

CITY OF ARCADIA

# TINY & TRANSITIONAL SHELTER REPORT

2024

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Special thanks to USC Graduate Student Researchers William Kong, Evert Cordova, Heather Miau, Katie Sheng, and Leonard Slutsky for their help in conducting the surveys and assisting with data analysis.

Additional thanks to the shelter representatives who participated in the survey.

# INTRODUCTION

Transitional shelters are interim housing sites for persons experiencing homelessness (PEH). These shelters provide a safe space for people to make individual progress and reach personal stability on the path to permanent housing.

Transitional shelters can take shape in many different formats, including tiny home, non-congregate, and congregate shelters.

- Tiny homes: Private, micro houses
- Non-congregate: Private or semi-private bedrooms
- Congregate: Communal sleeping areas

In 2021, the City considered a proposal to locate 15 tiny home shelters around the Peck Park area of Arcadia as a part of a pilot project funded by a grant from the San Gabriel Valley Council of Governments (SGVCOG). The City proposed the shelters as part of a more comprehensive approach to reducing the number of persons experiencing homelessness in Arcadia. During this time, the City held a Community Forum on Homelessness, published a Special Edition Newsletter, released FAQs regarding tiny shelters, and conducted a survey of tiny and transitional shelters and composed a Tiny & Transitional Shelter Report.

The 2021 Tiny & Transitional Shelter Report consisted of the survey results from 12 Southern Californian tiny and transitional shelters to investigate their effectiveness and factors that promoted or hindered their success. The final report consisted of raw survey responses from a service provider and local government representative for all 12 sites.

After months of research and dissemination of information, the concept was not pursued. The SGVCOG pilot program grant has since expired, and the funds are no longer available.

The City continues to research tiny and transitional shelters as a potential option to incorporate into its multi-faceted homelessness response. To that end, the City has put together this updated report by collecting more recent data, expanding the number of sites in the sample, and developing a survey that can capture a more comprehensive understanding of the operation and success of tiny and transitional shelters.

From July - August 2023, the City of Arcadia and USC Graduate Student Researchers sent a survey to 21 Southern Californian tiny and transitional shelter communities to inquire about their experiences and outcomes. For each location, a survey was sent to both the service providers and local government officials. Service providers were asked 30 questions and local government officials were asked 18 questions. Responses were collected electronically in a survey database. All responses are self-attestations. Some percentage totals may appear to be above or below 100.0% due to rounding.

# SHELTERS

The following shelters' service providers and local government representatives were contacted to complete the survey. Multiple attempts were made via email and phone over several weeks.

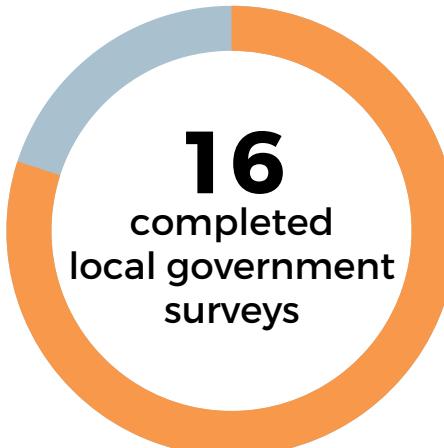
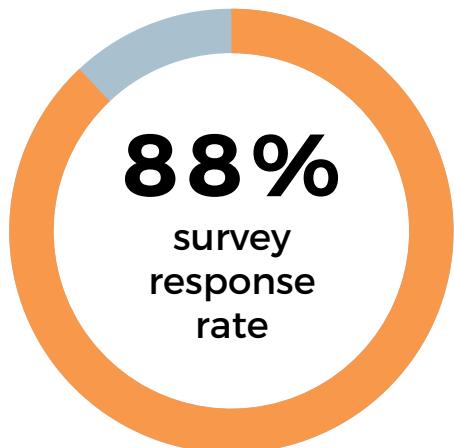
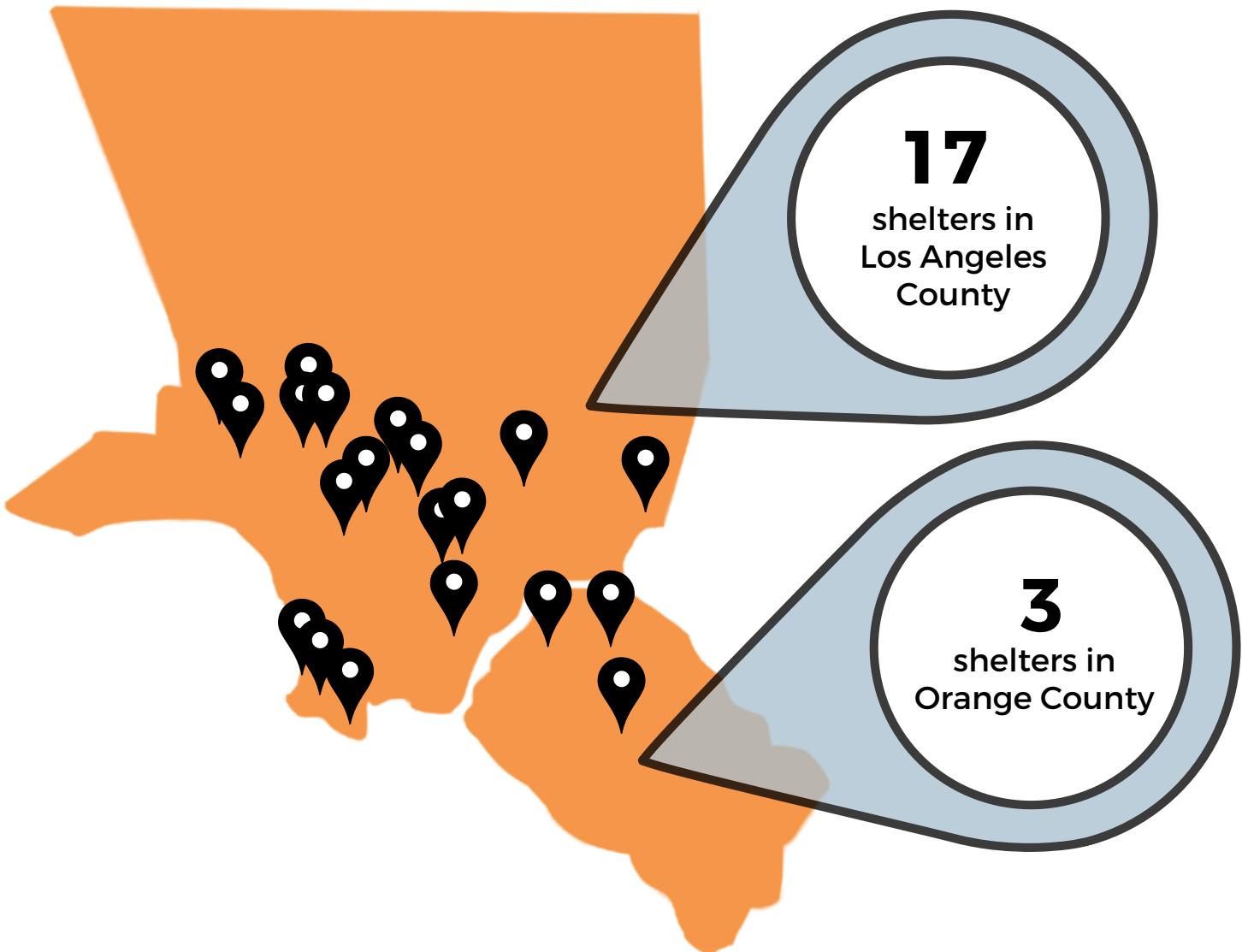
<b>City/Area</b>	<b>Shelter Name</b>	<b>Service Provider</b>	<b>Local Government</b>
Baldwin Park	Esperanza Village	City Net	City of Baldwin Park
Baldwin Park	Serenity Homes	City Net	City of Baldwin Park
Bellflower	New Hope	Mercy House	City of Bellflower
Buena Park	Buena Park Navigation Center	Mercy House	City of Buena Park
Eagle Rock	Eagle Rock Village	Union Station	City of LA, District 14
Echo Park	Alvarado Village	Urban Alchemy	City of LA, District 13
Highland Park	Arroyo Seco	Hope the Mission	City of LA, District 14
North Hollywood	Alexandria Park	Hope the Mission	City of LA, District 2
North Hollywood	Chandler Boulevard	Hope the Mission	City of LA, District 2
North Hollywood	Whitsett West	Hope the Mission	City of LA, District 2
Placentia	Placentia Navigation Center	People Assisting the Homeless (PATH)	City of Placentia
Pomona	Hope for Home	Volunteers of America	City of Pomona
Redondo Beach	Redondo Beach Pallet Shelter	Harbor Interfaith	City of Redondo Beach
Reseda	Cabin Community	Hope the Mission	City of LA, District 3
Riverside	Riverside Village	City Net	City of Riverside
San Pedro	A Bridge Home San Pedro	Harbor Interfaith	City of LA, District 15
Santa Ana	Santa Ana Navigation Center	Illumination Foundation	City of Santa Ana
Tarzana	Sunflower Cabin Community	Hope the Mission	City of LA, District 3
Torrance	Torrance Pallet Shelter	Harbor Interfaith	City of Torrance
Westlake	Alvarado Homekey	Hope the Mission	City of LA, District 1
Whittier	Whittier Navigation Center	Salvation Army	City of Whittier

# RESPONDENTS

Below is a chart of survey completion status for shelters' service providers and local government representatives. Riverside Village is no longer operational due to fire damage and is not included in the subsequent data.

City/Area	Shelter Name	Service Provider Survey Completion Status	Local Government Survey Completion Status
Baldwin Park	Esperanza Village	Completed	Completed
Baldwin Park	Serenity Homes	Completed	Completed
Bellflower	New Hope	Completed	Completed
Buena Park	Buena Park Navigation Center	Completed	Completed
Eagle Rock	Eagle Rock Village	Completed	No Response
Echo Park	Alvarado Village	Completed	Completed
Highland Park	Arroyo Seco	Completed	No Response
North Hollywood	Alexandria Park	Completed	Completed
North Hollywood	Chandler Boulevard	Completed	Completed
North Hollywood	Whitsett West	Completed	Completed
Placentia	Placentia Navigation Center	Completed	Completed
Pomona	Hope for Home	Completed	Completed
Redondo Beach	Redondo Beach Pallet Shelter	Completed	Completed
Reseda	Cabin Community	Completed	Completed
Riverside	Riverside Village	Closed as of Feb 2022	Closed as of Feb 2022
San Pedro	A Bridge Home San Pedro	Completed	No Response
Santa Ana	Santa Ana Navigation Center	No Response	Completed
Tarzana	Sunflower Cabin Community	Completed	Completed
Torrance	Torrance Pallet Shelter	Completed	Completed
West Lake	Alvarado Homekey	Completed	No Response
Whittier	Whittier Navigation Center	Completed	Completed

# MAP & RESPONSE DATA

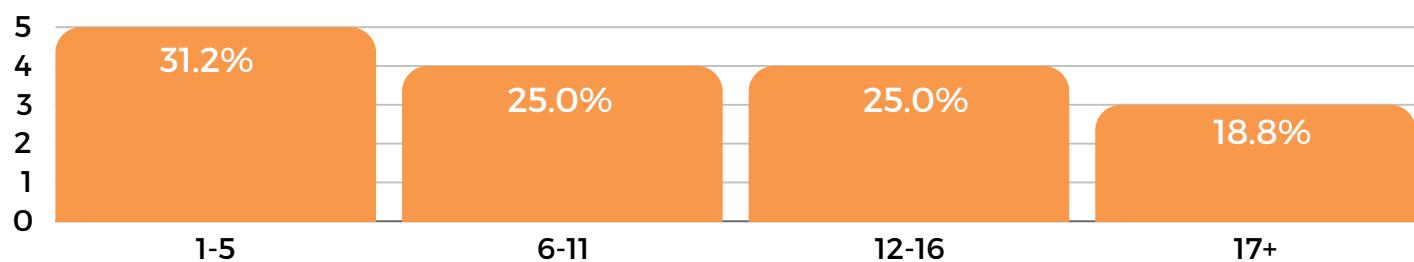


# LOCAL GOVERNMENT DATA

## When did the shelter open?

2018	2020	2021	2022
<ul style="list-style-type: none"><li>Pomona</li></ul>	<ul style="list-style-type: none"><li>Bellflower</li><li>Buena Park</li><li>Placentia</li><li>Redondo Beach</li></ul>	<ul style="list-style-type: none"><li>Baldwin Park</li><li>Esperanza Villa</li><li>Echo Park</li><li>NoHo Alexandria</li><li>NoHo Chandler</li><li>NoHo Whitsett</li><li>Reseda</li><li>Tarzana</li><li>Whittier</li></ul>	<ul style="list-style-type: none"><li>Baldwin Park</li><li>Serenity Homes</li><li>Santa Ana</li><li>Torrance</li></ul>

## From conception to opening, how many months did the shelter development process take?



## Which type of area best describes the site's location?

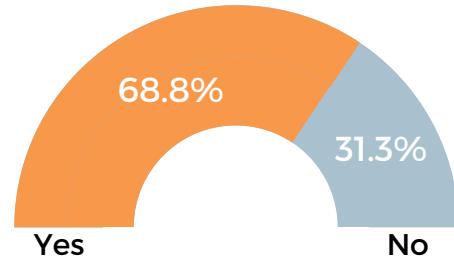


# LOCAL GOVERNMENT DATA

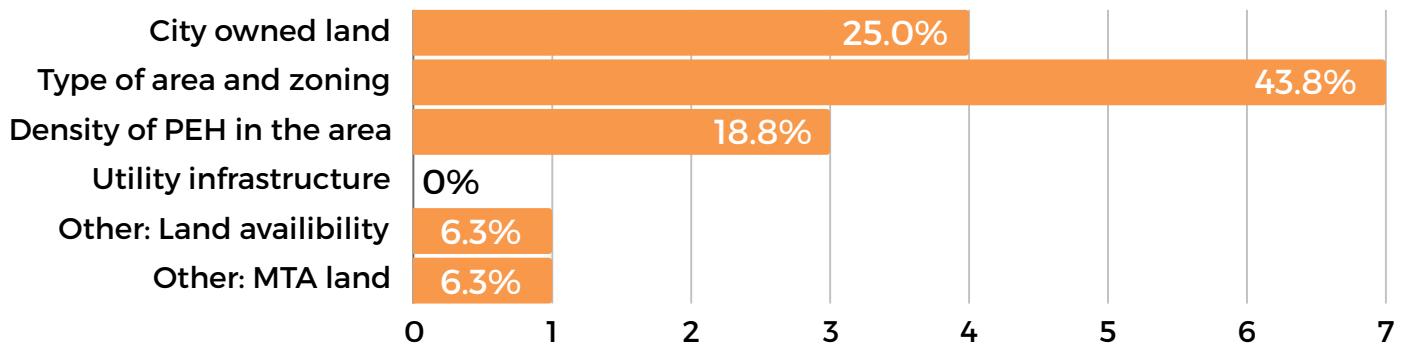
**In the last month,  
approximately how much did  
it cost to run the shelter?**



