



social IMPACT REPORT

■ villages at cabrillo

2022



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 2022 Villages at Cabrillo Social Impact Report, our eleventh edition.

This past year will be remembered as one filled with extraordinary challenges for our community as we responded to a second year of pandemic and the traumas our community and the Long Beach area faced. Our residents, exasperated by social isolation, experienced increased behavioral, physical and mental health issues. Their struggles are reflected in this year’s resident survey, which showed a decline in the number of residents who say they feel safe at the Villages.

We found hope, though, as the City of Long Beach Health Department and Veterans Administration medical staff set up testing and vaccination clinics for our families and veterans. A group of residents stepped up to form a union to represent all of our residents and help facilitate better communications with CVC management and draw more attention to their needs and interests. We launched focus groups to hear the concerns of our residents and our staff. Their comments are helping us chart a new path forward. And we convened our partners in a communitywide safety review that will inform improvements and our outreach to city and state partners who support our efforts.

It was also a year of rebuilding and improving our facilities. The four-story Plaza de Cabrillo underwent an extensive renovation in which 204 apartments were remodeled with new kitchens and appliances, among other improvements. We began work on a sixth phase of redevelopment with the demolition of three housing units to make room for The Cove, which is expected to open in 2024 and will house 90 veterans.

Navigating the constantly changing circumstances of the pandemic and the relocation of residents during construction would not have been possible without the tireless efforts of our partner agencies, our relocation staff (some of whom are featured on the cover of this report) and the resilience of our residents. To all of them, we say thank you. 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.

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@centuryvillages.org.

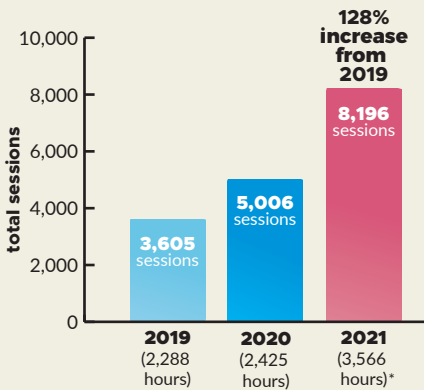
Steve Colman,
Executive Director, Century Villages at Cabrillo

creating a COLLECTIVE IMPACT

■ providing essential services during the pandemic

Most service providers remained on-site during the pandemic and shifted from long-term goal planning to meet a tremendous increase in residents' basic needs and crisis interventions. For example, the number of sessions and hours that the Oasis team provided more than doubled from 2019 through 2021.

OASIS SERVICES 2019 THROUGH 2021



*56% increase from 2019

More than a dozen on-site and 30 off-site partnering agencies coordinated to provide comprehensive and complementary supportive services to the 815 households on-site. Some agencies experienced greater needs from residents and increased their services accordingly. Century's Oasis Services Team and CityHeART experienced a substantial increase in the number served from 2020 to 2021.

815

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

1,345 adults

424 children

received health care by TCC Family Health and Veterans Village Recovery Center (VVRC), including individual visits, groups and vaccinations.

26

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

143 children/youth

307 adults

at the Villages were served through the CityHeART hub.

404

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



We thank our VACC partners for their contributions to the community and for providing statistical data for this report.





2021 HIGHLIGHTS

■ the cove begins to rise

Construction on The Cove, a modern, energy-efficient building that will have 90 single-occupancy studios, began in fall of 2021. The structure will replace three buildings from Long Beach Savannah Housing (LBSH). Residents of LBSH were moved into the newly renovated Plaza de Cabrillo. The Cove will have community and classroom spaces, a gym and multiple case management offices. A bike repair shop is incorporated into the design and will benefit the larger Villages community. The Cove has been made possible thanks to critical investments from the City of Long Beach, the County of Los Angeles, Wells Fargo, the Home Depot Foundation, the Housing Authority of the City of Long Beach and Century Housing Corporation.



