



# BETTER TOGETHER

## Healthy Families, Healthy Neighborhoods

LONG BEACH DEPARTMENT OF HEALTH AND HUMAN SERVICES



## Director's Message



The mission of the Long Beach Department of Health and Human Services (Health Department) is to improve the quality of life by promoting a safe and healthy community in which to live, work and play. Working closely with our diverse community and organizational partners, the

employment. These impacts span generations. It's very important that we work to address them now. The other conversations are around the built environment which includes sidewalks, streets, and other infrastructures that provide opportunities for safe and healthy behaviors like walking, biking and social activity. The greatest predictor of a person's long term health is where they live.

The Health Department, alone, cannot address all of these areas. We must work closely with our many partners at all levels of government, schools, existing collaboratives, non-profit agencies, universities and research centers,

Health Department's programs impact multiple areas of daily life. Our depth and breadth of services and various community partnerships allow us to continue meeting the health needs of our residents.

Long Beach is one of only three city-run health departments in California, allowing for better engagement with its people, neighborhoods, businesses, and community partners, and a greater understanding of the city's strengths and needs. With over 300 employees located in nine sites throughout the city, the Health Department operates with a \$117 million annual budget, 99% of which comes from Federal, State, County, and private funds.

### Representing only a fraction of our annual efforts, the Health Department provides:

- over 350,000 client contacts
- 18,000 immunizations
- nearly 200,000 food nutrition vouchers
- 7,800 food facility inspections
- 5,400 miles of spraying for mosquitos
- 2,500 public health nurse visits
- 780 recreational water tests
- nearly 7,000 families are assisted with housing other services

This local focus allows the Health Department to coordinate resources from all sources to best meet the needs of our city.

This is an exciting time to be working in Public Health and Human Services. While we continue to focus on the core work of Public Health, our conversations and planning have expanded to include the social determinants of health. These are the pieces of a person's life that impact their health, including poverty, safety, education, and

and receive quality customer service and care. We look forward to working with you on our journey toward a safe and healthy community for ALL.

Sincerely,

Kelly Colopy, Director

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## Health Officer's Message



As the City Health Officer for the Long Beach Department of Health and Human Services, I am pleased to serve our city and dedicated to the promotion and protection of community health and wellness for all Long Beach residents. The Health Department works to prevent

epidemics and the spread of disease, protects against environmental hazards, prevents injuries, promotes and encourages healthy behaviors, and responds to disasters by assisting our first responders and community in recovery and resiliency. Much of the Health Department's work and responsibilities proceed seamlessly, and unseen, to provide a sense of wellness and security for our community.

In the state of California, the Health Officer is an appointed official of the local governing body who provides medical expertise and public health leadership for the entire community. The Health Officer's role is to enforce local health orders, policies and ordinances prescribed

by the California Department of Public Health, State, and Federal legislation, directing local government-mandated health functions, and even exercising police powers in certain quarantine situations.

My vision, as a resident and Health Officer for the City of Long Beach, is to link our expertise and resources with all our hospitals, medical providers, healthcare providers, local employees, employers, and residents. We are unique as a health jurisdiction in our ability to respond quickly to our community regarding any health concerns. We should always be considered as an asset and resource for our community.

With a long-standing legacy of service, our Health Department team is poised and prepared to continue these services for many years to come. It is an honor to serve our Long Beach community as your Health Officer.

Sincerely,

Mitchell Kushner, MD MPH, City Health Officer

## Vision

A safe and healthy community for ALL.

## Mission

Improve the quality of life by promoting a safe and healthy community for all in which to live, work and play.

## We Are Committed To

- Addressing family well-being across the lifespan
- Collaborating across government departments and with community partners to improve the physical, behavioral, social and environmental conditions of Long Beach residents
- Leveraging resources to foster health systems integration and shared outcomes that focus on overall family well-being

**Disclaimer:** The pictures appearing with personal stories in this document are not representative of the clients themselves. Stock photos were used to ensure the safety and privacy of clients and their families.

# A Healthy Long Beach

A Healthy Long Beach is **the fulfillment of a city's vision for a safe, healthy, and thriving community for all.** As one of three cities throughout California to have its own health jurisdiction, the Long Beach Department of Health and Human Services (Health Department) has over 109 years of community engagement and service to area residents. We serve as the backbone to the community and value the partnerships that strengthen Long Beach's health network.

The Health Department **ensures the health of families across their lifespan** while recognizing the cultural, language and personal preferences of clients. Today, Long Beach is the second largest city in Los Angeles County and the seventh largest city in the state of California. It is among the most demographically diverse cities in the nation, making our neighborhoods areas of cultural and historical significance. Having a local health department provides us an opportunity to **design programs and services that specifically address the social, cultural, physical, and economic settings impacting our neighborhoods.** The settings in which **people live, work, play and age** are commonly referred to as the social determinants of health. Through our various partnerships and programs, we provide **health services that move beyond the traditional medical model and begin to address the social determinants of health** through the use of place-based efforts in parks, churches, schools and community centers, and **integrated health services** made possible through the many community health promotion and prevention partnerships we have throughout the County of Los Angeles.

Creating a Healthy Long Beach provides us the opportunity to continue growing a wide array of partnerships to address the underlying factors impacting health outcomes in our city. Growing these partnerships requires **sharing, bridging, and communicating.**



**Sharing**  
knowledge on best practices that will improve health outcomes

**Bridging**  
neighborhoods to connect people to health services throughout Long Beach and the surrounding areas

**Communicating**  
across industry sectors to develop a common health vision



# A Healthy Long Beach

## Guiding Values

As with any effort, we begin our journey by recruiting, training and retaining staff who are responsive to the immediate needs of the community. Our staff of over 300 people have shown themselves time and time again to be resilient, and dedicated to the clients and communities they serve.

**97% overall positive rating in the 2014 customer care survey**

They are a united team that provide quality services and excellence of care to clients. Representative of the community, our staff innovate to meet community needs and recognize the diversity

of neighborhoods found throughout Long Beach. The Health Department staff are focused on providing quality customer service. Our staff, management, director and health advisory board continue to make customer relations a top priority. We recognize that clients have options on where to receive their care and value their choice in making the Long Beach Health Department a place to receive assistance with their health related matters.

**Quality Service and Excellence**

**Innovation**

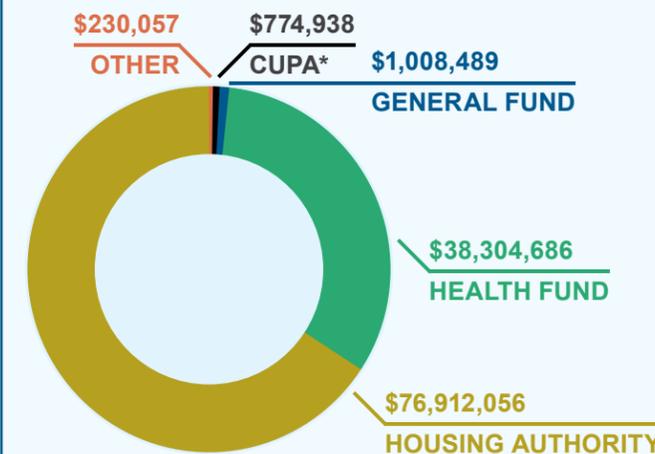
**Diversity**

**United Team**

## Leveraging Resources

The Health Department actively pursues funding opportunities and resource partnerships as well as participates in capacity building and City interdepartmental efforts to leverage social and financial capital. The Health Department leverages resources received through various funding opportunities to provide Long Beach residents with an array of prevention, health promotion, and education services.