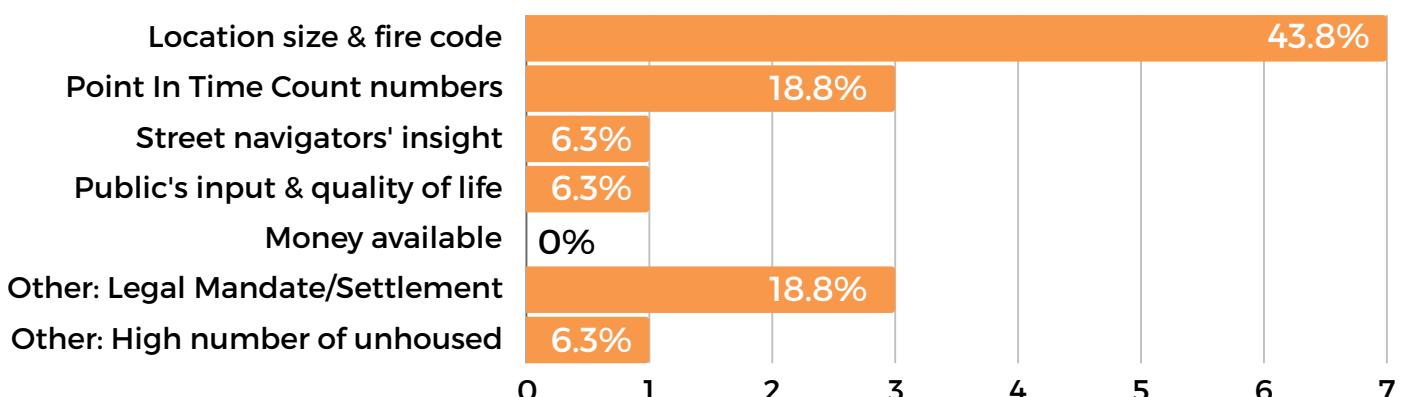
**Does the city own the  
land the shelter is  
located on?**



**Which factor was most important in selecting the site location?**

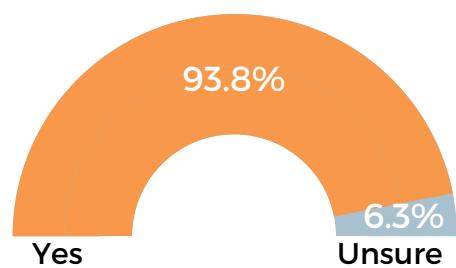


**Which factor was most important in selecting how many shelters/beds to construct?**

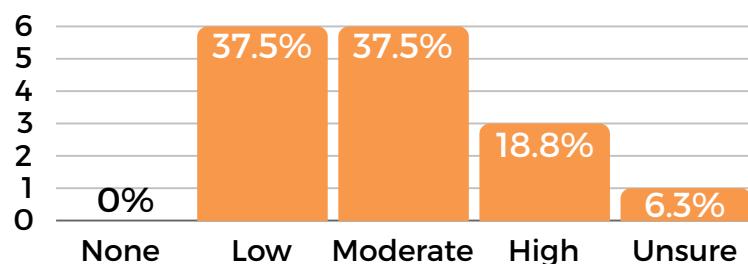


# LOCAL GOVERNMENT DATA

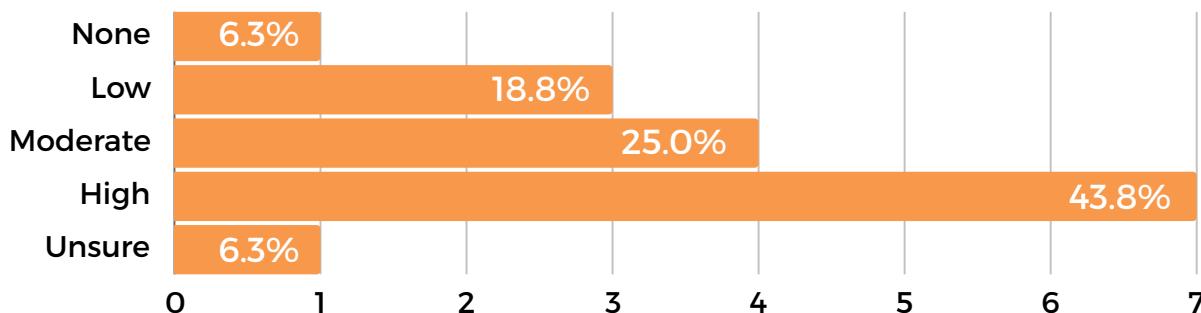
**Prior to the shelter opening, did you hold community meetings about the shelter?**



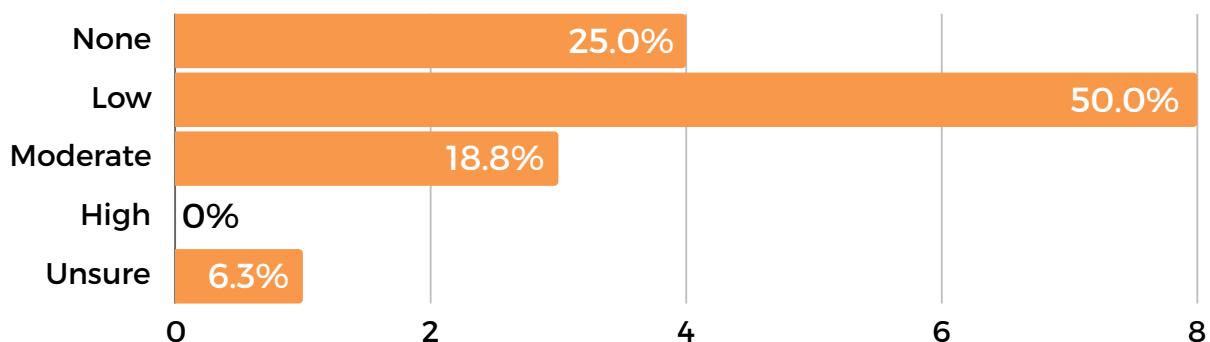
**Prior to the shelter's opening, what was the level of supportive community involvement for the shelter?**



