

VILLAGES AT CABRILLO

SOCIAL IMPACT REPORT 2021

OUR VISION WHY WE EXIST...

Homes are the
cornerstone of a
thriving and just society.

OUR VALUES HOW WE BEHAVE...

Our word is our currency.
We do what we say and
we do it right.

Our action is our trade.
We set goals,
we work tirelessly,
we measure our activity,
and we own our work.

Our table always has room.
We welcome input and are
collaborative in our
decisions and actions.

We are marathoners.
We take the long view
in our actions, investments,
and initiatives.

We care.
We listen and treat
residents, colleagues, and
clients with respect,
dignity, and compassion.

We are avid learners.
We are always innovating,
forever curious, and
never satisfied.

We are trustworthy.
We are prudent stewards,
thoughtful risk-takers, and
responsible investors.

OUR MISSION WHAT WE DO...

We finance, build, and
operate exceptional
affordable housing so
that the people we serve
may have a dignified home,
a healthy and hopeful
future, and attain
economic independence.



WELCOME

Dear friends and colleagues,

Welcome and thank you for reading the 2021 Villages at Cabrillo Social Impact Report, our tenth edition.

2020 was a year of extraordinary challenges as our staff and residents confronted a pandemic that forced lockdowns, isolation, stringent safety measures, and upheaval in daily routines, while exacting a social and emotional toll on a community whose culture thrives because of its interdependence and close human connections.

As chairperson of the Villages at Cabrillo Collaborative (VACC), I am grateful for the dedication, vision, and tireless efforts of our partner agencies and the resilience of our residents as we navigated constantly changing safety guidelines over the past year. Because of their tenacity and cooperation, the Villages recorded a remarkably low number of coronavirus cases — an achievement cited in local media as a model for containing the spread of this terrible disease.

This report chronicles our efforts to keep our community safe, the progress our residents made toward housing stability and economic well-being, and the lessons we learned in difficult times.

But the core of this year's publication is devoted to hearing from our staff and residents, in their own words and images, how the pandemic affected them. The excerpts from our Photovoice Project presented here are a moving tapestry recounting the challenges of being the best we could for our residents, of working in isolation, of caring for the safety of others, of keeping kids in school. (A full presentation of our project may be found at <http://centuryvillages.org/social-impact-report/>)

As we publish this, we remain vigilant and steadfast in our precautions. Hope is in the air, with vaccinations of our residents underway. Our community is coming alive again with a focus on rebuilding the connections that make the Villages such a special place to live and work.

Most of all, we remain confident in the foundation of trust and teamwork among our partners that made "#INTHISTOGETHER" our sustaining principle this past year. It is that spirit that gives us optimism for a better future.

On behalf of our partners and residents, thank you for supporting the Villages at Cabrillo. We hope you find this report valuable and we invite your comments to socialimpact@century.org.

A handwritten signature in black ink, appearing to read "Dora Jacildo".

Dora Jacildo,
Executive Director, Child Lane
Chairperson, VACC



IN THEIR OWN VOICES

"These items are from people who helped me out. The mask was made for all of us at LAHH by a friend who lost her job in hospitality. And [we] made hand sanitizer for everyone when supplies were nonexistent. People helping people. 2020 changed everything. I see more in myself, others, kind action, and this is something I hold very dear."

— Partner agency staffer

WITH GRATITUDE

for Our Partners

This year there simply isn't enough space to thank our partners — our true friends — for their courage, resilience, and leadership throughout the COVID-19 pandemic and civil unrest of 2020. Our annual Partner Appreciation Award goes to ALL of our partners, big and small, inside and outside our community, for ... showing up. For showing up for one ... more ... Zoom meeting.

For showing up when you reread the latest health order and it still didn't make sense. For wearing a mask, for ordering masks, for telling others about the importance of masks. For picking up the phone. For listening. For completing just one more work order, for talking to just one more resident, for working late, for showing up early. For crying, for helping someone else to cry. For showing us your humanity.

Because in that we found our collective strength. There are thousands of acts of courage and compassion that were performed in 2020, each carried out quietly, away from cameras and social media. Yet we know each was done with dignity and grace. No matter your tools — be they a pencil, a laptop, a stethoscope, a wrench, or simply a calm voice — we thank you. Know that you saved and continue to save lives. Know that by showing up you built a stronger Villages at Cabrillo. And for that, you deserve our eternal appreciation.

— *Century Villages at Cabrillo Team*

IN THEIR OWN VOICES



“On February 21, 2021, the VA came to the Social Hall to administer vaccines to the veterans. Veteran council members assisted VA staff with directing which areas to go for vaccinations for first and second shots. The outcome was good. I also got my first vaccination myself. It was a sense of accomplishment and a relief knowing that I am part of the solution and not the problem. To get this pandemic under control I advise others to get vaccinated. Too many loved ones have fallen victim to this virus. In conclusion, no veterans were left behind.”

— *Michael Netherly, villages resident*

On the cover: Our VACC partner VA Long Beach Healthcare System made it possible for veteran Russelle Moultrie and hundreds of his fellow heroes on-site to get vaccinated by Tania J. Avalos-Vera of VALBHS beginning in January. Thank you, VALBHS!