■ plaza de cabrillo gets a makeover

Renovation of CVC's Plaza de Cabrillo, built in 2004, was completed in late 2021. All 204 units were upgraded. Major structural improvements included plumbing and fire control systems that will lower maintenance costs significantly. Thirteen ADA-compliant units are now available for veterans with disabilities. All residents will enjoy updated kitchens, community spaces, and external beautification and landscaping. Wells Fargo provided the tax credit equity and construction financing. We are also grateful to the Home Depot Foundation and the Federal Home Loan Bank of San Francisco for their critical investments.



■ CSUDH brings esports to the villages

In July, students in the esports club at Cal State University, Dominguez Hills, hosted a video game tournament for children at the Villages. Led by Ricardo Lopez Jr., the students coached the kids on strategy as they competed in Super Smash Bros. and Mario Kart. Jaylene Westfall, director of residential services for the Villages, said, "It's good for the kids to meet other successful kids. Our kids come from a place where, 'Oh, college, it isn't for me.' It just opens the world for them." Ruben Caputo, the esports club adviser, said outreach and mentorship are a major focus of the club. "A lot of what we are trying to show is just the joy of esports," he said. That joy was evident in Ruby, a normally shy and quiet 10-year-old. But after the tournament started, she found her competitive spirit and didn't lose a single bracket on her way to winning the grand finale. Thanks to the esports club, Pizza Hut and Jazzi Sweetz, which donated lunch and desserts.

■ safety is the focus of shakeout drill

As the Villages continues to prioritize improved safety across the community, the Annual Great Shakeout in October made for a perfect opportunity to remind everyone how to prepare for natural disasters. The Villages participated in the international event, held on the third Thursday of October every year, with a successful and socially distanced communitywide emergency radio drill. CVC and partner staff also had a chance to practice evacuation plans.



■ residents take the spotlight!

In October, CVC's Property Management team introduced a new Resident Spotlight to the monthly Villages Community Town Hall. The Spotlight recognizes individuals who have gone above and beyond to make the Villages a great place to call home. Jerome Lindsay, a resident of Anchor Place, took home the inaugural award because he goes out of his way every day to help keep our community clean. Most mornings, Jerome greets neighbors and staff as they start their days while sweeping up outside shared community spaces. A source of positivity and passion for the Villages, Jerome is the epitome of what the Resident Spotlight is all about: building community. All staff and residents may nominate individuals for the award.

2021 HIGHLIGHTS CONT.



■ four at CVC win scholarships

The Tim O'Connell Scholarship Fund committee has selected four residents to receive \$1,000 scholarships to continue their education and military service/career. Two awardees are previous winners: Anette Alvear (top left) is studying criminal justice at California State University, Long Beach, and is expected to graduate in 2023. Vincent Lazo is advancing his role as an Aviation Machinist's Mate in the U.S. Navy. The new scholarship recipients are Joy Wallace (bottom left), who is in her first year at University of California, Santa Barbara, studying psychological and brain sciences, and Bianca Jimenez, a fire science major at Long Beach City College, who plans to be a firefighter. The four showed exemplary academic and professional efforts, not only as candidates for the award but as outstanding role models in the CVC community. For more information about the Tim O'Connell Scholarship Fund, please visit: <https://centuryvillages.org/tocscholarship/>



■ festivals provide a fun-filled break

Veterans and families, after a long pandemic hiatus, came together for recreation and connection at two fall gatherings: The Pathways to Health Fall Festival offered a full day of in-person and virtual health activities and workshops in October. December's Winter Fest resumed with real snow, hot chocolate, cookies, music, and games and crafts. Besides making snowballs and snowmen, the kids enjoyed a visit from our holiday penguin and were given stockings filled with toys and candy.





out of isolation, A CALL TO ACTION

Behind our residents' increased concerns about safety is a desire to be heard and to have a role in decision-making.

“Safety is subjective.

IT IS ABOUT PERCEPTIONS AND FEELINGS – FEELING ACCEPTED AND NOT JUDGED, FEELING RESPECTED, NOT VULNERABLE TO UNDUE RISK, BEING TRUSTED, AND BEING ABLE TO TRUST.”

