

**FINAL**



# City of South Pasadena Plan to Prevent and Combat Homelessness (2018 - 2021)

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Prepared by:



In collaboration with:



## About the City of South Pasadena Plan to Prevent and Combat Homelessness

In October 2017, the County of Los Angeles (County) and the United Way of Greater Los Angeles' Home for Good Funders Collaborative awarded a planning grant to City of South Pasadena (City) to draft a Plan to Prevent and Combat Homelessness (Plan). In late 2017, the City approved an agreement with LeSar Development Consultants (LDC) to assist with the development of the Plan.

The LDC team and the City staff organized three input session meetings and conducted various interviews to solicit feedback and develop strategies to solve the City's homelessness problem. The meetings also focused on ways to improve the quality of life for residents, neighborhoods, and the business community. LDC facilitated the meetings and collected the pertinent information for the development of the homeless plan. LDC also interviewed key stakeholders from the City Departments. The information gathered at the input sessions and interviews helped formulate the goals and strategies for inclusion of the plan and best reflect the priorities and needs that align with the Homeless Initiative strategies adopted by the County Board of Supervisors and funded by Measure H.

The City staff and the LDC team presented the Plan to the City Council on June 20, 2018. The City Council unanimously adopted the Plan by all Councilmembers including:

Mayor Richard D. Schneider, M.D.

Mayor Pro Tem Marina Khubesrian, M.D.

Councilmember Michael A. Cacciotti

Councilmember Robert S. Joe

Councilmember Diana Mahmud

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## Purpose of the Plan

Cities have played a vital role in addressing homelessness since the inception of the Los Angeles County Homeless Initiative. In October 2017, the County Homeless Initiative and the United Way of Greater Los Angeles' Home for Good Funders Collaborative granted Phase 1 funding to cities, including the City of South Pasadena (City), to develop a Homelessness Plan that will serve as a road map for the city's participation in preventing and combating homelessness over the course of three (3) years (2018 – 2021). Specifically, the Plan aims to achieve the following overarching goals to address homelessness:

- Reduce the impact of homelessness within the City
- Align City resources with County investments
- Improve quality of life for all residents

This Plan will also position the City to become eligible to apply for the County Homeless Initiative Phase 2 funding for the implementation of the Plan.

### **Regional Efforts**

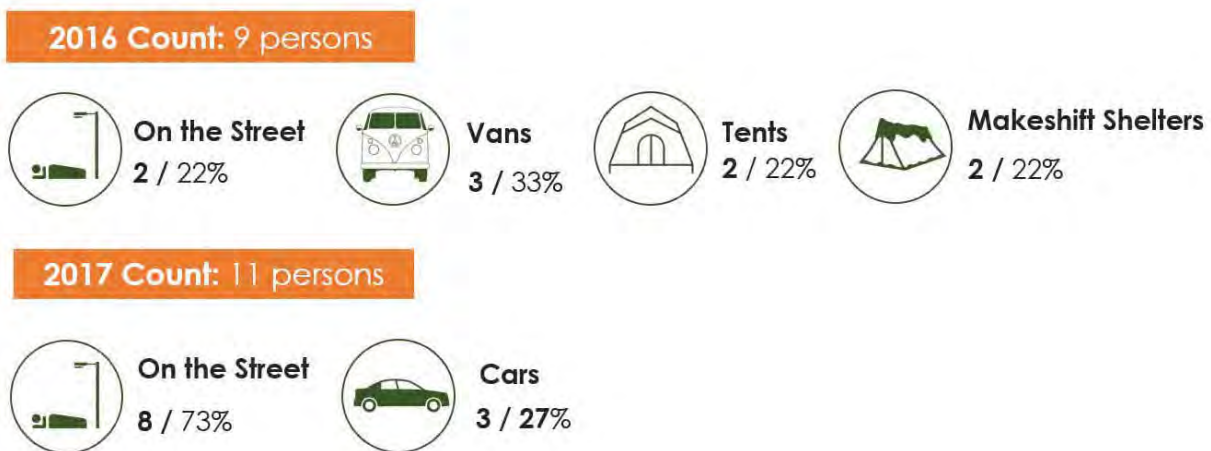
The City is committed to working with the local community, neighboring cities, public agencies, and regional bodies to develop strategies that will equitably distribute homeless housing and services across the San Gabriel Valley according to need. The San Gabriel Valley Council of Government (SGVCOG) is working closely with its member cities in the development of their Homelessness Plans, which are specifically tailored to meet their local needs. Collectively, the cities' Homelessness Plans will inform the SGVCOG of potential subregional strategies for the cities to implement in an effort to combat and prevent homelessness across San Gabriel Valley.

In May 2018, the SGVCOG Homeless Coordinator began facilitating meetings with a cohort of cities that share common homelessness goals based on their draft Homelessness Plans. SGVCOG is also establishing subregional workgroups, which include convening cities along the Metro Gold Line and the riverbed. After the cities submit their Homelessness Plans to the County, SGVCOG will convene a Subregional Post-Plan Summit in August 2018 to share the plans and continue engaging with the cities in subregional coordination. SGVCOG will also take part in assisting the cities in implementing their Homelessness Plans.