**The Health Department's budget is just over \$117 million**



**Within the Health Fund:**

- 58% comes from grants
- 14% from fees
- 28% public health realignment\*\*

**Less than 1% of the Department's budget comes from the City of Long Beach General Fund**

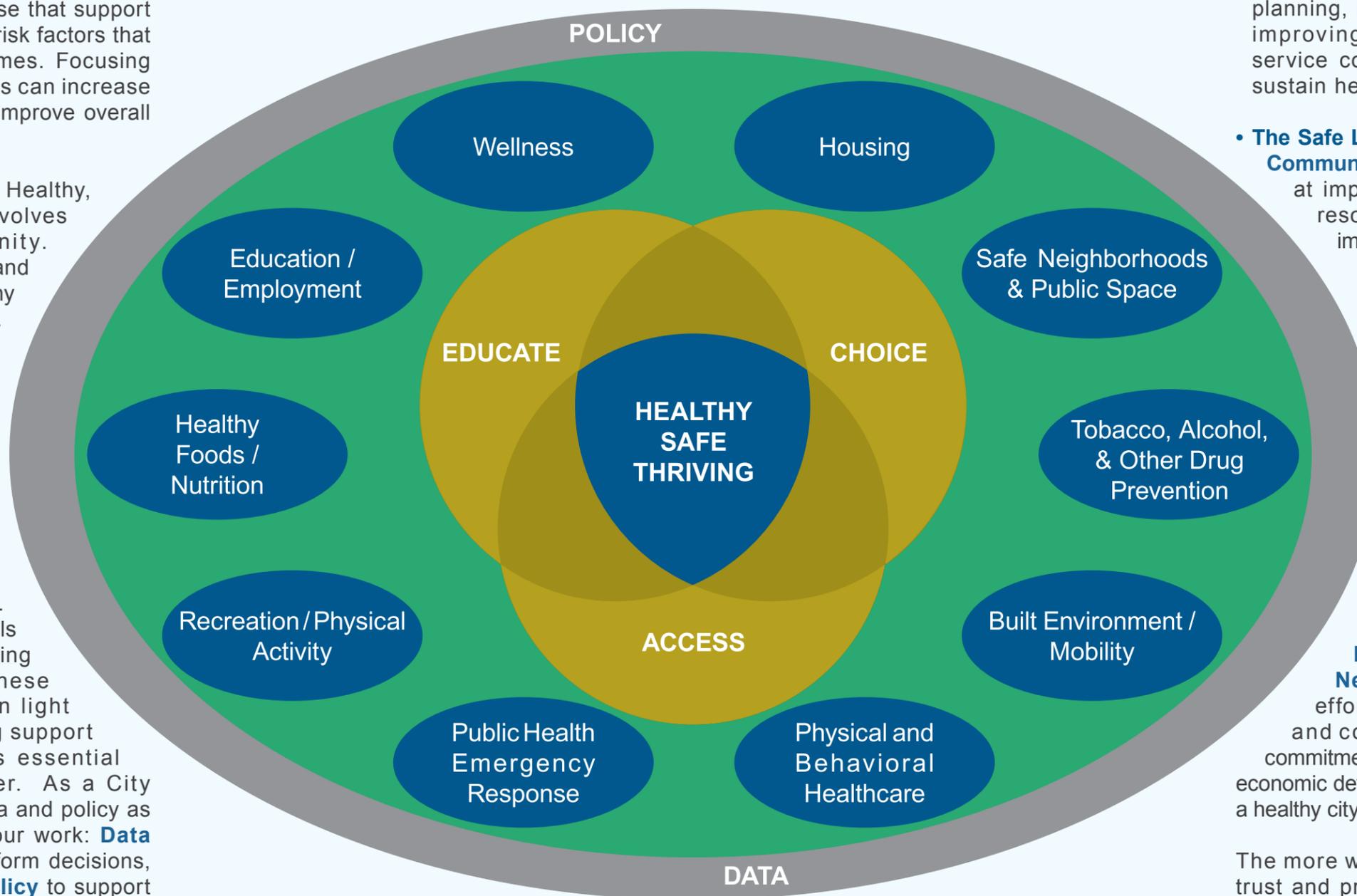
\*CUPA: Certified Unified Program Agency (CUPA) is a local agency that is certified by the Secretary of the California Environmental Protection Agency (Cal/EPA) to implement the Cal/EPA Unified Program elements in the CUPA's jurisdiction.  
\*\*Public health realignment funding is comprised of vehicle license fees and sales tax.

It takes all of us to create a community that is healthy, safe, and thriving. We focus both on risk and community resiliency factors to address individual and community environments impacting health. Resiliency factors are those that support the ability to thrive and overcome risk factors that influence health and safety outcomes. Focusing on resilience as well as risk factors can increase life expectancy, save money and improve overall quality of life for our residents.

The overall vision of achieving a Healthy, Safe and Thriving Long Beach involves various sectors of the community. Together, we **educate** individuals and communities about how to be healthy and support family well-being. We focus on ensuring **access** to the important components of health—nutritious foods in local stores, restaurants and farmers markets; safe places to be active whether it’s walking or bicycle riding in neighborhoods, and access to parks and green space; health care, mental health and substance abuse treatment; and safe and affordable housing. And finally, we work with individuals and communities to support making healthy **choices**. Each day, these choices are difficult to make in light of competing interests. Building support structures into communities is essential to make healthy choices easier. As a City government, we also focus on data and policy as the underlying tools to support our work: **Data** to determine areas of need, to inform decisions, and to track our progress, and **Policy** to support healthy decisions at all levels.

The Health Department continues to partner across government, nonprofit, philanthropic, and corporate sectors to foster and integrate a common understanding and shared vision of health. The City recently adopted a number of different plans and policies that inform this vision:

**Healthy, Safe, and Thriving Long Beach**



**Educating, creating access, supporting healthy choices, data, and policy are our model for success. We work together with our many community and City partners every day in striving to achieve a healthy, safe and thriving environment for all communities in Long Beach.**

- **The Healthy Communities Policy** promotes a Healthy Long Beach by providing a health and wellness lens across City policies. These policies can include land use and transportation planning, increasing access to healthy foods, improving community safety and bolstering service coordination among organizations to sustain healthy living.

- **The Safe Long Beach: Families, Schools, and Communities**, a violence prevention plan aimed at improving the coordination of citywide resources, services and programs to improve community and individual safety.

