

HOMELESSNESS RESPONSE PLAN

2021 – 2023



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CITY OF DIAMOND BAR

HOMELESSNESS RESPONSE PLAN

A. Plan Information

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| Period Covered by Plan: March 1, 2021 – December 31, 2023 |
| Presented to City Council for Adoption: February 16, 2021 |

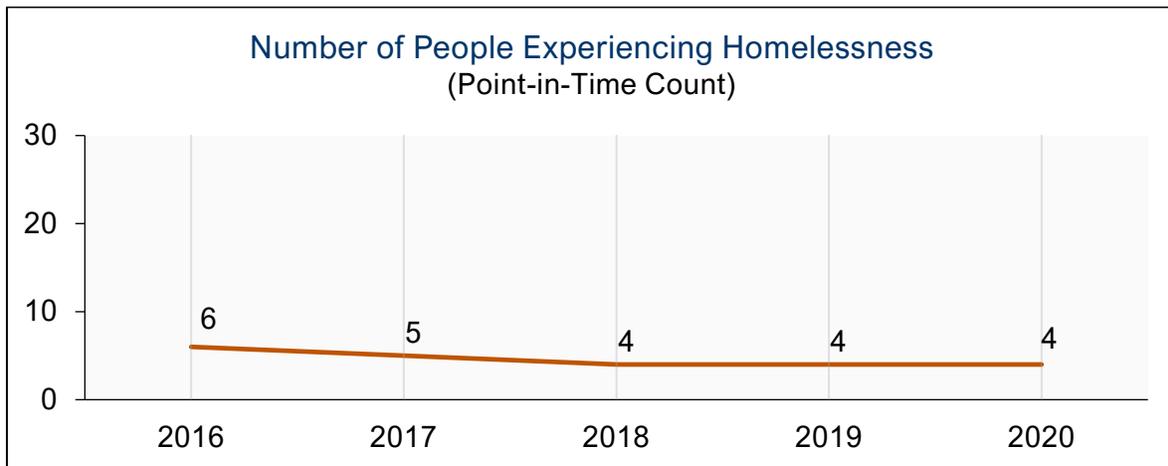
B. Pursuit of a City Plan to Address Homelessness

The City of Diamond Bar developed this Homelessness Response Plan to guide its efforts to address the needs of people experiencing and at-risk of homelessness within the city. In addition to creating a map of the City's current and future investments and involvement in homelessness response, the City's seeks to align with Los Angeles County Homeless Initiative Strategies and Measure H funding requirements. This document lays out shared community goals and action steps to increase awareness of homelessness resources within the community, promote increased housing connections for people in need of affordable units, encourage affordable housing development and preservation, and further relationships with the regional and Los Angeles Countywide partners.

The City of Diamond Bar is in the San Gabriel Valley of Los Angeles County, with a population of approximately 57,460 people comprising 18,163 households (an average of 3.2 persons per household). Of the residents in Diamond Bar, 54.6% identify as Asian; 19.6% as non-Hispanic white; 18.4% as Hispanic or Latino; 3.8% as Black or African American; and 3.6% as multi-racial or another race.¹ At the time of the 2010 Census, almost a quarter (24%) of housing units in Diamond Bar were inhabited by people who are renting, and approximately 76% occupied by owners.

¹ U.S. Census Bureau, American Community Survey; 2017.

The population of people experiencing homelessness within Diamond Bar has remained steadily around four to six people over the past several years, according to the Greater Los Angeles Point-in-Time Count. Of the people experiencing homelessness reflected in the Point-in-Time Count enumeration process, all were identified as sleeping on the streets or outdoors.



While the city’s population of people experiencing homelessness does not appear to have risen as it has in Los Angeles County overall in recent years, Diamond Bar’s Homeless Response Plan seeks to both address the needs of those who are currently unsheltered and to implement strategies that can prevent an increase in incidents of homelessness within the jurisdiction.

This Homelessness Response Plan was developed during the COVID-19 pandemic, and before the full impacts of the pandemic on housing stability in the region were known. As of this Plan’s approval, California State Assembly Bill 3088, the Tenant, Homeowner and Small Landlord Relief and Stabilization Act of 2020, continues to provide some protections for renters from eviction for nonpayment of rent and protection from no cause evictions.² In Diamond Bar, as in many surrounding jurisdictions, there is concern among residents and people who work in the city that the pandemic may heighten housing insecurity and homelessness in the region.

² AB3022 which took effect on August 31, 2020 requires tenants to meet certification requirements of the financial impact of COVID-19 on rent payment ability. Additionally, AB3022 requires that tenants pay at least 25% of the rent due during the period of September 1, 2020 through January 31, 2021.

