



# HOMELESS OUTREACH SERVICES

## FREQUENTLY ASKED QUESTIONS



## QUICK REFERENCE

<b>Homeless Solutions Hotline</b>	818-238-5888 (press 1 after the outgoing message to connect directly with outreach). This is a public facing number.
<b>General Reporting</b>	Our Burbank 311 system via app or report a homeless person in need via website: burbankca.gov/homelessness
<b>Weekday Outreach Coverage</b>	6:00 a.m. – 9:00 p.m. Monday thru Friday
<b>Weekend Outreach Coverage</b>	11:00 a.m. – 9:00 p.m. Saturday & Sunday

## OUTREACH

### Q. What are the outreach team's hours?

**A.** 6:00 a.m. – 9:00 p.m. Monday through Friday and  
11:00 a.m. – 9:00 p.m. Saturday and Sunday

### Q. How can the homeless outreach team be identified?

**A.** Outreach staff are typically identifiable in the field by their blue polo shirts, which feature large "OUTREACH" lettering on the back. This helps make the team visible and recognizable during field engagement and response activities.

## OUTREACH TEAM SERVICES OFFERED

### Q. What services does the City's homeless outreach program provide?

**A.** The City's homeless outreach efforts are designed to connect individuals experiencing homelessness with appropriate support, while also helping address community concerns in a coordinated and compassionate manner. Services may include:

- Basic needs assistance including showers, food and hygiene
- Referrals to shelter and interim housing
- Case management linkage
- Family reunification
- Motel placements
- Mental health, substance abuse, or medical referral and coordination
- Document readiness support such as identification replacement
- Housing navigation and coordinated entry referrals
- Assistance connecting to public benefits and income support
- Coordination with County Behavioral Health and multidisciplinary teams
- Referrals to workforce development and job readiness resources
- Connection to stabilization resources available through partner agencies

## PARTNERSHIPS

### Q. What are the City's local key partnerships?

**A.** Key partnerships include:

- **The Salvation Army (TSA)** - 401 S. Front St., Burbank 91502; (818) 235-1022 - Storage, showers, food, clothing, case management, agency referrals, and related supportive services linkages
- **Home Again LA (HALA)/Burbank Temporary Aid Center (BTAC)** - 1304 W. Burbank Blvd., Burbank, CA 91506; (818) 848-2822 - Provides family outreach, shelter, transitional housing, rapid rehousing, homelessness prevention, rental and utility assistance, food and hygiene services, case management, and related supportive services to help families—and soon individuals—move toward housing stability
- **HALA Buena Vista Access Center** - 2244 N. Buena Vista St., Burbank, 91504; (818) 848-2822 - Family-focused access center expected to provide temporary shelter through four on-site small family units, case management, housing stabilization support, and service coordination to help unhoused families move toward longer-term housing
- **Family Service Agency (FSA)** - (818) 845-7671 - Crisis intervention, clinical counseling, transitional housing, domestic violence survivor support, parenting and family support services, and related case management and advocacy

### **Q. Who are the City's other partners/referrals?**

- A.** The City works closely with a robust network of community partners to ensure individuals have access to a full range of services. The City actively connects individuals to trusted organizations that specialize in services not provided through the City, including:
- Los Angeles Homeless Services Authority (LAHSA)
  - Los Angeles County Department of Mental Health (DMH)
  - Los Angeles County Department of Health Services (DHS)
  - Los Angeles Family Housing (LAFH)
  - Hope the Mission
  - Ascencia Shelter
  - NoHo Home Alliance
  - People Assisting the Homeless (PATH)
  - The People Concern
  - Providence Saint Joseph Medical Center
  - Didi Hirsch Mental Health Services
  - Tarzana Treatment Centers
  - Volunteers of America

### **Q. What City teams serve collaboratively and in a supporting role in these efforts?**

- A.** The City's homeless outreach team takes the lead in responding to and engaging individuals experiencing homelessness, supported by several other City-connected teams that support these efforts in a collaborative role. These include the Burbank Mental Health Evaluation Team (MHET), Parks and Recreation and Library Ambassadors, the Downtown Burbank PBID Ambassadors, the Metrolink Ambassadors, and the Library Social Worker. These partners often serve as additional eyes and ears in the field, help identify concerns, share information, support engagement efforts, and coordinate with outreach staff when individuals may need follow-up, services, or a more tailored response.

### **Q. What role do other partners play in this work?**

- A.** The City's response relies heavily on collaboration. Outreach regularly coordinates with behavioral health teams, County partners, medical and mental health resources, regional homeless service providers, and community-based organizations. These partnerships help expand the range of available responses, especially for individuals with serious behavioral health needs, chronic service resistance, repeated location-based concerns, or urgent medical and mental health issues. The City's model is strongest when outreach, service systems, and public safety work in alignment.

### **Q. What role do County Behavioral Health Teams play in the field?**

- A.** County behavioral health teams are critical partners for individuals whose needs go beyond basic outreach and housing navigation. They help assess serious mental health and behavioral health concerns, provide field-based clinical engagement, support de-escalation, advise on treatment options, and assist with pathways to a higher level of care when appropriate. Their participation is especially important in cases involving chronic service resistance, psychiatric instability, grave disability concerns, or repeated crises. In practice, these teams help the City move from simple outreach contact toward a more clinically informed and coordinated response.

