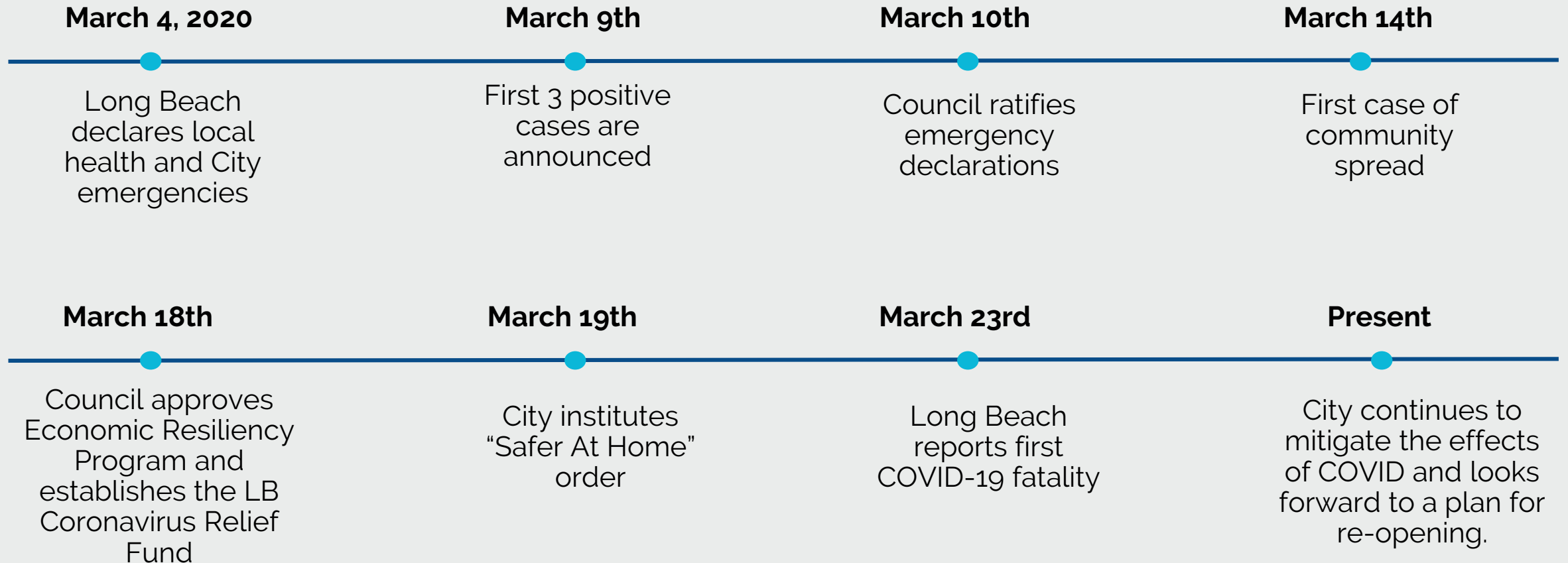
A Summary of Actions and Impacts

May 5, 2020

Presentation Overview

- Emergency Operations Overview
- Review of COVID-19 Data
- Governor's Framework and How Long Beach Data Compares
- Community Input
- Financial Impact
- Next Steps
- Slide Appendix: Additional Detail

COVID-19 Timeline



Emergency Management Structure

Director of Emergency Services (City Manager)

Responsible to the City Council and for implementing the City's Emergency Operations Plan

Emergency Operations Center (EOC) Management/Command

Provides the overall emergency management for the Incident

Joint Information Center (JIC)

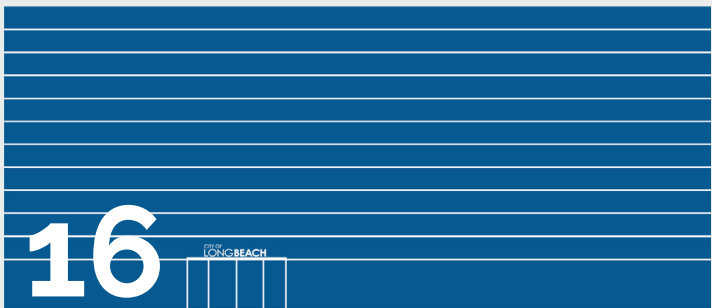
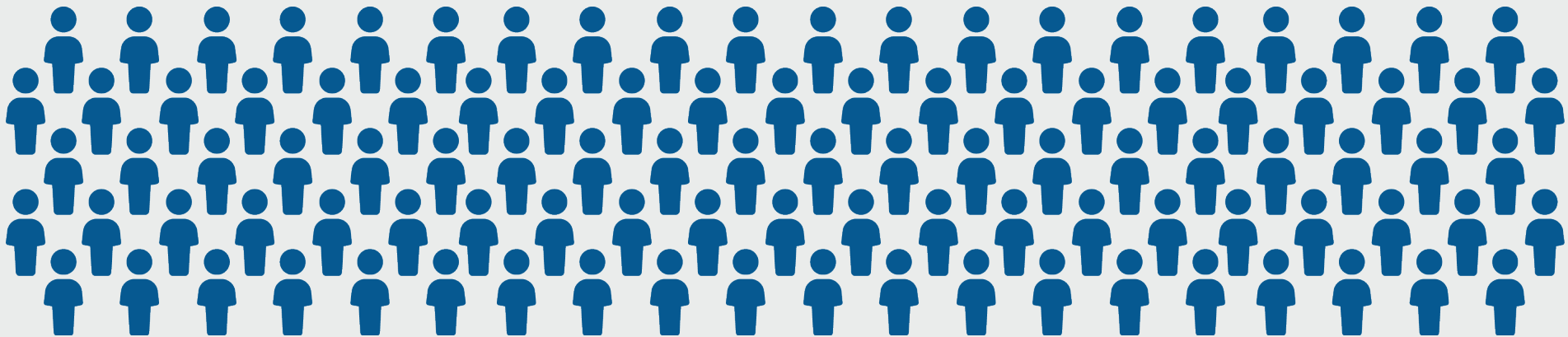
Focal point for coordination and dissemination of information for the public and media

Agency Administrators

Provide policy guidance and assist in implementing emergency actions Citywide

EOC Staffing by the Numbers

102 City Employees have been assigned to the EOC



City Departments

40

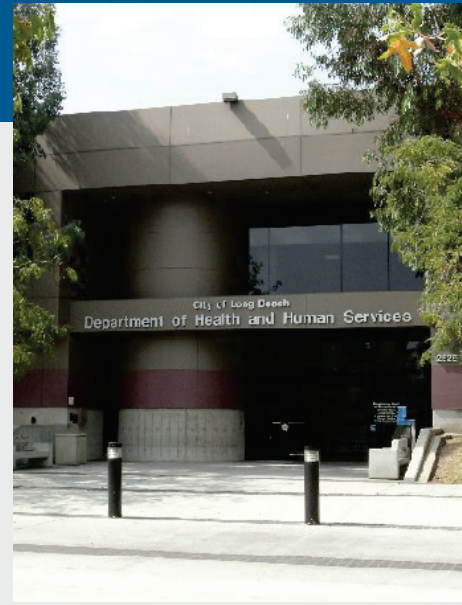


Accomplishments

Logistics	Planning	Operations	Finance
Distributed: • 1.5M PPE • 31,000 N-95 masks • 16,000 gowns • Over 9,000 cloth/sewn masks • 868 deliveries across the City	• Hospital Bed Availability Dashboard • City Workforce Analysis • Data Group (Digital Dashboard, Data Summary, Predictive Analytics)	• Support/operation of 7 testing sites; built capacity to over 1,000 per day • Management of 4 shelter sites • Contingency plan development • Supporting multiple food distribution sites	• \$3.6 million in FEMA reimbursements to date • Developed process to track response and recovery funding • Developed accounting structures for FEMA-approved projects

Health & Human Services

- One of only three city-operated local health jurisdictions in California
- 340 staff members
- Over 40 programs, 9 sites throughout the City
- Provide public health services to over 350,000 per year—all free/low cost



Impact of Your Local Health Department

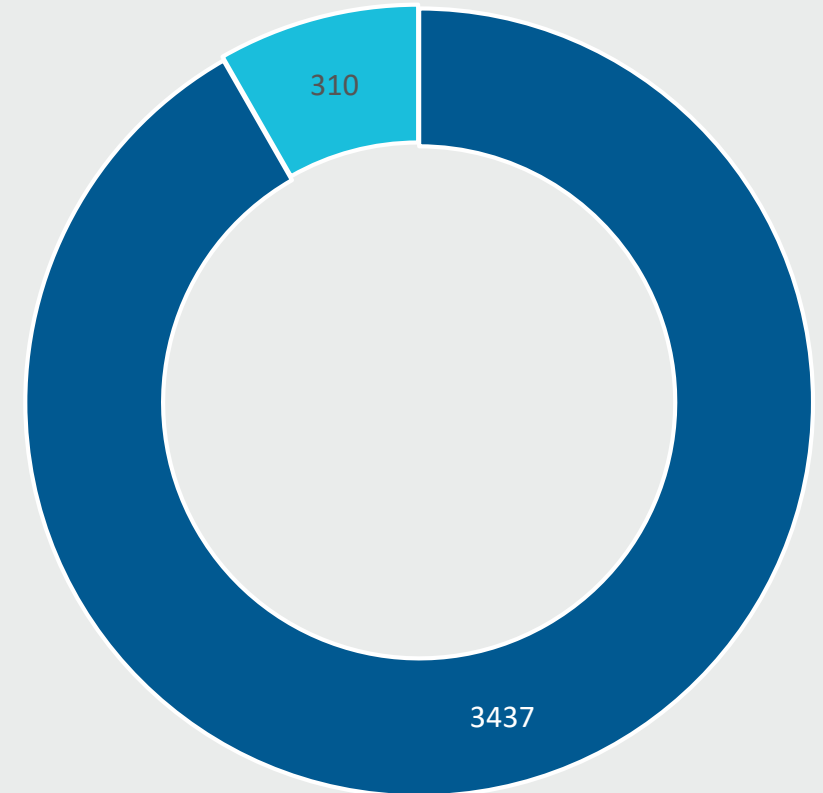
- Localized Health Orders
- Communications informed by Federal, State, County and local experts
- Current data, case investigations and contact tracing specific to Long Beach
- Local response to skilled nursing facilities include provision of PPE and testing for residents and staff
- Local Distribution Center for PPE and supplies available specifically for Long Beach
- Rapid Assessment Clinic
- Mobile Hospital tents distributed to three local hospitals

Impact of Your Local Health Department (*cont'd*)

- COVID-19 drive-up testing centers with walk-up access (1,000 tests/day)
- Public Health Laboratory allowing 24 hour results for symptomatic first responders, medical providers and long-term care staff
- Pop-up homeless shelters and Project Room Key housing and isolation sites
- Older Adult Information Line and support system
- Education and support of businesses during Safer at Home Order
- Upcoming business recovery playbook and EH insights into hospitality recovery
- Race/ethnic specific outreach and education plans

Joint Information Team

- Operates as the Public Information arm of the Emergency Operations Center
- Coordinates and disseminates official public information in a timely, accurate, easy-to-understand and consistent manner
- Produces and manages:
 - Media relations and monitoring
 - Press conferences, releases, advisories and notices
 - Social media content and engagement
 - Rumor control and information gathering
 - Graphics, video, collateral and signage



