

# SOCIAL IMPACT REPORT 2023

villages at cabrillo



Century  
Villages  
at Cabrillo



## 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 Supporters,

Welcome to the 12<sup>th</sup> edition of our Social Impact Report, celebrating 25 years of amazing partnerships and life-changing successes, as thousands of families, individuals and Veterans have found a home – and hope – at the Villages at Cabrillo.

2022 was a year of profound change at CVC. As pandemic restrictions eased, we paused to reflect on what we had learned and how that would shape our organizations and programs going forward. What we saw was a community responding with creativity, flexibility and heart. And so we are happy to share this report, where you will hear, in their own words, how our staff, partners and residents rose to the occasion and created opportunities for personal growth and prosperity:

- How Michael, a graduate of a treatment program at the Villages, became certified to help others;
- How Francisco, Traci and David are thriving after making new starts at the Villages;
- How our children became examples of willingness and cooperation;
- How safe spaces became essential for staff and residents to heal and share stories;
- How compassion for the unique burdens of working mothers – staff and residents – created a stronger bond among case managers and their clients;
- How proactive and persistent engagement by staff helped Veterans emerge from isolation.

Along with these moving stories, we report on the progress our resident union is making in reaching out to residents and serving as their voice with CVC management. We spotlight student scholarship winners and residents whose service makes our community better. We share the numbers that quantify the transformation occurring daily as our residents improve their incomes and move on to permanent housing.

And finally, we acknowledge all of you who have supported our mission. It is your dedication to our mission that fuels the passion and determination of all of us. We are truly grateful!

**Brian D'Andrea,**  
President, CVC  
Senior Vice President,  
Century Housing

**Steve Colman,**  
Executive Director,  
CVC

**Kimberly Wee,**  
Vice President,  
Residential Services  
CVC





## GATHERING

under the great blue whale at the Aquarium of the Pacific in late September, sponsors, supporters and Century staff celebrated 25 years of providing affordable, dignified homes for over 1,500 Veterans, families, seniors and individuals in our 27-acre community.

Former Century board member Earl G. Fields (top left photo) received the Cabrillo Visionary Award, recognizing his impact in transforming communities through his volunteer work, professional service and dedication to Century's mission.

Paul Buckland of Wells Fargo (on left in top right photo) accepted the Anchor Leadership Award from Century Senior Vice President Brian D'Andrea for the bank's collaborative efforts to effect positive change in our community. Wells Fargo has been a trusted partner in our ongoing work to increase affordable housing options throughout Southern California.

Sponsors and staff from our partner agencies enjoyed live music and dancing. The event also raised funds to support the work of CVC's Oasis Services, which provides supportive services for our residents. We are grateful to everyone who supported and joined us in celebration.

Celebrating

25 YEARS  
of serving our  
community





**WITH A CLOSER BOND THAN EVER BEFORE,** CVC partners, residents and management are charting a new post-pandemic path with flexibility, creativity and pride.

## LIKE MANY OF HIS NEIGHBORS,

Michael Myers came to the Villages to put his life back together.

The residential substance abuse treatment program at American Indian Changing Spirits (AICS) offered the path to freedom and stability he wanted. After three years as a client, he graduated — just as COVID hit. Undaunted by pandemic restrictions, he went on to get his peer support specialist certification and last year was hired by AICS as a support staff person.

Michael “brings lived experiences that he can share with our clients,” says Amanda Carnegie, program director at AICS. “He also brings knowledge about the cultural healing practices that we used to do before COVID. Michael has come full circle and will now allow us to get back to

providing the cultural healing our clients need.”

Michael is but one of the many success stories emerging from the pandemic. While on any given day, Century Villages at Cabrillo staff, case managers, volunteers and residents navigate an array of issues, COVID-19 presented extraordinary challenges. By all accounts, our community met the moment and grew stronger.

As life edged toward a new “normal” in 2022, CVC leadership began to reflect on what had happened. Our data researcher, Beth Manke, Ph.D., interviewed leadership at our partner agencies to find out how they were reconnecting with residents, staff and other partners and what they had learned that made their organizations stronger and more effective. Those interviews turned up six recurring themes, which follow.

## 1 WE MUST BE FLEXIBLE AND READY FOR THE UNEXPECTED.

“The past few years have been transformative and clarifying for CityHeART,” says its founder and executive director, Paige Pelonis. “When COVID hit, I thought we would close CityHeART, given that we rely on volunteers and couldn’t really expect volunteers to come out and help. At the request of CVC, we decided that instead of closing, we needed to step up to assist with the basic needs of residents, especially food distribution. Once we were able to get volunteers back, we expanded to include supplemental case management and service provision, including yoga, art classes, storytelling.”