C. Planning Process

In February 2020, the Governing Board of the San Gabriel Valley Council of Governments (SGVCOG) formalized funding to support regional cities in the development of homelessness response plans. The City of Diamond Bar elected to participate in this effort. In June 2020, the City began working with Focus Strategies³, the contracted consultant for the project, to strategize and engage in homelessness response planning efforts.

1. Information Gathering and Review

This Plan was developed over a six-month period from June 2020 through December 2020. To inform the Plan, the City and Focus Strategies reviewed data on homelessness within Diamond Bar and the surrounding region, examined related City policies and planning documents (e.g., Consolidated Plan, Housing Element, etc.), and facilitated community input sessions.

Throughout August and September 2020, interviews and input sessions were held with City staff members, County homelessness response system leaders, and non-profit and faith-based service providers⁴. These forums provided participants the opportunity to share views on the most pressing concerns related to homelessness in Diamond Bar, available resources, and opportunities for future efforts. The planning and input sessions explored topics such as:

- What are the most urgent issues related to homelessness in Diamond Bar?
- Are there trends you have noticed in the scope or needs of people experiencing homelessness within the city?
- What current resources are available within the city to prevent or respond to homelessness, and what are the biggest gaps?

³ Focus Strategies is a national consulting firm, based on the West Coast, that specializes in strategic, data-informed solutions to homelessness. Through services that include homelessness response planning, system and program assessment, and equity analyses, Focus Strategies helps client communities develop housing-focused, person-centered strategies to reduce homelessness.

⁴ A list of agencies and programs represented through the stakeholder engagement process is included in Appendix A.

- What is working well, and what opportunities exist for strengthening current regional coordination or strategic planning efforts?
- What short-term opportunities for policy, program, or system changes could yield a significant impact in improving outcomes for people experiencing or at-risk of homelessness, if implemented?

2. Key Findings

Through its contract with the Los Angeles County Sheriff's Department (Walnut/Diamond Bar Station), the City provides ancillary services for people experiencing homelessness. Law enforcement officers are the primary resource to respond to calls for mental or physical health crises, encampments, and quality of life issues for people experiencing homelessness. In addition, through its partnership with Los Angeles County's Homeless Outreach Services Team (HOST), HOST members respond to calls related to encampments where at least five individuals are staying. In these instances, HOST members provide specialized outreach and coordinate with local resources such as behavioral health and homelessness response services to assist people in connecting with housing and social services. While recognizing the value and contribution of these teams, stakeholders also highlighted a need to enhance access to the homelessness response system.

The Diamond Bar Homelessness Response Plan was developed to address the key areas of need identified through the information review and stakeholder engagement process. Two key challenges to preventing and responding to homelessness within Diamond Bar were identified:

- There is a limited availability of local or regional homelessness response services and resources, particularly emergency and long-term housing resources, and a lack of clarity on how to navigate the complexity of the homelessness response system.
- There is an insufficient supply of affordable housing to meet current and future resident needs.

Additional context for these findings is summarized below. The themes informed the prioritization and development of goals and action steps for the City's Homelessness Response Plan.

Lack of Available, Accessible Homelessness Response Services

Although the number of people experiencing homelessness within Diamond Bar has remained consistently low over the past several years, a key challenge for people experiencing housing crises is the limited availability of emergency and long-term housing resources available in the city. In addition, many of the resources available in the San Gabriel Valley region and broader Los Angeles County are geographically distant from Diamond Bar. When coupled with a lack of public transportation within the city, this can present challenges for people attempting to access the shelters or services that are available.

Stakeholders also remarked on the challenging nature of navigating the homelessness response system, due in large part to differing program protocol and eligibility criteria that can create confusion and impede efforts to help people secure the assistance they need. Without dedicated staffing or a specialized service provider within Diamond Bar to maintain linkages to regional resources and up-to-date information on program and system processes, attempts to connect people with services were experienced as being complicated and impacted by delays.

Insufficient Supply of Affordable Housing

The City of Diamond Bar has adopted multiple policies and ordinances that conserve and advance affordable housing efforts and that support the development of homelessness response resources in the community. These include affordable housing incentives and density bonus provisions to encourage the production of affordable housing, participation in the Los Angeles County Development Authority Section 8 Housing Choice Voucher rental assistance program, and accessory dwelling unit ordinances to increase the availability of lower cost rental housing. While these efforts support affordable housing development and preservation, local reports and stakeholder feedback indicate the cost of housing within Diamond Bar is out of reach for many households, particularly for seniors who may have lived in the city for some time who are transitioning to a fixed income.

3. Plan Development

Based on findings from the information gathering and stakeholder engagement process, the City of Diamond Bar and Focus Strategies identified key goals for the City's Homelessness Response Plan. To support the successful attainment of each goal, the City developed supporting actions, major tasks, metrics, and project leads for implementation of the Plan. In addition, the City also explored ways in which each goal may align with or enhance the impact of the Los Angeles

County Homeless Initiative's *Approved Strategies to Combat Homelessness*.⁵ The priority goals and implementation elements of the Plan were presented to, and adopted by, Diamond Bar's City Council on February 16, 2021.

