Following the City Council’s July 14, 2020 approval of a spending plan for the City’s $40.28 million Coronavirus Aid, Relief, and Economic Security (CARES) Act allocation, the City Manager coordinated a process to implement the 23 City Council-approved programs. The attached CARES Act 2020 – Community and Business Support Program Outcomes Data report summarizes the important work carried out under the CARES Act funding. The report is available on the City’s CARES Act website. These programs benefited those who live or work in Long Beach, including working families, individuals, businesses, business associations, arts groups, nonprofits, and community-based organizations. The assistance provided made a critical difference to those most vulnerable populations in the City.

Of the CARES Act Funding, $19.1 million was dedicated to the City’s direct COVID-19 response, and $20.1 million was allocated for business and community support programs designed to provide direct financial assistance and a variety of support services and programs to businesses, residents, and community organizations. The programs were targeted to the communities and businesses most affected by the impacts of COVID-19 and were designed to ensure equity considerations across the City’s hard-hit Latinx, Black, Cambodian, and other communities of color. In partnership with local nonprofit and community-based organizations, the City conducted significant outreach to these targeted communities.

In July 2020, City staff began the process to develop, implement, and monitor these City Council approved programs, several of which included multiple components. Time was of the essence in the delivery of these programs and services due to the economic, health, and employment impacts being experienced throughout Long Beach. The programs were developed and rolled out in record time. Some programs were operational as early as September 2020, with many of the business grants being committed by the end of September 2020.

If you have questions on any of the information in this report, please contact Assistant City manager Linda F. Tatum at linda.tatum@longbeach.gov or (562) 570-6916.
CARES ACT 2020

Community & Business Support

Program Outcomes Data
CARIES Act by the Numbers

- **Total Federal Award**: $40,280,494
- **Community Support**: $14,950,000
- **City Covid Response**: $19,130,494
- **Business Support**: $6,200,000
- **People Served**: 71,669

- **Number of Programs Approved by City Council**: 23
- **Businesses Supported**: 719
- **Nonprofits Supported**: 102
- **Contracts Awarded**: 250
- **Families & Children Supported**: 17,334
**PROCUREMENT EFFORTS**

**CONTRACTING OPPORTUNITIES MADE AVAILABLE**

- **18** RFPs Developed and Posted
- **38** Separate Bid Opportunities

**OUTREACH TO COMMUNITY VENDORS**

- **1,150** Calls Made
- **1,597** Emails Sent
- **56** Hours Spent on Outreach
- **1,772** Total People Contacted About Opportunities

**HOW THE CITY PROMOTED INCLUSIVE & EFFICIENT PROCUREMENT**

- Produced Online Procurement 101 video in English, Spanish and Khmer
- Simplified Request for Proposals (RFP) paperwork for easier vendor access
- Lowered insurance requirements to reduce barriers for vendors
- Conducted extensive outreach to local vendors in English and Spanish
- Dedicated staff to answer calls and emails to help vendors navigate PlanetBids procurement system
- Expedited contract and RFP processing timeframes
23 Council-Approved Programs

PROGRAM OVERVIEW

- Outdoor Dining
- Housing Conditions
- Food Insecurity and Meals
- Small Business and Non-Profit PPE
- Public Health Case Management Support
- Residents Open Streets Initiative
- Economic Inclusion Coordinator
- Digital Inclusion
- Older Adult Supports
- Economic Equity Study
- Small Business Transition and Recovery Budget
- Small Business Case Managers
- Small Needs
- Business Call Center
- Black Health Equity
- Non-Profit Relief
- Mental Health and Domestic Violence
- Grant to the Arts Community
- Early Childhood Supports
- Homeless Sheltering
- Youth Programming

CITY OF LONG BEACH

PROGRAM OVERVIEW

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT
The Food Security programs provided immediate food assistance to older adults and others impacted by COVID-19.

**Total Funding Amount**
$2,900,000

**Healthy Food Projects**
$473,412

**Healthy Market Conversions**
$144,000

**Food Pantries**
$90,000

**Food Provided at Food Distribution Events**
1.28M lbs

**Meal & Grocery Delivery Program**

- 11,359 grocery boxes delivered
- 74,260 prepared meals delivered
- 1,562 people served

**Food Provided at Food Distribution Events**

*These numbers include some projections for activities to be completed from April – May. Actual number will likely be higher than reported.*

**Community Support**

**Coronavirus Aid, Relief, and Economic Security Act**

**Testimonials**

"I just want to thank you again for the meals you are providing. I’m 67, single, and live alone at my house with my dogs. It’s been great to receive your meals, because that way I don’t have to risk going out to grocery stores."