**Prior to the shelter's opening, what was the volume of complaints received from the public about the shelter?**

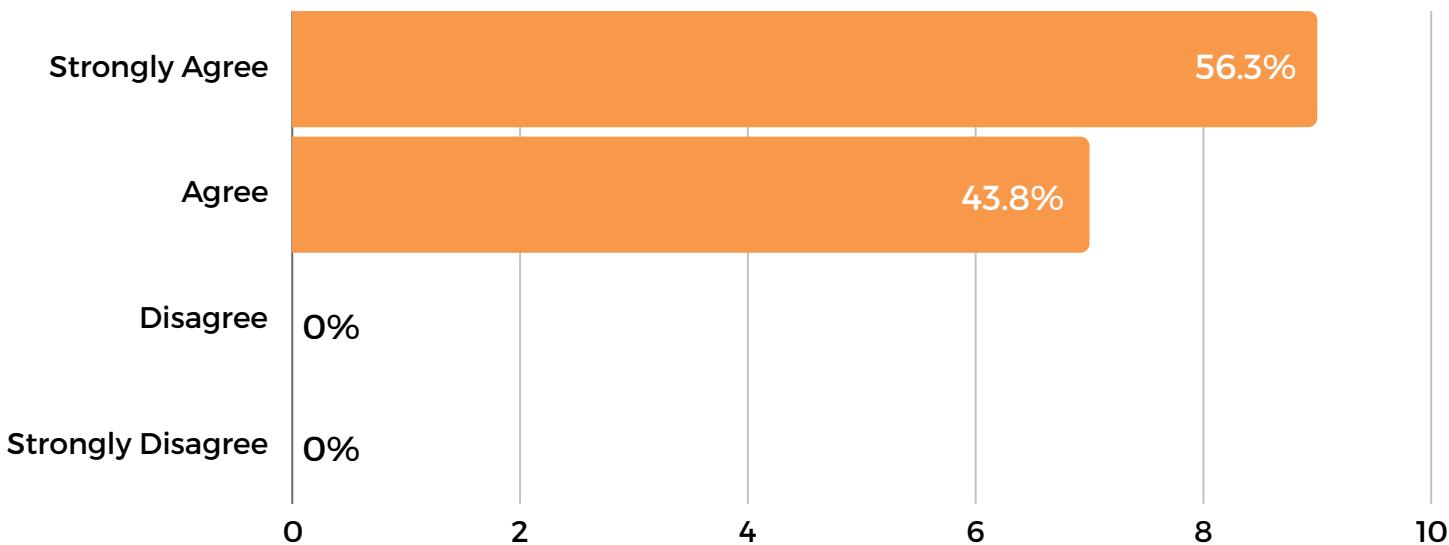


**After the shelter opened, what was the volume of complaints received from the public about the shelter?**

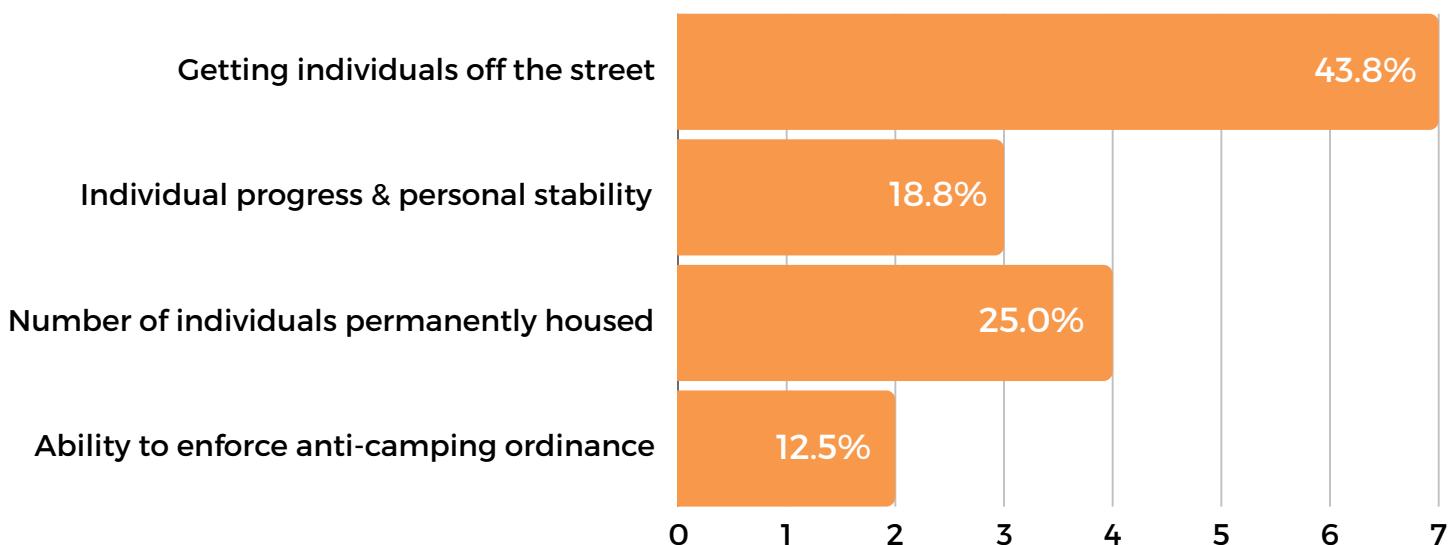


# LOCAL GOVERNMENT DATA

**From the perspective of the city staff, this shelter is successful. To what extent do you disagree or agree?**

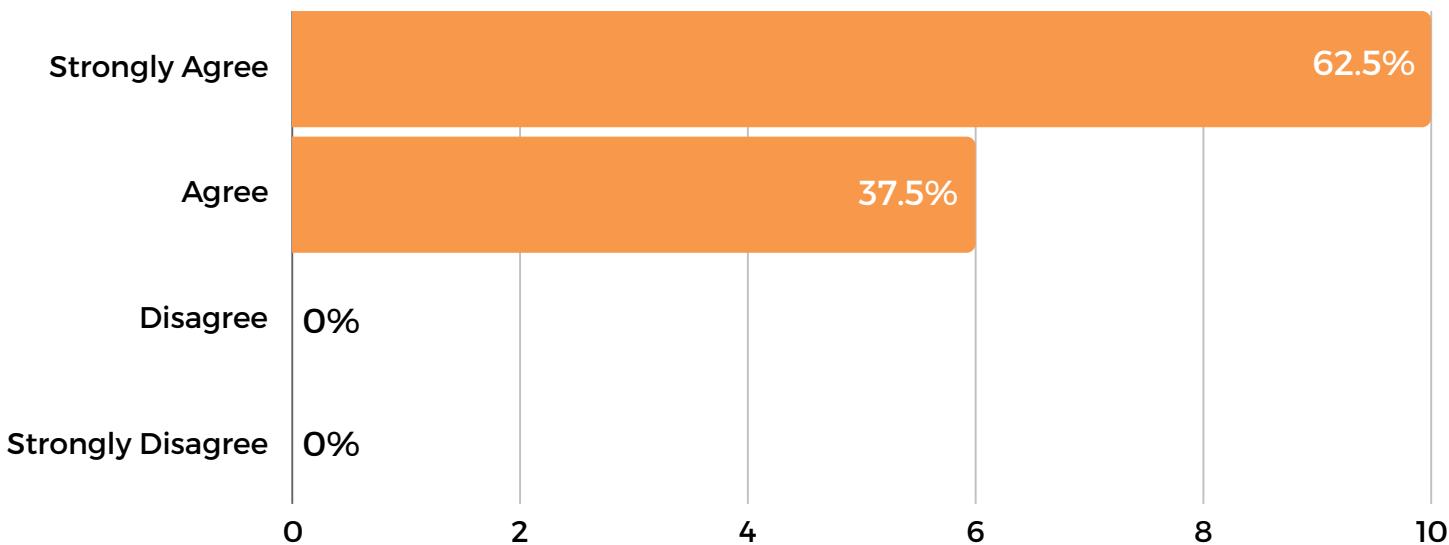


**Which does the city staff consider the most important measure of success?**

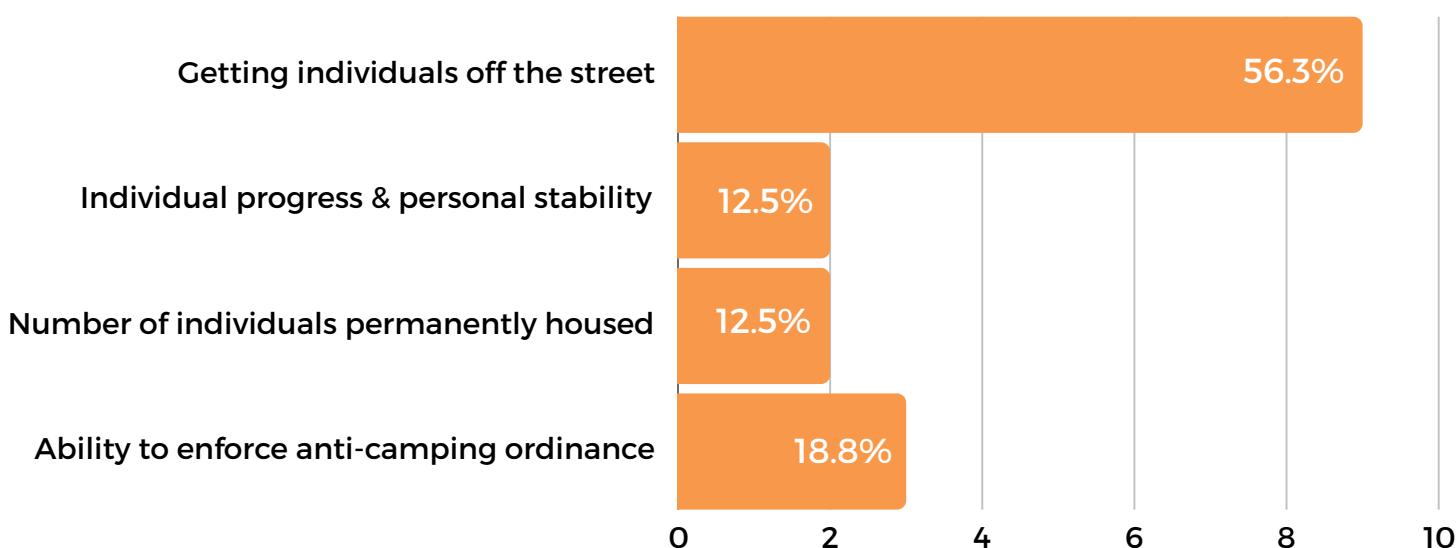


# LOCAL GOVERNMENT DATA

**From the perspective of the city council, this shelter is successful. To what extent do you disagree or agree?**

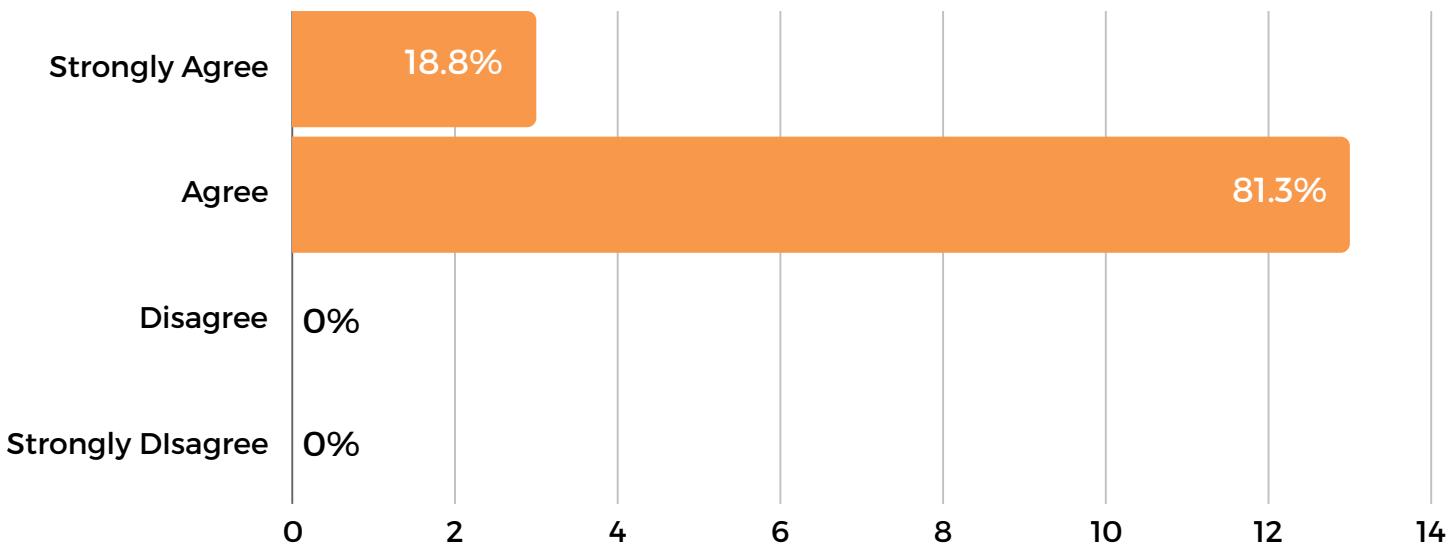


**Which does the city council consider the most important measure of success?**

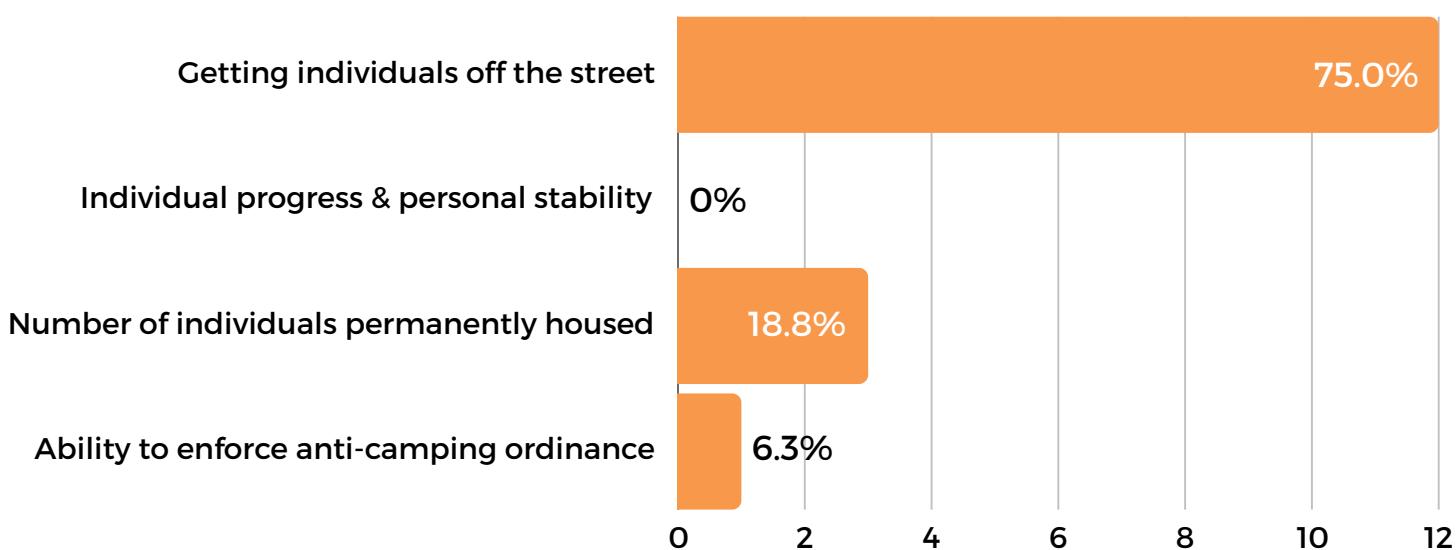


# LOCAL GOVERNMENT DATA

**From the perspective of the community, this shelter is successful. To what extent do you disagree or agree?**



**Which does the community consider the most important measure of success?**



# LOCAL GOVERNMENT DATA

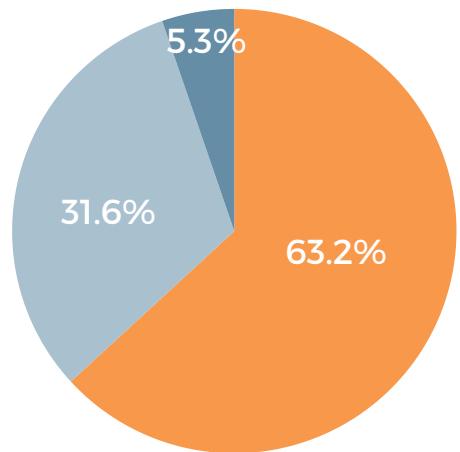
**Knowing what you know now, would you build this shelter again?**



100%  
Yes

# SERVICE PROVIDER DATA

## What type of transitional shelter best describes the site?



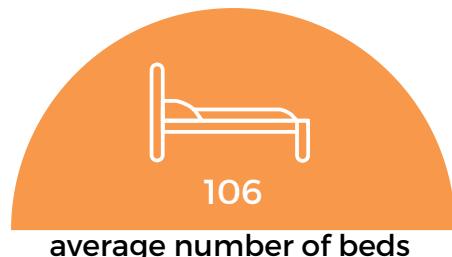
- Tiny homes
- Congregate
- Non-congregate

## How many tiny homes do you have on site?

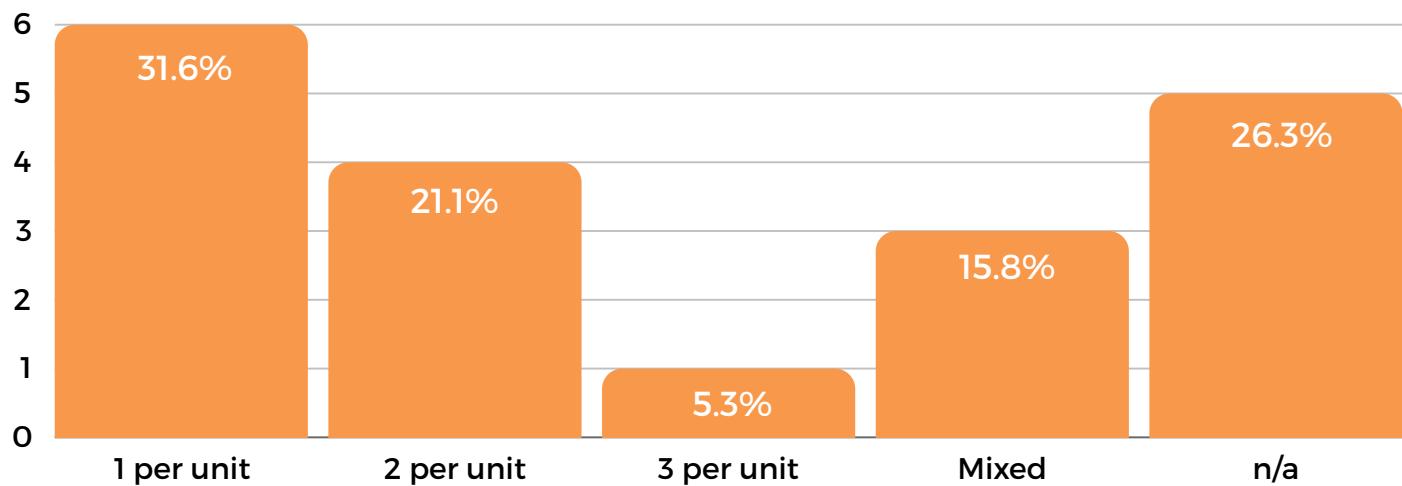


Only asked of those who answered "Tiny homes"

## How many beds do you have on site?

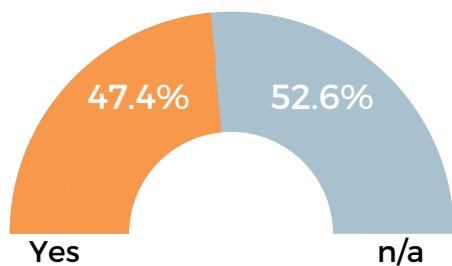


## How many people reside in each unit?

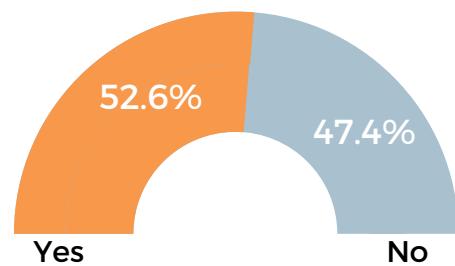


# SERVICE PROVIDER DATA

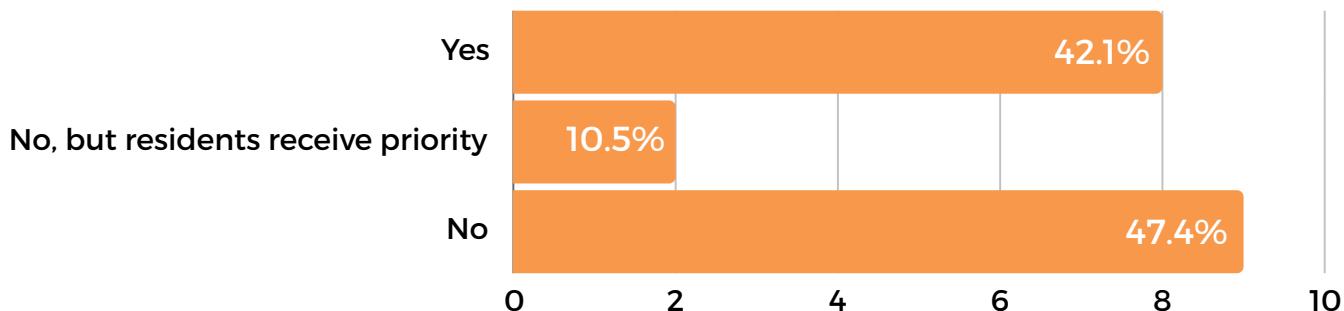
## Do you allow couples to room together?



