



City of West Covina

Community Services Resource Guide

First Time Homebuyer Down Payment Assistance

County of Los Angeles County Community Development Commission

Southern California Home Financing Authority (SCHFA)
(626) 586-1830

<http://www.lacdc.org/for-homeowners/southern-california-home-financing-authority>

This program makes buying a home more affordable for qualifying homebuyers by offering a competitive 30-year fixed rate loan and a grant for down payment and closing costs assistance. The program is administered by the Los Angeles County Community Development Commission (CDC) and the Public Finance Division of the County of Orange. SCHFA does not lend money directly to homebuyers. Homebuyers must work directly with a participating lender.

Montebello Housing Development Corporation CalHome Second Mortgage Loan Program

1619 Paramount Blvd.
Montebello, CA 90640

(323) 722-3955 - mhdcca.org/programs.htm

MHDC provides silent second mortgage loans to very low-and low-income, first-time homebuyers in Los Angeles County to assist in the purchase of a home in Los Angeles County. CalHome loans are funded up to \$55,000.

Food Assistance

Action Food Pantry

Grace Lutheran Church
17880 East Covina Blvd.,
Covina, CA 91712
(626) 319-0554

New Beginnings

Food Pantry
13020 Francisquito Avenue
Baldwin Park, CA 91706
(626) 331-3322

Cory's Kitchen

Food Pantry
1418 Arrow Highway
Irwindale, CA 91706
(626) 305-0392 - www.coryskitchen.org

Shepherd's Pantry – Food, Clothing, and Resource Assistance

657 E. Arrow Highway, Unit J, Glendora
(626) 914-4833 x126 (M-F 8-5)
(626) 852-7630 (Wed 4-6:30)

Foreclosure Prevention/Loss Mitigation Assistance/Consumer Protection

Federal Deposit Insurance Corporation

(877) 275-3342 - www.fdic.gov
The Federal Deposit Insurance Corporation (FDIC) is an independent agency created by the Congress to maintain stability and public confidence in the nation's financial system by insuring deposits, examining and supervising financial institutions for safety and soundness and

consumer protection, making large and complex financial institutions resolvable, and managing receiverships.

Federal Trade Commission

Protecting America's Consumers
(866) 653-4261 - www.ftc.gov

To prevent business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.

Keep Your Home California

(888) 954-KEEP (5337) -
www.KeepYourHomeCalifornia.org

Keep Your Home California is a free service for homeowners who have suffered a financial hardship, to help them stay in their homes, maintain an affordable mortgage payment and avoid foreclosure.

Loan Modification Scam Alert

(888) 995-HOPE (4673) - www.loanscamalert.org
Get help, free of charge, from HUD approved counseling agencies and advice on how to spot loan modification scams.

Making Home Affordable

(888) 995-HOPE (4673) -
www.makinghomeaffordable.gov

Making Home Affordable (MHA) is designed to help you get mortgage help and avoid foreclosure.

Official Program of the U.S. Department of the Treasury & the U.S. Department of Housing and Urban Development

State of California Department of Consumer Affairs

(800) 952-5210 - www.dca.ca.gov
The Department of Consumer Affairs (DCA) is here to protect and serve California consumers while ensuring a competent and fair marketplace. DCA helps consumers learn how to protect themselves from unscrupulous and unqualified individuals. The Department also protects professionals from unfair competition by unlicensed practitioners.

State of California Department of Justice, Office of Attorney General

(800) 952-5225 - www.oag.ca.gov
Mission is to enforce and apply all our laws fairly and impartially, ensure justice, safety, and liberty to everyone, encourage economic prosperity, equal opportunity and tolerance and safeguard California's human, natural, and financial resources for this and future generations.

United States Department of Housing and Urban Development (HUD)

Housing Discrimination Hotline (800) 669-9777
List of HUD Certified Housing Counseling Agencies
www.hud.gov

Homeless/All-Around Services

Department of Public Social Services

<http://dpss.lacounty.gov/programs.cfm>
The DPSS offers a variety of assistance programs that include cash assistance programs, food and nutrition assistance plans, health services, job programs, and community services.

