



BURBANK HOMELESSNESS PLAN

Actions and Strategies
to Prevent and Combat Homelessness

Appendices

2018-2021



SUPPORTING DOCUMENTATION FOR HOMELESSNESS STRATEGIES TABLE OF CONTENTS

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Exhibit C-2

This Appendix includes excerpts and summaries of supporting documentation relating to information about homelessness. Hyperlinks to the original documents are included throughout the Appendix.

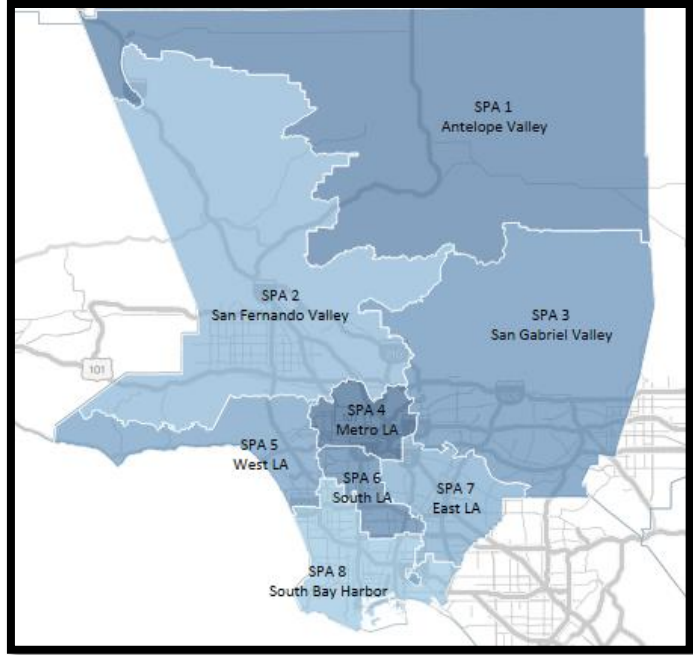
Appendix 1-1

COMMUNITY PROFILE

Demographics

Burbank's homeless numbers are greatly affected by Los Angeles County homeless, which is one of the largest homeless communities in the nation with more than 57,000 people. This number is continuing to grow. Because the homeless population, while generally staying to the area they are accustomed to, still move around, City-wide and regional, County demographics are important.

In order to find a fine balance in coordinating efforts among cities, agencies, businesses, residents, and community leaders, the County is divided into eight geographic areas designated as Service Planning Areas (SPA's) (*Exhibit 1.4/Exhibit 1.5*).



According to LAHSA, the total estimated homeless people in Los Angeles County for 2017 is 57,794.

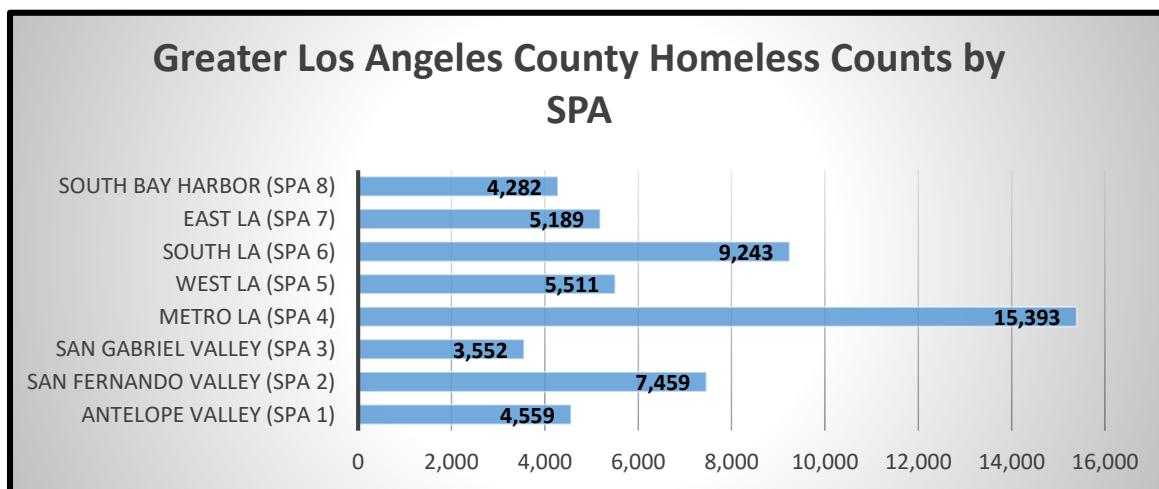


Exhibit 1.5, Source: LASHA

Exhibit C-2

San Fernando Valley (SPA 2)

Burbank is represented in the San Fernando Valley SPA, which is categorized as SPA 2 (*Exhibit 1.6*).

SPA 2 is the most populous out of all eight SPA's with nearly two million people residing in forty different communities – ten of which are incorporated cities including Glendale, Burbank, Santa Clarita, and parts of the City of Los Angeles.

There are a total of 7,459 homeless people living in SPA 2. This is an increase of five percent since 2016. Of that total, 84 percent (6,265) are homeless individuals and 16 percent (1,194) are family members or unaccompanied minors

(*Exhibit 1.7*).

<https://www.lahsa.org/dashboards?id=9-2017-greater-los-angeles-homeless-count-by-service-planning-area-spa>

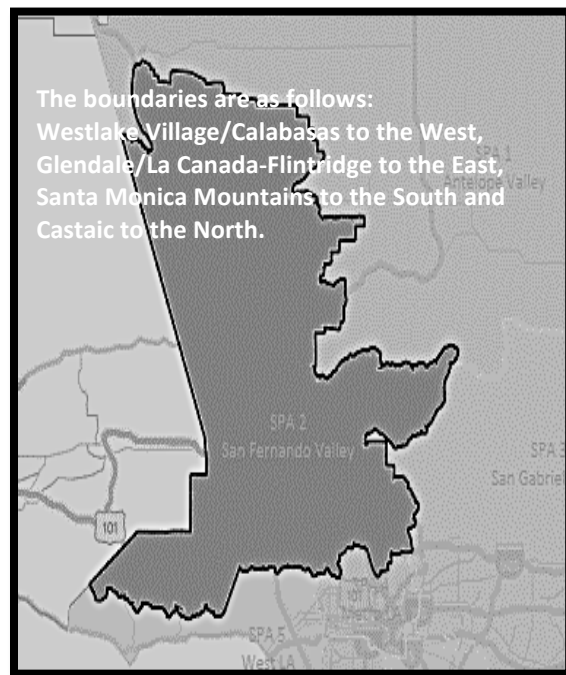


Exhibit 1.6, Source: LAHSA

Approximately, 14.6% of the population in the San Fernando Valley live below the poverty level.

– County of Los Angeles

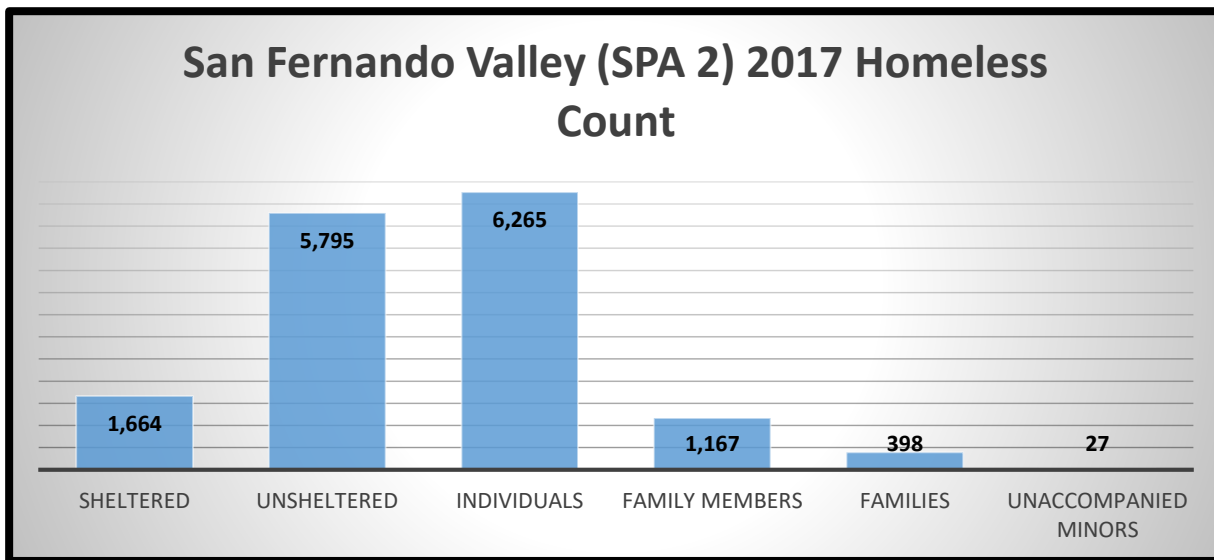


Exhibit 1.7, Source: LAHSA

Burbank

Every year, Burbank participates in LASHA's point-in-time homeless count, typically held in January as part of the national effort required by the United States Department of Housing and Urban Development (HUD) to enumerate the homeless population. These point-in-time figures provide valuable homeless count numbers dictating that on any one given night in Los Angeles, this is the number of homeless individuals accounted for needing assistance.

In 2017, Burbank's homeless count is 229, which is a 37% increase from 167 in 2016.

With the increase in Burbank's homeless count, the number of homeless people in transitional shelters has also increased 20% since 2015 (*Exhibit 1.8*). Ascencia operates a 60-day, emergency shelter providing food, educational support, counseling services, and case management for those seeking permanent housing. More will be discussed on types of shelters in the Special Needs Housing Profile.

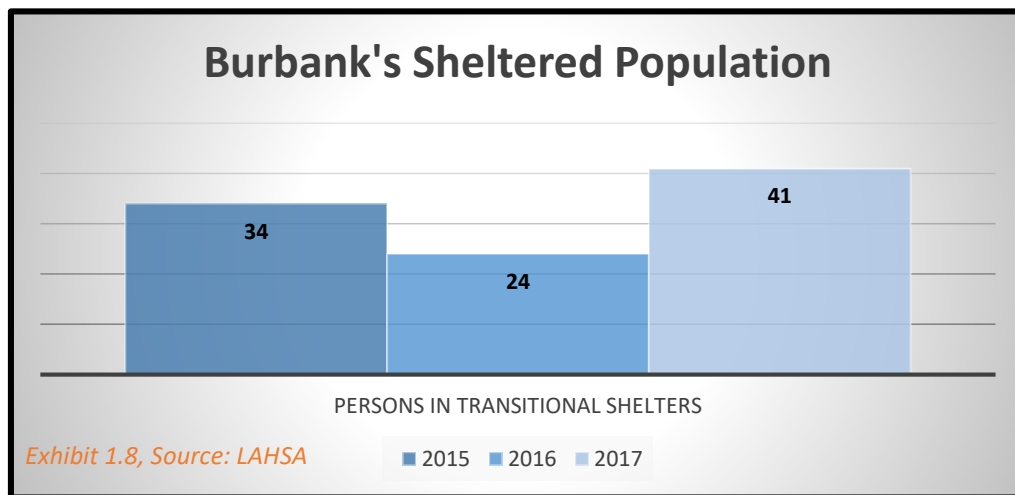
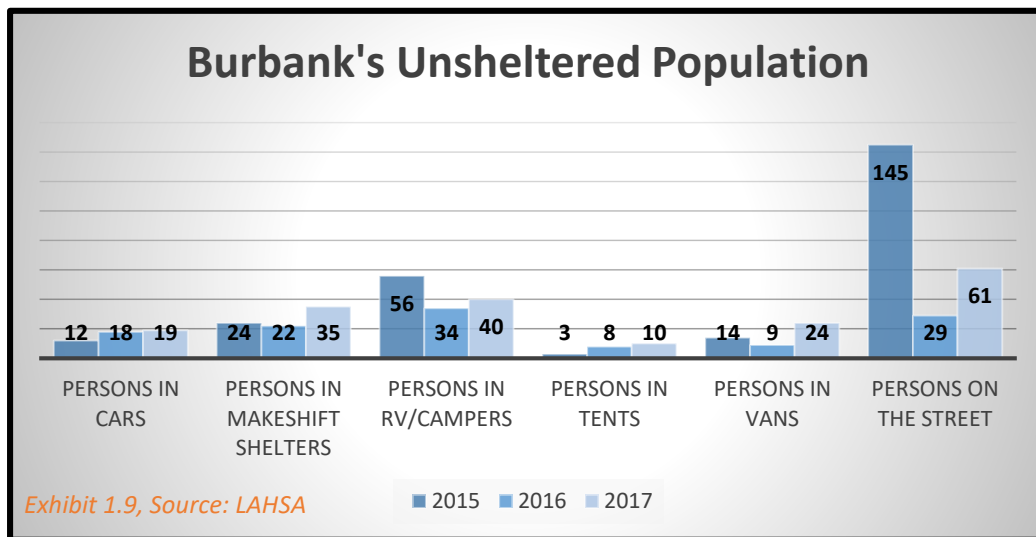


Exhibit C-2

Burbank's unsheltered population takes up a larger percentage of its total homeless with 82%, or 188 people, living in unprotected shelters: cars/vans, makeshift shelters, RV/campers, or tents.

Of Burbank's 188 unsheltered homeless population, 61 homeless individuals represent the most visible form of homelessness.

This presence, which often represents the most difficult cases, can lead to tension and misunderstanding about the use of shared public space (*Exhibit 1.9*).



Much public dialogue about homelessness relates to these visible cases, with people living in or near parks, taking up space with their belongings in libraries and recreation centers, blocking sidewalks in business districts, or living out of cars in residential areas.

Since 2016, *Burbank Police responded to 1,188 citizen concerns that involved homeless individuals in the street*

The biggest use of Police staff time is the response to homeless loitering. When responding to citizen calls, the experience has demonstrated that a large segment of the homeless population in Burbank suffers from mental illness. All Burbank police officers have received formal training in commonly encountered mental illnesses called The Burbank Police Mental Health Evaluation Team (MHET). More information on their services will be covered in the Community Facilities and Services Section.

When compared to neighboring cities, both Glendale and Pasadena have seen increases to their respective homeless populations, reaffirming the notion that homelessness is a growing concern and needs to be addressed in every community (*Exhibit 1.10*). Pasadena in particular, was on a downward trend steadily decreasing their homeless count, but saw a slight increase of eight percent in 2017. More will be provided on their approach in the Assessment and Analysis Profile.

2017 Number of Homeless Persons	Burbank	Glendale	Pasadena
Total Homeless	229	168	575
Total Estimated Resident Population (2017)	108,538	201,748	142,250
Homeless Percentage Per Capita	.21%	.08%	.40%

Exhibit 1.10

Some contributing factors to the increasing homeless population faced by many cities throughout the County of Los Angeles like Burbank include, but are not limited to:

- A series of legal protections and lawsuits that effect a city's ability to impose quality of life and public health and safety ordinances and laws;
- Diminishing local, federal and state resources to address the systemic issues surrounding homelessness;
- A housing vacancy rate of less than three percent in Metropolitan Los Angeles due to a housing shortage and soaring rents;
- Lack of a social willingness to allocate additional resources to the homelessness challenge; and
- Improvements in thoroughness when conducting accurate homeless counts.

Appendix 1-2

Homeless Subpopulations

Although all persons experiencing homelessness are unique, there are a number of subpopulation groups that share common characteristics and challenges. Subpopulations are varying categories that further define the type of homeless populations that exist, outlined below. Alleviating homelessness for each subpopulation may require a unique set of answers.

Descriptions

At-Risk

Studies show that about 24% of Burbank households pay more than 50% of their income on rent making them at risk of homelessness with changes/reductions in income. – City of Burbank Affordable Housing Analysis & Strategy, 2017

While many individuals and families do not meet the definition of "homeless" under any of the categories established as Homeless by definition, the McKinney-Vento Homeless Assistance Act¹ was amended to allow homeless prevention assistance to be provided to persons who are "at risk of homelessness." This includes Individuals and families who:

- Have an annual income below 30% of median family income for the area;
- Do not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place; and
- Meets one of the following conditions:
 - Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for assistance;
 - Is living in the home of another because of economic hardship;
 - Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
 - Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals;
 - Lives in a single room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than one and a half persons per room; or
 - Is exiting a publicly funded institution or system of care.

https://www.hudexchange.info/resources/documents/AtRiskofHomelessnessDefinition_Criteria.pdf

¹ An Act to provide urgently needed assistance to protect and improve the lives and safety of the homeless, with special emphasis on elderly persons, handicapped persons, and families with children
<https://www2.ed.gov/policy/elsec/leg/esea02/pg116.html>

Chronic Homelessness

Seventeen percent of people who are homeless are experiencing chronic homelessness. An individual or family experiencing chronic homelessness has typically been homeless for more than one year or had at least four episodes of homelessness in the past three years. Usually they also have one or more diagnosable disabilities such as a serious mental illness, substance use disorder, or a chronic physical illness. Due to their intense needs, such persons or families often consume the majority share of resources in a given community. It is these chronically homeless individuals who are most visible to the general population.