## Are the units gender segregated?

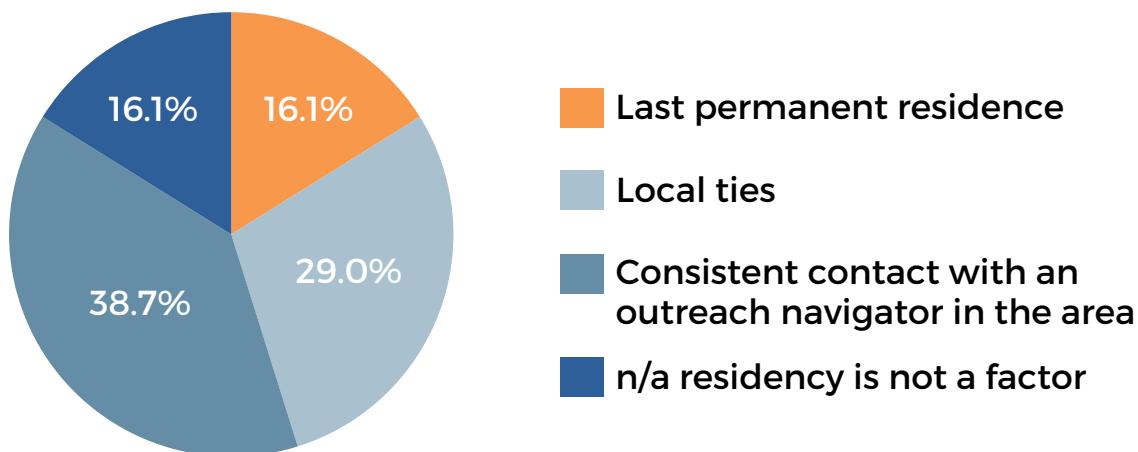


## Do you need to be a resident of the city to live in the shelter?



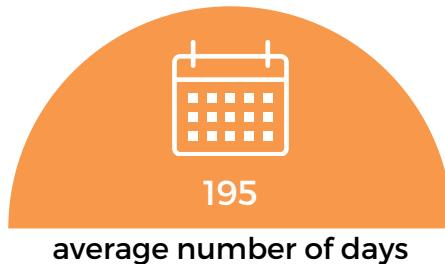
## How do you establish who is a resident?

Shelters selected all that applied

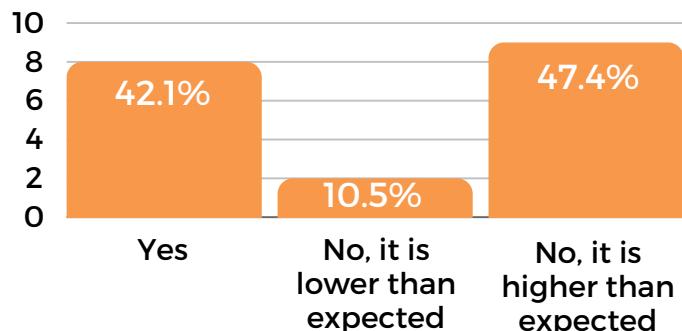


# SERVICE PROVIDER DATA

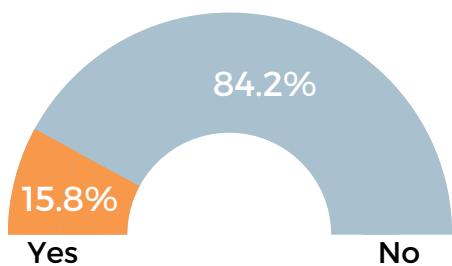
**On average, how many days do residents stay prior to exiting?**



**Does the average duration of stay align with the service provider's expectations?**

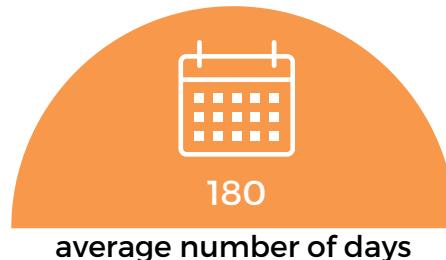


**Is there a maximum stay allowed for residents?**



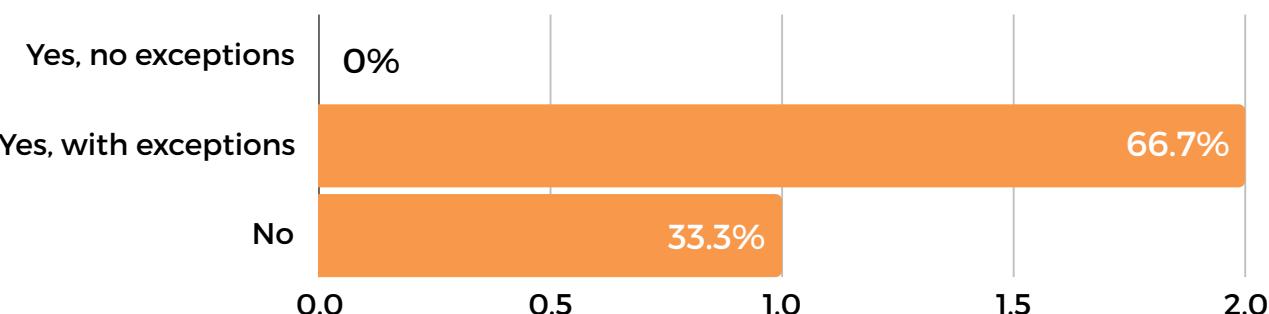
**What is the maximum stay allowed for residents?**

Only asked of those who answered "Yes" to a maximum stay



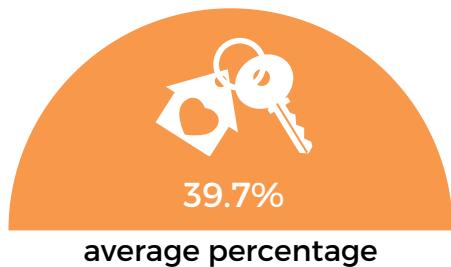
**Is the maximum stay enforced for all residents?**

Only asked of those who answered "Yes" to a maximum stay

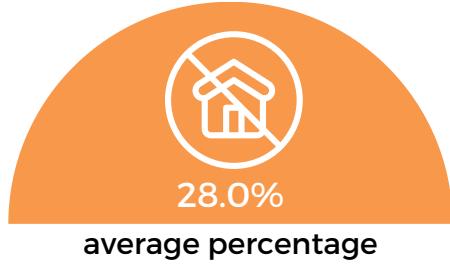


# SERVICE PROVIDER DATA

**What is the estimated percentage of individuals who exit to permanent housing?**

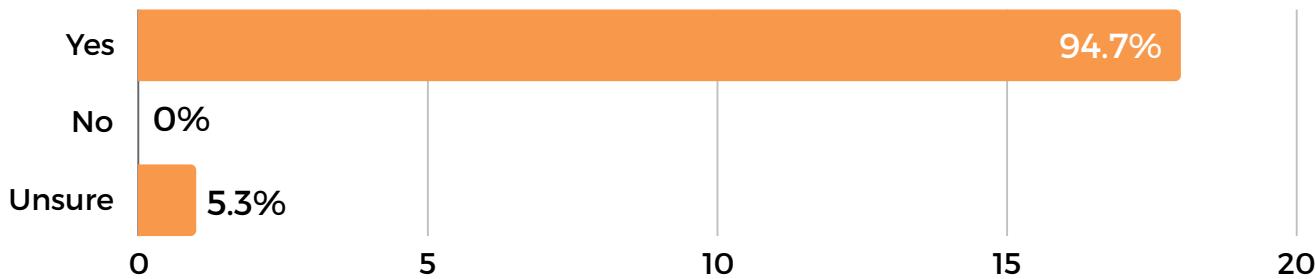


**What is the estimated percentage of individuals who exit to the streets or to an unknown destination?**

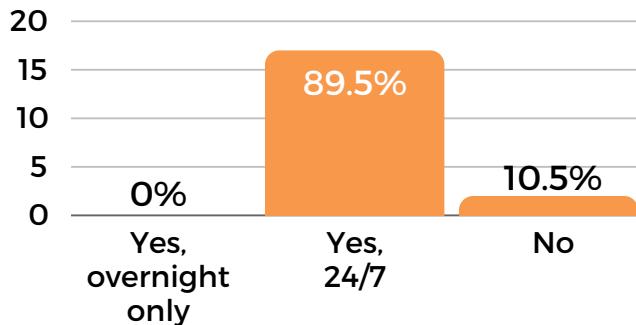


**Does the site operate under Housing First principles?**

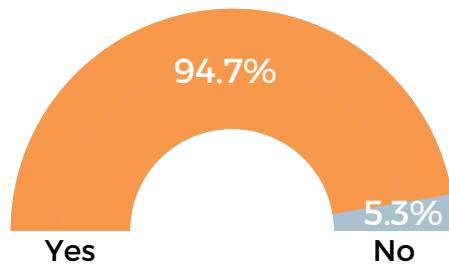
Low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.



**Does the site utilize security guards?**

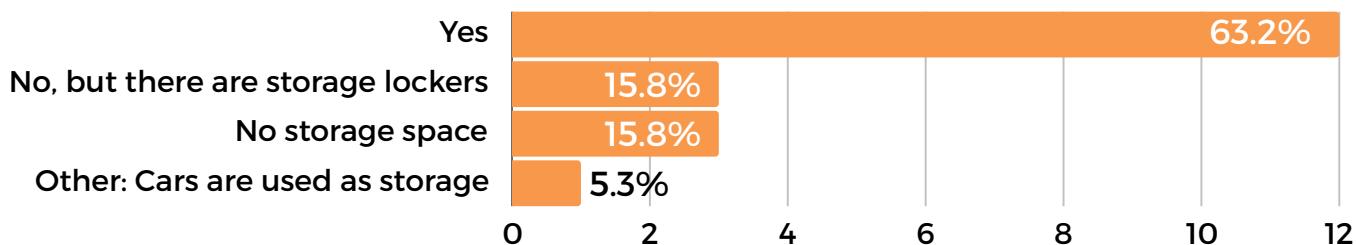


**Does the site perform bag checks upon entry?**

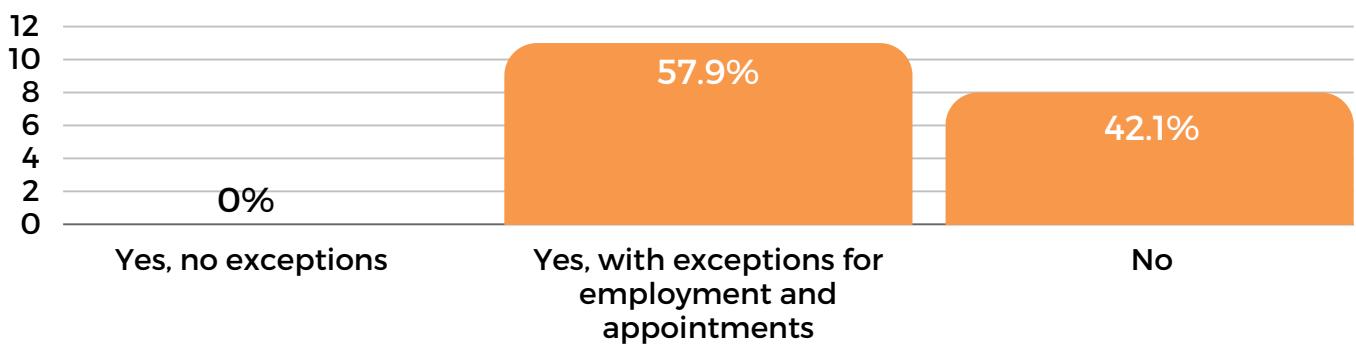


# SERVICE PROVIDER DATA

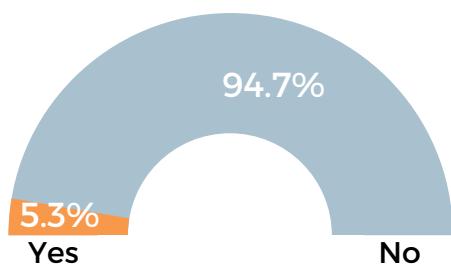
## Do you offer amnesty lockers for people to store items not permitted within the site?



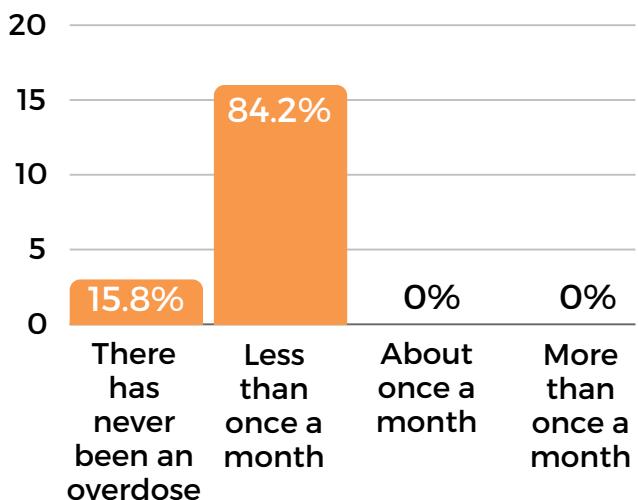
## Do you have a curfew?



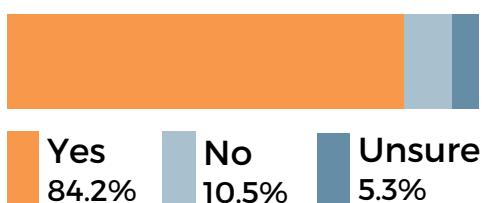
## Do you require sobriety?