“We learned that being flexible and able to pivot is the key to our success as an organization and the success of our students,” says Ashley Cazarez, associate volunteer engagement coordinator of School on Wheels, a provider of free online and in-person tutoring for K-12 students living in shelters, motels and on the streets of Southern California. “To ensure that we are always ready to pivot, we ramped up our marketing for volunteers. We now have more volunteers than we have students. This will allow us to be ready for anything in the future. We are also expanding our services beyond tutoring to include life skills and coding.”



School on Wheels volunteer tutors play a big role in helping kids succeed.

**FRANCISCO** was shocked when his employer fired him out of the blue: "I had an accident at my refinery job and went to physical therapy. When I got back to work, they let me go." He was no longer able to afford his apartment in Long Beach and when he could no longer live with relatives, Francisco, his wife, and three daughters ended up living in their car. "It was very stressful," Francisco says.

Through service providers, he learned about the Villages. His family stayed at the on-campus emergency shelter for a few months before receiving a housing voucher and moving into their home at Cabrillo Gateway in 2018. "It's a nice place, and the people who work here help everybody. That's what I like most — when you need help, they're here for you. They're always here for us," he says.

Today, Francisco and his family are thriving. His daughters are in school and working. His youngest, a freshman in high school, is already planning her career as a forensic investigator and bringing home nearly straight A's. When Francisco isn't at his job in maintenance, he enjoys the view from his apartment and the stray cats who make CVC their home.

*"We went through some hard stuff, but in a way, it paid off — we're here."*



## 2 ONGOING TRAINING ENHANCES OUR SERVICE TO CLIENTS.

Stephen, center, Employee of the Year at LAHH, with CEO and trainer Guido Piccarolo and coach Anna.

The unpredictability of COVID mandates was felt at U.S.VETS Long Beach, which had to retrain staff on new technology, says Larry Williams, vice president of programs. "We learned that if we are going to implement new technology, we needed to teach people to use that technology. We learned how important it is to have ongoing training for many things. The more we trained and talked about what was going on, the easier it was to pivot when necessary. We have retained this focus on training and communication so that we remain prepared."

Likewise, AICS' Amanda Carnegie says: "Our staff have learned the importance of being technologically proficient — something that was not a priority before COVID, especially for our older staff and those who never had to work much with technology. But our staff stepped up and learned how to use video platforms. These skills continue to benefit our staff and AICS."

The need for flexibility and retraining had a unique impact at Los Angeles Habilitation House. The agency trains persons with disabilities in service jobs, helps them find work and supports them in the workplace. "Our residents/employees who have been trained to be janitors had to endure what seemed like ever-changing routines. This is especially difficult for residents who have developmental disabilities; they thrive when there is consistency in schedules," says Nancy Albin, LAHH vice president. When companies went on hybrid schedules, "Our residents

needed to be flexible — maybe they did not need to clean every office every day. To get our residents to adapt we needed to continuously train and re-skill." She adds: "Now that we are coming out of the pandemic, we have to train and reskill again to get back on a more consistent schedule. This ever-changing routine is quite disruptive for people who thrive on consistency, yet the re-skilling and training gave us an opportunity to connect with our residents."

*"We have retained this focus on training and communication so that we remain prepared."*

**LARRY WILLIAMS**  
U.S.VETS

## PARTNER AGENCIES



**AMERICAN INDIAN CHANGING SPIRITS**  
[americanindianchangingspirits.com](http://americanindianchangingspirits.com)

**Number served in 2022:**  
132 adults

Provides culturally appropriate alcohol and drug education, 12-step groups, one-on-one counseling, recreation and social and cultural activities for American Indian men and women in a residential setting.



**CATHOLIC CHARITIES**  
[www.catholiccharitiesla.org](http://www.catholiccharitiesla.org)

**Number served in 2022:**  
166 (67 adults, 99 children)

Provides 45-day emergency shelter and supportive services for unhoused families, the elderly and the disabled with the goal of moving the unhoused to stable housing.





Child Lane students showed they were adaptable — and good cooks.

### 3 RESIDENTS (INCLUDING CHILDREN) AND STAFF ARE STRONGER THAN WE THOUGHT.

"We were reminded that our clients are resilient in the face of adversity," says Veronique Johnson, a program director at Catholic Charities, which offers emergency shelter and supportive services. "COVID even allowed some of our clients to develop better coping skills. In the absence of therapists, our staff gained skills by putting their clinician hats on."

For Dora Jacildo, executive director at Child Lane, the pandemic's biggest lesson came from the children: "They adapted quickly. In fact, the children had an easier time with the health and safety measures than did the adults.... We were reminded about the importance of sharing power with children — asking children, 'What can you help with?' 'What can you do?' With the right supervision, children are adaptable and resilient."

Caring and compassion manifested in two ways at Hacienda of Hope, says Angelica Garcia-Guerrero, deputy director of operations: "We also learned the hard lesson that as important as it is to think about our residents and their well-being, we also need to be mindful of our staff members' well-being. We all learned the power in asking for help and that it is key to being resilient."