<http://www.csh.org/toolkit/public-housing-agencies-toolkit/primer-on-homelessness-and-supportive-housing/homelessness/>

Families

Although families can experience chronic homelessness, most can return to housing fairly quickly if provided with appropriate support. Families often become homeless due to an unexpected crisis such as the loss of a job, or a medical emergency that causes the experience of homelessness. To regain housing, families may need rental assistance, help finding another job, and/or assistance locating an affordable housing unit.

Veterans

Some veterans have difficulty with re-entry into society after trauma experienced during their time in service. They may have post-traumatic stress disorder or physical challenges that make it difficult for them to work. Many also struggle with mental health and/or substance use issues. Although many homeless veterans can regain housing stability through access to short or medium-term rental assistance and supportive services, some chronically homeless veterans need supportive housing.

Seniors

Older adults who are experiencing homelessness have three to four times the mortality rate of the general population due to unmet physical health, mental health, and substance use treatment needs. The combination of issues typically associated with homelessness such as mental health and substance abuse with those related to aging, such as reduced mobility and a need for assistance with daily activities.

Individuals exiting the Correctional System

Some individuals exiting the correctional system are at high risk of homelessness due to their limited income and the difficulty they may experience in accessing employment and housing, especially if they have a disability or drug dependency. Providing individuals who are re-entering society with access to affordable housing and tailored supportive services can significantly reduce repeat offense rates.

<http://www.nashua-coc.org/files/other/definitions.pdf>

Chronic Substance Abusers

Addictive disorders disrupt relationships with family and friends and often cause people to lose their jobs. For people who are already struggling to pay their bills, the onset or exacerbation of an addiction may cause them to lose their housing. *In many situations, however, substance abuse is often a result of homelessness rather than a cause.* People who are homeless often turn to drugs and alcohol to cope with their situations and attain temporary relief. See *Appendix 2 (Is Legalizing Recreational Marijuana a Cause of Homelessness?)*. <http://www.nationalhomeless.org/factsheets/addiction.pdf>

Severely Mentally Ill

Serious mental illnesses disrupts people's ability to carry out essential aspects of daily life, such as self-care and household management. Mental illnesses may also prevent people from forming and maintaining stable relationships. This often results in pushing away caregivers, family, and friends who may be the force keeping that person from becoming homeless. As a result of these factors and the stresses of living with a mental disorder, *people with mental illnesses are much more likely to become homeless than the general population.* http://www.nationalhomeless.org/factsheets/Mental_Illness.pdf

Persons with HIV/AIDS

The costs of health care and medications for people living with HIV/AIDS are often too high for people to keep up. In addition, those diagnosed with HIV/AIDS can be in danger of losing their jobs due to discrimination, or as a result of frequent health-related absences. Additionally, the conditions of homelessness may increase the risk of contracting HIV, as well as impede the ability to fight off the disease. <http://www.nationalhomeless.org/factsheets/hiv.html>

Victims of Domestic Violence

Victims and threatened victims of domestic violence, dating violence, sexual assault, and stalking have a vulnerability of becoming homeless. Although men can be victims of domestic violence, a larger proportion of women are reported as victims of domestic violence. When a woman decides to leave an abusive relationship, she often has nowhere to go. This is particularly true of women with few resources. *Lack of affordable housing and long waiting lists for assisted housing mean that many women and their children are forced to choose between abuse at home and life on the streets.* Approximately 63% of homeless women have experienced domestic violence in their adult lives (National Network to End Domestic Violence). Victims often have poor credit records and employment histories because of the violence they have experienced. If violence occurs in the home, landlords can evict their tenants, resulting in a victim becoming homeless because she was abused. <http://www.nationalhomeless.org/factsheets/domestic.html>

Brain Injury

According to a study led by St. Michael's Hospital in Canada, *almost half of all homeless men who took part in a study, had suffered at least one traumatic brain injury in their life and 87% of those injuries occurred before the men lost their homes.* While assaults were a major cause of those traumatic brain injuries, many were caused by potentially non-violent mechanisms such as sports and recreation, motor vehicle collisions, and falls. Health care providers and others who work with the homeless must be aware of any history of traumatic brain injuries because of the links between such injuries and mental health issues, substance abuse, seizures and general poorer physical health.

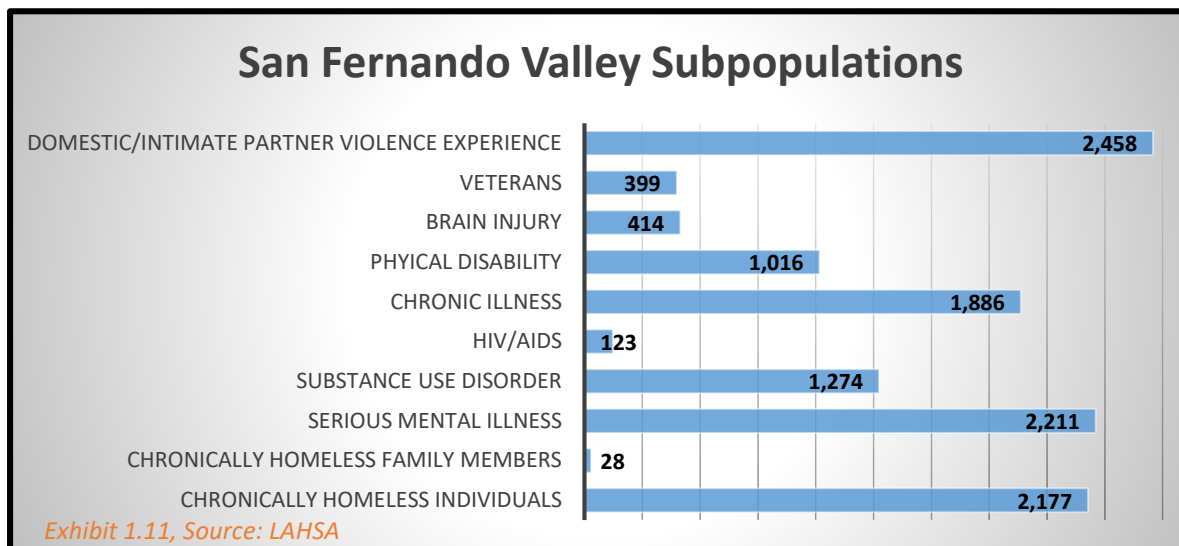
<https://www.sciencedaily.com/releases/2014/04/140425104714.htm>

Demographics

When calculating subpopulation data, LASHA only drills down to the SPA level. Therefore, subpopulation profiles are not calculated for incorporated cities like Burbank. As a result, we rely on SPA 2 data to get an overall perspective of the San Fernando Valley's subpopulation profile, detailed in *Exhibit 1.11*.

The leading subpopulation for SPA 2 is victims of domestic violence, followed by those with serious mental illness and the chronically homeless.

This usually means they are living with more than one health condition that is classified as a subpopulation.



To get a better representation of Burbank’s subpopulations, the City acquires data from its local non-profit agencies. The Burbank Temporary Aid Center (BTAC), Family Promise of the Verdugo’s (Family Promise), and governmental partnerships such as the Burbank Unified School District (BUSD), supply necessary data for Burbank to gauge and determine the needs of its subpopulations.

Burbank Temporary Aid Center

On a monthly basis, BTAC assists an average of 219 individuals (*exhibit 1.12*). The level of services can range from daily sack lunches, showers, and laundry services to comprehensive case management, housing, and employment/job training. *The aid provided by BTAC for 219 individuals will average roughly \$27,000 a month in services that they provide.*

BTAC Monthly Indicators	Persons & Costs	Percentage of Total & Cost
Average number served	219	
Average number of families with children	26	12%
Average number of families without children/couples	12-15	7%
Average number of persons at risk of homelessness	41	19%
Average number of chronically homeless	219	100%
Average monthly cost for BTAC	\$18,902-\$27,568	\$126 a person

Exhibit 1.12, Source: BTAC

Family Promise of the Verdugos

Family Promise provides 90 days of shelter, meals, case management, and more for homeless families with children. The program provides shelter for four families at any given time, roughly 40-50 households a year. The organization works closely with the parent(s) of the household to seek and attain employment while working towards saving income to be able to move into permanent housing.

Family Promise Monthly Figures	
Average number of families with children	6 households for up to 90 days
Average number of chronically homeless	1 household
Average number of persons at risk of homelessness	15 households
Average monthly cost for Family Promise	\$11,000

Exhibit 1.13, Source: Family Promise

During the 2016-2017 fiscal year, 96% of the families served by Family Promise moved back into housing (exhibit 1.13).

Many families enter the shelter after becoming homeless due to separation between husband and wife, fleeing domestic violence, natural disaster, and loss of job. Families are referred to Family Promise by local non-profits, school personnel, and the 2-1-1 LA Country hotline. While Family Promise has the capacity to serve up to 50 households during the year, there are many families that are turned away, but referrals to other shelters are provided.

**Burbank Unified School District
(BUSD)**

BUSD works to ensure that each homeless student has equal access to the same free public education and services as every other student. Homeless youth and families, which have been identified at a school or district level, all come with varying degrees of intervention and assistance in place regarding their living and financial situations (exhibit 1.14 and 1.15).

Burbank Unified School District Homeless Families	
Total number of homeless families...	99
living with friends or family	87
living in a shelter, cars, motels places not meant for human habitation	12
longer than 6 months	92
12 months or more	84

Exhibit 1.14, Source: BUSD

BUSD's focus is on identifying, enrolling/removing barriers, and retaining students which lack a fixed, regular and adequate living situation. However, due to shortage of emergency/temporary shelters, transitional housing, and low-income housing in our area, their ability to reasonably retain families and ensure a stable educational environment can, at times, create a barrier.

Homeless Household Composition	
Single Parent Households	73
Dual Parent Households	26
With One Child	42
With Two Children	42
With Three Children	14
With Four Children	0
With Five Children	1

Exhibit 1.15, Source: BUSD

Appendix 2

Is Legalizing Recreational Marijuana a Cause of Homelessness?

In November of 2016, 57% of Californian voters approved legalizing recreational marijuana use starting in 2018.

The answer is still unclear if legalizing recreational marijuana will negatively impact our state's homeless population.

In states such as Colorado, where recreational marijuana is already legal, reports have been conducted trying to find a direct correlation with marijuana use leading to homelessness. According to *Westword*, a news source in Denver, CO, marijuana is never a cause of losing your home. Kim Easton, CEO of Urban Peak (a non-profit organization aimed at helping Denver youth combat homelessness), told *Westword* the primary causes of homelessness remain high rent, lack of jobs, and mental-health issues.

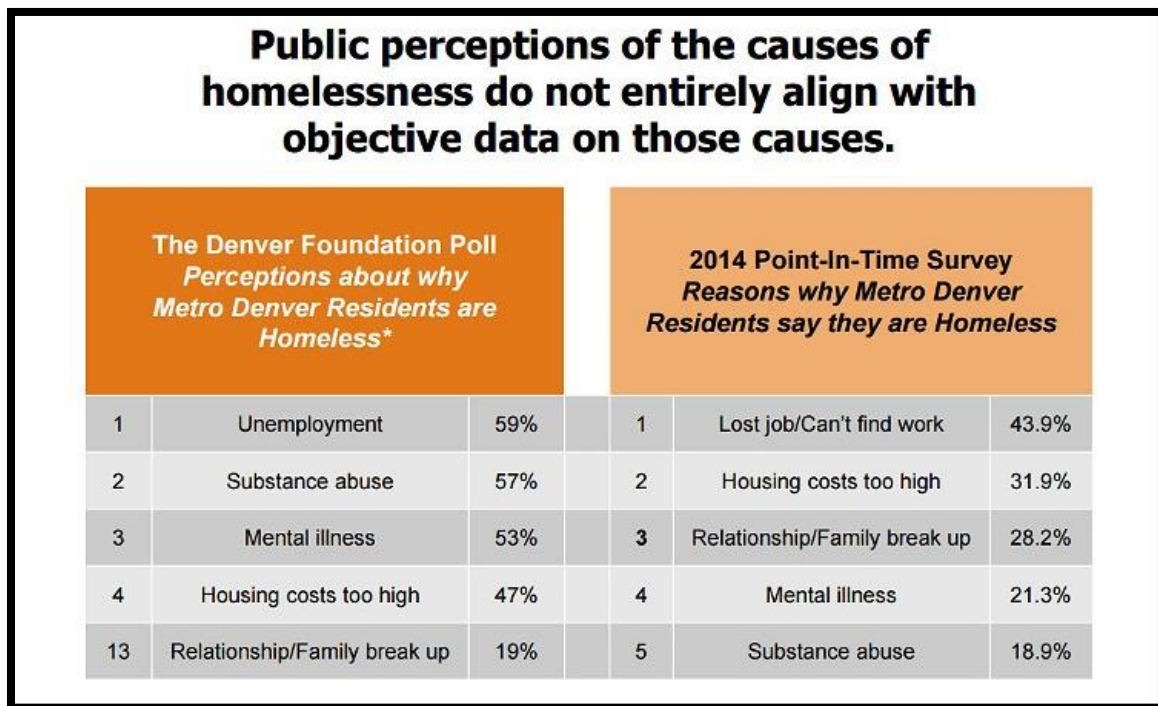


Exhibit 1.16, Source: Westword

Exhibit 1.161 shows the *perceptions* of why individuals are homeless with 57% stating it's related to substance abuse, when in reality, the annual point-in-time surveys show that substance abuse accounts for *only* 19% of why individuals say they are homeless in Denver, CO. When comparing the real causes of homeless to perceived causes, the Denver Foundation found that economic

pressures, including a lack of available jobs and rising rent costs, are far more common culprits than things like substance abuse or lack of personal responsibility.

<http://www.westword.com/news/homelessness-in-denver-the-cold-hard-facts-behind-six-myths-7348310>

However, a correlation is found between ‘marijuana migrants’ and increased homeless populations. Tom Luerhs, Executive Director of the St. Francis Center in Denver, CO stated that they have seen an increase in the number of homeless individuals coming to Colorado from other states in order to smoke recreational marijuana legally with easier access. For the homeless population, marijuana is thought of as a companion, not an enabler or gateway to homelessness.

Since Colorado launched its legal marijuana market in 2014, 20% to 30% of newcomers to homeless shelters in Denver and other major cities state they have come to the region, in part, because of cannabis. — *The Los Angeles Times*, July 25, 2016

While legalizing marijuana does present more strains on already impacted social services, the sales tax revenue it generates can be an added revenue stream to alleviating some of those burdened organization that assist the homeless population. In February 2017, the Governor of Colorado proposed that some marijuana revenues, which reached \$200 million in taxes and fees in 2016, should be directed toward homelessness programs. This could now lead into a strategy that California state officials begin to consider.

<https://www.theguardian.com/us-news/2017/feb/27/marijuana-legal-homeless-denver-colorado>

Appendix 3

Community Partnerships

The needs of the homeless are varied and complex. Burbank has demonstrated its support to meet the needs of homeless persons through the provision of services and programs. In partnership with a core set of local service providers, Burbank provides housing and services aimed at homeless assistance and prevention. The City supports and plays a critical role in helping service providers plan programs and services in addition to providing financial resources. Local service providers work in cooperation with each other and with those agencies and organizations outside of Burbank to expand their ability to help the homeless population. The following is a summary of past and present efforts toward addressing homelessness through various City departments.

City of Burbank Homeless Services by Department

Community Development Department (CDD)

- In a continued effort to address homelessness, *a year-round Burbank Street Outreach Program was created in partnership with Ascencia*, a non-profit homeless services agency in Glendale. The partnership included Ascencia hiring a full-time Homeless Services Liaison that benefited Burbank's homeless neighbors and service providers.

The Liaison facilitated the following tasks:

- Coordinated services and programs citywide with local non-profits;
- Coordinated resources with Los Angeles County and City public entities;
- Responded to City intra-departmental programs and homeless related issues;
- Directed services to homeless residents; and
- Fielded community concerns regarding homelessness in Burbank.

During a twelve month period (September 1, 2016 through August 31, 2017), street outreach services were provided to a total of 185 unduplicated homeless individuals by the Burbank Outreach Team. Of these 185 persons, 56 completed a vulnerability survey (identifying medical, health, and vulnerabilities), 57 enrolled in case management, and 65 Burbank homeless were referred to emergency shelters and services. In addition, 40 received transportation assistance to access housing and other services.

- CDD won a Continuum of Care Grant award for 20 Permanent Supportive Housing Vouchers dedicated to chronically homeless persons. The Burbank Housing Authority administers the

vouchers and coordinates the delivery of supportive services through local non-profit entities. Fiscal Year 2017-18 is the second year renewing the program.

- Ongoing partnerships with local non-profits with services such as:
 - Motel voucher assistance program administered by BTAC through an annual allocation of CDBG funds. The program provides vouchers to homeless persons for limited stays at local motels. Again, this program will need further analysis and restructuring to measure success.
 - FSA for clinical counseling to homeless persons as well as assistance to victims of domestic violence.
 - Family Promise of the Verdugo's providing temporary shelter and supportive services to families that are "situationally" homeless.
- Fair Housing Counseling services are available 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.
- Oversee the Landlord Tenant Commission with monthly board meetings open to the public. The Commission monitors rental rates, adjustment disputes, coordinates programs, and engages in joint endeavors concerning landlord-tenant issues. Part of their duties address and prevent homelessness by minimizing evictions and unjust rent increases through conflict mediation between tenants and landlords. (City of Burbank, Boards Commissions, and Committees)

Library Services Department

Library staff work closely with BTAC, Ascencia, and FSA to refer people in need to 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.