Cover photo credit: Marc Hubbard/VA Healthcare Long Beach Medical Photographer



#INTHISTOGETHER

The COVID-19 pandemic was an unprecedented challenge — but the Villages was ready. Staff and residents rallied together to make the necessary changes in work and social habits to keep our community safe. As a result, the number of reported cases has been astonishingly low.

“In many ways, we’ve been preparing for this kind of crisis since we established the VACC, by building strong relationships and developing trust.”

— Steve Colman
CVC executive director

By the time COVID-19 was declared a global pandemic, the Villages was already taking action to save lives. Within days, the Villages at Cabrillo Collaborative was geared up in PPE and committed, as always, to doing what it takes to serve and protect the community of seniors, children, veterans, and families who call CVC home.

“At the Villages, for all the partners, dealing with crisis, rising to the occasion when there is an emergency, working through high levels of stress — that’s just in our DNA,” said Dora Jacildo, executive director of Child Lane and 2020 VACC chair. “So, when this came, we were not ill-prepared. I think as a collaborative we had the relationships. There wasn’t a lot of need to get buy-in, because we had spent so much time building that trust.”

In early March, the VACC began meeting weekly instead of monthly. Kelly Colopy, Long Beach Department of Health and Human Services director,

joined these meetings from the beginning, providing updates from the city on the latest health orders, which at that time were changing daily.

“In many ways, we’ve been preparing for this kind of crisis since we established the VACC, by building strong relationships and developing trust,” CVC Executive Director Steve Colman said, reflecting on the significance of the partnerships that made the urgently needed transition in services at the Villages possible.

All social activities ceased, and the once-bustling community became a ghost town almost overnight. A handful of staff who could work remotely were sent home, and residents began sheltering in place. Every resident and staff person still on-site received disinfectant, reusable face masks, sanitizers, and the like.

Agencies scrambled to secure funds for cleaning equipment and supplies, spending thousands of dollars,



“In disasters, we often learn more about what our weaknesses are. But our strengths have been highlighted in this disaster at the VACC.”

— Jina Lawler, TCC Family Health Center
chief operating officer

depending on their needs. As the backbone, CVC spent over \$400,000 to provide PPE and other necessities for the entire community.

“We were making life or death decisions for our staff and for our residents,” Colman said.

Everyone did their part.

TCC offered daily temperature checks outside the clinic for all staff. U.S. Vets and CVC coordinated with the City of Long Beach and the Long Beach VA Healthcare System to provide regular mobile testing for residents and staff. The protocols became routine.

Hacienda of Hope began sharing mental health resources across the community, and CityHeART coordinated communitywide food distribution. CVC purchased bulk supplies of PPE and toilet paper for the whole community even when every grocery store shelf in town was empty.

The weekly VACC meetings were spent planning for worst-case scenarios. Plans for turning the Social Hall and other community spaces into isolation wings were drawn up — though, fortunately, were never needed. Every agency shared its particular health and

safety protocols with one another. Coordinating care for residents who tested positive became a group effort to ensure all needs were met and to protect residents and staff from exposure.

“In disasters, we often learn more about what our weaknesses are,” said Jina Lawler, TCC Family Health Center chief operating officer. “But our strengths have been highlighted in this disaster at the VACC.”

By April, every service looked different. Case managers provided essential services both in person and via telehealth, and most activities, including Occupational Therapy groups and Pathways to Health programs, had transitioned fully online. Child Lane remained open, offering early care and education for children whose parents couldn’t work from home, and PATH and Oasis began supporting youth and families with distance learning. CVC provided free internet service to ensure remote learning and gatherings continued.

“New normal” settled in by midsummer. The Villages remained vigilant through the height of the holiday surges,

and through March 2021, only 75 COVID cases were reported among a community of 2,100 residents and staff.

But despite the efforts of staff and partners, CVC management learned it had to be persistent in communication to reassure residents. “Our annual survey of residents (pages 16–17) shows the effects COVID had on their feelings of safety, their mental and physical health, and their assessment of what we were doing,” said Kim Wee, CVC vice president of residential services. “COVID taught us we can always do better at communicating and hearing residents’ needs.”

To that end, the VACC is creating spaces for dialogue around healing, self-care, grief, collaboration, and collective impact. And with staff and resident vaccinations underway and in-person activities slowly returning, brighter days appear to be ahead.

For now, every story about what happened at the Villages last year — many included in the pages that follow — inevitably includes themes of resilience and perseverance, demonstrating what a community — acting together — can do.

