

## **Burbank Community Meetings (November 4 and 10, 2021)**

### **Questions and Answers**

#### **Engagement**

**Q: What's being done to help those who are unsheltered? How can the community help?**

A: There are many efforts toward helping individuals experiencing unsheltered homelessness in Burbank. The City has specific street outreach services that usually do the first interface with homeless persons within our community. Outreach services are provided by StreetPlus, and they can be reached at 818-397-3798. Additionally, we have community partners that assist with housing and homeless services in a variety of ways.

The City is at the end of a three-year Homelessness Plan and is in the process of creating and implementing a new five-year plan that focuses on the root causes of homelessness and how Burbank can address those causes. [To learn more about our efforts and how the community can help, please visit us here.](#)

**Q: At this time, in Burbank, do we have to turn anyone away who is actively looking for shelter? If so, what happens in that situation?**

A: When a person in need seeks shelter, Burbank navigates the Los Angeles County's Coordinated Entry System to gain access to available interim housing units/beds serving our area. The lack of available units/beds will sometimes prolong a person's unhoused status until a unit/bed is available. However, since 2019, the City has successfully housed or re-united 131 individuals and families.

The City is often confronted with individuals who have likely been experiencing homelessness for a long time. These individuals may be service resistant, meaning that they might have developed a distrust of service providers/entities for a number of reasons and, therefore, do not want to interact with them in a significant way. With those persons, it's building rapport, meeting the individual where they are at; it's guiding the individual along through the stages of change with hope that they will accept services/shelter rather than having to turn them away.

**Q: How does Burbank work with other cities/LA county to deal with homelessness since many individuals who are homeless are nomadic?**

A: The City recognizes that homelessness cannot be solved by one entity.

Through strategic partnerships, collaborations, and extensive communication with Los Angeles County, cities in the region, and stakeholders, the City has made significant strides in delivering services and housing to the homeless while protecting neighborhoods from public health and safety concerns.

The City also uses the Coordinated Entry System (CES) and Homeless Management Information System (HMIS) databases that collect client-level data. HMIS tracks services provided, contacts with clients, the number of times someone touches homeless services, etc., and this information allows for better cross-collaboration between organizations and even other jurisdictions.

**Q: As someone who occasionally interacts with homeless individuals, I would like to have a handout or information I can give to someone to access homeless services.**

A: There are many resources/information available to the general community on [the City's homelessness website](#) under the "Homeless Resources" tab. In addition, if you come across someone experiencing homelessness or in need of assistance, you should call the StreetPlus Hotline number: 818-397-3798.

In the first quarter of next year, the City will debut a 311 app for smart phones. As part of the release, one of the first created segments will be a "Report a person in need of help" option within the app.

There is also a [video that goes into detail about connecting with people experiencing homelessness](#) within the community; the City encourages all to watch and to share with colleagues, friends, and family.

**Q: Is there a way to get metrics on the various interventions undertaken in the last 3 years?**

A: In 2018, the City of Burbank (City) began implementing its three-year (2018-2021) Homelessness Plan that was adopted by City Council in December of 2017. The Plan covers three calendar years, 2018 to 2021, and includes seven strategies in addressing homelessness.

1. Developing Storage Facilities and Transportation
2. Enhancing the Quality of Life, Mental Health and Healthcare Awareness
3. Building Temporary Housing
4. Creating Affordable Housing
5. Continuing Outreach, Coordinated Care System and Community Awareness
6. Increased Homeless Prevention and Rapid Re-housing
7. Enforcing Public Health & Safety and Ordinances

Many of the goals achieved in the last three years were a result of Council's ongoing support and staff's dedication to addressing homelessness. Below are just a few of our achievements.

- Completing the "Burbank Safe" Storage and Help Center, which opened in September 2021.
- Expanding our award-winning Street Outreach Program by hiring an analyst to coordinate our homeless efforts and adding a Homeless Services Liaison specialist to the outreach team.
- Placing and/or re-uniting more than 131 homeless persons with their family, in interim housing, shelters, and Project Room/Home Key.
- Adopting a City Nuisance Ordinance that established a legal and defensible process to address homeless encampments in a safe and humane manner.
- [Releasing a public information video on homelessness.](#)
- Receiving multiple grant awards for homeless services.

