



City of Long Beach Homelessness Emergency: Accomplishments and Areas for Opportunity

City Manager's Conference

February 5-7, 2025

Agenda

- I. Background
- II. Building Capacity
- III. Accomplishments
- IV. Areas for Opportunity

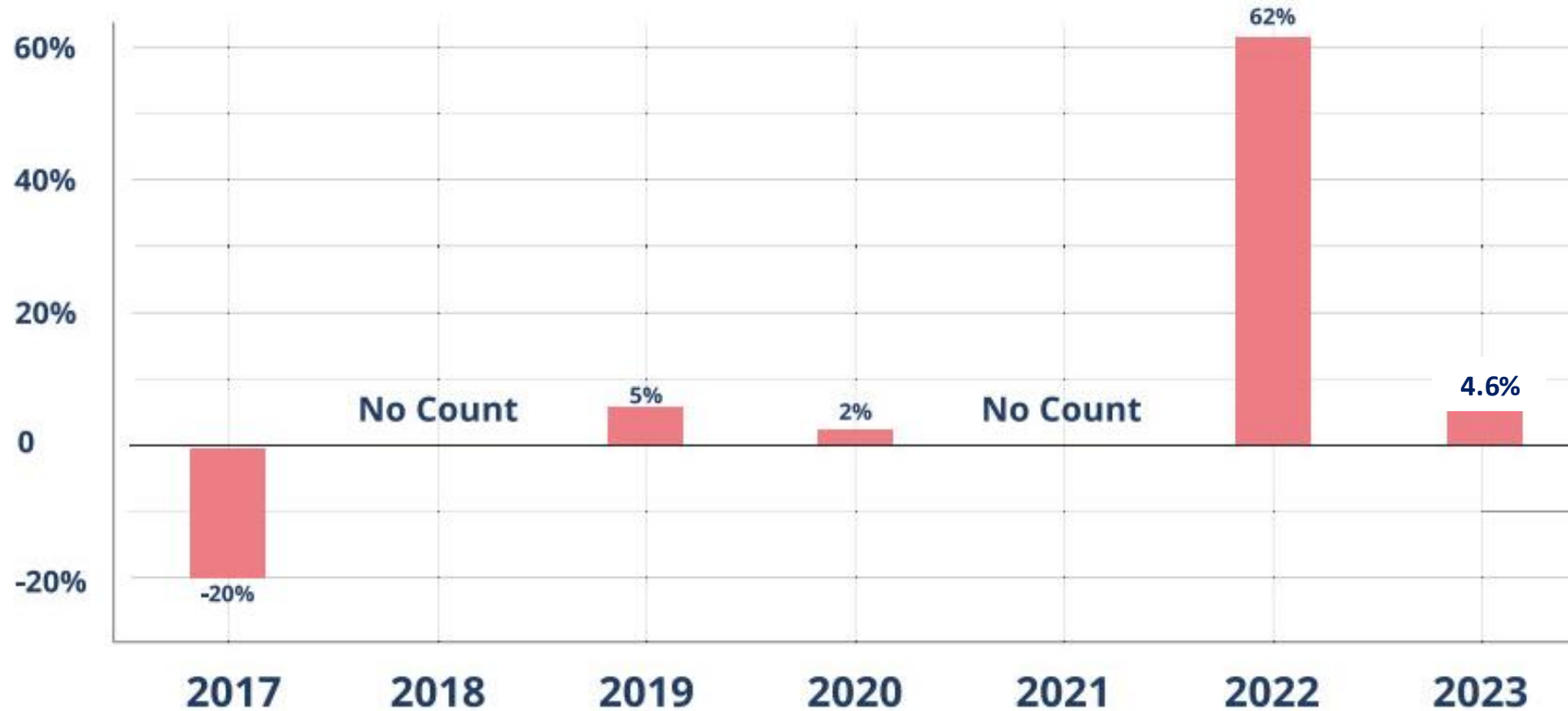




Background

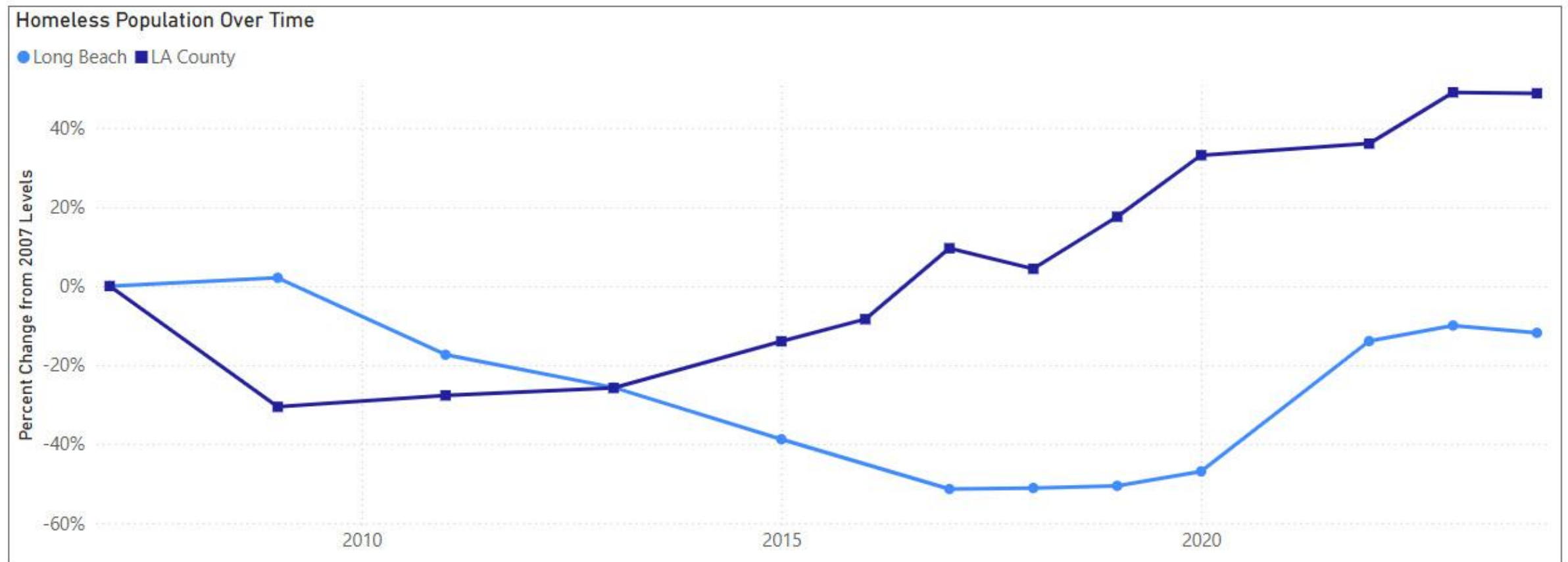
Background: Homelessness in Long Beach

Percentage Change of People Experiencing Homelessness in Long Beach



Background: Homelessness in Los Angeles

Percentage Change in Homelessness in Long Beach and Los Angeles County Over Time



Background: Homelessness Emergency

Utilized tools learned
during COVID
Response

The City of Long
Beach's Homelessness
Emergency was
declared on
January 10, 2023 and
concluded on February
29, 2024.



Background: Mission Statement

To reduce the number of persons experiencing homelessness in the City and the region by increasing housing opportunities and by enhancing current initiatives that provide field-based outreach, engagement, and supportive services while maintaining the safety and security of the people experiencing homelessness, the general public and staff, and improving overall public safety for the entire community.



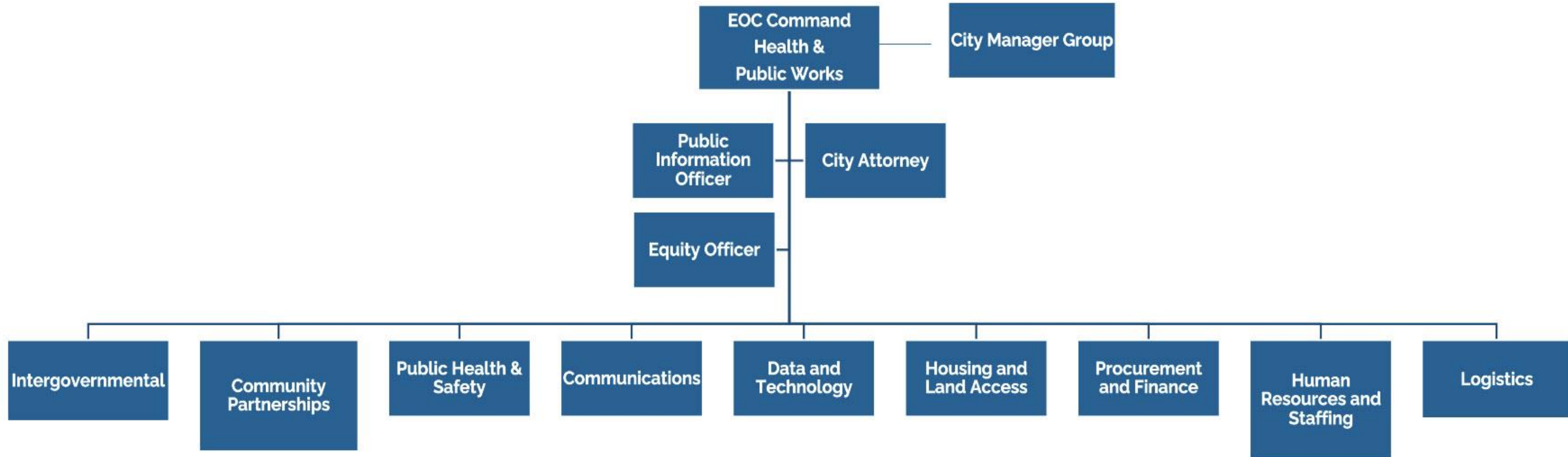
Building Capacity Through our Emergency Response Efforts

Building Capacity: Learning from the COVID Response

- Incident Command System
- Interdepartmental Strategy
- 323 City Staff from all Departments
- Joint Information Center



Building Capacity: Emergency Operations Structure



The City's Interdepartmental Emergency Response Team identified four key areas of focus to guide emergency efforts:

Focus Area 1: Increase Access to Services

Focus Area 2: Increase Interim and Long-Term Housing Access

Focus Area 3: Build Capacity to Address Homelessness Crisis

Focus Area 4: Engage Community in Data, Planning and Assistance

Building Capacity: Within the Community



Communications

- Presentations to City Council every 2 weeks
- Livestreams
- 65+ Press Releases
- Community Stories
- All data and info in one place

Building Capacity: Within the Community

Community Engagement

- Roundtable
- Listening Tour
- Community Champions
- Community Survey





Accomplishments

Accomplishments: Service Delivery

- Served 10,800 people during the emergency
- Staffed three REACH teams with nurses, case workers and mental health clinicians
- Launched 2 new Mobile Access Centers
- Safe Parking Program Established
- Identified, funded, purchased and outfitted new Shelter in about 6 months (record speed) – now our permanent Winter Shelter too
- Launched a Community Crisis Response team of unarmed personnel responding to mental health challenges
- One of the first in the nation to achieve Emergency Housing Voucher utilization of nearly 100% (2,400 landlords contacted)
- Reopened Community Hospital for recuperative care and first Winter Shelter on the Eastside

Accomplishments: Getting Over Barriers

- Contract Authority and Procurement Process:
 - \$1 million City Manager threshold in an emergency
 - Sole source ability, contract with motels immediately, Council trust to spend, etc.
- Construction: Higher Job Order Contracting Limit
- Affordable Housing: From 6 months to 60 days goal/average



