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**Issam Najm, President; Susan Gorman-Chang, Vice President; Gabriel Khanlian, Secretary;  
Andrew Krowne, Treasurer; David Balen, Signer; Jason Hector;  
Alex Kim; Becky Leveque; Jennifer Milbauer; Asaad Alnajjar; Hassan Memarian**

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Porter Ranch Neighborhood Council

**Homelessness Solutions Committee Meeting**

Thursday, November 2, 2017  
5:00 PM

Porter Ranch Starbucks  
19759 Rinaldi Street  
Porter Ranch, CA

**PUBLIC INPUT AT NEIGHBORHOOD COUNCIL MEETINGS.** The public is encouraged to fill out a “Speaker Card” to address the Board on any item on the agenda prior to the Board taking action on an item. Comments from the public on agenda items will be heard only when the respective item is being considered. Comments on other matters not appearing on the Agenda that are within the Board’s subject matter jurisdiction will be heard during the General Public Comment period.

**THE AMERICAN WITH DISABILITIES ACT** – As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Sign language interpreters, assistive listening devices, and other auxiliary aids/or services may be provided upon request. If you require language translation services and to ensure availability of services, please make your request at least three business days (72 hours) prior to the meeting you wish to attend by contacting the Department of Neighborhood Empowerment at (213) 978-1551 or (818) 374-9898.

**PUBLIC ACCESS OF RECORDS** – In compliance with Government Code section 54957.5, non-exempt writings that are distributed to a majority or all of the board in advance of a meeting, may be viewed at [www.prnc.org](http://www.prnc.org) or at the scheduled meeting. In addition, if you would like a copy of any record related to an item on the agenda, please contact the PRNC Secretary, Gabriel Khanlian at [GabrielKhanlian@PRNC.org](mailto:GabrielKhanlian@PRNC.org).

**STAKEHOLDER SURVEY** – There will be a 2-page survey available at the meeting. Please take a minute to fill out the survey and give it to the Board Secretary before you leave the meeting. THANK YOU!

Our posting location is at **11280 Corbin Avenue, Northridge, CA 91326** on a bulletin board facing Corbin Street that is available 24 hours a day.

A member of the public can send an email to all the PRNC Board members at [board@PRNC.org](mailto:board@PRNC.org), or can leave us a voicemail message at **818-217-0279**. The PRNC website is at: [www.prnc.org](http://www.prnc.org).

For information on the PRNC process for Board action reconsideration, stakeholder grievance policy, or any other procedural matter related to this Council, please consult the PRNC Bylaws. The PRNC bylaws are available on our website at [www.prnc.org](http://www.prnc.org).

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Porter Ranch Neighborhood Council  
Homelessness Solutions Committee Meeting  
Wednesday, November 2, 2017  
5:00 PM  
Porter Ranch Starbucks  
19759 Rinaldi Street  
Porter Ranch, CA

### Minutes

Item # 1: Meeting called to order  
Susan called the meeting to order at 5:02 pm.

Item # 2: Welcome/Introductions  
Susan welcomed 10 stakeholders to this meeting. We shared a travel box of coffee from Starbucks and went around the table and introduced ourselves. Having the meeting here at Starbucks seems to work well and engages the community members more effectively

Item # 3: Roll Call/Quorum  
Two permanent committee members David & Susan were present. In the interest of time and for stakeholder engagement at this meeting, we will postpone adding more committee members until the next meeting.

Item # 4: Comments from Co-Chairs  
David started off by stating this issue has been a real eye opener for him and also very challenging. He participated in our Porter Ranch Outreach (which we will discuss in detail later on in the meeting) and it was both difficult and rewarding. When we see people living in tents and cars in our own community, we need to address it.

Susan explained we are in the information gathering phase and trying to figure out who homeless in the community, reaching out to them, trying to understand their situation, and see what help we can get them. First, seek to understand, as the saying goes, is where we are in this endeavor.

Item # 5: Clean Streets, Clean Starts  
Don Larson, founder of Northridge Beautification Foundation a 501(c)(3) (aka Northridge Sparkle) that organizes Clean Streets, Clean Starts and Laura Rathbone, Sisters on the Street, explained the Clean Streets, Clean Starts Program. This is a program, in its second cycle, where homeless men and women work for about 3 hours, twice a week, cleaning up neighborhood streets, pruning trees, weeding, and whatever else needs to be done. Don explained he has the support and backing of City Counsel person Mitch Englander and Counsel person Bob Blumenfield.

Don explained how the program is working on Reseda Blvd in Northridge. First, the participants are given breakfast each work day for free at Joyce's Coffee Shop, and the first morning they each fill out intake forms where they disclose their name, some other information and then sign a waiver of liability. After breakfast, the work starts. They picked up trash and debris up and down Reseda Blvd. The trash goes in white bags, which when full, are tied off and put on the side of the street on Reseda Blvd. Susan shared some of the pictures taken by Linda on that first day. This goes on for 6 weeks, and all participants must show up on time and be sober. If they don't, they are out of the program. After the work is done, Laura works one on one with each participant to understand their situation better. Near the end of the program, Goodwill Industries comes in and interviews each participant and many find full time jobs with Goodwill, and can then get permanent supportive housing. Clean Streets, Clean Starts acts to bring people back into a structured existence, giving them a reason to get up in the morning and a chance to be productive. Susan shared the Clean Streets, Clean Starts publication showing the last class of graduates (first names only to protect privacy) and all 10 obtained housing and are working. Don answered stakeholder questions and then had to then leave to attend another function.

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Susan explained that this is Clean Streets, Clean Starts is an avenue we would like to pursue here in Porter Ranch for the homeless individuals here. The 501(c)(3) Northridge Beautification Foundation will be submitting a Neighborhood Purpose Grant application to our Porter Ranch Neighborhood Council to request funding.