**Q: In what ways are people with lived experience included in this planning process?**

A: In November 2021, the City began the planning process for a new five-year plan. Those that were invited to participate in the community and stakeholder meetings included people with

lived experience. Our next step in the planning process is to work closely together with people having lived experience by developing a peer advocate program that will support our outreach efforts and help develop innovative solutions to addressing homelessness.

**Q: What specific things is Burbank doing for preventative measures? What are the ideas, or are we starting anything new?**

A: The City works with many community partners that provide emergency assistance, counseling, and diversion: Family Promise of the Verdugos, Burbank Temporary Aid Center, etc. We've also implemented a new social worker with the Library (all three branches) and Parks & Rec (both senior centers) to build relationships with those who rely on public spaces for shelter and support. [For more information, visit the Burbank Homelessness resource page.](#)

**Q: In addition to building some sort of housing, a community education component could be useful. Similarly, if someone in the family/friends is potentially losing their home or is not sure where they can go to help, we should be able to have solutions. It should be a partnership between not just organizations but also with the community members.**

A: The City is continuing to educate the community through engagement and outreach using social platforms, our website, community outreach and media.

There is also a [video that goes into detail about connecting with people experiencing homelessness](#) within the community; the City encourages all to watch and to share with colleagues, friends, and family.

In the first quarter of next year, the City is also hoping to debut a 3-1-1 app for smart phones. As part of the release, one of the first created segments will be a "Report a person in need of help" option within the app.

For a person who is potentially losing their home or at risk of eviction, there are many [resources that can be found on the City's Housing website.](#)

## Housing

**Q: Can we have a tiny house village in an unused area and not degrade good neighborhoods?**

A: Developing transitional housing is in our current 2018-2021 Homelessness Plan. City staff has been actively looking for sites that could provide interim housing including industrial buildings, hotels that could be converted into housing, and vacant land that could accommodate tiny homes. Other communities are building temporary housing solutions; Burbank must also do its part to help Burbank's homeless by creating interim housing for our unhoused neighbors. Tiny Home Villages and the success of its residents are dependent upon services to prepare the homeless for living "off the streets." Typically, interim housing lasts 90 days but can be extended if the homeless person is continuing to work toward a permanent housing solution.

**Q: Other than visits to existing Tiny Home villages...what is Burbank's intent for future homeless housing?**

A: The City of Burbank is currently updating its Homelessness Plan. The updated Plan will extend actions and strategies implemented from the 2018-2021 Burbank Homelessness Plan and will be the framework for the next five (5) years. As City staff develops and updates the City's Homelessness Plan, City Council has created and approved seven policy statements that will serve as the guiding principles and will be embodied in the Plan. City Council will consider approving the updated Plan in early 2022. Policy Statement #3 states, "Burbank supports a variety of pathways to housing for people experiencing homelessness, including shelters, transitional housing, and motel vouchers, along with navigation centers and permanent supportive housing." The City is also looking at a tiny homes project proposal coming to City Council by early next year.

**Q: Do we have any project room key hotels in Burbank?**

A: While the City itself does not have Project Room Key hotels, we are still able to place many individuals experiencing homelessness into short term housing. Since April of 2019, we have worked together to provide 131 people from Burbank into short-term housing, including Project Room Key and Home Key, Bridge Home facilities, reunification, etc.

The City is open to innovative and creative ideas, and Project Homekey is included in those.

**Q: Are there any plans to look for another motel/hotel conversion opportunity for transitional housing? If so, do you happen to know what percentage of people requesting shelter are turned away?**

A: Burbank supports a variety of pathways to housing for people experiencing homelessness including shelters, transitional housing, and motel vouchers, along with navigation centers and permanent supportive housing. The City is open to all options that make sense for the community, including Project Home/Room key.

The City is often confronted with individuals who have likely been experiencing homelessness for a long time. These individuals may be service resistant, meaning that they might have developed a distrust of service providers/entities for a number of reasons, and therefore, do not want to interact with them in a significant way. With those persons, the City works to build rapport, meeting the individual where they are at; it's guiding the individual along through the stages of change with hope that they will accept services/shelter rather than having to turn them away.