Resilience was also key at Harbor Interfaith Services, which provides transitional housing, food, job placement, advocacy, education and life-skills training. Shari Weaver, coordinated entry system director, describes her team's grit: "Through the pandemic we realized just how resilient we are. We think of ourselves as a scrappy little team that could. It is amazing to see our staff work outside their comfort zones and support each other. The pandemic confirmed for us how important taking care of each other is to the success of our organization."

*"Children had an easier time with the health and safety measures than did the adults."*

**DORA JACILDO**  
Child Lane

## PARTNER AGENCIES



**CHILD LANE**  
[www.childlane.org](http://www.childlane.org)

**Number served in 2022:**  
212 (115 adults, 97 children)

Focuses on the whole child through early care and education services, nutrition and family support, with the goal that every child will be prepared to take full advantage of their early childhood education.



**CITYHEART**  
[www.ourcityheart.org](http://www.ourcityheart.org)

**Number served in 2022:**  
586 (489 adults, 97 children)

Offers a Hub for Veterans, seniors and families with children, providing a safe place to access resources, engage with peers and build a network of support. Also provides emergency food, benefits navigation, clothing, mental/behavioral health services, transportation and workforce development.



**PROJECT RETURN**  
PEER SUPPORT NETWORK  
*Taking charge together!*

**HACIENDA OF HOPE**  
[www.prpsn.org](http://www.prpsn.org)

**Number served in 2022:**  
370 adults

Provides short-term respite home at no cost as a safe alternative to emergency hospitalization for individuals living with mental health challenges and experiencing a stressful life event or crisis.

# 4

## WE MUST REACH OUT PROACTIVELY AND ATTEND TO RESIDENTS HOLISTICALLY.

The pandemic weighed heavily on Veterans at the Villages, who make up almost half of the population at CVC. "It was difficult to engage the Vets as most stayed in their units, watching TV. Vets adopted a mindset that they did not need to or could not engage with us or each other," says U.S.VETS' Larry Williams. "We found this had negative effects on their mental health. Part of reconnecting with resident Vets has been getting out of our offices and meeting them where they are at. We are not waiting for them to come to us for case management meetings, but we are instead knocking on doors and checking on them individually."

Jaylene Westfall, resident services director of Oasis, echoed that sentiment: "We also learned how important it is for our residents to be

seen — actually seen. It was easy for some of our residents during COVID to shut themselves away and not communicate with us, even when they needed help. It is important for us to have eyes on our residents every once in a while, to make sure they are doing well both physically and mentally."

TCC Family Clinic, which served more than 1,500 adults and children in 2022, also took a more holistic approach to patient care. "Although providing emergency food or rental assistance is outside our primary focus, we stepped up and provided these services during COVID. Sometimes you need to first address those basic needs if we want to get to the other services like attending to health," says Jina Lawler, chief operations officer.



*"Sometimes you need to first address basic needs if we want to get to the other services like attending to health."*

**JINA LAWLER**  
TCC Family Health Center

**TRACI** had a tumultuous upbringing: "I was one of those kids who slipped through the cracks. I didn't go to school, I started using drugs. Later, I was in and out of prison for years for drug use and possession." At age 46, Traci went to a drug treatment program on a judge's order — a decision that changed her life. Although she successfully completed the program and a stay at a rehabilitation center, Traci found herself homeless. With a felony record, Traci could not easily obtain permanent housing. She stayed instead at a shelter where she continued to work on her well-being.

After months of feeling in limbo, Traci received a referral to the Villages, which she's called home for the last eight years. "I was one of the first ones at Cabrillo Gateway and picked my apartment," Traci says. Today, she is a member of the CVC Resident Union and a self-professed social butterfly: "I know everybody by name, and if not, I'll introduce myself."

Traci believes the environment and staff at CVC have helped her maintain her sobriety and even pursue long-term goals, like going back to school. "They really try hard to help us — their whole meaning in life is to help us," she says.

*"It's like one big sober living community here. You can't fail."*



Harbor Interfaith Services

**HARBOR INTERFAITH SERVICES**  
[www.harborinterfaith.org](http://www.harborinterfaith.org)

**Number served in 2022:**  
30 adults

The mission of Harbor Interfaith Services is to empower the homeless and working poor to achieve self-sufficiency by providing support services including transitional housing, food, job placement, advocacy, education and life-skills training.



**LBUSD HEAD START**  
[www.lbschools.net](http://www.lbschools.net)

**Number served in 2022:**  
62 (36 adults, 26 children)

Federally funded program equips children from low-income families entering kindergarten with the required school-readiness skills. Also offers health, nutrition, mental health and social services.



**LOS ANGELES HABILITATION HOUSE**  
[www.lahabilitationhouse.org](http://www.lahabilitationhouse.org)

**Number served in 2022:** 21 adults

Creates and maintains job opportunities for persons with disabilities that will help them to develop, express and apply their talents and maximize their contributions to their communities. Provides clients with training before and after they are hired, along with a supportive environment at the workplace.