**Item # 6: Homeless Outreach in Porter Ranch**

Susan, David & Laura shared their Outreach experience in Porter Ranch on Tuesday, October 24, 2017 starting at 5:00 pm. We entered ravines, Limekiln Canyon, and the parking lot where Whole Foods, Citibank, UPS and other businesses are located as well as under the 118 underpass on Tampa. Laura brought a wagon, and Susan brought 10 hot, home cooked meals to share with those who we engaged. Susan explained that offering food is an opening to conversations, shows that we care about each of these individuals and opens up an avenue of trust. Sharing food or "breaking bread", is a very basic human practice that opens dialogue. We met 6 individuals, and got 5 of their names. We will do a follow up Outreach in the next few weeks and follow up with each of these individuals, and any more individuals we may find.

Stakeholders asked how effective this is, and Laura shared her vast experience with Homeless Outreach she does every Wednesday night with North Valley Caring Services, where they go and give a meal and converse with individuals in camps under freeway off-ramps, along the freeway (405), in train underpasses, encampments, etc. In just the past few months, 5 individuals have "come in", telling Manny (the leader of the Outreach effort) they want off drugs, and Manny was able to bring them to a Tarzana facility where they are getting treatment for drug addiction. It takes time, but once trust is established with an outreach team, amazing things can happen.

Laura also mentioned a Facebook page where people have posted pictures of lost/missing loved ones many of whom are mentally ill. They may have fallen into homelessness, and their families are looking for them! See <https://www.facebook.com/MissingHomelessOrg/>. Laura cautioned, however, about taking photos of homeless or pan handling individuals, too, as this can cause mistrust and concern and even a violent reaction from the person being photographed. Susan brought up rights to privacy concerns as well, so we will take no action at this point, and we will discuss this more at a future Homelessness Solutions Committee Meeting. In the meantime, people are encouraged to visit this Facebook page, which is where family members post pictures of loved ones who are missing and homeless in hopes one of us viewing the page will recognize them and help the family reconnect.

**Item # 7: Next Outreach**

This will be scheduled offline, in order to give stakeholders more time for comment.

**Item # 8: Pan handlers in shopping center**

Susan gave cards out from San Fernando Valley Rescue Mission (SFVRM) with the name and phone # of Stephanie Brito, the Outreach Coordinator there. Susan stated she was there last night, making dinner for the residents, and got these cards so that if someone sees pan handlers with a minor child, they can give them this card ask them to call and SFVRM will take them in; they have the room right now.

Susan mentioned that she gave the card to a family of mom and dad with a minor female child who are hanging out in the parking lot in the Whole Food Shopping Center. This is the most effective thing to do is to get them help. Again, one has to have a minor child to be taken in because SFVRM is a family shelter only.

Susan also gave out the phone number for the Los Angeles County Department of Mental Health Mobile Triage Unit, and this number is 818-610-6726. Susan spoke to them at a Homeless Connect Day, and they have staff that will come out and engage an individual who appears to be having mental health issues. For example, Susan saw a man in this parking lot, who seemed to be speaking to himself and a bit agitated. Susan went home to get the number, but then could no longer locate the man. When you call this number, you must have eyes on the individual and report the incident in real time. It does no good to call and say you see this individual "sometimes" here or there. The request for a unit to come out must be immediate and in a location you can relay to them.

**Item # 9: Homeless Connect Day**

Susan explained what she witnessed at the last Homeless Connect Day in Woodland Hills, where homeless can get so much help on so many fronts. There was an organization there that has cell phones (funded by grant money) so homeless can call for help and put on a job application. They had LA County Department of Mental Health Mobile Triage Unit (see above), flu vaccinations from Walgreens, first round of hepatitis vaccination by LA County Health, DMV so homeless who

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have expired license can get them renewed since most hotels/apartments will not allow someone to stay without a valid, current ID, Sisters on the Street which provided female hygiene items and other soap, shampoo, clothing for homeless, and many, many other resource tables.

Perhaps we could do a Homeless Connect Day in our community and partner with other NC such as Granada Hill, Northridge and Chatsworth?

Item # 10: Public Comment

A stakeholder expressed concern for those people living in cars and RV's as they are only one step away from homelessness. They park in commercial zones but also sometimes in residential areas, as this stakeholder observed first hand.

Laura explained that the city of Los Angeles has certain commercial streets where they are allowed to park. There are issues with garbage and waste from RVs sometimes, and that needs to be addressed.

Laura offered a solution to this may be Safe Parking lots across the valley. There is a non-profit working with this issues. Vehicles must have current registration and license plates. A Safe Parking lot must have security, lights, bathrooms (could be mobile units). However, Laura stated the parking lot owner (including businesses, churches) can make the rules! They can say lights out at a certain time, and only invite certain individuals they have familiarity with to join such a Safe Parking lot. (Susan will follow up with Laura on this.)

Laura also stated a Neighborhood Council (NC) can write up a Community Impact Statement ( CIP) in support of Safe Parking. Such programs would ensure safety of the residents and be more accepted by the community.

Jasmine stated that the League of Women Voters has a "YIMBY" (yes, in my back yard, contrasting to NIMBY which is not in my back yard) regarding community support for permanent supportive housing, and that guide is worth looking at. See Attachment A. Jasmine also brought up the fact that several adjacent NCs got together and put together a document, specific to their neighborhoods, where homeless can get shelter, showers and help. See attachment B. PRNC and other neighboring NC can do the same thing, using this as a template.

