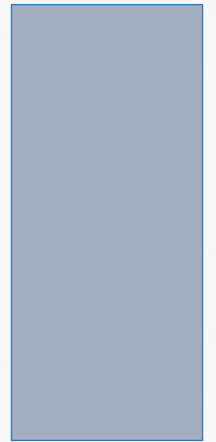




CITY OF POMONA

HOMELESS ADVISORY COMMITTEE



TODAY'S AGENDA

- Strategic Plan Update
- Strategic Plan Enhancement
- Pomona's Homeless Service Center Update
 - Service Partnership
 - Mission, Vision and Values Statement
 - Construction Update
- Commitment to the Strategy
- Housing Element/SB2 Update
- Final Thoughts



THE PATH TO “A WAY HOME”

Background

October 2013	Report on Homelessness to City Council
August 2015	Community Forum on Homelessness
November 2015	Homeless Advisory Committee (HAC)
February 2016	Study Session: Addressing Homelessness in Pomona
July 2016	HAC Provides Strategic Plan Input
September 2016	City Council Declares a Shelter Crisis
September 2016	Strategic Plan Overview Presented to Council
November 2016	Council Authorizes Purchase of 1400 E. Mission
January 2017	City Council Adopts “A Way Home” Strategy



**A WAY HOME:
COMMUNITY SOLUTIONS FOR
POMONA'S HOMELESS**

Prepared by:
Benita DeFrank, Neighborhood Services Director
Jan Cicco, Homeless Services Coordinator

Authorized by the Pomona City Council on January 9, 2017

*Strategies to
Help Pomona's
Homeless Find
Their Way
Home*

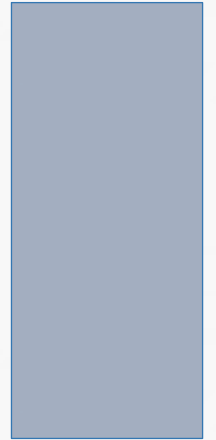
POMONA'S STRATEGIC PLAN ON HOMELESSNESS 2018 UPDATE

STRATEGIC PLAN GOALS

Goal A	Reduce the Number of Pomona's Unsheltered Homeless
Goal B	Reduce the Negative Impacts on Community Neighborhoods and Public Spaces through the Coordination of Services
Goal C	Have an Engaged and Informed Community Regarding Homelessness and Homeless Solutions
Goal D	Balance the Needs and Rights of Homeless Persons and the Larger Community through Updated Fair, Legal and Enforceable Policies and Ordinances

GOAL A

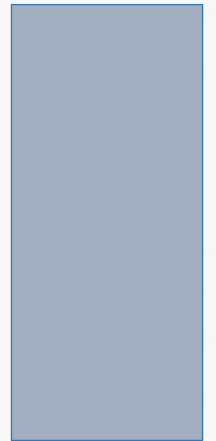
**REDUCE THE NUMBER OF
POMONA'S UNSHELTERED
HOMELESS**



Strategy A1	<i>Establish a Year-Round Shelter(s) Able to Provide for Multiple Subpopulations</i>	<i>URGENT</i>	6 -12 months	In process – Phase 1 of the year-round shelter and Homeless Service Center is expected to open in early November 2018. Phase 2 is scheduled to be complete in late early March 2019.
			23-27 months	
Strategy A2	<i>Support and Encourage the Development of Affordable and Supportive Housing Across the Spectrum of, and Proportionate to, the Need by Household Types</i>	<i>Medium</i>	24-36 months	On-going - The City is currently working with the SGVCOG and LA County on the “Everyone In” Campaign. Since January 2017, there have been 180 units of affordable housing built and 93 units of moderate income housing built. The Pomona Housing Authority has dedicated 20% of voucher turnover to homeless households and recently received 17 new vouchers dedicated to homeless households and 30 new VASH vouchers
			Current Efforts Underway	
Strategy A3	<i>Increase Incomes for Self-Sufficiency and Housing Sustainability</i>	<i>Medium</i>	24-36 months	On-going - The Homeless Service Center will establish work incentive and housing attainment programs for program participants to promote this strategy. Planning is occurring currently for this program.
			Current Efforts Underway	
Strategy A4	<i>Strengthen, Expand and Support the Pomona Homeless Outreach Program</i>	<i>Medium</i>	24-36 months	On-going - Homeless outreach in Pomona has expanded to include collaboration between VOALA, Tri City, Regional and County Multidisciplinary Teams and the City’s HEART Team.
			Current Efforts Underway	

GOAL B

**REDUCE THE NEGATIVE IMPACTS
ON COMMUNITY NEIGHBORHOODS
AND PUBLIC SPACES THROUGH THE
COORDINATION OF SERVICES**

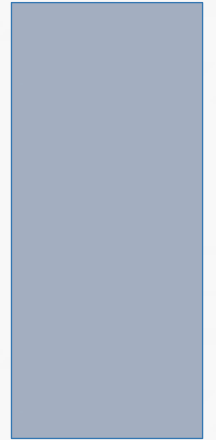


Strategy B1	<i>Establish a Service Center for Centralization and Coordination of Services</i>	<i>URGENT</i>	<i>6 -12 months</i>	<i>In process</i> - This amenity will be built as part of Phase 2 of the Homeless Service Center which is expected to be completed in early March 2019.
			<i>27 months</i>	
Strategy B2	<i>Establish a Communal Kitchen for the Provision of Food Services</i>	<i>URGENT</i>	<i>6 -12 months</i>	<i>In process</i> - This amenity will be built as part of Phase 2 of the Homeless Service Center
			<i>27 months</i>	
Strategy B3	<i>Coordinate Community-Based Volunteer Services for the Homeless and Agencies Serving Them</i>	<i>High</i>	<i>12-24 months</i>	<i>Completed</i> - VOALA has hired a volunteer coordinator to assist with Operation Warm Heart. These efforts will continue as part of the HSC.
			<i>Implemented and On-Going</i>	
Strategy B4	<i>Collaborate with the County, Tri-City Mental Health and Pomona Valley Medical Center to Address Systems Impacting Homelessness in Pomona</i>	<i>Medium</i>	<i>24-36 months</i>	<i>In process</i> – The City, Tri City and the County have met regarding collaboration of effort to address homelessness in Pomona. The City also met with PVHMC to discuss areas of collaboration
			<i>Current Efforts Underway</i>	
Strategy B5	<i>Advocate for Fair-Share Participation with Neighboring Cities</i>	<i>High</i>	<i>12-24 months</i>	<i>In process</i> - The City is currently working with the SGVCOG to address regional shared responsibility efforts and protocols. There are 29 cities in the SGVCOG, of those 19 created City Homeless Plans and are eligible to apply for implementation funding through the County
			<i>Implemented and On-Going</i>	
Strategy B6	<i>Direct the City’s “Neighborhood Improvement Task Force” to Focus on Solutions Related to Homelessness and Reducing its Impact on Pomona Neighborhoods</i>	<i>URGENT</i>	<i>1-3 months</i> <i>Implemented and On-Going</i>	<i>On-going effort</i> - The Neighborhood Improvement Task Force coordinates City departmental responsibilities in addressing homelessness. These efforts culminated in the HEART Team, Lockers and HSC