■ JIC@longbeach.gov Emails ■ 570-NEWS Calls

Joint Information Team – Social Media Engagement



Engagement

751,078

188,257

63,182

Increase in Followers

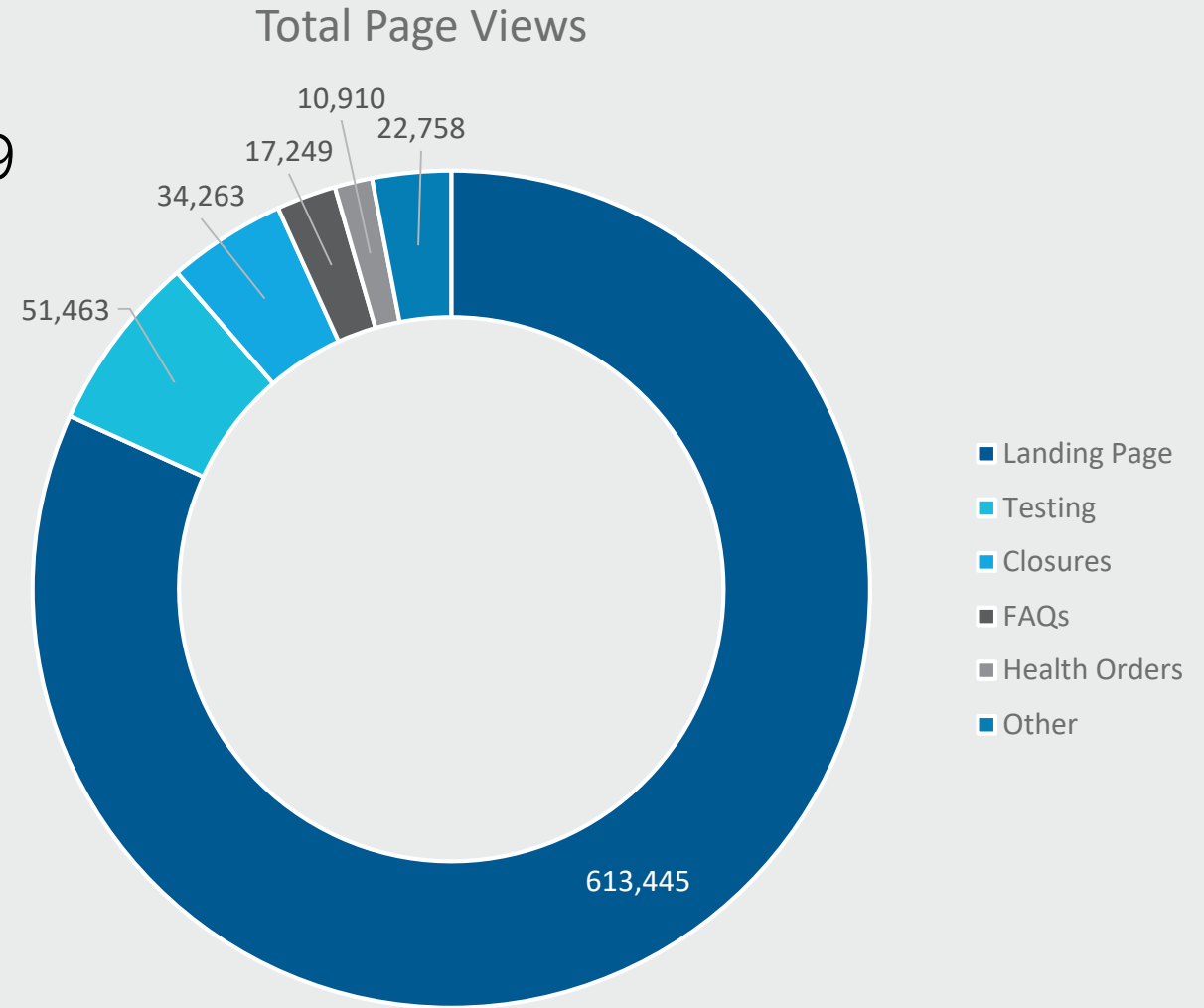
4.5%

3.2%

144%

Joint Information Team – Website Engagement

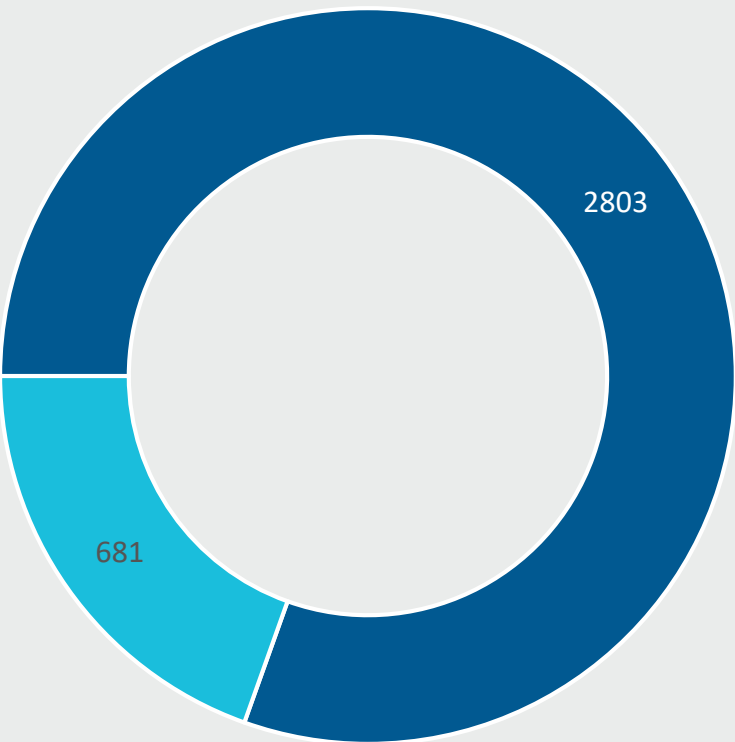
- Traffic to LongBeach.gov/COVID19
 - Total Page Views 750,008*
 - Unique Page Views 608,073*



*Webpage numbers only. Does not include PDF views and other documents.

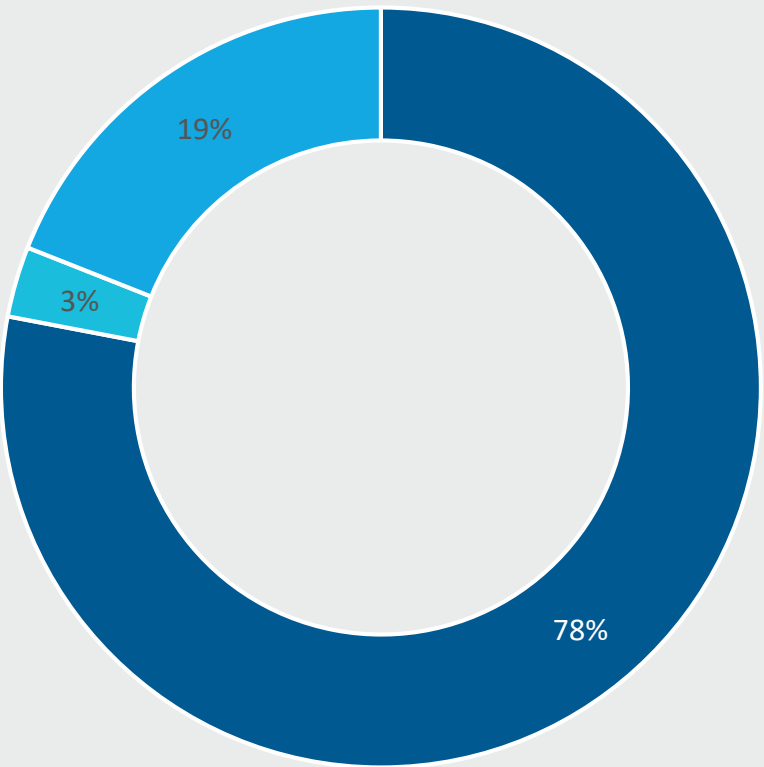
Community Information Phone Line

Community Phone Lines



- Calls to 570-INFO
- Calls to 570-4BIZ

Nature of Inquiries: 570-INFO



- 78%: Exposure & Testing
- 3%: City Services, Businesses and Employment
- 19%: Other (Parks & Beach Activities, Assessment, Masks)

Language Access Plan

- Information provided in English, Spanish, Khmer and Tagalog
- Translation of key documents
 - Includes educational collateral, press release and health orders
- Multilingual information phone line and call center staff
- Multilingual website landing pages
- Multilingual translation staff dedicated to the JIC
- Community partnerships with African American, Cambodian and Latino leaders

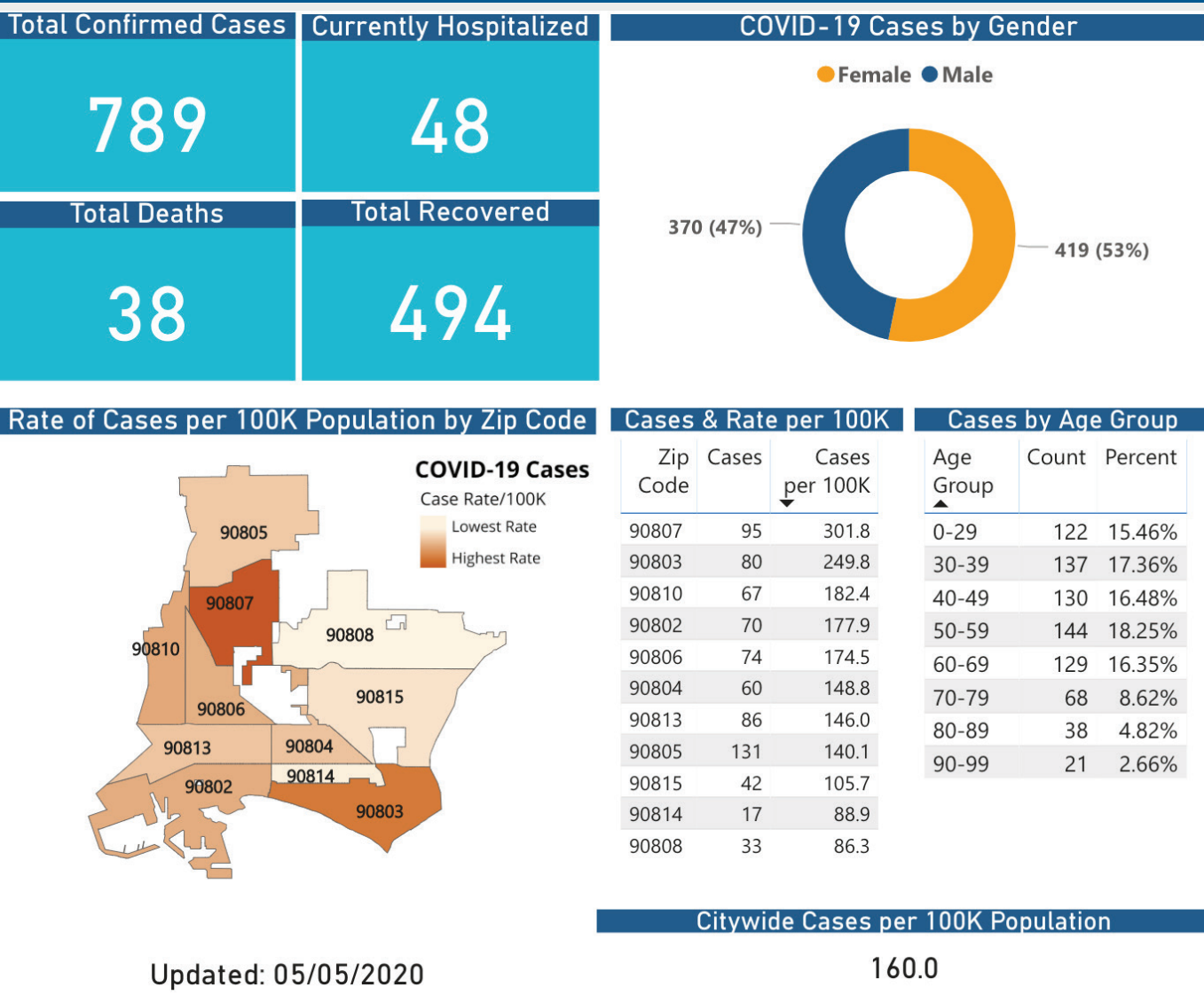
Opportunity for Equity

- Everyone in Long Beach is impacted by COVID-19
- People who are already disadvantaged and underserved are affected more than others
- For these communities, COVID-19 comes on top of existing racial, economic, health, education, and gender inequities - disadvantage is multiplied
- To ensure the City of Long Beach COVID-19 response and recovery is developed and implemented taking this into consideration:
 - The Equity Toolkit was presented to EOC on April 20, 2020
 - Office of Equity was embedded into the EOC structure on April 21, 2020



