



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

## 2018 UPDATE

### Overview

On January 9, 2017, the Pomona City Council adopted a strategic plan on homelessness, “A Way Home: Community Solutions for Pomona’s Homeless”, outlining recommended solutions to address homelessness within the City of Pomona. The plan was created utilizing recommendations provided by the Homeless Advisory Committee. This ad hoc committee met over a nine month period, from November 2015 to July 2016, with a focus on four areas of concern identified at the Community Summit on Homelessness held in August 2015. These four areas of focus were: 1) Insufficient Housing and Shelters; 2) the Provision of Programs, Services and Resources; 3) Community Perceptions; and 4) City Policies.

The plan contains four goals, thirty strategies and over 200 activities that provide solutions in each of the focus areas and provides a path to reduce the number of unsheltered persons currently living on the streets and addresses the negative impact of homelessness on the residents, neighborhoods, businesses and public places of Pomona.

### The four goals of the plan are as follows:

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

### Since the adoption of the strategic plan:

- The City received a new Point-in-Time homeless count in 2017 of 390 unsheltered person and 487 sheltered persons, with a total of 877 homeless persons.
- Construction of the Year-Round Shelter and Homeless Service Center is underway.
- A site operator and site partners for the Homeless Services Center have been identified.
- On March 7, 2017, the Measure H initiative passed by a 2/3<sup>rd</sup> voter approval creating an annual funding stream of \$350,000,000 for homeless services in Los Angeles County.
- The City of Pomona has applied for over \$5,000,000 in Measure H funding and has received just under \$2,000,000 to date.
- 47 cities received funding to create city plans to address homelessness. 19 of those cities are in the San Gabriel Valley and we are working together to develop a regional strategy.

# A Way Home: The Strategic Plan Annual Update 2018

GOAL A	Reduce the Number of Pomona's Unsheltered Homeless	Priority	Original Timeframe (Jan. 2017) Current Timeline (May 2018)	Status
Strategy A1	<i>Establish a Year-Round Shelter(s) Able to Provide for Multiple Subpopulations</i>	URGENT	6 -12 months <b>20 months</b>	<b>In process</b> - Phase 1 of the year-round shelter and Homeless Service Center (HSC) is expected to open in late August, early September.
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>	Medium	24-36 months <b>Current Efforts Underway</b>	<b>On-going</b> - 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 and 93 units of moderate income housing built. The Pomona Housing Authority has dedicated 20% of voucher turnover to homeless households.
Strategy A3	<i>Increase Incomes for Self-Sufficiency and Housing Sustainability</i>	Medium	24-36 months <b>Current Efforts Underway</b>	<b>On-going</b> - The HSC will establish work incentive and housing attainment programs for participants to promote this strategy. Planning is occurring currently for this program.
Strategy A4	<i>Strengthen, Expand and Support the Pomona Homeless Outreach Program</i>	Medium	24-36 months <b>Current Efforts Underway</b>	<b>On-going</b> - Homeless outreach in Pomona has expanded to include collaboration between VOALA, Tri City, Regional and County Multidisciplinary Teams and the City's HEART Team.
GOAL B	Reduce Negative Impacts on Community Neighborhoods and Public Spaces Through the Coordination of Services	Priority	Original Timeframe (Jan. 2017) Current Timeline (May 2018)	Status
Strategy B1	<i>Establish a Service Center for Centralization and Coordination of Services</i>	URGENT	6 -12 months <b>24 months</b>	<b>In process</b> - This amenity will be built as part of Phase 2 of the Homeless Service Center(HSC), if funding is obtained. Site partners have been selected.
Strategy B2	<i>Establish a Communal Kitchen for the Provision of Food Services</i>	URGENT	6 -12 months <b>24 months</b>	<b>In process</b> - This amenity will be built as part of Phase 2 of the Homeless Service Center, if funding is obtained.
Strategy B3	<i>Coordinate Community-Based Volunteer Services for the Homeless and Agencies Serving Them</i>	High	12-24 months <b>Implemented and On-Going</b>	<b>Completed</b> - VOALA has hired a volunteer coordinator to assist with Operation Warm Heart. These efforts will continue as part of the HSC.

<b>GOAL B</b> Continued	<b>Reduce Negative Impacts on Community Neighborhoods and Public Spaces Through the Coordination of Services</b>	<b>Priority</b>	<b>Original Timeframe (Jan. 2017)  Current Timeline (May 2018)</b>	<b>Status</b>
Strategy B4	<i>Collaborate with the County, Tri-City Mental Health and Pomona Valley Medical Center to Address Systems Impacting Homelessness in Pomona</i>	Medium	24-36 months  <b>Current Efforts Underway</b>	<b>In process</b> – 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
Strategy B5	<i>Advocate for Fair-Share Participation with Neighboring Cities</i>	High	12-24 months  <b>Implemented and On-Going</b>	<b>In process</b> - The City is currently working with the SGVCOG to address regional shared responsibility efforts and protocols. There are 30 cities in the SGVCOG, of those 19 are creating City Homeless Plans.
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>	URGENT	1-3 months  <b>Implemented and On-Going</b>	<b>On-going effort</b> - The Neighborhood Improvement Task Force coordinates City departmental responsibilities in addressing homelessness. These efforts culminated in the HEART Team, Lockers and Homeless Service Center.
Strategy B7	<i>Provide Lockers for Storage of Personal Belongings and Implement a Complementary Travel Lite Campaign</i>	URGENT	Operational by November 30, 2016  <b>Implemented and On-Going</b>	<b>Completed</b> - 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.
Strategy B8	<i>Coordinate a “Filling the Gap” Transportation System for Clients Referred to Agencies and Appointments</i>	Low	40-60 months  <b>40-60 months</b>	<b>Not Yet Initiated</b> - Funding for transportation services for the Homeless Service Center participants will be applied for under Measure H funding.
Strategy B9	<i>Launch a “Positive Change NOT Spare Change” Campaign Addressing Panhandling and Donations</i>	Low	40-60 months  <b>Current Efforts Underway</b>	<b>In process</b> - Pomona PD in coordination with Cal Trans and business owners will launch a “No Panhandling” campaign. The “Positive Change” campaign will follow.
Strategy B10	<i>Enhance, Strengthen and Support the Pomona Continuum of Care Coalition to Help Implement “A Way Home” Strategies</i>	Medium	9-12 months  <b>20-24 months</b>	<b>Not Yet Initiated</b> - The City will further engage the PCOCC as an active partner in supporting the efforts of the HSC and other strategies.
Strategy B11	<i>Implement Ongoing Health Interventions to Identify and Provide Services to the Most Vulnerable and Medically Fragile Homeless</i>	Medium	24-36 months  <b>Current Efforts Underway</b>	<b>In process</b> - The City and other partners have engaged PVHMC and other health agencies to increase health access. EVCHC will be an onsite partner.