## On average, how common are overdoses on site?

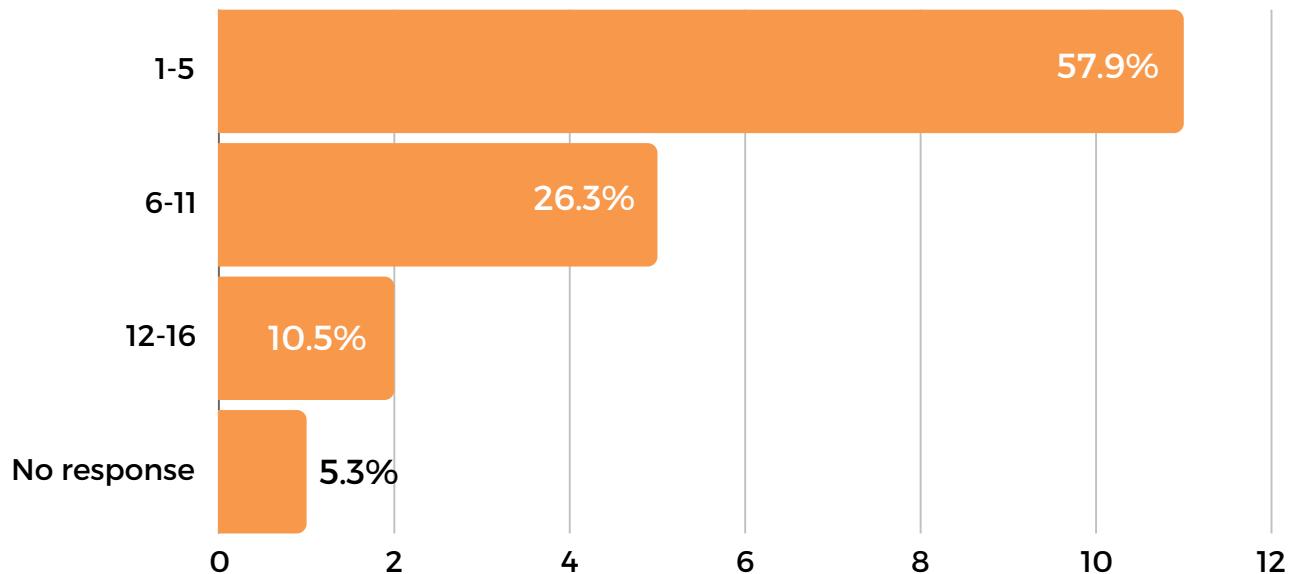


## Do you offer Narcan?

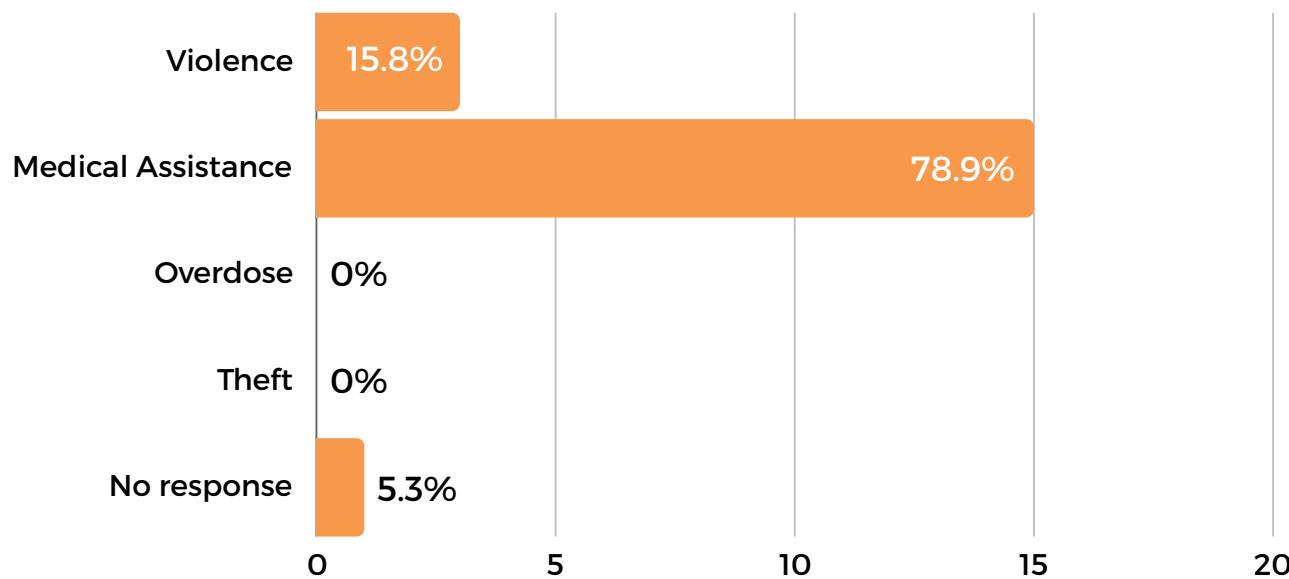


# SERVICE PROVIDER DATA

**How many response calls do you estimate making to the Police/Fire Department a month?**



**What is the top reason for calls to the Police/Fire Department?**

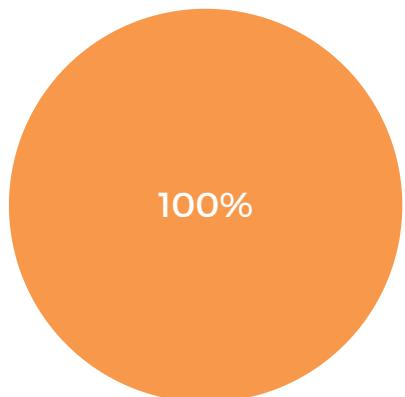


# SERVICE PROVIDER DATA

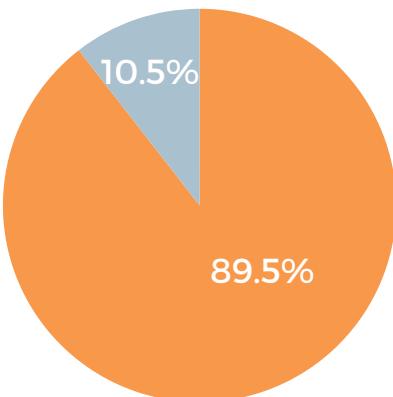
**Are the following services provided onsite  
(including services provided by third parties):**