– VACC member

Maria, a Villages resident, says she feels safe at the Villages at Cabrillo but is concerned about nonresidents and people experiencing homelessness who occasionally come onto the property. “I am trying to get my kids back. They are toddlers and they are going to need a safe place to be.”

Wayne, a veteran and longtime resident, likewise is troubled by “tenants who are noisy [or] create damage to CVC.” He says he’s looking forward to “the new security gate installation.”

Tom, another permanent resident, says, “There are just too many people living here now. It was easier to know people when there were less people.”

The issues raised by Maria, Tom and Wayne (pseudonyms, to protect their privacy) are real and are reflected in our 2021 annual survey of resident safety, where 68% of residents agreed or strongly agreed with the statement, *I feel safe at the Villages*. That is down from 72% in 2020 and 82% in 2019. It is the lowest percentage in the 10 years we have surveyed residents about their safety, health, happiness and treatment by CVC staff. Ratings were at their highest in 2013 and 2018, when 94% of respondents agreed or strongly agreed that they felt safe at CVC.

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To better understand the decline over the past few years, our evaluation consultant, Dr. Beth Manke, conducted five in-person focus groups with 48 residents, partner agency case managers and staff of Century Villages at Cabrillo (CVC) to hear, in their voices, what's behind their fears and perceptions. All participants had an opportunity to weigh in on a similar series of questions (see sidebar on page 11).

"The focus groups, though made up of diverse residents and staff in various roles, uncovered remarkably similar issues and common themes. All were passionate in their concern for safety and authentic engagement by residents and staff to build trust and a closer community," Beth says.

■ defining safety

As might be expected in a community of individuals with prior traumatic experiences on the street, safety meant different things to different people. But most agreed that security and safety are not the same. As one Villages at Cabrillo Collaborative (VACC) member put it:

"Security has to do with the physical aspects of the community — lighting, perimeter fences, video cameras, and security guards. Safety is subjective. It is about perceptions and feelings — feeling accepted and not judged, feeling respected, not vulnerable to undue risk, being trusted, and being able to trust."

Throughout the focus groups, it became evident that feelings of safety were

influenced by multiple complex factors based on residents' experiences while previously unhoused and now in their day-to-day encounters at the Villages.

GROWING PAINS

CVC's permanent supportive housing resident population has increased 68% in the past decade. That growth has brought opportunities for a better life — and challenges. Residents say they don't know their community as well as they once did. And when residents do not know each other, they may become more suspicious and less trusting, and thus feel less safe, the focus groups showed.

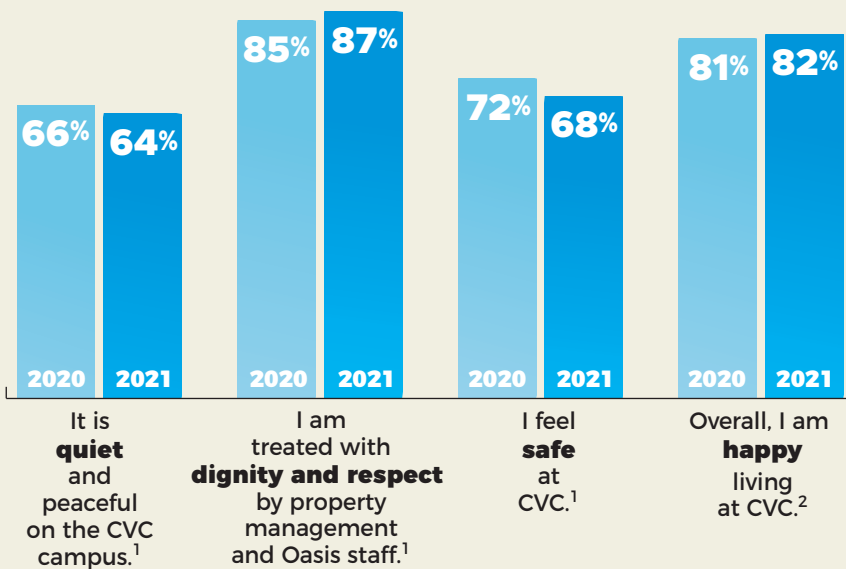
"With so many more people living at the Villages, it is hard to know your neighbor. We fear what and who we do not know. This is especially problematic when the newest residents are often those most difficult to house — the chronically homeless and those with severe mental health issues," said one case manager.