- **The General Plan Elements for Mobility, Parks and Open Space, Land Use, and Housing** that outline strategies leading to improvements in the built environment, which support a healthier city for each planning area.

The City of Long Beach is also part of several health-focused initiatives, including the **Building Healthy Communities Initiative**, the **North Long Beach Healthy Eating, Active Living (HEAL) Zone**, the **First-5 LA: Best Start Program** and the **Health Neighborhoods Initiative**. All of these efforts involve significant collaboration and community engagement. The City’s commitment to innovative uses of technology and economic development are also important to achieve a healthy city, as they support the City’s economy.

The more we work together, the more we build trust and promote open communication across our neighborhoods, organizations and government agencies. We invite you to attend any of our programs and community sessions and join us in creating healthy places and cultivating an integrated network of services that meets the needs of our diverse communities and residents.

## Did you know . . .

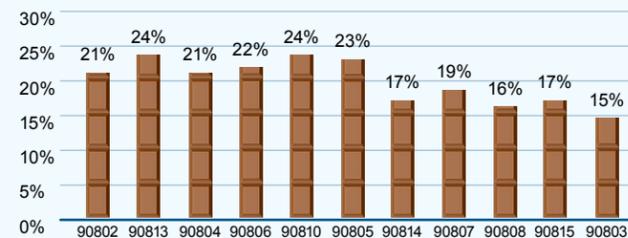
### Population by Race/Ethnicity (U.S. Census, 2010)

- Asian: 12.6%
- Black/African American: 13.5%
- Hispanic/Latino: 40.8%
- White: 29.4%
- Native Hawaiian/Pacific Islander: 1.1%
- Other: 3.2%

### Population Uninsured by Race/Ethnicity (American Community Survey, 2010)

- Asian: 19.2%
- Black/African American: 19.8%
- Hispanic/Latino: 31.8%
- White: 11%
- Native Hawaiian/Pacific Islander: 18.1%

### Percent of Long Beach Adults Diagnosed with Diabetes, Sugar Diabetes or as Borderline or Pre-diabetes, 2007 (HealthyCity.org, CHIS 2009)



### Obesity In Long Beach



64% of adults are overweight/obese

(LA County Health Survey, 2011)



47% of LBUSD 5th, 7th, and 9th graders are overweight/obese

(\*Crompton et al, 2011)

## This is happening because of . . .

- Built Environment ▪ Poor Diet ▪ Tobacco Use ▪ Lack of Physical Activity

## Which play a role in . . .

- Heart Disease ▪ Cancer ▪ Respiratory Disease ▪ Stroke ▪ Diabetes  
(Leading Causes Of Death)

## Which account for . . .

66% of Deaths in Long Beach  
(Community Health Assessment, City of Long Beach, 2013)

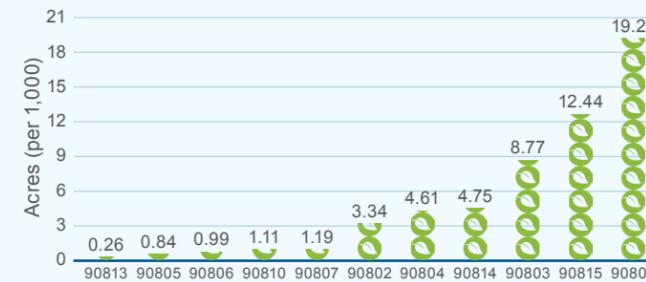
## Addressing Health Equity

Over the life course, what a person eats, stressors in daily life, availability of services, and economic opportunity have an impact on overall health. These social determinants of health, play a key role on how, when and where people make healthy choices. These choices are driven in large part by what is available in a community. For instance, safe, open green spaces and fresh produce in grocery stores help people's choice to exercise and eat nutritious foods. In Long Beach, there is a difference when comparing neighborhoods. **The graph below shows two sections of the city with an overall life expectancy difference of 5 years.** Moving toward equitable opportunities for health requires addressing the social, physical and environmental factors that impact the quality of life. The Health Department is working with cross-agency teams and community partners to address health equity by implementing multi-sector strategies to best address the health and well-being of our residents.

### Total Population of Long Beach (U.S. Census, 2010)



### Number of Acres of Protected Green Spaces by Long Beach Zip Code (California Protected Area Database, 2009)



### Highlights of Zip Code 90808

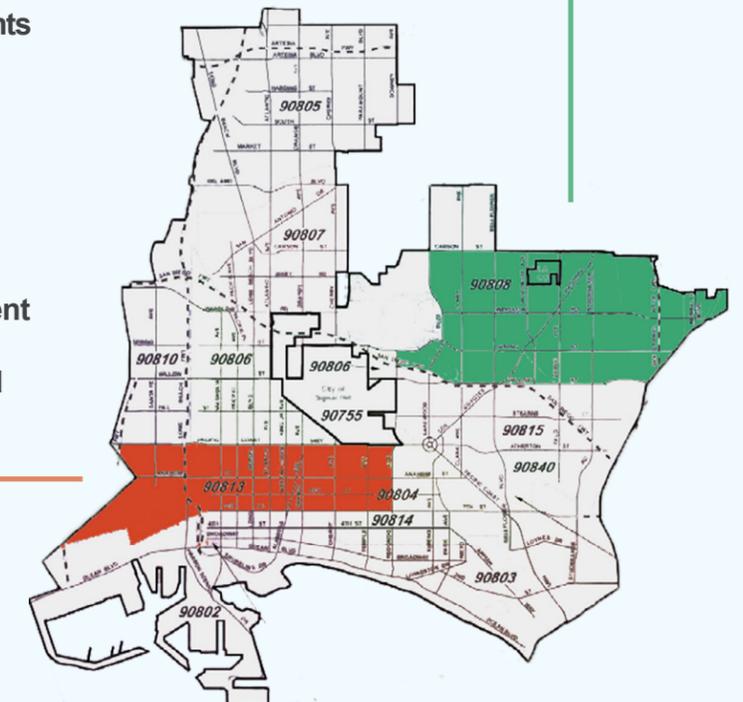
(Community Health Assessment, City of Long Beach, 2013)

- 19.21 acres of open space per thousand residents
- 81.5 years life expectancy at age 1
- 5% live at or below the federal poverty level
- 97% high school graduation rate

### Highlights of Zip Code 90813

(Community Health Assessment, City of Long Beach, 2013)

- .26 acres of open space per thousand resident
- 76.7 years life expectancy at age 1
- 46% live at or below the federal poverty level
- 38% high school graduation rate





Working with City departments, community partners, and with elected and appointed officials, the Health Department is increasing access to programs and services, and empowering neighborhood leaders as community change agents. The five Health Department Bureaus are working on place-based efforts, supporting business development, and educating families while providing health promotion and prevention services to people across their lifespan. While there is a great deal to undertake, the Health Department's efforts to integrate services, address aspects of the built environment and support healthy community policies all promote a safe and healthy Long Beach.