## Homelessness in South Pasadena

According to the Los Angeles Homeless Services Authority (LAHSA), approximately 57,794 persons within the Los Angeles County (County) experienced homelessness on any given night in 2017—an increase by 23% from 2016. The City experienced a slight increase in its homeless population from 2016 to 2017. In 2017, LAHSA identified 11 unsheltered people experiencing homelessness in the City—an increase from 9 persons in 2016 (see **Figure 1**). In 2016, the homeless individuals identified lived in vans, tents, makeshift shelters, and out on the street. In 2017, most of the homeless individuals identified lived out on the street.

**Figure 1: Homelessness in the City of South Pasadena**



Source: Los Angeles Homeless Services Authority

Data limitations do not permit detailed information about who is experiencing homelessness in South Pasadena. However, demographic data is available at the Service Planning Area (SPA) level. The following provides a snapshot of who was experiencing homelessness in SPA 3 – San Gabriel Valley in 2017, which includes South Pasadena and surrounding cities.<sup>1</sup>

- **General demographics of homeless individuals in San Gabriel Valley**
  - 67% (2,373 persons) were unsheltered and living outside while 33% (1,179 persons) were in some form of temporary shelter accommodations – accounting for 6% of Los Angeles’ total homeless population
  - 76% of people were single adults, 18% were families, and 6% were unaccompanied youth and young adults
  - 28% were female, 72% were male, 0.4% were transgender, and 0.2% did not identify with a gender
  - 50% were Hispanic/Latino, 24% were White, 18% were African American, 5% were American Indian, 2% were Asian, and 1% identified as other
  - 5% were age 62 and up, 17% between the ages of 55-61, 60% between the ages of 25-54, 7% between the ages of 18-24, and 11% were under the age of 18

<sup>1</sup> LA County is divided into 8 areas for service coordination purposes. Service Planning Area 3 serves the communities of Alhambra, Altadena, Arcadia, Azusa, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Irwindale, Monrovia, Monterey Park, Pasadena, Pomona, San Dimas, San Gabriel, San Marino, Temple City, Walnut, West Covina, and others.

- 6% were identified as United States Veterans
- **Other vulnerability indicators of homeless individuals in San Gabriel Valley**
  - 30% were considered chronically homeless, meaning that they have lengthy or repeated histories of homelessness along with a long-term disability such as mental illness, substance abuse disorder, or a physical health problem
  - 28% suffered from mental illness, 17% had a substance use disorder, and 2% had HIV/AIDS
  - 27% have experienced domestic/intimate partner violence in their lifetime

In addition to the LAHSA homeless count data and regional demographics, it is useful to examine city-level data from the regional Coordinated Entry System (CES)<sup>2</sup>. This provides an enhanced view of those experiencing homelessness and their challenges, as well as their needs using responses to the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment and other indicators of a person's overall health and wellbeing.<sup>3</sup> According to the data and responses collected between July 2016 and November 2017 in South Pasadena, 15 homeless individuals reported the following information:

- **General demographics of homeless individuals in South Pasadena**
  - Most individuals were identified as 41-55 years of age (40%), followed by 25-40 years of age (33%) and 56 years and over (27%)
  - Most individuals were identified as White (53%), followed by Black or African American (33%) and multiple races (7%). 7% chose not to self-identify
  - 73% of the individuals were male, while 27% were female
- **Other vulnerability indicators of homeless individuals in South Pasadena**
  - 40% of the individuals reported chronic health issues with liver, kidneys, stomach, lungs, or the heart
  - 20% reported a mental health issue or concern
  - 7% reported substance abuse as a difficult challenge in obtaining housing or affording housing

As shown in **Figure 2**, nearly 60% of homeless individuals from the data assessment reported being in their own home less than 12 months ago, indicating that most of these individuals fell into homelessness recently. Approximately 60% of the individuals reported riding in an ambulance at least once in the last 6 months, possibly due to issues related to health or substance abuse.

The VI-SPDAT assessment produces an acuity score, which can help identify an appropriate housing intervention for someone experiencing homelessness. As shown in **Figure 3**, most of the City's residents could benefit from rapid re-housing (69%) and supportive housing services (28%).<sup>4</sup> Only 18% were identified as able to find housing on their own.

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<sup>2</sup> The Coordinated Entry System (CES) is a regional database that streamlines housing placement and service provision and prioritizes those who are most vulnerable. This Homeless Plan incorporates data from the adult singles database.

<sup>3</sup> For the purpose of this plan, the data have been de-identified to protect confidentiality.

<sup>4</sup> Rapid re-housing is an intervention that rapidly connects individuals and families to permanent housing with short-term rental assistance and services. Supportive services combine housing with services that may include mental health and health services, drug and alcohol treatment, and education and job training.

