

Villages at Cabrillo

2024 Social Impact Report



Century
Villages
at Cabrillo



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ON THE COVER: CVC Residents Christina (left), Diana (center), and Jamies (right).



Dear Friends and Supporters,

It is with great pleasure that I present the 13th edition of our Social Impact Report, which highlights a year of profound change and growth at Century Villages at Cabrillo in our work to alleviate the challenge of homelessness.

Most notably in 2023, Steve Colman retired after more than 20 years of dedicated service to Century Housing, including 10 years as the Executive Director of the Villages. Steve's legacy is community building and making important, lasting connections within our community and the City of Long Beach to strengthen our work at CVC.

It is my honor now to serve as Executive Director, having worked with Steve for a decade and at the Villages for more than 20 years. I look forward to working with our partners, residents, and wider community to:

- champion our collective efforts to make an impact on our community and change lives, like those of Christina, Diana, and Jamies, who are featured on our cover and profiled on pages 4 and 5;
- continue to empower residents to stay connected and safe, and feel at home through social, recreational, and community events;
- promote nutrition and wellness through our Pathways to Health program;
- expand housing with the opening of the Cove in 2024, which will provide affordable housing for an additional 90 Veterans on-site;
- work with the leaders of Villages at Cabrillo Collaborative to reenergize the group with the launch of the VACC Executive Council; and
- welcome visitors, community partners, and supporters to tour the Villages and learn from our experience serving the unhoused.

This report highlights our commitment to the process of collective impact to achieve a more equitable and prosperous community. We also share the data reflecting the progress our dedicated staff and partner agencies made in 2023.

Finally, we thank you for your generous support, which empowers us as we strive to give hope to those experiencing homelessness in our community.

Kimberly Wee

Kimberly Wee, MA
*Executive Director,
Century Villages at Cabrillo*

Creating a Collective Impact



Century Villages at Cabrillo operates exceptional, affordable housing so that the people we serve might have a dignified home and a healthy and hopeful future, and attain economic independence.

Crucial to this mission is our commitment to the process of collective impact, which draws on the expertise and shared vision of our community partners and organizations to advance equity and achieve population and systems change.

To create robust and authentic engagement in our communities, our practice relies on five conditions and concrete actions:

- **a backbone coordinating organization:** CVC holds itself accountable for ensuring the safety and health of residents.
- **open and continuous communications:** We have refined safety practices and engaged with CVC's Resident Council in open dialogue.
- **shared measurement for data and results:** We ground our work in qualitative and quantitative data shared by our partner agencies.
- **a common agenda for change:** We make explicit the narratives behind our understanding of homelessness and affordable housing.
- **mutually reinforcing activities:** We have created a collaborative power structure with the launch of a VACC Executive Council made up of our partner agency leaders.



To center equity, effect change, and end homelessness in our community, more than a dozen on-site and 30 off-site partnering agencies coordinated in 2023 to provide comprehensive and complementary services to a diverse and growing population. As a result:



We thank our Villages at Cabrillo Collaborative (VACC) Executive Council members for their guidance and support to our collective mission and all of our partner agencies for their contributions to the community and for providing statistical data for this report.



Spotlight On Residents



"Century Villages gave me an opportunity to live my best life ever. I made it. Home sweet home."

Jamies: A New Sense of Purpose and Reconnection With Family

Losing his father at a young age and being raised by a single mother meant Jamies faced adversity early in life. He aspired to work as a doctor or a firefighter to serve others, eventually becoming an EMT paramedic, but the job didn't pay enough to support his young daughter.

"One bad decision spiraled my life," Jamies says. He lost his housing and lived on Los Angeles' Skid Row for 12 years. "My relationship with my daughter slowly went apart, and that was the lowest point in my life."

When Jamies eventually received an opportunity to live at Century Villages at Cabrillo, he found more than just affordable housing — he discovered a community. "Even though [I was] being housed here, the effect of Skid Row never left me. Century Villages offered me supportive services as well as [gave] me my first apartment," he says.



Transformation is taking place every day at the Villages. These three residents' journeys out of homelessness show how stable housing, supportive services, and access to good health care and nutrition can create promising futures.

These services provided by 12 on-site organizations include health care and mental health services, community gardens and a farmer's market, youth and wellness programs, job training, and a computer lab.

Stably housed for more than 15 years, Jamies says his life has improved dramatically. He has mended his relationship with his daughter and found a new purpose: He founded the Skid Row Advocacy Group "to help individuals that came out of the same background as me," Jamies says. He helps people living on the streets of Los Angeles' Skid Row and Long Beach, providing food, resources, and connections to supportive services. He also serves as co-chair of the Long Beach Continuum of Care with CVC Executive Director Kimberly Wee.