Strategy B7	<i>Provide Lockers for Storage of Personal Belongings and Implement a Complementary Travel Lite Campaign</i>	<i>URGENT</i>	<i>Operational by November 30, 2016</i>	<i>Completed - 193 lockers are currently being used. Since opening, over 745 unduplicated persons have utilized the lockers and received services. Of those using the lockers, 248 removed their own belongings and 112 of those people relocated or were housed.</i>
			<i>Implemented and On-Going</i>	
Strategy B8	<i>Coordinate a “Filling the Gap” Transportation System for Clients Referred to Agencies and Appointments</i>	<i>Low</i>	<i>40-60 months</i>	<i>Not Yet Initiated - Funding for transportation services for the Homeless Service Center participants will be applied for under Measure H funding.</i>
			<i>40-60 months</i>	
Strategy B9	<i>Launch a “Positive Change NOT Spare Change” Campaign Addressing Panhandling and Donations</i>	<i>Low</i>	<i>40-60 months</i>	<i>In process - Pomona PD in coordination with Cal Trans and business owners will launch a “No Panhandling” campaign. The “Positive Change” campaign will follow.</i>
			<i>Current Efforts Underway</i>	
Strategy B10	<i>Enhance, Strengthen and Support the Pomona Continuum of Care Coalition to Help Implement “A Way Home” Strategies</i>	<i>Medium</i>	<i>9-12 months</i>	<i>Not Yet Initiated - The City is looking to further engage the PCOCC as an active partner in supporting the efforts of the Homeless Service Center and other Strategies.</i>
			<i>20 -24 months</i>	
Strategy B11	<i>Implement Ongoing Health Interventions to Identify and Provide Services to the Most Vulnerable and Medically Fragile Homeless</i>	<i>Medium</i>	<i>24-36 months</i>	<i>In process - The City and other partners have engaged PVHMC and other health agencies to increase health access. EVCHC will be an onsite partner at the HSC</i>
			<i>Current Efforts Underway</i>	

GOAL C

**HAVE AN ENGAGED AND INFORMED
COMMUNITY REGARDING
HOMELESSNESS AND
HOMELESS SOLUTIONS**

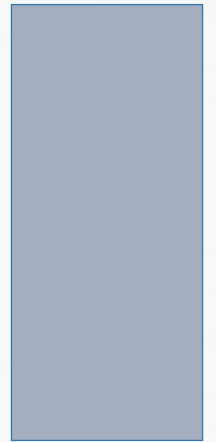


Strategy C1	<i>Communicate Accurate Information Effectively</i>	<i>Medium</i>	<i>3-12 months</i>	On-going effort - The City provides ongoing updates through the City's Weekly Report that is posted on the City Website each Thursday.
			Implemented and On-Going	
Strategy C2	<i>Inform the Community of Homeless Solutions Initiatives</i>	<i>Medium</i>	<i>3-12 months</i>	On-going effort - 12 community meetings have been hosted within the past year by the City discussing the Homeless Service Center, homeless solutions and strategies.
			Implemented and On-Going	
Strategy C3	<i>Enhance, Strengthen and Support the Pomona Continuum of Care Coalition as an Engagement Arm of the "A Way Home" Strategies</i>	<i>Low</i>	24-36 months	Not Yet Initiated - The City is looking to engage the PCOCC as an active partner in supporting the efforts of the Homeless Service Center and other Strategies.
Strategy C4	<i>Create "A Way Home" Strategies Webpage and Dashboard</i>	<i>Low</i>	24-36 months	In process – The City is in the progress of creating a Strategy Dashboard and will be creating a website for the HSC.
Strategy C5	<i>Provide an Annual Report on Homeless and Housing Development Within the City</i>	<i>Medium</i>	9-24 months	In process - The Housing Element was recently updated providing housing development efforts.

Strategy C6	<i>Provide Training on When, Where, and How Food and Basic Needs Items May be Distributed within the City. Provide Connections Volunteer Coordination</i>	<i>High</i>	12-24 months 24-30 months	Not yet initiated –This strategy will be implemented with the opening of the Communal Kitchen.
Strategy C7	<i>Increase Business Owners' Knowledge of Homeless Solutions and Provide Supportive Tools</i>	<i>High</i>	12-24 months Implemented and On-Going	In process –This was implemented with outreach to the Pomona Chamber and other business entities and will continue.
Strategy C8	<i>Engage and Inform the Residents of Pomona in Issues Regarding Homelessness</i>	<i>High</i>	12-24 months Implemented and On-Going	On-going effort - 12 community meetings have been hosted within the past year by the City discussing the HSC, homeless solutions and strategies. Ongoing meetings will be scheduled
Strategy C9	<i>Strengthen Service Provider Networks and Increase Resource Visibility</i>	<i>Low</i>	24-48 months 24-48 months	In Process – Through site partnerships and the development of the HSC, the City in coordination with site partners will host a Service Partnership Symposium.
Strategy C10	<i>Increase Homeless Persons Access To and Use of Resources</i>	<i>Medium</i>	18-24 months Implemented and On-Going	In process – Operation Warm Heart has been a centralized area for homeless persons to access services and be referred to resources. This effort will continue with the development of the HSC.