**Figure 2: Coordinated Entry System Assessment**



**Figure 3: Recommended Housing Intervention**

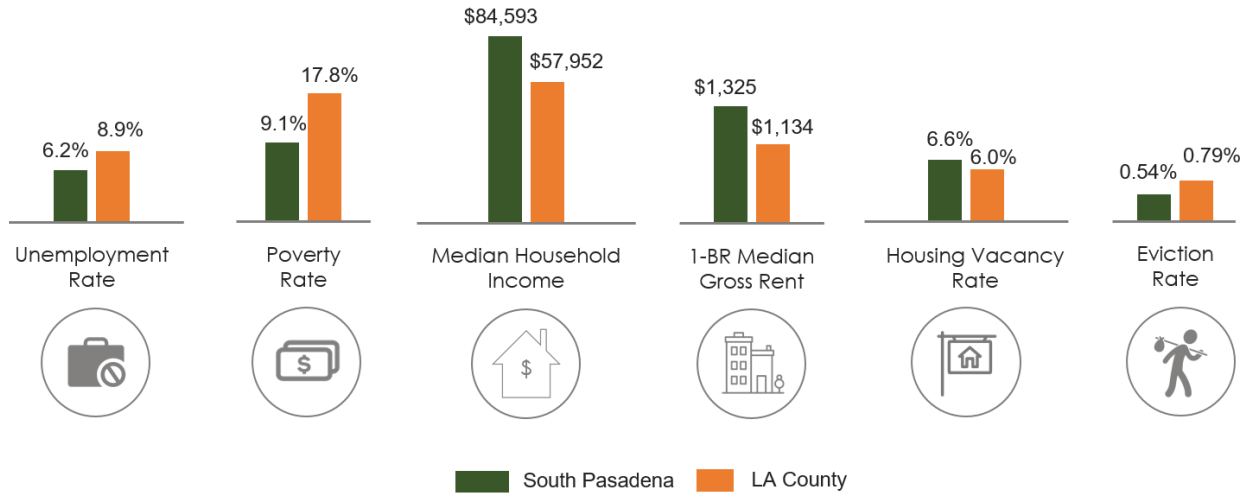


Source: SPA 3 CES Assessment Data

Finally, local data on economic and housing trends serve as good indicators of future homelessness trends because they suggest areas in which some residents may be at risk of falling into homelessness. Additionally, LAHSA reported that some of the key contributing factors to homelessness included the rising costs in rent, limited housing availability, and flat or declining income.

As shown in **Figure 4**, South Pasadena experiences a lower poverty and unemployment rate, as well as has a higher household median income, compared to the County. The City also experiences a higher gross rent compared to the County, which may be a barrier for some individuals accessing affordable housing in the area.

**Figure 4: South Pasadena vs. LA County Selected Demographics (2016)**



Sources: U.S. Census Bureau (2012-2016 American Community Survey 5-Year Estimates), [evictionlab.org](http://evictionlab.org)

The following outlines the current activities dedicated to individuals and families experiencing homelessness and those facing housing instability within the City:

**City of South Pasadena**

- **South Pasadena Police Department**
  - The City’s Police Department established a Homeless Outreach Program (HOPE), which provides direct outreach to homeless individuals.
  - According to Sgt. Shannon Robledo, approximately 20 percent of South Pasadena Police Department’s dispatched calls are related to homelessness.
  - Reports of encampments have been seen in various areas within the City. The City established an ordinance that bans encampments in local parks and recreation areas. The Police Department notifies homeless individuals to clear encampments in unpermitted areas within 72 hours.
  
- **South Pasadena Fire Department**
  - The City’s Fire Department also responds to calls related to homeless individuals. The Fire Department typically transports the individual to a nearby hospital to receive medical treatment. Because of the City’s limited resources, if the City ambulance is being used to transport a homeless individual to the hospital, the entire city must then depend on a neighboring cities’ ambulance if there is an additional emergency. This limitation can increase the emergency response time within the community.



**Figure 5: South Pasadena Police Department Homeless Outreach Program Field Work**



*(Source: South Pasadena Police Department)*

- **Public Works Department**
  - The City's Public Works Department responds to requests to remove and clean up abandoned homeless encampments.
  
- **Community Services Department**
  - The Community Services Department Senior Citizens Center published the brochure "Services for Homeless and Adults in Need" to help those who are without shelter, food, medical care, and other resources.
  - The Senior Citizens Center also provides transit passes, and in some cases other services, to homeless individuals who are 55 years of age or older.

### **Community Partners**

- **Faith-Based Organizations**
  - Faith-based organizations within the City provide a variety of services including prepared meals, food pantry, clothing, hygiene kits, etc.
  - The Shower of Hope operates a mobile shower service from 11am-2pm on Wednesdays at the Holy Family St. Joseph Center (see **Figure 6**)

**Figure 6: Shower of Hope at the Holy Family Church St. Joseph Center**



*(Source: San Gabriel Valley Tribune)*

- **Union Station Homeless Services**

- In 2014, the United Way of Greater Los Angeles (United Way) selected Union Station Homeless Services as the Lead Agency to manage the efforts of homeless-related social services agencies throughout the SPA 3 - San Gabriel Valley.
- Union Station Homeless Services prioritizes those experiencing homelessness in terms of need and tracks progress toward accessing services and housing.

**Figure 7: Councilmember Robert Joe and Sgt. Shannon Robledo Feeding the Homeless at Union Station Homeless Services**



*(Source: South Pasadena Police Department)*

## Homelessness Plan Process

The City coordinated a series of stakeholder input meetings and interdepartmental interviews over the course of six months with the assistance of LeSar Development Consultants (LDC), a consulting firm retained through a Home for Good Funders Collaborative planning grant. The input sessions educated stakeholders about best practices in addressing homelessness, current city efforts to prevent and combat homelessness, and solicited feedback about the challenges and opportunities related to addressing homelessness in the City.