■ Yes    ■ No    ■ Unsure

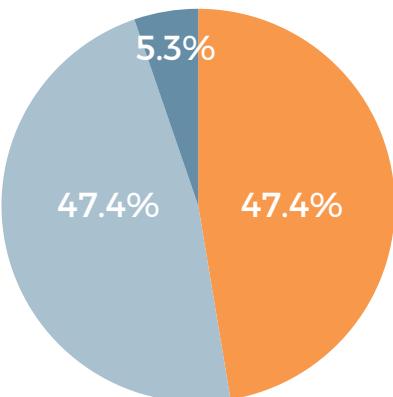
## Housing Navigation



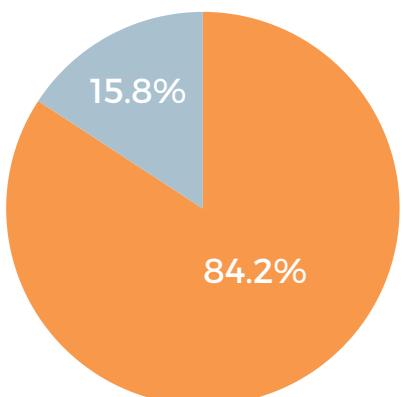
## Employment



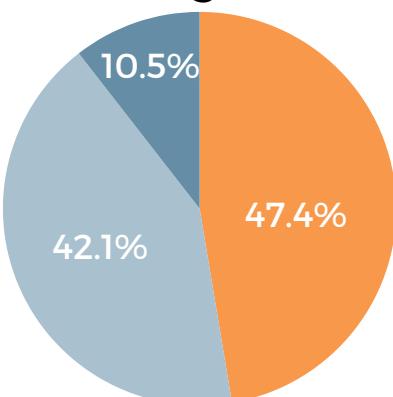
## Financial Literacy



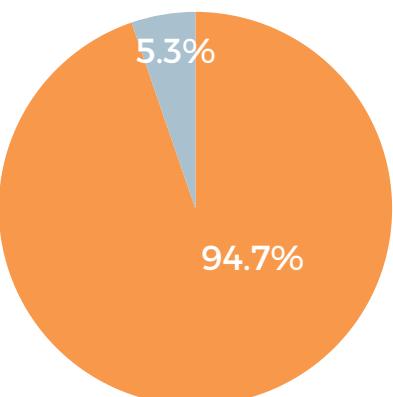
## Benefits



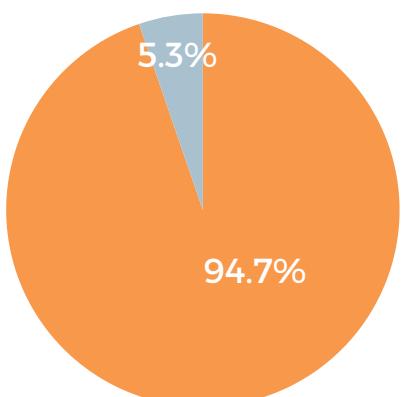
## Legal



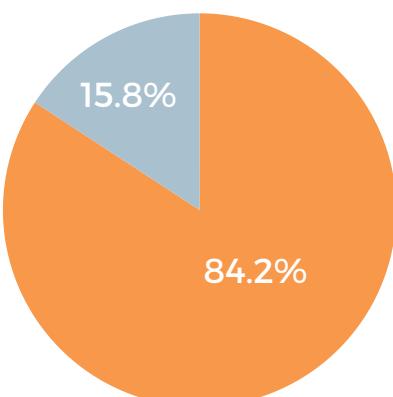
## Mental Health



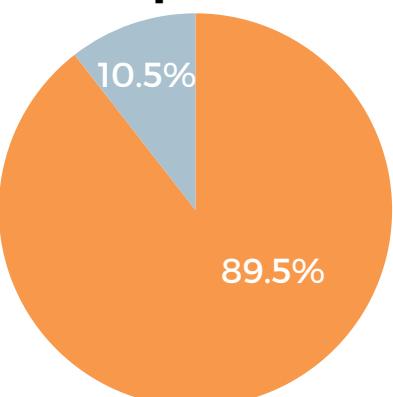
## Substance Use



## Medical

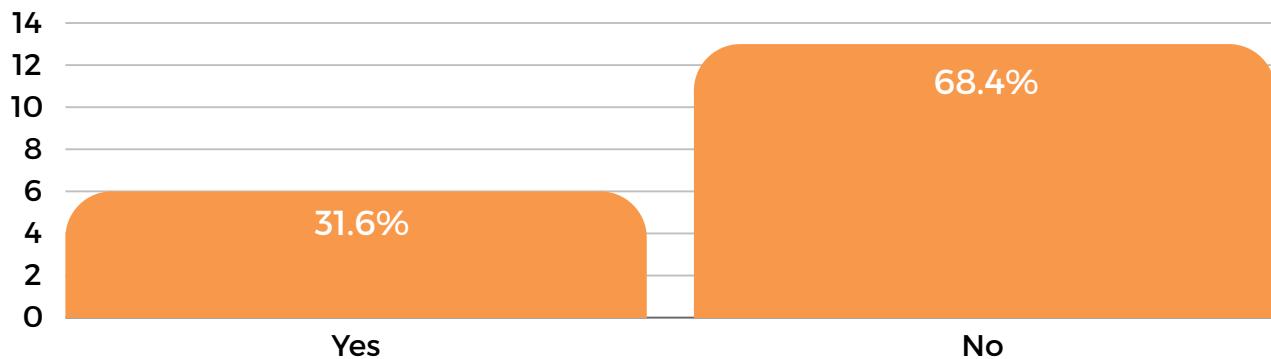


## Transportation



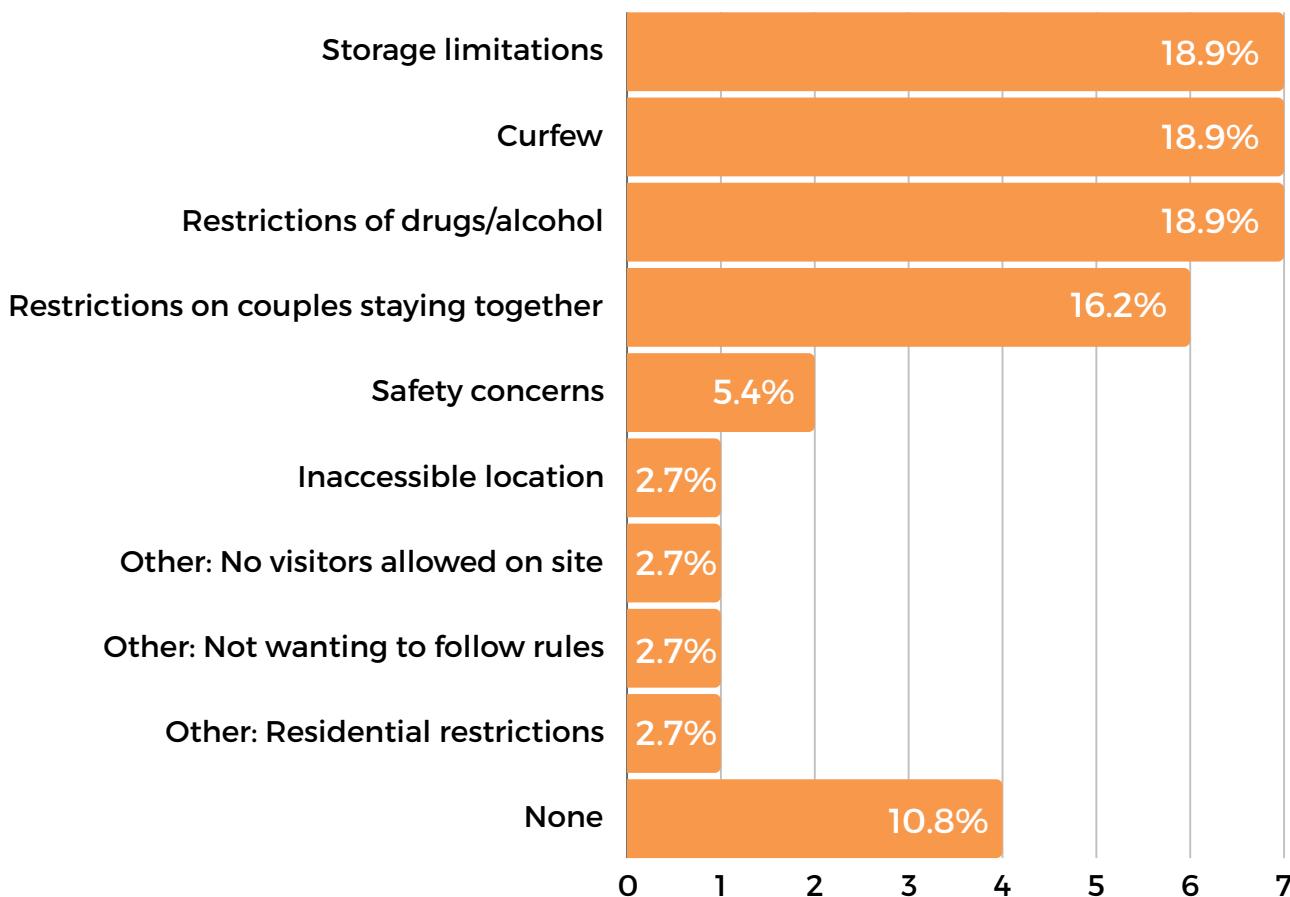
# SERVICE PROVIDER DATA

**Do you have issues with loitering or camping around the site or surround community?**



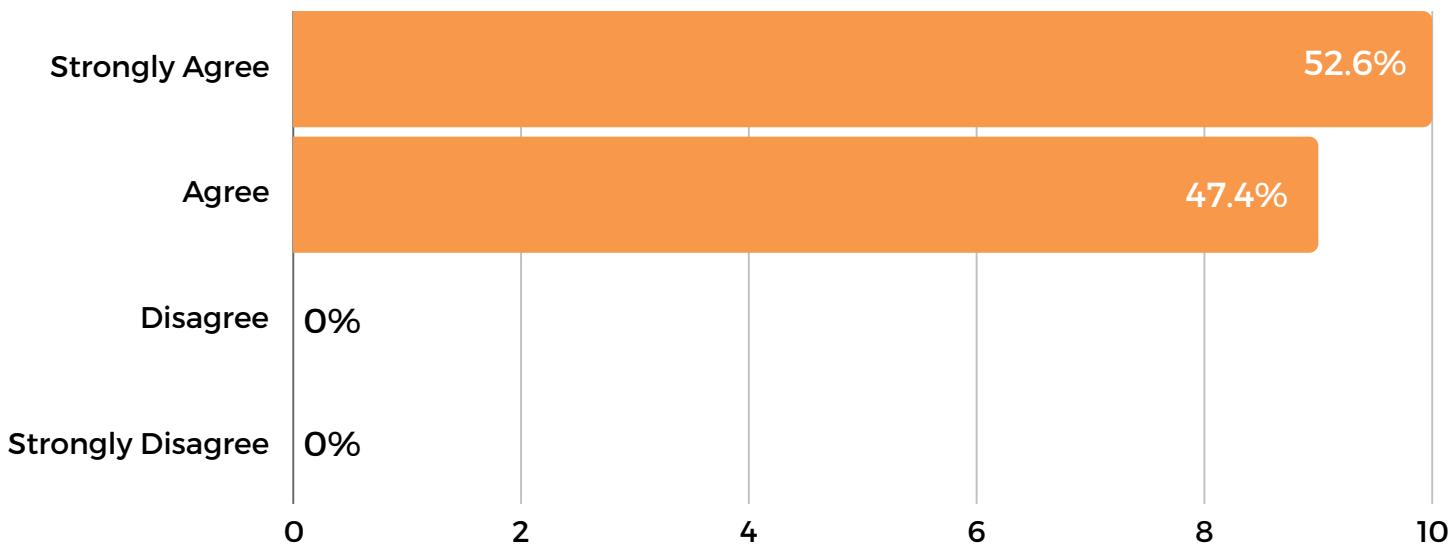
**What barriers keep people from wanting to live in your shelter?**

Shelters selected all that applied

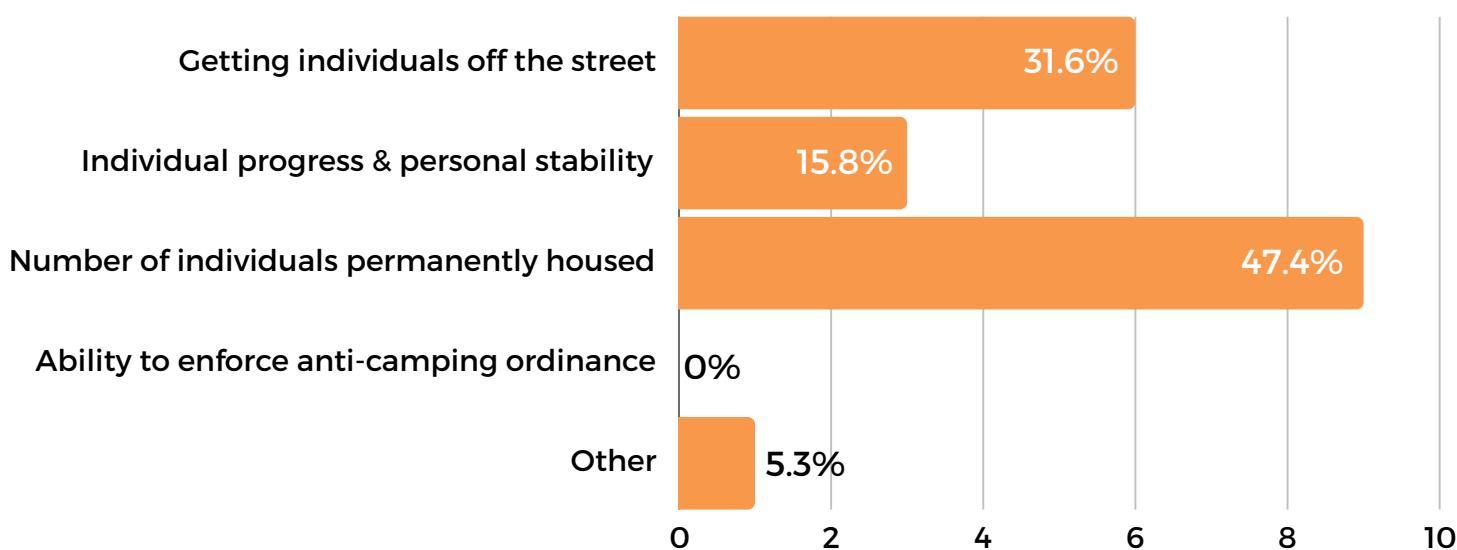


# SERVICE PROVIDER DATA

**From the perspective of the service provider, this shelter is successful. To what extent do you disagree or agree?**



**Which does the community consider the most important measure of success?**



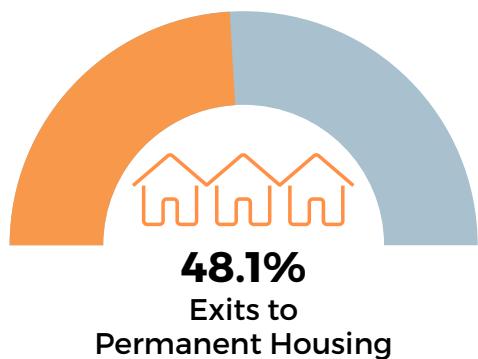
# KEY RESULTS & ANALYSIS

All key results & analysis are based on averages collected in the aforementioned surveys

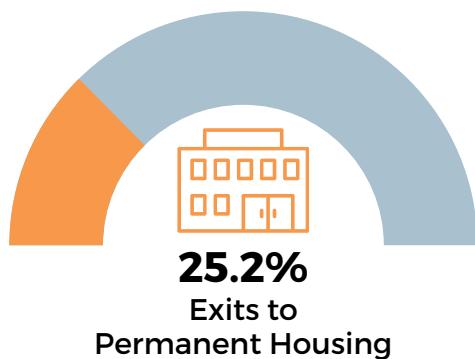


## Tiny homes had greater exits to permanent housing than congregate or non-congregate shelters combined

### Tiny Homes

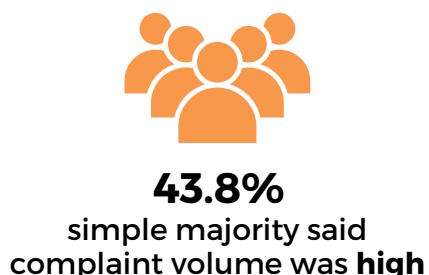


### Congregate/Non-Congregate

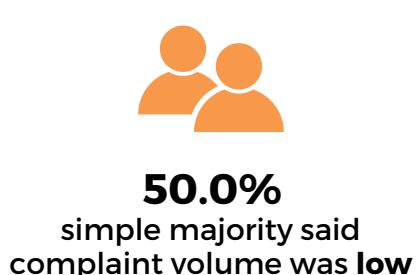


## Complaints from the public concerning the shelters decreased after the shelters opened

### Prior to Opening



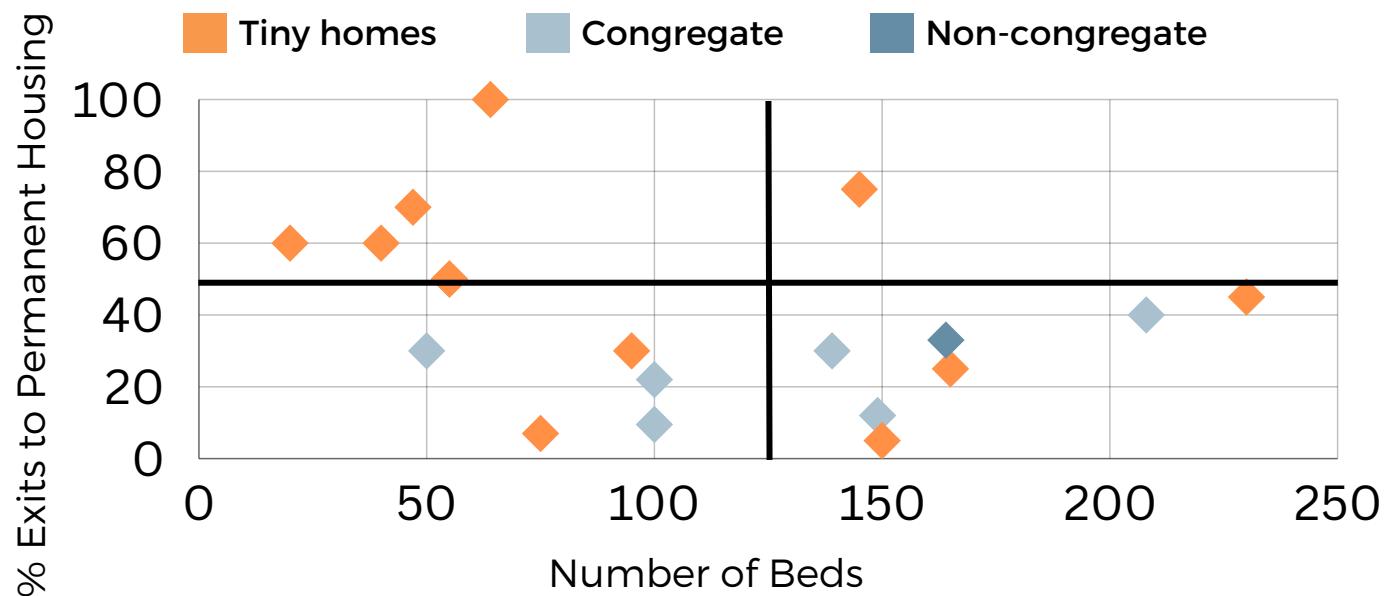
### After to Opening



# KEY RESULTS & ANALYSIS

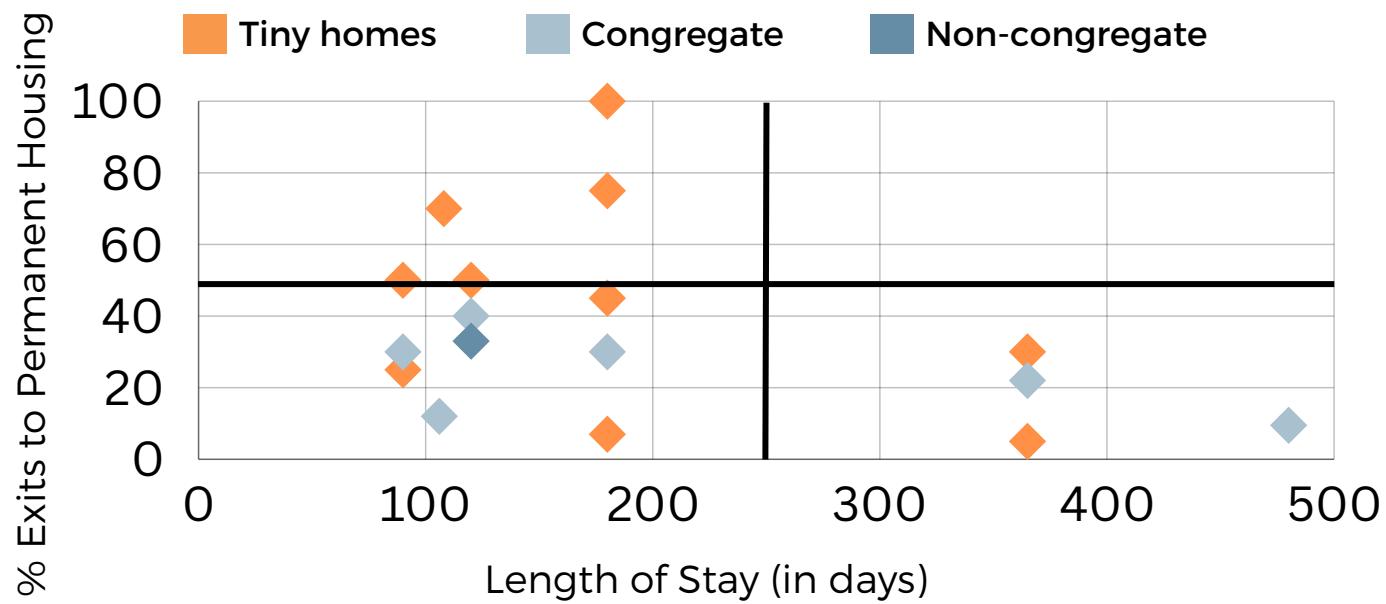
**Shelters with lower numbers of beds saw higher exits to permanent housing**