## 5 SAFE SPACES FOR STAFF AND RESIDENTS TO TALK ARE A KEY TO HEALING.

At Child Lane, the pandemic raised an important social justice issue: “We learned how incredibly tasked women were in shouldering the burden of COVID and the pandemic — moms, teachers, cooks, etc.,” Dora Jacildo says. “We learned what it means to be an essential worker, taking care of those who are in need, and what equity does and does not look like, and how unjust being a caregiver can be. Moms, including parents and our staff, were navigating work and child care. We learned the importance of social justice work and the need to support women who are supporting or caring for everyone in their lives. We now create space regularly to have conversations about ‘care work’ and how gender-based it is. We have brought in facilitators to help us process and talk about everything — so we would not lose sight of who we are and our mission, which is to be advocates for children.”

Compassion surfaced in new ways at LAHH as well: “The pandemic made our residents think of others in a way that they did not do before the pandemic. All of us needed to lead with compassion. For people with developmental disabilities that can be challenging,” says Nancy Albin. “Helping others has become central to our training. We now talk a lot about how it’s OK to ask for help. We now hear our workers say things like, ‘I am done with my work, who should I help?’ This is a beautiful thing. We couldn’t get to this place before the pandemic, but now we are there. Maybe that is the silver lining to the pandemic for our organization.”

At CityHeART, the “Hub” makes connecting possible. Executive Director Paige Pelonis explains: “We see our Hub as a place where residents can connect with each other, us and even themselves. We are a place where residents come to sit and chat — to tell their stories. We are not a typical drop-in center that simply offers services, but instead a place where people want to hang out, where they feel at home.”

*“Helping others has become central to our training. We now talk a lot about how it’s OK to ask for help. We hear our workers say things like, ‘I am done with my work, who should I help?’”*

**NANCY ALBIN**  
LA Habilitation House

### PARTNER AGENCIES



**CVC'S OASIS SERVICES**  
[www.centuryvillages.org](http://www.centuryvillages.org)

**Number served in 2022:**  
603 (438 adults, 165 children)

Century team provides case management for 200 households in permanent supportive housing; operates afterschool programs and family services; provides crisis support and community engagement activities in conjunction with CVC partners.



**PATH VENTURES**  
[www.epath.org](http://www.epath.org)

**Number served in 2022:**  
129 (82 adults, 47 children)

Envisioning a world where every person has a home, PATH provides case management, benefits advocacy, employment training and other services to help residents maintain their homes stably.



**SCHOOL ON WHEELS**  
[schoolonwheels.org](http://schoolonwheels.org)

**Number served in 2022:**  
26 children

Provides free online and in-person tutoring and mentoring to children in grades K-12 who are living in shelters, housing developments, motels, vehicles, foster homes and on the streets.



*"We now know there is power in having passion and that volunteers who lead with empathy are the core of who we are."*

PAIGE PELONIS  
CityHeART



CSULB Nursing Students promote wellness classes to residents.

## 6 CLARITY OF MISSION IS ESSENTIAL TO SUCCESS.

Coming out of the pandemic, CVC's partners are pondering how a "new normal" might affect their mission. "2022 impacted us more than 2020. We have had to do more training and re-skilling than when COVID hit to get folks back into a routine," says LAHH's Nancy Albin. "We understand that the old routine is gone, and we are not re-achieving that, but maybe the new normal — a new chapter for LAHH or maybe even a whole new book — is about continually adapting and not losing sight of our mission."

For CityHeART's Paige Pelonis, "The lesson we have learned over the past couple of years is that clarity of mission is important for our success. We needed to understand our strength as a volunteer- and peer-run organization. For a long time, we thought we needed paid staff to be legitimate. We now know there is power in having passion, and in storytelling, and that volunteers who lead with empathy are the core of who we are."

**THE ABILITY OF OUR STAFF AND PARTNERS** to think creatively and respond proactively and compassionately has made the difference in our community not just surviving, but emerging stronger after the pandemic. Most important, it's given residents like Michael new hope. It's allowed three residents at LAHH to move on to new jobs and promotions and others to experience a newfound sense of pride and to feel that they were appreciated, respected and helping others to remain safe. It's encouraged residents like Tom, who isolated after his social outlets shut down, to smile again and reengage with his support groups and community.

The mood going forward at the Villages is perhaps best summed up by Catholic Charities' Veronique Johnson: "We are in this together. [We] have a bond that is hard to explain. We have the power to tackle whatever comes our way and excel in the face of adversity. The crisis showed us just how strong we are."

**DAVID**, a U.S. Army Veteran, took care of his ailing father at home for nearly a decade. "My parents gave me everything," he says. After his dad passed away, David couldn't keep up with bills during the Great Recession. He no longer could afford his father's house and became homeless at age 48. According to David, "The first four days, I tried to tell myself it was an adventure. Then four days became 13 months."