East San Gabriel Valley Coalition for the Homeless

Call 211 – Any Public Assistance
Or (800) 399-6993
Contact Person: Colleen Castellanos (626) 333-7204
<http://www.esgvchomeless.org/>
East San Gabriel Valley Coalition for the Homeless (ESGVCH) is a non-profit, 501c3

charitable organization with a mission to bring hope and restore dignity to individuals and families who are homeless in the San Gabriel Valley region. Our goal is always to assist people to find permanent housing and assist them to become self-supporting.

East Valley Community Health Center (EVCHC)

420 Glendora Avenue, West Covina, CA
(626) 919-5724 - <https://www.evchc.org/>
EVCHC provides medical, dental, and behavioral health services to medically underserved individuals and families. As they fulfill their mission of providing high quality, accessible, and affordable services, they are

committed to delivering consistent and reliable access to care.

National Suicide Prevention Lifeline

(800) 273-8255 -

www.suicidepreventionlifeline.org

No matter what problems you are dealing with, we want to help you find a reason to keep living. By calling [1-800-273-TALK](tel:1-800-273-TALK) (8255) you'll be connected to a skilled, trained counselor at a crisis center in your area, anytime 24/7.

Union Station Homeless Services

825 E. Orange Grove Blvd.

Pasadena, CA 91104

(626) 240-4550 - www.unionstationhs.org

Volunteers of America

West Covina Homeless Services

1760 W. Cameron Avenue

West Covina, CA 91790

(626) 918-2005 or (626) 377-9878 -

www.voala.org

Through our hundreds of human service programs, including housing and healthcare, Volunteers of America touches the lives of more than 2 million people in over 400 communities in 46 states as well as the District of Columbia and Puerto Rico each year. Since 1896, we have supported and empowered America's most vulnerable groups, including veterans, at-risk

youth, the frail elderly, men and women returning from prison, homeless individuals and families, people with disabilities, and those recovering from addictions.

YWCA San Gabriel Valley

943 N. Grand Ave.

Covina, CA 91724

(626) 960-2995 - www.ywcasgv.org

Case management, referral and resources, domestic violence shelter & supportive services (WINGS)

Homeless Shelters/Housing

Centennial Place

235 East Holly Street

Pasadena, CA

(626) 395-9539 - www.unionstationfoundation.org

There is no substitute for a door that locks and a place to call home. Union Station proudly expanded its continuum of care in 2010 when it partnered with Adobe Communities and the City of Pasadena to provide onsite supportive services at Centennial Place, a permanent supportive housing facility with 142 single room occupancy (SRO) apartments for very low-income adults.

Door of Hope

Victims of Domestic Violence

669 North Los Robles Avenue

Pasadena, CA 91101

(626) 304-9130 - www.doorofhope.us

Door of Hope is an organization that transforms the lives of families and children but by equipping them with the skills necessary to maintain long term success. Our goal is to break the cycle of homelessness with every family that enters our program.

Downtown Women's Center

442 South San Pedro Street

Los Angeles, CA 90013

(213) 680-0600 - www.dwcweb.org

The Downtown Women's Center is a nationally recognized pioneer of permanent supportive housing and the only resource in Los Angeles that is exclusively dedicated to serving the unique needs of homeless and very-low income women in downtown Los Angeles's Skid Row community.

Gospel Missions Of America

1803 Nausika Ave. Rowland Heights CA, 91748
Contact Service / Intake: (626) 965-8922 -
www.gospelmissions.org

Program Information:

This is a private non-profit religious organization that is supported by client donations. Services are provided by paraprofessional staff.

H.I.S. House

907 North Bradford Avenue
Placentia, CA 92870
(714) 993-5774 - www.hishouseplacentia.org
His House provides transitional shelter to families, single adults, and couples who are homeless but have the motivation and capability, with our assistance, to regain self-sufficiency.

