



# SUPPORTING OUR UNHOUSED NEIGHBORS

This guide is a resource to help you support an unhoused neighbor in the city of Los Angeles -- to ensure that they are promptly onboarded into programs that will best support them. The best thing you can do for someone struggling with homelessness, before thinking about them receiving a service like A Sense of Home, is to ensure that the individual and/ or family enters into a program(s) with a case worker(s) who can ensure that they are connected to ALL resources available to them and can ensure that trauma is taken into account. The below list of services is in order of importance.

## An Important Set of Phone Numbers to Have on Hand

- **988** | the new alternative to 911 for any mental health emergencies
- **211** | [211la.org](https://211la.org) | supportive services
- **Homeless Hotline** | (800) 548-6047 or (213) 225-6581 | (800) 660-4026 for the deaf and hearing disabled
- **Suicide Prevention** | (800) 273-8255
- **Domestic Violence Hotline** | (800) 799-SAFE (7233) | [thehotline.org](https://thehotline.org)
- **Los Angeles Public Library** | [lapl.org/branches](https://lapl.org/branches) | helps connect residents who are experiencing homelessness with resources to help them transition to stable, independent, or supported living. Los Angeles Public Libraries are safe spaces for an unhoused person.

## Download Apps

**Help your unhoused neighbor download these Apps:**

- **WIN** | [oclawin.org/find-help/win-app-online](https://oclawin.org/find-help/win-app-online) | created with input from unhoused youth and adults around LA County, the Free, Easy to Use WIN ("What I Need") mobile app is available 24/7 and connects anyone who is searching for free or low-cost services to thousands of available helpful programs.
- **Shelter App** | [shelterapp.org](https://shelterapp.org)

## Pathway out of Homelessness

- **Step 1:** Get into a shelter ASAP
- **Step 2:** Ensure you enter a shelter that can connect you to services in the area where you want to live. See below for an explanation of the LA County Coordinated Entry System - CES).
  - If your current shelter cannot provide you services in the area you want to live, refer to this guide with all shelters in your desired area | [pubdef.lacounty.gov/wp-content/uploads/2020/03/LADHS\\_Shelter-Housing-Brochure\\_121119\\_FINAL.pdf](https://pubdef.lacounty.gov/wp-content/uploads/2020/03/LADHS_Shelter-Housing-Brochure_121119_FINAL.pdf)
  - Review this list of all service entry points in your desired area | [lacba.org/docs/default-source/ijdp-documents/ces-access-point-guide.pdf](https://lacba.org/docs/default-source/ijdp-documents/ces-access-point-guide.pdf)
- **Step 3:** If you have experienced domestic abuse or any form of trauma, see the guide below and ask your shelter to guide you/ enroll you in the best services.
- **Step 4:** If you have any issues with substance abuse, call the Substance Abuse Services Hotline (SASH) (844) 804-7500 for residential and outpatient substance use treatment. They also provide linkage to Recovery Bridge Housing sites (sober living funded by MediCal).
- **Step 5:** Read below for ALL services available to you. These services are for everyone and there are specific services for former foster youth, those with developmental physical disabilities, veterans, formerly incarcerated -- or someone in need of health care, employment training, education, or legal services. The more services you enroll in, the quicker you will succeed in obtaining housing.
- **Step 6:** Read below for how to secure housing.

