

How to apply for the HELP Program?

Any chronically homeless individuals or families interested in the HELP Program may start with one of the following organizations:

Ascencia

1851 Tyburn Street
Glendale, CA 91204
818.254.5885 or 818.254.5888

Or

Burbank Temporary Aid Center (BTAC)

1304 W. Burbank Blvd
Burbank CA 91506
818.848.2822

Questions?

For further information, please contact:

Mary Manoukian
Homeless Service Liaison
Ascencia (for City of Burbank)
818-238-5197
MManoukian@AscenciaCA.org

City of Burbank & Los Angeles County Homeless Resource Card

Burbank Police Department	818.238.3000
Emergency	911
Information Line (24/7)	211
LA Coalition to End Hunger & Homelessness	213.439.1070
LA County Social Services for Food Stamps, General Relief, etc.	818.557.4164
LA Homeless Service Authority	213.683.3333

Help our Community

If you see anyone who looks like he or she is having an **EMERGENCY**, please do not ignore it. Help by calling **9 1 1**.

If you see someone engaged in **ILLEGAL** activities, please call:

POLICE DISPATCH 818.238.3000

When you are communicating with the **POLICE**, always remember to provide as much detail as possible & state whether or not you would like the responding officer(s) to come to your door and speak with you about the incident.

LOS ANGELES COUNTY INFORMATION ON HEALTH AND SOCIAL SERVICES

All individuals and families in need of non emergency help are encouraged to call **211**.

BURBANK STREET OUTREACH TEAM 818.254.5885 or 818.254.5888

If you are homeless or regularly see a homeless person in the same location and think he or she may benefit from social services, please call the Burbank Street Outreach Team stated above and provide the homeless person's description, location (address or cross streets), day, time, behavior and any other helpful information.

GET INVOLVED!

Consider volunteering or donating to a local non profit / social service agency. More information is available on the City's website:

www.burbankca.gov/homelessness

Updated: 11/8/2017

Homes, Equality and Links to Programs (HELP)

"Equal Access to Supportive Living for Our Homeless"

**Permanent Supportive Housing (PSH)
Tenant Based Rental Assistance (TBRA)**



**City of Burbank
Community Development Department
150 N. Third Street
Burbank, CA 91510**

www.burbankca.gov/homelessness

(818) 238-5160

For HELP Program Participants

The HELP Program

The Greater Los Angeles Metropolitan area has become home to the nation’s homeless population. To address this issue, HUD and homeless service experts have embraced Permanent Supportive Housing (PSH) as the best approach for lifting people out of homelessness. In an effort to reduce the number of homeless individuals and families in Burbank, the City of Burbank (City), as the applicant, requested and has been awarded 20 federal PSH vouchers for a program named Homes, Equality and Links to Programs (HELP) in a joint application with the Los Angeles Homeless Services Authority. These vouchers are dedicated to chronically homeless individuals and families as defined by HUD. The Burbank Housing Authority (BHA) will coordinate the delivery of supportive services and program expenses for administration of the HELP Program.

PSH (a form of tenant-based rental assistance) is targeted to individuals and families with chronic illnesses, disabilities, mental health issues, or substance use disorders who have experienced long-term or repeated homelessness. It provides long-term rental assistance and supportive services based on the premise that social service needs can be best addressed after they move into their new homes.

To implement the HELP Program, the City has entered into subrecipient agreements with two community based non profit organizations:

- 1) Burbank Temporary Aid Center (BTAC), and
- 2) Ascencia, Inc.

While BTAC works as the lead service provider and provides case management functions, Ascencia provides critical support to the HELP Program to promote and engage homeless residents and landlords to participate in the program, perform a Year-Round Street Outreach Program, and conduct housing specialty services. To provide well-rounded services in the PSH Program, the Burbank Housing Authority (BHA) also involves other service providers as non-financial community partners.

Eligibility

This list of eligibility requirements serves as a quick reference regarding the HELP Program Eligibility. It is **not** an exhaustive list of eligibility requirements. The HELP Program application process will help you determine your eligibility for the program. Full eligibility and Burbank homeless preference for the HELP Program is determined by the Burbank Housing Authority after all eligibility documents and program application have been submitted and reviewed. Key eligibility requirements include but are not limited to:

1. **US Citizens or Legal Immigrants** – Each household participating in the PSH HELP Program must consist of at least one person who is and can provide proof of being a US Citizen or legal immigrant.
2. **Income** – The total income of each household participating in the HELP Program must not exceed 50% of Los Angeles County Average Median Income (AMI). The incomes of all members of the household will be taken into consideration to determine eligibility for the HELP Program. All income from all members of the household must be calculated according to 24CFR5.609 and 5.611(a).
3. **Chronically Homeless** – The definition of “chronically homeless” is explained in detail in the Department of Housing and Urban Development final rule 24CFR Parts 91 and 578 [Docket No. FR–5809–F–01] RIN 2506–AC37. Below are some highlights of the definition for easy understanding:
 - a. Currently homeless for 12 months or longer or currently homeless with at least 4 episodes of homelessness in the past 3 years totaling 12 months or longer; and
 - b. Head of household with a diagnosable substance use disorder, serious mental illness, developmental disability, post traumatic stress disorder, cognitive impairments resulting from a brain injury, chronic physical illness or disability, etc.

For details of the definition of “Chronically Homeless”, please consult the Department of Housing and Urban Development final rule 24CFR Parts 91 and 578 .

Supportive Services

1. **Housing Stability Services**
 - a. Services to help increase household income:
 - i) Employment Services
 - ii) Self-Employment
 - iii) Application for public benefits
 - b. Services to help ensure Personal Wellbeing
 - c. Services to help search and secure Permanent Housing
 - d. Move-In Assistance
2. **Housing Retention Services**

Continuation of Housing Stability Services listed above to ensure the wellbeing and housing retention of program participating households until after they have moved in for 90 days.
3. **Ongoing Supportive Services**

This refers to Ongoing Follow Up Services on the needs and progress of the program participating household members on a quarterly basis to ensure that all their needs have been or are being met.

City of Burbank Homeless Resource Card

Burbank Temporary Aid Center (BTAC)	818.848.2822
Burbank Street Outreach (Operated by Ascencia)	818.254.5885 818.254.5888
Housing Rights Center	213.387.8400
Neighborhood Legal Services	800.433.6251
The Salvation Army, Burbank	818.845.7214
Volunteers of America	818.940.1801