Los Angeles Mission

303 East 5th Street
Los Angeles, CA 90013
(213) 629-1227 - www.losangelesmission.org

Union Station Homeless Services

825 East Orange Grove Boulevard
Pasadena, CA 91104
(626) 240-4550 - www.unionstationhs.org
With over 40 years of experience, we proudly offer a full continuum of nine programs throughout the San Gabriel Valley. Our services include street

outreach, intake/assessment, care coordination and navigation, meals, shelter, housing, employment development, benefits enrollment, and referrals to medical and mental health services.

Union Rescue Mission

545 South San Pedro Street
Los Angeles, CA 90013
(213) 347-6300 - www.urm.org
Union Rescue Mission (URM) is dedicated to serving men, women, and children experiencing homelessness. They provide comprehensive emergency and long-term services to our guests to help them escape the dangerous streets of Skid Row.

Weingart Center Association

566 South San Pedro Street
Los Angeles, CA 90013
(213) 627-9000 - www.weingart.org
At the Weingart Center, our mission is to empower and transform lives by delivering innovative solutions to combat poverty and break the cycle of homelessness.

Whittier First Day

12426 Whittier Boulevard
Whittier, CA 90602
(562) 945-4304 - www.whittierfirstday.org

Homeowner Resources

Energy Upgrade California Home Upgrade Program

Home Upgrade Package
Energy Upgrade California Home Upgrade Program – Advanced Home Upgrade Package
Southern California Edison
(855) 561-2243
<https://www.sce.com/wps/portal/home/residential/rebates-savings/rebates>
<https://www.sce.com/wps/portal/home/residential/rebates-savings/energy-upgrade-california>

Energy Upgrade California Home Upgrade is a comprehensive, “whole house” approach to home energy efficiency that offers financial incentives for installing approved energy upgrades in your home. The Home Upgrade Package offers up to \$3,000 in incentives.

Southern California Gas Company - (888) 382-2925

<https://www.socalgas.com/save-money-and-energy/rebates-and-incentives/energy-upgrade-california>

Energy Upgrade California Home Upgrade is a comprehensive, “whole house” approach to home energy efficiency that offers financial incentives for installing approved energy upgrades in your home. The Home Upgrade Package offers up to \$6,500 in incentives.

Energy Savings for Renters/Home Owners with Low-Income <https://www.socalgas.com/save-money-and-energy/assistance-programs/energy-savings-assistance-program>

Property Assessed Clean Energy Program (PACE) - County of Los Angeles

HERO: (855) HERO-411 (437-6411) -
www.heroprogram.com
<http://www.lapace.org/residential/index.html>

PACE Program enables homeowners to install energy efficiency, renewable energy and water-saving improvements to their properties without putting any money down.

California First: (888) 906-1859
www.californiafirst.org

Energy Assessment Screening for Your Home (EASY)

San Gabriel Valley Council of Governments (SGVCOG)
(626) 993-8017 -
<http://www.sgvenergywise.org/#!/easy/c4u0>
The EASY program provides a FREE energy assessment which will help you identify opportunities to reduce your energy usage and cost.

Job Assistance

Day Laborer Center

(909) 397-4215
1682 W Mission Blvd.
Pomona, CA 91766
Mon-Sat: 6 a.m.-2 p.m.
Sunday: 6:30 a.m.-1:30 p.m.

GAIN/CAL Works

(626) 569-1399
3350 Aerojet Ave.
El Monte, CA 91731
Mon-Fri 8 a.m. – 5 p.m.

Employment Development Dept.

(626) 814-8234
Workforce Services Office
933 S. Glendora Avenue
West Covina, CA 91790
Hours: Mon-Fri 8 a.m. – 5 p.m.

Landlord/Tenant Issues

Los Angeles County Department of Consumer Affairs

- 500 West Temple Street
Los Angeles, CA 90012-2722
(213) 974-1452 Toll-Free (800) 593-8222
- San Gabriel Valley Service Center
1441 Santa Anita Avenue
South El Monte, CA 91731
(626) 575-5425 or (626) 575-5426
Friday 8:30 a.m. to Noon and 1 p.m. to 4:30 p.m.

Legal Issues

Housing Rights Center

1020 N. Fair Oaks Avenue
Pasadena, CA 91103
The Housing Rights Center provides FREE fair housing services to residents throughout Los Angeles County. Free services include landlord-tenant counseling, discrimination investigation, and outreach and education.