Laura stressed we do need more shelter beds, more rehabilitation facilities in Los Angeles. Susan asked about the Winter Shelter Program, and Laura has been given conflicting information about when/where it starts. Susan will follow up with Hope of the Valley to find out when the winter shelter starts, as she has worked with HOTV serving dinner at the Pacoima Winter Shelter. Laura stated there is another shelter in Lancaster as well as a shelter in Santa Clarita. Susan asked if Laura knew about pick up locations in the San Fernando Valley to get folks to the Pacoima overnight shelter. Susan will check with HOTV for pick up locations. Also, Laura stated that at the overnight Winter Shelters, they do have 4 CES (coordinated entry system ) case workers for the 200 or so homeless individuals. There is a place online where folks can volunteer to be a case worker, and Susan will follow up on this.

We then discussed the food waste issue in Los Angeles (and elsewhere) and ideas of how we can get excess food from one shelter to another. Susan stated she is working with her church on applying for the Food Waste Grant Challenge, which will entail partnering with NC and other organizations in the community, and a stakeholder stated we may want to use the model that American Express has used for decreasing food waste. Locally, Whole Foods already gives away more than 90% of their excess food to food banks! We brainstormed for other organizations we can partner with: Granada Hills Women's Club, Masons, Kiwanis, Moose Lodge, etc. Also, can we partner with local restaurants to see if they have excess food we can provide to shelters, food banks or directly to homeless? Jasmine suggested having a joint meeting with Sustainability Committee and Homelessness Solutions Committee because this issue overlaps.

We discussed local non-profit houses for the homeless. Some separate men and women into different houses. Laura explained that each house has its own rules, and some require that the residents spent their days at therapy or addiction classes if needed, or writing their resumes, or job searching, or taking classes.

Stakeholder brought up the success story from the state of Utah, which has a Housing First program, and by providing housing for all homeless individuals pretty much have no more homeless on the street.



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Wrap Up

- Need two sets of cards to pass out to our community:
  - 1) Number to call for 3 common situations with homeless individuals:
    - a. Dept. of Los Angeles Mental Health Mobile Triage Unit: Call 818-610-6726
    - b. Family with minor child: San Fernando Valley Rescue Mission: 818-960-0404
    - c. Threatening situation: Call 911
  - 2) Card with geographically specific information for homeless in our community:
    - a. Winter Shelter location & shuttle pick up locations
    - b. Homeless Connect Days/locations
- Contact Hope of the Valley for dates/location/shuttle pick up for Winter Shelter
- Schedule next PRNC Homeless Outreach here in Porter Ranch
  - Find an organization who can donate blankets for our Outreach
- Follow up with non-profits and community groups to develop partnerships
- Follow up with contact person to plan Homeless Connect Day in Porter or Granada Hills partnering with Churches and other NC.
- Follow up on Safe Parking Program
- Draft CIS for Safe Parking Program
- Follow up on possible volunteer CES opportunities

## HOW DO I GET HELP?

If you are an **individual** experiencing homelessness, you can access case management and services by calling

*Year Round Shelter Hotline*  
1-800-548-6047 \*After 5PM, please call **211\*** or visiting our nearest access centers:

### *Homeless Health Care*

2330 Beverly Blvd, LA, CA 90057  
213-744-0724 (Mon-Fri 8AM-5PM)

### *The Center at Blessed Sacrament*

6636 Selma Ave, LA, CA 90028  
323-378-3225 (Mon/Tues/Thurs 8AM-12PM)

### *Homeless Care Days on the 2<sup>nd</sup> and 4<sup>th</sup>*

Friday of each month at MacArthur Park (Wilshire Blvd. + Alvarado St.) 7AM-3PM (CES Assessments/Medical Services/IDs)

If you are a **family** (*must* include a minor child) in need of assistance, you can access the *LA County Family Solution Centers*, by calling **211** and specifying that you are a homeless family.

If you are a **veteran** in need of assistance, call 213-253-2677 or access walk-in services, including IDs, medical/mental health care, transportation, housing, case management and service referrals at:

*Veterans Affairs- LA Ambulatory Care Center*  
351 E. Temple St., LA, CA 90012  
Mon-Fri 8AM-4PM

If you are a **woman** experiencing homelessness and needs access to a shelter bed, call: *The Good Shepherd Center for Homeless Women and Children*  
213-235-1460 (Tue/Wed/Thurs at 8AM) or visit their drop-in center for showers, clothing, and a food pantry:

267 Belmont Ave, LA, CA 90026  
Tue/Wed/Thurs 9:45AM-2PM

## PUBLIC RESTROOMS

Silver Lake Library: 2411 Glendale Blvd  
Edendale Branch Library: 2011 W Sunset Blvd  
Echo Park Public Library: 1410 W Temple St.  
Atwater Public Library: 3379 Glendale Blvd  
Los Feliz Public Library: 1874 Hillhurst Ave

### Hours of Operation

Mon/Wed: 10AM-8PM  
Tue/Thu: 12PM- 8PM  
Fri/Sat: 9:30AM-5:30PM  
Sun: CLOSED

### *Bellevue Recreation Center*

826 Lucile Ave, LA, CA 90026  
Mon-Thu 11AM-9PM; Fri 11AM-8PM;  
Sat 9AM-4:30PM

### *Silver Lake Recreation Center*

1850 W. Silver Lake Drive, LA, CA 90026  
Mon-Fri AM-9PM; Sat 9AM-5PM

### *Echo Park Lake*

751 Echo Park Ave, LA, CA 90026  
Restrooms near Boathouse and Playground are open 10AM-5PM

### *Echo Park Recreation Center*

1632 Bellevue Ave, LA, CA 90026  
Mon-Fri 10AM-9PM; Sat 10AM-5PM

### *Echo Park Pool (\$3.50 admission fee;*

*discounted rates are \$1 for seniors/youth/persons with disabilities)*  
1419 Colton St., LA, CA 90026  
Mon-Fri 12PM-9PM  
Sat/Sun 12PM-5PM

Call 213-481-2640 to check hours (seasonal)