GOAL D

BALANCE THE NEEDS AND RIGHTS OF HOMELESS PERSONS AND THE LARGER COMMUNITY THROUGH UPDATED FAIR, LEGAL AND ENFORCEABLE POLICIES AND ORDINANCES



Strategy D1	<i>Evaluate Current Policies and Ordinances and Create Policies and Enforceable Ordinances that Support the Strategies</i>	URGENT	<i>Parallel Implementation</i>	In process - The City Attorney has and will continue to evaluate policies and ordinances and will update when allowable.
			Implemented and On-Going	
Strategy D2	<i>Create a Safe and Secure Park, Civic Plaza and Public Space Experience</i>	High	<i>6-48 months</i>	In process - New security protocol was established and HEART Team deployed to refer to storage program and address clean-up of public spaces. Pomona PD is also actively involved in the County's HOST Team efforts.
			Implemented and On-Going	
Strategy D3	<i>In Conjunction with Communal Kitchen, Create and Enforce Policies and Ordinances Around the Provision of Food in the City</i>	High	<i>12-24 months</i>	In process - Policies surrounding food provision in public places are under review, but not yet adopted.
			24 -30 months	
Strategy D4	<i>Secure Additional Resources to Address Homelessness</i>	High	<i>12-24 months</i>	In process - Within the past year the City has applied for available funding and has received over \$2,000,000 in new funds.
			Implemented and On-Going	
Strategy D5	<i>Evaluate Staffing Needs to Ensure Adequacy of Program and Strategy Implementation</i>	Medium	<i>24-36 months</i>	In process - The City evaluated the needs of the Homeless Programs Unit and hired a Homeless Programs Supervisor Ongoing reviews will be performed.
			Implemented and On-Going	

CITY PLANNING GRANTS

- 44 cities out of the 88 cities in Los Angeles County responded to a funding opportunity to create city based planning grants to address homelessness.
- 19 of those cities were located in San Gabriel Valley.
- The San Gabriel Valley Council of Governments and LeSar Development Consultants lead in assisting the cities with their plans.
- The City Planning Grants were accepted and recently the Los Angeles Board of Supervisors voted to commit \$10,000,000 to help cities implement their plans.

POMONA'S ENHANCED CITY PLANNING

- Solicit a demographic survey of the homeless in Pomona
- Host a “Lived Experience Summit” for those who have or are experiencing homelessness;
- Develop an asset map for the city and contribute to an asset map of the region;
- Develop a program plan for the Homeless Service Center that will provide measurable outcomes for operation and coordinated data collection;
- Coordinate on a regional level with other cities that are part of the SGVCOG.



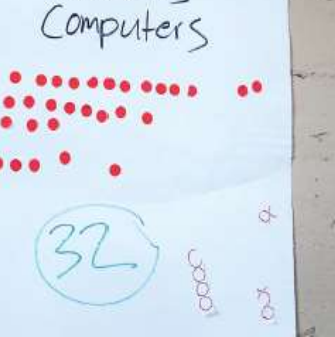
LIVED EXPERIENCE SUMMIT OVERVIEW

- Half day summit at the Armory shelter in February 2018
- Nearly 100 shelter residents participated and some individuals who were living on the streets
- Focused on receiving input on the Homeless Service Center and what participants ultimately need to end their homelessness
- Conducted a survey among participants
- Provided hot breakfast, lunch, raffle prizes, and goodie bag for all participants

LIVED EXPERIENCE SUMMIT



LIVED EXPERIENCE SUMMIT



SUMMIT SURVEY DATA

49%

Reported this was their **first time homeless**

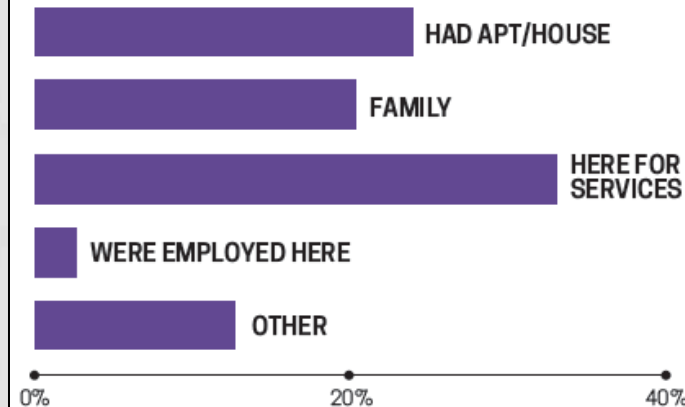
51%

Reported they originally **became homeless in Pomona**

26%

Reported they **previously had a house or apartment in Pomona**

CONNECTION TO POMONA



When asked about their connection to the City of Pomona, over a quarter of participants reported previously having an apartment or house in Pomona and nearly a quarter have family in the City. However, the largest response category was from individuals who were in the City to access homeless services. Many participants noted that they originally became homeless in cities within Los Angeles County with several from neighboring cities in the San Gabriel Valley. Others reported becoming homeless in nearby Counties including San Bernardino, Riverside, and Orange.

78%



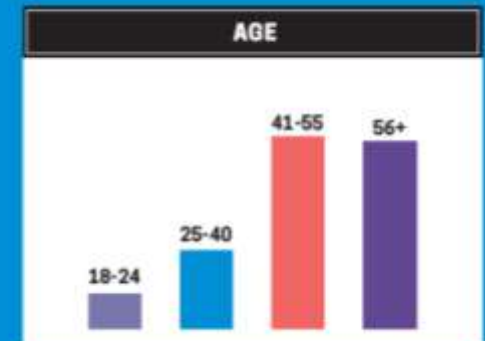
Reported having **health insurance**

43%



Reported having **CalFresh benefits**

The following charts provide additional information regarding the participants who participated in the Summit, who ranged in age from 19 years old to 74 years old



SUMMIT FINDINGS

MOST REQUESTED SERVICES FOR THE SITE

1. Support finding housing
2. Wi-Fi and high speed internet access
3. Employment assistance and job training
4. Expanded storage opportunities

CURRENT BARRIERS TO ACCESSING HOUSING

Lack of affordable housing opportunities

First and last month's rent

Landlords not willing to accept vouchers or other rental assistance

Poor credit, outstanding loans, prior evictions

Criminal background and undocumented status



SUMMIT FINDINGS

“Try being homeless. It’s not pretty. It’s a struggle. Have them come sleep on a cot for a week.”

“It takes an extraordinary amount of energy just to survive every day.”

“Being a homeless Veteran with PTSD, I need time to acclimate to housing. Homelessness exacerbates my PTSD.”

“Sometimes we run into financial struggles or situations or just other problems in our life that we may need some help.”

“Not everyone is homeless because of drugs or alcohol. I lost my job and was not able to pay my rent after that and didn’t have anywhere to go.”

“The resources are limited out here. It’s hard to get the things you need. Many times I don’t qualify for things because I don’t have a mental illness, I’m not a veteran, I don’t have a drug problem.”

**“It’s hard to see.
Been too long since
I had my own place.”**

**—Summit participant
when asked to describe
his ideal home.**

ALUMNI FOCUS GROUP

PERSPECTIVES FROM THOSE WHO EXITED HOMELESSNESS

“I was hesitant about going to the shelter. Never been in this situation before. I was trying to find a place on my own and after a week in the shelter someone let me know that they (shelter staff) had people there to help me find a place.”

—Focus Group participant



Questions focused on understanding what was important for them for exiting homelessness and what steps are they taking to remain in their home

ALUMNI FOCUS GROUP FINDINGS

What helped them exit homelessness?