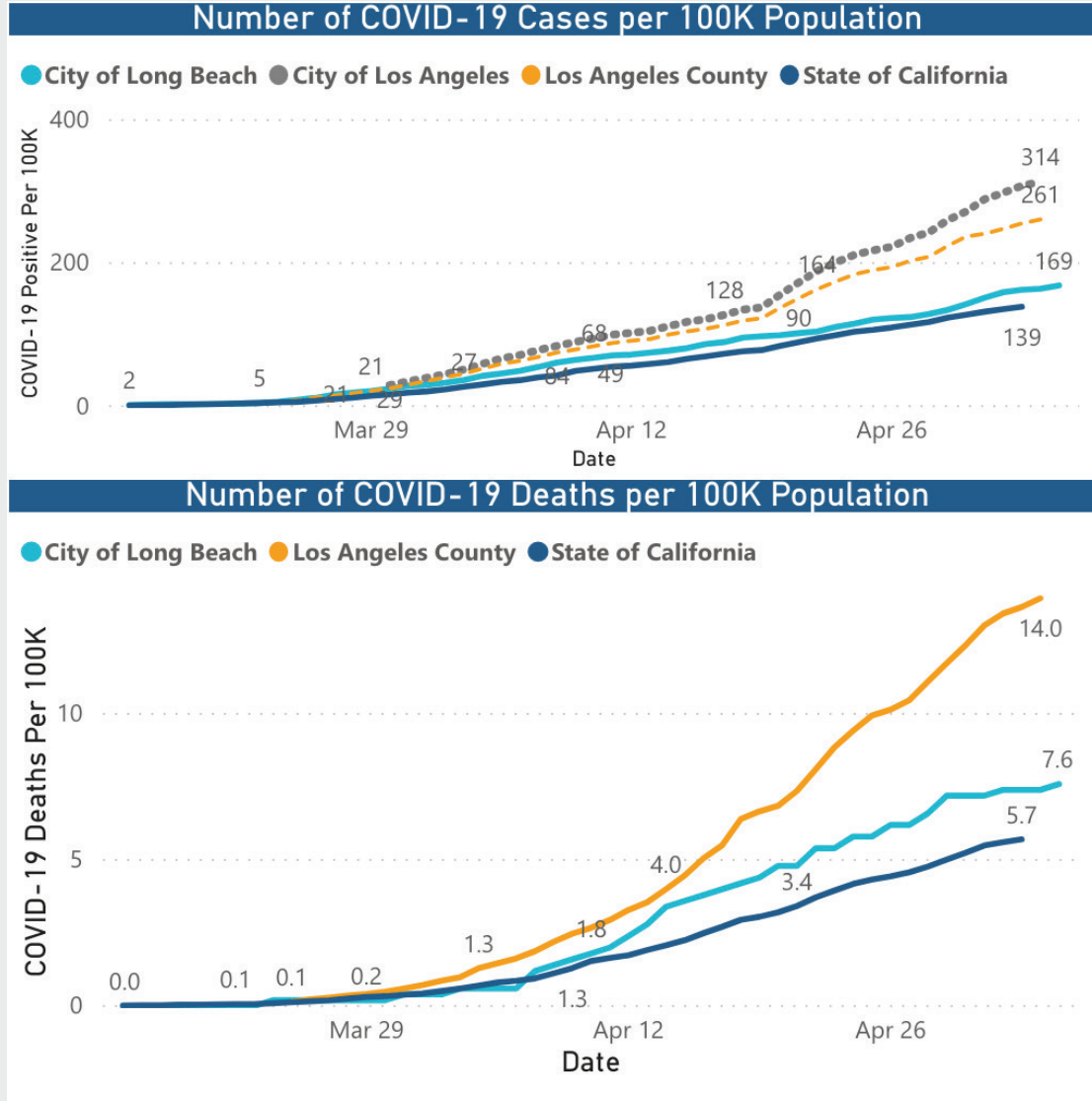
COVID-19 Data

Demographics of Positive Cases



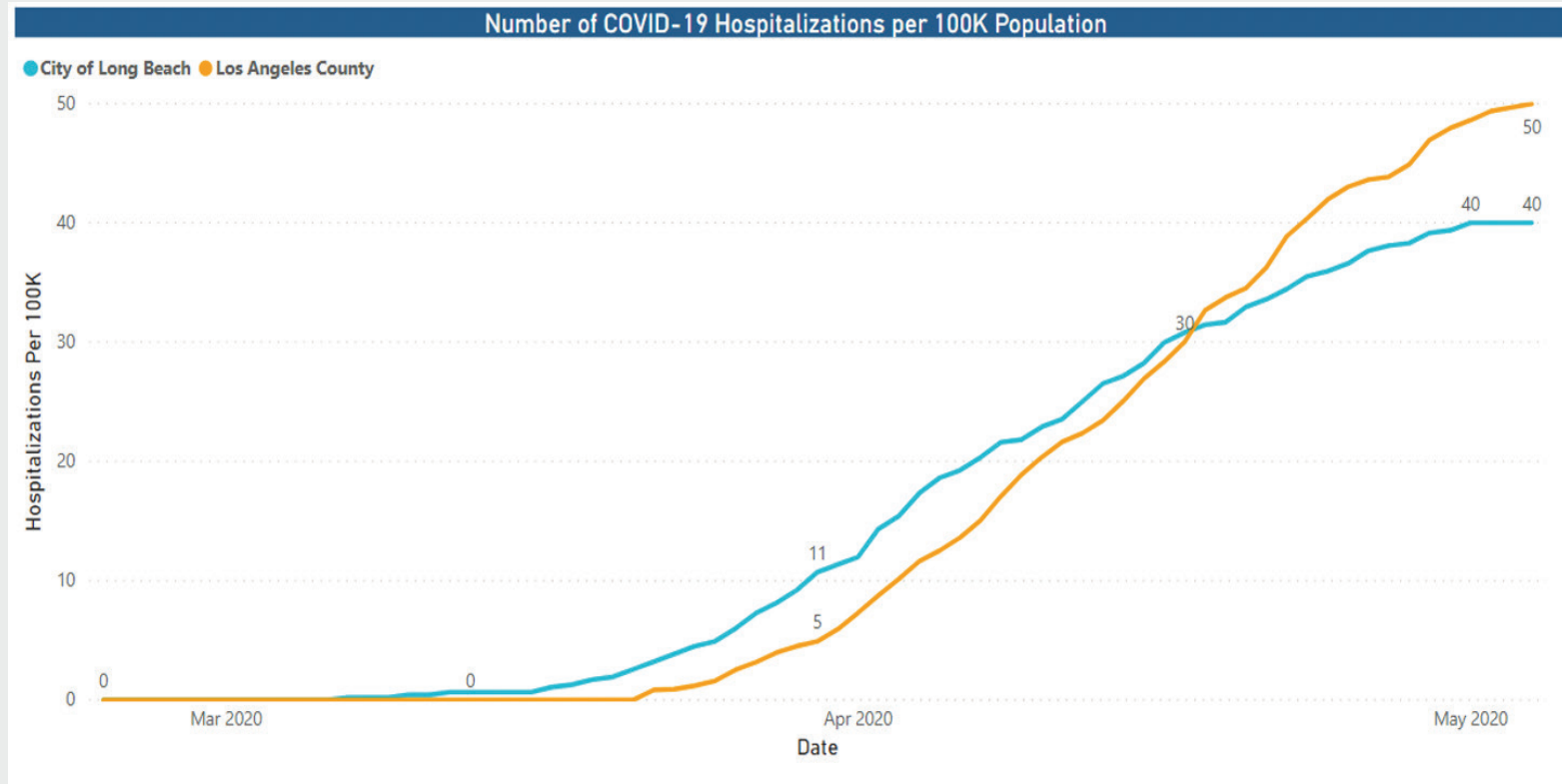
- 53% Female; 47% male
- 15% under age 30
- 16-18% for age groups 30-39; 40-49; 50-59; 60-69; 70+

Trends in Positive Cases and Deaths per 100,000



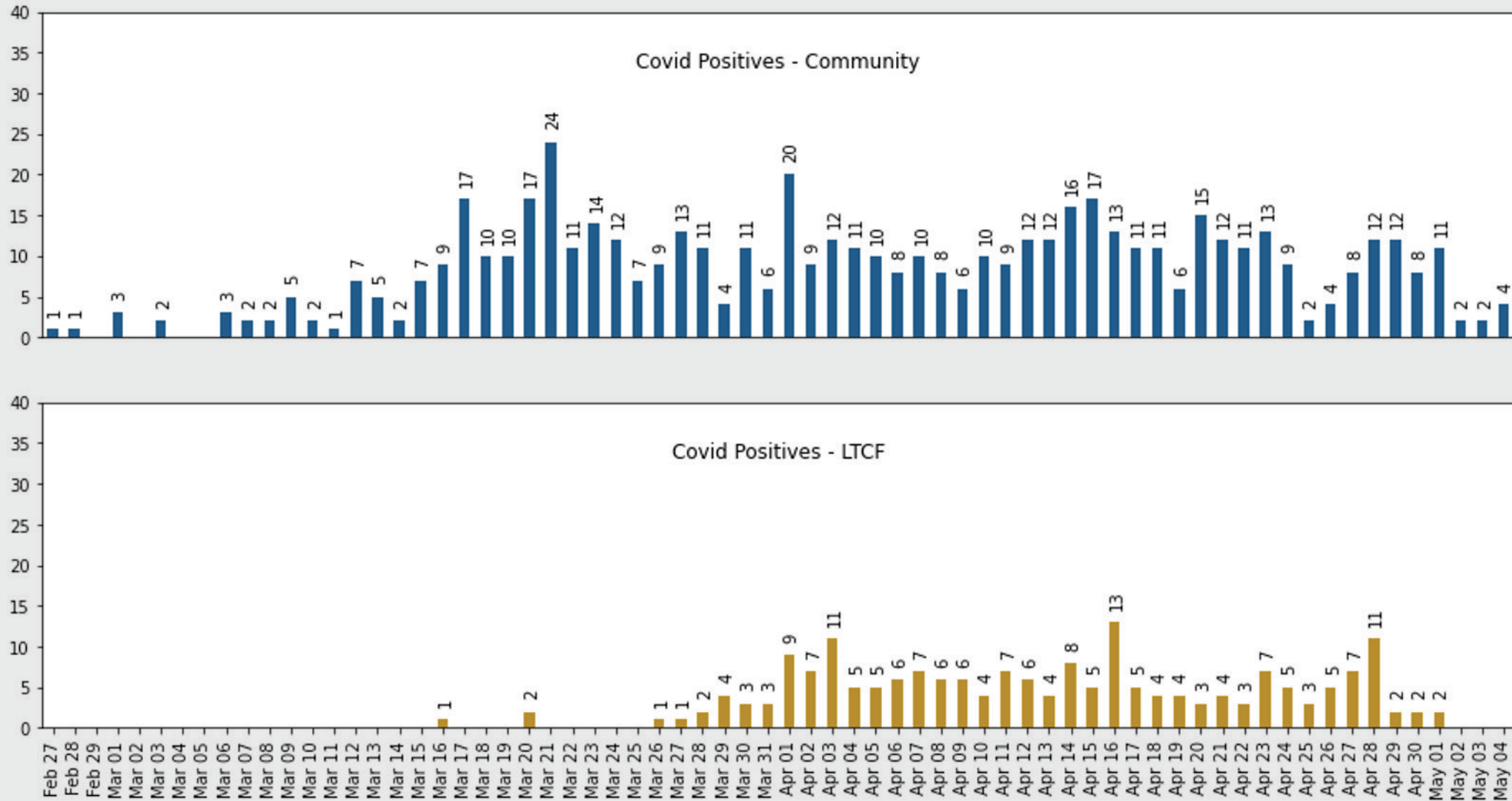
- Long Beach continues to track below LA County for both positive cases and deaths per 100,000 in population

Trends in Hospitalizations per 100,000



Hospitalizations per 1,000 began at a steeper curve than LA County but has flattened