- Customer from TGIS

“This program has saved my life. I do not know where I would be without it. You have kept us safe and I do not know I will ever be able to thank you or show my gratitude. You have done right by your elders.”

- LGBTQ Center participant
Funding provided safe and socially-distanced congregate shelter for people experiencing homelessness during the pandemic, and for the Project Homekey transitional housing acquisition.

### Testimonials

**Congregate Shelter Participant**

“I have been in and out of homelessness throughout my life; because of addiction and my disability. [The shelter] was nothing like I have ever experienced - it was safe, it was clean, and I was really surprised because I felt safe and the staff were really helpful.”

**Congregate Shelter Participant**

“The shelter helped me with my anxiety, and it helped me to find my housing options.”

### homeless sheltering

**Total Funding Amount**

$2,200,000

### Homeless Sheltering

**$1,236,325**

Leveraged to support Project Homekey Acquisition

**$872,675**

Congregate Shelter Operations

### Homeless sheltered individuals by race

- White (41)
- Black/African American (52)
- Asian (3)
- American Indian/Alaska Native (3)
- Native Hawaiian/Other Pacific Is. (3)
- Multiple Races (1)
- N/A (14)

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<th>Count</th>
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<td>Multiple Races</td>
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</tbody>
</table>

### Homeless sheltered individuals by ethnicity

- Non-Hispanic/Non-Latino (82)
- Hispanic/Latino (20)
- N/A (13)

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<td>N/A</td>
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</tbody>
</table>

### Project Homekey units

- 110 units
- 110 Project Homekey Participants housed

### People sheltered during the Covid-19 pandemic

- 103 units
- 115 individuals

### Community Support

**Coronavirus Aid, Relief, and Economic Security Act**
The Non-Profit Relief Fund awarded grants to organizations that served communities impacted by COVID-19.

**Non-Profit Direct Services Beneficiaries by Race**

- Hispanic/Latino (25965)
- African American/Black (2815)
- White/Caucasian (1145)
- Asian (3281)
- Samoan (100)
- Native American (47)
- Two or More Races (72)
- Cambodian (1875)
- Filipino (1079)
- Vietnamese (269)
- Chinese (39)
- Japanese (39)

**Non-Profit Direct Services Beneficiaries by Gender Identity**

- Female (16073)
- Male (5232)
- Transgender (16)
- Queer/Questioning (75)
- Other (2)

**Non-Profit Direct Services Beneficiaries by Zip Code**

- 29-43
- 44-64
- 65-324
- 325-734
- 735-1187
- 1188-1795
- 1796-5418

**Total Funding Amount**

$1,215,000

**Direct Services Grants**

16

**Operational Support Grants**

66

**Reimbursement Grants**

20

**Testimonials**

"It has given me great joy to see truly multicultural teaching and learning happen across color, gender, and cultural lines, not to mention spanning several generations. It is my sincere hope that city funds continue to enable more of these events to take place and continue making LGBTQ+ residents’ lives better in these unprecedented times."

-Maru Lozano

"During a time when I was feeling a little bit of hopelessness seeping into my consciousness, the Earthlodge Center offered, not only myself, but to our community a beacon of love and hope."

-Amber
The City’s Digital Inclusion Initiative strives to ensure that everyone in Long Beach has access and use of digital literacy training, the Internet and technology devices to be successful in society, democracy and the economy regardless of their background and identity.

**TOTAL FUNDING AMOUNT**

$1,060,000

**DIGITAL INCLUSION COMMUNITY OUTREACH PROGRAM**

- **Persons reached:** 21,101
- **Multilingual outreach materials distributed:** 18,611

**VIRTUAL DIGITAL LITERACY TRAINING PROGRAM**

- **People signed up:** 500

**DIGITAL INCLUSION RESOURCES HOTLINE**

- **Inquiries:** 2,433

**FREE INTERNET SERVICES AND COMPUTING DEVICES PROGRAM**

- **Hotspots distributed:** 1,093
- **Tablets and Chromebooks distributed:** 1,592