## Shelters

- A full list of shelters recommended by LA County that will ensure an individual is entered into additional services (known as the Coordinated Entry System - CES) | [pubdef.lacounty.gov/wp-content/uploads/2020/03/LADHS\\_Shelter-Housing-Brochure\\_121119\\_FINAL.pdf](https://pubdef.lacounty.gov/wp-content/uploads/2020/03/LADHS_Shelter-Housing-Brochure_121119_FINAL.pdf)
- **A list of LAHSA shelters** | [lahsa.org/documents?id=2196-lahsa-shelter-list.pdf](https://lahsa.org/documents?id=2196-lahsa-shelter-list.pdf)
- **Women and Children** | [alexandriahouse.org](https://alexandriahouse.org)
- **Homeless Youth** | [covenanthouse.org](https://covenanthouse.org)
- **PATH Shelters** | [epath.org](https://epath.org)
- **St Joseph's** | [stjosephctr.org](https://stjosephctr.org)
- **Los Angeles Mission** | [losangelesmission.org](https://losangelesmission.org)
- **Midnight Mission** | [midnightmission.org](https://midnightmission.org)
- **Dolores Mission** | [dolores-mission.org](https://dolores-mission.org)
- **Union Rescue Mission** | [urm.org](https://urm.org)
- **LGBTQ** | [lgbtcenter.org/social-service-and-housing/youth](https://lgbtcenter.org/social-service-and-housing/youth)
- **Palm Springs** | [marthavillage.org](https://marthavillage.org)
- **Catholic Charities of Los Angeles** | [catholiccharitiesla.org](https://catholiccharitiesla.org) | (213) 251-3400
- **Hope of the Valley Rescue Mission** | [hopeofthevalley.org](https://hopeofthevalley.org) | (818) 301-7988 | 11839 Sherman Way North Hollywood, CA

## What is the Coordinated Entry System (CES)?

- **The Coordinated Entry System (CES)** facilitates the coordination and management of Los Angeles County's crisis response system's resources that allows users to make data-informed decisions from available information to efficiently and effectively connect people to interventions that will rapidly end their homelessness. CES ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible.
- To navigate the CES system, read this guide | [lacba.org/docs/default-source/ijdp-documents/ces-access-point-guide.pdf](https://lacba.org/docs/default-source/ijdp-documents/ces-access-point-guide.pdf)

## What are LA Service Planning Areas (SPAs)?

- **Service Planning Areas (SPAs) Los Angeles County** is divided into eight (8) Service Planning Areas (SPAs). Within each SPA, there are multiple Access Points through which a potential or current participant can enroll in or engage with CES. To identify a particular SPA area please see the regional map
- All SPA regions outlined here SPAS all listed here | [publichealth.lacounty.gov/chs/SPAMain/ServicePlanningAreas.htm](https://publichealth.lacounty.gov/chs/SPAMain/ServicePlanningAreas.htm)
- When an unhoused individual enters one of the eight LA Country SPAs — that the individual will receive services within that area only. And that includes a section 8 voucher.

## Domestic Violence

- **Hotline** | (800) 799-SAFE (7233) | [thehotline.org](https://thehotline.org)
- **Women and Children** | [alexandriahouse.org](https://alexandriahouse.org)
- **Suicide Prevention** | (800) 273-8255

## Trauma and Mental Health Support

- **Department Of Mental Health (DMH)** | [dmh.lacounty.gov](https://dmh.lacounty.gov)
  - **24hr Help Line** | (800) 854-7771 | Access Center Press Option 1
  - **Crisis Line** | Text "LA" to 741741
  - **Substance Abuse Services** | (844) 804-7500
- **Trauma and Mental Health support in West LA — St Joseph's** | [stjosephctr.org](https://stjosephctr.org)
- **Trauma and Mental Health Support in the San Fernando Valley** | [movinglivesforward.org](https://movinglivesforward.org)
- **Psychiatric Case Management** | [211la.org/resources/service/psychiatric-case-management-144](https://211la.org/resources/service/psychiatric-case-management-144)

## Transitional Housing *(foster youth only)*

- **Youth Moving On** | [youthmovingon.org](http://youthmovingon.org) | 626-765-601 | Transitional Support / Transitional Housing located in Pasadena, Youth Moving On provides youth who were formerly in foster care and probation affordable quality housing and numerous support services to help them transition successfully to adulthood. Youth learn skills for lasting independence and a lifetime of personal fulfillment through housing services and workforce development and linkages to other resources.