Community Health

Environmental Health

Housing Authority

Physician Services

Policy, Planning and Prevention



Supporting U.S. Veterans and their families

*“From the day that my family walked into the Multi-Service Center, you not only assisted us professionally but you assisted us with dignity, care and concern. As Soldiers, we lived by Pride, Honor, and Dignity... as Vets those three are often stripped away by the shame of Joblessness, Homelessness and the feeling of Unwanted-ness by (some) in a society that once lauded us for Volunteering to love, honor and protect our Nation. Thank you for being the Bridge that brought us back to a level of respect and dignity and helping to restore so much in my family. You made sure that we were safe each night. You pulled up every resource and referral known to you. My esteem had dropped and you never let me leave the MSC without a kind word or a compliment. Without a doubt I am grateful that we landed in your space and time. You restored us! We have viable jobs now, my husband is teaching at a Vocational College and I am a PT Paralegal and our daughter is stable in school. I also called today for info to volunteer to work with Homeless Services. I can never express how thankful we are to you for everything including referring us to Catholic Charities and the SSVF program, which made it happen in one day! Please tell the MSC staff thank you from our Family as well.”*

**-- David and Julie, Multi-Service Center Clients**

The Community Health Bureau consists of the Nutrition Services Division, Homeless Services Division and Health Promotions. The Bureau aims to implement social, environmental and economic strategies to improve the health and wellness of the community. The Bureau’s programs operate from seven satellite community based centers, including the Center for Families and Youth at Houghton Park.

**Nutrition Services Division**

The **Women, Infants, and Children (WIC) Program** educates families about healthy eating and active living. WIC is a Supplemental Nutrition Program that provides monthly healthy food vouchers, nutrition education, breastfeeding support, and referrals to health and social services. Under the Division, the Breastfeeding Peer Counselor Program supports WIC moms who are interested in breastfeeding exclusively. Also available is the Little By Little First 5 LA Literacy Program, which promotes early literacy from utero through the first five years of life. The Division also monitors the Local Vendor Liaison Program to assist vendors in complying with the State WIC Office rules and regulations.

 <p><b>DISTRIBUTES OVER 14,400 BOOKS ANNUALLY TO INCREASE LITERACY</b></p>	 <p><b>REACHES CLIENTS THROUGH 5 WIC SITES THROUGHOUT THE CITY</b></p>	 <p><b>SERVES APPROXIMATELY 26,525 INDIVIDUALS PER MONTH</b></p>
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**Homeless Services Division**

This Division is the lead agency for the Long Beach Continuum of Care, a Housing and Urban Development funded system of care, representing collaboration and coordination among local community, and regional and Federal agencies to provide supportive services and housing stability. The Division manages both administrative oversight and Multi-Service Center (MSC) operational coordination for the system of care to address homelessness in Long Beach.

	<p><b>MULTI-SERVICE CENTER PROVIDES SERVICES TO 26,000 ADULTS AND CHILDREN PER YEAR</b></p>
	<p><b>VILLAGES AT CABRILLO PROVIDES HOUSING FOR UP TO 1,100 FORMERLY HOMELESS FAMILIES AND VETERANS</b></p>

A Continuum of Care (CoC) is a local planning body that coordinates street outreach, centralized assessment, supportive services and housing for homeless families and individuals. To support the Long Beach CoC activities, the Division:

- Manages the Multi-Service Center, the primary point of entry for homeless services in Long Beach.
- Administers a \$9.2 million annual grant portfolio consisting of local, regional and federal resources.
- Provides funding support for shelter and housing

projects located at the Villages at Cabrillo, a 26 acre residential community.

- Serves as a leader in regional collaborations, including the Gateway Cities Council of Governments Regional Homeless Strategy, the Service Planning Area 8 Coordinated Entry System and Family Solutions Center.
- In 2013-14, we became one of the first two CoCs to achieve UFA status, which permits greater local decision making regarding CoC system design, resource allocation and local priorities.



Health Promotions

The role of Health Promotions is to provide education and expand opportunities for nutrition, improved fitness and smoke-free environments. A two-fold goal to promote healthy active lifestyles and chronic disease prevention is achieved through classes, workshops and outreach partnerships that address prevention and aspects of the built environment.



 **Healthy Active Long Beach**, a nutrition education and chronic disease prevention program, is funded by the United States Department of Agriculture, Nutrition Education, and Obesity Prevention Grant Program (NEOP). Healthy Active Long Beach is the lead coordinating agency for NEOP-funded activities throughout the city. Intervention sites include but are not limited to schools, afterschool programs, parks, public housing centers, farmers' markets, retail stores and faith-based organizations. At these various locations, the program activities include:

- **Schools:** Partnering with the Long Beach Unified School District to support school gardens and offer the Harvest of the Month Program at 35 elementary schools.
- **Parks:** Working with Parks, Recreation, and Marine to increase nutrition education and physical activity opportunities through district afterschool programs and at park sites.
- **Garden:** Supporting and maintaining the Long Beach Peace Garden and its expanded use to include garden-based nutrition education activities and serve as a source of fresh fruits and vegetables to the local community and garden tenants.
- **Communities of Excellence (CX3):** Collaborating with City Fabrick to develop guidelines to promote walking and the development of safe routes to

schools, parks, community gardens, and food stores within the CX3 neighborhoods.

 The **North Long Beach HEAL Zone Initiative** empowers underserved neighborhoods to affect changes to their built environment. Improvements to the built environment can lead to making healthier choices and, in turn, prevent or reduce the onset of diabetes and heart disease often associated with obesity. Strategies include:

- Improving the food environment by increasing access to fresh fruit, vegetables, and other healthy food options.
- Providing opportunities for safe physical activity through the creation of fitness zones and free fitness classes.
- Working in collaboration with community-based partners and City departments to increase opportunities for healthy living.

 The **Tobacco Education Program** works to reduce tobacco use and exposure to secondhand smoke. The program involves:

- Helping protect families, children, and employees from secondhand smoke.
- Educating businesses and the general public about tobacco control regulations, including sales to minors.

Center for Families & Youth: Houghton Park, North Long Beach

The Center for Families and Youth (CFY) manages three programs aimed at improving family wellness from pregnancy to adulthood. Services are provided through home visits, service linkages and intensive case management programs. The staff assist approximately 120 to 140 families a month. The CFY collaborates with the Los Angeles County Department of Children and Family Services, the County Department of Probation, and community programs to enhance overall wellness of at-risk families by preventing child maltreatment and reducing out-of-home placements, increasing self-sufficiency, and improving physical and mental health.

*Maria is a 31-year old single mother of five children who found a second chance at family life. Prior to being referred to the Center for Families and Youth, Maria was in an abusive relationship, unemployed, and battling substance abuse. Her children were growing up in an unsafe family environment. In January 2014, Maria was court ordered to receive case management assistance. She was placed in a sober living facility and her children were housed in foster care homes. During the following six-months, Maria worked closely with the case management staff at the Health Department's Center for Families and Youth to refocus her life. She created an action plan to secure permanent housing and a job; she also participated in mental health counseling and parenting sessions in order to regain custody of her children. Staff coordinated with the Housing Authority to obtain a Housing Choice Voucher and furniture donations for her new home, monitored her progress in substance abuse and mental health counseling, and provided soft-skill development to help her secure employment. By May 2014, Maria had a job, a home, and her children were returned to her custody. The staff helped Maria achieve a life free of violence that resulted in creating a safe, welcoming family environment.*



Living free of violence



The Environmental Health Bureau is responsible for protecting the public's health by preventing disease, unsanitary conditions, and exposure to toxic substances, and by eliminating environmental hazards in the community. This is accomplished through routine and complaint driven inspections, enforcement of municipal, state and federal health and safety laws, and community outreach, prevention and education programs.