**\*Showers, free check-in for belongings\***

# HOMELESSNESS RESOURCES IN OUR COMMUNITY

## SELAH Neighborhood Homeless Coalition

Silver Lake • Echo Park • Los Feliz  
Atwater Village • Hollywood  
Neighborhood Homeless Coalition

In partnership with:



# WEEKLY MEALS AND FOOD PANTRIES

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>Burning Bush</b> 1785 N. Normandie Ave Los Angeles, CA 90029 323-663-1214	Breakfast: 9-10am Lunch: 12pm-1pm Dinner: 5pm-6pm	Breakfast: 9-10am Lunch: 12pm-1pm Dinner: 5pm-6pm	Breakfast: 9-10 am Lunch: 12pm-1pm Dinner: 5pm-6pm	Breakfast: 9-10am Lunch: 12pm-1pm Dinner: 5pm-6pm	Breakfast: 9-10 am Lunch: 12pm-1pm Dinner: 5pm-6pm	Breakfast: 9-10 am Lunch: 12pm-1pm Dinner: 5pm - 6pm	Breakfast: 9 - 10 am Lunch: 12pm- 1pm Dinner: 5pm - 6pm
<b>Dream Center</b> 2301 Bellevue Ave. Los Angeles, CA 90026 213-273-7000	Lunch: 1:30 pm Note: Walk-in meals start off with worship.	Breakfast: 6:15am Dinner: 3:45pm	Breakfast: 6:15am Dinner: 3:45pm <b>Food Bank:</b> 12:30pm-1:30pm (located at Waterloo Main Entrance) <b>Mobile delivers groceries</b> to specific locations. Call for locations.	Breakfast: 6:15am Dinner: 3:45pm <b>Food Bank:</b> 12:30pm-1:30pm (located at Waterloo Main Entrance) <b>Mobile delivers groceries</b> to specific locations. Call for locations.	Breakfast: 6:15am Dinner: 3:45pm	Breakfast: 6:15am Dinner: 3:45pm	Breakfast: 6:15am Dinner: 3:45pm
<b>Good Shepherd Center</b> 267 Belmont Avenue Los Angeles, CA 90026 * <b>Women and their children only</b> 213-250-5241		Breakfast: 9:45-10:30 Lunch: 12-12:30pm	Breakfast: 9:45-10:30 Lunch: 12-12:30 pm	Breakfast: 9:45-10:30 Lunch: 12-12:30 pm	Breakfast: 9:45-10:30 Lunch: 12- 12:30 pm		
<b>Silver Lake Community Church</b> 2930 Hyperion Avenue Los Angeles, CA 90027				<b>Food Pantry:</b> 5-6:15 pm			
<b>The Cathedral Center of St. Paul</b> 840 Echo Park Avenue Los Angeles, CA 90026 213-482-2040				Lunch: 1-2pm in Echo Park, hot and cold meals provided.		<b>Food Bank:</b> 8am-11am (Must reside in 90026, 90057, 90017, 90012, and 90020. Bring Photo ID). Entrance on Laguna Ave behind the church.	

MENTAL HEALTH 24/7 ACCESS CENTER: 1-800-854-7771  
 EMERGENCY SERVICES & TRANSPORTATION 213-225-658  
 DOMESTIC VIOLENCE HOTLINE 1-800-548-2772  
 SUICIDE PREVENTION 1-877-727-4747

SHELTER HOTLINE 1-800-548-6047  
 YOUTH RUNAWAY HOTLINE 1-800-621-4000  
 ALCOHOL & DRUG HOTLINE 1-800-229-7708  
 OTHER SERVICES 211



# *Yes* *in my* **LA!**™

## ***A Guide to Supportive Housing***



***Courtesy of the League of Women Voters of Los Angeles***





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First Edition

lwvlosangeles.org  
213-368-1616



***Study is not enough,  
becoming experts is not enough.  
Good citizenship requires not only  
knowledge but ability to act.***

- Marguerite Wells  
President, League of Women Voters, 1934-44

# About the League of Women Voters

The League of Women Voters is a nonpartisan political organization dedicated to engaging all citizens in the decisions that impact their lives.

In service of this mission, the League studies civic issues and establishes informed positions on them. In 1987, the League of Women Voters of Los Angeles established this position on homelessness:

We support the city's responsibility to provide shelter for people and to seek long-term solutions to homelessness by cooperating with all levels of government and the private sector.

*Read the full position at: [lwvlosangeles.org](http://lwvlosangeles.org)*

We present this guide as a tool for citizens to get involved in this critical issue.

“

***While I was on the streets, I was diagnosed with stage IV prostate cancer.***

Under the best of circumstances, stage IV prostate cancer is hard to beat, but when you don't have a home, you can't get insurance. I developed a plan to die. I had lost my humanity so completely that I didn't think I deserved to keep living. Once I had been there for a few months, I was introduced to Brilliant Corners. Through them, I entered a supportive housing program, and for the first time in my adult life, I had my own home, door and keys. I started working a regular job.

Without a place to live, I would not be alive.



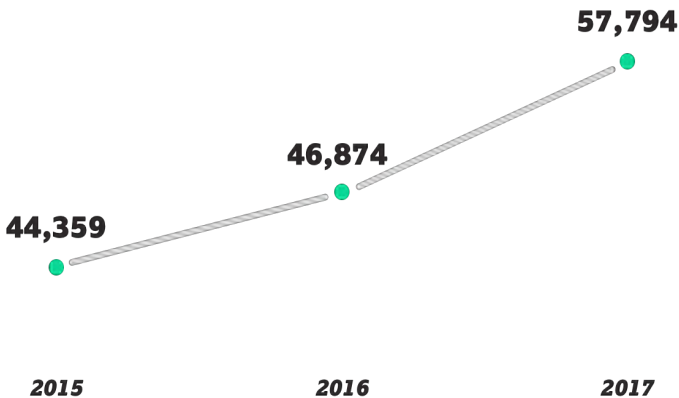
**Juan**  
***CSH Speak Up! Advocate  
and Resident of PSH***

# **Introduction**

***A brief overview of  
homelessness in LA***

**There are currently almost 60,000 people experiencing homelessness in Los Angeles County**, a 23% increase in the homeless population from the previous year.