**RESIDENTS WHO RECEIVED FREE HOTSPOTS & COMPUTING DEVICES BY RACE/ETHNICITY**

- Latinx: 41%
- African American/Black: 19%
- Asian/Cambodian: 11%
- White: 27%
- Other/Mixed: 1%

**RESIDENTS WHO RECEIVED FREE HOTSPOTS & COMPUTING DEVICES BY ZIP CODE**

- 90805: 28%
- 90813: 28%
- 90806: 17%
- 90810: 9%
- 90804: 9%
- 90807: 3%
- 90814: 3%
- 90803: 2%
- 90815: 1%
- 90808: 1%

**TESTIMONIAL**

“Internet and the Surface (tablet) would be such a blessing during my search. I know that I will solidify employment as well as become more technologically savvy to add value to my skill set. I am more than hopeful about this opportunity. Thank you!”

- Long Beach Resident
TESTIMONIALS

An email from a caller to a Resource Navigator, "I’m not even sure where I got this number from, but I am so glad I called today! Thank you for all the great information!"
- Older adult
Long Beach resident

"Thank you for going above and beyond in providing me information! It makes me feel reassured that we have someone to reach out to."
- Long Beach resident

4,119 CALLERS SUPPORTED THROUGH THE LB RESOURCE LINE

21 PROVIDERS USED RESOURCE AND REFERRAL PLATFORM

TOP REASONS FOR CALLING THE LB RESOURCE LINE:

- Vaccine
- Food
- Rental Assistance
- Assistance
- Housing
- Medical Supplies
- Mental Health
- Childcare

LONG BEACH RESOURCE LINE USAGE BY ZIP CODE

LONG BEACH RESOURCE LINE CALLERS BY AGE GROUP

TOTAL FUNDING AMOUNT
$400,000

The Basic Needs program introduced the online resource and referral platform, Unite Us, to residents and service providers, and established the LB Resource Line to connect residents to resources - food, housing, medical supplies, mental health, childcare, and more.

BASIC NEEDS

COMMUNITY SUPPORT

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT
Early Childhood Supports Program ensured that young children, birth through age 8, and those who care for them, have the supports and tools needed to minimize the developmental and financial impact of Covid-19.

**Early Childhood Developmental Kits By Zip Code**

- 17,344 Children and Families Supported
- 327 Childcare Providers
- 10,000 Diaper Cream Tubes
- 10,000 Cans of Formula
- 815,000 Diapers
- 1.4M Wipes
- 1,950 Physical Activity Kits to Children
- 34,560 Hours of Early Care and Education

**Total Funding Amount**

- $1,000,000

**Child Care Providers Awarded**

- 157

**Provision of Diapers**

- $273,500 in Grants

**Provided Families of Young Children Access to Meet Their Digital Needs**

- 54 Children Received

**Community Support**

- Coronavirus Aid, Relief, and Economic Security Act

**Testimonials**

*I haven’t worked since last March... and unemployment barely covers rent so the formula and diapers help big time!*

- Father of infant and toddler

*I’ve been trying to give my son things to do and I’ve been trying new things. He’s only 2 years old and I asked his teacher for suggestions, but it’s really challenging. I don’t know what to do and where he should be, you know? That’s why I came here. I figured I could get more stuff to help with his development.*

- Parent of a toddler
The City provided resources for Older Adults sheltering at home including healthcare, food, & transportation.

**TOTAL FUNDING AMOUNT**

$500,000

**OLDER ADULTS SUPPORTS**

**TOTAL HOUSEHOLDS REACHED**

21,153

**CARE KITS DISTRIBUTED**

585

**CLIENTS SERVED PER 1,000 RESIDENTS**

- Cambodian
- Filipino
- White
- Other
- Two or More Races
- Hispanic/Latino
- Black/African American
- American Indian/Alaska Native

**PEOPLE SERVED BY AGE GROUP**

- 50-64
- 65-79
- 80+

**TESTIMONIALS**

“I know I need these products, but right now, I often find myself too nervous to go to the store to get them. Every trip to the store is a risk right now; thanks for taking that risk for us.”

-Mary, age 86, 90802

“This is just perfect; these types of items are the last things I get to buy after money is spent on bills, food, medicine, and housing. There often isn’t enough left over. Thank you, this helps more than you know.”