**Annually, Environmental Health Staff**

**Conducts Inspections for:**

-  **5,000 Food Facilities**
-  **500 Tobacco Retail Sales**
-  **1,000 Hazardous Waste Generators**
-  **530 Swimming Pools/Spas**
-  **800 Hazardous Materials Businesses**
-  **730 Beach Water Testings**

**And Responds to:**

-  **650 Bee Complaints**
-  **225 Hazardous Materials Emergency Calls**
-  **800 Noise Complaints**
-  **Staff analyzed over 11,000 mosquitos for vector-borne disease surveillance.**
-  **Asthma Life Skills Academy for Adults was selected by the American Lung Association as a national case study.**

*Jesus developed asthma early on in life. His mother, the primary caregiver, contacted a Community Asthma and Air Quality Resource Education (CAARE) community health worker. She was committed to having her son manage his illness and live his life to the fullest. After participating in the intake process, Jesus was quickly on board with the program and actively participated in the in-home educational program and follow up visits. Upon completing the program, Jesus had learned to manage his asthma, and his mother felt safe and assured that her son could manage his chronic illness properly. Jesus was so pleased with his results that he shared information about the program with his neighbor, who also enrolled in the program. Everyone appreciated the staff's commitment and referrals to clinical services. Adult asthma community health workers brought the education to their homes, and helped build a healthier environment for all.*

**-- Estela and David, CAARE Community Health Workers**



Offering health education in the community



Supporting local business owners

*A professional chef by training, Cheryl had never owned a retail food business. Her first business began with a visit to the Environmental Health Bureau where staff assisted her in obtaining the necessary health permit and food safety information needed to start operating a food booth at the City's Farmers Market. Having successfully tested her products at the Farmer's Market, she then wanted to open her own small carryout food business. Working closely with EH staff, she received guidance and materials on City and State requirements to grow her business. She found a location, and worked with staff to open her food carryout and catering business. Less than two years later, this small business owner has established herself in the Long Beach food/restaurant scene. Today, she is well known among community leaders and caters events throughout the city. Cheryl is already looking into her next endeavor, which may include starting up a mobile food truck operation.*

Today's growing demand for environmental health programs and services requires well-prepared staff who work to improve the quality of life and health through **education, inspection and enforcement**. The Environmental Health Bureau staff are highly skilled and certified within their respective fields. Most of the inspectors are Registered Environmental Health Specialists (REHS). The Bureau has over 30 REHSs working in the food protection, recreational water, and hazardous materials management programs. The Vector Control Program is staffed by certified vector control technicians to perform surveillance and prevent the spread of vector-borne diseases. Additionally, the Bureau's adult asthma education program uses community health workers to support clients in managing their asthma and helping them make small improvements in their homes, which can lead to better health outcomes.

The field of environmental health is broadening. Emerging topics such as sustainability, built environments, global climate change and healthy communities will require a broader skill set and partnership network. The Environmental Health Bureau moves forward with a willingness to adapt to the changing needs of the community, while continuing to prioritize services and collaborate with diverse stakeholders.

The Environmental Health Bureau works to monitor and ensure the health and safety of the city. The Bureau operates several core programs that include inspecting restaurants and other food facilities, hazardous waste facilities and monitoring water quality. It also provides educational opportunities for adult residents on how manage their asthma. Its array of programs make Long Beach a great place to live, work, and play.

Environmental Health Programs and Services



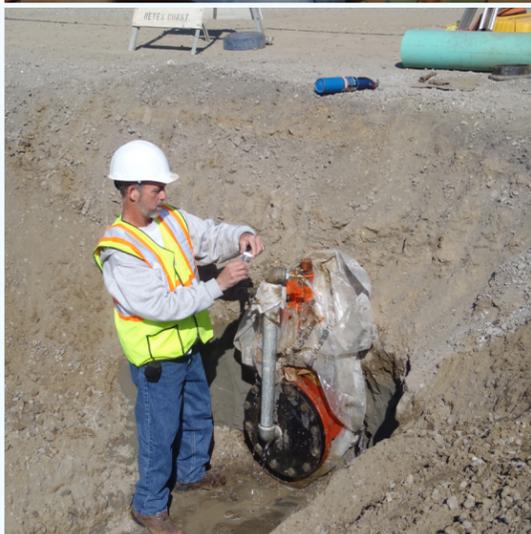
**Asthma Life Skills Academy for Adults (ALSAA)** is for adults living with asthma. The program provides in-home case management visits, techniques on reducing stress and community workshops on indoor and outdoor air quality.

**Community Asthma and Air Quality Resource Education (CAARE)** is a free asthma intervention program designed for adults and seniors with asthma. The program operates in three cities – Carson, Wilmington and Long Beach, and provides workshops to reduce and/or eliminate indoor/outdoor respiratory illness triggers.

**Food Facility Inspection Program** staff educate food employees on safe food handling and inspect food facilities for compliance with local and state food safety regulations.

**Lead Hazard Control Program**, funded by a grant from the US Department of Housing and Urban Development, provides funding to control or eliminate lead-based paint hazards in low income residential properties.

**Vector Control Program** treats and monitors sites known to breed insects that can transmit diseases harmful to humans. Staff continuously monitor various sites throughout the city, and respond to resident requests for assistance.



Environmental Health Programs and Services

**Noise Control Program** monitors compliance of the City's noise ordinance. This ordinance was developed to control the level of noise in a manner that promotes commerce, rest and relaxation, and the use and enjoyment of property and the environment.

**Tobacco Retail Program** ensures the compliance of retailers with obtaining City sales permits and compliance with local and state laws. The program encourages responsible tobacco retailing, provides education, and inspects for violation of state and local tobacco laws, specifically pertaining to sales to minors.

**Water Quality Program** involves the coordination of various systems to ensure water safety for both consumption and recreational use. Staff inspect pools/spas, septic systems, recycled-water systems, and water well installations in addition to beaches, and other sources of water throughout the city.

**Hazardous Materials Program** specialists perform routine and complaint-based inspections of hazardous materials sites, license hazardous waste generators and chemical handlers in the city and provide emergency response for hazardous material related incidents.



**HOUSING AUTHORITY of the City of Long Beach** The Housing Authority of the City of Long Beach (HACLB) provides an opportunity for income-eligible families to receive rental assistance. The program supports economically disadvantaged populations including targeted groups such as the homeless, those living with HIV+/AIDS persons with disabilities and homeless U.S. Veterans.