Through Veterans service providers at the Villages, David finally received help, securing employment and housing. However, he eventually lost his job and briefly became homeless again. David felt fortunate to receive the chance to live in permanent housing at Anchor Place: "I was the first person picked to move in."

Now David is retired and enjoying hobbies he's long held, including playing drums and bass. "I have friends over, I watch the storms come in from the ocean from my fifth-floor apartment," he says.

*"I try to stay positive, which can be hard when you've been homeless. But I completely love where I live."*



**TCC FAMILY HEALTH (CLINIC)**  
[www.thechildrensclinic.org](http://www.thechildrensclinic.org)

**Number served in 2022:**  
1,517 (623 adults, 894 children)

Full-service clinic for children and families providing innovative, integrated, quality healthcare that contributes to healthy communities and envisions patients as partners in their overall well-being.



**U.S.VETS**  
<https://usvets.org/locations/long-beach/>

**Number served in 2022:**  
304 (301 adults, 3 children)

U.S.VETS offers supportive services including transitional housing, permanent housing, employment and housing services, and the ADVANCE Women's Program designed for female Veterans and their children.



**VETERANS VILLAGE RECOVERY CENTER**

**Number served in 2022:**  
1,200 adults

A 38-bed, 30- to 90-day intensive substance use disorder treatment program for Veterans operated by the VA Long Beach Healthcare System, with housing supported by U.S.VETS.



Outreach  
ramped  
up by

# RESIDENT UNION



**OUR RESIDENT LEADERSHIP TEAM** expanded in 2022 and has pledged to engage community members and CVC management in open and honest dialogue, with an emphasis on safety, security and health for all.

The CVC Resident Union, launched in 2022 to improve communication with management, has gotten off to a fast start and is proving to be a strong advocate for residents and opportunity for resident leadership.

Already, the leadership group has expanded to five individuals, representing four residential buildings. Besides regular meetings with management, the union has held three listening sessions to hear residents' concerns.

In a statement to the Villages community in September, the leaders made clear their purpose: "Our mission is to engage as many community members as possible in critical conversations concerning the well-being of the Villages, including issues related to safety, security, health and equity. All community members are invited to join us in this effort to work hand-in-hand with the property owner and manager ... to continue to improve our home."

Emphasizing that invitation, Mike Whiting, a U.S. Army Veteran and Resident Union co-founder, says: "We need to be able to speak openly and honestly with CVC leadership about community issues because at the end of the day, we're the ones who live here. We've all been through a lot before we came to the Villages, and as a community we have all been through a lot together these last couple of years. We could not feel stronger about the fact that this place is only going to get better — get safer — if we all get to do our part to make that happen."

*"Our mission is to engage as many community members as possible in critical conversations concerning the well-being of the Villages."*

**RESIDENT UNION  
LEADERS**

*Continued on next page*





Mike Whiting, Resident Union co-founder: "We need to be able to speak openly and honestly."

*"The shift from 'speaking to' to 'speaking with' is a process that is ongoing."*

**KIMBERLY WEE**  
Century Housing



Co-founder Stanton Vignes, an Air Force Veteran, adds: "It's important to us that this isn't just about the Veterans in our building, or just about the safety of the families and kids, or just about any one group. This whole thing has to be about all of us, staff included, because this community is all of ours."

Management sees promising outcomes. "This consistent engagement with community members is building trust and collaboration, as well as empowering them to advocate for themselves and neighbors," says Kimberly Wee, vice president of residential services. "The shift from 'speaking to' to 'speaking with' is a process that is ongoing but is much closer to being ingrained in our culture and just the new way we do business."

All of this is reassuring to advocate John Oppenheim, an Air Force Veteran who serves as an adviser to the union: "It's not often that landlords and tenants sit at the same table and work together to improve quality-of-life issues. CVC's recognition of the Resident Union is a remarkable moment that gives us a lot of hope for the future of this very unique community. I have been around the Villages for a long time as a volunteer, and I care about this place and the people who live here very much. It hasn't been a simple process, but I am really proud of how much this growing group has accomplished."

