



ADDRESSING THE HOMELESS IN THE CITY OF BURBANK INFORMATION SHEET

The City of Burbank is committed to finding solutions that will address the ongoing systemic social issues of homelessness that impact the quality of life for all. By working together with local service providers, the County/City of Los Angeles, public/quasi-public entities, businesses, and Burbank citizens, the City can effectively address homelessness through action-oriented solutions.

What is the City of Burbank doing to help the homeless?

Homelessness is never solved by one entity; therefore, City departments continue to work together with local nonprofits, the business community, and faith-based/charitable organizations to deliver services and find solutions to homelessness. Historically, the City has demonstrated its support in delivering services to the most vulnerable individuals and families. In partnership with a number of experienced service organizations, the City has been able to create housing and public services with the use of federal funds from Community Development Block Grant (CDBG) and HOME Investment Partnership Programs.

It is important that the City play a critical role in helping service providers plan programs and services in addition to providing financial resources. Solving homelessness will take a multitude of fully engaged organizers. The following are a few examples of measured investments that have created a positive return for Burbank. However, much more is needed in order to address the increasing number of homeless in Burbank and their service needs.

Creating long-term solutions

- Recurring monthly meetings by the Landlord Tenant Commission (established by the City Council in 1980). The Commission works to prevent homelessness by minimizing evictions and unjust rent increases through conflict mediation between tenants and landlords.
- The expansion of affordable housing in the Burbank community for low-and moderate-income households including special needs populations such as the disabled, large families, single parent households, seniors, victims of domestic violence, homeless families, and homeless veterans.
- A Continuum of Care Grant award of 20 Permanent Supportive Housing Vouchers dedicated to chronically homeless persons. The Burbank Housing Authority will administer the vouchers and coordinate the delivery of supportive services through local non-profit entities

Leveraging the City's public resources in support of homeless projects and programs

- Yearly participation in the Regional Winter Shelter Program (December 1 – March 1) by providing one-time financial contributions up to \$20,000, providing accessibility to transportation for those wanting to use the shelter, and community outreach.
- An Interagency Agreement with the Housing Authority of the County of Los Angeles for a Veterans Affairs Supportive Housing Program.
- A multi-partner agreement between, the City of Burbank, Ascencia and the United Way of Greater Los Angeles to employ a full-time Homeless Services Liaison to coordinate and direct services to homeless residents and field community concerns regarding homelessness in Burbank.

Providing comprehensive supportive services

- A year-round Burbank Street Outreach Program through Ascencia.
- A partnership with Family Service Agency of Burbank for clinical counseling to homeless families with children, youth/ young adults, as well as assistance to victims of domestic violence.



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- An ongoing partnership with Family Promise of the Verdugos aimed at providing temporary shelter and supportive services to families that are “situationally” homeless. Family Promise of the Verdugos mobilizes community resources to assist participants with employment and housing.
- Personal development opportunities to the homeless and those at risk of homelessness through the Burbank Workforce Center and Burbank Community Based Development Organizations.
- Fair Housing Counseling services to aid in the prevention of homelessness. Housing counseling services include investigating allegations and complaints regarding unfair housing practices, counseling and referrals to other agencies.
- An ongoing partnership with Burbank Temporary Aid Center providing services for low-income individuals and families including those who are homeless such as food, showers, job training, job creation, laundry facilities, and case management.
- Library staff working closely with BTAC, Ascencia and Family Services Agency to refer people in need of services. Because many people experiencing homelessness spend extended time in libraries, staff may have the opportunity to build relationships that help people resistant to services ultimately accept help.
- Burbank police officers have received formal training in commonly encountered mental illnesses. Complimenting the patrol function is the Department Mental Health Evaluation Team (MHET). MHET is a co-response model comprised of a psychiatric social worker, who is paired with a sworn police officer. The MHET is deployed four days a week, and frequently responds to patrol requests to deal with mentally ill subjects, many of whom are homeless. Burbank police officers routinely attempt to connect homeless individuals with appropriate community services such as counseling, food, medical treatment, etc.

How can I help someone who is homeless in my community?

The needs of the homeless can vary and some are more complex than others; therefore, the City has created a comprehensive list of services available in the community Burbank Homeless Service Directory. This information can be shared with anyone in need of support. Further, there are many organizations in Burbank at the forefront of the homeless issue who appreciate homeless referrals and community support. These agencies include:

- Burbank Temporary Aid Center (BTAC) provides services for low-income individuals and families including those who are homeless such as food, showers, laundry facilities, job training and job creation, and use of their mailing address.
[Address: 1304 W. Burbank Blvd., Burbank, CA 91506](#)
[Phone: 818.848.2822](#)
[Website: http://www.burbanktemporaryaidcenter.org/](http://www.burbanktemporaryaidcenter.org/)
- Burbank Street Outreach Program provides mobile case management services with homeless residing in Burbank. The outreach team will engage homeless to inform them of services available to them. Case management services can include an intake, assessment of needs, and delivery of services to the homeless.
[Address: Mobile Team](#)
[Phone: 818.254.5885](#)
- Burbank Homeless Services Liaison (Natalis Ng) is responsible for coordinating services and programs citywide with local non-profits, coordinating resources with Los Angeles County and City public entities, responding to City intra-departmental programs and homeless related issues, directing services to homeless residents, and fielding community concerns regarding homelessness in Burbank.
[Address: 150 N. Third Street, Burbank, CA 91502](#)
[Phone: 818.626.0518](#)
[E-mail: nng@ascenciaca.org](mailto:nng@ascenciaca.org)



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How can I help someone who is homeless in my community?

- Ascencia provides Burbank homeless with emergency & transitional housing, permanent supportive housing, case management, supportive and access center services such as showers, laundry facilities, advocacy, employment and referral services for mental health, addiction treatment and veteran services.
Address: 1851 Tyburn Street, Glendale, CA 91204
Phone: 818.846.7900
Website: <https://www.ascenciaca.org/>
- Family Promise of the Verdugos provides temporary shelter and supportive services to families that are “situationally” homeless. PO Box 1307, Burbank, CA 91507
Address: (No physical address available)
Phone: 818.847.1547
Website: <http://familypromiseverdugos.org/>
- Burbank Police Department Mental Health Evaluation Team (MHET) is a co-response model comprised of a psychiatric social worker, who is paired with a sworn police officer. The MHET is deployed four days a week, and frequently responds to patrol requests to deal with mentally ill subjects, many of whom are homeless.
Address: 200 N. Third Street, Burbank, CA 91502
Phone: 818.238.3000

Can I volunteer to help the homeless in my community?

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Many non-profit organizations welcome volunteers' help to assist the homeless in the community. Below are two organizations with which you can inquire:

- Burbank Temporary Aid Center (BTAC) volunteer opportunities:
- Ascencia volunteer opportunities
- Family Promise of the Verdugos volunteer opportunities

Where are meals being provided to the homeless individuals and families in Burbank?

- Burbank Temporary Aid Center (BTAC) Programs that include groceries for low-income or homeless individuals and families.
- The Lord's Kitchen at:
 - Emmanuel Church
 - First Presbyterian Church of Burbank