Many factors have contributed to this increase. A shortage of affordable housing is one. Stagnant wages is another.



*Total homeless population count for LA County // Source: LA Homeless Services Authority*

Homelessness can affect anyone - men, women, children, families, seniors, and veterans. Housing costs continue to rise across LA and many low-income households spend more than 50% of their income on rent. People become homeless because they can't afford housing.

Underlying causes include:

***job loss***

***lack of affordable housing***

***poor physical or mental health***

***substance addiction***

***domestic violence***

***or inadequate support for people***

***transitioning out of the military,***

***the foster care system or incarceration***

People with a disabling condition who have been homeless for over a year, or have experienced four or more episodes of homelessness in the past three years are considered **chronically homeless** by the US Department of Housing and Urban Development.

Many of these people face serious challenges that prevent them from maintaining permanent housing. Some have very low incomes. Others suffer from substance addiction, mental illness, or chronic medical conditions. People with problems like these typically **cycle in and out of publicly funded institutions** like emergency rooms, mental health facilities, shelters, and jails. Such experiences often worsen their problems.



Since the 1930s, civic leaders have been working to find sustainable solutions that ensure all people have stable housing. They've tried a variety of approaches to eradicate homelessness. One common method was trying to ensure someone was "ready" to move into housing before providing that option.

These programs have not been as effective as planned. However, governments and nonprofits have built up decades of learnings which have paved the way to a better solution: ***permanent supportive housing.***





***Housing, especially housing with wrap-around services and counseling, saves lives. It can bring salvation to the desperate and hope to those who were once forgotten.***

- LA City Councilmember Jose Huizar, 14th District

Homeless service providers, advocates, and elected officials all agree that ***permanent supportive housing (PSH) is the most effective and cost-efficient solution*** to solving long-term homelessness.

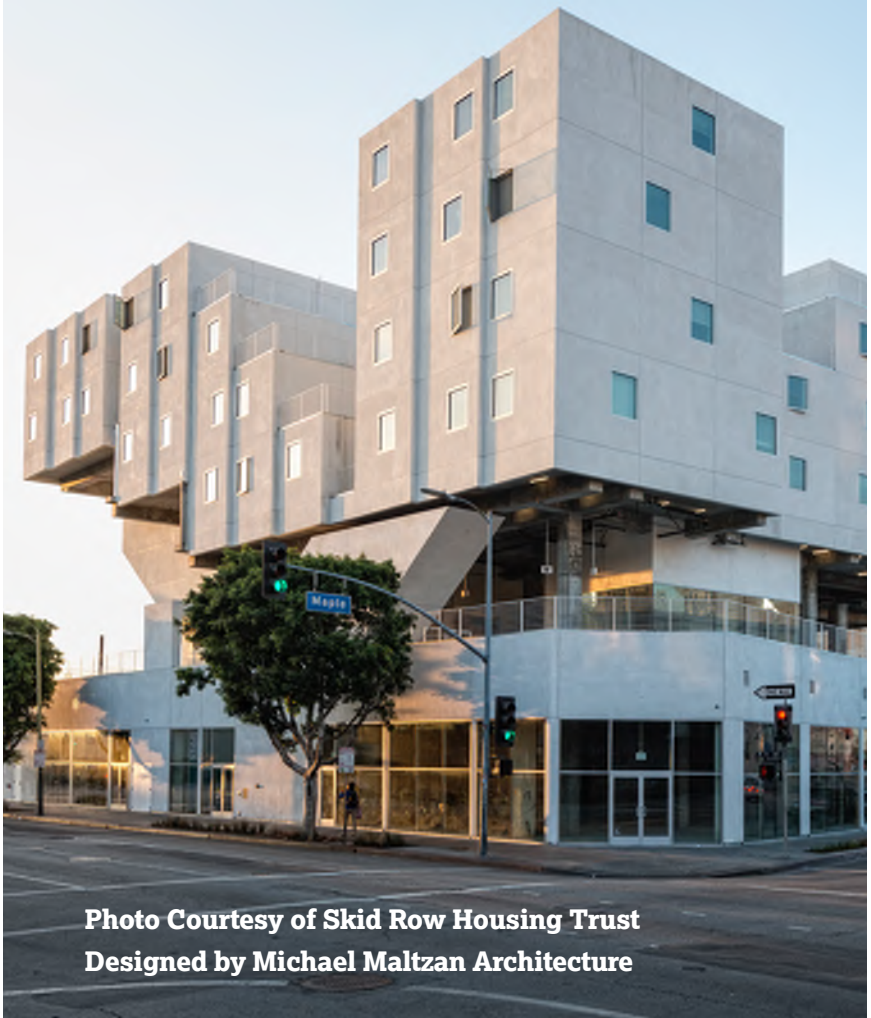
PSH supports an individual's ability to live independently by providing supportive services and appropriate care. However, there are not nearly enough new units to house those currently experiencing homelessness in LA.

In November, 2016, we passed Measure HHH to build 10,000 new permanent supportive housing units in the city of LA over the next ten years. In March, 2017, we passed Measure H, which will fund the services needed for these facilities (in addition to other services). These supportive housing units cannot be built without community support.

Permanent supportive housing has transformed communities by ***helping people live more stable, productive lives.***

The League of Women Voters has developed this guide to help communities understand what permanent supportive housing is and to offer ideas about how we can support PSH initiatives in our own neighborhoods.

