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

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

**Police Dispatch** 818.238.3000

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

**Los Angeles County Information on Health and Social Services**

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

**Burbank Street Outreach Team**

818.254.5885 or 818.254.5888

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

**Get Involved!**

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

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

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

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

**City of Burbank Community Development Department**

150 N. Third Street
Burbank, CA 91510

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

(818) 238-5160
The Greater Los Angeles Metropolitan area has become home to the nation’s homeless population. To address this issue, HUD and homeless service experts have embraced Permanent Supportive Housing (PSH) as the best approach for lifting people out of homelessness. In an effort to reduce the number of homeless individuals and families in Burbank, the City of Burbank (City), as the applicant, requested and has been awarded 20 federal PSH vouchers for a program named Homes, Equality and Links to Programs (HELP) in a joint application with the Los Angeles Homeless Services Authority. These vouchers are dedicated to chronically homeless individuals and families as defined by HUD. The Burbank Housing Authority (BHA) will coordinate the delivery of supportive services and program expenses for administration of the HELP Program.

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

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

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

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

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<th>Eligibility</th>
<th>Supportive Services</th>
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| **This list of eligibility requirements serves as a quick reference regarding the HELP Program Eligibility. It is not an exhaustive list of eligibility requirements.** The HELP Program application process will help you determine your eligibility for the program. Full eligibility and Burbank homeless preference for the HELP Program is determined by the Burbank Housing Authority after all eligibility documents and program application have been submitted and reviewed. Key eligibility requirements include but are not limited to: | **1. Housing Stability Services**  
   a. Services to help increase household income:  
      i) Employment Services  
      ii) Self-Employment  
      iii) Application for public benefits  
   b. Services to help ensure Personal Wellbeing  
   c. Services to help search and secure Permanent Housing  
   d. Move-In Assistance  

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

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

| City of Burbank  
**Homeless Resource Card** |  |
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<tr>
<td>Burbank Temporary Aid Center (BTAC)</td>
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| Burbank Street Outreach (Operated by Ascencia) | 818.254.5885  
  323.799.5179 |
| Housing Rights Center | 213.387.8400 |
| Neighborhood Legal Services | 800.433.6251 |
| The Salvation Army, Burbank | 818.845.7214 |
| Volunteers of America | 818.940.1801 |