- Making initial decision to exit homelessness
- Caring and trusting staff to help them navigate system and stay with them throughout process

What helps them remain stable?

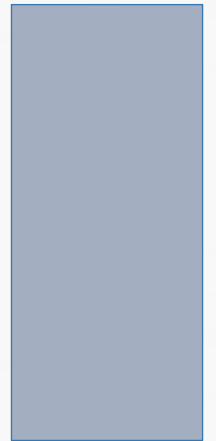
- Taking care of the “Basics...” paying rent on time, keeping house clean, following rules of lease, and being a good neighbor
- Having support systems – case management, church, self help groups
- Keeping track of a calendar – looking to future
- Having gratitude for current situation

ENHANCING POMONA'S HOMELESS PLAN

- Much of the recommendations from summit and focus group reinforce the direction of Pomona's plan and County Homeless Initiative strategies
- New items – Wifi at shelter, more storage opportunities, dealing with poor credit, and support with employment.
- Had difficult time envisioning a permanent home – Need to be mindful of this – however many described their home as a shared situation or with roommates
- Focusing on creating strong relationships to navigate process from street to home
- Ensuring that this was not a one time event – incorporating lived experience voice ongoing in plan implementation, updates, and new program and policy decisions

POMONA HOMELESS SERVICE CENTER

*YEAR-ROUND BRIDGE HOUSING
WITH ESSENTIAL SERVICES*



SITE OPERATOR AND SITE PARTNERS

Site Operation/Housing Services/Street Outreach

Volunteers of America Los Angeles

Health Services

East Valley Health Partners

Mental Health Services

Tri City Mental Health Center

Substance Disorder Services

Prototypes

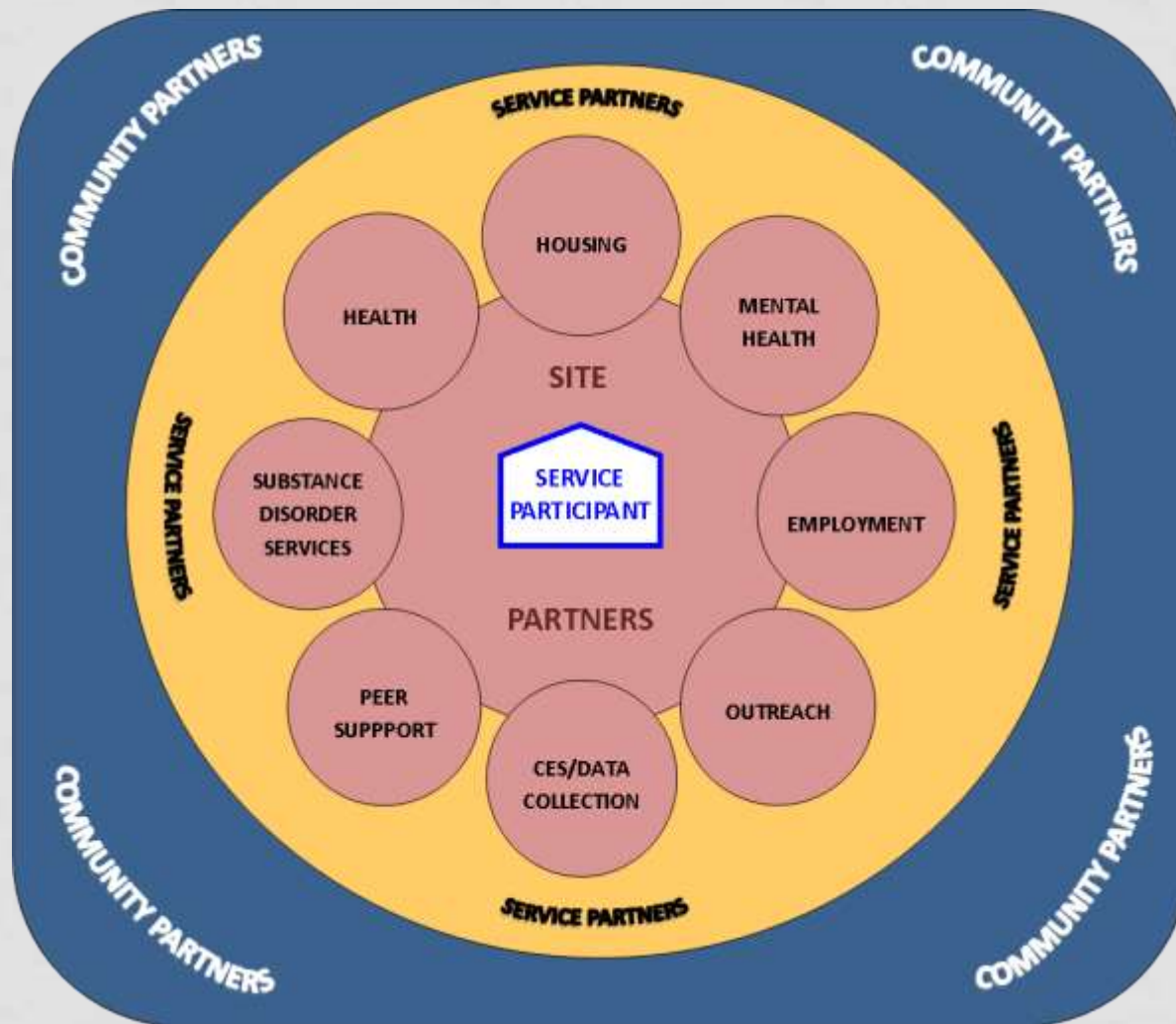


PROGRAM SERVICES

- Housing Focused Services
 - Coordinated Entry/Intake
 - Outreach Services
 - Document/Benefits Attainment
 - Employment Services
 - Housing Assistance
 - Case Management
- Basic Health Care/Referrals
 - Basic Primary Care
 - Behavioral Health Care
 - Substance Disorder Care



HOPE FOR HOME PARTNERSHIP



NEW PROGRAM AND SITE NAME





MISSION

Hope for Home pursues a mission of restoring hope through creating opportunity and transforming lives of individuals who desire to break free from the cycle of homelessness. We bring this mission to life every day by collaboratively helping our participants overcome barriers to obtaining permanent housing, increasing their income, improving their health, and ultimately achieving independence.

VISION

Hope for Home is committed to ending homelessness in Pomona – one person at a time.



OUR VALUES

Hope for Home is committed to providing quality, comprehensive, whole-person care to our participants; treating them with respect and dignity. We believe we serve our community best when we increase the quality of life for those with the least. We base our high standards and our daily actions on nine basic principles. Every decision that we make, whether related to people or operational matters, is tested and measured against these values.