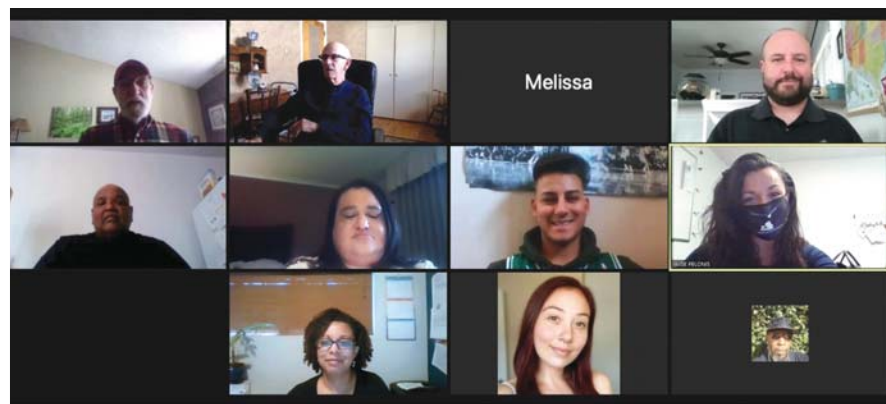
RESIDENTS RATE CVC'S RESPONSE TO COVID-19

Among other questions in this year's survey, residents were asked for their impressions of how CVC performed.

HOW WELL DID CVC DO IN THESE AREAS?	PERCENT OF RESIDENTS who said CVC did a good, very good, or excellent job
Keeping surfaces and common areas clean and disinfected	69%
Modifying activities so that they can be done with social distancing	73%
Providing personal protective equipment like masks	62%
Providing COVID-19 testing	81%
Providing COVID-19 updates and information about positive test cases at CVC	63%

IN THEIR OWN VOICES

2020 was a year of unprecedented challenges. As a trauma-informed community, we were keenly aware of the greater hardships imposed by the pandemic. To empower staff and residents to tell their stories about how the pandemic has affected them and the Villages at Cabrillo, we used Photovoice, a method whereby people reflect on and document — through photos and narratives — their experiences. Through their submissions, we learned how our staff struggled to show residents they cared while prioritizing safety. We heard of their joy in helping others, their feelings of social isolation, the call for creativity, the importance of self-care, and their strength in the face of adversity. We hope that by giving voice to staff and residents we can promote ongoing dialogue about our community's collective efforts and resilience.



"If I had to describe how I felt in 2020 using one word, it would be 'Alone.' I was forced to close our program and was unable to provide any in-person services. I missed playing with the kids. I missed having breakfast with parents.

*I missed my job while
I was at work."*

— Maria Llanos, youth services, CVC



"'No veteran left behind' is more than a motto, it is a commitment. Before COVID, some veterans and volunteers were meeting at CityHeART to practice brain fitness and get together for a 'veterans corner' a couple of times a week. Unfortunately, COVID-19 halted that. We decided to meet on the phone and socialize through Zoom. We started discussing the isolation and loneliness created by COVID. We felt that we might be able to create a group that would address that. And thus was born the Veterans Council by CityHeART. We have been meeting virtually every week ever since."

— Veterans Council by CityHeART





IN THEIR OWN VOICES

“I am reenergized when I hang out with other people. Whether I listen to a resident talk about their situation, laugh with a coworker, or give a genuine handshake to a new occupational therapist I meet, I am an outgoing person who thrives on connectivity. COVID-19 has taken away my ability to be present with people. I am excited for the day I can give a resident who shares a success story a high-five.”

— Israel Matos, resident services, CVC

"I moved in in August 2019, and then a few months later, the whole place shut down. There was no place to sit because all the places in the common areas were taken out. I kept asking the Lord, where do I go? Where do I go? Finally, they brought the tables and chairs back out in the courtyard, and the nice guy on the maintenance staff said I could sit here if I liked. I have been here ever since. In the Open Square, I call it. I sit here and talk to people, and I started feeling like I had a purpose. 2020 was going by so slowly until I found my purpose."

— Villages resident



"During this pandemic, mental health needs have risen. It's a blessing that Hacienda of Hope has been open during this pandemic for adults to come and stay for a few days, to clear their minds, have social distancing fun, and get help with how to cope with what they are going through and feeling. Our staff gives so much support to our guests and also over the phone 24 hours, 7 days a week."

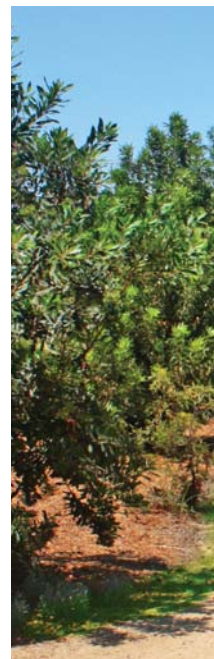
Even though we are dealing with this pandemic as well, we show up to work daily and give our all."

— Jessica Oyerzides, Hacienda of Hope

IN THEIR OWN VOICES

“This COVID-19 pandemic has had a huge impact on the Veteran’s Village Recovery Center, a crucial part of the Substance Abuse Treatment Program. But due to teamwork and virtual medicine, we were able to conduct treatment groups during daily work hours. It is not the same, but we always try to do our best to give quality care to our veterans. Moreover, we were able to provide resources like clothes, blankets, food, and COVID-19 vaccinations. We’re always grateful that we can serve our nation’s heroes — the veterans.”

— Analiza Benjamin, nurse manager
Veterans Village Recovery Center



“Working with the VA, we were able to vaccinate 172 veterans on this day. Standing here is the director of the VA. I love this photo because it demonstrates the leadership and humility it takes to beat COVID-19.