Accomplishments: Getting Over Barriers

➤ City, County, State, and Federal Funding: **\$75 million identified**

City	County
\$13 Million One-Time Funds FY 2023	\$6.5 Million One-Time Funds FY 2023 \$4 Million Annual Increase in Measure H
• Build Capacity to Address Homelessness • Increase Access to Services • Increase Interim and Long-Term Housing Access • Other Supports	• One-time capital funds to purchase and renovate a new shelter. • More equitable Measure H (local tax) distribution.
State	Federal
\$5.25 Million One-Time Funds FY 2022/2023 \$5.1 Million Encampment Resolution Fund Project	\$5.2 Million Unsheltered NOFO 3-year Grant 79 Stability Vouchers
• One-time earmarks through the state senate to renovate the City run access center and to create an older adult shallow subsidy pilot. • Encampment Resolution Grant was awarded to address a growing encampment in the Downtown area.	• Applied during the HUD unsheltered funding opportunity and was awarded for 5 new projects. • In addition to the 582 Emergency Housing Vouchers, Long Beach also received an additional 79 Stability Vouchers to pair with the unsheltered projects.

Accomplishments: By the Numbers

➤ Shelter Growth

Shelter Growth Since 2021	
Permanent Beds	446 permanent beds since 2021
Motel Rooms	180 rooms through motel leases
Beds Finalizing Construction in 2025	120 beds finalizing construction in 2025
Inclement Weather Shelter Beds	65 additional beds through IWS

Accomplishments: By the Numbers

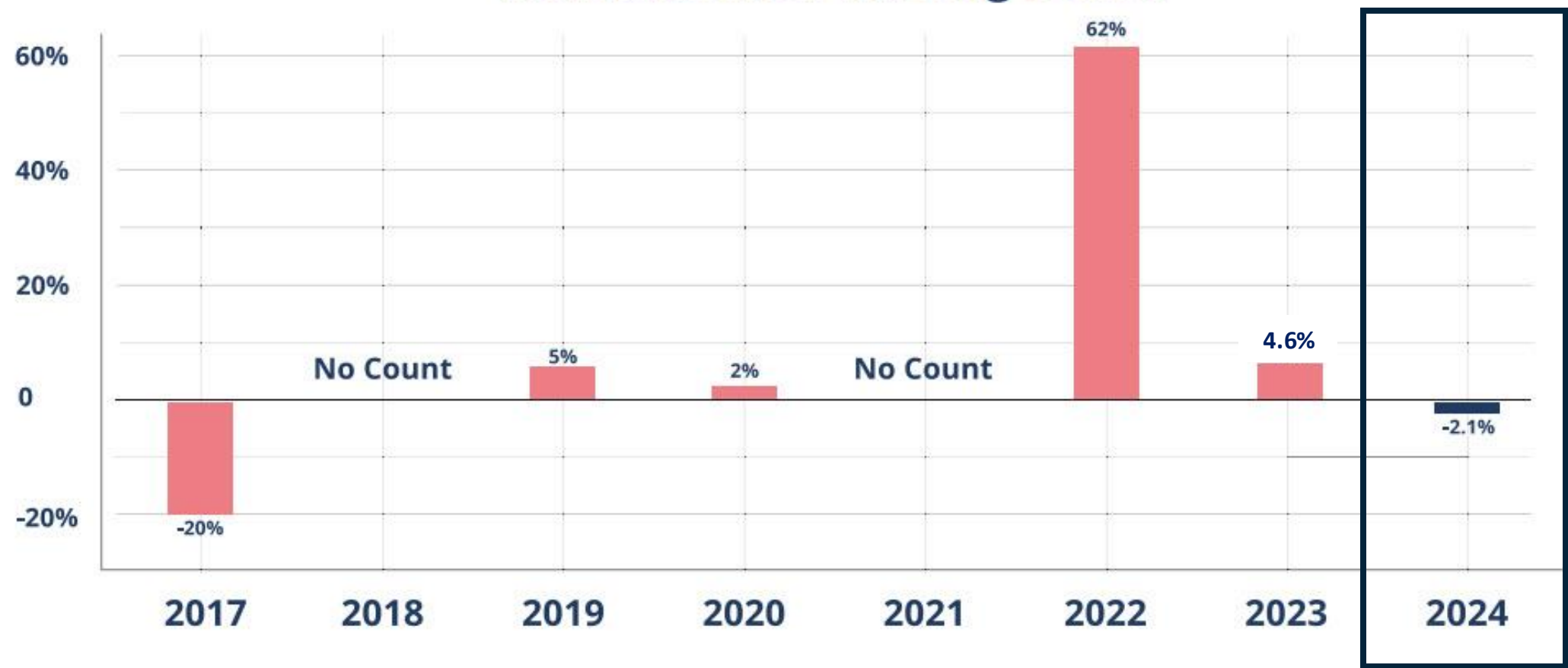
- Donation Drives:
 - 33,000 items through monthly donation drives
- 2024 Homeless Count
 - Accomplished early with better data



First Reduction in Homelessness in Long Beach in 7 years

Accomplishments: By the Numbers

Percentage Change of People Experiencing Homelessness in Long Beach



Accomplishments: By the Numbers

Nationally	Orange County	California	Los Angeles County	Long Beach
18.1% Increase	28% Increase (2022-2024)	3% Increase	0.27% Decrease	2.1% Decrease

Accomplishments: By the Numbers

48,875

Visits to the Multi-Service Center

173

Average Visits per Day to
Multi-Service Center

1,340

People Who Received Services from
Mobile Access Center

5,889

Services Provided at the Mobile
Access Center

88,313

Bed Nights (Includes People and
Rooms)