The meetings engaged a broad network of stakeholders from public, private, and non-profit sectors, including city departments directly serving or impacted by homelessness, service providers, residents, and community and business leaders. The following section provides a summary of the three input sessions conducted by the City and LDC.

### **Input Session #1: Women Involved South Pasadena Political Action (WISPPA)**

- Held on March 3, 2018
- Format of the input session included a presentation by LDC, followed by a panel discussion on homelessness and input from the community members
  - Panelists included Winnie Fong, LDC; Marlene Moore, Director of Community Services at Holy Family Church St. Joseph Center; Keith Hendriksen, Union Station Homeless Services; Karen Aceves, City of South Pasadena
- Attendees included WISPPA members and community members

**Figure 8: WISPPA Meeting and Panel Discussion on Homelessness**



(Source: WISPPA)

### Input Session #2: South Pasadena Chamber of Commerce

- Held on March 14, 2018
- Format of the input session included a presentation by LDC, followed by input from attendees
- Attendees included the South Pasadena Chamber of Commerce, local businesses, Office of Congresswoman Judy Chu (CA-27), and the South Pasadena Christian Church

### Input Session #3: Lived Experience and Interdepartmental Interviews

- Held on April 18, 2018
- Sgt. Robledo led a ride-along tour during midday, which included the LDC team and Jennifer Kim from the County Homeless Initiative
- The tour included stops at various locations throughout the City where encampments were present, as well as at the St. Joseph Center where our team interviewed homeless individuals and the volunteer staff
- Our team conducted interviews with the following City Departments: Public Library, Planning Department, Code Enforcement, Parks and Recreation, and Senior Services

**Figure 9: Lived Experienced Interview**



*(Source: South Pasadena Police Department)*

A list of challenges related to homelessness identified by the stakeholders is summarized in **Appendix A**, and a list of strategies identified by the stakeholders is summarized in **Appendix B**. The goals and actions set forth in this Plan incorporates the potential strategies identified by the City staff and stakeholders.

## Goals and Supporting Actions

Each goal in the following sections is outlined as required in the County's grant template, to access the resources currently available to address the challenge, identify opportunities for City and County collaboration, and present a plan to implement the identified strategies. Each goal includes the following information:

**Goal** - List a goal identified during the planning process. Is it tied to a County Homeless Initiative Strategy? If so, identify which strategy.

**Supporting Action** - Identify a specific supporting action(s) designed to support achievement of the City's goal. Each goal may have multiple contributing actions.

**Associated policy changes** - Describe specific policy changes for each identified strategy, where applicable. Administrative or other changes necessary to achieve the goal may also be identified. Identify how the policy change(s) will directly impact the City's ability to achieve the desired goal. Describe the intended process for enacting the policy change. List the stakeholders/partners needed to engage to enact the policy change.

**Goal Measurement** - What metrics will be used to track progress? What are the data sources? When will the measurement occur?

**Goal Ownership** - Who is responsible for directing implementation, management and measurement of the goal and its related actions?

**Leveraged City Resources** - What City resources will be deployed or leveraged in support of the goal?

**Timeline** - Detail a timeline of major tasks to achieve this goal.

The Plan includes five (5) identified goals to combat and prevent homelessness:

**Goal #1:** Coordinate with regional partners on homelessness plan implementation

**Goal #2:** Enhance current homelessness engagement activities

**Goal #3:** Continue providing community education and resources

**Goal #4:** Promote the development of affordable housing

**Goal #5:** Promote access to workforce development and employment

The following goals and actions to address homelessness in the City were derived from input by the City Council and staff, community members, and service providers, as well as identification of best practices and opportunities. If a goal is connected to a County Homeless Initiative strategy, that strategy is also identified.



## Goal 1: Coordinate with Regional Partners on Homelessness Plan Implementation

Homeless Initiative Strategy Link(s): E6, E7

### Action 1a

Establish the South Pasadena Homelessness Task Force to coordinate homeless-related activities and implement the Plan's goals and supporting actions (*E7: Strengthen the Coordinated Entry System*)

- Identify internal stakeholders from the City Departments to participate in the South Pasadena Homelessness Task Force, including, but limited to:
  - Police, Fire, City Manager, Public Works, Parks and Recreation, Senior Services, Library
- Identify external stakeholders and community partners from the community to work collaboratively with the City on the South Pasadena Homelessness Task Force, including, but not limited to:
  - Union Station Homeless Services, Hathaway-Sycamores, LAHSA, Faith-Based Organizations, Chamber of Commerce
- Task Force to convene monthly for the first six months, followed by quarterly convenings, or as needed

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Development of Implementation Plan and Timeline</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1; ongoing

### Action 1b

Participate in the forthcoming Metro Gold Line Homeless Workgroup convened by the San Gabriel Valley Council of Governments (SGVCOG) to develop a subregional strategy to address public safety concerns and strengthen the Coordinated Entry System along the Metro Gold Line in the San Gabriel Valley region (*E6: Expand Countywide Outreach System; E7: Strengthen the Coordinated Entry System*)