Core Housing Programs

 The **Housing Choice Voucher Program** offers low-income residents a housing assistance subsidy to rent a privately-owned residence. Income-eligible participants receive a voucher and must undergo a criminal background check and remain compliant with program requirements and the owner's lease agreement. In FY 2014, the U.S. Department of Housing and Urban Development allocated \$76 million to support nearly 21,000 Long Beach residents with monthly housing assistance payments. These funds represent a direct economic stimulus to owners of Long Beach properties in the form of revenue.

 **Veterans Affairs Supportive Housing (VASH)** is a federally mandated program that designates Housing Choice Vouchers specifically to aid U.S. homeless veterans to ensure they receive proper housing, case management and clinical services at the Veteran Affairs Administration of Long Beach. Working alongside the Long Beach Veteran Affairs Medical Center, HACLB has 691 VASH vouchers available to house homeless Veterans. This program has made a significant reduction in the number of homeless veterans within Long Beach.

**Project Based Vouchers** create an opportunity for the Housing Authority to support affordable Long Beach housing development projects. Currently, HACLB has set-aside housing assistance vouchers for three designated developments. These projects include: 1) the Palace Apartments for youth who are aged out of the foster care system, 2) a housing development venture at Cabrillo Gateway at Villages at Cabrillo for homeless families, and 3) the 21st and Long Beach Boulevard Senior Apartments for homeless seniors.

**VASH Project Based Vouchers** support the new housing development project, Anchor Place at Villages of Cabrillo with 75 VASH vouchers to house Veterans.

 **Family Self Sufficiency Program (FSS)** is designed for families receiving a Housing Choice Voucher to improve their economic situation and reduce their dependence on public assistance. FSS participants create a five-year plan that includes either employment or business development goals, and identifies their specific training or education needs. Staff work with the household to locate and arrange for the services they need to accomplish these goals. Additionally, participants experiencing an increase in their earned income become eligible for a FSS escrow account opened in their benefit. As families' earned income increases, the rental subsidy of the family decreases and the saving incurred by the Housing Authority from paying less of a subsidy is deposited into an escrow account on behalf of the family. FSS participants successfully completing the program receive the escrow funds along with any incurred interest to support their future goals.

 **Shelter Plus Care**, in conjunction with the Health Department's Continuum of Care Program, provides housing and supportive services on a long-term basis to chronically homeless persons with disabilities. Recipients of this program often suffer with serious mental illness, chronic problems with alcohol and/or drugs, and may have acquired immunodeficiency syndrome (AIDS) or other related diseases. Through this program, the chronically homeless disabled population receives the necessary clinical, housing and case management services to ensure their well-being.



Creating a healthy family home

*K. Smith joined the Family Self-Sufficiency (FSS) Program and made a five-year commitment to improve her family's future economic and social well-being. A single mother and recipient of Housing Choice Voucher assistance, K. Smith worked closely with Family Self-Sufficiency Program staff to develop a five-year Individual Training and Service Plan. Taking full advantage of the FSS Program, K. Smith obtained child care assistance with Children's Home Society, which allowed her to pursue her educational goals. She received both her GED and license as a Registered Dental Assistant. Upon graduating from the Family Self-Sufficiency Program, K. Smith had achieved her education goals, had a full-time job and received an escrow check for \$11,463. K. Smith credits her success to the Family Self Sufficiency Program. She lives in Long Beach with her family, enjoying the advantages of obtaining an education and having a savings account that will support her family's future well-being.*

-- K. Smith, 2014



Over the course of a year, HACLB, in partnership with over **2,600 Long Beach property owners** throughout the City, provides safe housing to **7,000 families**.



This represents nearly **21,000 people** who, on a monthly basis, have a permanent place to call home.



**Housing Opportunities for Persons with AIDS (HOPWA)** assists households where one or more persons are HIV positive or have AIDS. The program operates two rental assistance options. The HOPWA Tenant-Based Rental Assistance Program provides subsidies to rent a privately-owned residence and the HOPWA-Short Term Assistance provides low-income tenants with periodic assistance to help

pay for rent, utilities, one-time moving expenses, and includes up to one-year of housing case management. HIV positive clients must reside in Los Angeles County, and meet strict income eligibility along with various other program criteria. On a monthly average, the Housing Authority provides 40+ families with HOPWA Tenant-Based Rental Assistance and 14+ clients with HOPWA - Short Term Rental Assistance.

Five Clinics and a State of the Art Public Health Laboratory

The Physician Services Bureau consists of Clinical Services, the Laboratory Services Division, and the birth and death registry for the City of Long Beach. Under the supervision of the City Health Officer, Dr. Mitchell Kushner, clinical staff work together to prevent chronic and communicable diseases and disability in Long Beach. The Health Department operates a public health laboratory specializing in infectious disease and environmental testing.

The five clinics see about 20,400 clients annually.



These clinics are available to regional area residents and the business community. Clients visiting any of these clinics receive an on-site income assessment to determine if they are eligible for free, and/or low-cost services. Medical staff have a long-standing history of working with the Long Beach community, and create a welcoming and safe environment for all.

Clinics



**Family Planning Clinic** services include counseling and education, pre-pregnancy health education, laboratory tests, and use of contraceptive methods. The clinic also offers wellness exams for both low-income men and women to ensure reproductive health and disease prevention. Income eligible patients who provide required documentation may receive financial assistance.



**Tuberculosis Clinic** provides evaluation and treatment of latent tuberculosis (TB) infection and tuberculosis disease. Patients with a positive TB test will receive the necessary follow-up to address any health concerns. An inability to pay should not stop anyone from contacting the Health Department to receive TB services.



**Immunization Clinic** provides both adult and child vaccinations for a wide array of diseases. Their service are available on a fee scale and/or free based on income eligibility. Prior to flu season, free vaccinations are made available through community clinic events. Children, pregnant women and older adults are encouraged to obtain a flu vaccination.



**Human Immunodeficiency Virus/ Sexually Transmitted Infection Clinic (HIV/STI)** offers the HIV Care Coordination Program (HCC). With over 20 years of service, the HCC program includes medical services, health education, case management, treatment advocacy, and direct linkage to services for HIV positive patients. The clinic also provides anonymous and confidential HIV testing services on a walk-in basis. There is no fee for anonymous testing. However, there is a nominal fee for confidential and court-ordered HIV/STI testing. A mobile HIV testing unit also conducts community screenings throughout the year.



**Travel Clinic** provides disease prevention services for clients traveling to foreign countries where certain immunizations may be required or recommended. During the appointment, a travel nurse will review the itinerary and make recommendations for safe and healthy travel. An appointment is required. Clients pay a clinic service fee plus the costs of the vaccination and certificate.