95%

Emergency Shelter Utilization

Emergency Housing Voucher Utilization

574

99%

Utilization Rate

0

582

3,583

Reports/Requests from Public
Leading to Encampment Visits

2,250

Encampment Visits with People
Found in Encampment

1,331

Encampment Visits with No People
Found in Encampment

1,905

Encampment Visits where Services
were Accepted



Accomplishments: Focus Area 1

Focus Area 1: Increase Access to Services

Immediate (<3 months)

- Completed** • Increase access to services through Mobile Access Center
- Completed** • Open temporary Safe Parking program
- Completed** • Open RV Sanitation and Water Filling Site
- Completed** • Launch text notification system to provide real-time information and connection to service location

Short Term (4 – 6 months)

- Completed** • Provide business support services
- Completed** • Increase access to mental health services throughout Long Beach
- Completed** • Initiate discussions and collaboration on better models for local mental health services

Increase Access to Services Medium Term (6 – 24 months)

- Completed** • Identify location and operational funding for Recuperative Care site
- In Progress** • Open long-term safe parking

Long Term (24+ months)

- In Progress** • Identify and implement prevention strategy and investments
- In Progress** • Open long-term safe RV parking
- In Progress** • Collaborate with LA Metro hub to support referrals efforts and operational funding for Recuperative Care

Accomplishments: Focus Area 2

Focus Area 2: Increase Interim and Long-Term Housing Access

Immediate (<3 months)

- Completed** • Identify location and operational funding for Recuperative Care site
- In Progress** • Collaborate with LA Metro hub to support referrals efforts and operational funding for Recuperative Care

Short Term (4 – 6 months)

- Completed** • Lease up all Emergency Housing Vouchers (EHVs)
- Completed** • Implement ongoing interim shelter site
- In Progress** • Formalize additional contracts with motels to take motel vouchers
- Completed** • Establish process for warming centers during cold weather beyond winter shelter program

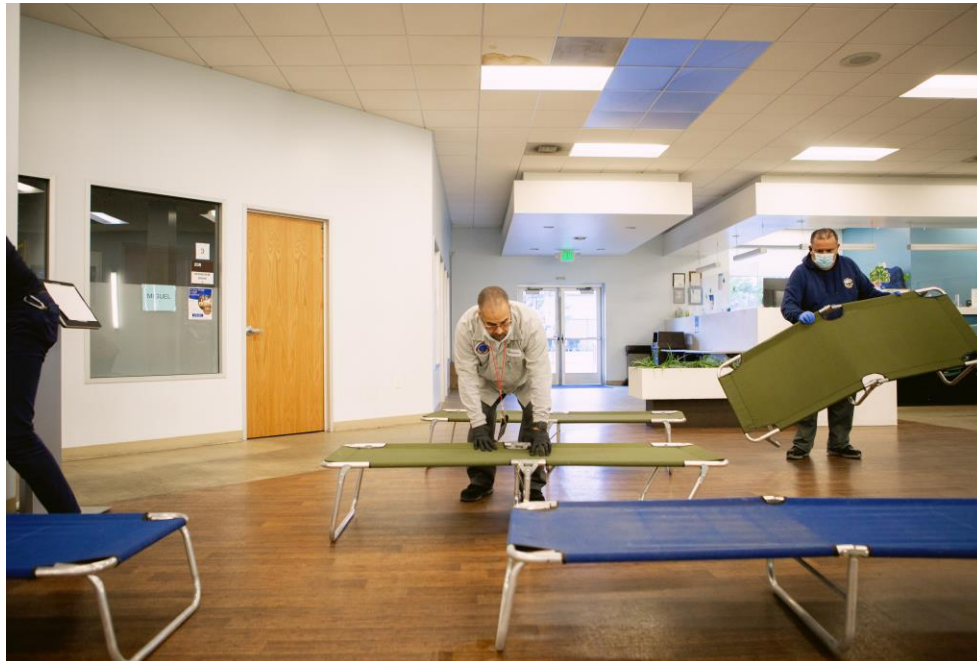
Medium Term (6 – 24 months)

- Fourthcoming** • Modular Units
- In Progress** • Open Luxury Inn and
- Completed** • Initiate analysis and implement policy changes in zoning, affordable housing, and prevention efforts
- Completed** • Implement tenant protection processes, resources, and education opportunities including Project Homekey

Accomplishments: Focus Area 2

Long Term (24+ months)

- In Progress** • Implement affordable housing policy
- In Progress** • Increase affordable housing units
- In Progress** • Ensure permanent housing for people experiencing homelessness coming from Long Beach by attaching project-based vouchers to current Homekey sites
- In Progress** • Identify additional permanent supportive housing funding and implementation opportunities including Project Homekey



Accomplishments: Focus Area 3

Focus Area 3: Build Capacity to Address Homelessness Crisis

Immediate (<3 months)

- Completed** • Identify and apply for funding opportunities
- In Progress** • Identify specific roles and assistance from partner agencies such as Harbor, Utilities, and Long Beach Transit
- Completed** • Make specific resource requests from the County, Metro, and State to build local Long Beach capacity
- Completed** • Initiate regional discussions on building regional capacity in the Gateway Cities

Short Term (4 – 6 months)

- Completed** • Identify and implement operational improvements in staffing, funding, and processes
- Completed** • Secure one-time Measure H/HHAP funding for local investment

Medium Term (6 – 24 months)

- Completed** • Secure one-time funding from intergovernmental efforts

Long Term (24+ months)

- Completed** • Work to change the Measure H/HHAP distributions to address equity concerns
- NOT FEASIBLE** • Collaborate with cities within the region to increase shelter and service opportunities
- In Progress** • Have access to significantly more housing opportunities for people experiencing homelessness
- In Progress** • Enhance LAHSA partnership to connect people coming into Long Beach from the region to regional services

Accomplishments: Focus Area 4

Focus Area 4: Engage Community in Data, Planning and Assistance

Immediate (<3 months)