- Coordinate regularly with cities along the Metro Gold Line, such as Los Angeles, Pasadena, Monrovia, Sierra Madre, Arcadia, Duarte, Irwindale, and Azusa, as well as cities with planned new stations along the Gold Line extension

- Continue ongoing collaboration with Metro’s Safety and Security Department and the Metro’s Homeless Task Force to increase security along the Metro Gold Line
- Share information and data with Metro’s County-City-Community (C3) team to strengthen the Coordinated Entry System along the Metro Gold Line
- Provide data and reports to Metro for the purpose of understanding the travel patterns of homeless individuals traveling along the Metro Gold Line

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Participation and sharing of information and data on homeless individuals encountered along the Metro Gold Line</li> </ul>
<b>Ownership:</b>	San Gabriel Valley Council of Government with participation from Metro and the South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1; ongoing

### Action 1c

Participate in the forthcoming Regional Riverbed Cities Workgroup convened by SGVCOG to develop a strategy to reduce homeless encampments along the riverbeds in the San Gabriel Valley region to address public health and public safety concerns in the community (*E6: Expand Countywide Outreach System; E7: Strengthen the Coordinated Entry System*)

- Coordinate regularly with the Los Angeles County Sheriff’s Department and cities that share river frontage, such as Los Angeles and Pasadena
  - Identify “hotspot” locations for engagement
  - Identify and facilitate the relocation of encampment inhabitants into shelters or other housing
  - Learn best practices in addressing encampments located in the riverbeds
- Work with SGVCOG, in partnership with LAHSA and Union Station Homeless Services, to develop a joint outreach strategy with other cities to refer homeless individuals along the riverbed to housing and services
- South Pasadena to apply a similar outreach strategy to address homeless encampments located at the City’s parks, public library, and businesses

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Participation and sharing of information and data on homeless individuals encountered long the riverbed</li> </ul>
<b>Ownership:</b>	San Gabriel Valley Council of Government with participation from the South Pasadena Homelessness Task Force and other cities
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes

<b>Timeline</b>	Year 1; ongoing
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## Goal 2: Enhance Current Homelessness Engagement Activities

Homeless Initiative Strategy Link(s): D5, E4, E6, E7

### Action 2a

Ensure First Responders in South Pasadena participate in the County's First Responders Training and the Law Enforcement Homeless Outreach Services Team (HOST) Program<sup>5</sup> (E4: *First Responders Training*)

- Attend the County's First Responders Training as a prerequisite to participate in the Law Enforcement Homeless Outreach Services Team (HOST) Program
- Execute the Memorandum of Agreement (MOA) between the County of Los Angeles and other agencies in connection with the County Homeless Initiative<sup>6</sup>
- Develop and implement a protocol to submit documentation and invoices (e.g., number of hours of outreach conducted, number of homeless individuals contacted, types of services provided, etc.) of homeless outreach activities eligible for reimbursement, including making referrals to housing, rehabilitative services, and support, as well as the activities related to Action 2b and Action 2c

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Number of first responders trained</li> <li>• MOA executed with the LA County and other agencies</li> <li>• Staff trained in the use of the Coordinated Entry System</li> <li>•</li> </ul>
<b>Ownership:</b>	South Pasadena Police Department, South Pasadena Fire Department
<b>Leveraged City Resources:</b>	Staff time to attend training
<b>Associated Policy Changes:</b>	Update the Police Department protocol to facilitate the recommendations from the First Responders training, if necessary
<b>Timeline</b>	Year 1; ongoing

<sup>5</sup> The mission of the HOST program is to work collaboratively with public and private partners to assist homeless individuals and address problems associated with encampments. The objective of the HOST Program will be met by law enforcement HOST teams, working in collaboration with outreach teams, consisting of subject matter experts, housing, mental health and recovery case managers and service providers, to get homeless individuals the services they need.

<sup>6</sup> The Memorandum of Agreement (MOA) shall be executed between the County by and through the Los Angeles County Sheriff's Department (LASD) and the Chief Executive Office (CEO), the Los Angeles County Policy Chiefs' Association (LACPCA), and the City of Pomona, which serves as the fiscal agent for LACPCA.

## Action 2b

Coordinate with LAHSA to assign and schedule an outreach worker to accompany the South Pasadena Police Department (SPPD) on an ongoing basis (*D5: Support for Homeless Case Managers, E6: Expand Countywide Outreach System*)

- Coordinate with LAHSA to assign an outreach worker to accompany SPPD to visit and connect homeless individuals to services, including the following:
  - During scheduled lunch and mobile shower services at the Holy Family Church St. Joseph Center
  - Before/during scheduled homeless encampment cleanup protocols
  - During scheduled visits to the Public Library

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Submit request and coordinate for outreach worker from LAHSA to accompany members of the Homelessness Task Force on an ongoing basis.</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1; ongoing

## Action 2c

Formalize a partnership with Union Station Homeless Services and Hathaway-Sycamores to develop a Coordinated Entry System linkage protocol to refer homeless individuals to housing services (*D5: Support for Homeless Case Managers, E7: Strengthen the Coordinated Entry System*)

- Explore grant funding opportunities, such as the County’s Homelessness Plan Implementation funding, to further engagement with Union Station Homeless Services and Hathaway-Sycamores through a service contract agreement

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Apply for grant funding opportunities</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1; ongoing