Community vs Long Term Care Facilities

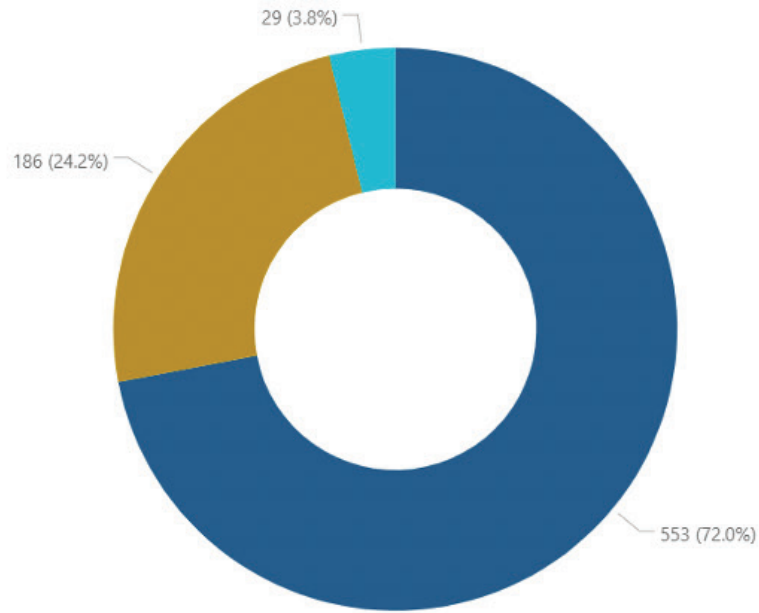


Community vs Long Term Care Facilities

Positives

COVID Postives: Community vs Long Term Care Facilities

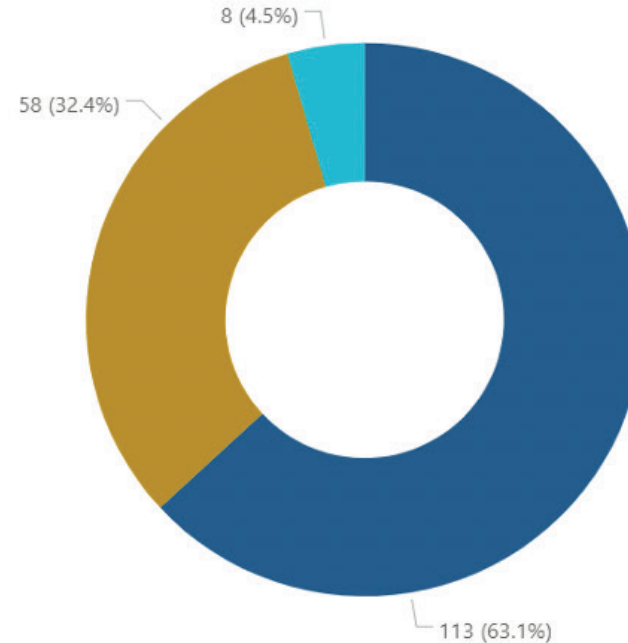
Setting Type ● Community ● LTCF ● Other



Hospitalizations

COVID Hospitalizations: Community vs Long Term Care Facilities

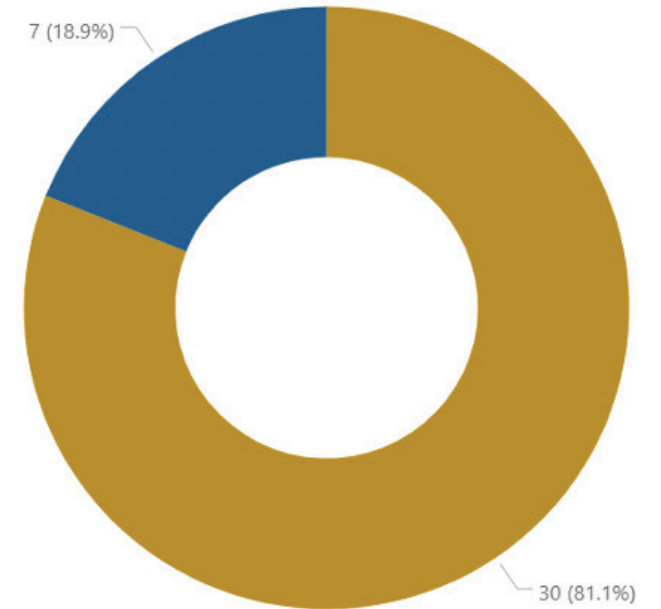
Setting Type ● Community ● LTCF ● Other



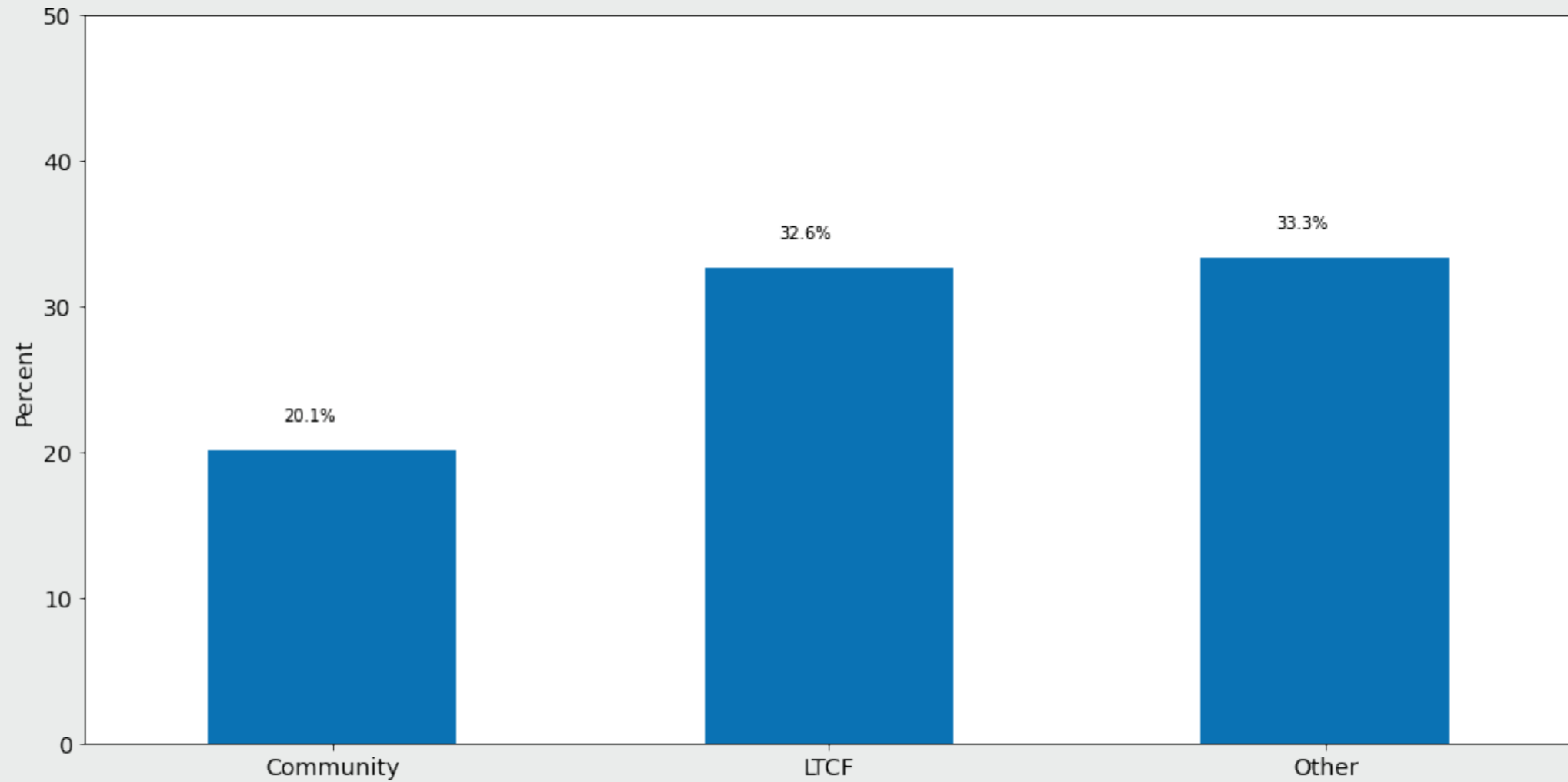
Deaths

COVID Deaths: Community vs Long Term Care Facilities

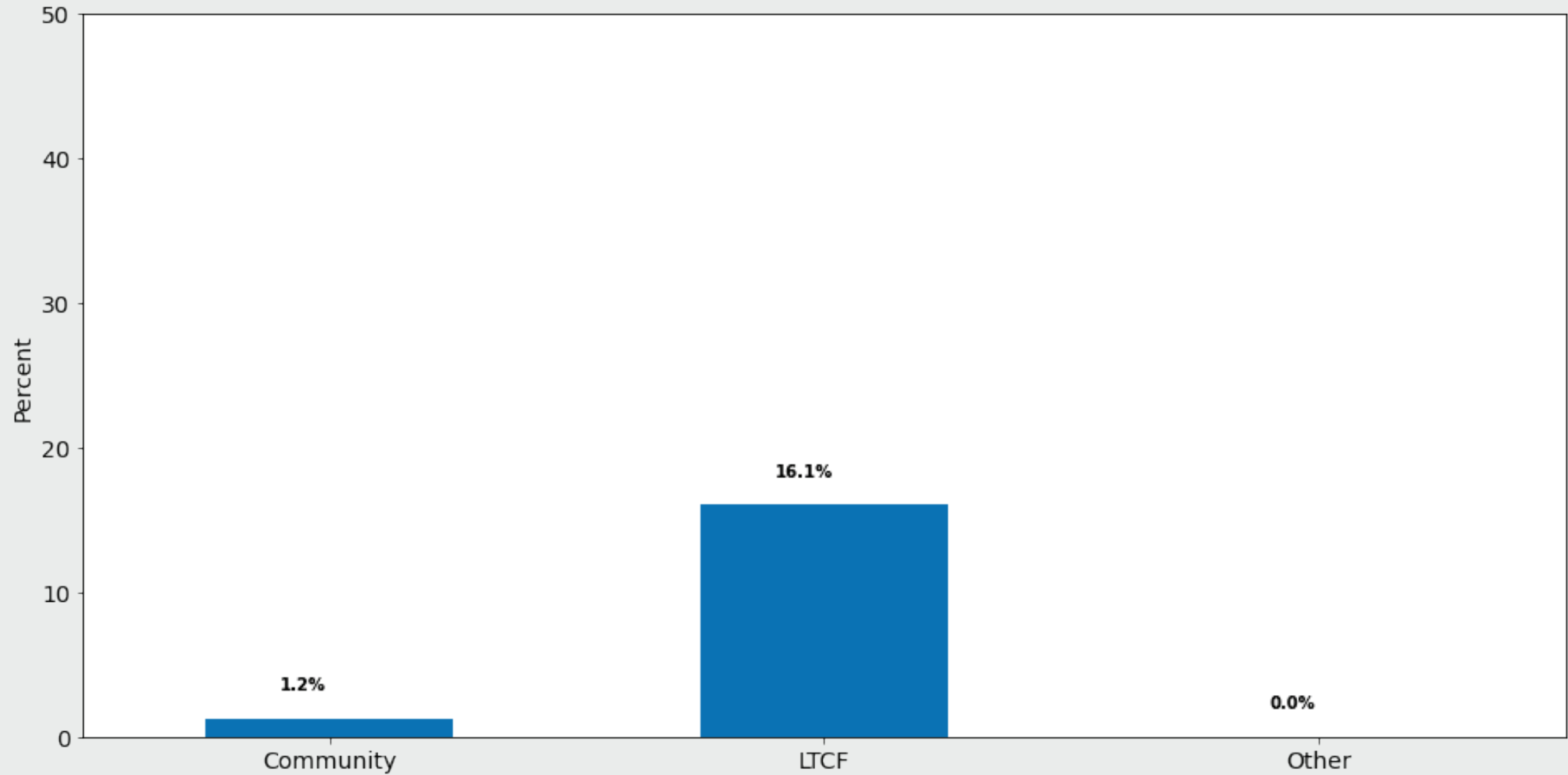
Setting Type ● LTCF ● Community



COVID Hospitalizations Across Settings

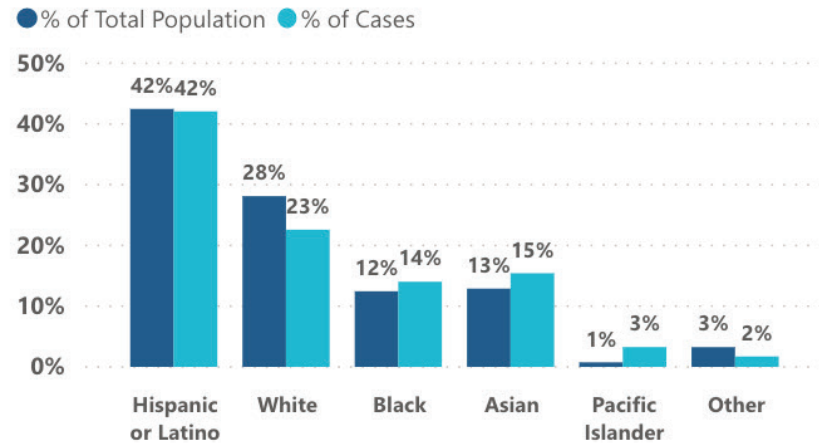


COVID Deaths Across Settings

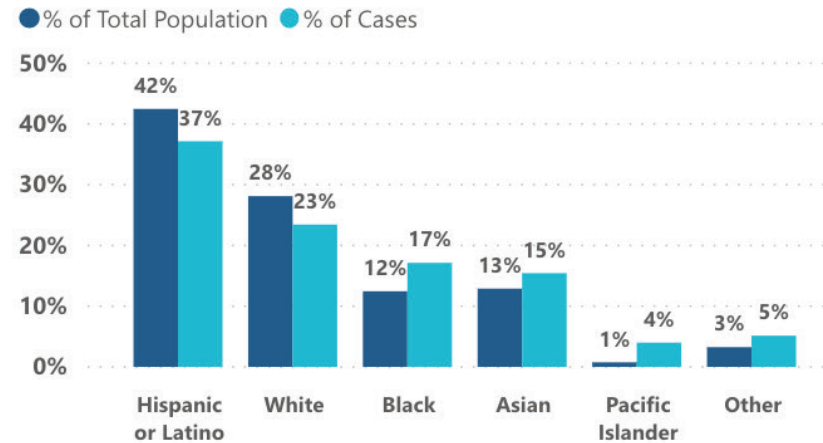


Race/Ethnic Data

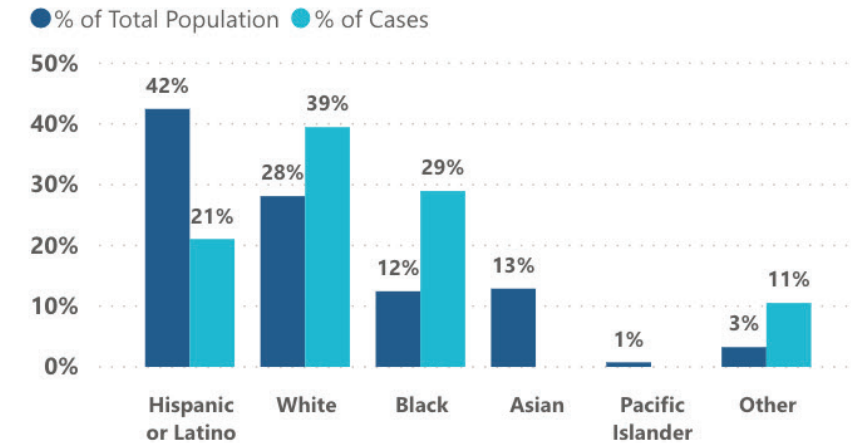
COVID-19 Cases by Ethnicity/Race



COVID-19 Hospitalizations by Ethnicity/Race