"Century Villages gave me an opportunity to live my best life ever," Jamies says. "I made it. Home sweet home."

Christina: New Career Opportunities

When Christina saw a brochure about Cabrillo Gateway, a new housing community under construction at the Villages, she knew immediately she wanted to live there.

She and her two young daughters — ages 3 and 2 — had moved from New York to Southern California, where Christina grew up, after she broke up with the girls' father. "We stayed at a multifamily center, did hotel vouchers. We were really homeless. We were starting from scratch."

For a while, they stayed in the family shelter at the Century Villages at Cabrillo. Then Cabrillo Gateway opened, and Christina got a call from CVC that changed her life. "Next thing I know, I've signed the paperwork, and we've been at Cabrillo Gateway for almost eight years."

Since then, Christina has gotten her college degree, worked for the county, and had a third child — a son. She recently completed the massage therapy program at California Healing Arts College and now works full time as a licensed massage therapist. "I wouldn't have been able to do all of this if I didn't have the stability of the Villages. Being here has really helped me as a single parent of three."

Christina is grateful for the welcoming environment for children, with holiday events and amenities for families. "My kids grew up here, and it's really great with the parks and playgrounds on campus, and all their friends are here. We're our own tight-knit community."

It's the place that Christina has always envisioned for her family. "When I'm here, I don't have any worries. I've found a place I can call home."



"I have so much gratitude toward this community, it's been such a support for my family and me."

Diana: Homeowner At Last

Diana had overcome homelessness, addiction, and domestic violence before arriving at Century Villages at Cabrillo in 2015. She was determined to create a stable environment for her family.

With support from the Century Oasis Residential Services team, she "finally found stability," she says. She also learned about a life-changing opportunity: the Family Self-Sufficiency (FSS) Program with the Housing Authority of the City of Long Beach, which is available to residents of Cabrillo Gateway at the Villages.

The FSS program helps tenants with Housing Choice Vouchers improve their financial situations. Participants have five years to accomplish personal goals; meanwhile, the Housing Authority sets aside and matches increases in the tenants' portion of the rent.

Diana was determined to become a homeowner. As a participant, she attended workshops on how to buy a home, save money, and build credit. During this time, she was promoted to manager of the grocery store where she worked. "I accumulated money and five years later, I received a lump sum [from FSS]," she says.

"I'm always telling Diana she's a complete inspiration to me," Millicent Boye, Diana's case manager, says. "When we get to experience success stories like Diana's, it reminds us why we do this work, why we push for the residents."

Diana plans to buy a home out of state, close to her adult daughters. "I have so much gratitude toward this community and the way that Millie has believed in me. Sometimes former addicts are hard on ourselves — so to have someone that's understanding and strong like Millie, it's been such a support for my family and me."



"I wouldn't have been able to do all of this if I didn't have the stability of the Villages."

Resident Surveys



Staff and volunteers administered our annual resident survey in October 2023, when 177 residents shared their experiences at the Villages.

Residents Rate Their Health

As part of our annual resident survey, CVC residents are asked to rate their health using the Centers for Disease Control and Prevention measure for Health-Related Quality of Life using the core “Healthy Days Measures.” We have been tracking this data since the launch of our Pathways to Health wellness initiative in 2019.

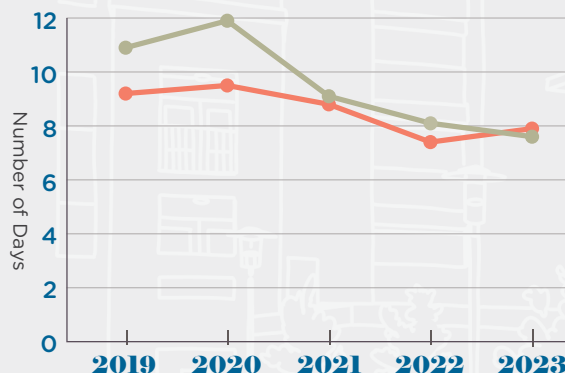
Housing Experiences / Quality of Life

Percentage of residents who said ...



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

Healthy Days



71%

Percentage of residents who rated their **overall health** as good, very good, or excellent

- Average number of days out of past 30 that residents said their **mental health** was NOT good
- Average number of days out of past 30 that residents said their **physical health** was NOT good

By The Numbers

Our Villages Community

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.



Total Residents

Includes 694 Veterans in chart at right.

	ADULTS	CHILDREN	TOTAL
Short-term Housing ¹	50	86	136
Transitional Housing ²	597	62	659
Permanent Housing	849	257	1,106
TOTAL	1,496	405	1,901³

¹ Short term is an emergency placement that generally does not exceed 45 days.

² Transitional is placement in housing with programming that generally can last up to six months.

