

# TOOLKIT FOR BUSINESSES

TO ADDRESS HOMELESSNESS



**Homelessness is a crisis that impacts those who experience it, neighborhoods, businesses, and communities.**

## **Homelessness is solvable.**



**What do we know about people experiencing homelessness?**



**What can your business do?**



**What do we know about the connection between homelessness and employment?**

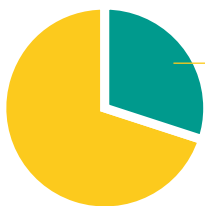


**What are the resources?**

# What do we know about homelessness

Many people experiencing homelessness do not have significant challenges such as severe mental illness or substance use disorders. The majority are homeless because of economic issues specifically housing and the high cost of living. Only a portion of people face issues such as mental illness and substance use disorders, however they can be quite visible in public as many of those who struggle with these challenges are sleeping outside.

## In fact,



**Only 30%** of people in the San Gabriel Valley are considered **Chronically Homeless** meaning that they have lengthy homeless history and a disability.



**72%** of households assessed for housing and services in West Covina **need limited short term financial assistance and support.**

**10%** need very minimal assistance and should be able to end their homelessness on their own.



Every night there are over **half a million people** experiencing homelessness across the country



**Nearly a quarter of the nation's homeless population is in California,** with LA accounting for a large portion of that group



There are 4,292 people experiencing homelessness in the San Gabriel Valley with **277 living in West Covina** according to LAHSA's 2018 homeless count

# Homeless impacts on businesses

Concerns about homelessness's impact on businesses, property values, and crime can be a source of confusion and frustration in communities. If you are the owner or operator of a local business, you may be concerned about trespassing, vandalism, or theft directly effecting your business; or be concerned that the presence of loitering, litter, or aggressive panhandling may deter customers.



## You have rights.

For instances of **abandoned property, excessive trash, or outdoor storage of property**, call the **West Covina Code Enforcement Hotline** at **(626) 939-8426**.

If you witness **drug activity, trespassing, aggressive panhandling or activity that impedes access to businesses**, call the **West Covina Police Department** at **(626) 939-8500**.

If you are concerned for your or someone else's **immediate safety**, dial **911**.

It is not illegal for someone to sit or lie in a park or other public space. However, trespassing on private property, blocking a sidewalk, littering, loitering, vandalism and other acts may be illegal. If you would like to **report a crime or suspected crime that is not an emergency**, consider calling the **West Covina Police Department** directly at **(626) 939-8500**.



# Proactive steps your business can take

**Many nuisance and criminal complaints can be prevented with simple proactive actions you can take to protect your property or business such as:**

- Ensure that doors and windows are properly locked
- Post “No Trespassing” signs on your property
- Ensure adequate lighting
- Install fencing to control access and improve safety
- Consider private security measures such as installing security cameras or an alarm system, or partnering with neighboring businesses to hire a security guard
- Secure trash enclosures by contacting Athens Services at (626) 336-3636 to order locks for commercial bins
- Remove excess foliage or debris
- Increase the presence or visibility of staff on site



## As a business owner you can also be a great resource for helping homeless individuals and families get employed. Consider:

- Partner with local homeless programs to potentially provide job opportunities for individuals and families in their programs.
- Partner with local homeless programs to provide job training or internships.
- If you are member of The Greater West Covina Business Association or other groups encourage other local businesses to provide employment or job training activities.

Know where to point people who are experiencing homeless to receive employment services and job training. In the San Gabriel Valley there are several workforce centers that provide employment assistance:

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**West Covina America's Job Center California**  
933 S Glendora Ave.  
West Covina, CA

**Goodwill Southern California**  
264 E Monterey Ave.  
Pomona, CA

**Monrovia Community Adult School**  
920 S Mountain Ave.  
Monrovia, CA

**Alhambra Manage Career Solutions**  
2550 W Main St.  
Alhambra, CA

**Foothill Employment and Training Connection**  
1207 E Green St.  
Pasadena, CA





# What do we know about the connection between homelessness and employment?

Employment is a key strategy in the federal plan to prevent and end homelessness



Many people who are homeless want to work, and in fact, nationally between 10-20% of the homeless population is employed.



Many people become homeless because they simply cannot afford a place to live.



Without a stable job and steady income, it can be almost impossible for a homeless person to get back on their feet.



Employment increases housing stability and also builds purpose and self-worth.

# Resources in West Covina



## WHO TO CALL

**West Covina Police Department**  
and ask for the HOPE Team  
**(626)-939-8500**

**West Covina Code Enforcement  
Hotline**  
if abandoned property, trash, or  
excessive outdoor storage of property  
**(626)-939-8426**

**Los Angeles Homeless Services  
Authority  
(LAHSA) Hotline**  
**(213) 225-6581**

**211 LA County**  
**211**



## WEBSITES

### **Homeless Solutions for West Covina**

A portal via the city's official website that features information and resources for residents, business and property owners, and individuals experiencing or at-risk of homelessness

**<http://www.westcovina.org/residents/homeless-solutions-for-west-covina>**

### **City of West Covina Community Services Resource Guide**

An extensive list of local resources available to low income residents, seniors, those at-risk of homelessness, or anyone who may in need of supportive services.

**<http://www.westcovina.org/home/showdocument?id=12849>**

### **LAHSA Get Help**

**<https://www.lahsa.org/get-help>**