**Q: Can the new deed restricted units in our upcoming large developments be utilized for those who are facing homelessness?**

A: Any new Permanent Supportive Housing or interim housing constructed by a for profit/nonprofit developers would require a deed restriction as homeless housing. However, there is a housing to jobs imbalance throughout the region, which requires more development of housing in general. The City supports new legislation and programs that assist in providing housing at all income levels, including extremely-low and very-low income households within mixed-income residential developments in the city, along with the supportive services necessary

for households to sustain their housing. Sometimes housing vouchers provided to the homeless can be used in tandem with these units.

**Q: Is it possible to partner with local hotels to use a small percentage of their rooms as temporary or transitional housing?**

A: Nonprofit social service agencies, in partnership with local hotels and churches, can provide homeless families with a hotel voucher or temporary shelter while permanent or interim housing is secured. In addition, since 2019, homeless outreach teams have worked together to help 131 people from Burbank into short-term housing, including Project Room Key and Home Key, Bridge Home facilities, reunification, etc. The City is open to all options that make sense for the community, including motel/hotel conversion. The City has explored purchasing motels or industrial sites in the past—it is open to innovative and creative ideas.

**Q: Once someone is placed in housing, what follow-ups are done to ensure their ability to re-start?**

A: Once individuals have been placed in temporary housing, the City moves to the next stage-- getting them into permanent housing through the use of emergency housing vouchers, permanent supportive housing, or Veteran Affairs Supportive Housing, just to name a few. Temporary housing can be an access point for the delivery of care and coordination of services. Most importantly, it transitions people experiencing homelessness from the streets or places not meant for human habitation into long-term housing.

**Q: Is there a representative from LAHSA, and if so, what is the current status of the Shallow Subsidy Prevention for 62+ first presented by the Salvation Army funded by Measure H?**

A: There were no representatives from LAHSA in attendance. However, the current status of the [Shallow Subsidy Prevention for 62+ is provided in the link.](#)

**Q: Why has the City of Burbank not created a homeless shelter or centralized area where people can go? We've had several homeless people that have simply disappeared—where did they go? Why do we not have at least a temporary shelter?**

A: The City opened the “Burbank Safe” Storage and Help Center located at 401 S. Front Street in September 2021. The SAFE is an accessible navigation center for the homeless providing case management, linkages to services, and a place to store personal belongings. In addition, Burbank navigates the Los Angeles County’s Coordinated Entry System to gain access to available interim housing units/beds serving our area. The lack of available units/beds is a consistent issue not only for Burbank but throughout the region. However, since 2019, the City has successfully housed or re-united 131 individuals and families. The City is also looking at a tiny homes project proposal coming to City Council by early next year.

## **Delivery Systems**

**Q: It's discouraging to know that of the \$20M collected for Measure H in Burbank, we've received back only \$800K. How can I/our community lobby for a larger percentage?**

A: Approved by almost 70 percent of Los Angeles County voters on March 7, 2017, Measure H is a ¼-cent sales tax to raise a projected \$3.5 billion over 10 years for preventing and combatting homelessness. Burbank contributes an estimated \$9 million annually to Measure H.

The Measure H Funding recommendations are developed and overseen by the Los Angeles County Homeless Initiative. The City of Burbank encourages all Burbank residents to advocate for a direct formulaic return and new funding that supports Burbank's homeless strategies. Residents are invited to participate in the inclusive funding recommendation process. For more questions, please contact: [homelessinitiative@lacounty.gov](mailto:homelessinitiative@lacounty.gov).

**Q: Is there a homelessness coordinator on staff in Burbank?**

A: Yes. The City of Burbank has two positions working directly on homelessness, an analyst (outreach coordinator) and program manager.

**Q: How are we partnering with faith communities?**

A: The City of Burbank utilizes an all-inclusive approach in implementing the City's homeless efforts, which involves health and social service faith communities. Many of the City's strongest supporters and formation of local nonprofits were created by faith-based communities.

**Q: What are new sources of funding for our programs that we can pursue? Will the Build Back Better legislation on the Federal level provide additional funds to support and expand the programs we have in place?**

A: As part of the homelessness planning process, the City will explore funding available to the City of Burbank that can support strategies to end and prevent homelessness. This will include existing and new funding from regional, state, and federal funding sources. There are additional funds in the State budget this year and staff is reviewing the options to see if any align with Burbank's needs.

