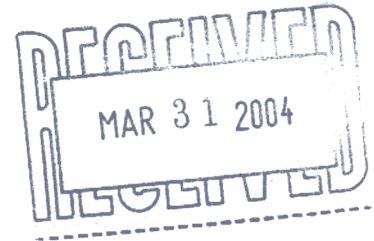




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March 26, 2004

Mitchell Netburn, Executive Director  
Los Angeles Homeless Services Authority  
548 South Spring Street  
Los Angeles, CA 90013



Mr. Netburn,

This is in response to your Bring LA Home survey:

- 1. How many and what percent of you department's/city annual client load are homeless individuals and families?*

We are estimating that 10% of the clients we serve are homeless or in transition of becoming homeless families and/or individuals.

- 2. What procedure does your department/city use to identify people?*

All clients requesting assistance complete an intake application. Homeless clients are identified based on information they provide. Since we are a City Department, we receive referrals from other City departments such as Administration, Public Safety and Community Development. Referrals also come from the local school districts, LA County Sheriffs, DPSS, as well as from community-based organizations.

- 3. How much do you estimate that your department/city spends each year on services related to homeless people?*

We estimate that we spend \$60,000 annually for homeless services for individuals and families. In addition to general funds, we also utilize CDBG funds and grant funds.

*4. What specific policies and practices produce the outcomes that your department/city currently achieves in preventing and eliminating homelessness?*

The City of Norwalk is able to quickly respond and access services that include, the issuing of emergency warrants (payments) and open purchase orders with local motels to provide emergency shelter. Other programs in place include Rent Assistance, Moving assistance, Shelter referrals, and Landlord / Tenant Mediation Services and referrals to other human service agencies. The City of Norwalk Housing Authority administers it's own Section 8 Housing Program, and we have established relationship with the Rio Hondo Temporary Home in Norwalk. The City is also able to utilize CDBG funding for domestic violence shelters, alcohol and drug programs.

*5. What specific changes in resources, policies or practices on the part of your department/city would make it possible to reduce the number of homeless people in the community you serve?*

Additional funds and programs would enable us to better identify and serve the homeless population. Additional funds could provide the much-needed addition of emergency and transitional shelter beds. We find that family and individual shelter placement is extremely difficult and limited in this area.

Locating and obtaining affordable housing could reduce the number of homeless families and individuals. Making available additional section 8 vouchers and providing educational programs could also help reduce the number of homeless in Norwalk.

*6. What specific changes in resources, policies or practices on the part of other jurisdictions would reduce the number of homeless people in the community you serve?*

While other Cities may not have a center such as the Social Services Center, the City of Norwalk is able to provide an array of services to it's residents. We find that surrounding Cities also face the same challenges in assisting homeless clients. There are too few resources and services available to assist homeless clients.

Once possible resource available which we hope to work in is to increase our communication with our faith based churches who provide homeless assistance and improve the connection for job training / development with the private sector.

*7. What additional outcomes in preventing and eliminating homelessness could be achieved if specific policies and practices that you suggest in response to questions 5 and 6 were implemented?*

Utilizing a more holistic approach to eliminate homelessness we hope to increase the success of integrating private, public funds to meet the needs of going from homelessness to self-sufficiency.

Thank you for the opportunity to respond to the survey. Please feel free to contact me directly should you need additional assistance or information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tak Hamabata', with a long horizontal flourish extending to the right.

Tak Hamabata  
Director of Social Services

Cc Ernie Garcia, City Manager