- Completed** • Launch dashboard featuring local homelessness data
- Completed** • Implement community engagement and outreach process for homeless services-related efforts
- Completed** • Incorporate the City's commitments for site selection into Homelessness Activation
- Completed** • Launch a donation effort to collect materials and engage the community in supporting City efforts

Short Term (4 – 6 months)

- Completed** • Improve public access to data for homelessness efforts
- Completed** • Hold stakeholder meetings throughout Long Beach to engage community in idea generation, prioritization, and understanding
- Completed** • Engage clergy and non-profits to bolster capacity
- Completed** • Engage businesses in education and brainstorming

Medium Term (6 – 24 months)

- In Progress** • Update Everyone Home Long Beach Strategic Plan to include updated goals for housing and highlighting effective practices

Long Term (24+ months)

- Forthcoming** • Convene regional partners for long-term prevention planning and implementation

Accomplishments: Communications

Communications

- CAPIO EPIC award for best crisis communications
- 12 live streams
- 65 press releases
- 27 Council presentations
- Inside LB – humanizing stories





Areas for Opportunity

Areas for Opportunity: Community Engagement

- Community Engagement: Silverado Shelter Example
- Led to four community commitments
 1. Going forward, the City will conduct community engagement prior to making decisions about program specifics.
 2. The City will not program at locations that are currently community assets.
 3. The City commits to leaving locations in a better state than how they were found, making a new enhancement to the community.
 4. Programs and projects will be spread evenly across Long Beach.

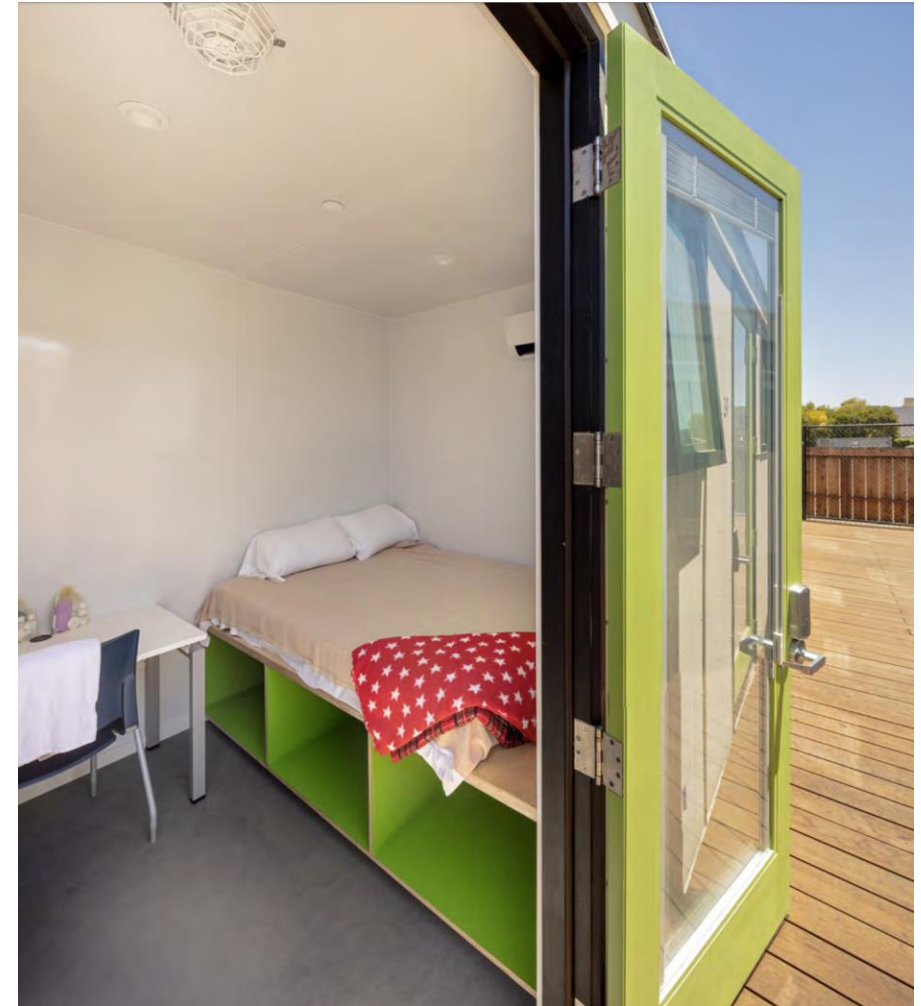
Areas for Opportunity: Community Engagement

- Community Engagement: Silverado Shelter Example
- Shared Responsibility: Tougher to get help from others



Areas for Opportunity: Projects and Programs

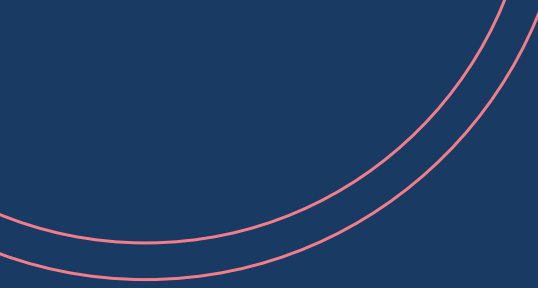
- Tiny Homes: 33 homes so difficult for us compared to 440+ shelter spaces
- RV Sanitation Dump Station: Sounded like a great idea at the time
- Staff comparison – COVID emergency vs. homelessness emergency



Areas for Opportunity: Looking Ahead

- Office of Homeless Strategy and Partnerships
- New resources coming from Measure A Sales Tax in LA County
- Built capacity for Mental Health funding through Proposition 1
- After Action Report – led to reflections for the next time
- In an emergency, speed may lead to some unwanted consequences – need to understand not everything will go according to plan
- Need to consider how to relieve staff of their other responsibilities better





Thank you!

Tom Modica, City Manager
City of Long Beach

Homeless and Housing Response

A dark blue silhouette of the Sacramento skyline is positioned at the bottom of the slide. It includes various building shapes and two prominent towers on the right side that resemble the Sacramento Tower.