Said another staff member: "We house high-risk residents who have been chronically homeless and who are disabled and/or have serious mental health issues. These are people who would not make it anywhere else. These

"HAVING TO ISOLATE AND SOCIAL DISTANCE HAS MEANT WE CANNOT GATHER FOR EVENTS LIKE BARBECUES OR OTHER OUTDOOR ACTIVITIES. THIS MEANS WE ARE NOT GETTING TO KNOW OUR NEIGHBORS.

Isolation breeds suspicion. — Case manager

■ residents rate their quality of life



¹Percent of residents who agreed or strongly agreed with the statement

²Percent of residents who reported being somewhat or very happy

■ on safety

% residents indicating most or all the time

I feel safe in my apartment/unit	78%
I feel safe interacting with my neighbors	59%
I feel safe walking alone during the day in the CVC community	78%
I feel safe walking alone at night in the CVC community	47%
I feel safe allowing my children to play outside	45%
I feel safe from crime and vandalism	47%

prior experiences and health conditions can lead to behavioral issues that make others feel less safe.”

COVID PANDEMIC

The pandemic resulted in the cancellation of community activities at the Villages and the isolation of residents, and exacerbated fears about safety.

“Having to isolate and social distance has meant we cannot gather for events like barbecues or other outdoor activities. This means we are not getting to know our neighbors. Isolation breeds suspicion,” said one case manager. Said another: “With all the restrictions, physical distancing and remote work, we are less responsive to our clients. This likely makes them feel less safe.”

ENVIRONMENTAL TRIGGERS

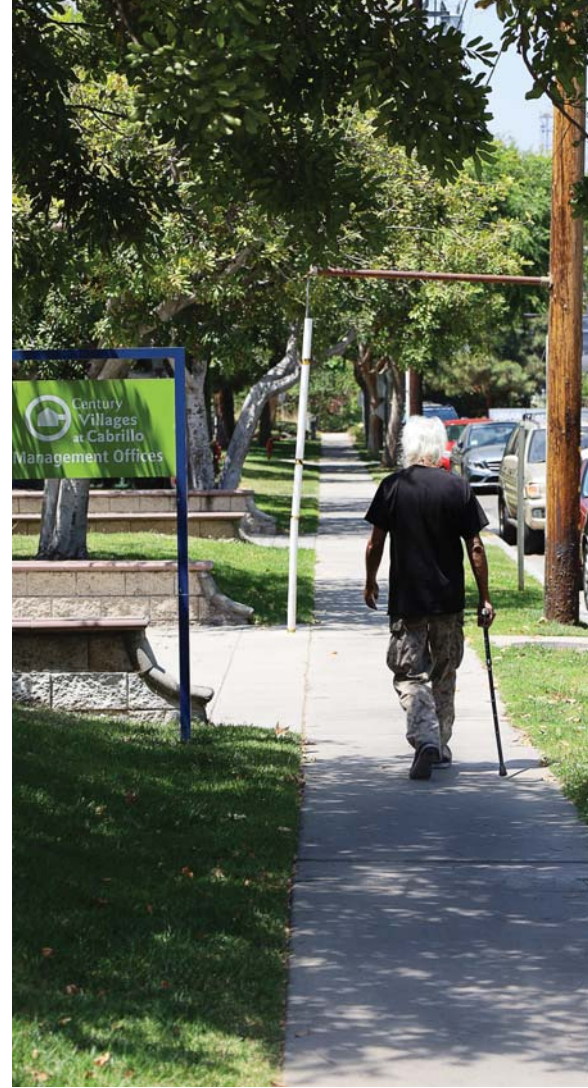
Several residents noted that they are triggered by nonresidents wandering into the community, drug use, vandalism and two recent fatal incidents – the likes of which have never been experienced in the Villages’ history and which came as residents and staff were coping with a second year of the pandemic.