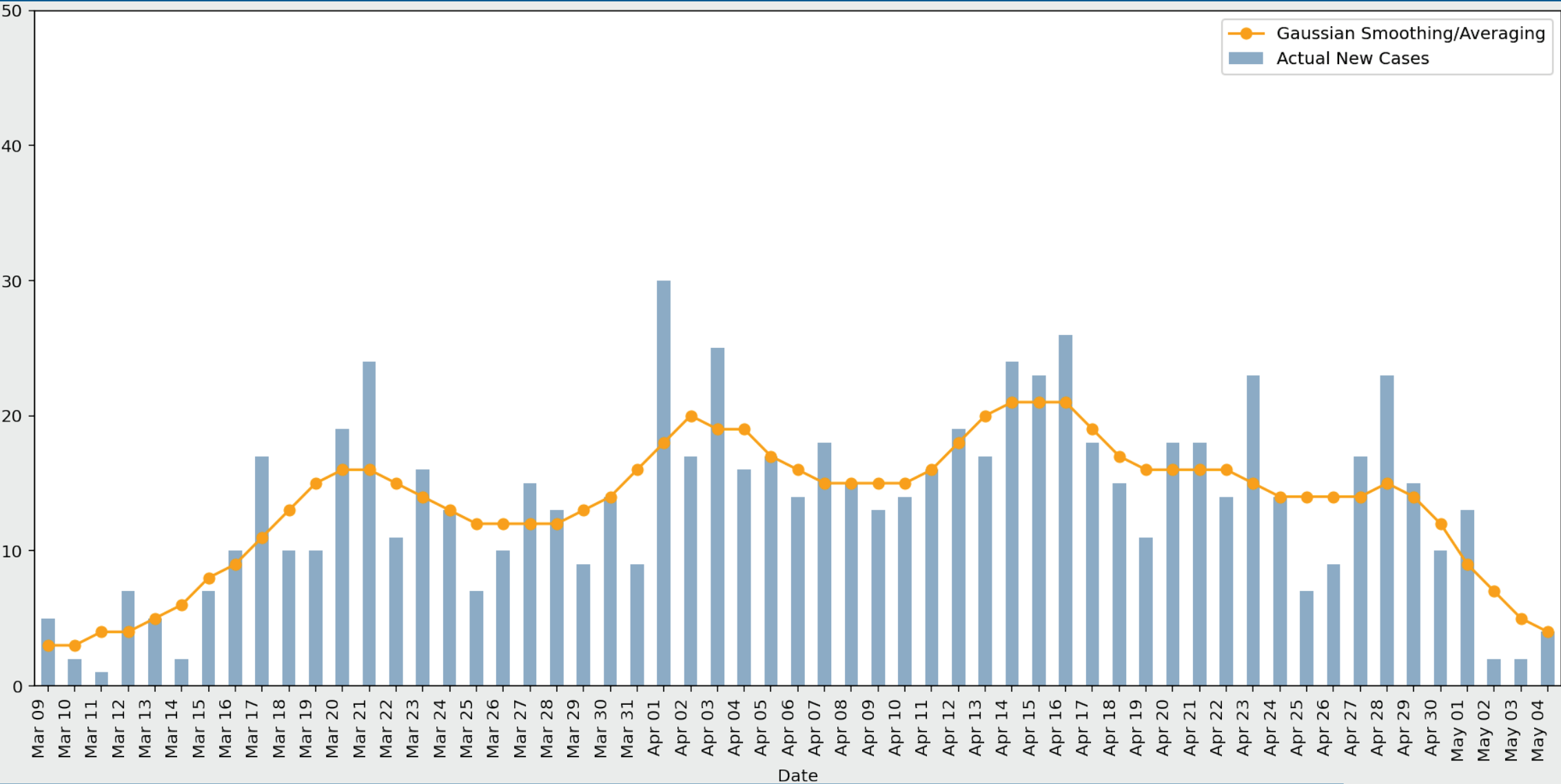


COVID-19 Deaths by Ethnicity/Race

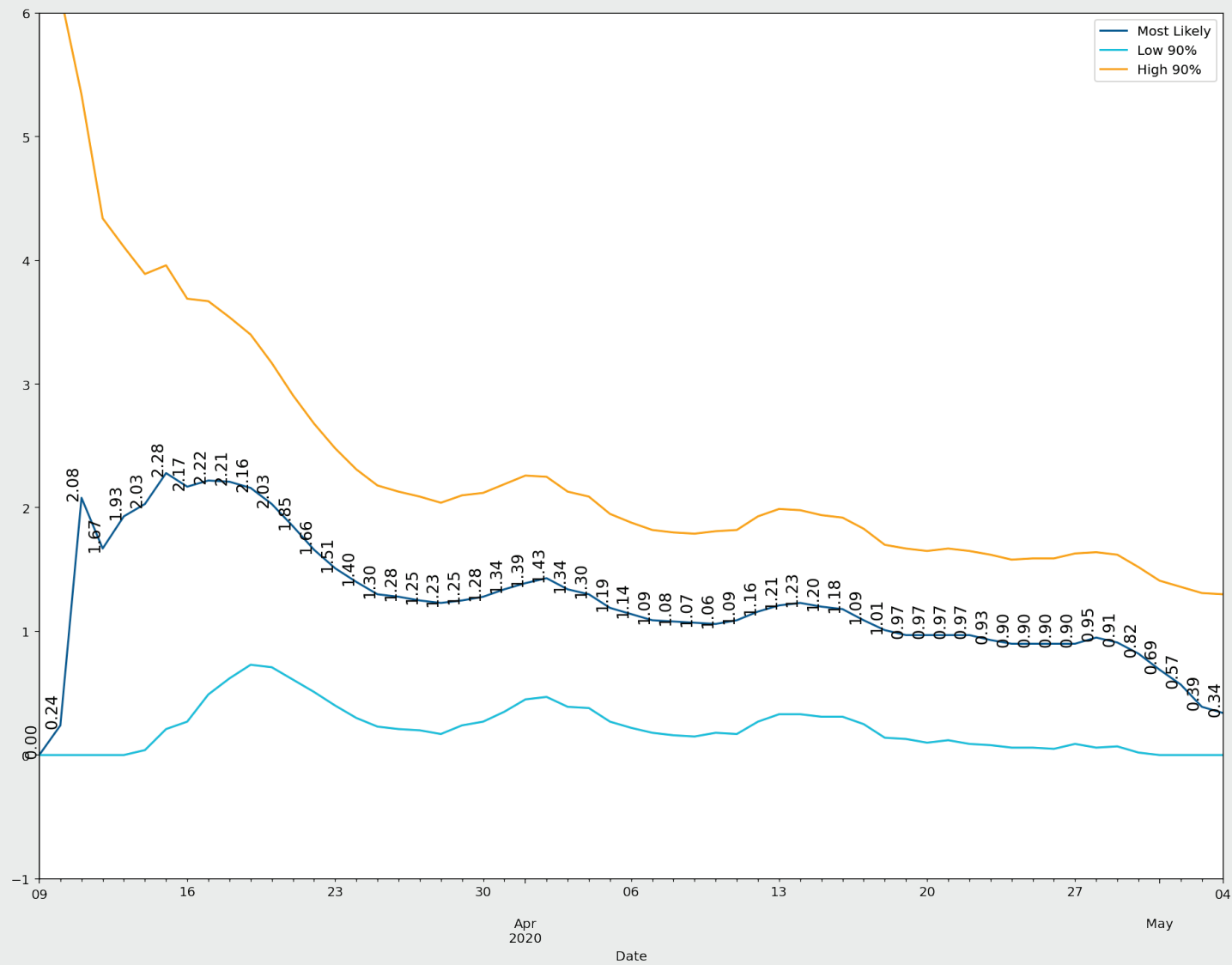


- African Americans and Asian/Pacific Islanders are over-represented in the total percentage hospitalizations
- African Americans and Whites are also over-represented in the overall percentage of deaths

Long Beach COVID Cases Timeline By Episode Date



Long Beach Effective Case Transmission Rate



A wide-angle photograph of a beach and ocean, tinted in shades of blue. The ocean is on the left, with gentle waves washing onto the sandy beach on the right. In the distance, a city skyline is visible across the water, including a prominent tall building. The sky is filled with soft, white clouds.

Governor's Strategy to Reopen

Governor's Six Indicators

1  The ability to monitor and protect our communities through **testing, contact tracing, isolating**, and supporting those who are positive or exposed.