City Managers' Conference
February 2025

POSTED ON JUNE 5, 2024

UNSHELTERED HOMELESSNESS DECREASES 41 PERCENT IN SACRAMENTO, ACCORDING TO LATEST POINT-IN-TIME COUNT





Sacramento City, County reach partnership agreement to do 'whatever it takes' to get homeless people off the street

BREAKING NEWS, IN THE NEWS, GETTING PEOPLE OFF THE STREET, KEEPING PEOPLE HOUSED

Regional Coordinated Homeless Action Plan

1 Coordinated Access & Navigation
Centralized access to homeless and rehousing services across a variety of physical and virtual access points



2 Diversion & Prevention Assistance
Prevent at-risk households from falling into homelessness and/or divert from entry into the homeless response system



3 Outreach & Engagement
Align outreach efforts across jurisdictions and facilitate permanent housing placements from unsheltered locations



4 Emergency Shelter & Interim Housing
Continue support for flexible emergency shelter and interim housing that focuses on moving clients to permanent housing



5 Rehousing Assistance
Coordinate existing and new rehousing resources to rapidly move clients to permanent housing



6 Permanent Supportive Housing
Expand housing opportunities and capacity dedicated to meet the housing needs of persons experiencing homelessness



7 Integrated Services
Expand partnerships with other systems that serve clients experiencing homelessness, including behavioral health, jails, hospitals, and others



8 System Capacity Building & Training
Continue to develop and train a diverse workforce to deliver homelessness services across the response system



City /County Collaboration & Partnership Agreement

POSTED ON AUGUST 4, 2023

SACRAMENTO CITY COUNCIL AUTHORIZES CITY MANAGER TO CREATE NEW SAFE GROUND SITES



POSTED ON JANUARY 5, 2024

CITY TO OPEN NEW SHELTER-AND-SERVICE CAMPUS FOR PEOPLE EXPERIENCING HOMELESSNESS



POSTED ON AUGUST 23, 2023

CITY ESTABLISHES NEW 'INCIDENT MANAGEMENT TEAM' TO RESPOND TO THE HOMELESSNESS CRISIS



RESPONDING TO HOMELESSNESS *Services, Support, Solutions*

The City of Sacramento is committed to doing everything it can to address the hardships faced by unsheltered individuals and families while working to protect the health and safety of our communities.

In recent years, the City has taken significant steps to respond to the ongoing homelessness crisis. This includes the launch of new shelters and Safe Ground sites, the establishment of the Department of Community Response, the signing of the historic partnership with the County of Sacramento and the interdepartmental efforts from the City's Incident Management Team.



SHELTERS

The City funds and operates more than 1,350 safe spaces every night for people experiencing homelessness.



DEPARTMENT OF COMMUNITY RESPONSE

Outreach specialists from the DCR are deployed into neighborhoods daily to engage people experiencing homelessness, build trust and connect them with services.



CITY/COUNTY PARTNERSHIP

The City and County of Sacramento in December 2022 entered into a historic partnership agreement to improve local coordination for homeless sheltering, programs and services.



INCIDENT MANAGEMENT TEAM

Utilizing a command structure usually employed for natural disasters, this interdepartmental team works seven days a week in all eight Council districts responding to 311 calls regarding homelessness.

For more information on the City's comprehensive response, visit:

homeless.cityofsacramento.org



FREQUENTLY ASKED QUESTIONS

Reporting an issue: what to expect

WHAT HAPPENS AFTER I SUBMIT A REPORT TO 311?

You will receive a case number. If the report concerns homelessness, it goes to the City's Department of Community Response (DCR), which reviews it and determines appropriate actions. One report can produce different actions and multiple notifications.

WHAT INFORMATION SHOULD I INCLUDE IN MY REPORT?

Include the date, time, and address or location of the concern. Describe any safety hazards or specific issues, and attach photos or videos if available.

WILL I RECEIVE UPDATES ON THE STATUS OF MY REPORT?

Yes. Provide an email address to receive updates. You can also track your report online or via the mobile app using your case number. Updates will include actions taken by DCR and partner organizations.

HOW LONG WILL IT TAKE FOR MY CONCERN TO BE ADDRESSED?

Smaller compliance concerns may be resolved by the City's Incident Management Team within a week or sooner. Larger encampments may require a coordinated response from multiple agencies, which takes longer to implement.

WHAT SHOULD I DO IF THERE IS A SAFETY CONCERN?

