



# City of Santa Fe Springs

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January 30, 2004

Mitchell Netburn, Executive Director  
Los Angeles Homeless Services Authority  
548 South Spring Street, Suite 400  
Los Angeles, California 90013

**SUBJECT: RESPONSE TO INFORMATION REGARDING HOMELESS  
RESIDENTS IN CITY OF SANTA FE SPRINGS**

Dear Mr. Netburn:

This letter is in response to your request for information regarding the homeless population in the City of Santa Fe Springs. The City's Family And Human Services Division (FHS) provides a variety of social services to city residents and individuals of the surrounding communities.

The Neighborhood Center which is part of the FHS Division, provides these social services. Some of the City sponsored services include: Case management/advocacy services, emergency food and housing, information and referral, and financial assistance whenever possible. Assistance with a variety of forms such as immigration and naturalization, social security, income tax, etc., is also available. Social work staff is available for crisis intervention and preventive mental health services. There is also an on-site food pantry that provides food baskets to low income clientele on a regular basis throughout the year. Additionally, there are outside agencies housed at our facility that provide additional services such as daily nutrition for seniors, counseling for substance abuse, and a legal services program.

The following are the responses to the seven questions you requested information on:

**Question #1: How many or what percent of your organization's annual client load are homeless individuals and families?**

**Response: Annually, the Neighborhood Center serves between 50-70 homeless families. Approximately 50 families are assisted financially and 20 are placed into homeless shelters. Many of the homeless families who visit the Neighborhood Center come from the surrounding communities who do not have adequate resources in place to provide**

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these types of services to their residents.

**Question #2: What procedure does your organization use to identify homeless people?**

**Response:** Homeless families and or families that are about to become homeless are either self-referred or referred by other community-based organizations and local schools. Families may seek assistance from the Neighborhood Center for emergency food, shelter and permanent housing assistance. An in-depth assessment of the client's needs is completed by a social worker. Depending on the circumstances of the case, it may be appropriate to place the family into a homeless shelter. If the family demonstrates financial stability, financial assistance to establish permanent housing will be provided. Once an emergency housing need is assessed and determined, an income and expense analysis is completed by requesting check stubs, reviewing eviction notices and other supporting documentation from the client. Generally, assistance through housing set-aside funds are allocated on a one time basis. Clients may be assisted with the first month's rent to establish permanent housing and rental assistance to prevent eviction.

**Question #3: How much do you estimate that your organization spends each year on services related to homeless people?**

**Response:** The City spends approximately \$90,000 each year on services related to homeless people. Each fiscal year, \$20,000 of the City's Redevelopment Housing Set-Aside Fund is allocated by the City of Santa Fe Springs to the Neighborhood Center's Housing Set Aside Fund to prevent homelessness, evictions and establish permanent housing. The City also provides a local homeless shelter, the Rio Hondo Temporary Home with an annual donation of \$50,000 in Redevelopment housing set-aside funds. The City also owns a home that is available on a temporary basis to City residents who become homeless to assist them with transitioning back to the community. The monthly rent amount is based on the family's ability to pay. Additional funding is available to offset other client needs such as for clothing expenses, utility bills and emergency food. These funds are allocated through year-round fundraising efforts and donations.

**Question #4: What specific policies and practices produce the outcomes that your organization currently achieves in preventing and eliminating homelessness?**

**Response:** The Neighborhood Center's staff strives to prevent homelessness, by working closely with local homeless shelters such as the Rio Hondo Temporary Home, the Salvation Army and the Bell Shelter as well as by providing financial assistance to prevent families from eviction and to establish permanent housing.

**Question #5: What specific changes in resources, policies or practices on the part of your organization would make it possible to reduce the number of homeless people in the City of Santa Fe Springs?**

**Response:** The City's current resources and policies have been very effective in assisting the homeless families who access our services. Additionally, the City has a strong

social services component in place that positively impacts the community.

**Question #6:** What specific changes in resources, policies or practices on the part of other organizations would reduce the number of homeless people in the City of Santa Fe Springs?

**Response:** The federal eligibility criteria for homeless families to enter a homeless shelter is often very restrictive and many families are not approved. Revisions in the eligibility criteria for the homeless shelters would assist in allowing more families to be placed and thus reduce the number of homeless families. There is also a need to expand the number of homeless shelters in order to adequately serve the homeless population. Some of the surrounding communities are also in need of social services resources (i.e. case management/advocacy services, emergency food assistance, crisis intervention, etc.) to better serve their homeless population.

**Question #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?

**Response:** If the aforementioned policies/practices were implemented, the City would be able to refer additional families who met the eligibility criteria to these homeless shelters and the surrounding communities could better serve their homeless population.

I hope you find the above information regarding the City's homeless population helpful to your mission for improving homeless services and ending homelessness in the Los Angeles City and County communities. If you have any additional questions, please contact me at (562) 692-0261.

Respectfully,



**Maricela Balderas, Director  
Family And Human Services Division**

**c: Fred Latham, City Manager  
Ana Price, Director of Community Services**