***Star Apartments provides permanent supportive housing to 100 formerly homeless individuals with high health needs. On the ground floor, the Star houses a medical clinic operated by the Los Angeles County Department of Health Services (DHS), which serves both Star residents and the surrounding community.***



**Photo Courtesy of Skid Row Housing Trust  
Designed by Michael Maltzan Architecture**

# **What is PSH?**

***Illuminating permanent  
supportive housing***

Permanent supportive housing is long-term, affordable housing with flexible on-site supportive services, including:



***Case management***  
*(to facilitate solutions across services)*



***Education programs***



***Job training***



***Independent living training***



***Medical, dental and mental health care***



***Money management***



***Substance addiction treatment***



***Support groups and counseling***



***Homelessness is the moral issue of our time.  
We are not here to address homelessness or  
manage homelessness or reduce homelessness.  
We are here to end homelessness once and for all.***

- LA Mayor Eric Garcetti

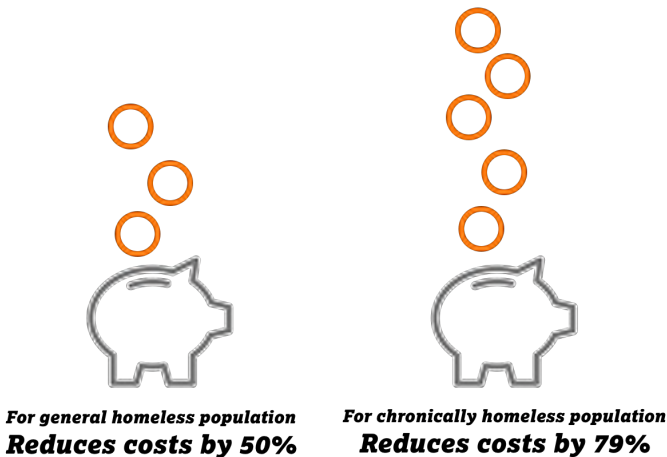
***Residents enter permanent  
supportive housing through  
referrals*** from the Coordinated Entry  
System (CES), a community based  
program administered by the Los  
Angeles Homeless Service Authority.

PSH residents sign leases, and have all the same rights and responsibilities as any renter. They pay rent of up to 30% of their monthly household income (which usually comes from employment or government benefits). There is no time limit for how long someone can stay in permanent supportive housing.

Like market rate housing, permanent supportive housing is designed and built by professional developers and architects.

While PSH saves public dollars, it typically costs more to build than traditional housing units for a few reasons:

**How Much the Public Saves with PSH**



Source: CSH/Economic Roundtable



**1** Offices must be built for on-site case managers and support staff

**2** Developers invest more in community outreach and the design process (in order to incorporate neighborhood input)

**3** Housing serving specific populations may need:

*Wheelchair-accessible bathrooms*

*Additional security and safety features  
(for women or families)*

*Childcare and play facilities*

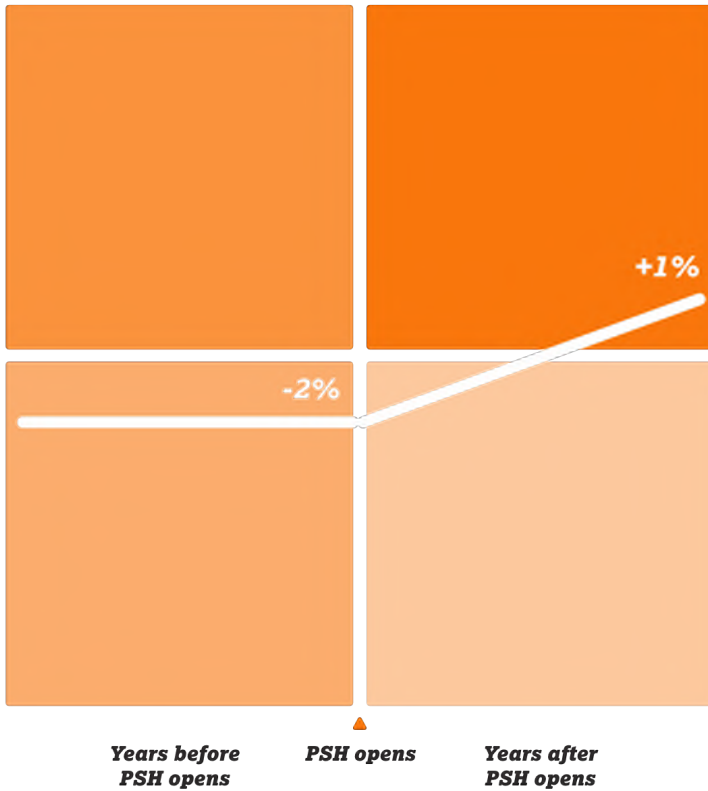
*Special considerations for  
senior citizens*

The most effective approach to encourage independent living is to build PSH in strategic locations throughout the community and near public transportation, grocery stores, and employment opportunities.

***Permanent supportive housing frequently replaces vacant lots and dilapidated structures.***

The buildings are designed to look like market rate housing and generally improve the look and feel of the neighborhood. For this reason, surrounding property values often increase. In addition, permanent supportive housing developments frequently lower crime rates.

**Sales Prices of Properties within 500 feet of Supportive Housing**  
**(Compared to Properties Not Near Supportive Housing)**



*Adapted from a study by the Furman Center: The Impact of Supportive Housing on Surrounding Neighborhoods: Evidence from New York City (2008)*

Below are descriptions of a few permanent supportive housing sites in LA:



***Willis Ave Apartments  
in Panorama City***

*Built by A Community of Friends*


The Willis Ave project has 42 one bedroom units and serves senior citizens who have a mental health diagnosis. Heritage Clinic provides on-site care. A fitness center, a community garden and a small library foster the residents' health and well-being.