## Action 2d

Continue to participate in the LAHSA Greater Los Angeles Homeless Count

- Encourage community members to volunteer for the annual Greater Los Angeles Homeless Count to increase engagement between leaders, residents, and stakeholders, as well as to ensure an accurate count of homeless individuals

<b>Measurement:</b>	<ul style="list-style-type: none"><li>• Number of volunteers</li></ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City Staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Ongoing



## Goal 3: Provide Community Education and Resources

Homeless Initiative Strategy Link(s): B4

### Action 3a

South Pasadena Homelessness Task Force to develop a unified strategy for community education on homelessness, such as the following:

- Coordinate with the South Pasadena Unified School District
  - For example, provide education on the myths of homelessness and/or identify potential volunteer opportunities that contribute to resolving homelessness
- Coordinate with SPPD to conduct a workshop with the South Pasadena Chamber of Commerce and local businesses on the following:
  - Overview of SPPD’s homeless outreach efforts
  - Gain an understanding on enforceable and unenforceable activities related to public space and businesses
  - How to approach an individual experiencing homelessness
  - How to provide appropriate referrals to homeless individuals
  - Provide resources to local community organizations and services working directly with homeless individuals

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Identified vision and strategy for community education</li> <li>• Number of community education activities</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1-2 with ongoing updates

### Action 3b

Enhance the existing ‘South Pasadena Homeless and Adults in Need’ resources guide (See Appendix C)

- Update the information in the existing “City of South Pasadena Services for Homeless and Adults in Need” resources guide
  - Work with community partners, faith-based organizations, and service providers to update the resource guide with a list of services and facilities related to combatting and preventing homelessness
  - Establish ongoing updates to the resource guide
  - Distribute the resources guide and make it available at public sites, including the City Hall, public library, and the Senior Citizens Center
  - Post a printable version to be accessible online for local community members, organizations, and businesses to print and distribute
  - Conduct a workshop to educate community members about the resources and services featured in the resources guide

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Completion of the updated resources guide</li> <li>• Host Community Workshop</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1; ongoing updates

### Action 3c

Engage with landlords to participate in the County Homeless Incentive Program (*B4: Facilitate Utilization of Federal Housing Subsidies*)

- Provide and display materials (e.g., City website, local paper, etc.) to encourage landlords to participate in the following programs
  - Homeless Incentive Program (HIP)
    - Housing Authority of the County of Los Angeles
  - Flexible Housing Subsidy Pool/Housing for Health
    - LA County Department of Health Services and Brilliant Corners
- Identify potential community meetings to host workshops to educate landlords about the programs (e.g., congregations, landlord associations, etc.)
  - Partner with Union Station Homeless Services to conduct the workshops
  - Identify partnerships with neighboring cities and the County to host a Landlord Outreach Event for the Homeless Incentive Program

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Number of community meetings hosted</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force

<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 2, ongoing

### Action 3d

Collaborate with the United Way's Everyone In campaign to end homelessness

- Participate in upcoming community events in collaboration with the City of Pasadena and other cities
- Adopt consistent messaging on homelessness
- Identify local success stories to be included in the United Way's campaign

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Participation in the upcoming community event</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1, ongoing



## Goal 4: Promote the Development of Affordable Housing

Homeless Initiative Strategy Link(s): F5, F6

### Action 4a

Strengthen existing and pursue potential land use policies to encourage the development of affordable housing

- Update ordinance to encourage and facilitate the ease of building Accessory Dwelling Units (ADU)
- Continue to pursue an inclusionary zoning program

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Update ADU ordinance</li> <li>• Establish an inclusionary zoning program</li> </ul>
<b>Ownership:</b>	City Planning and Building Department
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	Potential changes to the existing ADU program and establishment of an inclusionary housing program
<b>Timeline</b>	Years 1-2

### Action 4b

Continue to engage in discussion with public entities in exploring options to partner with a non-profit housing organization to build affordable housing on Caltrans State Route 710 surplus properties (*F6: Using Public Land for Homeless Housing*)

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Engagement with Caltrans, public entities, and non-profit housing organization</li> <li>• Determine the feasibility of developing housing on the Caltrans property</li> </ul>
<b>Ownership:</b>	Caltrans, in collaboration with the City of South Pasadena, other public entities, and non-profit housing organization
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Years 1-3



## Goal 5: Promote Access to Workforce Development and Employment

Homeless Initiative Strategy Link(s): C1

### Action 5a

Continue to explore increased participation with the Foothill Workforce Development Board (FWDB) to provide homeless individuals or individuals at risk of homelessness with access to job training and employment programs

- Pursue potential partnerships with FWDB and other entities
- Explore funding opportunities, such as the CalWORKs Subsidized Employment Program for Homeless Families administered by the County

<b>Measurement:</b>	<ul style="list-style-type: none"> <li>• Established partnerships</li> <li>• Explored funding opportunities</li> </ul>
<b>Ownership:</b>	South Pasadena Homelessness Task Force
<b>Leveraged City Resources:</b>	City staff time
<b>Associated Policy Changes:</b>	No associated policy changes
<b>Timeline</b>	Year 1-3



# Appendix A - Stakeholder Input Sessions: Summary of Identified Challenges

## Staff of City Departments

### Housing-Related

- Generally, rent is on the rise in the City and the greater subregion
- Families live in substandard housing because do not want to risk losing it, want children to remain in the school district
- Vacancies in city – some have been used for squatting (but are not dilapidated, often second homes etc.)