**MANY RESIDENTS** go out of their way to make their communities a better place to live. Since October 2021, CVC has recognized these civic contributions with a Resident Spotlight award at its monthly Villages Community meetings. Our 2022 winners were:

**January**  
**Zareida Domenech,**  
Advanced Women's Program

**February**  
**Carey Wheeler,**  
Plaza de Cabrillo

**March**  
**Rodolfo Limas,**  
Plaza de Cabrillo

**April**  
**Carmen Lopez,**  
Anchor Place

**May**  
**CVC Resident Union, All**

**June**  
**Greg Lowe,**  
Harbor Interfaith Services

**July**  
**Michael Hatleburg,** American  
Indian Changing Spirits

**August**  
**Mina Ross,** Anchor Place

**September**  
**Barb Hinkle,** Plaza de Cabrillo

**October**  
**Traci Atencia,**  
Cabrillo Gateway

**November**  
**Bruce Shroyer,**  
Plaza de Cabrillo



September's Resident Spotlight awardee, Barb Hinkle

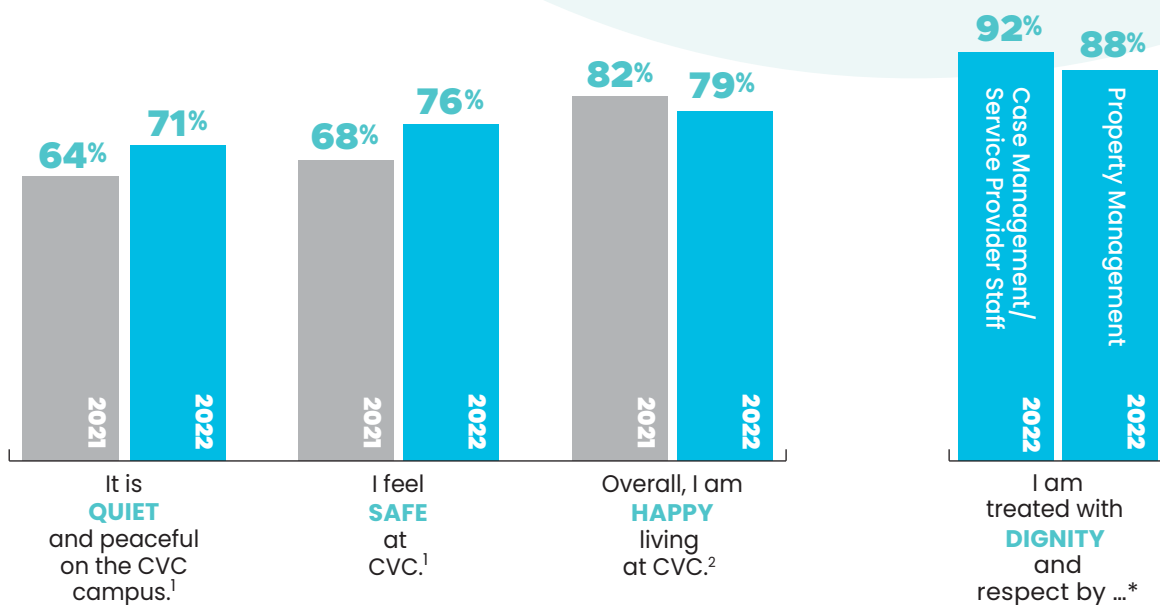
# RESIDENT SURVEY



## SOCIAL ACTIVITIES RESUMED in 2022, bringing families and friends together again.

The collective relief many residents felt is reflected in this year's annual resident survey, with 79% of residents reporting that they were somewhat or very happy living at the Villages. While that figure is statistically unchanged from 2021, other quality of life measures — especially feelings of safety interacting with neighbors and health — showed significant improvement.

### RESIDENTS RATE THEIR QUALITY OF LIFE



\*The question was restructured this year as two parts; therefore, a direct comparison with 2021 cannot be made.

<sup>1</sup>Percent of residents who agreed or strongly agreed with the statement

<sup>2</sup>Percent of residents who reported being somewhat or very happy



## ON SAFETY

**% RESIDENTS**  
indicating most or all the time

	2021	2022
I feel safe in my apartment/unit	78%	81%
I feel safe interacting with my neighbors	59%	69%
I feel safe walking alone during the day in the CVC community	78%	78%
I feel safe walking alone at night in the CVC community	47%	45%
I feel safe allowing my children to play outside	45%	38%
I feel safe from crime and vandalism	47%	53%

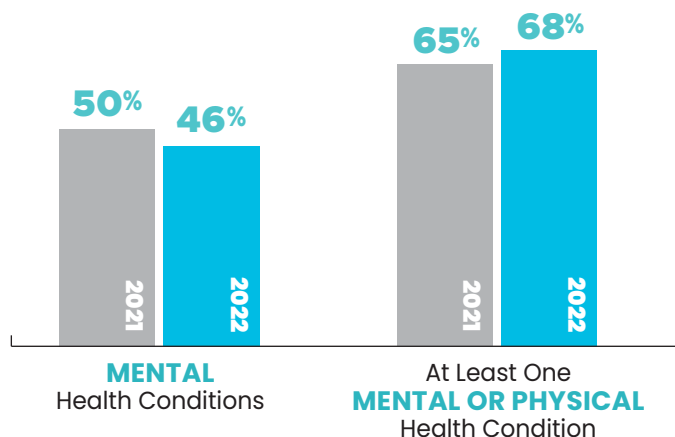
## HOW RESIDENTS RATE THEIR HEALTH

There was a statistically significant increase in ratings of overall health from 2021 to 2022.