WELL-MEANING POLICIES

Eviction bans, designed to help those impacted by the pandemic, also contributed to fears by making it more difficult to evict residents who did not change their behavior as required in housing retention plans that CVC and its partners enacted. Said one staffer, “We get the intent of the moratorium on evictions and the fair housing issues – but how is this fair to the rest of our residents who have to put up with poorly behaved residents who are making it unsafe?”

CVC and its partners subscribe to the U.S. Department of Housing and Urban Development’s “housing first” model, in which residents are given shelter before their health and personal issues are dealt with and behaviors are modified. That presents its own challenges, as one case manager suggested:

“When people come from the streets, many have addiction problems. The model we ascribe to, though, says housing first and then we can address issues like addiction and mental health. Have we inadvertently made it less safe in our housing communities because we do not require residents to be clean and sober?”



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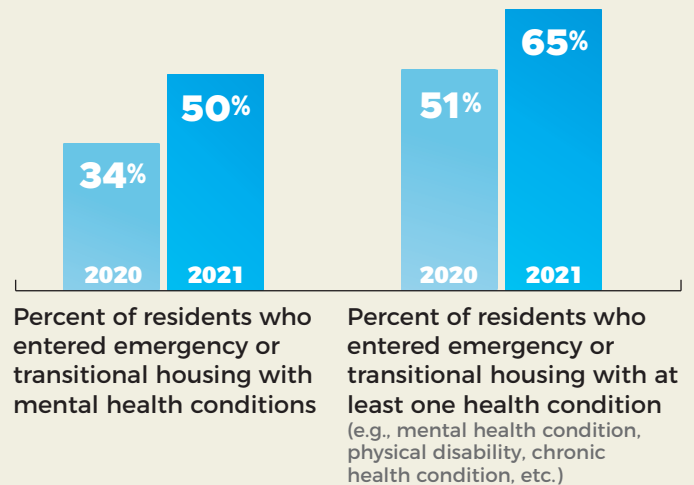
When residents report feeling safe at CVC, they are more likely to report being happy living at CVC. Of those residents who agreed or strongly agreed that they feel safe, 95% report being somewhat or very happy living at CVC. In contrast, only 52% of those who don’t feel safe at CVC reported being somewhat or very happy living at CVC.

■ how residents rate their health

	2020	2021
Percent of residents who rated their overall health as good, very good or excellent	64%	66%
Average number of days out of past 30 their physical health was not good	9.5 DAYS	8.8 DAYS
Average number of days out of past 30 their mental health was not good	11.9 DAYS	9.1 DAYS

■ health issues on the rise

Data from the Homeless Management Information System Annual Performance reports also indicate a continued escalation in the number of people entering CVC emergency and transitional housing with health conditions, especially mental health issues.



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■ solutions

When asked for their suggestions for improving safety at the Villages, participants across all groups likewise touched on consistent themes:

SECURE INFRASTRUCTURE

Several residents and staff members mentioned repairing or replacing the fence around the Villages site and having security staff check everyone coming onto the property as ways to reduce the number of uninvited visitors. Others requested more lighting and security cameras.

MORE GUARDS AND A SAFETY DIRECTOR

A key concern was accountability and leadership by Century Villages at Cabrillo, security and maintenance teams: “CVC needs someone whose job is focused solely on security and safety. This person could take the incident reports and do something about them,” said one case manager. A resident shared his frustration: “We also need guards that have the authority to do something when there is an incident. Guards tell us they can’t call the police, that we have to do it. Then when we call the police, they tell us that we need to call CVC.... We give up.”

ACCOUNTABILITY FOR EVERYONE

A case manager summed it up: “We need to increase the accountability for ensuring security and safety — this goes for everyone, residents included. Let’s move away from saying things like, ‘CVC [management] doesn’t care,’ ‘No one looks at the videos’ or ‘The police do not care.’ Instead, let’s ask what we can all be doing to be accountable for a safe community. We need to move beyond the mistrust and focus on integrity.”

