



# Resources Available for Addressing Issues Related to Homelessness

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## **Q: What should I do if someone asks for help?**

A: If it is a health or safety emergency, let them know that you can call 9-1-1 on their behalf. If it is not an emergency, engage the person in conversation. If the person tells you they are experiencing homelessness, encourage them to reach out for assistance by visiting the Multi-Service Center (MSC), located at 1301 W. 12th St., or by calling (562) 570-4500.

## **Q: What should I do if someone looks like they need medical support or mental health support?**

A: If you see someone who is unresponsive or appears to be having a medical or mental health crisis and needs immediate help, call 9-1-1. If the person is not in an immediate crisis or emergency, request the City's specialized Restorative Engagement to Achieve Collective Health (REACH) teams at (562) 570-4MSC.

## **Q: What do I do if someone who appears to be experiencing homelessness is on my property?**

A: If any person is trespassing on your property, you may call the City's non-emergency phone tree at 562.435.6711 or 9-1-1 for emergencies.

## **Q: If I see an encampment, should I contact someone about it?**

A: You can report encampments through [HomelessServices@LongBeach.gov](mailto:HomelessServices@LongBeach.gov) or by calling 562.570.4MSC (4672). When calling, ensure that you have information about the location of the encampment.

## **Q: What should I do if someone is sleeping outside of my business or in the doorway of my business?**

A: If the person has been sleeping in front of your business for multiple nights, you can request outreach services through [HomelessServices@LongBeach.gov](mailto:HomelessServices@LongBeach.gov) or by calling (562) 570-4672 (4MSC).

## **Q: What should I do if I witness a crime by or against someone who appears to be experiencing homelessness?**

A: We encourage you to "See Something, Say Something!" and report any suspicious activity by calling the City's non-emergency phone tree at 562.435.6711 or 9-1-1 for emergencies.