-Janet, age 72, 90802

**OLDER ADULTS SUPPORTS PROGRAM RECIPIENTS BY ZIP CODE**

0-1.01%
1.02-1.48%
1.49-2.07%
2.08-5.60%
5.61-10.69%
10.70-15.44%
15.45-19.68%

**COMmunity support**

**CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT**
The City made repairs to homes in COVID-19 impacted areas to stop the spread.

**Housing Conditions Improvement**

The City made repairs to homes in COVID-19 impacted areas to stop the spread.

**Total Funding Amount**

$500,000

**Program Beneficiaries by Race**

- 55.9% Cambodian
- 40.1% African American/Black
- 2.6% Hispanic/Latino
- 1.3% White/Caucasian

**Program Beneficiaries by Gender Identity**

- 53.5% Female
- 46.4% Male

**Program Beneficiaries by Zip Code**

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**Testimonials**

- "Great program! I'm able to move with ease because of the new flooring." - Clark 90805
- "Estaba enfermo con covid antes y me siento mejor con el piso nuevo, no acumula polvo y puedo respirar." - Rodolfo 90813

**Housing Conditions Improvements by Age of Individual or Household Representative**

- under 18: 5%
- 18-29: 4%
- 30-49: 24%
- 50-64: 40%
- 65-79: 10%
- 80+: 0%

**65 Households Served**

**155 Residents Received Home Repairs**

**Community Support**

**Coronavirus Aid, Relief, and Economic Security Act**
This program provided educational resources, outreach, and health support to mitigate the spread of COVID-19 among Black residents. The total funding amount was $1,000,000.

$330,345
GIVEN FOR DIRECT RELIEF AND RESOURCES

Grants to Support Majority Black Serving Nonprofits and Small Businesses

Access to mental health care

Health Education and Outreach

Coordinate the Black Health Equity Collaborative

“I’m so grateful for Black Health Equity grants. With my grant I can support my community while keeping my business alive during this pandemic.”
- Ashley Dawkins of The Swazi Shop

TESTIMONIAL
TESTIMONIAL

“Tanya is a 36 year-old mother of two, who was required by DCFS to participate in a domestic violence group for survivors...Tanya reported that even though her mandated course is almost complete she would like to continue with the group to deepen her learning and connection with others.”
- Jewish Family & Children’s Services

Mental Health Campaign estimated to make 1.7M impressions in Long Beach area

DOMESTIC VIOLENCE SERVICE USE BY RACE
- Hispanic/Latino
- African American/Black
- White/Caucasian
- Cambodian
- Other Asian/Pacific Islander
- Other

Mental Health & Domestic Violence

The City partnered with local agencies to provide access to mental health and domestic violence prevention support

TOTAL FUNDING AMOUNT
$380,000

Improve Access to Mental Health Treatment

Administer Domestic Violence Direct Service Grants

484 PERSONS RECEIVED DOMESTIC VIOLENCE SERVICES

399 CHILDREN PARTICIPATED IN VIRTUAL MENTAL HEALTH TREATMENT

Break down the barriers to mental health. Reach out for support and learn more at longbeach.gov/mentalhealthmatters

Mental Health Access Line: 1-800-854-7771

YOU HAVE THE POWER TO FEEL BETTER.

MENTAL HEALTH STRUGGLES DON’T DEFINE US.

There are many things that make you who you are. If you’re experiencing signs of mental health struggles, remember, you are not alone.

COMMUNITY SUPPORT

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT

PERSONS RECEIVED DOMESTIC VIOLENCE SERVICES

CHILDREN PARTICIPATED IN VIRTUAL MENTAL HEALTH TREATMENT
A joint effort by the City’s Health & Human Services Department and Parks, Recreation, and Marine Department provided peer navigation, support services, virtual enrichment and mentorship for youth and young adults, ages 10-24.