Legal Aid – Los Angeles

(213) 487-3320

Neighborhood Legal Services

(800) 433-6251

Medical Assistance

CHOICES Women’s Resource Center

3560 W Temple Ave.
Pomona, CA 91768
(909) 258-9272 - www.choicescenter.org
Pregnancy services and help
Mon: 10-4pm Tues: 10-2pm Thurs: 1-7pm

East Valley Community Health Center

420 Glendora Ave.
West Covina, CA 91790 (626) 919-5724 -
<https://www.evchc.org>

Queen of the Valley Hospital

1115 S. Sunset Ave.
West Covina, CA 91790
(626) 962-4011 - <http://www.cvhp.org>

Mental Health

Citrus Counseling Center

973 N Grand Ave
Covina, CA 91724
(626) 967-7585

David & Margaret Youth and Family Services

1350 Third Street
La Verne, CA 91750
(909) 596-5921 -
<http://www.davidandmargaret.org/>
David & Margaret Youth and Family Services was founded as an orphanage over a century ago. Today we serve over 1,400 at-risk youth annually. Our residential program specializes in caring for at-risk girls ages 11-19. We accomplish our mission through several unique programs and services.

Foothill Family Services

1215 W Covina Pkwy, 2nd floor
West Covina, CA 91790
(626) 338-9200 - www.foothillfamily.org

National Alliance on Mental Illness (NAMI)

(800) 950-6264 - www.nami.org
NAMI, the National Alliance on Mental Illness, is the nation’s largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

Pacific Lifeline Women’s Home

P.O. Box 1424
Upland, CA 91785
(909) 931-2624 - <http://www.pacific-lifeline.org/>
Lifeline Ministries provides transitional shelter for newly homeless women and their children, empowering women to better their lives and get to the point where they can support their families.

Project Sister

(909) 626-4357 – www.projectsister.org
Support for survivors of rape or sexual molestation

YWCA San Gabriel Valley

943 N. Grand Ave.
Covina, CA 91724
(626) 960-2995 - www.ywcasgv.org

Case management, referral and resources,
domestic violence shelter & supportive services
(WINGS).

Renters Assistance and Homelessness Assistance

211 LA County

(800) 339-6993 - www.211a.org
211 LA County is one of the largest and most effective resource lines in the nation providing access to comprehensive social services and disaster support for L.A. County residents.

Department of Children and Family Services (DCFS)

(213) 351-5602 - <http://dcfs.co.la.ca.us/>
Assistance for poor and homeless resident in Los Angeles County.

Housing Rights Center

(800) 477-5977 - www.hrc-la.org
Free tenant/landlord counseling
Their mission is to actively support and promote fair housing through education, advocacy and litigation, to the end that all persons have the opportunity to secure the housing they desire and can afford, without discrimination based on their race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, familial status, marital status, disability, genetic information, ancestry, age, source of income or other characteristics protected by law.

Senior Services

Community Senior Services

141 South Spring Street
Claremont, CA 91711
(909) 621-9900 –
www.communityseniorservices.org

Los Angeles Community and Senior Services

Elder Abuse: (877) 477-3646
Adult Protective Services
Mandated Reporter Hotline
(888) 202-4248
WorkSource Center Seeker
(888) 226-6300
www.css.lacounty.gov

San Gabriel Valley Service Center

1441 Santa Anita Ave.
South El Monte, CA 91733
(626) 575-5431
<http://css.lacounty.gov/service-locations/san-gabriel-valley-service-center/>
San Gabriel Valley Service Center is located in the City of South El Monte, it is a multi-purpose facility designed to enhance the community with a range of health, educational, social and recreational activities. Center staff network with other County Departments and agencies to provide services to the community.