Police Department

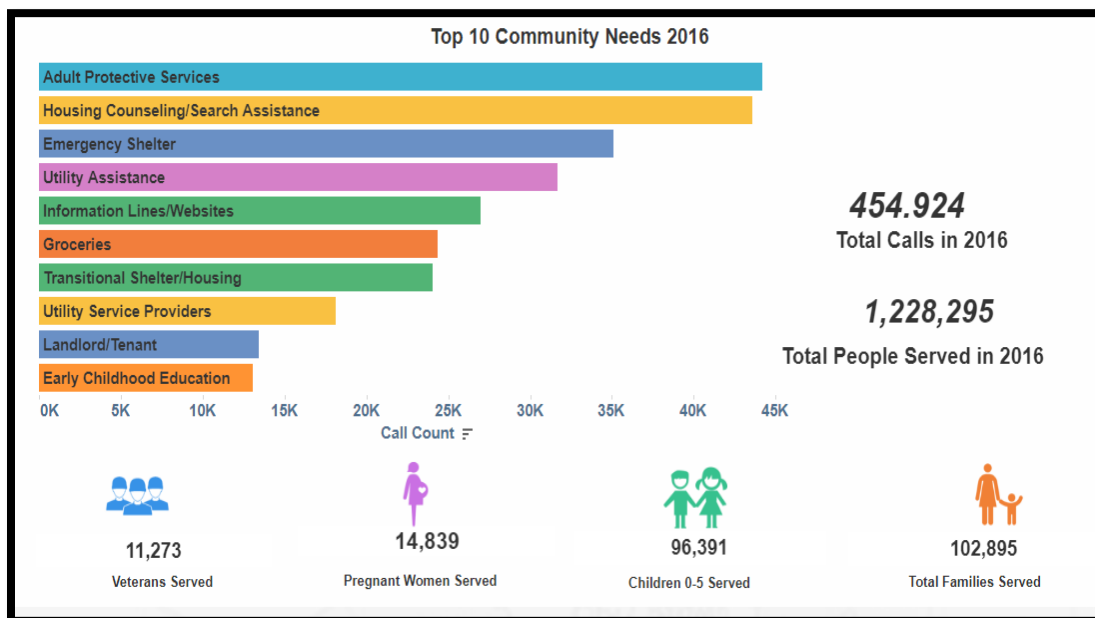
The Burbank Police Department and Los Angeles County Department of Mental Health have partnered to provide a mental health team to address the growing needs of those suffering from mental illness and homelessness. The two agencies created the Burbank Mental Health Evaluation Team (MHET). MHET is a co-response 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 calls for service when a person appears to have mental health disorders. Once on the scene, the MHET can perform an assessment and respond with further mental health treatment if required.

Homeless Services by Community Partners

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 plays a critical role in helping service providers plan programs and services in addition to providing financial resources.

2-1-1 LA County

The County of Los Angeles has a dedicated 24 hour hotline phone number 2-1-1, for community members and community organizations looking for all types of health, human, and social services in Los Angeles County. They assist over 500,000 people every year with information and referrals to the services that best meet their needs through a recourse database of more than 50,000 services (*Exhibit 1.17*). Additional services include follow-up or care coordination to assist with receiving the services and overcoming barriers such as transportation, documentation, and more. Contacting 2-1-1 LA is free, confidential, and accessible in 140 languages. <https://www.211la.org/>



Burbank Temporary Aid Center (BTAC)

BTAC provides a wide variety of services to homeless individuals and low income families in Burbank, including food, rental and utility assistance, clothing, transportation assistance, laundry, showers, referrals to nearby shelters, daily lunches, and medical cost assistance.

A detailed list of programs and services includes:

- Groceries from BTAC's Food Pantry.
- Daily sack lunches for the homeless.
- Assistance with utility bills.
- Transportation assistance.
- ID/License replacement program.
- Limited medical assistance.
- Limited emergency shelter, via a voucher program with cooperating businesses in the area.
- Shower facilities for the homeless.
- Laundry facilities for the homeless and other clients.
- Holiday "Santa's Room" gift program for needy children.

Ascencia

Ascencia provides a range of housing and programs to assist people out of homelessness. Services specific to Burbank include the Burbank Street Outreach with Burbank's Homelessness Liaison, emergency transitional/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.

Burbank Housing Corporation (BHC)

BHC is a private, non-profit housing developer that operates an Affordable Housing Program, four After-School Activity Centers, and two Nationally Accredited Child Care Centers in Burbank.

Salvation Army

The Salvation Army provides a food pantry, referrals to homeless service providers, and special holiday events (dinner & gifts) for the homeless population.

In March 2017, the City and its leadership adult program called RISE (Residents Inspiring Service Empowerment) partnered with the Salvation Army to host the first Homeless Service Connection Day.

Family Promise of the Verdugos

Family Promise "formerly Family Promise of East San Fernando Valley" was established in Burbank in 2010 to move families with children from circumstantial homelessness to self-sufficiency. Associated with the national network of the same name, Family Promise advances a highly effective, sustainable and expandable service delivery drawing on resources of the faith

community, churches, synagogues, mosques, and temples. Family Promise serves homeless and at-risk families through three major components: outreach and screening; transitional housing through local congregations; and counseling/case management focused on obtaining full-time employment for each adult.

As previously discussed in Burbank's subpopulation profile, Family Promise assists up to four families or a maximum of 14 people at any one time for a 90 day transition to self-sufficiency. Approximately 12 congregations partner with Family Promise providing temporary shelter on a nightly basis. During the day, adults are given resources to assist with finding permanent employment and housing.

Family Service Agency

FSA has been serving the Burbank community since 1991. It is a non-profit social service agency dedicated to preventing homelessness, eliminating domestic violence, suicide, and quality mental health care. FSA provides counseling and preventive services on 18 Burbank school campuses, and in three residential treatment facilities. They treat youth, teens, adults, couples and families, in individual, group, and school-based environments. Services include crisis intervention, clinical counseling, transitional housing, and violence prevention services and education.

Volunteers of America of Los Angeles

With offices located in Burbank, Volunteers of America of Los Angeles serves the following sub-populations: children; youth and families from under-served communities; veterans struggling with reintegration; individuals and families challenged by homelessness; men and women returning from prison; and people battling addictions and substance use. The range of support services includes eviction prevention, emergency services, transitional housing, affordable housing, employment, and job training to homeless and non-homeless veterans.

Appendix 4

Homeless Services Available in Burbank

Burbank has created its own flyer to distribute and market the services of 2-1-1 LA County to residents and homeless individuals.

Homeless Services Available in Burbank

Burbank Temporary Aid Center (BTAC) provides services for low-income individuals and families including those who are homeless such as food, showers, laundry facilities, case management, and employment/job training to homeless and non-homeless.

Address: 1304 W. Burbank Blvd., Burbank, CA 91506

Phone: 818.848.2822

Ascencia provides Burbank Street Outreach, emergency transitional/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

Office Phone: 818.846.7900

Family Promise of the Verdugos provides temporary shelter and supportive services to families that are “situationally” homeless.

Address: PO Box 1307, Burbank, CA 91507 (No physical address available)

Phone: 818.847.1547

Volunteers of America of Los Angeles (offices in Burbank) provides employment and job training to homeless and non-homeless veterans and training to work for homeless persons and those at-risk of homelessness.

Address: 401 N. Buena Vista St, Burbank, CA 91505

Phone: 818.940.1801

The Salvation Army, Burbank Corps provides a food pantry for the homeless, referrals to homeless service providers, a hot lunch to the homeless once a month, and special holiday events (dinner & gifts).

Address: 300 E. Angeleno Ave, Burbank, CA 91502

Phone: 818.845.7214

Burbank Police Department Mental Health Evaluation Team provides a co-response police/mental health clinician to address the growing needs of those suffering from mental illness and homelessness.

Address: 200 N. Third Street, Burbank, CA 91502

Phone: 818.238.3000

Housing Rights Center (serving the Burbank area) provides advocacy and support that address the challenges of housing discrimination and ensure equal housing opportunities for all.

Phone: 626.791.0211

For Information on Homeless Services available in Burbank, please contact:

Mary Manoukian

Burbank Homeless Services Liaison

818.863.2814

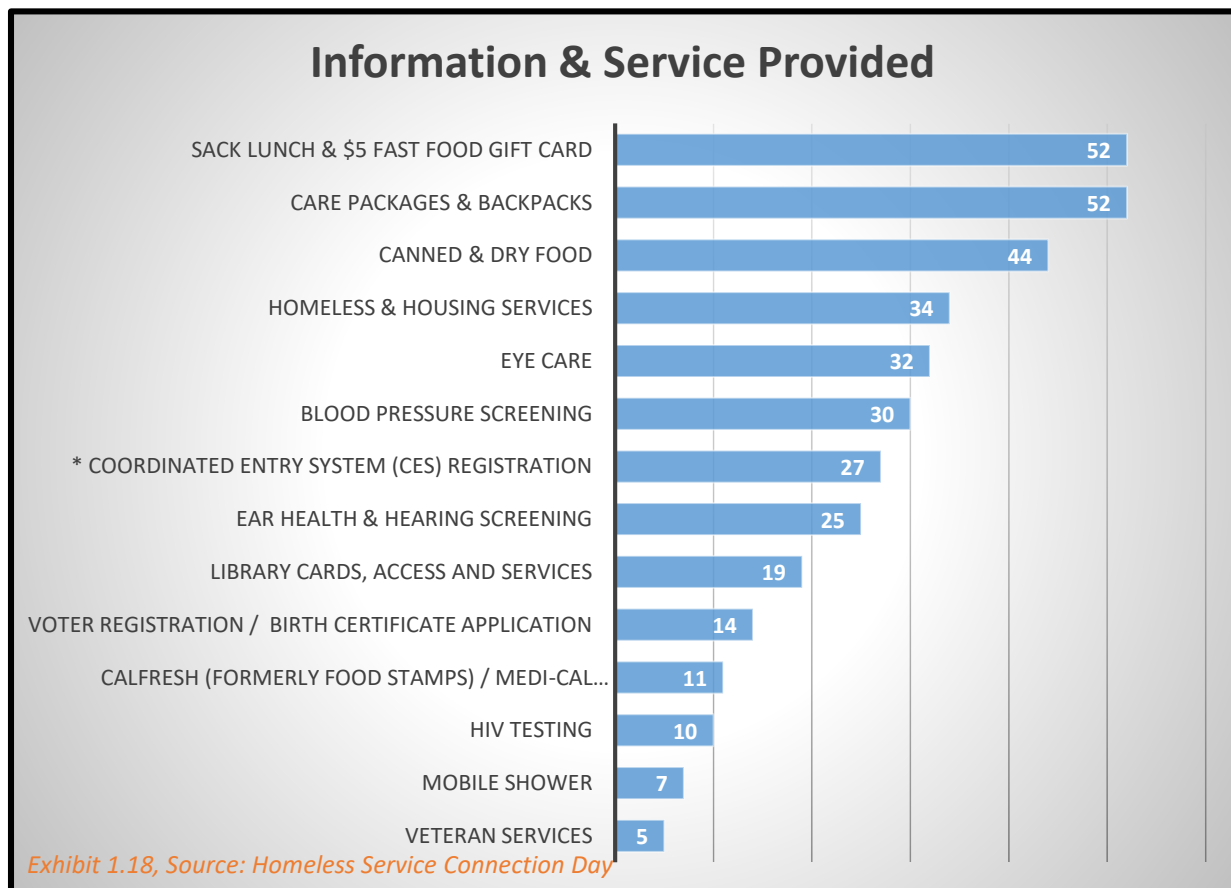
MManoukian@AscenciaCA.org

Appendix 5

Homeless Services Connection Day Results

In March 2017, the City and its leadership adult program called RISE (Residents Inspiring Service Empowerment) partnered with the Salvation Army to host the first Homeless Service Connection Day. Its intent was two-fold: help the existing homeless community of Burbank and acquire vital information from its homeless population (*Exhibit 1.18*) and their areas of need (*Exhibit 1.19*). As a result:

- 52 Homeless Individuals Attended;
- All attendees received Sack Lunches, Care Packages, Backpacks & \$5 Fast Food Gift Cards;
- 44 attendees received Canned & Dry Food;
- 27 attendees updated or registered with Coordinated Entry System – a regionally based database and assessment tool to connect homeless individuals and families with services; and
- Many received showers, HIV testing, and screenings for blood pressure, vision and hearing.





Appendix 6

SHELTERING THE HOMELESS

According to HUD, families who pay more than 30 percent of their income for housing are considered cost burdened and may have difficulty affording necessities such as food, clothing, transportation, and medical care. *An estimated 12 million renter and homeowner households now pay more than 50 percent of their annual incomes for housing.* A family with one full-time worker earning the minimum wage cannot afford the local fair-market rent for a two-bedroom apartment anywhere in the United States.

The Office of Affordable Housing Programs (OAHP) within HUD administers the following grant programs designed to increase the stock of housing affordable to low-income households:

1. The HOME Investments Partnerships Program (HOME) is the largest Federal block grant program for state and local governments designed exclusively to create affordable housing for low-income households. It provides grants to states and local governments to fund a wide range of activities including:
 - a. building, buying, and/or rehabilitating housing for rent or homeownership; or
 - b. providing direct rental assistance to low-income families.

The National Housing Trust Fund (HTF) supports the acquisition, new construction, or reconstruction of rental units for extremely low-income families or families with incomes below the poverty line, whichever is greater.

https://www.hud.gov/program_offices/comm_planning/affordablehousing/

Appendix 6-1

Public Housing

No public housing is currently located in Burbank. Public housing was established to provide decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. Public housing comes in all sizes and types, from scattered single family houses to high-rise apartments.

Public housing is limited to low-income families and individuals. A housing agency determines eligibility based on:

- 1) Annual gross income;
- 2) whether you qualify as elderly, a person with a disability, or as a family; and
- 3) U.S. citizenship or eligible immigration status.

Appendix 6-2

Affordable Housing

Burbank has a strong history of supporting affordable housing. The City has adopted numerous provisions in its Zoning Ordinance that facilitate a range of residential development types and encourage affordable housing.

In addition, the City and its former Redevelopment Agency have played an active role in supporting affordable and mixed income projects within the greater Downtown and Neighborhood Focus Areas. Since 1997, the City has partnered with the Burbank Housing Corporation (BHC), a certified Community Housing Development Organization, to develop affordable housing by acquiring and rehabilitating multi-family properties within Focus Neighborhoods. The City's five Focus Neighborhoods are (*Exhibit 1.20*):

1. Elmwood
2. Verdugo-Lake
3. Peyton-Grimer
4. Golden State
5. Lake-Alameda

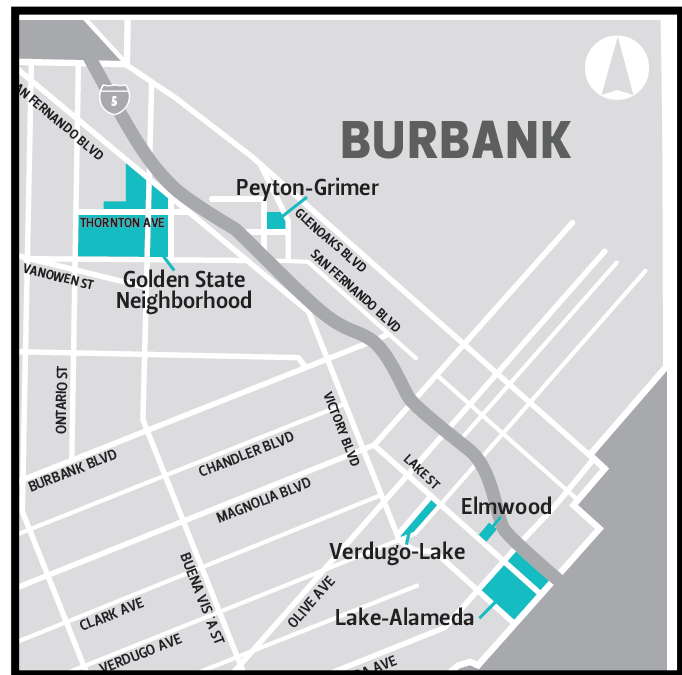


Exhibit 1.20, Source: City of Burbank

This partnership has created an avenue for the City to commit and expend HOME fund allocations. Since the program's inception, 316 affordable rental units have been created through this partnership. These efforts include a total of 16 units for the City's Transitional Housing Program that supports victims of domestic violence, homeless families, and young

adults/emancipated youth, and 11 units of permanent housing for U.S. Veterans that were formerly homeless.

To continue to fill this need, Burbank should continue to look for opportunities to improve neighborhoods by setting an example and creating pride in ownership. These can be funded in a variety of ways and Burbank should consider layering a number of funding mechanisms to purchase and rehab units. Some of the funding mechanisms could include:

- Federal Housing Funds such as HOME and Permanent Supportive Housing
- State Funding such as Multi-Family Housing (MHP) and Housing Related Parks grants, etc.
- Tax Credit Financing
- CDBG funding
- Redevelopment Successor agency funding
- Possible EIFD funding such as in the Golden State District
- Community Revitalization & Investment Authorities (CRIAS)
- Private and public grants
- Non-profit funding

<https://www.huduser.gov/portal/periodicals/cityscape/vol15num2/ch1.pdf>

<https://www.qsb.stanford.edu/insights/affordable-housing-good-neighborhood>

For more detailed information, refer to the City of Burbank Affordable Housing Analysis & Strategy, 2017.