Person-Centered

We treat all people as individuals with dignity and compassion.

Collaboration

We believe that together, we are stronger and can achieve more.

Integrity

We make ethical decisions and choose to do the right thing.

Sustainable

We embrace innovation and practice responsible stewardship.

Engagement

We respect the views of others and encourage open communication.

Hope

We anticipate positive outcomes, believing the future can be better.

Commitment

We are dedicated to the success of our participants, the Hope for Home project and the Pomona community.

Respect

We exchange ideas, information and perspectives with a focus on the greater good.

Trust

We are credible, competent and honor our commitments.



Website Coming Soon

www.pomonahopeforhome.org

Contact

info@pomonaohopeforhome.org

SITE CONSTRUCTION



HOPE FOR HOME ORIGINS



OVER 4 ACRES
OF LAND TO BUILD
THE HOMELESS
SERVICE CENTER

1400 E Mission January 2017



SEPTEMBER 20, 2018



PHASE 1



ENTRY BUILDING



SERVICES BUILDING

Medical and Behavioral Health Services



DAY AREA AND FOOD SERVICE

Lunch and Day Use Areas



SHELTER AND BATHROOMS



VIEW FROM THE NORTH

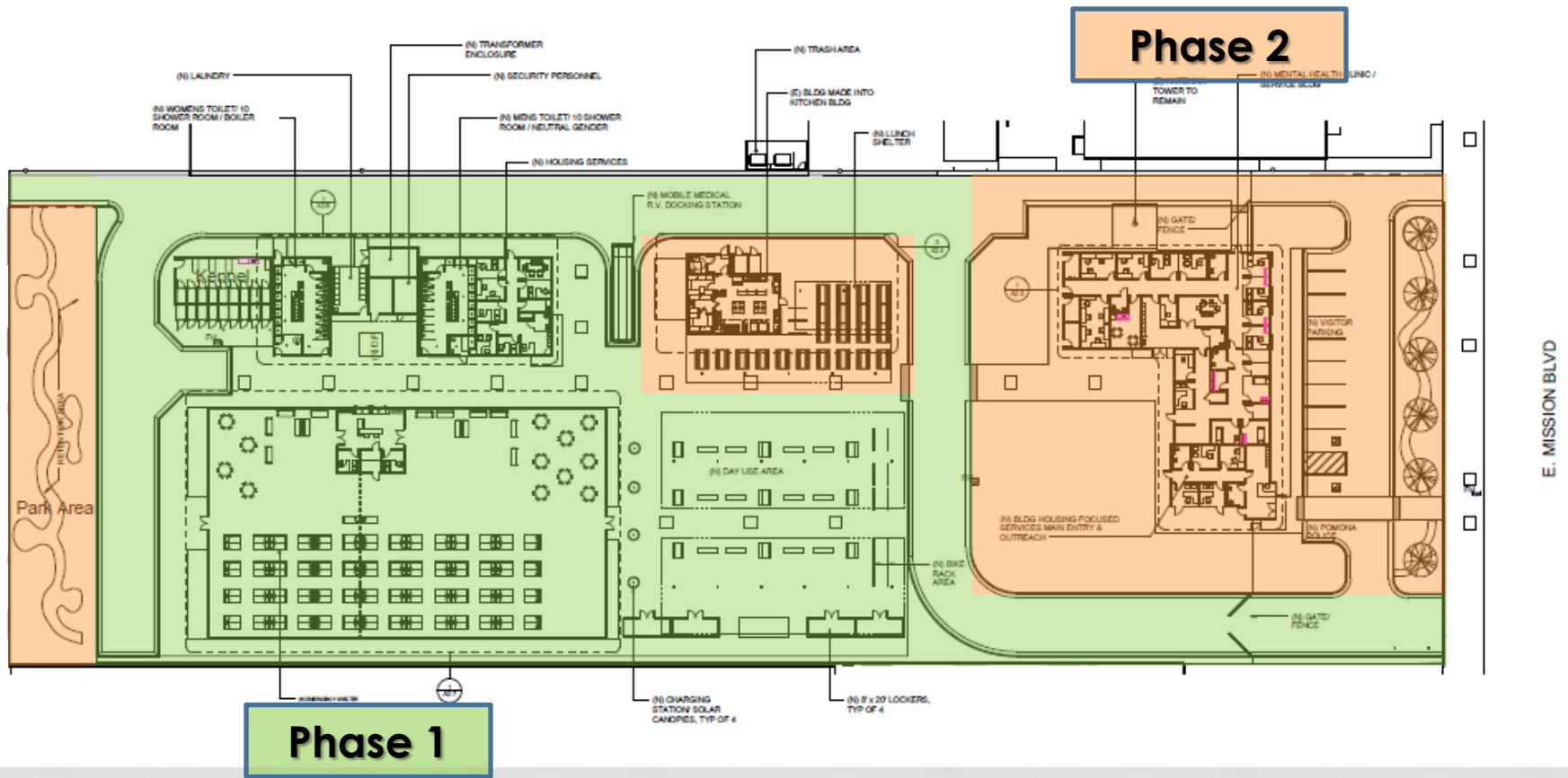
Site Perspective from Mission Boulevard



VIEW FROM THE SOUTH



SITE PLAN



E. MISSION BLVD

PHASE 1

- Shelter
- Bunk Beds with Lockers
- Restrooms and Showers
- Laundromat
- Operational Offices
- Pet Kennel
- Day Use Area
- Storage Lockers



PHASE 2

- Communal Kitchen
- Cell Phone Charging
- Park Area
- Program Service Offices
- Storage Expansion



TIME FRAME

- Phase 1 - Due to delays in the demolition phase and Plan Check process, the timeline for Phase 1 completion is late October. Opening early November.
- Phase 2 – The City has awarded the Phase 2 contract to TELACU. They have already started Phase 2 construction preparation. Completion anticipated in late February.
- Site Partners have been meeting regularly to develop policy, procedures and protocols for the new site to be ready to open.