### **Services**

- Substance abuse support - send someone to help them anywhere in the community. Kind of like a mentor.
- Mental health
- Case management
- Help with housing applications
- Support groups (on hold)
- Housing services - SPA 3
- Next step
- Free food, clothing hygiene, shower
- Computer center
- Community events

### **Eligibility:**

- Must be ages 18-25

### **How do I enroll?**

- Anyone can call and go to the center as long as they are eligible.
    - Call: (626) 765-6010
    - Available over the phone, 9am - 5:30pm M-F
    - Go to their Youth Moving On Peer Resource Center, located at 456 E. Orange Grove Blvd., Suite 140, Pasadena, CA 91104
    - It is recommended to make an appointment before going
    - Office Open - 11am-3pm M-F
  - If you have any questions, email [ymoinfo@hillsides.org](mailto:ymoinfo@hillsides.org) or [prc@hillsides.org](mailto:prc@hillsides.org)
  - Fill out the Welcome Form upon arrival at the center
- 
- **United Friends of the Children** | [unitedfriends.org](http://unitedfriends.org)
  - **Step Up** | [stepup.org](http://stepup.org)
  - **Safe Place for Youth** | [safeforcefor youth.org](http://safeforcefor youth.org)
  - **Crisis Residential** | [theteenproject.com](http://theteenproject.com)
  - **Journey House** | [journeyhouseyouth.org](http://journeyhouseyouth.org)
  - **LA Youth Network** | [youthemergingstronger.org](http://youthemergingstronger.org)
  - **Aspiranet** | [aspiranet.org/transitional-aged-youth](http://aspiranet.org/transitional-aged-youth)

## Substance Abuse

- **Substance Abuse Services Hotline (SASH)** | (844) 804-7500 | provides linkage to residential and outpatient substance use treatment in Los Angeles County. Also provides linkage to Recovery Bridge Housing sites (sober living funded by MediCal).
- **The Teen Project** | [theteenproject.com](http://theteenproject.com) | live-in treatment and outpatient
- **Clare Foundation Residential Treatment** | [clarematrix.org](http://clarematrix.org) | (866) 452-5273 | 1002 Pico Blvd. Santa Monica, CA 90405
- **Didi Hirsch** | [didihirsch.org](http://didihirsch.org) | (888) 807-7250 | 4760 S. Sepulveda Blvd. Culver City, CA 90230 | outpatient treatment mother-child residential
- **Tarzana Treatment Center** | [tarzanatc.org](http://tarzanatc.org) | (888) 777-8565 | 18646 Oxnard St. Tarzana, CA 91365
- **Cri-Help** | [cri-help.org](http://cri-help.org) | (818) 985-8323 | 8330 Lankershim Blvd. North Hollywood, CA 91601

## Homeless Students

- **Jovenes** | [jovenesinc.org](http://jovenesinc.org)

## Veterans

These Veteran Resources offices will link veterans experiencing homelessness to shelters, housing options, and medical care:

- **West Los Angeles VA** | 11301 Wilshire Blvd., Los Angeles, CA 90073 | Welcome Center Bldg 257: (310) 478-3711 ext. 53269 | H-PACT Office Bldg. 402: (310) 478-3711 ext. 24791 | Walk-In Hours: 8:00am – 3:30pm
- **Veteran H-PACT (Homeless Patient Aligned Care Team)** | Office 351 E. Temple St. 4th Floor, Los Angeles CA 90012 | (310) 478-3711 ext. 24791 or (213) 253-2677 ext. 24791 | Walk-In Hours: 8:00am – 2:00pm (first come, first served)

## Bridge Housing for People Exiting Jail or Prison

- If you are on AB109 Probation, please contact your Probation Officer directly, or go to your assigned hub to be referred to a housing site.
- Click [here](#) to find numbers to call to inquire about bed availability and admission requirements. To access these beds, please be prepared to provide evidence that you were incarcerated, such as a booking sheet from the facility you have exited.