Appendix 6-3

Assisted Housing

Burbank has a sizable stock of 1,949 units of assisted rental housing, including 1,367 units with affordability restrictions that serve low and moderate income households. Burbank has a large senior citizen population and the City is home to nine low rent senior housing complexes, totaling over 1,200 units.

An eight unit Habitat for Humanity homeownership project was completed in 2011 in the Peyton/Grismer Focus Neighborhood. Burbank's former Redevelopment Agency also funded affordable housing for special needs populations, including Burbank Accessible Apartments for developmentally disabled adults, and transitional housing for families, victims of domestic violence and at-risk youth.

As another assisted housing program, the Burbank Housing Authority administers the Housing Choice (Section 8) Program, also funded by HUD. With this program, an income-qualified household can use the voucher at any rental complex that accepts Section 8 vouchers. The program pays the difference between the federally approved Fair Market Rent (FMR) and 30 percent of the household's income. This rent subsidy is paid directly to the landlord on behalf of the household. A total of 1,014 vouchers are allocated to the Burbank Housing Authority.

However, an average of 968 vouchers are utilized due to limited funding. This number will continue to decrease in the future as rental rates increase resulting in higher dollar subsidies for households while the total allocated funding remains the same or decreases.

Assisted Rental Housing Inventory

Project Name	Total Units	Affordable Units (Accessible Units)	Applicable Programs	Potential Expiration
Senior Housing Projects				
Harvard Plaza	149	149 VL (149)	Section 202, Section 8	Feb. 2021
Pacific Manor	167	166 VL (166)	236(j)(1), HOME, Sec 8	2016
Verdugo Towers	119	119 VL (119)	Sec 202, Sec8, RDA Set-Aside	Perpetuity
Wesley Towers	97	97 VL (5)	Section 202, Section 8	2027
Media Village/Silverwinds	144	29 VL, 115 L (144)	RDA Set-Aside	Perpetuity
Senior Artists Colony	141	29 VL, 14 L (141)	HOME, RDA Set-Aside, MHP	Perpetuity
Olive Plaza	183	46 Mod (183)	Density Bonus	2033
Olive Court	163	33 Low (163)	RDA Set-Aside	Perpetuity
Park Avenue	62	62 Mod (62)	RDA Set-Aside	Perpetuity
Special Needs Projects (*owned by BHC)				
Casa Providencia	18	17 VL (17)	Section 811, HOME, MHP	Perpetuity
CARE Cottages* Transitional Housing (women/children)	5	3 VL, 2 Low	RDA Set-Aside	2061
Linden House* Transitional Housing (at-risk youth)	4	3 VL, 1 Mod	HOME, RDA Set-Aside	Perpetuity
Home Front* Transitional Housing (families)	7	4 EL, 2 VL, 1 Mod	HOME, RDA Set-Aside	Perpetuity
Transitional Housing (veterans)*	11	EL, VL, Low	HOME, MHP	2069
Burbank Housing Corporation (BHC) Projects				
Elmwood Focus Neighborhood				
100 Block of Elmwood Ave.	65	5 EL, 14 VL ,23 L ,23 M	HOME, RDA Set-Aside	Perpetuity
Verdugo/Lake Focus Neighborhood				
237, 241-23, 257 W. Verdugo 220 W. Tujunga	30	2 VL,26 Low, 2 Mod	CDBG, HOME RDA Set-Aside	Perpetuity
261 W. Verdugo Ave.	8	2 VL, 4 Low, 2 Mod	RDA Set-Aside	Perpetuity
275 W. Verdugo	34	3 EL, 12 VL, 12 L, 7 M	RDA Set-Aside	Perpetuity
Golden State Focus Neighborhood				
3000 Thornton	4	3 Low, 1 Mod	HOME, RDA Set-Aside	Perpetuity
3030 Thornton	1	1 Low	RDA Set-Aside	Perpetuity
2331 N. Fairview	3	3 Low	HOME	Perpetuity
2325 & 2335 N. Fairview	7	1 VL, 6 Low	HOME, RDA Set-Aside	Perpetuity
2321 N. Fairview & 2323 N. Catalina	14	1 VL, 6 Low, 7 Mod	Set-Aside	Perpetuity
2219 & 2329 N. Niagara	6	2 VL, 2 Low, 2 Mod	HOME	Perpetuity
2234 Catalina	7	2 EL, 2 VL, 3 Low	HOME, RDA Set-Aside	Perpetuity
2223-2235 Catalina	20	4 EL, 7 VL, 7 L, 2 Mod	RDA Set-Aside	Perpetuity
2300 Niagra	3	1 VL, 2 Low	HOME	Perpetuity
Peyton/Grismer Focus Neighborhood				
1721 Elliott	7	3 VL, 1 Low, 3 Mod	CDBG, HOME	Perpetuity
1801-1815 Grismer, 1735 Elliott	70	13EL,20 VL,25L,25M (5)	RDA Set-Aside	Perpetuity
Keeler/Elliott -Habitat homeownership*	8	8 VL	RDA Set-Aside	Perpetuity
Lake/Alameda Focus Neighborhood				
157 & 159 W. Linden, 160 W. Elm Ct.	9	5 VL, 4 Low	HOME, Set-Aside	Perpetuity
Other Affordable Rental Units				
Rental Rehabilitation (scattered site)	72	28 Low	RDA Set-Aside	15 years
1301 Hollywood Way	35	3 Low	Density Bonus	Perpetuity
Empire Landing	276	28 Low	Inclusionary	Perpetuity
TOTALS	1,949	1,367 Affordable (1,152 Accessible) units		

*Habitat for Humanity ownership units not included in totals for assisted rental housing

Appendix 6-4

Winter Shelters

Winter Shelters operate during the cold and wet winter months. Shelter providers are contracted to provide additional shelter beds during excessive weather intended to save and protect people's lives in the cold weather.

While no permanent year-round shelter exists within Burbank, for the past several years the City has coordinated with the City of Glendale and the City of Los Angeles in the provision of an emergency winter shelter program. Most recently from December 1, 2016 to March 1, 2017, the City of Los Angeles hosted a 120-bed, regional winter shelter operated by Hope of the Valley in Sunland. Burbank provided funding to the operator to provide a shuttle pick-up and drop off in Burbank. *A total of 157 homeless individuals were serviced from Burbank during the three month program.* Burbank will continue to partner with Hope of the Valley to support a 200-bed winter shelter in Pacoima for the 2017-2018 winter months.

Two other year round shelters located in close proximity to Burbank include:

1. Ascencia Emergency Housing in Glendale, providing 40 beds (60-90 days of shelter) for families and individuals going through the Agency's case management program; and
2. Valley Shelter in North Hollywood, providing 165 emergency shelter spaces for single homeless adults.

In October 2017, the Los Angeles County Board of Supervisors voted unanimously to convert an armory in Sylmar, long used as an emergency winter shelter, into a year-round facility for homeless women. The repurposed armory, which could open as soon as December 2017, will provide "bridge housing," consisting of shelter and support services to help transition women and children into permanent housing. <http://latimes.com/local/lanow/la-me-ln-sylmar-armory-20171003-story.html>

Appendix 6-5

Emergency Shelters

Emergency shelters provide a temporary shelter for the homeless which does not require occupants to sign leases or occupancy agreements. A main distinction of emergency shelters typically specializes in people fleeing a specific type of situation, such as natural or man-made disasters, domestic violence, or victims of sexual abuse. A more minor difference is that people staying in emergency shelters are more likely to stay all day, except for work, school, or errands, while homeless shelters usually expect people to stay elsewhere during the day, returning only to sleep or eat.

Other than the winter shelter program partnerships previously mentioned, Burbank strives to address the emergency needs of the homeless with services provided through entities such as Family Promise. Family Promise serves circumstantial homeless families by providing emergency shelter and supportive services. They work to move families with children from homelessness to lasting self-sufficiency in approximately 90 days. Family Promise advances a highly effective, sustainable and expandable service delivery drawing on resources from the faith community, churches, synagogues, mosques, and temples.

Shelter Name	Location	Services	Duration of Program	Beds
United States Mission Canoga Park Transitional Housing	Canoga Park	United States Mission Canoga Park's purpose is to provide residents with a long term clean and sober home with quality meals and a self-help work program that provides each person with the opportunity of turning their lives around.	Work Based	Transitional Housing
Home Again Shelter	Northridge	Home Again Shelter is a 90-bed shelter. The new facility includes private family bedrooms, a commercial kitchen, common dining room and living spaces, meeting rooms, computer education center, playground and garden, all geared toward helping families achieve a brighter future.	12 month program	90
Children of the Night	Van Nuys	Children of the Night's 24- bed home, located in the Los Angeles suburb of Van Nuys, California, provides refuge, food, clothing, an on-site school, counseling, and emotional support for child prostitutes from all over the United States. Children of the Night is a voluntary program for children who want a way out, serving as a way station between the streets and a normal, healthy life.		24

\A Better Living Permanent Housing and Supportive Services	North Hills	As a 501(c)3 non-profit organization, we provide a continuum of transitional, emergency and supportive housing and services including: -Transitional Housing -Emergency Housing -Advocacy Groups -Auxiliary Services -Case Management, Counseling & Therapy Services -Healthy and Wellness Habits Training -Employment Assistance Services and Job Training -Life Skills Services -Budgeting Literacy Program -Domestic Violence Services -Mental Health Services -Substance Abuse Support -Bus Tokens & Bus Discount -Drug and Alcohol-Free Environment	Permanent housing	Permanent Housing
Nancy Painter Home Transitional Housing For Women	Valley Village	Nancy Painter Home Transitional Housing for Women is a Salvation Army Glendale Corps Transitional Housing location for homeless single mothers and children. Single mothers must have been in an emergency shelter for a minimum of 30 days to be eligible.	30 day min	Transitional Housing

Hope of the Valley Rescue Mission	Sun Valley	Hope of the valley Rescue Mission's goal is to attract people and resources to assist in the effort of meeting the needs of every hungry and homeless man, woman and child in the greater Los Angeles area. Through strategic partnerships and services, they empower clients with the faith, knowledge, resources and skills to lead a life of wholeness and self-sufficiency.	Dec 1. 2016 - Mar 1. 2017	170
Family Promise of the Verdugos	Burbank	Family Promise of the Verdugos helps homeless children and their families by providing housing, food, and intense case management services that focus on each family obtaining financial independence. Family Promise of the Verdugos is a non-profit, interfaith hospitality network providing temporary assistance, hospitality and case management for families with children experiencing homelessness.	90 days	Housed through Congregations
Ascencia - Shelter and Services	Glendale	Ascencia provides shelter for homeless individuals and families with children. Ascencia give priority to homeless people from Glendale.	Must go through assessment process first	40
Salvation Army Glendale Chester Village For Homeless Families	Glendale	Salvation Army Glendale Chester Village for Homeless Families provides supportive housing for homeless families. Families must meet the time definition associated with chronic homelessness (homeless for one year, or homeless 4 or more times in the past three years).	Permanent Housing (must have been homeless for one year or homeless four or more times in the past three years to qualify)	Permanent Supportive Housing

Shelter Name	Location	Services	Duration of Program	Beds
Glendale YWCA Domestic Violence Project	Glendale	The Glendale YWCA Domestic Violence Projects, is strictly a domestic violence emergency shelter and does not provide homeless services.	Domestic Violence Emergency shelter ONLY	Must call for Vacancy
Back To Life Community Living House Transitional Housing	Pasadena	Back To Life, located in North West Pasadena, has over 15 years' experience working with adults in transition. The comfortable Community Living House is centrally located with easy access to public transportation, provides one meal a day, and a supportive group of peers and colleagues.	Must be screened	Transitional Housing
Union Rescue Mission	Los Angeles	Union Rescue Mission is one of the nation's largest provider of continuous emergency shelter services. Union Rescue Mission provides comprehensive care for men, women, and children who are experiencing homelessness. A person's first point of contact with Union Rescue Mission is with the Emergency (Guest) Services, where their immediate physical needs are met. The day rooms provide shelter and rest from the streets. Guests can sign up for beds, eat three meals a day, take showers and get haircuts, pick out fresh clothes, and receive medical care. Counseling from is also available to guests, regarding options to join recovery programs or to utilize other service providers in the area.	Permanent/ Temporary/ One Night	1094 +
The Midnight Mission	Los Angeles	The Midnight Mission's goal is to provide life changing services to people experiencing homelessness in Southern California. Midnight Mission offers addiction treatment, emergency services, and family housing	12 step recovery program	

LAFH - Los Angeles Family Housing	North Hollywood	Los Angeles Family Housing connects homeless individuals with affordable, temporary, supportive housing, and low income housing. The residents served in their shelters and apartments, represent a broad spectrum of income, geographic and ethnic diversity.		
San Fernando Valley Rescue Mission of Rescue Mission Alliance	Northridge	The mission provides food rescue programs, holiday assistance, homeless support services, shelter, and thrift shops for people in the San Fernando Valley. There are no geographic restrictions.	90 days MAX (May return after 1 year)	For 90 people Only
Lutheran Social Services	San Fernando Valley	Lutheran Social Services Authority has a Community Care Center in San Fernando Valley, which primarily focuses on homeless and at-risk individuals and families	Permanent / Transitional	8 + permanent & transitional affordable housing units
Los Angeles Homeless Services Authority	Canoga Park	The Los Angeles Homeless Services Authority is the lead agency in the Los Angeles Continuum of Care, which is the regional planning body that coordinates housing and services for homeless families and individuals.		

Appendix 6-6

Motel Vouchers for Homeless

The City supports the motel voucher assistance program administered by BTAC through an annual allocation of Community Development Block Grants (CDBG) funds. Under BTAC's motel voucher program, homeless persons receive a limited stay at local motels.

While the idea of motel vouchers seem like a great program, there are many complications with housing homeless individuals in motels. BTAC has held discussions with numerous motels to find out that the homeless individuals that were sheltered stole bedding and towels, destroyed the motel rooms, caused disruptions to other guests, and had police called due to noise, parties, and drug abuse. A hotel staff is not equipped to deal with the mental illness and behaviors that often come with the territory.

No motel vouchers were issued in 2016-17. The current motel voucher program should be improved by offering the motel voucher to homeless individuals and families on a path to permanent housing, working with a case manager, and recently employed. This will be reviewed during the annual CDBG allocation process.

Appendix 6-7

Transitional & Permanent Supportive Housing

Transitional housing provides homeless individuals and families with the interim stability and support to successfully move to and maintain permanent housing.

<https://www.hudexchange.info/resources/documents/shptransitionpermanenthousing.pdf>

The BHC owns and operates 26 transitional and permanent supportive housing units (*Exhibit 1.21*)

Burbank's Transitional and Permanent Supportive Housing			
Name	Type	Service	Units
CARE Cottages at Puerta Nueva	Transitional Housing	Women and children who are surviving domestic violence and abuse	5
Casa de la Providencia*	Disabled	Individuals with developmental and intellectual disabilities	18
Linden House	Transitional Housing	Homeless, at-risk or emancipated youth between the ages of 18 and 22	3
Home Front	Homeless	Families with children	7
Veteran Bungalows	Transitional and Permanent	Homeless veterans	11

Exhibit 1.21, Source: Burbank Affordable Housing Analysis & Strategy, 2017

*Not managed by BHC

The Family Service Agency (FSA), in partnership with the Burbank Housing Corporation, operates a comprehensive domestic violence intervention/prevention program by providing clients

transitional housing. The program is targeted towards women with children and serves all members of the family with core services from individual mental health care, parent support groups, family counseling, and therapy for youth and adult survivors, just to name a few.

Similar to the number of affordable housing units, *the number of existing transitional housing units in and around Burbank is low and insufficient to support its homeless and at-risk of homeless populations.* Burbank has a need for additional transitional and permanent supportive housing for homeless, veterans suffering from physical or mental disabilities, domestic violence, and at-risk youth.

Appendix 7

FINDING A FOOTING WITH CITY CONTROL

Despite on-going constitutional challenges, some cities continue to enact and enforce laws and policies that criminalize activities associated with homelessness. In contrast, other cities are taking steps to address the underlying social issues contributing to the problem. Throughout the nation, many comprehensive studies to end homelessness have been published focusing on best practices and initiatives. However, there is no one-size fits all solution.

Appendix 7-1

Anti-Homelessness Laws

State government has delegated dealing with the homeless to municipalities, which tend to have even fewer resources. The result is an explosion of local laws that are meant to harass and punish homeless people, rather than restrict anti-social behavior, according to a new study out of the University of California, Berkeley School of Law². Local governments are trying to drive the homeless out of their areas and into someone else's backyard. It enacts a rush to the bottom to see who can come up with, and enforce, the most difficult laws, resulting in endless litigation. Researchers gathered information that **58 California cities have more than 500 anti-homeless laws between them.**

All of these cities have daytime laws that criminalize at least one of the four basic kinds of activities that can be applied to the homeless:

1. Standing, sitting, and resting in public places;
2. Sleeping, camping, and lodging in public places, including in vehicles;
3. Begging and panhandling; and
4. Food sharing.

http://considerthehomeless.org/pdf/CA_New_Vagrancy_Laws.pdf

This study ultimately concluded that the enactment and enforcement of anti-homeless laws harms people and society as it may raise questions about the constitutional rights of homeless people, and enforcement can be expensive.