YOUTH LEADERSHIP

YOUTH SERVED BY RACE

- Hispanic/Latino (1029)
- African American/Black (811)
- White/Caucasian (129)
- Asian/Pacific Is. (285)
- Two or More Races (272)
- Cambodian (214)
- Filipino (25)
- Samoan (17)
- Other (27)

YOUTH SERVED BY GENDER IDENTITY

- Female: 44.8%
- Male: 52.8%
- Queer/Questioning: 1.7%
- Transgender: 0.7%

PEER AND MENTOR CONNECTION

2,994 YOUTH SERVED
(INCLUDES DUPLICATES)

COMMUNITY SUPPORT

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT

TOTAL FUNDING AMOUNT

$200,000

TESTIMONIALS

“...it opened up my eyes on what I was struggling with and how I can fix it. Everybody was kind and made me feel like I wasn’t alone.”
- Marina,
Project Bloom

“The partnership with LBUSD school counselors and administrators were vital to help focus on the students that have been struggling during virtual learning academically and social emotionally.”
- Long Beach Better Learning For All Students Today (BLAST)
The City’s Parks, Recreation & Marine Department offered innovative youth programming and resources, including community learning hubs to facilitate on-line instruction and after-school recreational activities.

**CHILDREN AND YOUTH SERVED**

- **2,179** at mobile recess sites
- **661** at learning hubs
- **3,869** K-8th grade students served
- **1,029** through virtual after-school help

**TOTAL FUNDING AMOUNT**

$1,300,000

**COMMUNITY SUPPORT**

**CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT**

**TESTIMONIAL**

I would like to thank you and your staff for continuing to run the Houghton Community Learning Hub program safely and smoothly. Because of the program and your staff, I am able to continue working and my daughter is able to continue school safely online.

-Ivy Walker (Mother)
The City provided direct funding to large art organizations. Smaller organizations and artists applied for grants through the Arts Council for Long Beach.

<table>
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<th>GRANTS TO THE ARTS COMMUNITY</th>
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<tr>
<td><strong>TOTAL FUNDING AMOUNT</strong></td>
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<td><strong>GRANTS AWARDED TOTALING</strong></td>
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<td><strong>STAFF RETAINED IN ARTS ORGANIZATIONS</strong></td>
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<td><strong>MULTILINGUAL EVENTS &amp; PERFORMANCES</strong></td>
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<td><strong>MICROGRANTS TO ARTISTS &amp; ARTS ORGANIZATIONS</strong></td>
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<tr>
<td><strong>MULTILINGUAL EVENTS &amp; PERFORMANCES</strong></td>
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</table>
The City partnered with Business Improvement Districts (BIDS) to strengthen small businesses and revitalize commercial corridors within select service areas.

**BID GRANTS PROGRAM**

**TOTAL FUNDING AMOUNT**

$1,000,000

- **Provided PPE**
- **62 BUSINESSES SUPPORTED BY “FLASH EVENTS”**
- **Supported Outdoor Parklets**
- **Sanitization and cleaning services**
- **100+ PROMOTIONAL VIDEOS CREATED FOR RESTAURANTS AND HOTELS**
- **OUTREACH & COORDINATION TO 5,000+ BUSINESSES**
- **202 BUSINESSES AWARDED**
- **$412,350 IN GRANTS**
- **BUSINESSES AWARDED**
- **5,000+ BUSINESSES SUPPORTED BY “FLASH EVENTS”**
- **62 BUSINESSES SUPPORTED BY “FLASH EVENTS”**
- **202 BUSINESSES AWARDED**
- **$412,350 IN GRANTS**
- **BUSINESSES SUPPORTED BY “FLASH EVENTS”**
- **OUTREACH & COORDINATION TO 5,000+ BUSINESSES**

**TESTIMONIAL**

“If Bixby Knolls Business Improvement Association had not received the CARES funds when we did, we would have seen many more business closures than we did. We were fortunate to have avoided a major "crash" within our district and we are now working to build the local economy back up and keep Bixby Knolls healthy and vibrant...”

– Blair Cohn, Executive Director
We must intentionally apply an equity lens as we develop and implement digital inclusion strategies. This will allow us to address the root causes, institutional and systemic barriers that are perpetuating digital inequities.

-Economic and Digital Inclusion Program Manager
The City strategically prepared for economic recovery by conducting research to understand COVID-19 economic impact, trends, retention, and recovery measures.