**Number of Beds & Percentage of Exits to Permanent Housing**



**Shelters with a shorter length of stay saw higher exits to permanent housing**

**Length of Stay & Percentage of Exits to Permanent Housing**



# DATA BY SHELTER

## BALDWIN PARK ESPERANZA VILLAGE

**Local Government: City of Baldwin Park**

**Service Provider: City Net**



Tiny Home  
Shelter



25  
beds



≈50%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? November 2021
2. From conception to opening, how many months did the shelter development process take? 6
3. What type of area best describes the sites location? Freeway entrance
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: City owned land
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? \$49,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Moderate
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? None
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Number of individuals permanently housed
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Strongly agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## BALDWIN PARK ESPERANZA VILLAGE SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 25
3. **How many beds do you have on site?** 25
4. **Do you need to be a resident of the city to live in the shelter?** No, but residents receive priority
5. **How do you establish who is a resident?** Last permanent residence, local ties
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** Yes
10. **What is the maximum stay (in days) allowed for residents?** 90
11. **Is the maximum stay enforced for all residents?** Yes, with exceptions
12. **On average, how many days do residents stay prior to exiting?** 120
13. **Does the average duration of stay align with the service provider's expectations?** No, its higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 50%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 0%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** There has never been an overdose
23. **Do you offer Narcan?** No
24. **How many response calls do you estimate making to Police/Fire Departments a month?** n/a
25. **What is the top reasons for the calls to Police/Fire Departments?** n/a
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes; housing navigation, employment services, financial literacy, benefit services, legal services, mental health services, substance use services, medical services, transport services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** None
29. **From the perspective or the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## BALDWIN PARK SERENITY HOMES

**Local Government: City of Baldwin Park**

**Service Provider: City Net**



Tiny Home  
Shelter



64  
beds



≈100%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? September 2022
2. From conception to opening, how many months did the shelter development process take? 6
3. What type of area best describes the sites location? Freeway entrance
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: City owned land
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? \$80,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? High
10. Prior to the shelter's opening, what was the volume of complaints received from the public? None
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? None
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Individual progress and personal stability
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Strongly agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## BALDWIN PARK SERENITY HOMES SERVICE PROVIDER SURVEY DATA

1. What type of transitional shelter best describes your site? Tiny homes
2. How many tiny homes do you have on site? 16
3. How many beds do you have on site? 64
4. Do you need to be a resident of the city to live in the shelter? Yes
5. How do you establish who is a resident? Local ties
6. How many people reside in each unit? Mixed
7. Do you allow couples to room together? Yes
8. Are the units gender segregated? No
9. Is there a maximum stay allowed for residents? No
10. What is the maximum stay (in days) allowed for residents? n/a
11. Is the maximum stay enforced for all residents? n/a
12. On average, how many days do residents stay prior to exiting? 180
13. Does the average duration of stay align with the service provider's expectations? Yes
14. What is the estimated percentage of individuals who exit to permanent housing? 100%
15. What is the estimated percentage of individuals who exit to the streets or to an unknown destination? 0%
16. Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.) Yes
17. Does the site utilize security guards? No
18. Does the site perform bag check upon entry? No
19. Do you offer amnesty lockers for people to store items not permitted within the site? Other, personal vehicles
20. Do you have a curfew? Yes, with exceptions for employment and appointments
21. Do you require sobriety? No
22. On average, how common are overdoses on site? There has never been an overdose
23. Do you offer Narcan? Yes
24. How many response calls do you estimate making to Police/Fire Departments a month? 1
25. What is the top reason for the calls to Police/Fire Departments? Medical assistance
26. Are wraparound services provided on site (including services provided by third parties)? Yes, housing navigation, employment services, financial literacy, benefit services, mental health services, medical services, transportation services
27. Do you have issues with loitering or camping around the site or surrounding community? No
28. What barriers keep people from wanting to live in your shelter? No visitors allowed on site
29. From the perspective of the service provider, this shelter is successful: Strongly agree
30. Which do you consider the most important measure of success? Number of individuals permanently housed

# DATA BY SHELTER

## BELLFLOWER NEW HOPE

**Local Government: City of Bellflower**

**Service Provider: Mercy House**



Congregate  
Shelter



50  
beds



≈30%  
exit to  
permanent  
housing

## LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? May 2020
2. From conception to opening, how many months did the shelter development process take? 4 months
3. What type of area best describes the sites location? Residential
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Type of area zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Negotiated under a consent decree with Judge David Carter
7. In the last month, how much did it cost to run the shelter? \$110,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Ability to enforce the anti-camping ordinance
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Ability to enforce the anti-camping ordinance
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off of the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## BELLFLOWER NEW HOPE SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 50
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Local ties, consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** n/a
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** Yes
10. **What is the maximum stay (in days) allowed for residents?** 180
11. **Is the maximum stay enforced for all residents?** Yes, with exceptions
12. **On average, how many days do residents stay prior to exiting?** 180
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 30%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 50%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 3
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, financial literacy, benefit services, mental health services, substance use services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Curfew, restrictions on drugs/alcohol, restrictions on couples staying together
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Getting individuals off the street

# DATA BY SHELTER

## BUENA PARK NAVIGATION CENTER

**Local Government: City of Buena Park**

**Service Provider: Mercy House**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? June 2020
2. From conception to opening, how many months did the shelter development process take? 15
3. What type of area best describes the sites location? Industrial
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Legal mandate
7. In the last month, how much did it cost to run the shelter? \$225,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Individual progress and personal stability
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Individual progress and personal stability
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## BUENA PARK NAVIGATION CENTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 149
4. **Do you need to be a resident of the city to live in the shelter?** No, but residents receive priority
5. **How do you establish who is a resident?** Last permanent residence, local ties, consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 106
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 12%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 80%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 6
25. **What is the top reason for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Curfew, restrictions on drugs/alcohol
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Other

# DATA BY SHELTER

## EAGLE ROCK VILLAGE

**Local Government: City of LA, District 14**

**Service Provider: Union Station**



Tiny  
Shelter



96  
beds



≈30%  
exit to  
permanent  
housing

## LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? No response
2. From conception to opening, how many months did the shelter development process take? No response
3. What type of area best describes the sites location? No response
4. Does the city own the land the shelter is located on? No response
5. Which factor was most important in selecting the site location: No response
6. Which factor was most important in selecting how many shelters/beds to construct? No response
7. In the last month, how much did it cost to run the shelter? No response
8. Prior to the shelter's opening, did you hold community meetings about the shelter? No response
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? No response
10. Prior to the shelter's opening, what was the volume of complaints received from the public? No response
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? No response
12. From the perspective of your city staff, this shelter is considered successful: No response
13. Which does the city staff consider the most important measure of success? No response
14. From the perspective of the city council, this shelter is considered successful: No response
15. Which does the city council consider the most important measure of success? No response
16. From the perspective of the community, this shelter is successful: No response
17. Which does the community consider the most important measure of success? No response
18. Knowing what you know now, would you build this shelter again? No response

# DATA BY SHELTER

## EAGLE ROCK VILLAGE SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 48
3. **How many beds do you have on site?** 96
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Local ties, consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 365
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 30%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 70%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 1
25. **What is the top reason for the calls to Police/Fire Departments?** Violence
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations, restrictions on drugs/alcohol, restrictions on couples staying together, safety concerns, inaccessible location
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Individual progress and personal stability

# DATA BY SHELTER

## ECHO PARK ALVARADO VILLAGE

**Local Government: City of LA, District 13**

**Service Provider: Urban Alchemy**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? June 2021
2. From conception to opening, how many months did the shelter development process take? 9
3. What type of area best describes the sites location? Commercial
4. Does the city own the land the shelter is located on? No
5. Which factor was most important in selecting the site location: Land availability
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? \$73,315
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Unsure
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Unsure
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Unsure
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Unsure
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Number of individuals permanently housed
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Number of individuals permanently housed
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Number of individuals permanently housed
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## ECHO PARK ALVARADO VILLAGE SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 55
3. **How many beds do you have on site?** 55
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** Mixed
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 90
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 50%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 10%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** No
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 5-10
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Getting individuals off the street

# DATA BY SHELTER

## HIGHLAND PARK ARROYO SECO

**Local Government: City of LA, District 14**

**Service Provider: Hope the Mission**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? No response
2. From conception to opening, how many months did the shelter development process take? No response
3. What type of area best describes the sites location? No response
4. Does the city own the land the shelter is located on? No response
5. Which factor was most important in selecting the site location: No response
6. Which factor was most important in selecting how many shelters/beds to construct? No response
7. In the last month, how much did it cost to run the shelter? No response
8. Prior to the shelter's opening, did you hold community meetings about the shelter? No response
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? No response
10. Prior to the shelter's opening, what was the volume of complaints received from the public? No response
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? No response
12. From the perspective of your city staff, this shelter is considered successful: No response
13. Which does the city staff consider the most important measure of success? No response
14. From the perspective of the city council, this shelter is considered successful: No response
15. Which does the city council consider the most important measure of success? No response
16. From the perspective of the community, this shelter is successful: No response
17. Which does the community consider the most important measure of success? No response
18. Knowing what you know now, would you build this shelter again? No response

# DATA BY SHELTER

## HIGHLAND PARK ARROYO SECO SERVICE PROVIDER SURVEY DATA

1. What type of transitional shelter best describes your site? Tiny homes
2. How many tiny homes do you have on site? 115
3. How many beds do you have on site? 230
4. Do you need to be a resident of the city to live in the shelter? No
5. How do you establish who is a resident? n/a, residency is not a factor
6. How many people reside in each unit? 2 per unit
7. Do you allow couples to room together? Yes
8. Are the units gender segregated? No
9. Is there a maximum stay allowed for residents? Yes
10. What is the maximum stay (in days) allowed for residents? 270
11. Is the maximum stay enforced for all residents? No
12. On average, how many days do residents stay prior to exiting? 180
13. Does the average duration of stay align with the service provider's expectations? Yes
14. What is the estimated percentage of individuals who exit to permanent housing? 45%
15. What is the estimated percentage of individuals who exit to the streets or to an unknown destination? 30
16. Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.) Yes
17. Does the site utilize security guards? Yes, 24/7
18. Does the site perform bag check upon entry? Yes
19. Do you offer amnesty lockers for people to store items not permitted within the site? Yes
20. Do you have a curfew? No
21. Do you require sobriety? No
22. On average, how common are overdoses on site? Less than once a month
23. Do you offer Narcan? Yes
24. How many response calls do you estimate making to Police/Fire Departments a month? 2
25. What is the top reasons for the calls to Police/Fire Departments? Medical assistance
26. Are wraparound services provided on site (including services provided by third parties)? Yes, housing navigation, benefit services, legal services, mental health services, substance use services, medical services
27. Do you have issues with loitering or camping around the site or surrounding community? Yes
28. What barriers keep people from wanting to live in your shelter? None
29. From the perspective of the service provider, this shelter is successful: Strongly agree
30. Which do you consider the most important measure of success? Getting people off the street

# DATA BY SHELTER

## NORTH HOLLYWOOD ALEXANDRIA PARK

**Local Government: City of LA, District 2**

**Service Provider: Hope the Mission**



Tiny Home  
Shelter



165  
beds



≈25%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? April 2021
2. From conception to opening, how many months did the shelter development process take? 4
3. What type of area best describes the sites location? Commercial
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Density of people experiencing homelessness in the area
6. Which factor was most important in selecting how many shelters/beds to construct? Point in Time Count numbers
7. In the last month, how much did it cost to run the shelter? Unsure
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Individual progress and personal stability
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## NORTH HOLLYWOOD ALEXANDRIA PARK SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 103
3. **How many beds do you have on site?** 165
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 2 per unit
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 90
13. **Does the average duration of stay align with the service provider's expectations?** No, its higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 25%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 25%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 2
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** Yes
28. **What barriers keep people from wanting to live in your shelter?** None
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## NORTH HOLLYWOOD CHANDLER BOULEVARD

**Local Government: City of LA, District 2**

**Service Provider: Hope the Mission**



Tiny Home  
Shelter



75  
beds



≈7%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? February 2021
2. From conception to opening, how many months did the shelter development process take? 5
3. What type of area best describes the sites location? Urban high density residential
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Density of people experiencing homelessness in the area
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? Unsure
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Moderate
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Strongly agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## NORTH HOLLYWOOD CHANDLER BOULEVARD SERVICE PROVIDER SURVEY DATA

1. What type of transitional shelter best describes your site? Tiny homes
2. How many tiny homes do you have on site? 39
3. How many beds do you have on site? 75
4. Do you need to be a resident of the city to live in the shelter? No
5. How do you establish who is a resident? n/a, residency is not a factor
6. How many people reside in each unit? 2 per unit
7. Do you allow couples to room together? Yes
8. Are the units gender segregated? No
9. Is there a maximum stay allowed for residents? No
10. What is the maximum stay (in days) allowed for residents? n/a
11. Is the maximum stay enforced for all residents? n/a
12. On average, how many days do residents stay prior to exiting? 180
13. Does the average duration of stay align with the service provider's expectations? No, it is higher than expected
14. What is the estimated percentage of individuals who exit to permanent housing? 7%
15. What is the estimated percentage of individuals who exit to the streets or to an unknown destination? 30%
16. Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.) Yes
17. Does the site utilize security guards? Yes, 24/7
18. Does the site perform bag check upon entry? Yes
19. Do you offer amnesty lockers for people to store items not permitted within the site? Yes
20. Do you have a curfew? No
21. Do you require sobriety? No
22. On average, how common are overdoses on site? Less than once a month
23. Do you offer Narcan? Yes
24. How many response calls do you estimate making to Police/Fire Departments a month? 2
25. What is the top reasons for the calls to Police/Fire Departments? Medical assistance
26. Are wraparound services provided on site (including services provided by third parties)? Yes, housing navigation, employment services, benefit services, legal services, mental health services, substance use services, transportation services
27. Do you have issues with loitering or camping around the site or surrounding community? No
28. What barriers keep people from wanting to live in your shelter? Not wanting to follow rules
29. From the perspective of the service provider, this shelter is successful: Agree
30. Which do you consider the most important measure of success? Getting individuals off the street

# DATA BY SHELTER

## NORTH HOLLYWOOD WHITSETT WEST

**Local Government: City of LA, District 2**

**Service Provider: Hope the Mission**



Tiny Home  
Shelter



150  
beds



≈5%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? September 2021
2. From conception to opening, how many months did the shelter development process take? 3
3. What type of area best describes the sites location? Industrial, but backs up to residential
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Density of people experiencing homelessness in the area
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? Unsure
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? None
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Ability to enforce the anti-camping ordinance
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## NORTH HOLLYWOOD WHITSETT WEST SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 77
3. **How many beds do you have on site?** 150
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** n/a, residency is not a factor
6. **How many people reside in each unit?** 2 per unit
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 365
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 5%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 6%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 10
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** Yes
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## PLACENTIA NAVIGATION CENTER