² Berkeley Law, University of California. *California's New Vagrancy Laws, The Growing Enactment and Enforcement of Anti-Homeless Laws in the Golden State*. February 2015

http://considerthehomeless.org/pdf/CA_New_Vagrancy_Laws.pdf

Appendix 7-2
Frequently Asked Questions Regarding Homelessness in Burbank
(From City of Burbank Memorandum dated November 17, 2016)

Why can't we remove homeless individuals from the park?

During the daytime, there are no restrictions on individuals being in the parks. Parks are public facilities open to all members of the public. During the nighttime, entry into parks is restricted by our Burbank Municipal Code (B.M.C.). For most parks, the restriction lasts from 10pm until sunrise.

However, the City is mindful about how it enforces the nighttime restriction. Federal courts recognize that if a person has nowhere else to sleep, it may violate the Eighth Amendment (prohibiting cruel and unusual punishment) if a law makes it illegal for a person to sleep in the park. Similarly, California courts recognize that if a homeless individual has nowhere else to sleep, that person may have a legal "necessity" which would allow them to sleep in the park.

Are there other places where homeless individuals may go instead of parks?

As long as individuals are not trespassing on private property, they have the right to spend their time wherever they like. Even if the City removed homeless individuals from parks, alternative places that homeless people could legally spend time include any property open to the public (i.e., neighborhood sidewalks, public benches, libraries, etc.)

Although the City contracts with a nearby homeless winter shelter, the shelter only has a limited number of beds for homeless individuals. Also, like most shelters, this shelter is only open during the evenings and serves Burbank as well as other neighboring cities, therefore, not always having enough space to house all individuals who may need a place to sleep overnight. If individuals are unable to obtain a bed, they will be referred to alternative accommodations, if possible. However, the City cannot force homeless individuals to use the shelter if they do not want to.

Can you remove people's property from public areas?

All individuals are entitled to "due process" before they are deprived of their personal property. The B.M.C. has procedures for storing and disposing of lost or abandoned property that is found in public areas. However, Burbank does not have a procedure to handle removing temporarily unattended personal property when we know it belongs to someone, like a homeless individual.

To implement sufficient procedures, under the law, the City would need to dedicate staff to engage in activities such as posting notice before removing such property, taking inventory of each item that is removed, attempting to contact the property owner, and storing the removed property for a significant period of time so that the

property owner has an opportunity to collect their belongings. However, these due process limitations do not restrict the City from removing and destroying debris immediately hazardous to public health.

Can you arrest someone for being homeless?

No. Being homeless is not a crime. However, many kinds of public conduct can be illegal and may be reported to the Police Department. If you observe conduct in public (by any individual, homeless or not) involving public intoxication, trespassing, maintaining open flames, indecent exposure, or violence, you should call the Police Department immediately.

In addition, facilities like the libraries and recreation centers have Rules of Conduct – also applicable to all users - that ensure belongings do not block access, restroom facilities are used appropriately, and everyone is sharing space in ways that are not disruptive. Violating these rules can result in temporary suspensions of access to the City facilities, but the rules are not enforceable criminally.

Appendix 7-3

Management of Homeless through City Ordinances

While there are limits to what the City can do constitutionally, there are approaches that could be taken to manage some of the impacts of homelessness. These combine ordinances with services that avoid legal contests as well as creating solutions.

Careful consideration will be necessary as any new ordinances would apply to all individuals throughout the City and cannot impede on constitutionally protected rights. The City would need to ensure that enforcement is not arbitrary or capricious but is instead applied evenhandedly to all.

An example of a solution-oriented recommendation is to establish a voluntary storage area within the City where homeless individuals may temporarily store their personal belongings in a safe and secure location. Providing a place for individuals to store their personal property may enable the City to adopt and enforce an ordinance for removing and storing private property when it is left unattended in the public right-of-ways, in order to reduce pedestrian obstructions. A similar approach has been implemented in Orange County, where storage (and related transportation to and from the storage facility) is available for homeless individuals.

Appendix 7-4

Neighboring Cities Trials and Tribulations: What is Not Working

Los Angeles

The City of Los Angeles enacted an ordinance prohibiting any individual from sitting, lying, or sleeping on a public street or sidewalk at any time. Six homeless individuals living in the City's Skid Row district were arrested for violating the ordinance, and sued. The Ninth Circuit Court of Appeals issued a significant decision in favor of the homeless individuals, finding that the Eighth Amendment prohibited the city from punishing involuntary sitting, lying, or sleeping on public sidewalks that is an unavoidable consequence of being human and homeless without shelter..

<https://www.aclu.org/news/aclu-southern-california-wins-historic-victory-homeless-rights-case>

Pomona

A lawsuit was filed on behalf of 15 homeless individuals and a local church challenging Pomona's practice of summarily seizing and destroying homeless persons' property – including medication and identification documents. The City of Pomona recently settled the lawsuit by agreeing to suspend enforcement of its ordinance that prohibited tents, personal property and overnight sleeping on public property, and building 388 lockers for the property of homeless people. The City of Pomona and the litigants agreed that enforcement of the overnight sleeping ordinance could resume once sufficient accommodations exist, either in indoor shelters or open spaces designated for overnight stays. <http://latimes.com/local/lanow/la-me-ln-pomona-homeless-settlement-20160911-snap-story.html>

San Diego

A class-action lawsuit filed in federal court in July 2017 is seeking to stop the City of San Diego from ticketing people for having tents and other possessions on public sidewalks. The city ordinance was created in 2007. Since it has been used against homeless individuals, the number of citations has skyrocketed into the thousands. No verdict has been reached as of yet. <http://www.sandiegouniontribune.com/news/homelessness/sd-me-homeless-lawsuit-20170717-story.html>

Appendix 7-5

Enforcement Efforts in Neighboring Cities: What May Work, but Needs to be Proven *Pasadena*

In 2016, the Pasadena City Council approved an ordinance which amends the municipal code in order to address “homeless camping” in public spaces and aggressive panhandling. The ordinance prohibits any “tent, lodge, structure, temporary or makeshift shelter, or unattended installation or display in any park” or public right-of-way. Furthermore, the city will be able to confiscate any unattended property left within the aforementioned public spaces. Under the ordinance, a notice will be left explaining where to retrieve confiscated items and the property will be held for a minimum of 30 days. <http://www.pasadenaindependent.com/news/city-public-odds-intentions-anti-campingpanhandling-ordinance/>

With so many vocal community activists, enforcing this ordinance could be challenging. More time is needed to effectively evaluate its success of prohibiting aggressive panhandling and makeshift shelters without discriminating against its homeless population.

Los Angeles

The Los Angeles City Council voted in early 2017 to approve an ordinance titled Vehicle Dwellings. Persons may live in a vehicle between 6:00 a.m. and 9:00 p.m. – more than one block (500 feet) away from licensed schools, pre-schools, daycare facilities, or parks. Between 9:00 p.m. and 6:00 a.m. – in non-residentially zoned areas which are more than one block (500 feet) away from licensed schools, pre-schools or daycare facilities or parks. <https://www.lacity.org/for-residents/popular-services/comprehensive-homeless-strategy-implementation/los-angeles-municipal>

re:codeLA

To rebuild housing capacity in a way that is compatible with modern community character, the Los Angeles Department of City Planning is focusing first on expanding capacity at strategic transit-rich locations, and second on making adjustments to the zoning code. re:codeLA is moving towards creating a new zoning code that will unbundle building



from land use and will contain enhanced development standards to enable more projects that comply with the applicable standards to be built by-right. It will create new and expanded residential types, such as micro units and accessory dwelling units, to increase opportunities for providing more affordable housing. <https://recode.la/>

Santa Monica

In the City of Santa Monica, the Homeless Liaison Program (HLP) is responsible for solving issues and concerns relating to Santa Monica's homeless population. The HLP team uses both traditional law enforcement strategies and social service strategies to impact homeless issues. The HLP Team's goal is to improve the quality of life for the residents, businesses, visitors, and homeless within the city. The team is staffed by one sergeant and six police officers.

They work closely with residents and business owners to help them protect their properties from trespassing. Enforcing the state laws of trespassing requires the cooperation of the owner for the property. The Police Department partners with owners and agents to provide services that include education regarding the laws and assistance with routine checks of the property to deter trespassing violations. https://www.smgov.net/sm_go.aspx?goparms=cid%3D2148

Appendix 7-6

Success with Neighboring Cities: What is Working

Homelessness is undeniably a major concern throughout the nation. Many communities are working hard to reduce their own homeless populations while still maintaining a proper quality of life for all residents.

Residents of Southern California know that both metropolitan and beach cities are notorious for having larger homeless populations. Examples include cities such as Downtown Los Angeles, Santa Monica, Venice, Hollywood, Anaheim, and San Diego. However, the City of Long Beach is proving this perception to be wrong. As both a metropolitan and beach city, *Long Beach has seen a 20% decrease in their homeless population from 2015 to 2017* (Exhibit 1.22).

Southern California Continuum of Care (CoC) Cities
Point-In-Time (PIT) Homeless Counts

CoC	Population	2015 PIT	2016 PIT	2017 PIT	2015-2017 % Change
Los Angeles	9,416,024	41,174	43,854	55,188	34.0%
San Diego	3,316,192	8,742	8,669	9,116	4.3%
Orange	3,194,024	4,452	4,319	4,792	7.6%
Riverside	2,384,783	2,372	2,165	2,406	1.4%
San Bernardino	2,160,256	2,149	1,887	1,866	-13.2%
Ventura	857,386	1,417	1,271	1,152	-18.7%
Long Beach	480,173	2,345	2,250	1,863	-20.6%
Pasadena	143,333	632	530	575	-9.0%

Exhibit 1.22, Source: <https://www.211oc.org/images/PIT%20Final%20Report%202017%20072417.pdf>

Long Beach, CA

Long Beach Mayor Robert Garcia stated that the single biggest factor in what Long Beach is doing is providing ‘rapid housing.’ They have countered the regional trend primarily by expanding housing and improving the pipeline for homeless residents to get help.

“Long Beach nearly doubled its housing developments for the homeless in the past two years.” – Kelly Colopy, director of Long Beach’s Health and Human Services Department

The city has led multiple efforts to make more housing options available, including:

- The expansion of rapid housing;
- Increased veteran housing and Veterans Affairs Supportive Housing (VASH)

- Increased set-aside Section 8 vouchers; and
- The implementation of a \$6 million surge grant to house veterans with families.

Long Beach has also changed the way it conducts outreach to homeless individuals. The Health and Human Services Department divided the areas of the city with highest homeless populations into quadrants. Then, the city staffed each quadrant with community liaisons who spent time getting to know the homeless people living there. Sometimes multiple attempts at communication to help their homeless population were needed, but proved to be worth it at the end.

<http://www.scpr.org/news/2017/04/27/71212/long-beach-cut-21-percent-of-its-homeless-populati/>

<http://www.longbeach.gov/health/media-library/documents/services/directory/homeless-services/2017-homeless-count-fact-sheet/>

Pasadena, CA

In Pasadena, there is an equivalent story to be told. Pasadena's homeless population also decreased by 9% when compared to 2015 (*Exhibit 1.22*). The City of Pasadena is working in partnership with the Pasadena Partnership to End Homelessness (Pasadena Partnership), the entity that coordinates housing, services, and funding for homeless families and individuals with the Pasadena Continuum of Care.

The Pasadena Partnership is using a similar strategy of 'housing first.' This is the emphasis of rapid connections to permanent housing. Once housing is found, case managers work to engage participants in voluntary supportive services and connect them to community-based supports with the goal of helping them to remain housed. Income, sobriety, participation in treatment, and/or other services are not required as a condition for getting housing. *In Pasadena, Housing First programs have shown promising results; more than 88% of program participants do not return to homelessness.*

To ensure those with the greatest needs are being served, Pasadena developed their Coordinated Entry System (CES) in 2015 that prioritizes and matches homeless persons in a systematic and efficient way. Through this system, the most vulnerable homeless residents are given first priority for housing. These individuals are often those with mental illness who easily fall through the cracks because they may be harder to engage in services. As a result, Pasadena has developed a robust street outreach program to build trusting relationships with people who would otherwise not be reached and engage them in housing and services. <https://pasadenapartnership.org/wp-content/uploads/2015/10/2017-Homeless-Count.pdf>

Other cities and counties

Similarly, during the past two years, Ventura County and City of Oxnard have begun implementing a Housing First approach, a Rapid Re-housing approach, and successfully developed over 100 units of permanent supportive housing. These accomplishments have largely contributed to their respective decreases in the number of homeless persons as of 2013. These accomplishments are in addition to the number of persons that emergency shelter and transitional housing providers help exit homelessness every day.

Appendix 7-7

What is a 'Housing First' Strategy?

Housing First programs offer permanent, affordable housing as quickly as possible to homeless individuals and families. It is an approach to tackling homelessness that centers on providing homeless people with housing quickly and then providing services as needed – rather than delivering services to people who are living on the streets.



National research demonstrates that housing first is an efficient and cost-effective model to end homelessness among hard-to-serve populations. This includes the homeless subpopulations of those suffering from mental illness, substance abuse disorders, and the formerly incarcerated.

A 2009 Economic Roundtable study on homelessness in Los Angeles showed that it costs \$605 a month to have someone placed in permanent supportive housing. The typical public cost for providing services to a similar homeless person on the street is \$2,897; five times more expensive.

This philosophy removes barriers to housing upfront to encourage healthier lifestyles for chronically homeless individuals. It is far more difficult for individuals to confront mental health or substance abuse challenges when they do not have a safe place to sleep at night. By using bridge housing, rapid re-housing, and permanent supportive housing, the homeless population of Burbank can see similar results to Long Beach and Pasadena as they continue to decrease their homeless populations. <https://www.lamayor.org/housing-first>

Throughout the community meetings, research, and analysis, it became clear that Burbank needs to enable its own transitional/permanent housing facilities.

Appendix 8

Local Homeless Governance

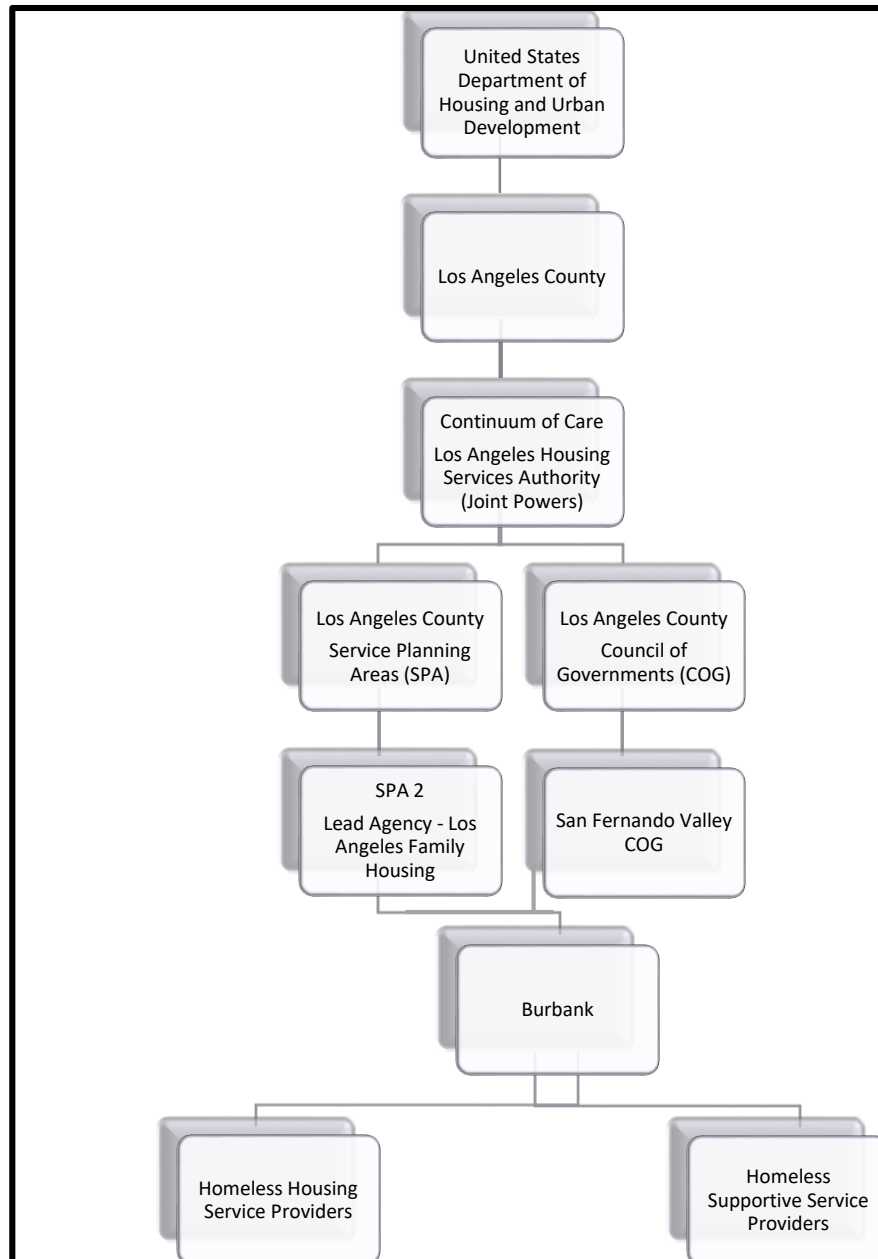


Exhibit 1.23

Cities throughout Los Angeles County who are reducing homelessness work within a homeless governance. HUD requires housing and service providers on a local level to work within a Continuum of Care System to organize and deliver housing and services to meet the specific needs of people who are homeless. LAHSA is the lead agency for the Los Angeles CoC. To ensure local control and planning, LAHSA divides the County into eight SPA's as previously detailed. The local Council of Governments (COG) will coordinate regional efforts within its boundaries. For Burbank, that is the San Fernando Valley Council of Governments (SFVCOG) (*Exhibit 1.23*).