YWCA Intervale Senior Services

943 N. Grand Ave.
Covina, CA 91724
(626) 960-2995 - www.ywcasgv.org
Case management, referral and resources,
domestic violence shelter & supportive services
(WINGS)

Substance Abuse

Alcohol or Drug Abuse Counselor

(800) 664-3315
Low cost counseling

ALCOHOLICS ANONYMOUS – LA Central

(800) 923-8722 Service/Intake and Hotline
(323) 936-4343 Administration

American Recovery Center

2180 W. Valley Blvd.
Pomona, CA 91768
(909) 865-2336
Substance abuse treatment.

National Council on Alcoholism & Drug Dependency

656 Park Avenue
Pomona, CA 91768
(800) 341-8308 - <https://www.ncadd.org/>
Hours: Mon-Fri: 9:00 a.m. – 6:00 p.m.
For over 70 years, The National Council on
Alcoholism and Drug Dependence, Inc.

(NCADD) has been a valuable resource for millions of people struggling with alcoholism and addiction.

Pomona Crisis Center

240 E. Monterey Avenue
Pomona, CA 91767
(909) 623-1588

Learn how to combat drug abuse and violence in your life. Counseling available.

Prototypes

831 E. Arrow Hwy
Pomona, CA 91767
(909) 621-1500 - <https://www.prototypes.org/>
Lifeline to women who are struggling with addiction and other serious issues such as domestic violence and mental illness while allowing women to keep their children with them during treatment so they both get the help they need.

Travelers Assistance

Travelers Aid

(909) 937-1258
Ontario Airport – 9:00 a.m. – 5:00 p.m.

Utility Bill Assistance

Catholic Charities - San Juan Diego Center

4171 North Tyler Avenue
El Monte, CA 91731
(626) 575-7652
Mon. - Fri.: 9 a.m. to 1 p.m. Takes appointments.

Electric Assistance Fund

(800) 447-6620
<https://www.sce.com/wps/portal/home/residential/assistance/energy-assistance-fund>
Electricity is a basic necessity. Because of unexpected expenses, many customers find themselves facing financial hardship. The Energy Assistance Fund (EAF) is committed to providing

critical support to those when they need it most. You can call, go online or visit a site below to help with this program:

Gas Assistance Fund

(877) 238-0092 English
(800) 342-4545 Español
<https://www.socalgas.com/save-money-and-energy/assistance-programs/gas-assistance-fund>
If you're having difficulty paying your gas bill during the winter, the Gas Assistance Fund (GAF) may be able to provide you, or someone you know, with a one-time grant for the amount of the gas bill, not to exceed \$100.

Salvation Army

The Salvation Army - Pomona
490 E. La Verne Ave.
Walnut, CA 91789
(909) 623-1579

Services:

This program provides utility assistance provided under EAF. Based on available funds.

Hours:

Tuesday and Thursday 1:00pm - 3:00pm

Eligibility:

Must live in Pomona Valley

San Gabriel Valley Service Center

1441 Santa Anita Ave.
South El Monte, CA 91733
(626) 575-5431

Tue. - Fri.: 8 a.m. to 5 p.m. Takes appointments.

Veterans Services**California Department of Veterans Affairs**

www.cdva.ca.gov
(800) 952-5626

Learn about the state and federal benefits you are entitled to receive and how to claim them. Those benefits could compensate you for a service-connected disability, allow you to begin or resume your college education, care for your health, train for or find employment, buy a home, live out your years with dignity and respect, and much more!

State Department of Rehabilitation

www.dor.ca.gov
(916) 324-1313

The California Department of Rehabilitation (DOR) is an employment and independent living resource for people with disabilities.

U.S. Department of Veteran Affairs (USDVA)

www.va.gov
(800) 827-1000

The U.S. Department of Veteran Affairs is a government-run military veteran system responsible for administering programs of veterans' benefits for veterans, their families, and survivors.

Youth Crisis Hotlines**The California Youth Crisis Line**

(confidential)
(800) 843-5200

Operates 24/7 days as the statewide emergency response emergency response system for youth (ages 12-24) and families in crisis. Crisis intervention and resource referrals to service providers in the caller's local community.

National Adolescent Suicide/Runaway Hotline

(800) 621-4000

Operates 24 hours a day, 7 days a week

National Human Trafficking Hotline

(888) 373-7888

Operates 24 hours a day, 7 days a week