GOAL C	Have an Engaged and Informed Community Regarding Homelessness and Homeless Solutions	Priority	Original Timeframe (Jan. 2017) Current Timeline (May 2018)	Status
Strategy C1	Communicate Accurate Information Effectively	Medium	3-12 months <i>Implemented and On-Going</i>	<b>On-going effort</b> - The City provides ongoing updates through the City's Weekly Report that is posted on the City Website each Thursday.
Strategy C2	Inform the Community of Homeless Solutions Initiatives	Medium	3-12 months <i>Implemented and On-Going</i>	<b>On-going effort</b> - 10 community meetings have been hosted within the past year by the City discussing the Homeless Service Center, homeless solutions and strategies.
Strategy C3	Enhance, Strengthen and Support the Pomona Continuum of Care Coalition as an Engagement Arm of the "A Way Home" Strategies	Low	24-36 months <i>24-36 months</i>	<b>Not Yet Initiated</b> - 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	Create "A Way Home" Strategies Webpage and Dashboard	Low	24-36 months <i>24-36 months</i>	<b>Not yet initiated</b> - No resource at this time has been identified to implement strategy.
Strategy C5	Provide an Annual Report on Homeless and Housing Development Within the City	Medium	9-24 months <i>Implemented and On-Going</i>	<b>In process</b> - The Housing Element was recently updated providing housing development efforts.
Strategy C6	Provide Training on When, Where, and How Food and Basic Needs Items May be Distributed within the City. Provide Connections Volunteer Coordination	High	12-24 months <i>24-30 months</i>	<b>Not yet initiated</b> –This strategy will be implemented with the opening of the Communal Kitchen.
Strategy C7	Increase Business Owners' Knowledge of Homeless Solutions and Provide Supportive Tools	High	12-24 months <i>Implemented and On-Going</i>	<b>In process</b> –This was implemented with outreach to the Pomona Chamber and other business entities and will continue.
Strategy C8	Engage and Inform the Residents of Pomona in Issues Regarding Homelessness	High	12-24 months <i>Implemented and On-Going</i>	<b>On-going effort</b> - 10 community meetings have been hosted within the past year by the City discussing the HSC, homeless solutions and strategies. More are scheduled in the future.
Strategy C9	Strengthen Service Provider Networks and Increase Resource Visibility	Low	24-48 months <i>24-48 months</i>	<b>Not yet initiated</b> – Through site partnerships and the development of the HSC, the City will focus on service provider and resource coordination
Strategy C10	Increase Homeless Persons Access To and Use of Resources	Medium	18-24 months <i>Implemented and On-Going</i>	<b>In process</b> – 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	Priority	Original Timeframe (Jan. 2017) <hr/> Current Timeline (May 2018)	Status
Strategy D1	<i>Evaluate Current Policies and Ordinances and Create Policies and Enforceable Ordinances that Support the Strategies</i>	URGENT	<i>Parallel Implementation</i>  <b>Implemented and On-Going</b>	<b>In process</b> - The City Attorney has and will continue to evaluate policies and ordinances and will update when allowable.
Strategy D2	<i>Create a Safe and Secure Park, Civic Plaza and Public Space Experience</i>	High	6-48 months  <b>Implemented and On-Going</b>	<b>In process</b> - New security protocol was established and HEART Team deployed to refer to storage program and address clean-up of public spaces.
Strategy D3	<i>In Conjunction with Communal Kitchen, Create and Enforce Policies and Ordinances Around the Provision of Food in the City</i>	High	12-24 months  <b>24-36 months</b>	<b>In process</b> - Policies surrounding food provision in public places are under review, but not yet adopted.
Strategy D4	<i>Secure Additional Resources to Address Homelessness</i>	High	12-24 months  <b>Implemented and On-Going</b>	<b>In process</b> - Within the past year the City has applied for available funding and has received over \$2,000,000 in new funds.
Strategy D5	<i>Evaluate Staffing Needs to Ensure Adequacy of Program and Strategy Implementation</i>	Medium	24-36 months  <b>Implemented and On-Going</b>	<b>In process</b> - The City evaluated the needs of the Homeless Programs Unit and has implemented recommendations to staffing levels. Ongoing reviews will be performed.