## **OUTREACH PROCESS**

### **Q. How does the outreach process work?**

- A.** The outreach process is not a single contact, but rather a sustained engagement model that often takes place over time. The general process includes:
- Identifying the individual or location through outreach observation, community reports, 311 requests, partner referrals, or monitoring of high-frequency areas
  - Engaging the individual in a respectful, compassionate manner
  - Assessing immediate needs, including safety, food, health, mental health, shelter interest, and urgent crisis concerns
  - Offering available services and options based on need and willingness
  - Coordinating referrals to appropriate providers, County teams, behavioral health resources, or internal departments
  - Helping remove practical barriers such as missing identification, transportation issues, appointment access, or paperwork
  - Documenting the interaction and next steps for continuity and follow-up
  - Returning for repeat contact to continue rapport-building, especially when services are initially declined
  - Coordinating multidisciplinary responses when needed, including behavioral health, law enforcement, County teams, or medical partners
  - Continuing engagement over time until the individual accepts help, relocates, reconnects to support, or another resolution is reached

**Q. How often does outreach engage with people experiencing homelessness?**

**A.** Outreach engagement varies depending on the individual, location, acuity, and level of community concern. Some individuals may be contacted multiple times per week, particularly if they are in a high-visibility area, are generating repeated service calls, or are known to have urgent needs. The City also maintains awareness of recurring high traffic locations so that outreach efforts can be focused where repeated engagement is most needed. In practice, many unsheltered individuals receive repeated contacts over an extended period rather than a one-time interaction.

**Q. What does the City do when someone declines services?**

**A.** When services are declined, outreach does not simply stop. Staff and outreach partners continue to re-engage the individual over time, offer assistance again, and create rapport to build trust and encourage acceptance of support. In many cases, a person who declines assistance initially may later accept help after multiple contacts. At the same time, the City must balance compassionate outreach with public health, safety, and lawful use of public spaces. For that reason, outreach is often paired with coordinated follow-up by behavioral health partners, and, when necessary, enforcement or abatement processes.

**Q. Does outreach only focus on housing?**

**A.** No. While housing remains an important long-term goal, outreach work begins with stabilization, relationship-building, and addressing immediate barriers. For some individuals, the first successful step may be accepting food support, obtaining identification, reconnecting with family, addressing untreated mental health needs, entering interim shelter, or accepting a safer setting. Outreach is often a gradual process, and movement toward housing is frequently preceded by smaller but important steps toward stabilization and trust.

**Q. What are outcomes of outreach?**

**A.** Success is not limited to permanent housing placement. In outreach work, success can also include:

- Repeated engagement with a hard-to-reach individual
- Acceptance of shelter or interim placement
- Reunification with family, connection to treatment, or safe relocation
- Removal of barriers such as lack of identification, or movement away from long-term street homelessness toward stabilization.

**Q. Why do some individuals remain homeless even after repeated outreach?**

**A.** There are many reasons, including untreated mental illness, substance use, trauma, fear of systems, lack of trust, reluctance to leave familiar surroundings, refusal of congregate settings, and long-standing patterns. Some individuals require a long period of repeated engagement before accepting help. Others may continue to decline assistance despite multiple offers and referrals.

**Q. What happens when an individual is in crisis or appears gravely disabled?**

**A.** When an individual appears to present serious behavioral health concerns, including mental health, physical health, or substance abuse disorder, outreach coordinates with the appropriate public safety and clinical partners, including specialized behavioral health and mental health response resources.

**Q. What options exist for individuals who refuse traditional shelter?**

**A.** When an individual declines a traditional congregate shelter setting, outreach still works to identify other pathways toward stabilization when available. Not every option is available in every case, but the City's approach is to keep working toward a safer and more realistic next step rather than treating shelter refusal as the end of the conversation. Options may include:

- Motel placement
- Family reunification
- Behavioral health intervention
- Safe parking
- Connection to interim or lower-barrier settings through regional partners
- Document readiness support
- Storage and hygiene referrals
- Repeated field-based engagement while trust is being built



### **Q. How can residents report someone who may need outreach?**

- A.** Residents may report concerns:
- Through the City's 311app system
  - By contacting the Homeless Solutions Hotline at (818) 238-5888. Callers may press 1 after the outgoing message to connect directly with an outreach team member.
  - If there is an emergency or immediate safety threat, community members should call 911. For non-emergency law enforcement concerns, the Police Department's non-emergency line may also be appropriate depending on the situation at (818) 238-3800.

### **Q. What should residents realistically expect after submitting a 311 request?**

- A.** Residents should expect that the concern will be reviewed, documented, and routed to the appropriate team for follow-up. In many cases, outreach will be dispatched to assess the location, attempt engagement, and determine what services or next steps may be appropriate. However, the public should also understand that a 311 request does not guarantee an immediate visible resolution, because many situations involve repeat contacts, refusal of services, or legal and operational limits on what can be done in a single visit.

### **Q. How can people volunteer or get involved?**

- A.** Community members who want to help are encouraged to get involved through:
- Contacting established service providers including Home Again LA or Family Service Agency.
  - Volunteering for the annual Point-in-Time homeless count, or
  - By contacting the City's Homeless Services division at (818) 238-5182.

### **Q. How does the City balance compassion with neighborhood concerns?**

- A.** The City's approach is to lead with respectful outreach and service connection, while also responding to legitimate neighborhood, public safety, and quality-of-life concerns. That means community reports are taken seriously, outreach is dispatched to assess and engage, and City departments coordinate when issues involve encampments, sidewalks, parks, libraries, or other public locations. The goal is neither neglect nor purely punitive action, but rather a balanced approach that combines compassion, accountability, and coordinated problem-solving.

### **Q. What message should the public understand about this work?**

- A.** Homeless outreach is often patient, repetitive, and relationship-based work. It rarely resolves every situation immediately. However, consistent engagement matters. The City continues to make efforts to connect vulnerable individuals with assistance, reduce harmful conditions in public spaces, and improve outcomes through collaboration, persistence, and practical intervention. This work is ongoing, and progress often comes one person, one contact, and one resolution at a time.