***Progress Place Apartments  
in Downtown LA***

*Built by Jovenes*

Progress Place serves young people from ages 18-25. Residents share two bedroom units with a roommate.



All residents have access to counseling and mental health services on site. In addition, they offer classes on money management and job skills.



***The Six in MacArthur Park***  
*Built by Skid Row Housing Trust*

The Six was designed to provide safe, beautiful, and healing homes for some of Los Angeles' most vulnerable homeless men and women. The Six is comprised of 52 studio and one-bedroom apartments, 18 of which are specifically set aside for homeless veterans. A supportive network of resident services coordinators and property managers work on-site to provide residents with the support they need to remain housed long-term.



***I am a US Navy veteran. I served from 1997 through 2001 as a nuclear mechanic.***

My experience in the military led to my homelessness and my passion for permanent housing. Sexual harassment in the military started on day one. Survival in that environment came at a cost. Upon reentry into civilian life, I tried to pretend like those four years didn't exist, but depression, suicidal thoughts, and feelings of worthlessness began to fester like an open wound. As a new mom I could not afford to run from my past any longer – I wanted to be healthy for my daughter and for myself. I sought psychiatric treatment through the VA to address my PTSD.

This began the healing process that led me to the Downtown Women's Center. Thanks to DWC, we found an apartment of our own. Introducing Layla to our new home was both heartbreaking and joyous.



**Laura**  
***CSH Speak Up! Advocate and Resident of PSH***

# **Why is PSH the solution?**

***How and why it works***

Individuals, families and children need stable housing in order to be healthy, productive members of society. To achieve this, LA County and City have adopted a **“Housing First”** model. This approach focuses on delivering services and care as needed after people are housed. Housing First has been proven to be the most effective and cost-efficient way to reduce homelessness.

It is designed to **meet the needs of highly vulnerable populations** by removing the barriers and pre-conditions that would otherwise prevent an individual from being considered for housing in the first place (for example, low income, substance abuse, or a history of incarceration).



It's easier to deliver services to someone who is already housed rather than living on the streets. And the people who benefit from the services are more likely to be receptive when they are in a safe and stable environment.

**Average Monthly Costs for Public Services**



*Source: Economic Roundtable "The Costs of Housing and Homelessness in Los Angeles"*

**PSH is a comprehensive solution.** It offers positive long-term benefits to our chronically homeless neighbors and to our communities. Pairing supportive services with housing increases people's health, income, and education. It also makes more efficient use of taxpayer dollars.

***The Six, built and operated by Skid Row Housing Trust, provides homes and support to 52 formerly-homeless individuals, including veterans, in MacArthur Park.***

**Photo Courtesy of Skid Row Housing Trust  
Designed by Brooks+Scarpa Architects**



# **How PSH Gets Built**

***The design and  
construction progress***



***Willis Ave Apartments built and operated  
by A Community of Friends***

*Photo Courtesy of A Community of Friends*

Each permanent supportive housing development is unique. Some projects align with existing codes and regulations and do not need special approvals.

Other projects may require permission for zoning changes, for instance, turning a parking lot into a housing development. If zoning variances are needed, developers

will ask the Department of City Planning and the City Council for approval.

Generally, PSH is built by independent developers who seek funding through city, state and federal grants. Many of these developers also build market rate housing. These buildings have high design standards that comply with city or neighborhood ordinances.



***Progress Place Apartments built and operated by Jovenes Inc.***

*Photo Courtesy of Jovenes Inc.*

# ***The Journey to Housing***

*An overview of how PSH is built*



## ***Locating a site***

Developers find sites in a few ways:

- Applying for city owned sites
- Working with a real estate broker
- Approaching a private site owner



## ***Determining the focus***

Some developers are mission-driven and build for families, women, or veterans. Other developers may choose which population to serve based on the site and surrounding neighborhood.



## ***Feasibility***

As they consider both financial and neighborhood support, developers make sure the site and project suit the neighborhood. They look at environmental factors. How close it is to transit? Are there existing site capabilities like green spaces?



## **Zoning**

Some projects need zoning changes to incorporate more units, include less parking, or build on a site not zoned for residences. These changes are customarily reviewed by City Planning, Neighborhood Councils and the City Council.



## **Design**

Developers often work with architects who also design market rate housing. In fact, it's hard to tell a PSH project apart from any other apartment complexes; they are designed to fit their neighborhoods.



## **Construction**

As construction starts, updates may get posted at the site location.



## **Operations**

Once the building is complete, the important work begins - moving in residents and providing supportive services.

PSH is built by both nonprofit and for-profit developers. Some of the developers working around LA are:

***A Community of Friends***

***Skid Row Housing Trust***

***Abode Communities***

***LA Family Housing***

***Mercy Housing***

***Jovenes Inc***

***STEP UP***

***LAMP***



Developers aim to include the community as early as possible. They conduct community outreach to share their plans. Meetings, site tours, flyers and participatory design sessions are some of the tools they use.

If a development is planned in your area, you will often receive notices in the mail. In addition, you can learn about local housing by attending your Neighborhood Council meetings or **joining the mailing lists for the local PSH developers** mentioned here.

“

I kept my addiction hidden, away from my children and my family. With secrecy came shame, which only plunged me further into my addiction. In the dark, I became homeless. For five years, I lived without a home. Sometimes living in my car, shelters, transitional housing, deplorable conditions or with a man who abused me. Finally, [I found] the Downtown Women's Center (DWC), whose compassion and resources pointed the way and led me down the path to the light.

***It was not an easy path.  
The application for supportive  
housing is three inches thick.***

There were a lot of setbacks, but every step forward was because of the help and encouragement I received from Tracy at DWC. She didn't do it for me, she empowered me to do it myself. That's the thing about support. It's hard to pull yourself out of the darkness when you can't remember what light looks like.