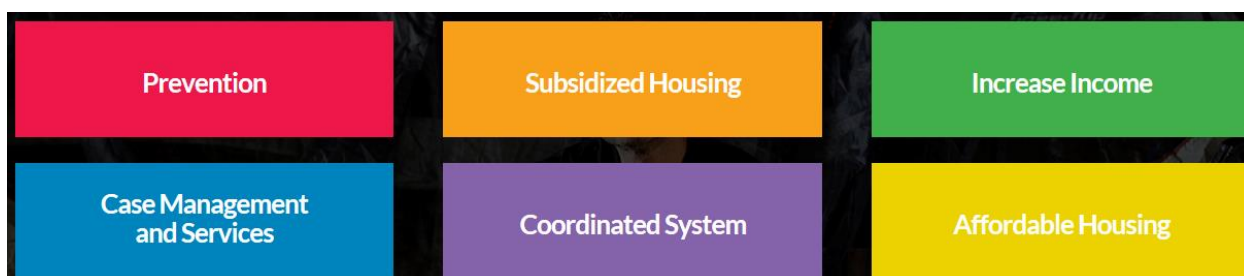
Appendix 9

Regional Collaboration

Los Angeles County Collaboration

To effectively reduce homelessness in the region and promote Housing First, the Los Angeles County Board of Supervisors launched a homelessness initiative to develop solution-based, homelessness strategies. The participation of community leaders, cities, service organizations, nonprofits, and many others would lay the foundation to confront the homeless crisis. As a result of the homelessness initiative, in February 2016 the Los Angeles County Board of Supervisor's approved 47 strategies to prevent and combat homelessness. The Homelessness Strategies are centered-around six core areas detailed below.

The Los Angeles County's Chief Executive Office is responsible for coordinating and implementing these six strategies amongst the County, cities, public agencies, and wide array of community partners.

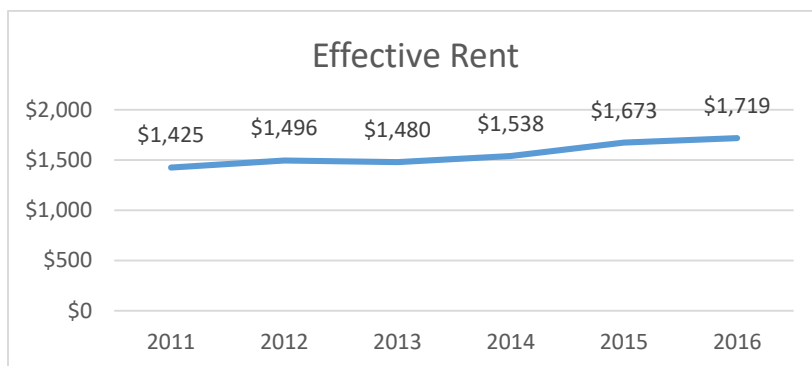


Homeless Prevention

Helping households maintain their housing is less costly and more effective than helping households obtain housing after they become homeless. Reducing homelessness requires effective strategies to decrease the number of families and individuals who lose their housing and become homeless.

Subsidized Housing

Los Angeles County currently has the largest rent burdened population in the United States. *Rent in Los Angeles County has risen an average of 4.3% per year between 2013-2015. However, Burbank's rents outpace the LA Region. Since 2011, the City's average effective rental prices*



REIS 3Q2016 Note: *"Effective" rents are different from monthly rent, taking in account discounts and enticements.

have increased by 20%. This is similar to the LA Metro Area but because our initial rents started out higher, the total dollar increase outpaces the region. Providing a subsidized rent and related services is key to enabling homeless families and individuals to secure and retain permanent housing and to preventing families and individuals from becoming homeless. (USC 2016 Multifamily Forecast Report, <https://lusk.usc.edu/sites/default/files/attachments/2016-Multifamily-Forecast-Report.pdf>)

Increase Income

Workforce development is paramount in both preventing individuals and families from becoming homeless, as well as in helping those already homeless transition into stable living environments. Those who have the ability to increase their income may be able to pay for their own housing in the future. Severely disabled homeless individuals may be able to increase their income through federal disability benefits.

Case Management and Services

Most homeless families and individuals need some level of case management and supportive services to secure and maintain permanent housing, depending on the individual circumstances. The availability of case management and supportive services can enable someone from accessing and utilizing available public resources.

Coordinated System

In an *effort to maximize efficiency of current programs for individuals, families, and youth, it is necessary to expand the coordinated system to bring together homeless and mainstream services.* In order to utilize the communication system, County department, city agencies, and community-based providers can move forward efficiencies across jurisdictional boundaries in order to achieve measurable outcomes.

Affordable Housing

Increase the availability of both affordable and homeless housing through a combination of land use policy and subsidies for housing development. There are possible opportunities for use of public land for affordable housing. Locally, the County of Los Angeles and City of Los Angeles will have an ongoing revenue to address short and long-term needs.

Proposition HHH and Measure H

In November 2016, the passage of Proposition HHH in Los Angeles will leverage resources to finance about 8,000 to 10,000 units of permanent supportive housing during the next 10 years. In March of 2017, the approval of Measure H by the voters of Los Angeles County will generate \$355 million a year dedicated to addressing homelessness in Los Angeles County. The funding generated under Measure H will support the 47 Homeless Initiatives and funding will augment existing programs to expand services. Measure H funding will also create new contracting opportunities between agencies and the County. *Allocations of this new revenue stream*

will augment existing services and create new contract opportunities. Should the City of Burbank adopt a homelessness plan, it may result in new grant funding for services, housing subsidies, outreach, and planning grants to implement our strategies that align with the regional goals.

San Fernando Valley Council of Government (SFVCOG)

The SFVCOG is in the process of developing a regional homelessness plan that will outline homelessness priorities for the sub-region. *The City will begin working in tandem with SFVCOG to coordinate and facilitate regional homeless planning efforts.* Other cities participating in the SFVCOG include Glendale, Santa Clarita, San Fernando, and Los Angeles.

Continuum of Care Service Planning Areas

As previously mentioned, LAHSA is the regional CoC and local planning body to coordinate housing and service funding for homeless individuals and families. There are a total of 85 cities in Los Angeles City/County that comprise of the CoC, including Burbank. Annually, LAHSA submits one single application for the CoC to HUD for McKinney-Vento Homeless Assistance Grants. In 2017, LAHSA projects to receive \$112.4 million in new and renewal funding. The funding will be utilized to support Permanent Supportive Housing and other rental assistance programs.

To ensure local planning occurs in each SPA, a lead agency was designated. The lead agency in the San Fernando Valley is Los Angeles Family Housing (LAFH). As the lead agency for the coordinated entry systems for both families and single adults in our region, LAFH manages a deep network of partners—including other housing and social services agencies, government entities, landlords and real estate partners, and community and faith-based organizations. Together, we connect homeless families and single adults to a full range of services and housing options, coordinating what can otherwise be an overwhelming process of seeking help. Burbank and LAFH work in tandem to coordinate our resources and find solutions to housing homeless individuals, families, and youth.



Homelessness Steering Committee

Representing	Name
Business/Chamber	Tom Flavin
Downtown- Probably a Retailer	Diane Slaught
Property Manager	Frank Gangi
	Pamela Ruiz/Collection
Non-Profit Coalition Member for Homeless Individuals	Barbara Howell
Non-Profit Coalition Member for Homeless Families	Albert Hernandez
Resident	Tamala Takahashi
County & SPA 2 Lead	Silvana Caruana Supervisor, Regional Coordination, LAHSA
	Angel Quintanilla Department of Mental Health Services SPA 2 Administration
	Los Angeles Family Housing
Legislative	Arda Tchakian, District Representative for Senator Portantino

	Victoria Dochoghlian, Field Representative for Assembly member Friedman
Shelter / Housing	Natalie Komuro
Faith Based Organization	Brittany Baker, Salvation Army
Attorney/Legal	Lisa Kurihara Assistant City Attorney
Healthcare	Terry Walker
	Brian Wren
	Marine Dzhgalyan
Parks & Rec Dept	Judie Wilke, Parks and Recreation Director
Corporate Communications	Kimberly Burns
Lived Experience	Richard Reiser, Family Therapist
Burbank Fire Department	Steve Briggs
Schools	Ivan Zamudio Homeless Liaison Burbank USD
Community Development Dept	Patrick Prescott, Community Development Director
Library Dept	Elizabeth Goldman, Library Services Director
Burbank Police Dept.	Denis Cremins & Mike Albanese
Public Works Dept	Marnell Gibson, Public Works Director
Community Development Dept/Public Information Office	Simone McFarland

City of Burbank Adhoc Homelessness Steering Committee (Committee)

Overview of Roles and Responsibilities

Purpose/Function:	<p>What is the purpose for the committee: The ad hoc Committee will serve as a citizen and community-based recommending body that plays a vital role in planning the City of Burbank Homelessness Strategies. The Committee will work together with the City of Burbank to achieve three major actions: (i) build the infrastructure for homeless services, projects, and programs; (ii) strengthen the existing service providers and organizations that support the homeless continuum of care system; and (iii) plan for sustainable outcomes.</p> <p>What is the function for the committee:</p> <ul style="list-style-type: none"> ○ A 28-member workgroup made up of many community representatives who are committed to ending homelessness in the City of Burbank. Representatives will be from government/legislative offices; nonprofit agencies; faith based, business, educational, community based organizations; private and public institutions; homeless and formerly homeless persons; private foundations; and Los Angeles County public and quasi-public entities. ○ Help address the critical challenges of homelessness and all related issues through a coordinated community-based process of identifying needs and building a system of care to address those needs. ○ The community-based process will be predicated and supportive of the City of Burbank’s Homelessness Plan & Strategies.
Committee Decision Process	<p>Decisions will be predicated and supportive of the City of Burbank’s Homeless Plan and Strategies.</p> <p>The Committee will play a vital role in implementing the Homelessness Strategies and developing performance measures. As a community group, the Committee will be beneficial in providing recommendations, comments, and feedback for City staff consideration in support of comprehensive action-oriented projects and programs.</p>
Facilitation Process:	<p>Homelessness Steering Committee Liaison: Marcos Gonzalez, Grants Coordinator E-mail: mgonzalez@burbankca.gov</p>
Team Composition:	<p>The members of the Committee are derived from the community and include City staff. Committee members are identified from an array of community-wide sectors and are invited to participate. The Committee objective is to help guide the implementation of the Homeless Strategic Plan for Burbank. A member shall be asked to serve for the full duration of the City of Burbank three-year Homelessness Plan. For a complete list of the Steering Committee members, see attachment A. All Committee members will share the same roles and responsibilities of leading community involvement and participating in workgroup discussions.</p>

Appendix 11

Meetings with Residents, Businesses & Community Members

Providence Saint Joseph Medical Center
501 S. Buena Vista Street Burbank CA 91505
Hope Conference Room

Wednesday 8/21/2017
6:00 pm – 8:15 pm
39 Attendees

Methodology

The entire audience was divided into work groups. Each group conducted two rounds of brainstorming on finding effective solutions to reducing homelessness. The key topics included:

1. What are the issues and concerns related to homelessness in our community?
2. What should be the measures to gauge our success as we address the issue of homelessness in our community?

After each round of brainstorming, each member in the audience used sticky dots to cast their votes at his/her own table.

Community Issues & Concerns Ranked by Priority

	Brainstormed Issues & Concerns	Number of Votes
Team 1	Resources/ Services	5 or more
	Access to health/Safety	5 or more
	Crime	3 - 4
	Facilities	2 or less
	Image	2 or less
	Policies	2 or less
	Belonging/ Storage	2 or less
	Communication	2 or less
Team 2	Quality of life	5 or more
	Medical/Mental health	5 or more
	Affordable Housing	3-4
	Addiction	2 or less
	Employment Resources	2 or less
	Education	2 or less
	Discrimination	2 or less
	Crime	2 or less
Team 3	Resources/Programs/Education	3 – 4
	Housing	2 or less
	Law enforcement	2 or less
	Mental Health	2 or less
Team 4	Available housing	3-4
	Community Education	3-4
	Access to education	3-4
	Public/ Community safety	2 or less
	Lack of basic needs resources	2 or less
	Safety of homeless	2 or less
Team 5	Housing	3-4
	Education/Social	3-4
	Health/Safety	2 or less
	Jobs	2 or less
	Mental/Behavioral health	2 or less
	Resources	2 or less
Team 6	Shelter	5 or more
	Treatment for substance abuse & mental health	5 or more
	Medical	5 or more
	Financial Assistance	5 or more
	Public Safety	
	Work	2 or less
	Pets	2 or less

	Parking/vehicles	2 or less
	Children	2 or less
	Invisible to the Community	2 or less
	Sanitation	2 or less
	Misc/Food/Education	2 or less
	Resources/ Outreach	2 or less

Key Measures of Success

1. Increase in program participations & job services
2. Business increasing employment for homeless
3. reduced hospitalizations
4. reduced city dept. expenses
5. crime decreasing reduced police calls
6. increased family headcount in residence faster throughout in housing
7. placement waitlist shrinks
8. # families staying homed long term
9. kids who have been doing better in school
10. count number goes down
11. # of people in emergency room / PD who are homeless
12. schools report # of consistent days in school
13. Jobs/ self sufficiency of program members (5?) years later.
14. MORE AFFORDABLE HOUSING AVAILABLE
15. Appropriate referrals top appropriate places
16. % of people who are aware of resources
17. Community center of resources for homeless like senior center
18. Winter Shelter
19. More Housing
20. Winter Shelter
21. MORE AFFORDABLE HOUSING AVAILABLE
22. More Housing
23. Fewer request for help to city 137 ac etc.
24. Less Count

25. 10% reduction in homelessness in 1 year
26. See less Homeless
27. Less Homeless People
28. Decrease in Homeless
29. Less people visible on streets
30. City of Burbank grants help to people
31. More Fed + State Funding
32. More people in social programs
33. more programs for mental health
34. more mental health facilities
35. programs 4 people who really want to change
36. more programs for the homeless
37. resource programs
38. increase people served in all areas
39. More Business involvement
40. Increase in securing jobs
41. fewer homeless
42. fewer homeless
43. 3 kinds of homeless 1 panhandlers 2 homeless w/ addictions 3 homeless because of circumstance
44. less people living in cars
45. less people living in campers
46. Fewer encampments
47. Visible reduction of people sleeping on the streets
48. Cleaner streets
49. more housing for not only single people- how about couples
50. Employment
51. Increase in funding services, decrease in homeless population cooperative efforts Changing agencies
52. Services for substance abuse population
53. Reduce by 2% the # of homeless people living in Burbank by locating resources
54. Measure community support for homeless assistance - e.g. local businesses buy - ins for providing jobs & resources
55. 1 # of resources/ Services available 2 # of homeless contacted & served (utilization rate) 3 Reduction in net number of homeless
56. measure the change on attitude towards homeless by continuing to have structured town hall meetings where ideas are exchanged (Via Surveys)
57. A method to track how long someone remains in permanent housing with objective of minimizing recidivisms
58. % of community members who are knowledgeable about homelessness because of city efforts
59. increase in public awareness of city efforts to aid homeless

60. Increase in social awareness of the helping efforts toward homelessness and how you can help throughout internet local flyers mini billboards stores shops.
61. Compassion + acceptance tolerance is more widespread as education is broadband
62. # of individuals homeless consoled by social workers per month
63. #of partnerships to provide mental health services for chronically homeless
64. # of shelter beds available each night for homeless
65. Building 50 low income units each year or 10 % of how development has low income housing
66. Generating funding to build low income housing w/ developer or permit fees.
67. establish program where homeless can store their belongings during the day
68. Monitor and track a select # of homeless and follow up with a report on their success or failure
69. Creation of a job path program for homeless individuals _____ # of success stories
70. Creation of annual assessment system of homeless plan to determine effectiveness + to make adjustments accordingly
71. Creation of community network that would find ways to compile resources for individuals homeless- "crowd sourcing"
72. 50 homeless out of 230 assisted out of homeless annually by being "Sponsored" by community members who will provide resources (funding, housing, housewares etc.)
73. Fewer homeless on the Streets
74. Reduction in number of homeless
75. no one is on the street or park calling it home
76. 30 % decrease in homeless numbers for Burbank each year.