“WE NEED TO MOVE BEYOND THE MISTRUST and focus on integrity.”

— Case manager



A VOICE TO RESIDENTS, STAFF

Establishing authentic engagement and listening — a condition of collective impact and a guiding principle at the Villages — is difficult without resident and staff buy-in and participation. Said one VACC member: “We should be framing this as a commitment to empowering residents, giving them opportunities to organize, and finding authentic ways for [them] to be involved in ensuring the safety of CVC.” A resident echoed that sentiment: “We need to have a seat at the table when they are making decisions that will affect us and our lives. Include us in conversations and decisions about security and work orders.”

■ the future

Authentic engagement of residents is likely to get a boost with the recent creation of a tenants’ organization at the Villages. Its nascent leadership is making its voice heard with CVC management, starting with encouraging others to attend the residents’ focus group on safety.

Management is also reflecting on its practices. CVC’s Kim Wee, vice president of residential services, said, “We believed we were engaging and communicating with residents well. We were holding monthly meetings and sending out emails and texts. Case management staff were meeting with them regularly. Despite those efforts, we kept hearing that it wasn’t enough. When a group of concerned residents formed a council,

what WE ASKED

Resident surveys were administered online and via paper and pencil, and were available in both English and Spanish. Surveys were also given to agency partners and property management staff to distribute to residents. Reminders about the survey were sent to residents via text, newsletters and flyers. All residents who completed a survey were entered into a drawing for prizes.

Focus group questions were tailored to each specific group (staff, agency partners, residents) covering these areas.

- What does “being safe” mean to you? Do you feel safe at CVC?
- In our latest Resident Survey, 68% of residents agreed or strongly agreed with the statement, I feel safe at CVC. This is the lowest percentage to date (down from 72% in 2020). How might we explain this trend?
- How can we authentically engage all stakeholders (staff and residents) in a collaborative program to make CVC safer?
- What suggestions do you have for improving safety at CVC?

Residents only:

- In our Resident Survey, only 59% of residents said they felt safe most or all the time interacting with their neighbors. Why do you think so many residents do not feel safe interacting with their neighbors?
- As a resident, how do you want to be communicated with?



“I HOPE ... THAT WE CAN COME TOGETHER AS A FAMILY.... THERE'S NO REASON FOR US TO LIVE IN THIS PLACE AND BE AFRAID WHEN IT'S SUPPOSED TO BE A safe haven for everybody.”

— Mike, above right, with advocate John Oppenheim, reflecting on the return of community gatherings (left)



we realized that staff were talking at them rather than including them in the decision-making.

“We had our ‘aha moment’ during the focus groups when we heard over and over from Beth, our evaluator, that our residents just wanted to be heard. The evolution of getting from talking *to* and talking *with* residents has been messy and uncomfortable. We had to do a lot of listening, and at times that meant hearing things that were hard to hear.”

The work is just beginning. CVC management has been meeting with residents in recent months and is starting to rebuild trust and reimagine the lines of communication. “We’ve made some progress; we are hearing more from our residents of their needs

and wants, and are working together to find solutions,” Wee said.

Among the residents taking a leadership role is Mike, who said: “As a community leader, I feel that I am able to meet with CVC property on an equal basis and express our concerns and participate in the solutions. I hope to accomplish for the residents and CVC that we can come together as a family and get to know each other. Since 2016, everything has changed. People don’t know each other because they’re afraid.... There’s no reason for us to live in this place and be afraid when it’s supposed to be a safe haven for everybody.” ■



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.