**HCC Program available by appointment only.**

Public Health Laboratory



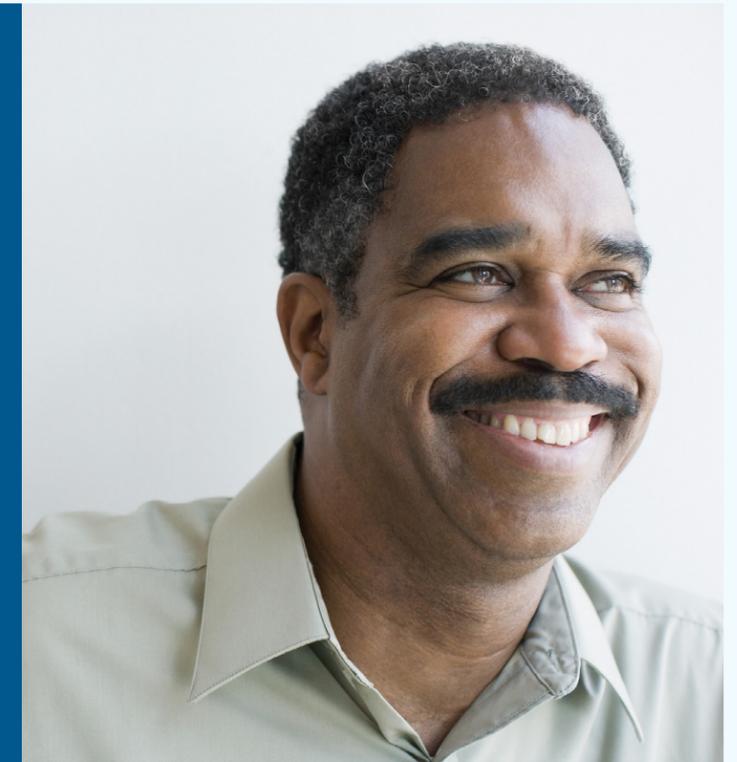
The Long Beach Public Health Laboratory is a Clinical Laboratory Improvement Amendments (CLIA) and American Industrial Hygiene Association (AIHA) certified laboratory.

**The only public health laboratory in the country to receive the Consumer Product Safety Commission (CPSC) accreditation on lead testing of painted surfaces.**

This laboratory is certified to examine an array of products that include water, air, soil, and paint in addition to consumer products. The laboratory is part of the California emergency response network.

The scope of programming available at the Health Department enables the laboratory to develop and implement testing services that meet the immediate and long-term needs of the community it serves. The Public Health Laboratory offers competitive pricing, uses innovative, state of the art technology and provides quality customer service. Interested parties should contact Laboratory Services for specific information.

*Michael was diagnosed with HIV in 2000. He has been living with HIV for 14 years and receiving medical care at the Health Department's HIV Clinic during this time period. Struggling with severe depression and anxiety, Michael requires intensive follow up to ensure adherence with his medical regimen. Working with Dr. Torno, a HIV/AIDS Specialty Care provider, and other clinical staff, Michael learned to manage his various health conditions. He is very grateful for the warm and professional services he has received. Living with HIV can be filled with stigma. However, Michael found an extended "family" at the Health Department. For 14 years Michael has walked into the clinic to receive not only medical care, but a warm welcome, great services, and an acknowledgment that he is connected to humanity. He has expressed his appreciation for all he has received. Michael's success mirrors the Health Department's commitment to quality services for all.*



Receiving great HIV medical care

Birth and Death Registry

The **Birth and Death Registry** maintains records for all babies born in Long Beach, and all deaths occurring in Long Beach for one-year from the date of birth or death. After the one-year mark has passed, these records can only be obtained from the Los Angeles County Recorder's Office.

**Physician Services Bureau staff believe in working closely with patients** to learn how to continuously enhance customer care. Patients care is highly regarded. Physician Services staff welcome the opportunity to be of service, and work with clients every day to improve their quality of life.



Living well by managing my diabetes

*Luz has a new way of living—being active and sharing about the benefits of maintaining a healthy weight. At age 59, Luz was pre-diabetic, did not exercise, was on a medication regimen and had little to no communication with her medical provider. Participating in the Diabetes Prevention and Management Program, Luz learned proper techniques to maintain a healthy weight, got into the habit of an exercise routine, was empowered to communicate effectively with her physician and became an advocate for healthy, active living with her family, friends and neighbors. During a three-month program follow up call, Luz shared the results of her new found health. Luz' glucose levels were lower, and her physician agreed to eliminate one medication and lower the dose of another after she advocated for herself. Her friends and family members continually ask her about her marvelous weight loss strategies, and she invites them to the Diabetes Prevention and Management Program.*

The Policy, Planning and Prevention Bureau houses the Nursing Services Division, Public Health Emergency Management, Epidemiology and Communicable Disease Control, and Quality Improvement and Strategic Planning. Together, they seek to optimize health and eliminate health disparities through high-quality prevention and education services at every stage of life.



706 annual home visitations with the Nurse Family Partnership



123 health care & allied professionals in the Medical Reserve Corps



Close to 5,000 clients annually with health coverage issues



Ability to administer up to 1,000 vaccinations per hour in a public health emergency

The Nursing Services Division (NSD) promotes the health and well-being of the most vulnerable populations: children, adolescents, families, and seniors. NSD program areas include:

- The **Black Infant Health (BIH) Program** offers culturally relevant education and social support

to address the disparities in maternal and birth outcomes for African American women.

- The **Childhood Lead Poisoning Prevention Program** aims to control and prevent housing and environmental conditions that can result in childhood lead poisoning.

- The **Maternal, Child and Adolescent Health Program** assists expecting mothers to obtain early and regular prenatal care, and remain free of harmful substances, and facilitates enrollment for parents and their children in health insurance plans. Additionally, the program provides breastfeeding education and support, car safety education, and referrals to maternal, child and adolescent related services.
- The **Child Health Disability Prevention Program** works with medical providers to ensure health assessments including the detection, prevention and access to care for low-income children with compromised developmental health and disability concerns.
- The **Diabetes Prevention and Management Program** is an American Diabetes Association Education Recognized Program. The program provides a six-week diabetes education and support course taught in English and Spanish, (Khmer translation available) with the overall goal of

improving the health of those individuals living with diabetes or prediabetes and their family members.

- The **Nurse Family Partnership** is an evidence-based model that uses public health nurses to improve pregnancy outcomes and maternal and child health through home visitation and intensive case management.
- The **Medi-Cal/ Health Access Program** works to reduce the number of uninsured individuals and families, and to improve the overall health of Long Beach by providing access to health care.
- The **Safe Sleep Program** works with parents and caregivers to prevent sudden infant death syndrome.
- **Senior Links** helps fragile and homebound seniors with home visitation referrals to personal and home care, meal delivery, transportation and fall prevention education. This outreach program is housed at the Long Beach Senior Center with the Department of Parks, Recreation and Marine.