Standing at the front of the table is one of my favorite veterans, ‘Sergeant.’ I’m happy that he is safer today because of our work.”

— René Castro
community engagement
CVC





“Being a person accustomed to solitude, that social interaction was something I would desire or would even miss surprised me.

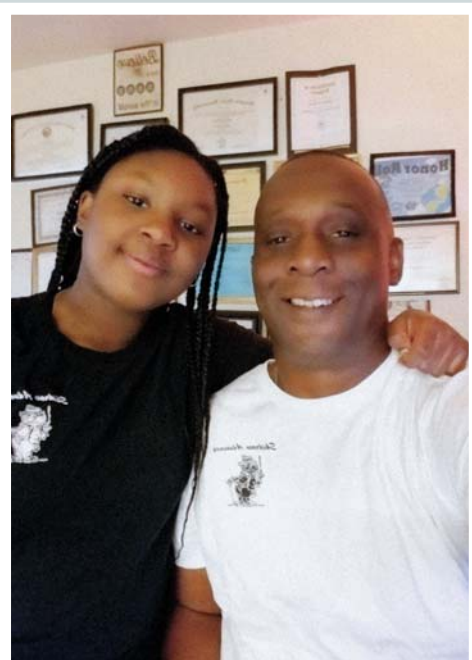
Perhaps, I had taken this rich human resource for granted. But by walking in the Urban Forest with the 9 a.m. group, I began to experience a joy bubbling up in my soul. I began to finally see and enjoy the trees, the flowers and fruit, even the dirt track, social interaction, and group activities in a fresh way. I felt as if I had rediscovered the motivation for getting up and enjoying participation. I felt restored, and rejuvenated.”

— Villages resident



“I kept myself focused on what I needed to do. I was thinking of my daughter, she was sheltering the whole year. It affected her more than it affected me. She couldn’t go out to play like she normally did, and her program was shut down. We made the best of it. Everything operated as usual at CVC; for the most part things were OK. Our food pantry was in a good position. It became busier for me with the food pantry I run and with my work with Long Beach Community Table and AIDS Food Store. The number of people in need just skyrocketed. I took it in stride.”

— Jamies Shuford, Villages resident



“Working at the property office has been incredibly challenging. At times overwhelming. I have been very fearful of contracting the virus myself and giving it to one of my loved ones or passing it on to one of our elderly residents. Despite all these challenges and fears, it makes me feel good to know that I can make a difference in our residents’ lives.”

— Allan Alcantar
property management, CVC

IN THEIR OWN VOICES

“Early on with COVID restrictions, students were not allowed to do fieldwork at the site. And residents had difficulty with Telehealth sessions. But we’re resilient and creative. So, when we returned, we set up our healthy cooking sessions outside. Distanced physically ... but not socially.”

— Gina Phelps
occupational therapist
Cal State, Dominguez Hills



“These are essential cleaning workers before starting their shift. Before COVID-19, they used to get together and enjoy this time socializing, sharing their stories, and having a snack before getting to work. Some of them are individuals with special needs, and the possibility of being together is priceless. COVID-19 did not scare them. They all stepped up. They felt themselves and their work essential.”

— Partner agency staffer



“In March, I hoped that this would be temporary, but it’s been almost a year and it changed everything. Canceled birthday parties, graduations, vacations, events, and fundraisers. As an essential worker, I spent countless hours and lost sleep thinking about the safety of family, friends, staff, residents, and the members of the volunteer organization I work with. Experiencing an overwhelming sense of isolation, loneliness, and sadness. It’s hard to remain positive when you can’t be with the people you care about. I’m extremely grateful to get the vaccine; it’s made me hopeful that we’ll get through this and be OK.”

— Jaylene Westfall
resident services, CVC

“Working to inspire youth during COVID is an uphill battle. Lockdown restrictions, not seeing friends, feeling stuck — it wears on you mentally.

I began encouraging *Creativity despite the Circumstance*. If I had to pinpoint a summary of feelings, I would say that was it. When everything is changing around you, it is easy to lose your center. Embracing my creativity allowed me to look at life from a different perspective and find balance. Learn the lesson, then adjust.”

— Vincent Stevens
youth services, PATH



“I believe I know how many of our residents feel when they come home to CVC and walk behind their doors. Safe from the virus, grateful for the roof over their head. Every day I step behind this door, I want to be better — and do better for everyone this door connects me to.

Behind this door is hope, passion, purpose, resolve, resilience, and HOME. All joys COVID-19 didn’t give and can’t take away.”

— Desiree Rew, resident services, CVC

IN THEIR OWN VOICES

"Today, due to the pandemic, our sweat lodge stands alone and forlorn, reflecting the toll COVID has taken on the Native community. Sweat lodge ceremonies have been suspended and cultural activities have been seriously impacted. However, American Indian people are used to hardships and have survived, hence the saying, 'We're still here.' "

— Cheryl McKnight
American Indian Changing Spirits



Photo courtesy of Thomas Cordova



"During this COVID pandemic my job duties didn't change but the way we performed them did dramatically. It affected me by not being able to perform my duties as freely as I use to; it made me wary about the units, interacting with people and their personal space.