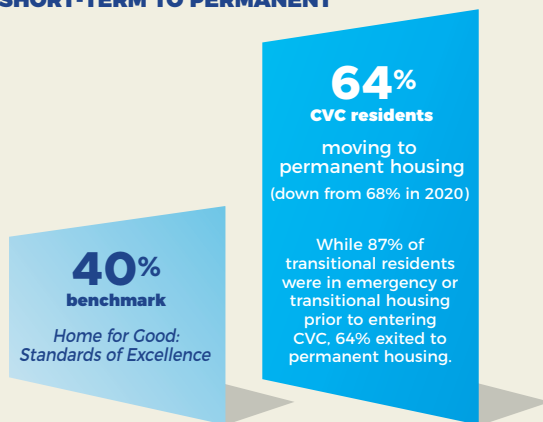
■ budget

For the fiscal year 2021, \$22.9 million was leveraged at the Villages to underwrite services to individuals, families and children. To operate and maintain the property on-site, Century Villages at Cabrillo incurred an additional \$7.7 million, bringing total expenditures for resident housing and services to approximately \$30.6 million.

■ 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



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.

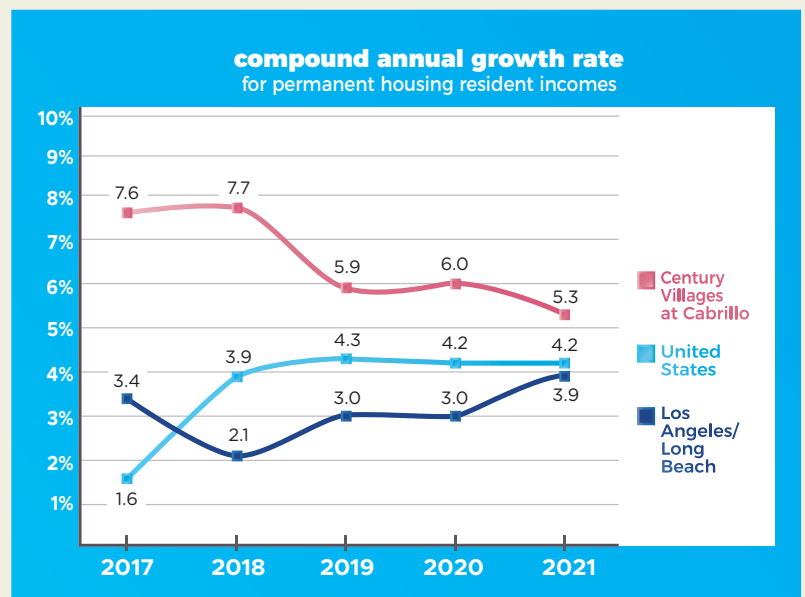
	benchmark <i>Home for Good: Standards of Excellence</i>	CVC		
		2019	2020	2021
6-month Housing Stability¹	90%	98%	99%	99%
1-year Housing Stability²	85%	96%	97%	98%

¹Permanent residents who moved in after June 30, 2021, and were in residence on December 31, 2021, 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, 2021, and were in residence on December 31, 2021, were not included in the calculation of the one-year housing stability rate as they had yet to pass the one-year housing mark.

■ income growth

The 2021 compound annual growth rate for permanent housing resident incomes of 5.3% is 1.1 points, or 26%, higher than the national income growth rate for a comparable period and 1.4 points, or 36% higher, than income growth in the Los Angeles/Long Beach Metropolitan Statistical Area.



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

ANOTHER VIEW

Another way to look at income growth is to examine the percent of residents who increased their incomes in 2021:

- **59%** (319) of **permanent housing residents** Most common sources of income growth were pensions, Social Security and General Assistance.
- **16%** (49) of **emergency and transitional housing residents** 6% increased their *earned* incomes and 13% 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.

\$1,255

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.

\$7.4M

TOTAL SAVED

by CVC residents over LA/Long Beach fair-market rents, an increase of \$171,034 over the amount saved in 2020.

Source: U.S. Department of Housing and Urban Development, Fair Market Rent Documentation System (2021).

rental assistance

Century Villages Property Management supports permanent housing residents who are having difficulty paying their rent through payment plans and pledges. These proactive efforts avoid eviction and promote housing stability.

96%

(42 of 44) of those who negotiated pledges or plans successfully paid in full and retained their housing.

