



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

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*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	<i>In process</i> – Phase 1 of the year-round shelter and Homeless Service Center is expected to open in late August, early September.
			<i>20 months</i>	
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	<i>On-going</i> - 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.
			<i>Current Efforts Underway</i>	
Strategy A3	<i>Increase Incomes for Self-Sufficiency and Housing Sustainability</i>	<i>Medium</i>	24-36 months	<i>On-going</i> - 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.
			<i>Current Efforts Underway</i>	
Strategy A4	<i>Strengthen, Expand and Support the Pomona Homeless Outreach Program</i>	<i>Medium</i>	24-36 months	<i>On-going</i> - Homeless outreach in Pomona has expanded to include collaboration between VOALA, Tri City, Regional and County Multidisciplinary Teams and the City’s HEART Team.
			<i>Current Efforts Underway</i>	

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>	URGENT	6 -12 months	In process - 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.
			24 months	
Strategy B2	<i>Establish a Communal Kitchen for the Provision of Food Services</i>	URGENT	6 -12 months	In process - This amenity will be built as part of Phase 2 of the Homeless Service Center, if funding is obtained.
			24 months	
Strategy B3	<i>Coordinate Community-Based Volunteer Services for the Homeless and Agencies Serving Them</i>	High	12-24 months	Completed - VOALA has hired a volunteer coordinator to assist with Operation Warm Heart. These efforts will continue as part of the HSC.
			Implemented and On-Going	
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	In process – 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
			Current Efforts Underway	
Strategy B5	<i>Advocate for Fair-Share Participation with Neighboring Cities</i>	High	12-24 months	In process - 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.
			Implemented and On-Going	
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 Implemented and On-Going	On-going effort - 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.</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 - 10 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	Not yet initiated - No resource at this time has been identified to implement strategy.
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>	<hr/> 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>	<hr/> 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>	<hr/> 12-24 months Implemented and On-Going	On-going effort - 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	<i>Strengthen Service Provider Networks and Increase Resource Visibility</i>	<i>Low</i>	<hr/> 24-48 months 24-48 months	Not yet initiated – Through site partnerships and the development of the HSC, the City will focus on service provider and resource coordination
Strategy C10	<i>Increase Homeless Persons Access To and Use of Resources</i>	<i>Medium</i>	<hr/> 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>	<i>URGENT</i>	<i>Parallel Implementation</i>	<i>In process</i> - The City Attorney has and will continue to evaluate policies and ordinances and will update when allowable.
			<i>Implemented and On-Going</i>	
Strategy D2	<i>Create a Safe and Secure Park, Civic Plaza and Public Space Experience</i>	<i>High</i>	<i>6-48 months</i>	<i>In process</i> - New security protocol was established and HEART Team deployed to refer to storage program and address clean-up of public spaces.
			<i>Implemented and On-Going</i>	
Strategy D3	<i>In Conjunction with Communal Kitchen, Create and Enforce Policies and Ordinances Around the Provision of Food in the City</i>	<i>High</i>	<i>12-24 months</i>	<i>In process</i> - Policies surrounding food provision in public places are under review, but not yet adopted.
			<i>24 months</i>	
Strategy D4	<i>Secure Additional Resources to Address Homelessness</i>	<i>High</i>	<i>12-24 months</i>	<i>In process</i> - Within the past year the City has applied for available funding and has received over \$2,000,000 in new funds.
			<i>Implemented and On-Going</i>	
Strategy D5	<i>Evaluate Staffing Needs to Ensure Adequacy of Program and Strategy Implementation</i>	<i>Medium</i>	<i>24-36 months</i>	<i>In process</i> - The City evaluated the needs of the Homeless Programs Unit and has implemented recommendations to staffing levels. Ongoing reviews will be performed.
			<i>Implemented and On-Going</i>	

Enhanced City Planning

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



This presentation and the Strategic Plan
update will be available on the City of Pomona
website under
Neighborhood Services/
Homeless Resources and Information