Outstanding (Parking Lot) Items

1. Where are the proposed areas for affordable housing?
2. OLD IKEA PROPERTY- Shelter services??
3. Housing First Model
4. Leverage k-12.org/ online learning for families for families dealing with homelessness.
5. Easy to find, private clickable "Quiz" to make recommendations on services available to you. (Ex: single Mom, 2kids leaving dom. Violence situation)
6. Coalition Building
7. Service Hours for public school kids. Help Community. Learn Empathy.
8. Community Garden/ Orchard Food pantries on lards.
9. Social Enterprise Models (e.g. Downtown street team, Homeboy Industries.)
10. Compile Best practices (Models from other communities)
11. Healthy Food at Pantries. (Harvest, Nutrition, Education)
12. Advertise Burbank Homeless Web Page & Success in the press or social media.
13. Homeless data base
14. Working wardrobes ORANGE COUNTY Dress for Success LOS ANGELES
15. MOBILE TRIAGE CENTERS
16. Is the city of Burbank going to be involved in putting homeless in the residential homes of Burbank?
17. What are the requirements for affordable housing?
18. Leveraging Resources - Philanthropy - Community Foundation - ROLE: Coordinating Services Burbank Centric Untapped
Bring people to table

Providence Saint Joseph Medical Center
501 S. Buena Vista Street Burbank CA 91505
Hope Conference Room

Wednesday 8/2/2017
6:00 pm – 8:15 pm
47 Attendees

Methodology

The entire audience was divided into six work groups, each at one table. Each group conducted two rounds of brainstorming simultaneously:

1. What are the issues and concerns related to homelessness in our community?
2. What should be the measures to gauge our success as we address the issue of homelessness in our community?

After each round of brainstorming, each member in the audience used sticky dots to cast their votes at his/her own table.

Issues & Concerns Brainstormed

	Brainstormed Issues & Concerns	Number of Votes
Team 1	Housing	7 or more
	Outreach, Community Awareness, Public Education	4-6
	Quality of Life and Dignity, Self Sufficiency	4-6
	Legal actions, Social Perception, Enforcement of Laws	4-6
	Mental Health	3 or less
	Homeless Prevention	3 or less
Team 2	Public Health & Safety	5 or more
	Homeless Prevention	5 or more
	Health/Mental Health	3-4
	Affordable Housing Development	3-4
	Legal, Enforcement of Laws and Advocacy	3-4
	Work, Training, Employment Services	2 or less
	Outreach	2 or less
	Fleeing Domestic Violence	2 or less
Team 3	Corporate Sponsorships; Pursue funding opportunities	4 or more
	Quality of Life and Dignity	4 or more
	Shelters & Housing	4 or more
	Outreach, Community Education, Awareness	4 or more
	Connection to recourse through employment, self-sufficiency programs, case management	3 or less
	Public Health & Safety	3 or less
	Legal and enforcement of laws	3 or less
	Housing & Legislative Impacts	3 or less
Team 4	City Shelter	3 or more
	Housing	3 or more
	Outreach, Public Education, and Awareness	3 or more
	Legal Actions, enforcement	2 or less
	Improve Quality of Life & Dignity	2 or less
	Health / Medical	2 or less
Team 5	Legal Actions, enforcement	6 or more
	Health & Safety	5 or less
	Mental Health	5 or less
	Outreach - Image of the City, awareness, and coordinating services	5 or less

Measures Brainstormed

Measures

- 1 Housing decrees & less homeless
- 2 Reduction in number of chronically
- 3 # of affordable housing units
- 4 Increase housing
- 5 lower occupancy & higher vacancy rate
- 6 # homeless cases every six months
- 7 decreasing #of people sleeping in their cars
- 8 Assessment of resources necessary then meeting those number
- 9 More written and verbal communication with the homeless periodicals
- 10 Increase requests for donations at service locations
- 11 Resources storage- add facilities possibly @ BPD
- 12 An in depth protocol that is test & well known for reaching chronic homeless
- 13 Shower & storage @ churches
- 14 Find models that are working & emulate
- 15 Enhanced Burbank homeless count- learn more about our population
- 16 Survey homeless who use services to ask their rating/ need level
- 17 Get the truth about PO boxes @ US Post Office
- 18 Increased website traffic for services pages
- 19 Survey of residents and business to see % of people aware (% goal)
- 20 Keep tally of individuals who use services and increase unique uses #
- 21 A dialogue about homelessness isn't fear-based
- 22 Reduction in # of homeless
- 23 Fewer calls (complaints) for service, related to homeless
- 24 # 51/50 lock-ups
- 25 Reduction in homeless transports to hospital
- 26 How much homelessness has cost Burbank & track
- 27 Get bill approved through legislature
- 28 Baseline partnership # 6 months/ 1 year
- 29 Survey stakeholder businesses prior to implementation
- 30 By end of 6 months- Vouchers given to all Burbank homeless population for apartments or rooms
- 31 Increase access to voucher by 30% during first 6 mos Voucher for food, shelter, water, shower
- 32 % in the Emergency Room
- 33 Baseline data on AA attendance 6 mos/1 yr
- 34 Baseline 51/50 6 mos 1 yr
- 35 Success stories publicized as our United Way hand-out is an example.
- 36 Highlight success stories in Burbank Leader over first 6 months

- Baseline resources use/ increase services by 30% during first year
- 37
 - 38 Burbank City AP that registers peoples happiness in regards to homelessness
 - 39 Offer monthly community education forums - focused topics - put on line homeless website
 - 40 Identify corporate sponsorship opportunities increase participate by 30% during first year
 - 41 Increase in community involvement
 - 42 People vote in their neighborhoods is out pride in our city
 - 43 Improvement in the number of people rescued
 - 44 See if homeless are off the streets- count in evening
 - 45 Create safe parking lot for car, motor home, homeless measure BPD intervention post
 - 46 Take a census. How many are no longer homeless?
 - 47 Reduction of 270 by 30% during first year
 - 48 Baseline BPD intervention 6 months
 - 49 Support from the city council
 - 50 Involve library staff in identifying their concerns & solutions
 - 51 Adopting rent control
 - 52 Build affordable housing for low income families
 - 53 How many locations housed # people each month
 - 54 Reduce home - Less rate of growth in Burbank in 2018 by 10 %
 - 55 How many people were housed in a given period
 - 56 How many tax credit buildings were awarded in Burbank
 - 57 Communications with in community for temp housing
 - 58 Develops pay % to housing
 - 59 Prevention - apt managers \$ by to keep families in apt 1 more month to catch up
 - 60 Residents/ Council members negotiate with developers for # of units set aside for certain income brackets
 - 61 Have an adopted affordable housing policy in Burbank
 - 62 Emphasize homeless outreach program
 - 63 Building domestic violence shelter to reduce the # of homeless domestic violence people. 1/3rd of homeless
 - 64 Stabilized funding for homeless issues ex: ongoing funding, not depleting funds
 - 65 identify homeless individuals
 - 66 City poll to the residents impressions on the current state of homelessness
 - 67 # of homeless placed in shelters
 - 68 Reduce %'s of homeless and reduce time being homeless
 - 69 Monthly accountability of homeless
 - 70 Anti- homelessness programs

Outstanding (Parking Lot) Items

- 1 Affordable housing for families & lower income household
- 2 Train counselors to deal with homelessness
- 3 Offer free counseling
- 4 Expanded hotel + villa+airbnb+hosting network.
 Solution: Need small group homes where homeless know where they can go. Counselor live around the clock
 5 onto the homes to help homeless' issues
- 6 Small group home shelter network (real estate)
- 7 Coordinates for each identified person
- 8 Awareness: notifications at library or other locations community frequented
 Need for PO Boxes - Downtown Burbank PO says won't rent a box to someone who doesn't have an address --
 9 > Sounds discriminatory
- 10 City to purchase "shower" trucks where homeless came come + wash up Possibly get clean clothes
 City to sell lottery tickets for \$1.00 to help pay for a variety of services. To sell at all city offices + Burbank
 11 businesses.
- 12 Solution: Interview homeless people. What have they experienced need? Their suggestions. They Vote.
- 13 Number of corporate sponsorship.
- 14 Resources shower- Add Facilities possibly @ BPD.
- 15 Training for Police to when they have contact with homeless.
 City to purchase food trucks so they can randomly drive to large open areas such as IKEA lot to feed the
 16 homeless.
- 17 Network (cash, cases, grooming services)
- 18 S Dialogue/approach to homeless isn't fear-based.
- 19 Awareness - Report out @ City Council Article in The Leader
- 20 Solution- trackers et. Al. have in service re: homeless and become mandatory reports.
- 21 Solution- A non-profit "A Place for Me" place for people w/ pets - or just for the pets.
- 22 Solution - Build "tiny homes" for them put the houses into a community. Offer services
- 23 High school, church, synagogue, mosque, onenngir network.
- 24 2008- Big Box retailers allowing people to sleep in cars overnight. Still available?

Buena Vista Library

300 N. Buena Vista Street, Burbank CA 91505

Conference Room**Thursday 6/15/2017****11:00 am – 1:00 pm****43 Attendees**

Methodology

The City of Burbank gave a short presentation on the landscape of homelessness in Burbank. All attendees were asked to sit at one of the six tables, each with a specific topic and workbook with questions on the table. Members of each team at each table were asked to discuss the questions in the workbook and provide answers from their discussions.

Priority

Brainstormed Ideas

1	CES: Outreach Coordination	(Immediate: 1-3 months)
	Crisis Housing	(Shorter Term: 4-12 months)
	Storage for the Homeless	(Shorter Term: 4-12 months)
	Public Education	(Shorter Term: 4-12 months)
	Vital Documents	(Immediate: 1-3 months)
2	CES: Regional Coordination (CES Internal)	(Immediate: 1-3 months)
	Shelter / Transitional Housing	(Shorter Term: 4-12 months)
	Public Benefits	(Immediate: 1-3 months)
3	Places of Worship	(Immediate: 1-3 months)
	CES: Prioritization	(Shorter Term: 4-12 months)
	Transportation	(Immediate: 1-3 months)
4	Showers, BTAC Model, Health Clinic	<i>(no time frame provided)</i>
	Workshops (Nutrition, Health, Job Development, etc)	(Immediate: 1-3 months)
5	RV Lot on unused parking lot, trailers	(Shorter Term: 4-12 months)
	Employment	(Immediate: 1-3 months)

Other Brainstormed Ideas without Prioritization & Timeframes include:

- Shared Housing
- Resource Card or website/app with list of services – or better awareness of LA County 211
- One stop shop for assistance combined with lots of outreach
- Short term financial assistance for rent
- Clinic Alignment
- Mobile Clinic
- Transportation
- Access to Basic Health / Daily Needs

Meeting Results

Workgroup 1: Coordinated Entry System

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Alynn Gausvik	LA Family Housing	
2.	Deputy Chief Albanese	Burbank PD	
3.	Angel Quintanilla	LAC DMH	
4.	Edna Karinski	Community Foundation of the Verdugos	

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Prioritization	S/T	3
B.	Regional Coordination (CES Internal) (There is disconnect)	I	2
C.	Outreach Coordination	I	1

1. Suggested Priority 1 Activity

- DMH to connect police to outreach coordinator from DMH
- Understanding of the CES HMIS System
- On-going education through Case Conferencing
- How to Bridge CES Communication gap

(Remarks: Technology isn't used to the ultimate use due to funds & time. Burbank police having trouble with follow-up on clients.)

2. Targeted Population

- Families
- Adults
- Youth

3. Collaborating Agencies

- Burbank Police Department
- LA County Department of Mental Health
- Burbank CES
- LA Family Housing – SPA 2 Outreach Coordinator

4. Potential Lead

- (Blank)

5. Implementation Timeframe

- (Blank)

6. Budget

- \$0 at the moment

7. Potential Funding Sources

- Measure H Funds – E6 Strategy: Countywide Outreach

Workgroup 2: Housing & Storage

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Lisa Frank		
2.	Glen Williams		
3.	Gary Clemente		
4.	John Zook		
5.	Marva Murphy		
6.	Danielle Hampton		
7.	Fen Tam		
8.			

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Crisis Housing	S/T	1
B.	Storage (have to be willing to rent to homeless person)	S/T	1
C.	Shelter / Transitional Housing	S/T	2
D.	Places of Worship – Churches/Temples in Burbank (Communicating between churches) (Burbank Ministerial Association)	I	3
E.	RV Lot on unused parking lot, trailers	S/T	5
F.	Showers, BTAC model, Health Clinic		4

1. Suggested Priority 1 Activity – Year Round Crisis Housing Shelter & Storage

- Facilities with storage, beds, showers, social services

2. Targeted Population

- Vets
- Seniors at risk
- Single adults
- Families
- Domestic Violence
- Mental Health

3. Collaborating Agencies

- BTAC
- City of Burbank Planning Department / Housing / Economic Development (land, buildings)
- Non-profit operators
- Or create a new entity as collaborative between houses of worship, The Salvation Army, BTAC, representatives from different groups

4. Potential Lead

- (Blank)

5. Implementation Timeframe

- (Blank)

6. Budget

- (Blank)

7. Potential Funding Sources

- (Blank)

Workgroup 3: Health

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Brian Wren	Providence St. Joseph	
2.	Terry Walker	Providence St. Joseph	
3.	Meri Avanesyan	All Inclusive CHC	
4.	Judie Wilke	City of Burbank P&R	
5.	Elbert Basa, MD	Kaiser	
6.			
7.			
8.			

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Clinic Alignment		
B.	Mobile Clinic		
C.	Transportation		
D.	Access to Basic Health/Daily Needs		

1. Suggested Priority 1 Activity – Mobile Clinic

- 2 days a week
- Provide basic care – health care
- Staffed by NP/PA/MA
- Showers/Clothes/Basic Needs
- Cover high volume/areas of homeless individuals

2. Targeted Population

- Homeless individuals, particularly those resistant to typical treatment models or going to standing site for services.

3. Collaborating Agencies

- City of Burbank
- BMHET
- Providence St. Joseph Medical Center
- All Inclusive
- NEVHC
- Ascencia

4. Potential Lead

- City of Burbank / Providence St. Joseph Medical Center

5. Implementation Timeframe

- Unclear.... Long Term

6. Budget

- Cost of providers, truck/bus, fuel, supplies, and medication. (Unclear how much at this time).

7. Potential Funding Sources

- Measure H/HHH
- City of Burbank
- Providence St. Joseph Medical Center

Workgroup 4: Homelessness Prevention

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Judith Arandes	BHC	4
2.	Brittany Vaughan	BGC	4
3.	Yazmin Guzman	Housing Rights Center	4, 5
4.	Christine Nguyen	UWGLA	2, 4, 5, 6
5.	Bob Peppermuller	MTNoHo NC	4
6.	Elizabeth Goldman	Burbank Public Library	4
7.	Saba Tekle	LAHSA	4
8.	Linda Alaverdyan	AICHC	4, 3, 6

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Shared housing		
B.	Resource card or website/app with list of services – or better awareness of LA County 211		
C.	One stop shop for assistance combined with lots of outreach		
D.	Short term financial assistance for rent		

1. Suggested Priority 1 Activity

- Shared housing aimed at seniors who are at risk of losing their housing. This prevents people from experiencing homelessness in the first place – avoiding it means less likelihood of recurrence.
- For example, someone with a home with spare rooms could offer one to a senior who is losing his or her own apartment
- Additionally, we could connect people to each other who are looking for roommates to share the rent burden
- There is a Norwegian model that connects graduate students and seniors to live together. Note: This may actually be Dutch (<http://www.pbs.org/newshour/rundown/dutch-retirement-home-offers-rent-free-housing-students-one-condition/>)
- Focus on seniors because they are a population very much at risk for losing access to housing and also people may be more open to welcoming seniors into their homes
- More people living together also decreases social isolation, which has numerous other health benefits for seniors

- There would need to be a website where people can express interest or need and both parties can be assessed and matched information should also be coordinated with CES

2. Targeted Population

- Near-homeless seniors – “foster care for adults”

3. Collaborating Agencies

- National Shared Housing Resource Center shows these affiliates in California:
<http://nationalsharedhousing.org/program-directory/>
 - Affordable Living for the Aging – alasseniorliving.org
 - SHARE! – shareselfhelp.org
- City of Burbank
- BTAC
- Burbank Housing Corporation

4. Potential Lead

- Partnership of BTAC, BHC and COB

5. Implementation Timeframe

- Ideal to do a one-year pilot project

6. Budget

- Unknown

7. Potential Funding Sources

- United Way might provide grant for program design to work through issues around intake, legal, logistics and community interest.

Workgroup 5: Legal/Legislative/Public Education

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Natalie	Ascencia	
2.	Ivan	Burbank USD	
3.	Mary	YMCA	
4.	Lisa	CAO	
5.	Denis	BPD	
6.	Eric	BPD	

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Public Education	S/T	1
B.	Full Time Shelter(s)	L/T	
C.	Full Time Outreach Team to alleviate BPD resources	L/T	
D.	Legislative Mandate for civil commitment for people with serious health issues	L/T	

1. Suggested Priority 1 Activity

- Year Round Shelter – lower barriers to entry
 - *Focus on model to avoid secondary effects
 - Route through access center
 - Design options – allowing people to spend more time there; bring in animals; bring in property.
- Laws that can assist in making services effective
- Marketing
 - Natalie from Ascencia teaches marketing for non-profits @ CSULA to get students to help with marketing/outreach regarding educating residents/business owners. Getting public invested/engaged in the issue (not just “teaching” them) *Include data sharing effect on property values, etc...)
 - Outreach to families via the schools. Notifying families of their right to receive education. *Case management for families but need more services in Burbank (barriers: waitlists; location; etc.
 - Need to connect Burbank USD with County Integrated data system (i.e. Clarity Homeless Management Information System).