**Q: Is there any plan to put something like functional zero as the goal?**

A: Functional zero is that point when a community's homeless services is able to prevent homelessness whenever possible and ensure that when homelessness does occur, it is rare, brief, and one-time. All communities in LA County strive to achieve this goal. However, reaching functional zero requires reducing the number of people entering homelessness, creating permanent housing, and making an investment in rental subsidies and supportive services. The City's updated homelessness plan will include several strategies that support key investments and solutions in these areas.

**Q: How is the SAFE Storage site going?**

A: On September 2021, the SAFE and Help Center opened its doors to the public. [For more information about the program, please click here](#). We have been promoting its use and are gradually seeing our participation numbers increase.

## Demographics

### Q: What percentage of the increase in homeless is comprised of seniors/over 55?

A: According to the 2020 Point in Time count, the City of Burbank had 9 out of 290 people over the age of 55 experiencing homelessness, or 3% of the total. Throughout Service Planning Area 2 (San Fernando Valley), there were 1,651 older adults entering homelessness in 2021 according to the Coordinated Entry System assessments. This is a 1% decrease from 2020, which had a total of 1,658 older adults. [Learn more about this here.](#)

### Q: How does the City of Burbank define and identify individuals who are at risk of becoming homeless?

A: The City of Burbank follows the definitions of homeless according to those set by the Department of Housing and Urban Development (HUD). HUD defines homelessness based on criteria and divides it into four categories:

1. **Literally homeless:** individual or family who lacks a fixed, regular, and adequate nighttime residence; unsheltered, living in places not fit for human habitation
2. **Imminent risk of homelessness:** individual or family who will imminently lose their primary nighttime residence within 14 days with no subsequent residences identified and no additional resources to secure permanent housing
3. **Homeless under other federal statutes:** Unaccompanied youth under the age of 25, or families with children and youth, who do not otherwise qualify as homeless but qualify under other federal statutes, have not had a lease/occupancy agreement, have experienced persistent instability (two or more moves within the last 60 days), and can be expected to continue in these patterns if assistance is not given
4. **Fleeing/attempting to flee domestic violence:** any individual or family who is fleeing or is attempting to flee domestic violence, has no other residences, and lacks the resources/supports necessary to secure permanent housing

### Q: For the Burbank homeless counts, is there any data on what percentage of folks without shelter lived in Burbank, or lived in other communities before losing their place to live?

A: During the annual Point-In-Time Homeless Count, the data collected does not track a person's community of origin or suggest where they were living prior to being unsheltered.

### Q: What percentage of homelessness is impacting children in the city?

A: According to the [2020 Point in Time Count](#), there are approximately 2,300 homeless family members in SPA 2. A family includes households with at least one child under 18 and one adult over 18.

### Q: Is anyone tracking where the homeless community in Burbank originated (per person)?

A: There is a Coordinated Entry System (CES) that uses the Homeless Management Information System (HMIS), a local technology system that collects client-level data and tracks services provided, contacts with clients, etc. This system is used throughout Burbank, making it easier for

cross-care collaboration between organizations, even in different locations, interacting with the same participant. Currently, the City does not have consistent reporting from LAHSA to track where people experiencing homelessness in the City of Burbank originated from. As data sharing and tracking becomes more robust, it could expand opportunities to better understand trends and utilize data for decision making.

**Q: It was mentioned that BIPOC (Black, Indigenous, People of Color) were more likely to experience homelessness—whatever the case is in Burbank, do we have the data on folks that are more likely to be impacted? And are we going to have services that target these populations?**

A: Based on the numbers from 2019, individuals who identify as Black/African American experience homelessness at a rate almost 10x higher than their population in Burbank. This is something the City takes very seriously, and it is looking at all the intersecting factors to determine how to best serve the populations most marginalized in our community. It will require more than just housing to rectify this disparity, including strategies that address systemic poverty and racism.