### Services-Related

- Most homeless individuals refuse services/assistance
- Increase in homeless visitors to the Library, Senior Center, and other places during cold winter months or hot summer months
- City Staff not always fully trained to interact with individuals or to refer them to appropriate services – even if briefly trained, they are not at a comfort level of a certified case worker or mental health worker
- Some residents complaining about services offered in their neighborhood
- No social worker at Senior Center this year (usually have USC MSW student)

### Public Safety/Quality of Life

- Homelessness can put stress on/eliminate City resources
  - E.g. limited number of police officers, only 1 ambulance for city – sometimes other cities' departments have to be dispatched if South Pasadena's is not available due to responding to homelessness-related incident
- Those experiencing homelessness who are causing the most issues in community are usually just passing through via the riverbed or the Gold Line train
- Library serves variety of homeless individuals
  - Most people experiencing homelessness in the library follow the Code of Conduct and keep to themselves, but some cause disruptions (~1-3x/month); those who have been the most threatening have privileges revoked or even restraining orders
  - Sometimes makeshift beds, cardboard, food/drink on balconies at Library
  - Individuals have used restrooms to bathe
  - Some customers lack understanding/knowledge and complain about homeless customers utilizing library and resources

## Chamber of Commerce/Business Community

- Very few resources at night for people seeking assistance
- Businesses/buildings near the Gold Line station have the most traffic
- Any cleanups along the riverbed in other cities cause more people to travel to or through South Pasadena
- People sleeping around businesses at night

- Most businesses care about helping people experiencing homelessness, even if they are sleeping around buildings or disrupting business – they do not know how to help or know where to refer people to; fear, misunderstanding
- Many businesses are small businesses, which make it difficult to hire or prioritize hiring homeless individuals

### **General Public/WISPPA**

- Elderly residents who have fixed-income – issues staying in homes (due to money or health), waitlists for affordable housing have been up to 8 years or more, etc.
- Residents are generally supportive of more affordable housing, so how can they assist in moving it forward?
- Union Station will have 40 HACoLA vouchers released in the next 6 months, but do not have enough units to house people in
- Overall increases in rental costs, tearing down low-income housing, etc. are an issue
- Ensuring people experiencing homelessness can maintain their mode of transportation, e.g. many utilize bikes, often in need of repair
- Very little space and resources for people experiencing homelessness in the library, challenge for staff to coordinate everyone's needs – they are being taken away from their regular duties as librarians, some residents feel unsafe
- Residents who want to help but don't know what to do – what are resources?
- Making sure vulnerable populations are taken into account – homeless students, veterans, food insecure students and families etc.
- Concern about how much Measure H money is going to services versus prevention and constructing housing
- Concern over landlords, real estate developers, and building owners who are looking to profit and are increasing rents in the area that are unattainable to an ordinary family or individual – what is their role? What is their impact mitigation?
- Stigmas surrounding homelessness still exist, NIMBYism is a roadblock to added housing in the area – crisis, bridge, and affordable
- Concern about why individuals are legally allowed to live/sleep in their vehicles

**MEDICAL CONTINUED**

LAC/USC Medical Center  
(24 hour physical/ mental health  
emergency)  
1983 Marengo Street  
Los Angeles, CA 90033  
(323) 409-7085

**MENTAL HEALTH**

Pasadena Mental Health  
1495 North Lake Avenue  
Pasadena, CA 91104  
(626) 798-0907

L.A Mental Health Access Center  
24 hours hotline  
(800) 854-7771

Friendship Line for Elderly  
(800) 971-0016

**FINANCIAL ASSISTANCE**

Department of Public Social Services  
955 North Lake Avenue  
Pasadena, Ca 91104  
(626) 791-6302  
[www.dpssbenefits.lacounty.gov](http://www.dpssbenefits.lacounty.gov)  
Customer service:  
(866) 613-3337

Social Security Administration  
104 North Mentor Avenue  
Pasadena, CA 91106  
(800) 772-1213  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

Employment Development Department  
1207 East Green Street  
Pasadena, CA 91106  
(626) 304-7922

**LEGAL ASSISTANCE**

Legal Aid Foundation of LA  
5228 Whittier Blvd  
Los Angeles, CA 90022  
(800) 399-4529  
[www.LAFLA.org](http://www.LAFLA.org)

Neighborhood Legal  
Pasadena Self Help Center  
Courthouse  
300 East Walnut Street, Room 300  
Pasadena, CA 91101  
(800) 433-6271

Bet Tzedek Legal Services  
3250 Wilshire Blvd., 13th Floor  
Los Angeles, CA 90010  
(323) 939-0506

**HOTLINES**

Suicide Prevention  
(877) 727-4747

National Suicide Prevention  
(800) 273-TALK

Alcoholics Anonymous  
(626) 914-1861

Narcotics Anonymous  
(626)584-6910

Los Angeles County Elder Abuse Hotline  
(877) 477-3646

Los Angeles Resource Center  
Call 211  
[www.211LA.org](http://www.211LA.org)  
(800) 339-6993

Domestic Abuse Crisis Hotline  
(213) 681-2626



## Services for Homeless and Adults in Need

**Community Services Department****Senior Citizens' Center**

1102 Oxley Street  
South Pasadena, CA 91030  
(626)403-7360

This publication is intended to help those who are without shelter, food, medical care and other sources. A joint project between the City of South Pasadena Community Services Department and a volunteer.