**Local Government: City of Placentia**

**Service Provider: People Assisting the Homeless (PATH)**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? March 2020
2. From conception to opening, how many months did the shelter development process take? 10
3. What type of area best describes the sites location? Industrial
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Point in Time Count numbers
7. In the last month, how much did it cost to run the shelter? \$137,333
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Moderate
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Moderate
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Ability to enforce anti-camping ordinance
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Ability to enforce anti-camping ordinance
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## PLACENTIA NAVIGATION CENTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 100
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** Last permanent residence, local ties
6. **How many people reside in each unit?** n/a
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 480
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 9.5%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 24%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No, but there are storage lockers
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 1
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** Yes
28. **What barriers keep people from wanting to live in your shelter?** Residential restrictions
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Individual progress and personal stability

# DATA BY SHELTER

## POMONA HOPE FOR HOME

**Local Government: City of Pomona**

**Service Provider: Volunteers of America**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? December 2018
2. From conception to opening, how many months did the shelter development process take? 36
3. What type of area best describes the sites location? Commercial
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Point in Time Count numbers
7. In the last month, how much did it cost to run the shelter? \$233,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? High
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Low
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Number of individuals permanently housed
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## POMONA HOPE FOR HOME SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 208
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** n/a, residency is not a factor
6. **How many people reside in each unit?** n/a
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 120
13. **Does the average duration of stay align with the service provider's expectations?** No, it is lower than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 40%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 20%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No, but there are storage lockers
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** No
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 15
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Curfew, restrictions on drugs/alcohol, restrictions on couples staying together
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## REDONDO BEACH PALLET SHELTER

**Local Government: City of Redondo Beach**

**Service Provider: Harbor Interfaith**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? December 2020
2. From conception to opening, how many months did the shelter development process take? 4
3. What type of area best describes the sites location? Commercial
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Public's input and quality of life
7. In the last month, how much did it cost to run the shelter? \$80,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Number of individuals permanently housed
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Number of individuals permanently housed
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## REDONDO BEACH PALLET SHELTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 20
3. **How many beds do you have on site?** 20
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** n/a
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 60%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 20%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No storage space
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 8
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations, curfew, restrictions on couples staying together
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## RESEDA CABIN COMMUNITY

**Local Government: City of LA, District 3**

**Service Provider: Hope the Mission**



Tiny Home  
Shelter



51  
beds



≈70%  
exit to  
permanent  
housing

## LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? July 2021
2. From conception to opening, how many months did the shelter development process take? 12
3. What type of area best describes the sites location? Residential
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: City owned land
6. Which factor was most important in selecting how many shelters/beds to construct? Other, high number of unhoused
7. In the last month, how much did it cost to run the shelter? n/a
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Moderate
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Number of individuals permanently housed
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## RESEDA CABIN COMMUNITY SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 51
3. **How many beds do you have on site?** 51
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 108
13. **Does the average duration of stay align with the service provider's expectations?** No, it is lower than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 70%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 30%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 2
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** Yes
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations, restrictions on drugs/alcohol
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Getting individuals off the street

# DATA BY SHELTER

## SAN PEDRO A BRIDGE HOME

**Local Government: City of LA, District 15**

**Service Provider: Harbor Interfaith**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? No response
2. From conception to opening, how many months did the shelter development process take? No response
3. What type of area best describes the sites location? No response
4. Does the city own the land the shelter is located on? No response
5. Which factor was most important in selecting the site location: No response
6. Which factor was most important in selecting how many shelters/beds to construct? No response
7. In the last month, how much did it cost to run the shelter? No response
8. Prior to the shelter's opening, did you hold community meetings about the shelter? No response
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? No response
10. Prior to the shelter's opening, what was the volume of complaints received from the public? No response
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? No response
12. From the perspective of your city staff, this shelter is considered successful: No response
13. Which does the city staff consider the most important measure of success? No response
14. From the perspective of the city council, this shelter is considered successful: No response
15. Which does the city council consider the most important measure of success? No response
16. From the perspective of the community, this shelter is successful: No response
17. Which does the community consider the most important measure of success? No response
18. Knowing what you know now, would you build this shelter again? No response

# DATA BY SHELTER

## SAN PEDRO A BRIDGE HOME SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 100
4. **Do you need to be a resident of the city to live in the shelter?** No, but residents receive priority
5. **How do you establish who is a resident?** Local ties, consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** n/a
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 365
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 22%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 45%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No, but there are storage lockers
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 3
25. **What is the top reason for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Restrictions on couples staying together
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## SANTA ANA NAVIGATION CENTER

**Local Government: City of Santa Ana**

**Service Provider: Illumination Foundation**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? June 2022
2. From conception to opening, how many months did the shelter development process take? 36
3. What type of area best describes the sites location? Industrial
4. Does the city own the land the shelter is located on? No
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? \$315,131
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Moderate
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Low
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? None
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Individual progress and personal stability
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## SANTA ANA NAVIGATION CENTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** No response
2. **How many tiny homes do you have on site?** No response
3. **How many beds do you have on site?** No response
4. **Does the city own the land the shelter is located on?** No response
5. **Do you need to be a resident of the city to live in the shelter?** No response
6. **How do you establish who is a resident?** No response
7. **How many people reside in each unit?** No response
8. **Do you allow couples to room together?** No response
9. **Are the units gender segregated?** No response
10. **Is there a maximum stay allowed for residents?** No response
11. **What is the maximum stay (in days) allowed for residents?** No response
12. **Is the maximum stay enforced for all residents?** No response
13. **On average, how many days do residents stay prior to exiting?** No response
14. **Does the average duration of stay align with the service provider's expectations?** No response
15. **What is the estimated percentage of individuals who exit to permanent housing?** No response
16. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** No response
17. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** No response
18. **Does the site utilize security guards?** No response
19. **Does the site perform bag check upon entry?** No response
20. **Do you offer amnesty lockers for people to store items not permitted within the site?** No response
21. **Do you have a curfew?** No response
22. **Do you require sobriety?** No response
23. **On average, how common are overdoses on site?** No response
24. **Do you offer Narcan?** No response
25. **How many response calls do you estimate making to Police/Fire Departments a month?** No response
26. **What is the top reasons for the calls to Police/Fire Departments?** No response
27. **Are wraparound services provided on site (including services provided by third parties)?** No response
28. **Do you have issues with loitering or camping around the site or surrounding community?** No response
29. **What barriers keep people from wanting to live in your shelter?** No response
30. **From the perspective of the service provider, this shelter is successful:** No response
31. **Which do you consider the most important measure of success?** No response

# DATA BY SHELTER

## TARZANA SUNFLOWER CABIN COMMUNITY

**Local Government: City of LA, District 3**

**Service Provider: Hope the Mission**



Tiny Home  
Shelter



75  
beds



≈75%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? July 2021
2. From conception to opening, how many months did the shelter development process take? 12
3. What type of area best describes the sites location? Commercial
4. Does the city own the land the shelter is located on? No
5. Which factor was most important in selecting the site location: Other, MTA land
6. Which factor was most important in selecting how many shelters/beds to construct? Street navigators' insight
7. In the last month, how much did it cost to run the shelter? n/a
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Moderate
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Number of individuals permanently housed
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## TARZANA SUNFLOWER CABIN COMMUNITY SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 75
3. **How many beds do you have on site?** 145
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** Mixed
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 180
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 75%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 25%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** Yes
20. **Do you have a curfew?** No
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 4
25. **What is the top reason for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** None
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## TORRANCE PALLET SHELTER

**Local Government: City of Torrance**

**Service Provider: Harbor Interfaith**



Tiny Home  
Shelter



40  
beds



≈60%  
exit to  
permanent  
housing

### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? July 2022
2. From conception to opening, how many months did the shelter development process take? 12
3. What type of area best describes the sites location? Civic Center Grounds
4. Does the city own the land the shelter is located on? Yes
5. Which factor was most important in selecting the site location: City owned land
6. Which factor was most important in selecting how many shelters/beds to construct? Location size and fire code restrictions
7. In the last month, how much did it cost to run the shelter? \$120,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? Low
10. Prior to the shelter's opening, what was the volume of complaints received from the public? High
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Moderate
12. From the perspective of your city staff, this shelter is considered successful: Agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Agree
15. Which does the city council consider the most important measure of success? Ability to enforce anti-camping ordinance
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## TORRANCE PALLET SHELTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Tiny homes
2. **How many tiny homes do you have on site?** 40
3. **How many beds do you have on site?** 40
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** 1 per unit
7. **Do you allow couples to room together?** n/a
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** n/a
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 60%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 20%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No storage space
20. **Do you have a curfew?** Yes, with exceptions for employment services and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 8
25. **What is the top reasons for the calls to Police/Fire Departments?** Medical assistance
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, benefit services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations, curfew, restrictions on couples staying together
29. **From the perspective of the service provider, this shelter is successful:** Agree
30. **Which do you consider the most important measure of success?** Number of individuals permanently housed

# DATA BY SHELTER

## WESTLAKE ALVARADO HOMEKEY

**Local Government: City of LA, District 1**

**Service Provider: Hope the Mission**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? No response
2. From conception to opening, how many months did the shelter development process take? No response
3. What type of area best describes the sites location? No response
4. Does the city own the land the shelter is located on? No response
5. Which factor was most important in selecting the site location: No response
6. Which factor was most important in selecting how many shelters/beds to construct? No response
7. In the last month, how much did it cost to run the shelter? No response
8. Prior to the shelter's opening, did you hold community meetings about the shelter? No response
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? No response
10. Prior to the shelter's opening, what was the volume of complaints received from the public? No response
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? No response
12. From the perspective of your city staff, this shelter is considered successful: No response
13. Which does the city staff consider the most important measure of success? No response
14. From the perspective of the city council, this shelter is considered successful: No response
15. Which does the city council consider the most important measure of success? No response
16. From the perspective of the community, this shelter is successful: No response
17. Which does the community consider the most important measure of success? No response
18. Knowing what you know now, would you build this shelter again? No response

# DATA BY SHELTER

## WESTLAKE ALVARADO HOMEKEY SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Non-congregate, private and semi-private bedrooms
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 164
4. **Do you need to be a resident of the city to live in the shelter?** No
5. **How do you establish who is a resident?** n/a
6. **How many people reside in each unit?** 3 per unit
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** No
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 120
13. **Does the average duration of stay align with the service provider's expectations?** No, it is higher than expected
14. **What is the estimated percentage of individuals who exit to permanent housing?** 33%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 17%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Unsure
17. **Does the site utilize security guards?** Yes, 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No, but there is storage space
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** Yes
22. **On average, how common are overdoses on site?** There has never been an overdose
23. **Do you offer Narcan?** Unsure
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 1
25. **What is the top reason for the calls to Police/Fire Departments?** Violence
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services, legal services, mental health services, substance use services, medical services, transportation services
27. **Do you have issues with loitering or camping around the site or surrounding community?** No
28. **What barriers keep people from wanting to live in your shelter?** Curfew, restrictions on drugs/alcohol
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Getting individuals off the street

# DATA BY SHELTER

## WHITTIER NAVIGATION CENTER

**Local Government: City of Whittier**

**Service Provider: Salvation Army**



### LOCAL GOVERNMENT SURVEY DATA

1. What month and year did the shelter open? August 2021
2. From conception to opening, how many months did the shelter development process take? 24
3. What type of area best describes the sites location? Residential
4. Does the city own the land the shelter is located on? No
5. Which factor was most important in selecting the site location: Type of area and zoning
6. Which factor was most important in selecting how many shelters/beds to construct? Percent of city's homeless population
7. In the last month, how much did it cost to run the shelter? \$80,000
8. Prior to the shelter's opening, did you hold community meetings about the shelter? Yes
9. Prior to the shelter's opening, what was the level of supportive community involvement for the shelter? High
10. Prior to the shelter's opening, what was the volume of complaints received from the public? Low
11. After the shelter's opening, what was the volume of complaints received from the public about the shelter? Low
12. From the perspective of your city staff, this shelter is considered successful: Strongly agree
13. Which does the city staff consider the most important measure of success? Getting individuals off the street
14. From the perspective of the city council, this shelter is considered successful: Strongly agree
15. Which does the city council consider the most important measure of success? Getting individuals off the street
16. From the perspective of the community, this shelter is successful: Agree
17. Which does the community consider the most important measure of success? Getting individuals off the street
18. Knowing what you know now, would you build this shelter again? Yes

# DATA BY SHELTER

## WHITTIER NAVIGATION CENTER SERVICE PROVIDER SURVEY DATA

1. **What type of transitional shelter best describes your site?** Congregate, large sleeping areas
2. **How many tiny homes do you have on site?** n/a
3. **How many beds do you have on site?** 139
4. **Do you need to be a resident of the city to live in the shelter?** Yes
5. **How do you establish who is a resident?** Last permanent residence, local ties, consistent contact with an outreach navigator in the area
6. **How many people reside in each unit?** n/a
7. **Do you allow couples to room together?** Yes
8. **Are the units gender segregated?** Yes
9. **Is there a maximum stay allowed for residents?** No
10. **What is the maximum stay (in days) allowed for residents?** n/a
11. **Is the maximum stay enforced for all residents?** n/a
12. **On average, how many days do residents stay prior to exiting?** 90
13. **Does the average duration of stay align with the service provider's expectations?** Yes
14. **What is the estimated percentage of individuals who exit to permanent housing?** 30%
15. **What is the estimated percentage of individuals who exit to the streets or to an unknown destination?** 30%
16. **Does the site operate under Housing First principles? (low barrier; no requirements for sobriety, absence of criminal record, participation in supportive services, etc.)** Yes
17. **Does the site utilize security guards?** Yes 24/7
18. **Does the site perform bag check upon entry?** Yes
19. **Do you offer amnesty lockers for people to store items not permitted within the site?** No storage space
20. **Do you have a curfew?** Yes, with exceptions for employment and appointments
21. **Do you require sobriety?** No
22. **On average, how common are overdoses on site?** Less than once a month
23. **Do you offer Narcan?** Yes
24. **How many response calls do you estimate making to Police/Fire Departments a month?** 15
25. **What is the top reason for the calls to Police/Fire Departments?** Violence
26. **Are wraparound services provided on site (including services provided by third parties)?** Yes, housing navigation, employment services, financial literacy, benefit services
27. **Do you have issues with loitering or camping around the site or surrounding community?** Yes
28. **What barriers keep people from wanting to live in your shelter?** Storage limitations, curfew, restrictions on drugs/alcohol, safety concerns
29. **From the perspective of the service provider, this shelter is successful:** Strongly agree
30. **Which do you consider the most important measure of success?** Individual progress and personal stability



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