**Q: Is anyone tracking the people who have been listed as homeless in the city of Burbank? Are they being followed so that we're able to provide the services they need and/or to see if the City's plans are being effective?**

A: There is a Coordinated Entry System that uses the Homeless Management Information System (HMIS), a local technology system that collects client-level data and tracks services provided, contacts with clients, etc. This system is used throughout Burbank, making it easier for cross-care collaboration between organizations, even in different locations, interacting with the same participant. The City is also developing more of the interdisciplinary teams, working with the high-utilizers of public services; our goal is to bring on a wrap-around case manager to work with them to track the needs and link them to housing as well as programs that will improve their health.

As far as effectiveness of the current services are concerned, the City is constantly collecting and analyzing data through each service provider to see what other gaps exist and how those can be filled.

## **Community Feedback and Poll Results**

The mentally ill—there's nowhere for them to go or for the police to take them. So that's a serious problem; there's no mental hospitals anymore, and even the ones that are there don't take people, or they don't keep people.

Thinking of the tiny villages that have been built in North Hollywood—they build them in areas where it's a completely unused property, where it's not interfering with any other neighborhoods, and it's bringing value to that property. So I suggest we have one in that kind of an area.

Domestic Violence—there are statistics that say many women who become homeless do so because of domestic violence—those needs need to be addressed. Also, there is a database that is run by services



to place people in the first available housing, and the problem is that it's based on the length of time someone has been homeless, which means that someone who just became homeless (say because of DV) would be at a disadvantage because others who have been homeless longer would be prioritized.

Veterans are uniquely at risk of homelessness, mental health, addictions, etc. so it would be good if they were specifically included in the homeless plan.

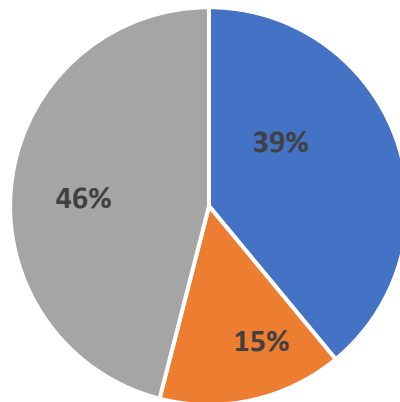
It's important to use people first language throughout the city services. Removing "transient" and other "othering" language is especially important.

## The Burbank Homelessness Plan- Community Meeting

November 4 & 10, 2021

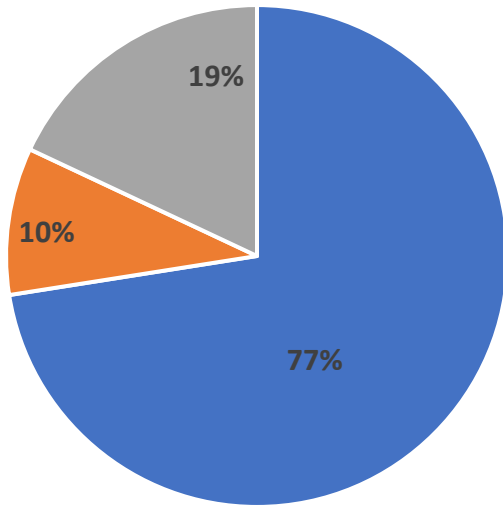
### Poll Questions

Of these areas, in your opinion, which is the most important in addressing homelessness?



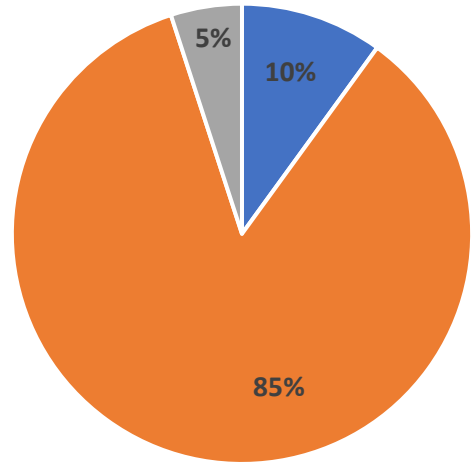
- Diagnosing & treating mental health
- Treating substance use disorders
- Increase low barrier housing opportunities

How likely are you to support interim housing for people unhoused in Burbank?



■ Support ■ Do Not Support ■ Undecided

Do you believe your LA County Measure H tax dollars (1% sales tax) have made a notable difference in the homeless crisis?



■ Yes ■ No ■ N/A