



Emergency Shelter FAQ



What is an Emergency Shelter?

Emergency Shelters are facilities that provide temporary living quarters for people experiencing homelessness.



Where is the new Emergency Shelter located?

The shelter is located at 702 W. Anaheim St.



How was the warehouse at 702 W. Anaheim St. selected as a site to host an Emergency Shelter?

The City looked at available facilities within Long Beach with minimal impact to the surrounding community, and this location was identified based on the space and features available to meet the needs. This location was also used several years ago as a Winter Shelter site.

The site has the capacity to serve more than 85 people at any given time.

The site is currently available to support this function.



How long will the Emergency Shelter at 702 W. Anaheim St. operate?

The Emergency Shelter's use at this time is for a three-month period, from April 28, 2023, through July 28, 2023, with the option for additional services on this site in the future. A separate outreach process would occur regarding any future use of the site.



Will people at the shelter come and go throughout the day?

The City will provide a shuttle bus service from the City's Multi-Service Center during the initial three-month time period. Shelter participants will utilize transportation services for coming and going from the site. If people have a preapproved destination or need for accommodation, they may leave on their own to attend to their commitments.

The shelter will be staffed and supervised on a 24/7 basis, with security on-site to ensure the safety of the facility and its operations, as well as safe passage for City staff and shelter participants.



How can people access the Emergency Shelter?

Those interested in participating in the Emergency Shelter program will need a referral from the Multi-Service Center (MSC). No walk-ups will be allowed.

The Mobile Access Center (MAC) will also serve as a point of entry, with connections to transportation services available for those needing to reach the MSC.

Shelter participants can access the Emergency Shelter via the shuttle bus, which will make daily pick-ups at the MSC, located at 1301 W. 12th St. in the mornings and will return people to the shelter in the evenings.



What services does the shelter offer?

- Housing-focused case management and screening for housing programs
- Referrals to year-round shelter programs
- Three meals per day
- On-site showers and restrooms
- Enclosed outdoor area
- Space for service animals and pets under 30 pounds
- Assistance obtaining identification and documents
- Connections to mental health resources



Who will operate the program?

The Long Beach Department of Health and Human Services and Los Angeles Homeless Services Authority (LAHSA) are contracting with First to Serve Outreach Ministries, a nonprofit organization, to provide the day-to-day shelter operations.



Does Long Beach have other shelters in the city?

The City of Long Beach also offers other shelter beds both through municipal shelters and beds provided by its non-profit partners. There are approximately 1,300 beds across Long Beach provided by both the City and its partners. An overview of the various options is available at longbeach.gov/homelessness/homeless-services.



How can I learn more?

For more information about the City's homelessness emergency response efforts, including how you can get involved, visit longbeach.gov/homelessness.

People experiencing homelessness can call 562-570-4500 for more information about the shelter and text HOME to 99411 to receive up to date notifications about available services.