	2021	2022
Percent of residents who rated their <b>overall health</b> as good, very good or excellent	66%	71%
Average number of days out of past 30 their <b>physical health</b> was NOT good	8.8 DAYS	7.4 DAYS
Average number of days out of past 30 their <b>mental health</b> was NOT good	9.1 DAYS	8.1 DAYS

## RESIDENT HEALTH ISSUES

Percent of residents who entered emergency or transitional housing with ...



Source: Homeless Information System Annual Performance reports

**EVERY YEAR** since 2012, Century Villages at Cabrillo has reached out to its residents to hear about their housing experience. Our annual resident survey is administered as both paper-and-pencil and online versions, with questions addressing: happiness living at the Villages, quality of life (i.e., perceived safety, peace and quiet in the community, and treatment by property management and case managers), and health (mental and physical).

We also include an open-ended survey question that invites residents to make general comments. We strive to gather a representative sample of residents. Residents who complete the survey qualify for a raffle drawing for prizes such as gift cards.



# HIGHLIGHTS

2022



## A NEW CAREGIVER FOR MENTAL HEALTH


In keeping with our holistic approach to caring for the well-being of our residents, the Villages has hired Kara Stratton, MSW, as our first behavioral health specialist. During the past two years of the pandemic, CVC saw an increase in mental health needs as residents experienced isolation, loss of income, food insecurity, intense fear, anxiety and grief. Kara is well suited to serve our community: She started her tenure as a social work intern from Cal State Long Beach and has worked with Oasis Resident Services since 2020 with Veterans in Anchor Place. A Navy Veteran herself, Kara provides crisis intervention, support and consultation to case managers, and identifies potential medical and mental health needs of clients, while developing ties to the CVC community, law enforcement and other service providers. A generous grant from Ignite Cultural Solutions made her position and others possible.

## FESTIVALS RETURN TO MARK THE SEASONS

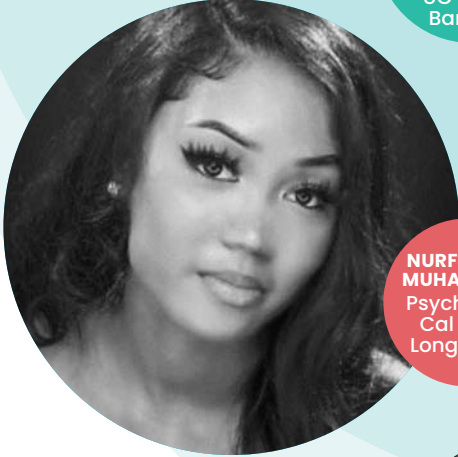
To the joy of our residents, a full slate of in-person festivals resumed in 2022. At April's Spring Festival, more than 20 exhibitors provided giveaways and health information to attendees. Over 300 residents attended August's Back-to-School Summer Festival, where students received backpacks and school supplies (see photo) and enjoyed water games. Late September's End of Summer Block Party included the wider community outside CVC, who heard about the need for permanent supportive housing and how CVC's model is effective in changing lives. The October Fall Fest was a costumed affair with treats for the kids, followed by the Annual Winterfest in December, where adults and kids frolicked in the "snow," sipped hot chocolate, and enjoyed cookies.







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## SHOUTOUT TO SIX SHINING STARS, OUR ROCKY YOUNG SCHOLARS

The Tim O'Connell Memorial Scholarship Fund committee in 2022 recognized the academic achievements and promise of six young Villages residents with \$1,000 scholarships to continue their education and careers. The Tim O'Connell Memorial Scholarship is awarded to current and former residents of Century-owned properties, including the Villages, who exhibit hard work and a strong commitment to community engagement. Century established the scholarship in memory of our colleague Tim O'Connell, a tireless advocate of social justice who dedicated his life to public service. This cohort of recipients are our Rocky Young Scholars, thanks to the generosity of our Century Housing Board Member Darroch "Rocky" Young. To learn more about the scholarship fund, visit <https://centuryvillages.org/tocscholarship>. Congratulations, all!



**PROGRESS TOWARD ENDING HOMELESSNESS** and improving the well-being of our residents are 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

**40%**  
BENCHMARK

Home for Good:  
Standards of  
Excellence

**43%**  
CVC RESIDENTS

Moving to permanent  
housing (down from  
64% in 2021)

While 96% of transitional residents were in emergency or transitional housing before entering CVC, 47% exited to permanent housing.