*Linda's smile of accomplishment is a new feeling for her. A graduate of the Black Infant Health Program, Linda was 16-weeks pregnant when she joined the program. Dealing with depression, homelessness, physical and substance abuse, and having no source of income, Linda's outlook on life was quickly dimming, but her participation with the BIH Program was transformative. She received mental health counseling, supportive case management, prenatal care and health education and, most importantly, a place where she was safe and loved. Linda continues to be involved with the program. She's restored communication with her older children, is in the process of transitioning to permanent housing, and ultimately will deliver a healthy, full-term baby. Her smile and sense of self-advocacy were created through her participation in the Black Infant Health Program, a place where people discover their ability to create healthy families and become self-sufficient.*



Discovering my love for life

## Public Health Emergency Management

- Collaborates with local and regional agencies to ensure that the City and our community are well-prepared in the event of a natural or manmade disaster, disease outbreak, or bioterrorist attack
- Conducts trainings and exercises for the Health Department to ensure staff are ready to respond in cases of emergency
- Partners with the Long Beach Police and Fire Departments, Disaster Management, American Red Cross and other agencies in a coordinated disaster response effort
- Coordinates the Long Beach Medical Reserve Corps, consisting of 123 health care and allied professionals

## Epidemiology and Communicable Disease Control

- Epidemiology staff partners with hospitals, health providers, veterinarians, laboratories, schools, the community, and other government agencies to monitor, identify and respond to the occurrence of diseases. This program:
- Monitors the health status of the community;
  - Investigates communicable disease cases and provides follow-up calls and tracking to ensure patients are in treatment;
  - Investigates and controls disease outbreaks and links individuals to care, as needed.

## Quality Improvement and Strategic Planning

Through assessments, accreditation and continuous workforce development and learning, the entire Health Department is dedicated to addressing community health needs and improving the quality of life for all City residents. The development of the Strategic Plan and Community Health Improvement Plan demonstrates the Department's commitment to collaborate with the community and other partners to realize our mission and vision for the City.

## Community Health Improvement Plan Goals

The Community Health Improvement Plan (CHIP) is a long-term, systematic plan to address issues identified in the Community Health Assessment. The purpose of the CHIP is to describe how the Health Department and the community will work together to improve the health of the population in Long Beach. We share with you the CHIP goals.

### 1 Ensure

healthy active living by addressing preventable and treatable health conditions such as obesity, chronic diseases, mental health and increasing access to care.

### 2 Create

safe physical and social environments that promote good health.

### 3 Achieve

health equity, eliminating disparities, and improving the health of Long Beach residents.

## Facilities:

- Main Building
- Central Facilities Center
- West Facilities Center
- Center for Families and Youth/North Facilities Housing Authority
- Miller Family Health Education Center
- Multi-Service Center for the Homeless

## Women, Infants, and Children Sites:

- WIC
- Breastfeeding Information
  - Main Building
  - West Facilities Center
  - North WIC Center
  - St. Mary's Medical Center
  - Central Facilities Center

## Bureaus and Programs:

- Community Health Bureau
  - Healthy Active Long Beach
  - Homeless Services Division
  - Tobacco Education Program
  - WIC Program
- Environmental Health Bureau
  - Hazardous Materials
  - Noise Hotline
  - Restaurant Inspections
  - Vector Control
  - Beach Advisory & Closure Hotline
  - Community Asthma & Air Quality
  - Resource Education Program
- Housing Authority for the City of Long Beach
- Physician Services Bureau
  - Family Planning\*
  - HIV Care & Coordination\*
  - STD Services/HIV Testing\*
  - Travel Immunizations\*
  - Tuberculosis (TB) Testing\*
  - Tuberculosis (TB) Treatment Clinic\*
  - AIDS & STD Education
  - Vital Records
  - Public Health Laboratory
  - (Information Line for Travel Clinic)
- Policy, Planning and Prevention Bureau
  - Black Infant Health Program
  - Childhood Lead Poisoning Prevention
  - Diabetes Prevention and Management
  - Epidemiology & Communicable Disease Control
  - Medi-Cal/Health Insurance
  - Nursing Services Division
  - Public Health Field Nursing
  - Nurse Family Partnership
  - Public Health Emergency Management
- Public Health Infoline

- (562) 570-4000/ 2525 Grand Avenue (90815)
- (562) 570-4400/ 1133 Rhea Avenue (90806)
- (562) 570-4450/ 2125 Santa Fe Avenue (90810)
- (562) 570-3300/ 6301 Myrtle Avenue (90805)
- (562) 570-6985/ 521 E. 4th Street (90802)
- (562) 570-7987/ 3820 Cherry Avenue (90807)
- (562) 570-4500/ 1301 W. 12th Street (90813)

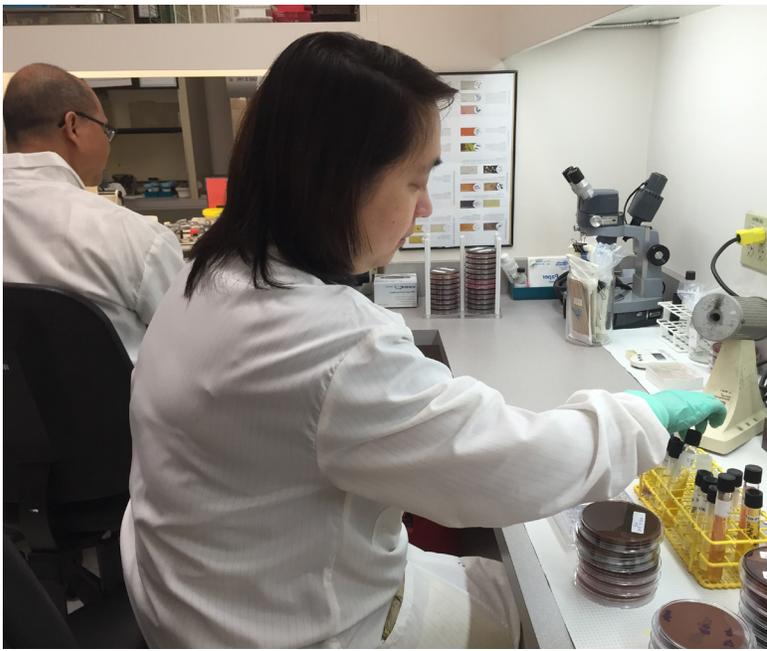
- (562) 570-4242
- (562) 570-4157
- 2525 Grand Avenue Long Beach, CA 90815
- 2125 Santa Fe Avenue Long Beach, CA 90810
- 5166 Atlantic Avenue Long Beach, CA 90813
- 1043 Elm Avenue Long Beach, CA 90813
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- (562) 570-4176
- (562) 570-4402
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- (562) 570-7950
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- (562) 570-4132
- (562) 570-4131
- (562) 570-4126
- (562) 570-4132
- (562) 570-4132
- (562) 570-4132
- (562) 570-4199
- (562) 570-4356
- (562) 570-4008
- (562) 570-6985

- (562) 570-4315\*
- (562) 570-7916
- (562) 570-4303
- (562) 570-4077
- (562) 570-7468

- (562) 570-4417
- (562) 570-8870
- (562) 570-7903
- (562) 570-4302
- (562) 570-7979
- (562) 570-4210
- (562) 570-4202
- (562) 570-4281
- (562) 570-4344
- (562) 570-4499
- (562) 570-4315

\*Please call this number for clinical services.



Long Beach Department of Health and Human Services  
2525 Grand Avenue  
Long Beach, CA 90815