2 The ability to prevent infection in people who are **at risk** for more severe COVID-19.

3 The ability of the hospital and health systems to handle **surges**.

4 The ability to **develop therapeutics** to meet the demand.

5 The ability for businesses, schools, and childcare facilities to support **physical distancing**.

6 The ability to determine when to reinstitute certain **measures**, such as the stay-at-home orders, if necessary.

15

Governor's Resilience Roadmap Stages

Stage 1 – Safety and preparedness (Current Stage)

Stage 2 – Lower risk workplaces gradually open with adaptations

Stage 3 – Higher risk workplaces open with adaptations

Stage 4 – End of Statewide Stay at Home Order

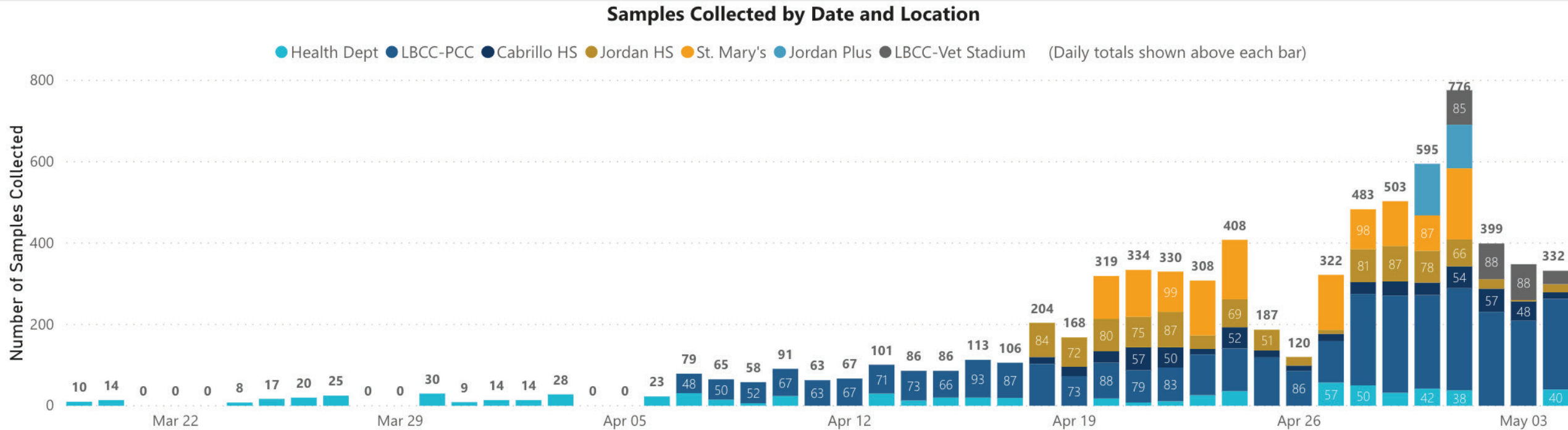
A blue-tinted photograph of a beach and ocean. The foreground shows gentle waves washing onto a sandy beach. In the distance, a city skyline is visible across the water, with several buildings of varying heights. The sky is filled with soft, white clouds. The overall mood is serene and coastal.

Progress on the Governor's Indicators

A blue-tinted photograph of a beach and city skyline. The foreground shows the ocean waves washing onto a sandy beach. In the background, a city skyline is visible across the water, with several buildings and palm trees. The sky is filled with soft, white clouds.

The ability to monitor and protect our communities through testing, contact tracing, isolating, and supporting those who are positive or exposed

Testing: Current Capacity



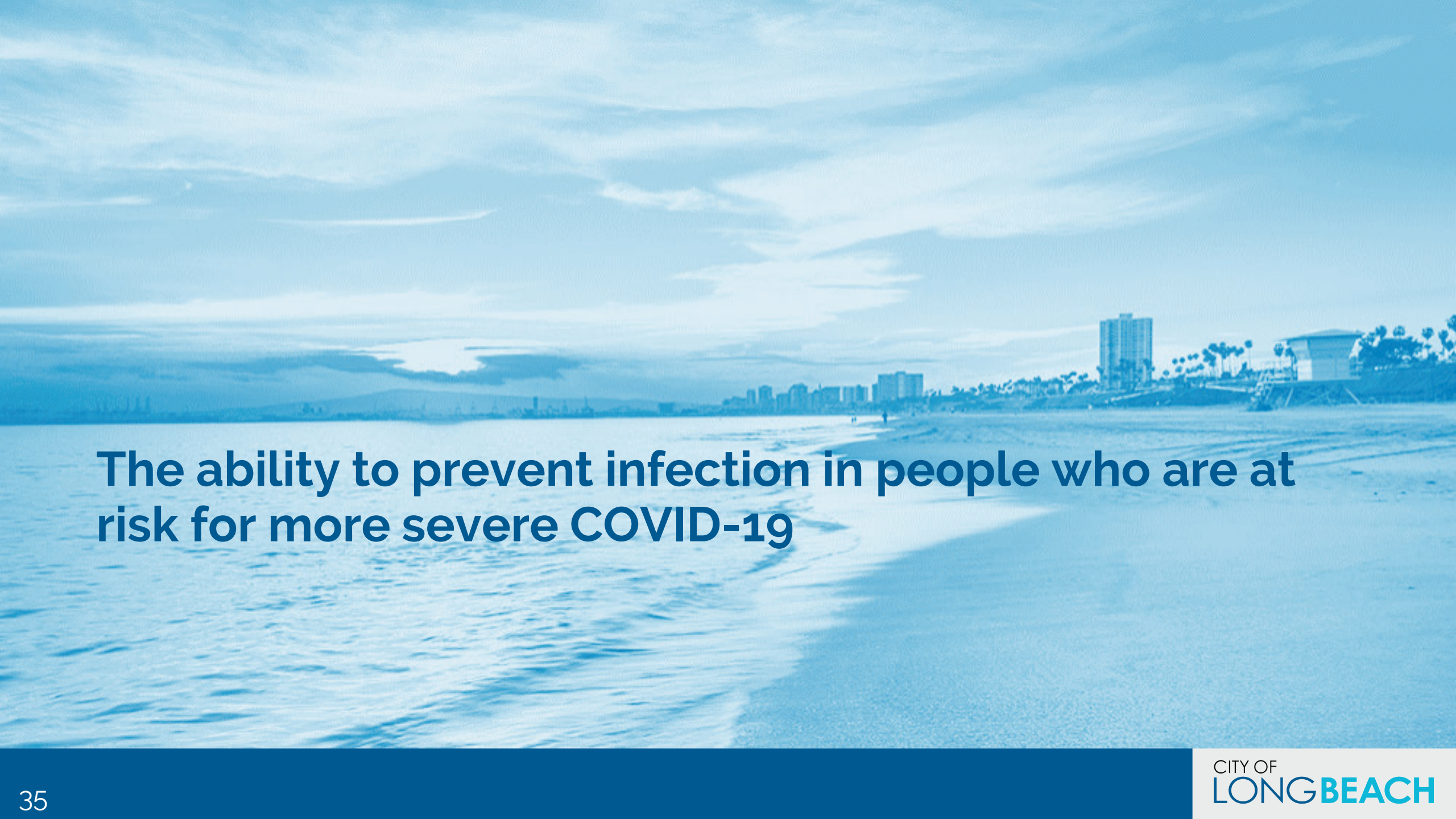
- Testing capacity through drive-thru has grown from 25/day to nearly 1,000/day
- Total of 7,263 people tested to date
- Total tested including hospitals and private labs is approximately 12,500

Contact Tracing: Capacity

- Contact tracing is crucial to slowing the chain of transmission
- Staff work with COVID-19 patients to identify contacts during timeframe when patient was infectious
- Current new cases: 40
- Needed Capacity: 80-120
- Surge Plan Developed
 - Redeployment of CLB staff members as Disaster Services Workers
 - Potential State Resources
- State provided Contact Tracing App
 - Pilot in early May - Full implementation by late May

Quarantine and Isolation Capacity

- Generally, quarantine and isolation can occur safely at home
- One 24-bed site through Project Room Key
- Available for people who cannot safely isolate at home due to lack of housing and/or overcrowded conditions
- Ongoing negotiations with additional motels to ensure surge capacity
- Agreement in place with State for First Responders and Medical Staff who cannot safely isolate at home

A blue-tinted photograph of a beach and ocean. In the foreground, the ocean waves are breaking onto a sandy beach. In the background, a city skyline is visible across the water, including several tall buildings and a prominent tower. The sky is filled with clouds.

The ability to prevent infection in people who are at risk for more severe COVID-19

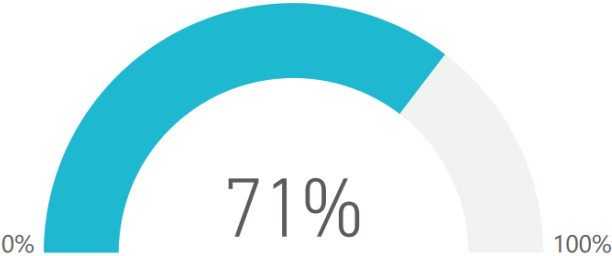
Homeless Support Services

- SB89 allocated funding to provide provisions to COVID-19 high-risk people experiencing homelessness
- The City of Long Beach was awarded \$1.1M as part of the response and was leveraged to activate Project Room Key

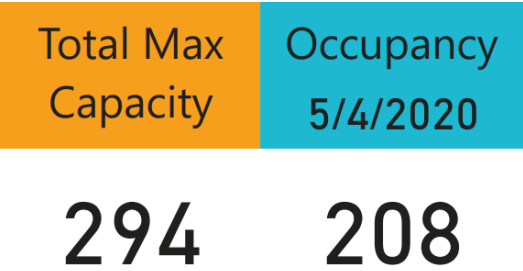
Location	Activation Date	Operator
Silverado	March 25	City of LB
Winter Shelter	Relocated to the Old North Library on April 1	Funded by LA County, Operated by US Vets
King Park	April 2	City of LB
Project Room Key	April 22	City of LB
Isolation/Quarantine Site 1	April 24	City of LB

Shelter Status

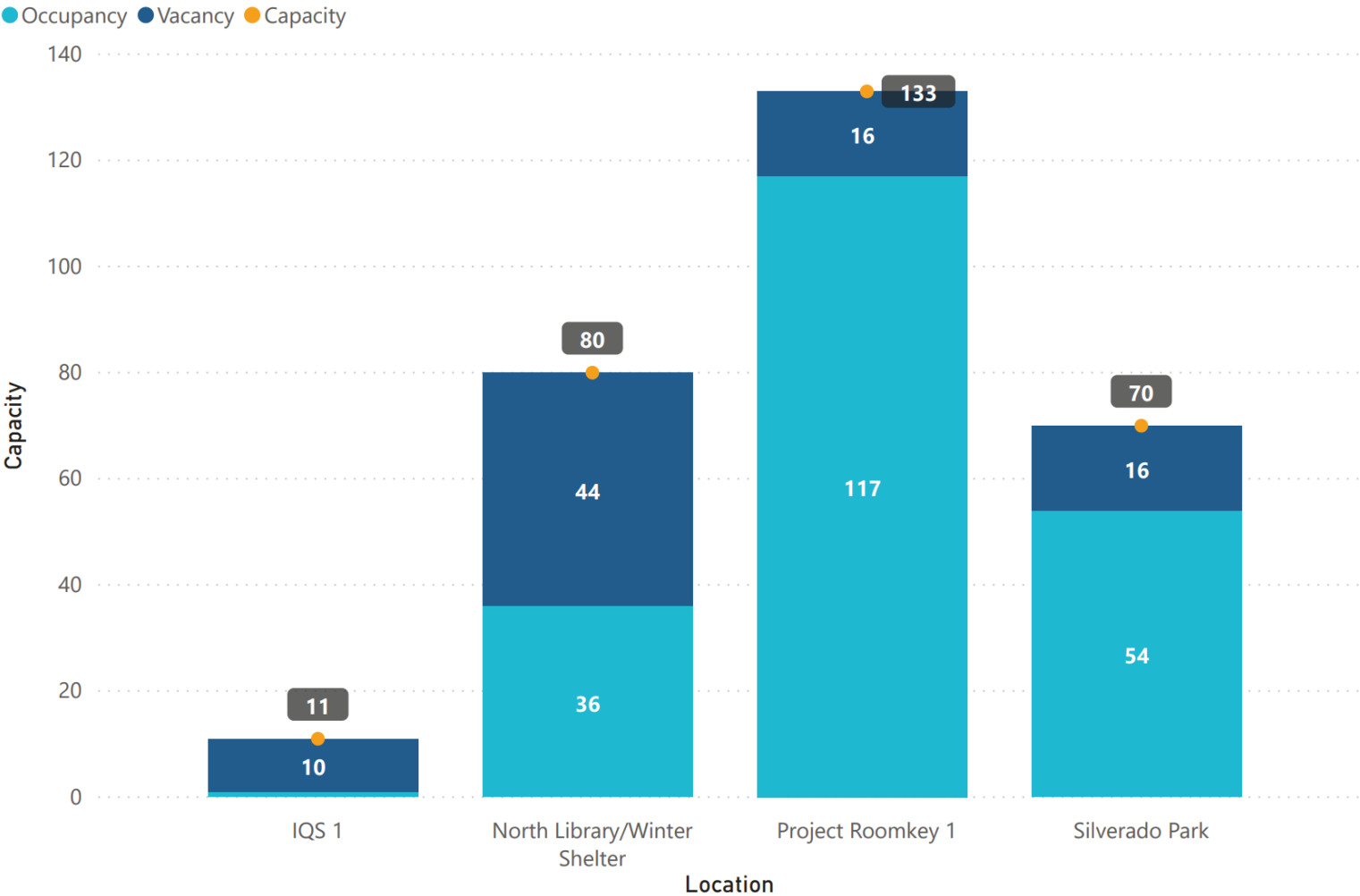
Total Occupancy



Total Shelter Occupancy



Occupancy and Vacancy by Location



Older Adults: Services and Outreach

- 51,500 over age 65 in Long Beach; ~ 18% in Poverty; 52% Live Alone
- The Healthy Aging Center continues to provide the Senior Links case management program to older adults with multiple health and social needs during the pandemic
- The Healthy Aging Center Program Manager is working directly with non-medical Senior Residential Facilities to provide guidance
- The Program manager serves as a liaison between senior residential building managers and the Health Department's Communicable Disease Control Program, to provide building managers with a direct contact for their questions
- EOC team is working closely with non-profit organizations who are engaged in food distribution
- Implemented Older Adult Resource Line for those self-quarantining