I use to be able to go in there and do my job with no hesitation but now I had the pressure of being worried whether I was going to get them sick or they would get me sick.

Century implemented some safety steps to make us safer, like skipping group morning meetings — I personally miss that."

— Ruben Ramirez, maintenance, CVC

More than a dozen on-site and 30 off-site partners coordinate to provide comprehensive and complementary supportive services to our community. Some of their accomplishments are shown below. Although services were revamped this year and, in some cases, the number of individuals served decreased because of COVID-19, many providers saw the number of visits, contacts, and hours significantly increase.



visits to the CityHeART Resource Hub for food and household supplies, or deliveries of such, were made by or for 232 adults and 134 children and youth. 1,387 grocery packages were delivered with no contact to Villages households.

households received case management, mental health support, advocacy, financial literacy, career development, parenting, and other life-changing services.

children and youth received early childhood education, tutoring, assistance with distance learning, and out-of-school programming.

persons with disabilities were employed by Los Habilitation House within supportive working environment.

health care visits made to TCC Family Health and Veterans Village Recovery Center (VVR), including individual visits, groups, and vaccinations.



PROJECT RETURN
PEER SUPPORT NETWORK
Taking charge together!

RESIDENTS SPEAK OUT

In our annual survey, residents report they are happy — but COVID-19 has taken a toll on their health, feelings of safety, and financial stability. Changes in delivery of services and limits on social interaction likely played a role in their assessments.

Each year we survey our residents to get their feedback on how things are going for them at the Villages. We summarize that feedback in numbers, but there is always a bigger story behind the data. In 2020, that was true more so than ever before as we discovered when we examined the written comments residents made in their surveys and feedback from our staff.

Although the vast majority of residents (81%) say they are happy living at the Villages, the pandemic has had an impact on their feelings of safety, health, and experiences with neighbors and CVC staff.

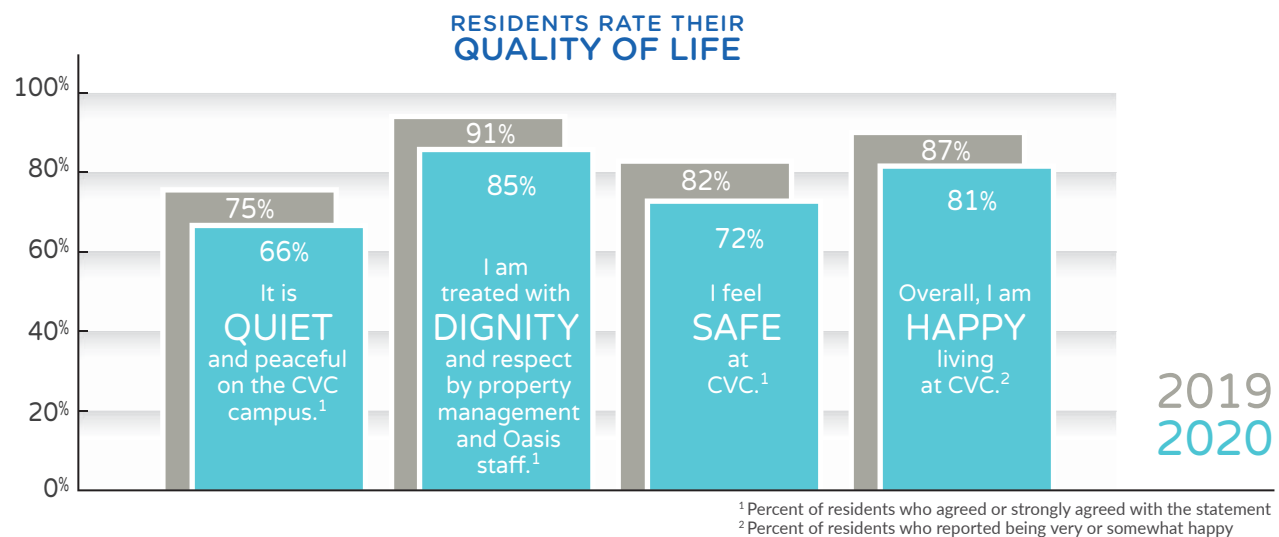
Compared to 2019, we saw a nine percentage point decrease in the

number of residents who reported that the Villages is quiet and peaceful (66% vs. 75%). Residents commented that it has been noisier than usual with everyone home and children attending school virtually.

Likewise, fewer residents reported feeling safe at CVC — 72% vs. 82% in 2019. Based on resident comments, we believe that this year the question about safety tapped into something different than in past years — the general concern everyone had about their health and personal safety as it related to COVID-19.

We also saw a significant decrease in the number of residents reporting that they feel treated with respect

and dignity by property management and Oasis staff — 85% vs. 91% in 2019. Based on residents' comments, we believe these findings can best be understood in the context of the challenges staff faced in delivering the usual services to residents. New safety procedures and barriers to social interaction made it difficult to make the personal face-to-face connections with residents that they are accustomed to and that are so very important in this work. We can see this in the angst of Gabrielle Hunte, from CVC Property Management, who asked in her accompanying Photovoice submission, "How do I show them that I care, while taking care of my safety?"