ECONOMIC TREND ANALYSIS

ECONOMIC IMPACT ANALYSIS

CSULB SMALL BUSINESS SURVEY

RESTAURANT RETENTION STRATEGY

INTERVIEWS WITH LATINX, AFRICAN AMERICAN, CAMBODIAN, API, REENTRY WORKERS AND BUSINESS OWNERS

INDEX OF INITIAL UNEMPLOYMENT CLAIMS (BASE: JAN 2020)

UNEMPLOYMENT CLAIMS PER HOUSEHOLD BY ZIP CODE
(DEC 2020 - FEB 2021)

HIGHEST RATE

LOWEST RATE

COVID-19 CASES PER 100,000 BY ZIP CODE
(MAR 2020 - FEB 2021)

HIGHEST RATE

LOWEST RATE

TOTAL FUNDING AMOUNT
$200,000

The City of Long Beach

TESTIMONIALS

"Because they're, you know, the only employable skills they had was bartending or serving. And those jobs aren't really available right now."
- Carlos Gacharna

"I particularly am the founder of a space called play nice long beach. And it's a creative studio art gallery, and we host pop ups, probably about three a week, prior to COVID. So a lot of those events are will be, you know, hired (out) to provide video services as well."
- Ryan Hoyle
**OPEN STREETS**

The City’s Open Streets Initiative repurposes public space for dining, customer queuing, and vehicle loadings

**TOTAL FUNDING AMOUNT**

$300,000

**PARKLET PROGRAM**

<table>
<thead>
<tr>
<th>STREET CLOSURES</th>
<th>RESIDENTIAL STREET CLOSURES</th>
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<tbody>
<tr>
<td>2</td>
<td>15</td>
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</table>

**OUTDOOR ACTIVITY PERMITS ISSUED**

97

**PARKET PERMITS ISSUED BY ZIP CODE**

- **90807**
- **90805**
- **90802**
- **90808**
- **90806**
- **90810**
- **90813**
- **90804**
- **90808**
- **90815**
- **90804**
- **90803**

**COMMUNITY SUPPORT**

**TESTIMONIALS**

“I do think (the temporary parklets) have revived this part of town. We have the best weather in the world. The more outdoor seating you can do the better. We need to take advantage of that.”

– Nicky and Jimmy Loisidas, George’s Greek Café

“This has been truly our savior these parklets. If we are allowed to keep them the long term, we’ll put money behind it, and do it the proper way, and make sure it only adds charm to our beautiful city.”

– George Mlouh, Niko’

**CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT**
TESTIMONIAL

“The Outdoor Dining Grant program has been a great help during these unprecedented times. It allowed us to furnish and expand our outdoor dining areas in a way that our Guests still enjoyed their experience. This pandemic affected businesses, restaurants specifically, in ways that no one could have ever imagined. We would like to commend the city for this program, the Open Streets Initiative, and their approach to finding solutions for all impacted.”

–Michael King
King’s Seafood

OUTDOOR DINING

The City supported small businesses to help offset costs associated with operating outdoors.

144 GRANTS PAID UP TO $10,000

$1,054,735 FUNDING AWARDED TO SMALL BUSINESS OWNERS

174 BUSINESS APPLICANTS

TOTAL FUNDING AMOUNT $1,095,000

FUNDING AWARDED BY INDUSTRY

- Restaurants: 86%
- Bars, Breweries: 9%
- Cafes: 5%

INDUSTRIES AWARDED GRANTS

$1,054,735 TOTAL FUNDING AMOUNT

Restaurants 86%
Bars, Breweries 9%
Cafes 5%

BUSINESS APPLICANTS

- Restaurants: 144
- Bars, Breweries: 15
- Cafes: 5

INDUSTRIES AWARDED GRANTS

- Restaurants
- Bars, Breweries
- Cafes

COMMUNITY SUPPORT

CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY ACT
BizCare pop-ups were equipped with PPE, laptops, wireless internet devices, printers and scanners to assist business owners in applying for grants.

**TOTAL FUNDING AMOUNT**
- BIZ CARE: $150,000
- CALL CENTER: $150,000

**CALL CENTER & POPUP**

- **4,511** CALLS RECEIVED FROM BUSINESS OWNERS, WORKERS, RESIDENTS
- **476** SMALL BUSINESSES SERVED
- **592** EMAIL RESPONSES

**TOP INFORMATION REQUESTS:**
- Small Business Grants
- Updated Health Order inquiries
- COVID-19 Resources

**TRANSLATION SERVICES**
- English, Khmer, and Spanish

**City Grant Opportunities**

**Grant Document Support**

**Grant Submission Support**

**“Santos Matadama, owner of SEM Computers came to the popup to add his bank information to his California Grant application. He was assisted by popup staff to upload the missing information, as well as answer any questions that he had regarding his application.”**

- Call Center Employee

**TESTIMONIAL**

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