Long Term Care Facilities – Cases

- Total Cases: 236
- Total Deaths: 31
- Percent of Total Cases: 30%
- Number of Facilities: 19
- Number of Facilities with No Cases in 14 Days: 8

LTCF Comparison per 100K

Jurisdiction	Cases	Case & Death Origin	Deaths	Skilled Nursing Facilities	SNF Bed Rate X 100,000	Death Rate* x 100,000	Case Rate* x 100,000
Long Beach	230	All LTCF	30	26	583.28	6.42	49.21
Pasadena	301	All LTCF	50	16	884.91	35.37	212.91
LA County	5847	All Congregate Living	579	388	384.99	5.73	57.86
State of CA	6912	SNF	655	1216	297.86	1.66	17.47

* Numerators based on Cases provided by jurisdiction. See "Case and Death Origin" for where numerator came from.

Not all jurisdictions are presenting numerators the same way.

Note: CDPH case #s are self-reported by facilities themselves, may not represent entire picture.

Bed and facility counts source: <https://data.chhs.ca.gov/dataset/healthcare-facility-locations>

Pasadena source: <https://www.cityofpasadena.net/public-health/covid-19-dashboard/>

LA County source: <http://publichealth.lacounty.gov/media/Coronavirus/locations.htm>

State of CA source: https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/SNFsCOVID_19.aspx

Long Term Care Facilities – Steps

- Outreach and education re: protocols for LTCF's
- Testing of all staff and residents in sites where there are cases
- Working closely with LTCF management and staff to ensure effective protocols
- Providing PPE when low
- Prioritizing lab results of residents and staff
- Health Office Order for Long Term Care Facilities
 - Limited entry
 - Face coverings
 - Temperature screenings

Services and Outreach to Vulnerable Populations

Strategies

- Safety and Prevention Education
 - A series of community conversations, town hall meetings and listening sessions in partnership with local leaders and trusted messengers
- Increased access to testing and healthcare
 - Assistance and access to COVID related resources and testing
- Isolation and quarantine spaces to prevent spread
 - Priority given to older adults and those living with underlying health conditions
- Strive for a just and equitable economic recovery
 - Ensure there is representation and leadership from each population in the decision making process, as well as applying an equity lens to the development and implementation of economic recovery strategies

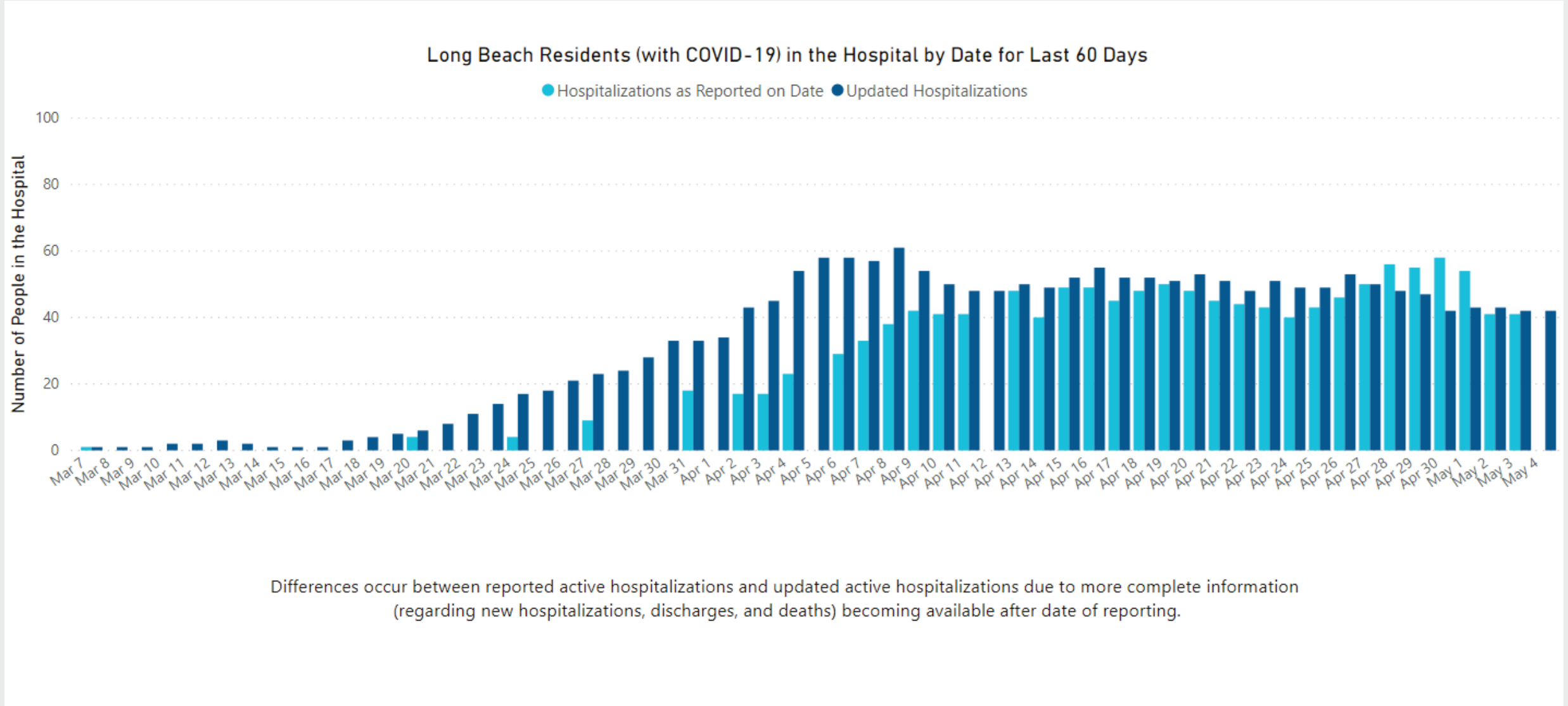
The background image is a wide-angle photograph of a beach and ocean, tinted in a monochromatic blue. The ocean waves are visible in the foreground, washing onto the sandy beach. In the distance, a city skyline is visible across the water, featuring several tall buildings and a prominent tower. The sky is filled with soft, white clouds.

The ability of the hospital and health systems to handle surges

Hospital Bed Capacity

- Area hospitals capacity is approximately 1,500 patient beds daily
- Fluctuates based on many factors (e.g., daily staffing, current needs, projected situation)
- Bed usage is averaging less than 50% of normal capacity
- Area hospitals averaged 50-55 hospitalized COVID patients daily in April
 - *This average does not include the VA
- Surge capacity of 400 additional beds at hospitals, 100 beds at Convention Center Alternative Care Site
- Over 225 ventilators available at Long Beach area hospitals, average of approximately 30% "in use" during April

COVID Hospitalizations

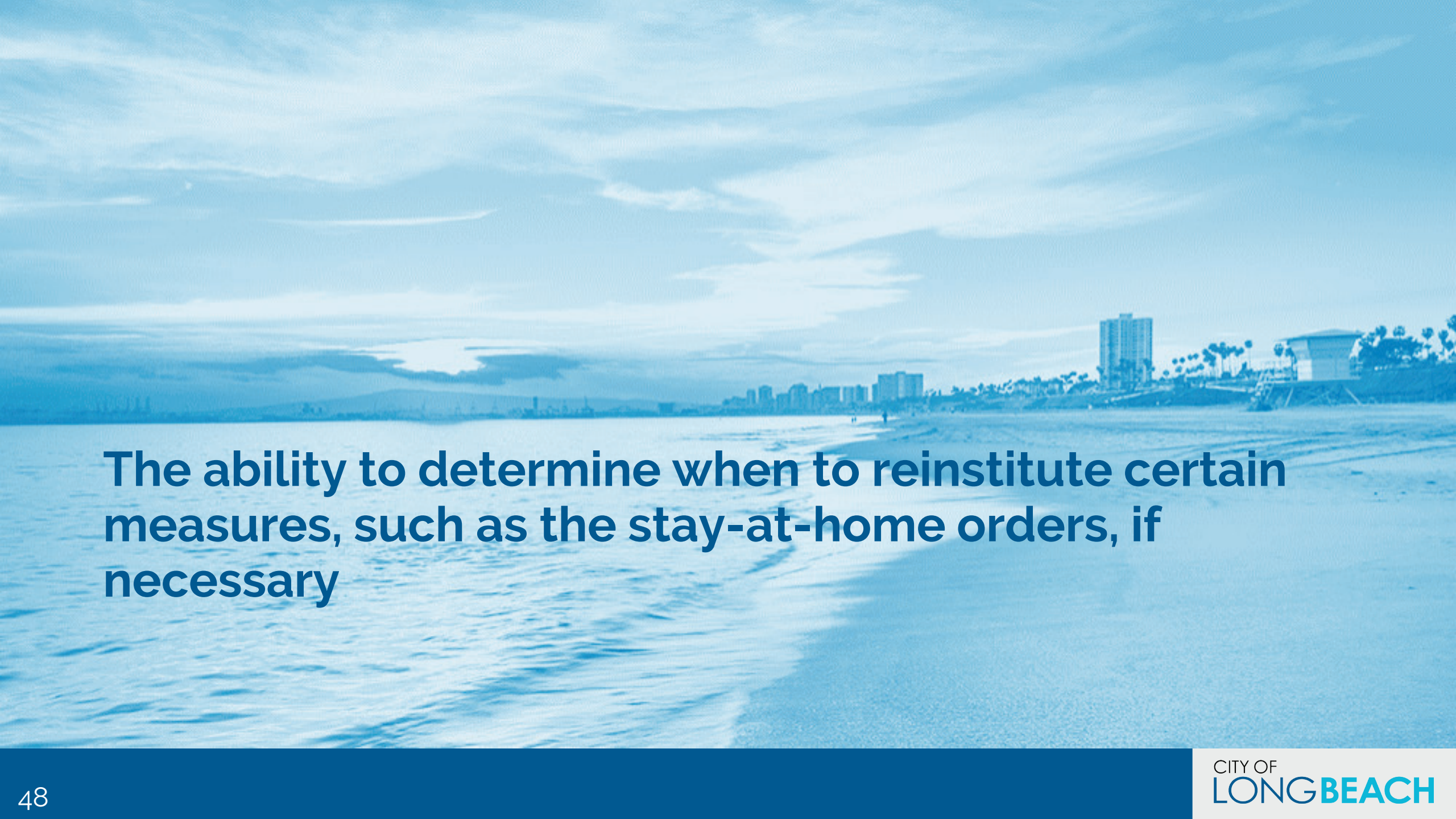




The ability for businesses, schools, and child care facilities to support physical distancing

ReopenLB Planning Groups and Focus Areas

- **Health Officer** – Emergency Health Order
- **EOC** – Resiliency and Recovery Group with focus on early childhood and youth services capacity
- **Human Resources** – Subcommittee on City Staff Returning to Work
- **Economic Recovery Advisory Group** – Restarting the Local Economy
- **Hospitality Taskforce** – Local Hospitality and Tourism Industry Focus
- **City Council Community Forums** – Community Input
- **ED&F Committee** – Economic and Financial Impacts
- **Environmental Health** – Business Playbook for Reopening

A blue-tinted photograph of a beach and ocean. The foreground shows the ocean with gentle waves washing onto a sandy beach. In the background, a city skyline is visible across the water, featuring several buildings of varying heights. The sky is filled with soft, white clouds. The overall tone is calm and serene.

