If you see anyone who looks like he or she is having an **Emergency**, please do not ignore it. Help by calling **911**.

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](http://www.burbankca.gov/homelessness)

**City of Burbank & Los Angeles County Homeless Resource Card**

<table>
<thead>
<tr>
<th>Burbank Police Department</th>
<th>818.238.3000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>911</td>
</tr>
<tr>
<td>Information Line (24/7)</td>
<td>211</td>
</tr>
<tr>
<td>LA Coalition to End Hunger &amp; Homelessness</td>
<td>213.439.1070</td>
</tr>
<tr>
<td>LA County Social Services for Food Stamps, General Relief, etc.</td>
<td>818.557.4164</td>
</tr>
<tr>
<td>LA Homeless Service Authority</td>
<td>213.683.3333</td>
</tr>
</tbody>
</table>

**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**

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

[www.burbankca.gov/homelessness](http://www.burbankca.gov/homelessness)

(818) 238-5160

**Homes, Equality and Links to Programs (HELP)**

“Equal Access to Supportive Living for Our Homeless”
Permanent Supportive Housing (PSH)
Tenant Based Rental Assistance (TBRA)
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.

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.

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**City of Burbank Homeless Resource Card**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Burbank Temporary Aid Center (BTAC)</td>
<td>818.848.2822</td>
</tr>
<tr>
<td>Burbank Street Outreach (Operated by Ascencia)</td>
<td>818.254.5885</td>
</tr>
<tr>
<td>Housing Rights Center</td>
<td>213.387.8400</td>
</tr>
<tr>
<td>Neighborhood Legal Services</td>
<td>800.433.6251</td>
</tr>
<tr>
<td>The Salvation Army, Burbank</td>
<td>818.845.7214</td>
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<tr>
<td>Volunteers of America</td>
<td>818.940.1801</td>
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