³ A 5.8% increase (104 residents) over 2022, due to an increase in residents in transitional housing.

Total Veterans

350
PERMANENT
HOUSING

344
TRANSITIONAL
HOUSING

694[†]
TOTAL

[†]A 3.7% increase over 669 total Veterans in 2022

Staff On-site

219
FULL TIME

34
PART TIME

253[†]
TOTAL

[†]A 4.6% decrease from 2022

Volunteer Service

288
VOLUNTEERS

9,467
HOURS

377
TOTAL
VOLUNTEERS & INTERNS
UP FROM 322 IN 2022

17,829
TOTAL HOURS

89
INTERNS

8,362
HOURS

\$688,378
VALUE OF THAT WORK

as estimated by The Independent Sector, a network for nonprofits, based on a 2023 rate of \$38.61 per hour in California

By The Numbers

Housing

\$35.8 Million Invested in Our Community

In 2023, VACC partners leveraged \$27.4 million to provide life-changing services for residents at the Villages. Century Villages at Cabrillo invested an additional \$8.4 million to support property operations.

Housing Stability

Housing stability is essential to strong and healthy communities and for people to address their challenges and pursue their goals. Substantial evidence indicates that when people experience homelessness or other forms of housing instability, their prospects for future educational attainment, employment growth, health stability, and family preservation are significantly reduced.

Transitional to Permanent

Transitioning to permanent housing can be challenging for many who may have experienced chronic homelessness, especially during the first year. At CVC, residents are offered wraparound services to ensure that they can successfully maintain their housing.

Home for Good:
Standards of
Excellence

40%
BENCHMARK

Moved to
permanent
housing

54%
CVC RESIDENTS

Before entering CVC, 96% of transitional residents were in emergency or transitional housing.

Retained Permanent Housing at CVC

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

CVC RESIDENTS MAINTAINED HOUSING

	Home for Good: Standards of Excellence's Benchmark	CVC in 2023
6-month ¹	90%	99%
1-year ²	85%	97%

¹Permanent residents who moved in after June 30, 2023, and were still in residence on December 31, 2023, 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, 2023, and were still in residence on December 31, 2023, were not included in the calculation of the one-year housing stability rate as they had yet to pass the one-year housing mark.

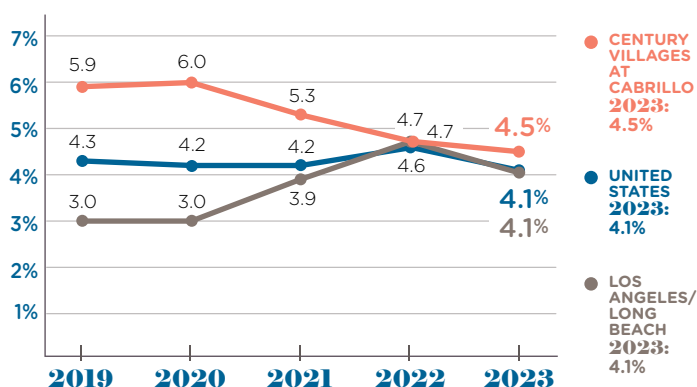
Resident Income and Rental Savings

Income Growth

The 2023 compound annual growth rate for permanent housing resident outcomes of 4.5% is 0.4 points, or 9.8%, higher than income growth rates for the United States and the Los Angeles/Long Beach Metropolitan Statistical Area.

COMPOUND ANNUAL GROWTH RATE for permanent housing resident incomes

The decline at CVC over past three years reflects an increase in permanent housing residents with fixed incomes



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

Housing makes a difference

- **58%** of permanent housing residents increased their income.
- **22%** of transitional housing residents increased their income.

Savings on Rent in 2023

CVC's continuum of affordable, supportive housing provides opportunities for residents to save significant monthly sums that otherwise would be paid to private landlords.

\$1,498

AVERAGE MONTHLY RENTAL SAVINGS

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

\$8.3M

TOTAL RENT SAVED

by CVC residents over LA/Long Beach fair-market rents, an increase of \$1,156,610 over the amount saved in 2022.

Source: U.S. Department of Housing and Urban Development, Fair Market Rent Documentation System (2023)



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; and publicly available databases on income growth and rental savings. We also collaborated 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 at the Villages at Cabrillo for 2023.

Beth Manke

Beth Manke, Ph.D., Evaluation Consultant
Long Beach, California

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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.

With Gratitude

Thank you to our staff and partners who continue to show up in every way to strengthen our community and work to make a collective impact. We thank our board, the VACC, and our City of Long Beach partners for your guidance, support, and leadership as we experienced change and growth in our community this year. We are grateful to the many hands who helped produce this report and especially to our residents who generously shared their stories of hope.