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## FOOD

### South Pasadena:

Holy Family Church  
St. Josephs Center,  
154 Fremont Avenue, South Pasadena,  
91030  
(626) 403-6140  
Provide Food/Clothing Distribution Monday 9 am to 10:45 am. Homeless: brown bag lunch Monday through Friday 12 noon o 2 pm.

### Pasadena:

Union Station  
412 South Raymond Avenue  
Pasadena, CA 91104  
(626) 403-4888  
[www.unionstationfoundation.org](http://www.unionstationfoundation.org)

Breakfast daily 9 am  
Lunch daily 12 noon

All Saints Episcopal Church  
132 North Euclid Avenue  
Pasadena, CA 91101  
(626) 796-1172  
Mondays 9 am to 3 pm

## SHELTERS

Union Station  
412 South Raymond Avenue  
Pasadena, CA 91104  
(626) 403-4888  
[www.unionstationfoundation.org](http://www.unionstationfoundation.org)

ASCENCIA  
(emergency shelter)  
437 Fernando Court  
Glendale, CA 91204  
(818) 246-7900  
[www.achieveglendale.org](http://www.achieveglendale.org)

DOOR OF HOPE  
(transitional shelter)  
(626) 304-9130  
[www.doorofhope.us](http://www.doorofhope.us)

ECPAC/PASADENA BAD WEATHER  
SHELTER

539 North Lake Avenue  
Pasadena, CA 91104  
(888) 915-8111  
November to March 8 pm to 7 am

## TRANSPORTATION

Rail & Bus transit information  
(626) 466-3876  
Rail: [www.socaltransport.org](http://www.socaltransport.org)  
Bus: [www.metro.net](http://www.metro.net)

DEPARTMENT OF MOTOR VEHICLES 49  
South Rosemead Blvd  
Pasadena, CA 91107  
(800) 777-0133  
[www.dmv.ca.gov](http://www.dmv.ca.gov)

## MEDICAL/DENTAL

CHAP CLINICS  
1800 North Lake Avenue  
Pasadena, CA 91104

1855 North Fair Oaks Avenue  
Pasadena, CA 91103

3160 East Del Mar Blvd  
Pasadena, CA 91106  
(626) 398-6300  
[www.chapcare.org](http://www.chapcare.org)

Hours: Mon. – Fri 8 am to 5 pm  
\*needs doctor's referral for dental care

Bill Moore Community Health Clinic  
1460 North Lake Avenue #107  
Pasadena, CA 91104  
(626) 398-3796

Low Cost Dental  
Public Health Department  
1845 North Fair Oaks Avenue  
Pasadena, CA 91104  
(626) 744-6005

AIDS Service Center  
909 South Fair Oaks  
Pasadena, CA 91105  
(626) 441-8495

## Appendix B - Stakeholder Input Sessions: Summary of Identified Strategies

### Staff of City Departments

- Currently training library staff for interaction and referrals
- Taskforce of Homeless Committee for City to coordinate services/outreach
- Online information about homelessness – Library website, City website, Chamber
- Public Education campaign – resident resources, materials to utilize and refer people to
- Laundry services – while showers are offered on Wednesdays at Holy Family, people do not have anywhere to wash dirty clothes
- Social Worker in the Library/senior Center
- Parking permit program for nonprofits – continue City policy, make sure not disruptive if anyone chose to carry out safe parking lot program
- ADUs, Inclusionary housing (future exploration), 1:1 condo conversion replacement units
- Additional senior resources allocated for homeless individuals e.g. extra lunches each day reserved for homeless seniors

### Chamber/Business Community

- Preventative measures/policies to keep people from falling into homelessness
- Outreach/education for businesses – half page resource, online info for business owners to know how to assist people experiencing homelessness, deal with any related issues that may come up
- Consider hiring homeless individuals who want assistance/an opportunity to work, potential at City too in Public Works etc.
- Partnership with Foothill Workforce Board, other workforce development organizations
- Consider funding sources for local business hiring of homeless/formerly-homeless
- Provide information about how businesses can keep their areas safe e.g. cameras, fences, cutting bushes down, enhancing lighting etc.

### General Public/WISPPA

- Reframe homelessness as “houseless-ness” to de-stigmatize and give people the dignity they deserve, also align with Housing First
- Interest from public in Caltrans property to be leased to South Pasadena and Pasadena for housing
- Community committees/working groups to enhance strategies to prevent homelessness and help those at-risk
- Consider resource list for residents and greater community
- Volunteering: Holy Family donations, spending time with “friends” at Holy Family on Wednesdays, serve meals at Union Station
- Continue with training for Library staff, but consider including trained social worker
- Utilize Vroman’s Bookstore Gives Back program to give to Union Station or Hathaway Sycamores (youth services)

- Advocate and outreach to landlords to accept vouchers
- Better partnerships and coordination between agencies, City, developers, etc.