COMMITMENT TO THE STRATEGY

- Project Funding
- Shelter Program Funding
- Rental Assistance Funding
- Shelter Operation
- CES Coordination



FUNDING AND PROGRAMMING

1400 E Mission Project Costs

Purchase	\$1,700,000
Phase 1	\$3,890,017
Phase 2	\$4,445,593
Demo	<u>\$129,100</u>
TOTAL	\$10,164,710

Current Program Funding

CES Crisis Beds (100 Beds)	\$1,460,000
Crisis Beds (12 Beds)	\$175,200
Tri City (28 Beds)	\$357,700
CDBG	\$59,250
Emergency Solutions Grant	\$312,321
Transitional Storage Center	<u>\$275,736</u>
	\$2,640,207

City Rental Assistance Programs

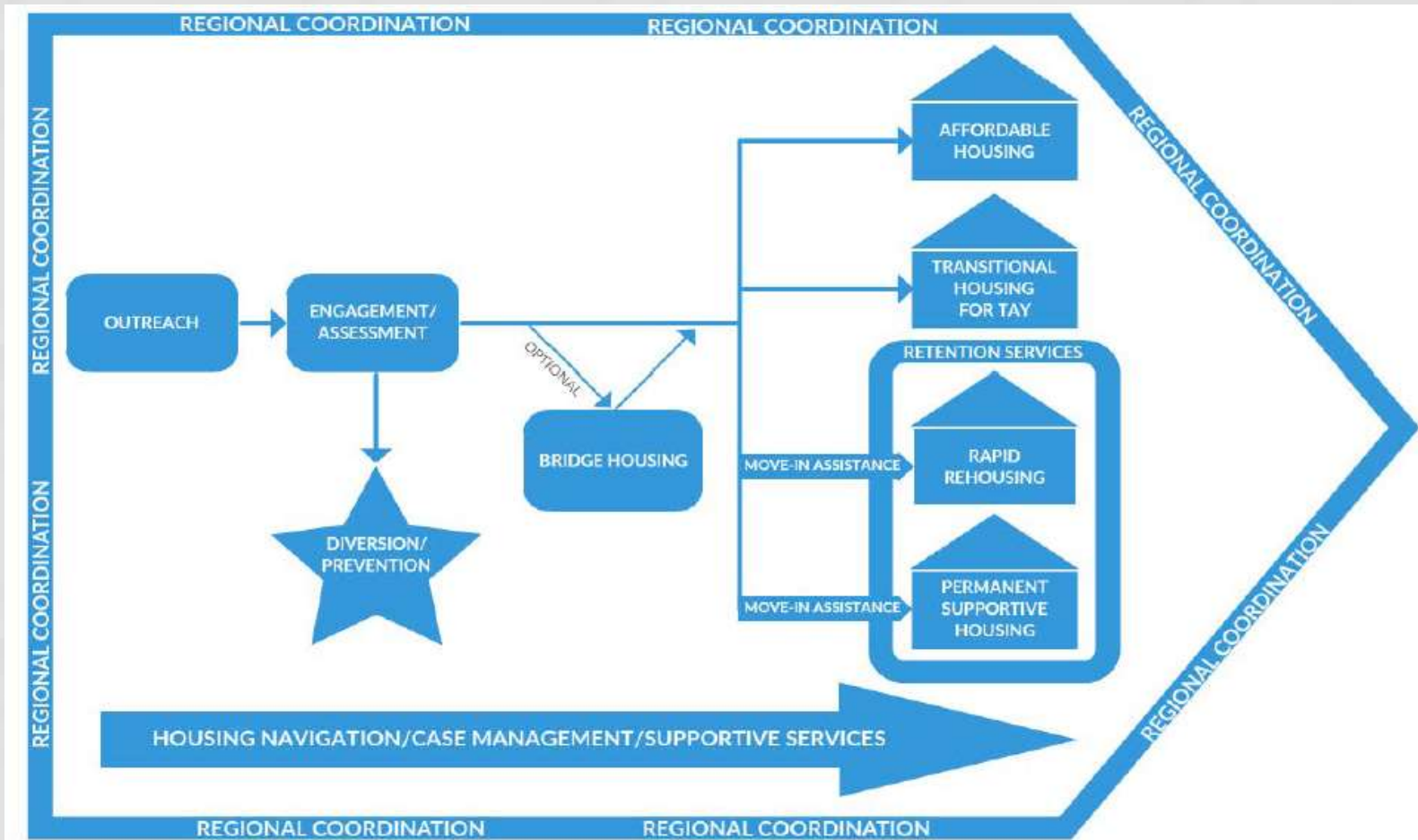
Tenant Based Rental Assistance	\$248,284
Permanent Supportive Housing	\$1,082,827
Rapid Re-Housing	\$626,936
Housing Incentive Program	\$20,000
Dedicated HCV 5 annually	\$62,580
Specialty HCV 17 vouchers	\$214,664
VASH - 60 vouchers (Veterans)	<u>\$577,291</u>
	\$2,832,582