The ability to determine when to reinstitute certain measures, such as the stay-at-home orders, if necessary

A wide-angle photograph of a beach and ocean, tinted in a monochromatic blue. The ocean waves are breaking onto a sandy beach. In the distance, a city skyline is visible across the water, including a prominent tall building. The sky is filled with soft, white clouds.

Measures Required for Accelerating Phase 2

Indicator Status

- **Trends in New Cases Goal**

- No more than 1/1,000 new cases in 14 days
- Nor more than 1 death in 14 days

MET
Not met

- **Testing Goal**

- 1.5/1,000 testing capacity

MET

- **Containment Goal**

- Contract tracing staff capacity 2-3X number of new cases
- Sheltering capacity for 15% of PEH

Building Capacity
MET

- **Isolation Goal**

- Ability to Quarantine and Isolate within 24 hours of test result
- Safe locations for quarantine and isolation

Building Capacity
MET

- **Hospital Capacity Goal**

- Physical and workforce capacity to handle 35% surge

MET



ReopenLB

Survey Distribution

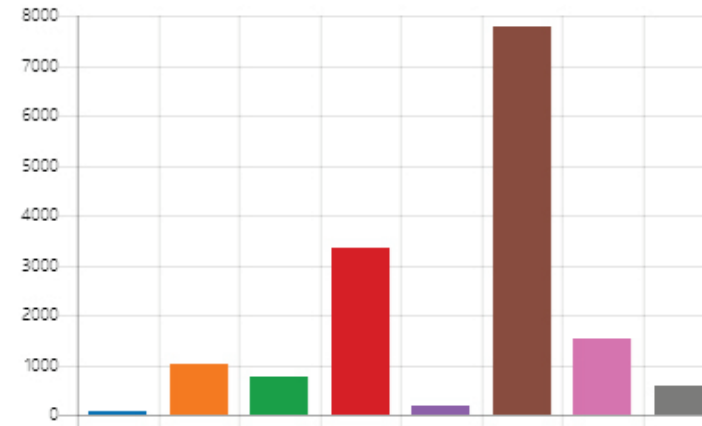
- Press Release
- City & Department Social Media
- Economic Development Email Blast
- Daily Business Brief
- Long Beach Post & Business Journal Digital Advertising
- City Council Newsletters

ReopenLB Survey (cont'd)

4. I identify with the following race/ethnicity:

[More Details](#)

American Indian/Alaska Native	80
Asian	1031
Black/African-American	750
Hispanic /Latino	3339
Pacific Islander/ Native Hawaii...	186
White	7768
Prefer not to disclose	1526
Other	578



5. I identify with the following gender:

[More Details](#)

Male	4911
Female	9747
Nonbinary	79
Prefer not to disclose	477
Other	44

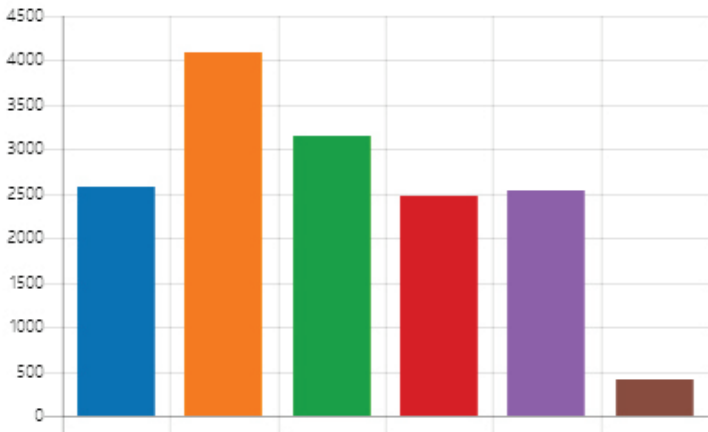


ReopenLB Survey (cont'd)

6. I am within the following age range:

[More Details](#)

18 - 29	2587
30 - 39	4098
40 - 49	3147
50 - 59	2480
60 and up	2532
Prefer not to disclose	414



7. I am a

[More Details](#)

Worker	9349
Business Owner	2207
Resident-not employed	3702

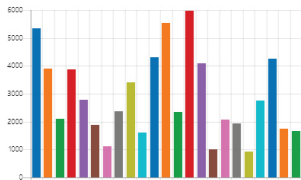


ReopenLB Survey (cont'd)

8. Activities I feel can open safely are

[More Details](#)

Beaches	5356
Car dealerships	3904
Child care facilities	2088
City facilities (City Hall, admini...	3884
Dine-in Restaurants	2789
Large gyms	1888
Large public/private gatherings	1125
Large scale retail	2375
Libraries	3405
Movie theatres	1605
Office Work	4306
Outdoor Recreation	5525
Park Community Centers	2356
Parks	5962
Personal Grooming	4097
Public events (concerts, movie...	1000
Religious organizations	2083
Schools	1942
Senior Centers	934
Small Gyms	2762
Small scale retail	4255
No Changes	1748
Other	1651



Worker

9. My priority is to return to work with respect to capacity limits and physical distancing

[More Details](#)

Yes	6727
No	2502



10. Yes: I can safely return to work with respect to capacity limits and physical distancing by doing

[More Details](#)

6651

Responses

Latest Responses

"Yes"

"Not sure - want to see LB create a program to check businesses' covi..."

"I do not support reopening LB right now"

11. The City could support me safely returning to work by addressing the following existing barrier

[More Details](#)

5810

Responses

Latest Responses

"Opening beaches and parks for exercise and physical activity would ...

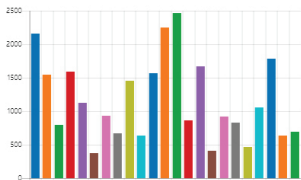
"Enforce Occupational Health and Safety guidelines and recommenda..."

"I do not support reopening LB right now"

12. Activities I feel can open safely are

[More Details](#)

Beaches	2154
Car dealerships	1549
Child care facilities	795
City facilities (City Hall, admini...	1595
Dine-in Restaurants	1125
Large public/private gatherings	371
Large scale retail	929
Large gyms	672
Libraries	1456
Movie theatres	642
Office Work	1568
Outdoor Recreation	2253
Parks	2466
Park Community Centers	860
Personal Grooming	1676
Public events (concerts, movie...	406
Religious organizations	917
Schools	826
Senior Centers	464
Small Gyms	1061
Small scale retail	1781
No Changes	636
Other	690



Resident (Not Employed)

13. My priority is to return to these activities with respect to capacity limits and physical distancing

[More Details](#)

Yes	3112
No	554



14. Yes: I can safely return to these activities with respect to capacity limits and physical distancing by doing

[More Details](#)

2937

Responses

Latest Responses

15. The City could support me safely resuming these activities by addressing the following existing barrier

[More Details](#)

2553

Responses

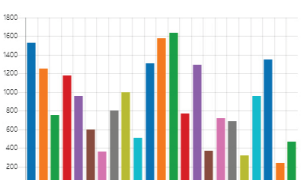
Latest Responses

16. Activities I feel can open safely are

[More Details](#)

Beaches	1527
Car dealerships	1250
Child care facilities	751
City facilities (City Hall, admini...	1175
Dine-in Restaurants	961
Large gyms	597
Large public/private gatherings	364
Large scale retail	798
Libraries	997
Movie theatres	509
Office Work	1309
Outdoor Recreation	1576
Parks	1635
Park Community Centers	772
Personal Grooming	1294
Public events (concerts, movie...	371
Religious organizations	720
Schools	684
Senior Centers	317
Small Gyms	959
Small scale retail	1354
No Changes	235
Other	465

Business Owner



17. My priority is to return to these activities with respect to capacity limits and physical distancing

[More Details](#)

Yes	1943
No	234



18. Yes: I can safely re-open my business with respect to capacity limits and physical distancing by doing

[More Details](#)

1888

Responses

Latest Responses

19. The City could support me safely reopening my business by addressing the following existing barrier

[More Details](#)

1518

Responses

Latest Responses

56

Steps Residents Can Take



Steps the City Can Take



Economic Recovery Advisory Group

- “Restart Long Beach” is an informal advisory group led by former Mayor Bob Foster
- The purpose of Restart Long Beach is to provide innovative ideas and a smart approach to restarting the local economy in the safest way possible and guided by medical science and data
- Members were assembled for their expertise in a broad range of industries and sectors to provide input to the City on strategies for the Long Beach economy to recover when safe to do so
- Restart Long Beach Members include doctors, small business owners, labor representatives, and education leaders among many others

Economic Recovery Advisory Group (cont'd)

- Major conclusions:
 - Continue working from home if possible
 - Begin with sectors least likely to start a second wave
 - Protective equipment and protocols essential
 - Robust testing is essential
 - Every economic sector needs a unique and specific set of protocols
 - Need real time data from the hospitals and ongoing monitoring of cases
- Recommended four different stages
- Align with Health Officer and the State

Economic Recovery Advisory Group (cont'd)

- Stage 1: Low risk activities that promote health and wellbeing
 - Outdoor recreation, parks, beaches
- Stage 2: Low risk retail and health services
 - Car washes, floral shops, sporting goods, electronics, small gyms, libraries
- Stage 3: Higher risk commercial activities
 - Personal services businesses, barbershops, beauty, tanning salons, tattoo parlors, restaurants/coffee shops,
- Stage 4: Large gatherings

A wide-angle photograph of a beach and ocean, tinted in shades of blue. The ocean is on the left, with gentle waves washing onto the sandy beach on the right. In the distance, a city skyline is visible across the water, including a prominent tall building. The sky is filled with soft, white clouds.

Financial Impacts

Budget Impacts (General Fund)

- FY 20 Shortfall - Updated: \$25 million to \$41 million
 - More severe impacts to sales tax, TOT, Measure A, parking citations, oil, unreimbursed pandemic costs
- FY 21 Shortfall - Not updated: \$9 million to \$16 million
 - Likely to be worse when updated
- Out years
 - Likely to be worse when updated (at last at the high range)
- Uncertainty is high
- Economic situation seems to make it more likely that shortfalls will be worse than projected rather than better

GF Costs To Date and Preliminary Estimate for FY 20

- COVID-19 costs:

Preliminary Estimate of Costs Thru April 24

Fund	Labor	Non-Labor	Total
General	6.9	2.0	8.9
All Other	3.6	1.4	5.0
Total	10.5	3.4	13.9

- Preliminary estimate for unreimbursed FY 20 GF costs is \$3 million to \$6 million and is included in FY projection
- If Long Beach gets “Large City” funding from federal government, that could potentially offset unreimbursed costs

Actions in Response to Financial and Budgetary Situation

- Hard hiring freeze and cutback in non-essential expenses
- Recommendations to defer (defund) non-critical capital projects
- Recommendation to reconsider summer activities and programs impacted by pandemic
- Defer summer Fire and Police academies
- Emphasize full-time staffing over part-time or non-career staffing
- Restart the FY 21 budget process with updated information
- Continue projection updates during the budget process

Impacts to the Organization

- COVID-19 is our highest priority
- Staff have been reassigned in significant numbers
- Large numbers of staff are working remotely
- Non-critical functions have been delayed or stopped
- FY 21 Budget development process has been delayed
- Work on City Council initiatives has slowed or has been suspended

A wide-angle photograph of a beach and ocean, tinted in a monochromatic blue. The ocean waves are breaking onto a sandy beach. In the distance, a city skyline is visible across the water, including a prominent tall building. The sky is filled with soft, white clouds.

Next Steps

Next Steps

- Receive input tonight from Council on the City's emergency response and the restart efforts
- Work continues with LA County on the Health Order and the Governor's Phase 2 Plan
- Expecting changes to the order by or before May 15, addressing recreational opportunities and retail in a safe manner
- Philosophy is to provide businesses with direction on safe ways to operate, and then allow them to put in place the measures that are appropriate for their business and space

Next Steps (*cont'd*)

- Communication will be critical
- Decisions will be based on data and medical expertise
- Recommend alignment with the County as much as possible for regional consistency
- Continue to keep the Mayor and City Council informed



City Response to COVID-19

A Summary of Actions and Impacts

May 5, 2020