### RETAINED PERMANENT HOUSING AT CVC

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

	BENCHMARK Home for Good: Standards of Excellence	CVC		
		2020	2021	2022
6-MONTH HOUSING STABILITY <sup>1</sup>	90%	99%	99%	99%
1-YEAR HOUSING STABILITY <sup>2</sup>	85%	97%	98%	98%

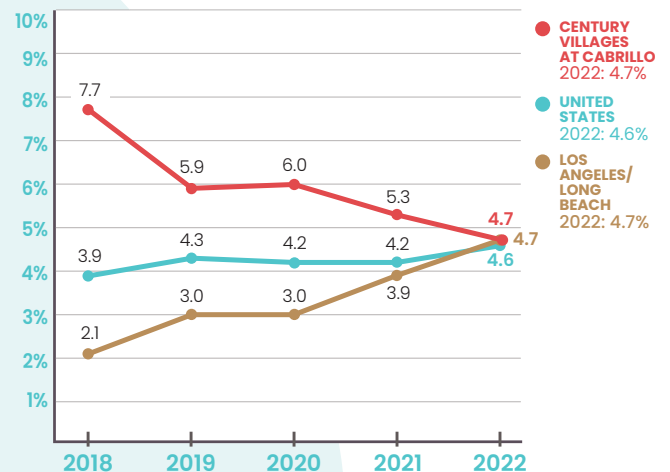
<sup>1</sup>Permanent residents who moved in after June 30, 2022, and were still in residence on December 31, 2022, were not included in the calculation of the six-month housing stability rate as they had yet to pass the six-month housing mark.

<sup>2</sup>Permanent residents who moved in after January 1, 2022, and were still in residence on December 31, 2022, 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 2022 compound annual growth rate for permanent housing resident incomes of 4.7 is 0.1 points, or 2%, higher than the national income growth rate for a comparable period and equal to 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

Another way to look at income growth is to examine the percent of residents who increased their incomes in 2022:

- **51%** (270) of permanent housing residents increased their incomes. Most common sources of income were pensions, Social Security, and General Assistance.
- **20%** (63) of transitional housing residents increased their income (7% increased their earned incomes and 16% increased other sources of income like TANF and General Assistance).



## OUR VILLAGES COMMUNITY

### TOTAL RESIDENTS

A total of 1,797 residents were housed at CVC in 2022, an increase of 172, or 11%, over 2021. This rise in total housed is due primarily to increased housing capacities in short-term (emergency) units as COVID mandates regarding physical distancing were relaxed. There was a 182% increase in residents served in short-term housing.

	ADULTS	CHILDREN	TOTAL
SHORT-TERM HOUSING	67	99	166
TRANSITIONAL HOUSING	459	51	510
PERMANENT HOUSING	847	274	1,121
<b>TOTAL</b>	<b>1,373</b>	<b>424</b>	<b>1,797</b>

### TOTAL VETERANS

**300**  
TRANSITIONAL HOUSING

**369**  
PERMANENT HOUSING

**669**  
TOTAL\*

\* Total is included in 1,797 resident figure.

Note: We do not have data on Veterans in short-term housing

### STAFF ON-SITE

**228**  
FULL TIME

**35**  
PART TIME

**263**  
TOTAL

The 9% decrease in total staff (from 292 in 2021) reflects difficulties in hiring across agencies.

### VOLUNTEER SERVICE

**246**  
VOLUNTEERS

**1,159**  
HOURS

**322**  
TOTAL VOLUNTEERS  
UP FROM 241 IN 2021

**18,680**  
TOTAL HOURS ‡

**76**  
INTERNS

**17,521**  
HOURS

‡ Although there were more volunteers and interns on-site in 2022, the total number of service hours returned to pre-COVID rates.

**\$697,128**  
VALUE OF THAT WORK

as estimated by The Independent Sector, a network for nonprofits based on a rate of \$37.32 per hour in California (2022 rate).

## 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.

**\$1,195**

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, a decrease of \$218,692 over the amount saved in 2021.

Source: U.S. Department of Housing and Urban Development, Fair Market Rent Documentation System (2022).

## 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.

**97%**

RETAINED HOUSING

after negotiating pledges or plans.

### BUDGET

For the fiscal year 2022, \$25.9 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 \$8.3 million, bringing total expenditures for resident housing and services to approximately \$34.2 million.



## 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 reconnect with our community this year.

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

Kimberly Wee, project manager and writer; Nick Cuccia, editor and writer; Cyndi La, graphic designer; Beth Manke, evaluator and writer;

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.

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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](mailto:socialimpact@centuryvillages.org).

## EVALUATION PROCESS and Independent Verification

Information in this year's report was gathered using both traditional quantitative data collection strategies and qualitative methods 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; agency submissions of photos; interviews with agency directors; 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 Century Villages at Cabrillo for 2022.

*Beth Manke*

Beth Manke, Ph.D.  
Evaluation Consultant  
Long Beach, California  
June 1, 2023

About  
this

# REPORT





Thanks to generous donations, eight residents who completed the "We Are Bold" teen wellness series enjoyed a trip to the LA Zoo.

Thank you  
to our

JANUARY 1 – DECEMBER 31, 2022

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