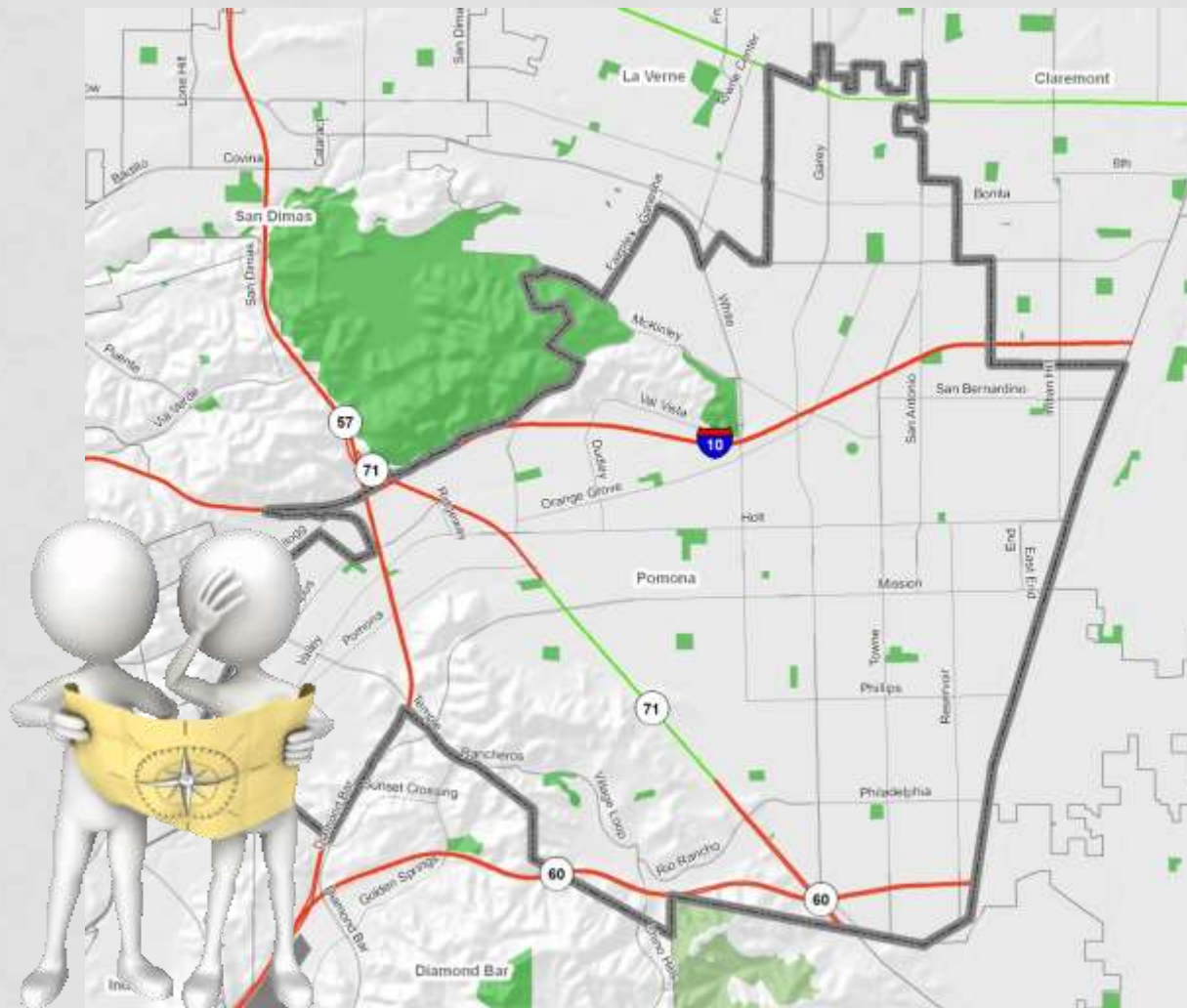
SHELTER OPERATION

- **Projected/Funded Bed Count**
 - 208 Interim Housing Beds Available
 - 140 are currently funded
 - 104 Winter Shelter Beds for FY 18-19
 - Temporary beds for inclement weather
- **Transfer of those currently housed at the Armory shelter**
- **CES Referral and Coordination of Services**
- **Length of Stay – Goal is Housing First!**

