

Long Beach, CA

In May 2021, Long Beach, CA joined California's third Cohort of 100-Day Challenges to significantly advance local efforts to ensure that individuals who are currently experiencing homelessness are safely and stably housed. The 100-Day Initiative catalyzes community action by bringing together stakeholders from across systems to make new connections, share information and best practices, and take new and innovative approaches to addressing homelessness.

Long Beach sought to **significantly increase the rate of housing** for guests in Project Roomkey (PRK), Project Homekey (PHK), and other crisis hotel sites during the 100-Day Challenge. The Long Beach 100-Day Challenge Team also set out to explore local data and identify ways to more equitably serve those experiencing homelessness who are Black, Indigenous, and People of Color (BIPOC), Lesbian, Gay, Bisexual and Transgender (LGBT), and Veterans.

Long Beach saw significant gains during the 100-Day Challenge in increasing local partnerships and collaboration to address homelessness; authentically engaging clients in program design and feedback processes; and developing a collaborative allocation process for new Emergency Housing Vouchers (EHVs) awarded to the community.

Cross-System Collaboration

Stakeholder representation from across all major components of the homeless response system, including housing and service providers, local government, Coordinated Entry, and the Public Housing Authority

Relationship building and sharing of information regarding best practices and lessons learned among service providers operating across different PRK, PHK, and other crisis hotel sites

New weekly case conferencing meetings among providers to identify existing service connections, discuss client progress towards housing, and brainstorm solutions for clients with complex needs

Established data agreements to expand access to the local Homeless Management Information System (HMIS) and Housing Opportunity Pool (HOP) list to new agencies

Lived Experience Focus Group

Who: Current and former guests from City and County PRK, PHK, and crisis hotel sites representing diverse ages, genders, household compositions, and lived expertise

Why: To hear directly from current and former guests about housing successes, barriers, experiences with the homeless response system and housing process, and ideas for supporting long-term housing stability

How: The focus group was held at a PHK site and each participant was compensated with a \$50 Visa gift card, gas reimbursement, and lunch using [AXA XL](#) grant funds

What Was Learned?: Focus group participants identified the need for consistent staffing, increased case management, and greater wraparound supports on independent living skills to help clients achieve success in housing

What Next?: This information was shared with System Leaders to support system-level changes and incorporated into the rest of the 100-Day Challenge Teams work. Long Beach plans to continue this work to engage persons with lived expertise in decision-making processes beyond the 100-Day Challenge

EHV Allocation Process

Long Beach leveraged the 100-Day Challenge to develop a process for quickly and equitably allocating the 582 housing vouchers received by the City of Long Beach Housing Authority through the new U.S. Department of Housing and Urban Development (HUD) Emergency Housing Voucher (EHV) Program, including by:



Quickly establishing Memorandums of Understanding (MOUs) between providers and the Housing Authority



Developing an application process and streamlining the process for determining EHV eligibility for clients



Working with the Continuum of Care (CoC) to set aside vouchers for PRK, PHK, and crisis hotel program guests



Planning for intensive case management services for all EHV recipients

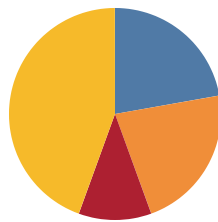
In December 2019, Governor Gavin Newsom [announced](#) a 100-Day Challenge Initiative to address homelessness across California. [Rapid Results Institute's \(RRI\)](#) 100-Day Challenges are designed to inspire and empower frontline teams to set ambitious goals, and harness the intense levels of innovation, collaboration, and execution required to achieve them in 100 days. As of October 2021, three cohorts of California's 100-Day Challenges have been completed and a fourth cohort is underway.

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California's 100-Day Challenge communities were encouraged to set ambitious goals that are designed to spur intense collaboration and rapid innovation. The focus of this ambitious goal-setting process is to reach beyond the community's baseline efforts to spur systems-level change and improvements in how homelessness is addressed.

Long Beach's 100-Day Challenge Goal: In 100 days, we will connect 50 guests from Project Roomkey (PRK), Project Homekey (PHK), and crisis hotels to safe and stable housing with supportive services, with 50% identifying as Black or African American.

100-Day Challenge Outcomes: Over the course of 100 days, Long Beach was able to connect **9 people residing in PRK, PHK or other crisis hotels** to safe and stable housing, of whom **78%** identified as Black/African American.



- Permanent housing with family or friends
- Permanent housing for formerly homeless persons
- Rental by client with RRH or equivalent subsidy
- Rental by client with Housing Choice Voucher (HCV)

Emergency Housing Voucher (EHV) Progress Highlights: During the 100-Day Challenge, Long Beach was able to utilize its newly developed EHV allocation process to achieve the following outcomes:

- 136 clients** identified as eligible for the EHV Program
- 44 clients** were matched to EHV's by the City of Long Beach Housing Authority
- 50 EHV's** were accepted by eligible clients who were engaged in the housing search process

"Collaboration was absolutely the most critical part of our 100-Day Challenge. Creating intentional collaboration spaces with people at the table from all parts of the homeless response system allowed us to recognize how we have been operating in silos and do things differently. We bring consistency and accountability with each other, we bring our entire selves to the process now."

- Long Beach 100-Day Challenge Team

Sustainability: In order to lock in their gains and maintain the momentum around preventing and ending youth homelessness, the Long Beach 100-Day Challenge Team plans to focus on the following priorities moving forward:

- Collaboration:** Maintain and strengthen the culture of open communication and trust between the City and providers through:
 - Person-centered case conferencing
 - Increased two-way communication flow between the City and providers around the PRK, PHK, and EHV processes
- Lived Expertise:** Support focus groups and a Lived Experience Advisory Board to better integrate the voices of clients into decision-making processes
- Equity:** Expand and strengthen equitable housing placements by establishing racial equity performance targets

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