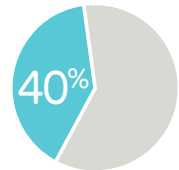


COVID-19 has also taken its toll on residents' mental health, financial stability, and educational pursuits, as reflected in the numbers that follow.

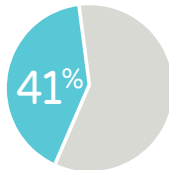
WHAT RESIDENTS WERE ASKED	2019	2020
Percent of residents who rated their overall health as good, very good, or excellent	68%	64%
Average number of days out of past 30 your physical health was not good	9.2 Days	9.5 Days
Average number of days out of past 30 your mental health was not good	10.9 Days	11.9 Days

MENTAL AND PHYSICAL HEALTH: A SELF-ASSESSMENT

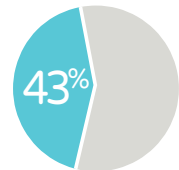
Although 64% of residents rated their overall health as good, very good, or excellent, 40% or more reported experiencing these mental health challenges due to COVID-19:



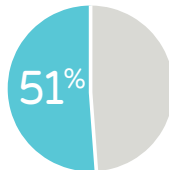
Lonely or isolated



Irritable



Emotionally overwhelmed



Anxious and/or stressed

Perhaps most dramatic: The number of people entering CVC emergency and transitional housing reporting mental health concerns rose to 34% from 22% in 2019, as revealed in Homeless Management Information System Annual Performance reports.

These mental health issues may be tied to other reported challenges: 21% of residents reported financial hardships including job loss, having work hours cut, and finding it difficult to make rent payments. Twelve percent of residents said they did not have enough food to feed their families. And a full quarter of residents reported difficulties caring for school-age children, including the challenges associated with online learning, such as not having sustainable Wi-Fi connections or access to computers for children to do schoolwork.



IN THEIR OWN VOICES



"Hey Alexa, open the front door camera."

"I'm sorry, I didn't get that."

"Can't you come to the front door? I need to talk to someone."

"Hello, how can I help you?"

"I can't hear you, I'm trying to pay rent."

"You can put it in the night drop."

"No! I want someone to hand me my receipt."

"Sir, it's not safe for us to come to the door, we are trying to stay safer during COVID."

"What was that? I can't hear you."

How do I show them that I care, while taking care of my safety?

— Gabrielle Hunte, property management, CVC

BY THE NUMBERS

Progress toward ending homelessness and improving the well-being of our residents is measured in many ways. The following numbers help quantify the transformation taking place daily at the Villages.

HOUSING STABILITY

Housing stability is defined as the ability to obtain and maintain permanent housing. We estimate housing stability first by examining the percent of residents in **short-term (emergency) and transitional** housing who, upon exit, moved to permanent housing.

Short-term to Permanent

68%

CVC RESIDENTS moving to permanent housing
(down from 77.5% in 2019)

40%

BENCHMARK
Home for Good: Standards of Excellence

While 94% of transitional residents were in emergency or transitional housing prior to entering CVC, 68% exited to permanent housing.

Retained Permanent Housing at CVC

Housing stability can also be estimated by examining the percent of **permanent** housing residents who remained in their units or exited to other permanent housing six months and one year after moving in.

	BENCHMARK <i>Home for Good: Standards of Excellence</i>	CVC		
		2018	2019	2020
6-month Housing Stability ¹	90%	98%	98%	99%
1-year Housing Stability ²	85%	95%	96%	97%

¹Permanent residents who moved in after June 30, 2020, and were in residence on December 31, 2020, were not included in the calculation of the six-month housing stability rate as they had yet to pass the six-month housing mark.

²Permanent residents who moved in after January 1, 2020, and were in residence on December 31, 2020, were not included in the calculation of the one-year housing stability rate as they had yet to pass the one-year housing mark.

BUDGET

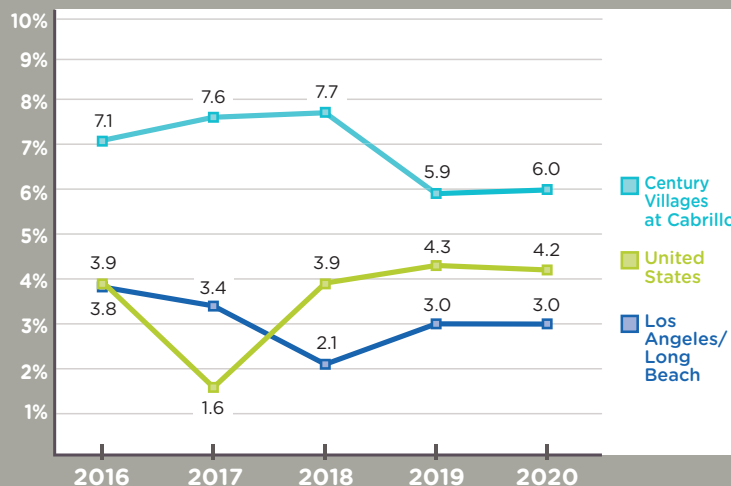
For fiscal year 2020, \$22.2 million was leveraged at the Villages to underwrite services to individuals, families, and children. To maintain the property on-site, Century Villages at Cabrillo incurred an additional \$7.2 million, bringing total expenditures for resident housing and services to about \$29.4 million.