CES COORDINATION



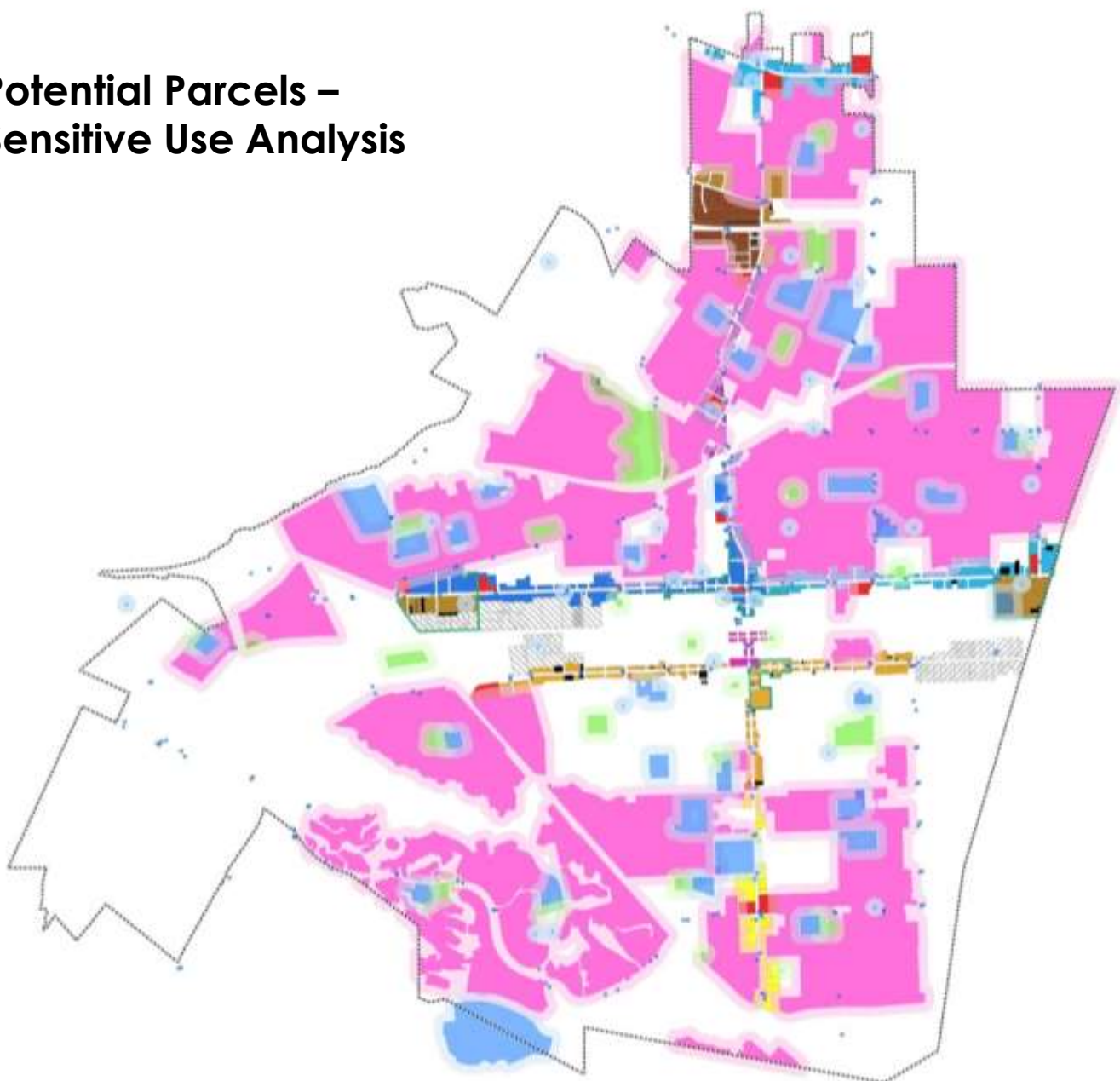
SB2/EMERGENCY SHELTER OVERLAY



Potential Parcels – Sensitive Use Analysis



City of Pomona Non Sensitive Use CSP Vacant Parcels



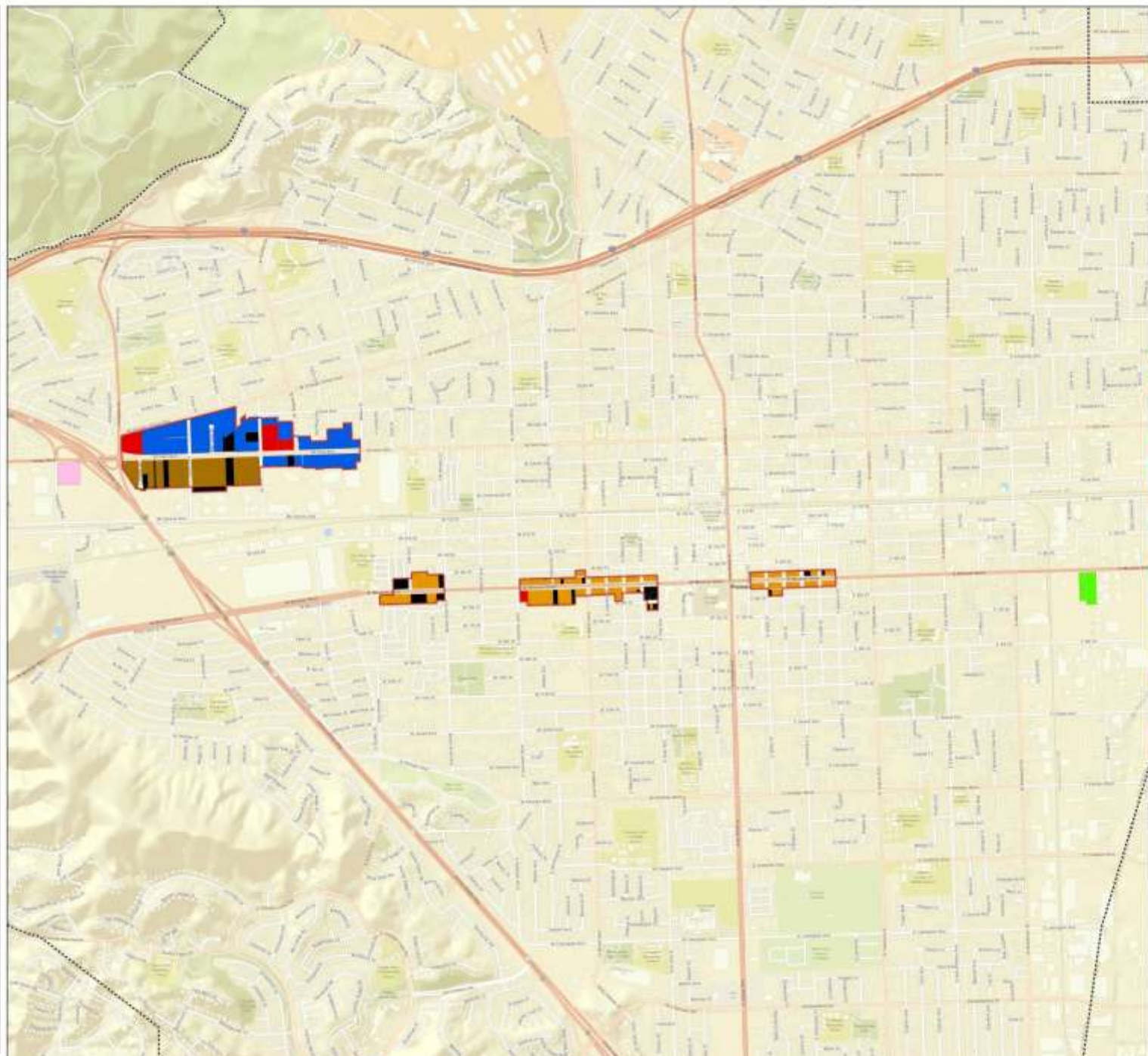
- Parcel Center
- Box Shape
- Non Sensitive Use CSP Vacant Parcels
- Public Schools
- Public Schools 500' Buffer
- Private Schools
- Private Schools 500' Buffer
- Parks
- Parks 500' Buffer
- Private Home Specific Plan
- PUD Specific Plan
- Single Single Family
- Single Single Family 500' Buffer
- Forest Single Family 500' Buffer
- MSF Single Family 500' Buffer
- City Boundary
- City Planning Segment
- Street Street Class
- Downtown-Oldtown Segment
- East Main Street West/Plaza Commercial Zone
- Major Corridor
- Mid Town Segment
- Neighborhood Center
- Neighborhood Pathway Segment
- Residential Transition Zone
- Transit Center District
- Urban Neighborhood
- Urban Neighborhood Expansion Zone
- MidTown Gateway Segment
- City Boundary



City of Pomona 2024/2025
This is a preliminary map for informational purposes only. It is not intended to be used as a legal document. The City of Pomona is not responsible for any errors or omissions on this map. For more information, please contact the City of Pomona Planning Department.
City of Pomona, City of Pomona, California



City of Pomona Proposed Emergency Shelter Overlay

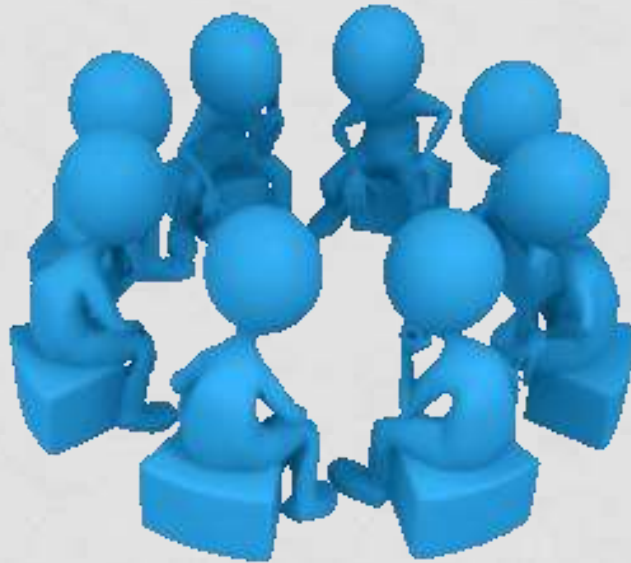


- Existing ES Overlay Parcels
- American Recovery Center
- Emergency Shelter Overlay Vicaral Parcels
- City Gateway Segment
- Downtown Core
- Downtown Gateway Segment
- East Mission Blvd WorkPlace Expansion Zone
- Height Overlay
- MidTown Segment
- Neighborhood Center
- Neighborhood Pathway Segment
- Residential Transition Zone
- Transit-Oriented District
- Urban Neighborhood
- Urban Neighborhood Expansion Zone
- WorkPlace Gateway Segment
- Emergency Shelter Overlay Boundary
- City Boundary



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Prepared: Emergency_Shelter_Overlay_10-2018

FINAL THOUGHTS



SAVE THE DATE

On October 18th we will be hosting a Service Partnership Symposium for those who are interested in volunteer opportunities of time, talent or resource.



INTERVIEWS





THIS PRESENTATION AND THE STRATEGIC
PLAN UPDATE WILL BE AVAILABLE ON THE
CITY OF POMONA WEBSITE UNDER
NEIGHBORHOOD SERVICES/
HOMELESS RESOURCES AND INFORMATION