2. Targeted Population

- (Blank)

3. Collaborating Agencies

- Call out for data: How does homelessness affect you?
 - Front line staff – Libraries, Park Custodial/Maintenance, BPD
 - BTAC, Churches, YMCA, organizations where people go
 - Ascencia could train/speak to staff from organizations

4. Potential Lead

- (Blank)

5. Implementation Timeframe

- (Blank)

6. Budget

- (Blank)

7. Potential Funding Sources

- (Blank)

Workgroup 6: Self-Sufficiency

Members at Table:

	Name	Organization	Interested in Workgroup(s)
1.	Alfred Hernandez	Ascencia	6
2.	Xochitl Granados	Ascencia	6
3.	Albert Hernandez	Family Promise	6
4.	Raul Cruz	Family Promise	6
5.	Lidia Gyulamjyan	City of Burbank	6
6.	Marisa Garcia	City of Burbank	6
7.	Christine Estrada	DPSS	6

Brainstormed Activities

	Activities/Programs	Timeframes	Priority
A.	Vital Documents	I	1
B.	Public Benefits	I	2
C.	Employment	I	5
D.	Workshops (Nutrition, Health, Job Development)	I	4
E.	Transportation	I	3

1. Suggested Priority 1 Activity – Homeless Connection Day

- Provide:
 - Unemployment Agency
 - Workshops: Nutrition, Job Development
 - Agency focus on vital documents e.g. DMV, Birth Certificate, SS Card
 - Incentives to Attend: Food & Clothing
 - Public Benefits: CalFresh, MediCal
 - Coordinate Entry System (On-Site)
 - Personal Care: Haircut, showers, vital health care, heal screening

2. Targeted Population

- All

3. Collaborating Agencies

- City
- County
- Non Profits
- Unemployment Agency
- DMV

- Local Restaurants/Pantries
- Social Security Office
- Local Businesses, beauty school, LABA, hospitals, dentists, nutritionists
- Community volunteers

4. Potential Lead

- City
- Salvation Army

5. Implementation Timeframe

- 3-6 months
- Twice a year Summer / Winter

6. Budget

- Heavily rely on donations, about \$5,000

7. Potential Funding Sources

- City
- Community Donations

Community Services Building
150 N. 3rd Street, Burbank CA 91502
Conference Room 104

Wednesday 5/31/2017
11:30 am – 1:00 pm
45 Attendees

Methodology

The challenges of homelessness are complex and socially impact a community. In an effort to address our homeless challenges, the City is in the process of creating a comprehensive, action-oriented Homelessness Plan that addresses the ongoing systemic social issues of homelessness. The process involved the City holding the first of a several community meetings with homeless service providers, public/private entities, and community partners. The meeting was held on May 31, 2017. City of Burbank gave a short presentation on the landscape of homelessness in Burbank and the development of a Burbank Homelessness Plan. All attendees were asked to provide feedback and comments on the core issues, common barriers to addressing homelessness, and possible solutions and strategies.

Brainstormed Ideas and Activities

Public Health and Healthcare Awareness

- Mental Health counseling and services.
- Providing services for behavioral/substance abuse/addiction.
- Affordable Health Care assistance.
- Utilize health and safety ordinances to address community concerns such as encampments and abandonment of personal property.
- Hospital Liaison aimed at helping those who were identified as homeless in locating housing before discharge.

Case Management and Outreach

- Supportive services such as transportation assistance to clients for job & housing search.
- Provide Housing Navigation Services to locate affordable housing, help with completing apartment applications, and retaining housing.
- Expand street outreach to include a robust communication system between service agencies, law enforcement, libraries, etc.
- Support community engagement events (such as a Homeless Connect Day).
- Expand outreach and supportive services to homeless families and youth in the Burbank Unified School District, colleges, and trade schools (Supportive services may include referrals to health care, food pantries, counseling).
- One-Stop Hubs or Access Centers for homeless families and individuals.
- Developing a regional resource guide (i.e.: Hopemill Resource Guide) beyond 2-1-1.

Creating Affordable Housing

- Community support to develop more housing for special need populations.
- Create incentives for owners/landlords to rent to homeless persons.
- Marketing of success stories.
- Circulating success stories on the City website, billboards, and apartment magazines.
- Maintain an Incidental Damage & Repair Fund for housing retention of households due to tenant damages to a unit.
- Utilize a scattered site model for housing of the homeless.

Homeless Prevention

- Serving special populations that are at-risk of homeless (senior, large families, circumstantial homeless, etc) by providing temporary rental assistance.
- Provide one-time relocation benefits to persons who wish to return to a support network (family, relatives, organization) in-state or out-of-state.

Land Use and Zoning

- Explore the development of Bridge Housing, Shelters, and Single Room Occupancy's.
- Congregate housing (Example off-site housing project University of Southern California Study)
- Analyze zoning hindrances to getting people housed.
- Is their value to creating more transitional housing vs. permanent housing units?

Increase Income

- Providing homeless jobs, training (vocational skills) to increase their earnings.
- Providing counseling and advocacy on related criminal offenses.

Other Actions to Consider

- Utilize marketing and concise message to gain community support (private and public sector).
- What does a nonprofit need from a City?
- What will be the role of the City in implementing the Homeless Strategies?
- Consider sub-regional planning with the City of Glendale to reduce homelessness.

Appendix 12

Glossary of Terms

Los Angeles Homeless Services Authority

In December of 1993, the Los Angeles County Board of Supervisors and the Los Angeles Mayor and City Council created the Los Angeles Homeless Services Authority (LAHSA) as an independent, Joint Powers Authority. LAHSA's primary role is to coordinate the effective and efficient utilization of Federal and local funding in providing services to homeless people throughout Los Angeles City and County.

LAHSA is the lead agency in the Los Angeles Continuum of Care, which is the regional planning body that coordinates housing and services for homeless families and individuals in Los Angeles County. LAHSA coordinates and manages over \$243 million annually in Federal, State, County and City funds for programs that provide shelter, housing and services to homeless persons in Los Angeles City and County.

Anti-Homeless Laws

Municipal codes that target or disproportionately impact people experiencing homelessness.

(http://considerthehomeless.org/pdf/CA_New_Vagrancy_Laws.pdf)

NIMBY

"Not In My Back Yard" or Nimby, is a pejorative characterization of opposition by residents to a proposal for a new development because it is close to them (or, in some cases, because the development involves controversial or potentially dangerous technology) often with the connotation that such residents believe that the developments are needed in society but should be further away. The residents are often called Nimbys, and their state of mind is called Nimbyism.

Affordable Care Act

The Affordable Care Act provides Americans with better health security by putting in place comprehensive health insurance reforms that will:

- Expand coverage,
- Hold insurance companies accountable,
- Lower health care costs,
- Guarantee more choice, and
- Enhance the quality of care for all Americans.

The Affordable Care Act actually refers to two separate pieces of legislation — the Patient Protection and Affordable Care Act (P.L. 111-148) and the Health Care and Education Reconciliation Act of 2010 (P.L. 111-152) — that, together expand Medicaid coverage to millions of low-income Americans and makes numerous improvements to both Medicaid and the Children's Health Insurance Program (CHIP).

Public Right of Way

Right of way is a term used to describe "the legal right, established by usage or grant, to pass along a specific route through grounds or property belonging to another", or "a path or thoroughfare subject to such a right."

Transitional Housing

Transitional housing is viewed more as a program, with social services the primary focus, than as housing. The major focus of transitional housing is to help people increase their coping and life management skills to resolve crises in their lives, gain access to community-based resources, and move into independent permanent housing. Residents are expected to participate in on-site activities and receive services as a condition of their stay. Transitional housing is more expensive than permanent housing because of the on-site services and 24 hour staffing usually provided.

Whole Person Care Initiative

The overarching goal of the Whole Person Care (WPC) Pilots is the coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and wellbeing through more efficient and effective use of resources. WPC Pilots will provide an option to a county, a city and county, a health or hospital authority, or a consortium of any of the above entities serving a county or region consisting of more than one county, or a health authority, to receive support to integrate care for a particularly vulnerable group of Medi-Cal beneficiaries who have been identified as high users of multiple systems and continue to have poor health outcomes. Through collaborative leadership and systematic coordination among public and private entities, WPC Pilot entities will identify target populations, share data between systems, coordinate care real time, and evaluate individual and population progress – all with the goal of providing comprehensive coordinated care for the beneficiary resulting in better health outcomes

Homeless Prevention

Housing relocation and stabilization services and short-and/or medium-term rental assistance as necessary to prevent the individual or family from moving to an emergency shelter, a place not meant for human habitation.

Homeless Preference

Burbank's Definition:

This preference is for Burbank homeless individuals and households that have been working with qualified Burbank service providers. These service providers will certify that the individual/household meets the specific criteria for this category and the program, and commits to providing on-going supportive services for a minimum of six (6) months after issuance of a housing voucher in order to ensure that the individual/household is able to live independently.

This preference will assist those applicants that become homeless while on the waiting list; and homeless applicants in the future that apply to the Program with no home address that instead will utilize a Burbank service provider address with an Authorization form on file.

Recuperative care facilities

Recuperative Care is a program that provides short- term medical care & case management to homeless persons who are recovering from an acute illness or injury, whose conditions would be exacerbated by living on the street or in a shelter.

Bridge Housing

Provides a safe, low-barrier and supportive twenty-four (24) hour residence to participants experiencing homelessness, while they are assisted as quickly as possible into safe and supportive housing which includes permanent housing for all populations and transitional housing for youth and families fleeing domestic violence and intimate partner violence. Bridge Housing programs must work in collaboration with LAHSA and the Coordinated Entry System in Los Angeles County. CES Bridge Housing should fit seamlessly with the other CES Program components.

Case Conferencing:

Case conferencing is a region's formal, planned, and structures meeting in which providers coordinate staffing assignments, provide client level updates, and ensure coordination of services. The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. Case conferences are usually multidisciplinary, and include providers from throughout the SPA or region.

Case Management

Case management is defined by the Case Management Society of America as “a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services” to meet individual needs. Case Management in the context of CES should be voluntary and client centered, with the goal of identifying strengths and client directed goals, while promoting “health, recognition, and well-being” (USICH, 2016). Case Managers in CES should ultimately focus on safety first, linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

Chronic Homelessness

An individual or family experiencing chronic homelessness has typically been homeless for more than one year, or had at least four episodes of homelessness in the past three years. Usually they also have one or more diagnosable disabilities such as a serious mental illness, substance use disorder, or a chronic physical illness. Due to their intense needs, such persons or families often consume the majority share of resources in a given community. It is these chronically homeless individuals who are most visible to the general population.

Coordinated Entry System (CES)

CES is a regionally based system that connects new and existing programs into a “no-wrong-door network” by assessing the needs of families experiencing homelessness and linking them with the most appropriate housing and services to end their homelessness. The goal of the CES is to streamline processes through which communities assess, house, and retain families who are homeless; to ensure and comply with the federal mandate to adopt a standardized intake and coordinated assessment process for housing. The essential components of CES are: 1) a system that is low-barrier and easy to access; 2) a system that identifies and assesses people’s needs; and 3) a system that prioritizes and matches housing resources based on those needs.

Continuum of Care

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding homeless families and individuals.

Continuum of Care Program

The Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma local dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

Domestic Violence

Domestic Violence (also called intimate partner violence (IPV), domestic abuse or relationship abuse) is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. Domestic violence includes behaviors that cause or threaten physical harm, arouse fear, prevent a partner from doing what they wish or force them to behave in ways they do not want. It includes the use of or a threat of the use of physical and sexual violence, threats and intimidation, emotional abuse and economic deprivation. Many of these different forms of domestic violence/abuse can be occurring at any one time within the same intimate relationship and/or may occur with varied frequency within a relationship (National DV Hotline definition).

Family

Households consisting of one more minor children (17 or under) in the legal custody of one or two adults who are living together and working collaboratively to care for the children. This includes 2-parent and 1-parent families, including those with same sex partners, families with intergenerational or extended family members, unmarried couples with children, families that contain adults who are not minor children, in which mother is in her second trimester of pregnancy, or mothers who have been medically diagnosed as having a “high risk” pregnancy shall qualify as a family.

Family Solutions Center (FSC)

Regional community based non-profit service providers funded to provide rapid Re-Housing, regional coordination, prevention/diversion, standardized assessments and coordinated access to housing and supportive services, specifically designed for homeless families in L.A. County.

Harm Reduction

Harm reduction is an aspect of a program's or system's design established by a set of policies resulting procedures and practices whose objectives is to reduce the negative consequences of continued use of drugs and/or alcohol or failure to be medication compliant. In housing settings, harm reduction is intended to prevent a participant's loss of housing and/or termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take prescribed medications.

Programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program to enable the participant to reduce or minimize their risky behaviors, while at the same time assisting them to move into and become stabilized in permanent housing. Harm reduction is not intended to prevent termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of the participant.

Homeless (HUD definition)

An individual or family who belongs to one of the following categories:

- (1) An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning:
 - (i) An individual or family with a primary nighttime residence that is a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 - (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
 - (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

(2) An individual or family who will imminently lose their primary nighttime residence, provided that:

(i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

(ii) No subsequent residence has been identified; and

(iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or social networks, needed to obtain other permanent housing.

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

(i) Are defined as homeless under Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), Section 637 of the Head Start Act (42 U.S.C. 9832), Section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), Section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), Section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1996 (42 U.S.C. 1786(b)), or Section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a); and

Must Also:

(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;

(iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and

(iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment which include the lack of a high school degree or General Education Development (“GED”), illiteracy, low English proficiency, a history of incarceration detention for criminal activity, and a history of unstable employment.

(4) Any individual or family who:

(i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual that has either taken place within the individual's primary nighttime residence or has made the individual afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

Household (HUD definition)

A household includes all the people who occupy a housing unit. The household includes the related family members as well as the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partner or roomers, is also counted as a household.

Housing First

The Housing First approach is based on the following principles:

1. Housing is safe and affordable;
2. All people can achieve housing stability in permanent housing; supports may look different;
3. Everyone is “housing ready”;
4. Improved quality of life, health, mental health, and employment can be achieved through housing;
5. Right to determination, dignity and respect;
6. Configuration of housing and services based on household’s needs and preferences.

Outreach

In the context of the CES system, Outreach is defined as the activity of engaging a homeless individual through the process of rapport building with the goal of linking that individual to a permanent housing resource. Outreach and engagement is an ongoing process that “involves creativity, flexibility, may take months or years, and involves establishing a relationship” to connect a client to services (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach can be viewed as a “service in itself” and “a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network” (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach and engagement should be approached in a client-centered and voluntary manner that does not create any time constraints as to the alacrity in which the client voluntarily seeks permanent housing. Outreach workers should have the capacity to refer clients to resources and services such as Crisis & Bridge (Reserved Crisis) Housing and should regularly participate in case conferencing to ensure clients entering CES are matched to the appropriate permanent housing resource.

Outreach Coordination

The planning and ongoing coordination of outreach activities in a region. This should include a multidisciplinary approach that ensures adequate geographic coverage and the use of best practices to outreach.

Permanent Housing (PH)

Community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be considered permanent housing the family must be the tenant on a lease, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

Rapid Re-Housing (RRH)

Rapid Re-Housing is an intervention, informed by a Housing First approach that rapidly connects families experiencing homelessness to permanent housing through assistance that may include the use of time-limited financial assistance and supportive services. Rapid rehousing programs help families solve immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness.

Regional Coordination

Oversight of Service Planning Area (SPA) partnerships across public and private entities that ensure homeless families are fully supported and connected to housing and services within their respective communities. Regional and coordinated access to housing and services ensures that homeless families do not have to go to multiple agencies to obtain housing and services assistance. Additionally, if a family is better served in another community, due to safety or other reasons, the Regional Coordinator shall assist in making needed connections to resources across SPAs.

Trauma-Informed Care

Trauma-Informed Care requires that every part of the program's design and operation be approached with an understanding of trauma and the impact it has on those receiving services. Traumatic experiences can impact how clients receive services provided and the environment in which those services are delivered.

Rent Reasonableness

The total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not be more than rents being charged by the owner during the same period for comparable non-luxury unassisted units. Such determinations should consider: (a) location, quality, size, type, and age of unit; and (b) any amenities, housing services, maintenance and utilities to be provided by the owner. Comparable rents may be verified by using a market study (i.e. <http://housing.lacounty.gov/index.html>), reviewing comparable units advertised for rent, or by

obtaining written verification from the property owner documenting comparable rents for other units owned.

Transition Age Youth (TAY)

An individual between the ages of 18 and 24 years.

Please note that while the Youth Coordinated Entry System serves youth and young adults, ages 16-24, for the purposes for Rapid Rehousing, youth must be at least 18 years old to sign a lease. Therefore, for the program area of Rapid Rehousing, TAY are defined as youth ages 18-24.