Agencies pivoted to remain operational and follow safety guidelines. Many had to secure extra funds to cover the costs of cleaning equipment, personal protective equipment, supplies, extra staffing, and technology. Total COVID expenses ranged from \$5,600 to more than \$400,000, depending on the size of the agency.

INCOME GROWTH

The 2020 compound annual growth rate for permanent housing resident incomes of 6% is 1.8 percentage points, or 43%, higher than the national income growth rate for a comparable period and 3 percentage points, or 100%, higher than income growth in the Los Angeles/Long Beach Metropolitan Statistical Area.

Compound Annual Growth Rate
for permanent housing resident incomes



Source: Income growth data provided by the U.S. Department of Commerce, Bureau of Economic Analysis: <http://www.bea.gov/itable/>

Another view

Percent of residents who increased their incomes in 2020:

- **64%** (348) of **permanent housing residents**. Most common sources of income growth were pensions, Social Security, and General Assistance.
- **30%** (88) of **emergency and transitional housing residents** (6% increased their earned incomes and 27% increased other sources of income like TANF and General Assistance.)

RENTAL SAVINGS

CVC's continuum of affordable, supportive housing provides opportunities for residents to save significant monthly sums that otherwise would be paid to private landlords. We looked at data on all rental units and the range of rents paid by residents.

\$1,160

Average monthly savings

for permanent housing residents per household as compared to households paying fair-market rents in the LA/Long Beach Metropolitan Statistical Area.

\$7.2M

Total saved

by CVC residents over LA/Long Beach fair-market rents, an increase of \$1.2 million over the amount saved in 2019.

Source: U.S. Department of Housing and Urban Development, Fair Market Rent Documentation System (2020).

RENTAL ASSISTANCE

Century Villages Property Management supports permanent housing residents who have difficulty paying their rent through payment plans and pledges, which help them avoid eviction and promote housing stability.

97%

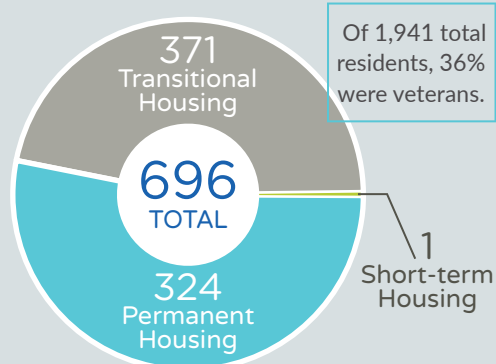
(144 of 148) of those who negotiated pledges or plans successfully paid in full and retained their housing. There were no evictions due to nonpayment.

TOTAL RESIDENTS

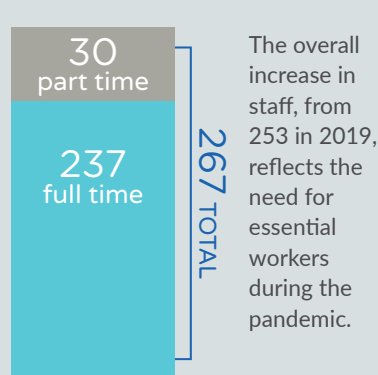
	ADULTS	CHILDREN	TOTAL
Short-term Housing	75	102	177
Transitional Housing	528	79	607
Permanent Housing	878	279	1,157
TOTAL	1,481	460	1,941

The total of 1,941 reflects a decrease of 192 residents from 2,133 in 2019. This decline is due to less turnover and reduced shared housing capacities in our emergency and transitional units in response to COVID mandates regarding physical distancing and over two dozen permanent housing units vacant during necessary renovations.

TOTAL VETERANS



STAFF ON-SITE



TOTAL VOLUNTEER Service Hours



† Due primarily to COVID-19 restrictions that prevented volunteers and interns from being on-site.
‡ 37% decrease from the 28,731 hours in 2019.

\$609,248

value of that work as estimated by The Independent Sector, a network for nonprofits, based on a rate of \$33.61 per hour in California (2020 rate).

Most agencies at CVC were forced to discontinue volunteer and intern work, with the exception of CityHeART, the main provider of emergency food during quarantine, and some social work and occupational therapy interns who provided services virtually.

Thank you to our many SUPPORTERS

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Photo credit: Hunter Lee, Press-Telegram/SCNG

The Villages thanks Santa Barbara-based Kate Farms for donating 200,000 plant-based shakes to supplement meal kits Meals on Wheels Long Beach delivers to our veterans and seniors. MOWLb provides dinners, lunches, desserts, and beverages to residents enrolled in its program. The shakes, shown above by John Hommeyer, Kate Farms chief experience officer (left), and Bill Cruikshank, MOWLb executive director, provided another food option for weekends when many on-site services were unavailable and residents were sheltering in place because of COVID-19.

