

Culver City provides hope for chronically unhoused

Overview

- Finding shelter and services for the chronically unhoused is a priority in Culver City, California.
- Project Homekey creates placement opportunities for interim and permanent housing.
- To deliver internet connectivity at two converted motels, the city reached out to Spectrum Business®.

Outcomes

- Both locations now enjoy high bandwidth availability using Dedicated Fiber Internet circuits.
- High speed WiFi and security cameras support tenants via Managed Network Edge.
- For voice service, tenants use Unified Communications with RingCentral.

Why it matters

- Faster connectivity helps residents manage critical needs online.
- Reliable WiFi and security cameras enhance peace of mind.
- Cloud-based voice communications offer staff and residents flexibility to work anywhere.

Culver City and Exodus Recovery create safe housing using Spectrum Business solutions

In Culver City, California, people who lived on the streets not long ago now know a degree of stability and normalcy because of a dedicated housing program.

Two shuttered motels were converted into more than 70 independent housing units which offer key wraparound services like meals, healthcare and case management services. Also included are internet connectivity, television, security cameras, WiFi and voice services, acquired by the city in partnership with the non-profit agency Exodus Recovery.

"Some of these people have been on the streets 10-15 years," says Vanessa Schneider, Vice President of Housing & Enhanced Services for Exodus Recovery. "Just taking hot showers or being able to come home and cook for yourself is a way of living they never had before."

Making a fresh start

Project Homekey is a California housing initiative repurposing shuttered motels into opportunities for people who have been chronically unhoused.

In Culver City, part of greater Los Angeles, the conversion of two adjacent motel properties began in late 2022. One of the sites provides 38 units of interim housing for Culver City's chronically unhoused population. The other site provides 35 units of permanent supportive housing for Culver City's most vulnerable unhoused population.



Tenants at Culver City's Project Homekey locations enjoy robust WiFi coverage whether they are in their unit or relaxing outside, supported by Managed Network Edge.

Customer profile

Culver CITY

Company

Culver City Project Homekey Interim and Permanent Supportive Housing

Industry

Local Government

Services

Dedicated Fiber Internet
Fiber Connect Plus TV
Managed Network Edge with WiFi and Cameras
Unified Communications with RingCentral

CASE STUDY Culver City provides hope for chronically unhoused

Residents who live on the Permanent Supportive Housing site pay an affordable rent.

To give the new units fast internet connectivity, with a service-level agreement guaranteeing 100% uptime, Spectrum Business was brought in during the construction phase. Spectrum Business technicians and engineers installed a [Dedicated Fiber Internet](#) circuit at each site.

"Culver City is trying to help its unhoused community in a very holistic way, by offering different services designed to reach as many people as possible," says Christina Stoffers-Himmelman, Management Analyst for the city's Housing and Human Services department.

The need for WiFi

That fiber connectivity feeds ample WiFi coverage across both locations. "It's important for them to be able to connect with other people through social media," Schneider notes. "It also matters when applying for jobs, or when taking online courses."

Seamless WiFi coverage is accomplished with switches and access points installed in strategic areas by Spectrum Business engineers. WiFi is controlled at each location using [Managed Network Edge](#) platforms.

The platforms are also connected to dozens of security cameras onsite, installed inside and out. Schneider

"There is nothing more rewarding than seeing a person go into a home and know they are not going to have to worry about where they are going to sleep at night."

– Vanessa Schneider, Vice President of Housing and Enhanced Services, Exodus Recovery

notes this is valued by the residents for enhancing safety; her staff can cycle through dozens of camera feeds over the cloud via mobile devices.

A degree of comfort

One major concern behind Project Homekey is to create safe indoor spaces people want to be in. To that end, each converted motel unit has individual television and voice communications. "The objective of Project Homekey is to provide a safe haven for folks to just feel normal again," Stoffers-Himmelman says.

At the Culver City locations, ready access to news and entertainment is enhanced at each unit with a 36-inch flat screen HDTV screening [Fiber Connect Plus TV](#) programming content.

Just as critical to developing that sense of community connectedness is access to reliable voice communications. Seamless access to cloud-based communications is individually installed and maintained in every unit by Spectrum Business with [Unified Communications with RingCentral](#).

Schneider notes residents have access to onsite emotional as well as medical support at the Project Homekey locations; this is often supplemented by telehealth services. The communications platform is also useful for conducting job interviews, attending online video conferences and working from a mobile device.

Building a path to hope

The Culver City Project Homekey locations see 90% occupancy rates and have received numerous civic awards. Other sites are now being built and planned around the same concept.

"From the city perspective, Project Homekey is doing exceptionally well, getting a lot of chronically unhoused residents off the streets," Stoffers-Himmelman explains. "We can also see that the people being helped are doing really well, too."



A Dedicated Fiber Internet circuit installed at each Culver City location provides Project Homekey residents with the bandwidth and signal speed they need to work and live.

With Spectrum Business, the city and Exodus Recovery have a single provider to bundle their key networking, connectivity and communications needs.

"This was crucial for why Culver City went with us for this project," says Andrew Gelua, Major Account Manager, Spectrum Business. "We were able to help streamline construction, service installation and configuration, operations and support. And it all came together to serve a wonderful mission."

"Having services like the wall of video feeds provided by Managed Network Edge is very helpful to us. The support from Spectrum Business has made a meaningful difference throughout the process."

– Christina Stoffers-Himmelman, Management Analyst, City of Culver City

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