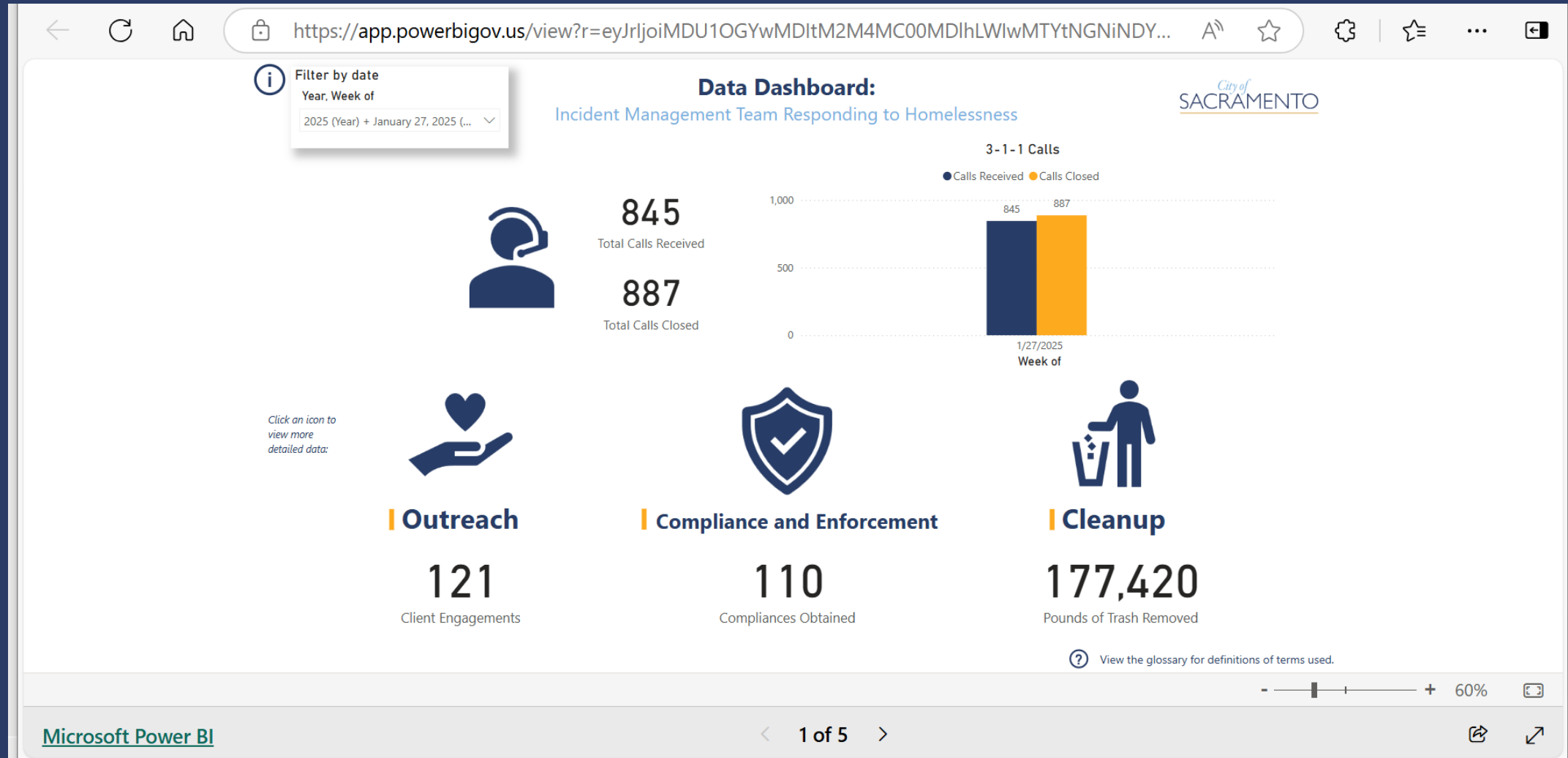
For immediate safety concerns, contact the Sacramento Police Department's non-emergency number at (916) 808-5471. For urgent risks, call 911.

HOW DO I CONTACT 311 IF I NEED FURTHER ASSISTANCE?

If concerns persist after your initial report is closed, submit another report to 311. Additional reports help the City gather data to prioritize areas for attention.

WHO DO YOU CALL?

For immediate safety concerns	9-1-1
For assistance with shelter, health and social services, or to access a mental health hotline	2-1-1
For non-emergency dispatch	(916) 808-5471
To report a concern or complaint about an encampment	3-1-1 or visit 311.cityofsacramento.org



POSTED ON JULY 25, 2024

HOW WILL THE SUPREME COURT'S 'GRANTS PASS' DECISION AFFECT THE CITY'S WORK TO ADDRESS HOMELESSNESS? HERE'S AN FAQ



POSTED ON AUGUST 26, 2024

CITY SENDS INTERDEPARTMENTAL TEAM TO BEGIN CLEARING AND SECURING ITS COLFAX PROPERTY



POSTED ON SEPTEMBER 12, 2024

CITY'S INCIDENT MANAGEMENT TEAM RESPONDING TO HOMELESSNESS PRODUCES SIGNIFICANT RESULTS IN FIRST YEAR



POSTED ON FEBRUARY 3, 2025

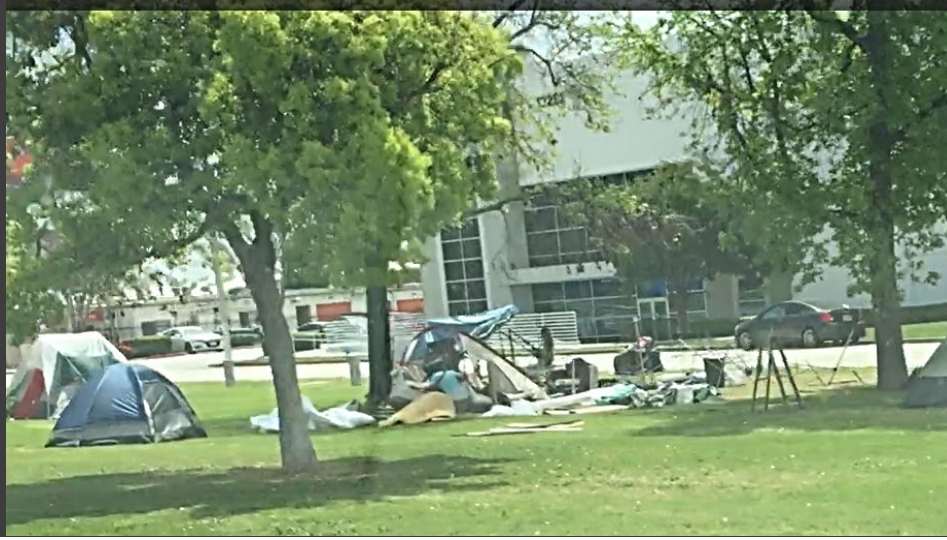
FAMILY OF 11 FINDS PATH BACK TO STABLE, PERMANENT HOUSING AT CITY'S OUTREACH AND ENGAGEMENT CENTER



Thank You!