## Drop in / Case Management

- **Safe Place for Youth** | [safeforcefor youth.org](http://safeforcefor youth.org)
- **Village Family Services** | [thevillagefs.org](http://thevillagefs.org) | (818) 755-8786 | 6801 Coldwater Canyon #1E North Hollywood, CA 91605 | TAY drop-in center - youth aged 14-24
- 6801 Coldwater Canyon #1E, North Hollywood, CA 91605

## Health

- **Department of Public Social Services (DPSS)** | [dpss.lacounty.gov](https://dpss.lacounty.gov)  
(310) 258-7400 | 1110 W. Pico Blvd. Los Angeles, CA 90064 | full-service location — food, cash, and medical assistance
- **Health Care/ Medical Services** | [venicefamilyclinic.org](https://venicefamilyclinic.org)
- **West LA — St Joseph's** | [stjosephctr.org](https://stjosephctr.org)
- **Outpatient care** | [theteenproject.com](https://theteenproject.com)
- **Case management with access to health care Safe Place for Youth** | [safeplaceforyouth.org](https://safeplaceforyouth.org)

## Whole Person Care

- **Whole Person Care Call Center** | (844) 804-5200 | helpline for WPC participants to reconnect with your Community Health Worker or for program inquiries.

## Disabilities

For Angelenos with developmental disabilities, the **LA County Regional Centers** provide wonderful and extensive support services.

- [dmh.lacounty.gov/our-services/developmental-disabilities/regional-centers](https://dmh.lacounty.gov/our-services/developmental-disabilities/regional-centers)
- Very importantly, the LA County Regional Centers also provide services for kids who have been placed in foster care.
- The LA County Regional Centers' support includes health, well-being, case management, employment, and independent living.

## For Those with Physical Disabilities

- **Disability Community Resource Center** | [dcrc.co](https://dcrc.co)
- **Supported Through County System** | [dpss.lacounty.gov/en/senior-and-disabled](https://dpss.lacounty.gov/en/senior-and-disabled)

## Legal Aid

- **Children's Law Center of California (CLC)** | [clccal.org](https://clccal.org) | the largest children's legal services organization in the nation, representing foster youth and former foster youth
- **Legal Aid Foundation Los Angeles** | [lafla.org](https://lafla.org)

## Finding Housing

- **Apply for Section 8** | [lacda.org/section-8/shared-info/how-to-apply](http://lacda.org/section-8/shared-info/how-to-apply)
- **A complete list of low-income housing** via an interactive map | [affordablehousing.mejiaforcontroller.com](http://affordablehousing.mejiaforcontroller.com)
- **Support with Alliance for Children's Rights** | [allianceforchildrensrights.org/programs/tay](http://allianceforchildrensrights.org/programs/tay)
- **Housing LA County** | [housing.lacounty.gov/](http://housing.lacounty.gov/) | (877) 428-8844 | low income, affordable, special needs, emergency housing
- **PATH** | [epath.org](http://epath.org) | affordable housing and providing supportive services throughout California
- **Step Up** | [stepup.org/services/permanent-supportive-housing](http://stepup.org/services/permanent-supportive-housing) | provides innovative, community-based Permanent Supportive Housing (PSH) and comprehensive case management services via developments

## Job Training

- **Chrysalis** | [changelives.org](http://changelives.org) | job training and readiness
- **Year Up** | [yearup.org](http://yearup.org) | job training where they are well paid

## Rental Assistance

- **Emergency Rental Assistance** | [capoc.org/resources](http://capoc.org/resources) | emergency rental assistance

## Education

- Google a community college near you
- **For Former Foster youth** – enroll in college [cacollegepathways.org](http://cacollegepathways.org)
- **For Former Foster youth** – to find support on your campus [cacollegepathways.org](http://cacollegepathways.org)

## For All Other Services

- **Go to the [A Sense of Home Resource Network](http://asenseofhome.org/resource-network)** — [asenseofhome.org/resource-network](http://asenseofhome.org/resource-network)