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Thank you to our “WRITTEN IN THE STARS” SPONSORS

Century thanks the sponsors of our “Written in the Stars” fundraiser, which was held virtually in December. The event benefited our Oasis Residential Services, which provides life-changing support to veterans, seniors, families, and children. More than 120 attendees heard from city leaders, saw footage of our incredible partners working on the frontlines during COVID-19, and enjoyed ‘80s and ‘90s songs from musical guest Knyght Ryder.

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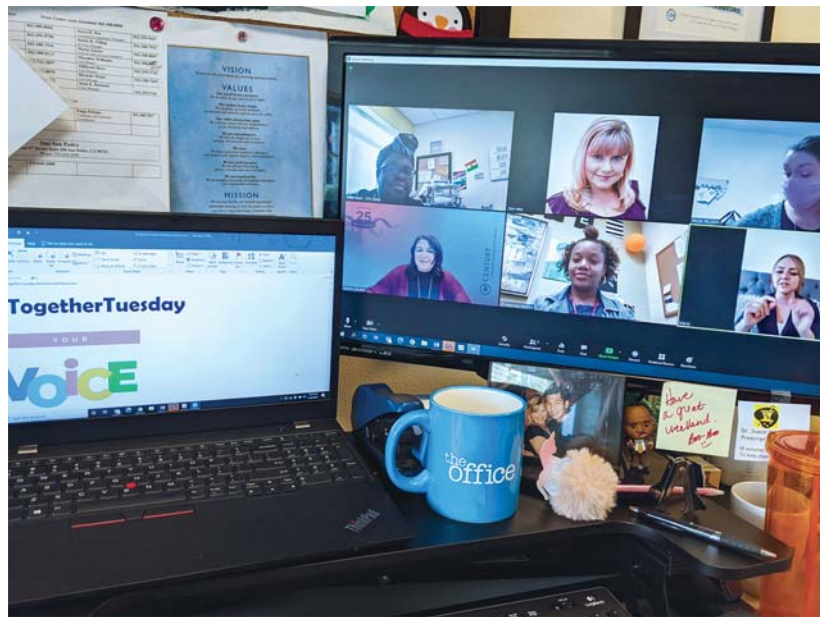
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IN THEIR OWN VOICES



“Being essential means going to the office every day, even when others were at home, explaining I don’t work from home to everyone, and screaming from inside, ‘No I’m not *hiding* in my office!’ I’m in front of a computer screen making life-saving decisions for staff and residents daily after walking out the door every morning leaving my elderly mother and my young son to navigate virtual learning on their own, and feeling guilty. Working twice as hard and still feeling completely overwhelmed, and ineffective at times.”

— Kimberly Wee
resident services, CVC

ABOUT THIS REPORT

EVALUATION PROCESS AND INDEPENDENT VERIFICATION

To capture transformative resident experiences and estimate the collective impact of agencies at the Century Villages at Cabrillo, we prioritize both traditional quantitative data collection strategies and cutting-edge qualitative methods like Photovoice. We strive to include the voices of all our stakeholders and to focus on using the information we collect to engage our community in creative problem solving, build a culture of inclusion, and empower residents to find their own pathways to well-being and happiness.

Information in this year’s report was gathered from many sources, including agency reports, online surveys of agency representatives, resident reports of their mental and physical health and housing experiences, the Century Villages at Cabrillo permanent housing property management system, staff and resident submissions of photos and narratives, and publicly available databases on income growth and rental savings. We also collaborate with the City of Long Beach Department of Health & Human Services to obtain key data from its Homeless Management Information System.

Throughout this report, summary statistics are provided; more detailed findings are available upon request. I have independently reviewed and analyzed the underlying data in this report and am confident that in all material respects it fairly and accurately portrays the activities and outcomes of the Villages at Cabrillo for 2020.

Beth Manke

Beth Manke, Ph.D.
Evaluation Consultant
Long Beach, California
June 1, 2021

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For further information about this report or to receive copies, please contact us at socialimpact@centuryvillages.org.

IN THEIR OWN VOICES

“Experiencing a collective trauma, that triggered a personal trauma, and managing that while caring for the well-being of others, some days felt impossible. There were moments I thought, ‘I don’t think I can.’ If ever a time has opened my eyes to how self-care can save lives, it’s the culminating experiences of the year 2020. My health as an essential worker has been essential to my work.

It was moments like these, in nature, where I found hope.
Where I integrated all of the emotional highs and lows and
gathered the strength to show up in service to others.”

— Cassandra Jablonski, resident services, CVC



ACKNOWLEDGMENTS

Thank you to our CVC staff and partners who worked tirelessly to provide essential services to our residents and help keep our community safe. We thank our VACC, our board, and senior management for their leadership, and the City of Long Beach, in particular, the Department of Health & Human Services, for its guidance throughout the pandemic.

We are grateful to the many hands who helped produce this report:

- Kimberly Wee, project manager and writer; Nick Cuccia, editor; Cyndi La, graphic designer; Beth Manke, evaluator and writer; Paige Pelonis and René Castro, writers;
- Century staff, our partner agencies, and residents who contributed their voices and photographs;
- Maria Ruiz of Century, the City of Long Beach, and our VACC partners for help in gathering statistical data.

Finally, we appreciate the advice and guidance of Century's Steve Colman, Brian D'Andrea, and Bartek Malecki.