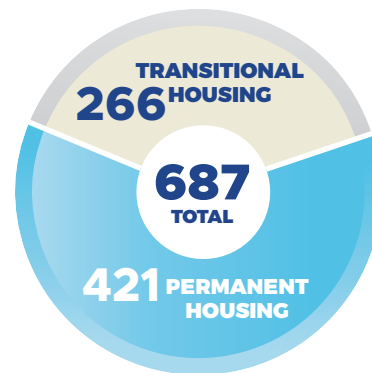
- 50 payment pledges/plans negotiated by CVC
- 42 households successfully paid in full and retained their housing
- 6 active payment pledges/plans
- 2 families with pledges/plans moved out on their own
- There were no (zero) evictions due to nonpayment

total residents

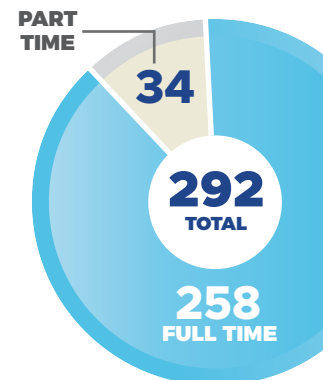
	ADULTS	CHILDREN	TOTAL
Short-term Housing	35	24	59
Transitional Housing	411	48	459
Permanent Housing	831	276	1,107
total	1,277	348	1,625

A total of 1,625 residents were housed in 2021 at CVC, 316 (16%) fewer than in 2020. This decrease is due to less turnover (33% fewer people in short-term and transitional housing exiting CVC as compared to 2020) and reduced shared-housing capacities in emergency and transitional units in response to COVID mandates regarding physical distancing (short term down 67%; transitional down 24%; and permanent housing down 4%).

total veterans



staff on-site



This overall 9% increase in staff (from 267 in 2020), reflects the need for essential workers during the pandemic and to serve the growing population of permanent housing residents.

total volunteer service hours



\$766,282

value of that work as estimated by The Independent Sector, a network for nonprofits, based on a rate of \$35.56 per hour in California (2021 rate).

[†] Due primarily to COVID-19 restrictions that prevented volunteers and interns from being on-site.

[‡] Although there were fewer individuals completing unpaid service, 21,549 hours of work were posted, up from 18,127 hours last year, a 19% increase compared to last year. This was due to the full return of social work and occupational therapy interns working with CVC to provide services to residents.



ABOUT THIS REPORT

■ acknowledgments

Thank you to our staff and partners who worked tirelessly to provide essential services to our residents and to help rebuild and heal our community. We thank our board, the VACC, our City of Long Beach partners and senior management for your guidance, support and leadership as we continued to navigate the pandemic and other unprecedented challenges.

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

- Kimberly Wee, project manager/writer; Dr. Beth Manke, evaluator/writer; Nick Cuccia, editor/writer; Cyndi La, graphic designer
- Century staff, our partner agencies and residents who contributed their voice 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.

■ evaluation process and independent verification

We know that data *about* residents is not the same as data *from* residents. To estimate the collective impact of agencies at the Villages at Cabrillo and to better understand residents' housing experiences, we prioritize both traditional quantitative data collection strategies and qualitative methods like Photovoice and focus groups that promote dialogue, create awareness and spark change. 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; resident submissions of photos and narratives; focus groups about safety with residents, case managers, agency directors and Century Villages at Cabrillo staff; and publicly available databases on income growth and rental savings. We also collaborate with the City of Long Beach Department of Health and 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 2021.

Beth Manke

Beth Manke, Ph.D.
Evaluation Consultant
Long Beach, California
June 1, 2022

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■ report citation

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

■ contributions

January 1 – December 31, 2021

gateway sponsor (\$100,000 and above)

Weingart Foundation
Wells Fargo

anchor sponsor (\$50,000–\$99,999)

California Community Foundation
Rodan Family Foundation
The Rudolph J. and Daphne A. Munzer Foundation

sustaining sponsor (\$20,000–\$49,999)

Bank of America Charitable Foundation
Josephine S. Gumbiner Foundation
Miller Foundation
Prologis

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