**Amiyoko**  
***CSH Speak Up! Advocate  
and Resident of PSH***

# **Frequently Asked Questions**

## ***Will a nearby PSH development affect my property's value?***

No. Many studies throughout the nation have shown that supportive housing does not depress home prices. In fact, PSH facilities have either had a neutral or positive effect on their neighbors' property values, as they frequently replace unsightly parking lots and vacant buildings with attractive new housing that improves the look and feel of the neighborhood.

## ***Will the PSH buildings be ugly?***

Absolutely not! When people hear about government-subsidized housing, many recall high-rise eyesores from the '50s and '60s. However, today's facilities are designed to be attractive, positive additions to their neighborhoods. Developers routinely solicit feedback from local residents to ensure their plans are well-informed and blend seamlessly into the neighborhood.

***Will supportive housing increase drug use and crime in the area?***

No. If a new PSH tenant is identified as having a substance abuse disorder, he or she will have immediate access to treatment. Because on-site security personnel and caseworkers are concerned for the safety of vulnerable tenants, neighborhood crime often decreases around supportive housing.

***The permanent supportive housing (PSH) development planned nearby may house tenants with mental illness. Will tenants cause disturbances in the neighborhood?***

People with mental health issues are often stigmatized as more dangerous than others, but in fact, they are no more likely than anyone else to commit a crime.

The best approach to assure a reduction of

any possible disturbance is to make sure tenants are treated, supported and housed. Residents in PSH have access to mental health care and other supportive services to help them lead healthy, productive lives in a safe environment.

It is important to understand that PSH is not an open door shelter, but a permanent housing facility that finds tenants through referrals by local agencies.

### ***Will my children be safe in the area around PSH?***

The community is safer when people are in housing instead of living on the street without support. When PSH is in place, children on the streets are less likely to encounter someone who has an untreated mental illness.

## ***How will the permanent supportive housing development affect traffic?***

Architects charged with developing PSH routinely conduct preliminary studies of density so that they can design the facility in such a way as to have a minimal effect on local traffic. Moreover, PSH tenants often do not own cars and use public transit instead.

## ***What types of social services will be available to tenants on site?***

Permanent supportive housing developments always have a strong support network in place. On-site case managers and a 24-hour crisis response system are the norm.

Case managers assist residents in creating

an action plan to meet their individual needs and goals. They link them to services designed to improve their physical and mental health, employment skills, education, and independent living skills. All of the city's planned PSH locations will release detailed service plans as the size of the proposed projects and the specific groups of people to be housed are identified. You can look out for those by joining the Measure HHH meeting updates. Links are on our website: [yesinmyla.org/resources](https://www.yesinmyla.org/resources)

***Will there be property managers and other staff at the development?***

Yes. California law requires all apartment buildings of 16 or more units to include a responsible person living on-site. In the case of permanent supportive housing, this person is usually a highly trained resident manager. The staffing/residence requirements increase as the number



of units increase. Additionally, case managers work on-site in PSH buildings, as do maintenance personnel and other support staff.

### ***Where can I learn more about the impact and success rates of permanent supportive housing?***

The Corporation for Supportive Housing has published studies, research results, and other information available online at [csh.org](http://csh.org).

### ***How is PSH funded?***

Developers apply for funding through the city/county, state and national levels as well as through private grant programs. Measure HHH and Measure H will greatly expand the city and county's ability to fund PSH. If a developer applies for funds from the city, the Administrative Oversight Board and the Citizen's Oversight Board review and approve the projects. Once a project is supported by the city or county,

it's easier to get funding from other sources.

### ***How cost efficient is PSH?***

We spend many more taxpayer dollars on our current method of dealing with homelessness — police, courts, jails and emergency rooms — than we will be spending on PSH. PSH is not only humane; it's also cost-effective.

*Read more on pages 16 and 25*

### ***How can I learn more about the Measure HHH projects?***

The city has established both an Administrative Oversight Committee and a Citizen's Oversight Committee to oversee funds from Measure HHH. Find out when they meet and what's on the agenda by going to the City Administrative Officer's website. We've included links at [yesinmyla.org/resources](https://www.yesinmyla.org/resources)

# **What You Can Do**

If we want to see an LA where homelessness becomes a thing of the past, we must all become involved to support the solution. Here are some actions you can take:



***Talk with your friends  
and neighbors about PSH***

There are a lot of misconceptions out there about supportive housing. Let others know where you stand and what has helped shaped your perspective.



***Write your City and  
Neighborhood Councils***

Let them know you support PSH in your community.

Find your reps at:

[neighborhoodinfo.lacity.org](http://neighborhoodinfo.lacity.org)



## ***Follow organizations involved in PSH***

Join the mailing lists for United Way of Greater Los Angeles, Abundant Housing and community developers. We've included a list at [yesinmyla.org/resources](https://www.yesinmyla.org/resources)



## ***Attend meetings and speak up!***

There are many opportunities to learn about projects or make a public comment. Your Neighborhood Council is a great place to start. [neighborhoodinfo.lacity.org](https://www.neighborhoodinfo.lacity.org)



## ***Tour housing sites***

Invite your friends and neighbors to tour nearby PSH facilities. It's easy to arrange such events; just contact the local agencies that operate them. We've included a list at [yesinmyla.org/resources](https://www.yesinmyla.org/resources)

## ***Further Reading***

We've included a thorough list of the studies and resources we used to compile this guide on our website at:  
[yesinmyla.org/resources](http://yesinmyla.org/resources)

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## ***Special Thanks***

Thank you to everyone who kindly lent us their time, expertise and support for this project.

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***Permanent Supportive Housing is***

***S Safe***

***H Humane***

***A Attractive***

***R Responsible***

***E Economical***

***yesinmyla.org***

***#yesinmyLA***

