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.

Dear Friends and Supporters,
Welcome to the 12th 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!

Kimberly Wee, Vice President, Residential Services CVC

Welcome
Celebrating 25 YEARS of serving our community

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

“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.”

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.

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

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 have retained this focus on training and communication so that we remain prepared.”

LARRY WILLIAMS
U.S.VETS
“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.”
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.

“I’ve like one big sober living community here. You can’t fail.”

HARBOR INTERFAITH SERVICES
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
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
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.
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

CVC’S OASIS SERVICES
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
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
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.
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 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.”

“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

"I try to stay positive, which can be hard when you’ve been homeless. But I completely love where I live."
Outreach ramped up by Resident Union 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.”

Continued on next page
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

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.”
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.

Social Activities Resumed in 2022, bringing families and friends together again.

Residents rate their quality of life:

- It is quiet and peaceful on the CVC campus: 64% in 2021, 71% in 2022.
- I feel safe at CVC: 68% in 2021, 76% in 2022.
- Overall, I am happy living at CVC: 82% in 2021, 79% in 2022.

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

1Percent of residents who agreed or strongly agreed with the statement
2Percent of residents who reported being somewhat or very happy
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.

<table>
<thead>
<tr>
<th>On Safety</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>I feel safe in my apartment/unit</td>
<td>78%</td>
<td>81%</td>
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<tr>
<td>I feel safe interacting with my neighbors</td>
<td>59%</td>
<td>69%</td>
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<tr>
<td>I feel safe walking alone during the day in the CVC community</td>
<td>78%</td>
<td>78%</td>
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<tr>
<td>I feel safe walking alone at night in the CVC community</td>
<td>47%</td>
<td>45%</td>
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<tr>
<td>I feel safe allowing my children to play outside</td>
<td>45%</td>
<td>38%</td>
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<tr>
<td>I feel safe from crime and vandalism</td>
<td>47%</td>
<td>53%</td>
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<tr>
<th>How Residents Rate Their Health</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>Percent of residents who rated their overall health as good, very good or excellent</td>
<td>66%</td>
<td>71%</td>
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<tr>
<td>Average number of days out of past 30 their physical health was NOT good</td>
<td>8.8 days</td>
<td>7.4 days</td>
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<tr>
<td>Average number of days out of past 30 their mental health was NOT good</td>
<td>9.1 days</td>
<td>8.1 days</td>
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<tr>
<th>Resident Health Issues</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>Percent of residents who entered emergency or transitional housing with …</td>
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Source: Homeless Information System Annual Performance reports

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**Survey Methodology**

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> Source: Homeless Information System Annual Performance reports
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.

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.
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 98% 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 |
|---|---|---|
| 6-MONTH HOUSING STABILITY | 90% | 99% | 99% |
| 1-YEAR HOUSING STABILITY | 85% | 97% | 98% |

1Permanent 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.

2Permanent 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.

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

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.

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<thead>
<tr>
<th></th>
<th>ADULTS</th>
<th>CHILDREN</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>SHORT-TERM HOUSING</td>
<td>67</td>
<td>99</td>
<td>166</td>
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<tr>
<td>TRANSITIONAL HOUSING</td>
<td>459</td>
<td>51</td>
<td>510</td>
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<tr>
<td>PERMANENT HOUSING</td>
<td>847</td>
<td>274</td>
<td>1,121</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>1,373</td>
<td>424</td>
<td>1,797</td>
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Note: We do not have data on Veterans in short-term housing

TOTAL VETERANS

- **300** TRANSITIONAL HOUSING
- **369** PERMANENT HOUSING
- **669** TOTAL*

* Total is included in 1,797 resident figure.

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

STAFF ON-SITE

- **228** FULL TIME
- **35** PART TIME
- **263** TOTAL

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.

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.


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.
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.

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;

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

REFERENCES


REPORT CITATION


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