Mario Lara
Assistant City Manager, Public Safety

*ADDRESSING
HOMELESSNESS IN
WHITTIER*



CALTRANS GREENBELT ON WHITTIER BLVD. (2019)

PHOTOS VIA WHITTIER DAILY NEWS AND WHITTIER RESIDENTS





PARNELL PARK (2019-2020)

PHOTOS VIA WHITTIER DAILY NEWS AND WHITTIER RESIDENTS



CITY HALL FRONT LAWN (2020)



MEASURE W FUNDING

Whittier Neighborhood Safety And
Community Services Measure (Ballot)



Hire/retain police officers to
reduce crime/ gangs/ drugs/
graffiti; reduce 911 response
times;



Address homelessness;



Increase neighborhood/ park/
business patrols;



Maintain streets,
sidewalks, parks



Maintain senior services,
afterschool programs, and



Provide general services



2018: City Council Adopted Homeless Action Plan



2019-20: City Council explores options, intervenes in OC Catholic
Workers litigation



2020: Voters approve Measure W; City conducts RFQ for shelter
operator & selects Salvation Army, Temporary Emergency Shelter opens



2021-present: Navigation Center opens



City Net outreach

2018

■ Whittier City Council adopts Homeless Action Plan

■ \$50,000 from Measure H (plus uncompensated staff time)

III. Guiding Principles for Development of the Homeless Plan

As part of the homeless planning process, the following Policy, Vision, and Values statements were drafted and shared with members of the Whittier Consortium on Homelessness for comment. The statements were also included in the surveys for the experts and the community for feedback and received their support.

POLICY STATEMENT GUIDING PLAN DEVELOPMENT

It is the desire of the City that each member of the community have a clean, safe and sustainable home environment. In recognition of this, the City will identify the resources available within the community to support those individuals and families who are at risk of or currently experiencing homelessness. The City will encourage and support the active collaboration among Whittier area community based organizations, churches, service clubs and concerned citizens dedicated to overcoming homelessness. The City through its elected leaders will enlist the collaborative, financial and political support from the leaders of neighboring cities, Los Angeles County, the State of California, and the federal government to stem homelessness. It is the City's determination to end homelessness in Whittier.

VISION STATEMENT

"We see the day when no one needs to be homeless in Whittier."

This means there will be a day when all the coordinated systems are in place, are integrated, active, and highly functioning.

2019-20

- Whittier intervenes in OC Catholic Workers litigation
- Establish shelter and enforce ordinances

SETTLEMENT AGREEMENT

This Settlement Agreement (“Agreement”) is entered into by and between the City of Whittier, a California Charter city and municipal corporation (“City”), and Orange County Catholic Worker (“OCCW”), an unincorporated association acting by and through its designated representatives XXX (collectively, “Plaintiff”). The parties to this Agreement are individually referred to as a “Party” and collectively as the “Parties.”

RECITALS

The Parties agree that this Agreement is entered into with reference to the following:

A. On January 29, 2018, Plaintiff filed this Action entitled Orange County Catholic Worker, et al. v. Orange County et al., California Central District Case No. 8:18-cv-00155-DOC-JDE (the “Action”).

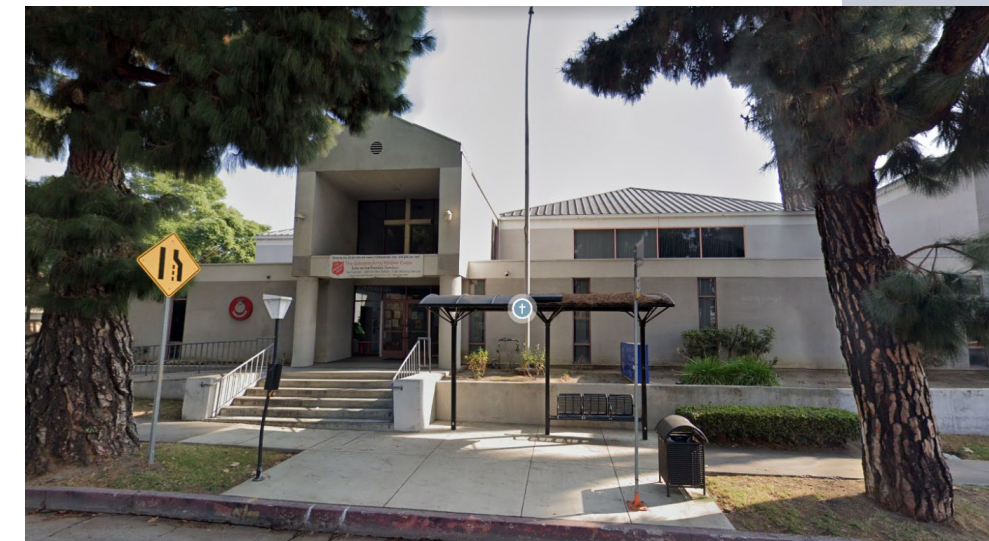
B. OCCW is an unincorporated association dedicated to the service and care of the poor in the County of Orange; OCCW represents and provides services to individuals who are homeless — as defined by applicable law residing in the County of Orange.

2020

- Temporary Emergency Shelter in Uptown Senior Center (closed for COVID)

- Operated by Salvation Army





WHITTIER NAVIGATION CENTER

REMODEL FROM CHURCH TO
NAVIGATION CENTER

MENTAL HEALTH EVALUATION TEAM

- Officer teamed up with L.A. County DMH Clinician.
- Respond to field incidents as well as referrals from officers.
- Connect adults, teens, and families with mental health conditions resources.





CITY NET OUTREACH

PROVIDES STREET-LEVEL
OUTREACH, CASE
MANAGEMENT, AND
REFERRALS TO SHELTER,
HOUSING, CRITICAL SERVICES,
ETC.

WHITTIER NAVIGATION CENTER

- 7926 Pickering Ave.
- Partnership with The Salvation Army
- Opened in August 2021 with 139-client capacity
- Since opening, 112 clients were connected to permanent housing and 187 have secured employment