D. Homelessness Response Plan Goals

The City of Diamond Bar has identified the following goals to respond to community concerns related to homelessness and align with broader regional system strategies and efforts:

1. Increase community awareness of homelessness, housing instability, and available response resources.
2. Advance property owner outreach and engagement strategies to encourage the maintenance and attainment of available, affordable units for people experiencing or at-risk of homelessness.
3. Promote affordable housing development and preservation within Diamond Bar.
4. Participate in ongoing regional and countywide strategies to foster a robust regional service delivery system to prevent and address homelessness.

Below, an outline of key implementation strategies is included for each goal. This includes supporting actions, any related administrative or policy changes needed to achieve the goal, performance metrics, City resources that can be leveraged or are needed to support the goal, and major task plans for each supporting action.

1. ***Goal: Increase community awareness of homelessness, housing instability, and available response resources.***

⁵ In 2015, the Los Angeles County Board of Supervisors launched the Homeless Initiative to create a coordinated, effective, stakeholder developed, response to the pervasive and increasing homelessness crisis in the region. The resulting set of strategies, organized in 6 key areas, form the basis of the *Approved Strategies to Combat Homelessness*. Los Angeles County Homeless Initiative's *Approved Strategies to Combat Homelessness* may be found at: <https://homeless.lacounty.gov/wp-content/uploads/2018/07/Hi-Report-Approved2.pdf>

1.1. Supporting Actions

Action 1: Develop and implement a communications strategy to inform residents, property owners, and the business community about homelessness, as well as strategies and resources to reduce incidents of homelessness. This may include but is not limited to the following activities:

- Support the SGVCOG’s Regional Homeless Services Coordination Program efforts to develop and maintain a virtual “one-stop-shop” that municipal staff, members of the public, and other stakeholders can use to find resources and information about homelessness and homeless services in the San Gabriel Valley through leveraged program marketing and community outreach and engagement.
- Update the City’s external communication portals (e.g., website) regarding homelessness and available local and regional resources. Options may include leveraging the United Way of Greater Los Angeles Everyone In community engagement initiative and/or the anticipated SGVCOG Regional Homeless Services Coordination Program’s online resource hub.
- Explore partnerships with service providers who can co-facilitate community trainings and town halls or who can have tables at community events to share about homelessness and local response resources.

Action 2: Promote the use of the Coordinated Entry System (CES) and other homelessness response services for people experiencing or at-risk of homelessness. This may include providing referrals to people seeking housing services who contact the City and/or publicizing referral information for CES Access Points in SPA 3 on the City’s website.

Action 3: Increase connections between key personnel within City and local service providers, including the CES SPA 3 Lead Agencies, to help facilitate referral linkages for persons at-risk of or experiencing homelessness who contact the City. To facilitate this effort, City staff members may participate in regional homelessness response service coordination meetings convened by the Los Angeles Homeless Services Authority (LAHSA), CES SPA 3 Lead Agencies, and the SGVCOG.

1.2. Policy or Administrative Changes to Achieve Goal

This goal does not require City of Diamond Bar policy or administrative changes.

1.3. Goal Measurement

Metric 1: Completion and publication of communications materials about homelessness and available resources for residents, property owners, and the business community.

- Data Sources: City department internal update
- Timeline: 12 months from adoption of Homelessness Response Plan; with updates on an annual basis
- Internal Progress Management Lead: City Manager's Office, in collaboration with Public Information and other City Departments

Metric 2: Increased CES resource access by people with ties to Diamond Bar.

- Data Sources: HMIS data reports available through LAHSA
- Timeline: Progress towards this goal will be evaluated in alignment with the release of CES data reports by LAHSA (anticipated to be semi-annual)
- Internal Progress Management Lead: City Manager's Office, in collaboration with the Directors of other City Departments

1.4. City Resources to Achieve Goal

Staffing time will be needed for related activities including but not limited to: research on local resources and/or coordination with local service providers for assistance developing resource list; development of resource materials and/or trainings for residents on services available within region; participation in meetings hosted by LAHSA, CES SPA Lead Agencies, and the SGVCOG; preparation and delivery of reports on activities to City Council. Accomplishment of this goal will likely require use of City of Diamond Bar communication platforms, including the City's website and/or newsletters.

1.5. Major Tasks

The table below outlines the City's major tasks to achieve Goal #1. The tasks may be adjusted when implementation is underway to respond to emerging opportunities or extenuating circumstances.

GOAL #1: Launch a communications strategy to reduce stigma about homelessness and housing instability within the city and to increase awareness of available response resources.

Action 1: Develop and implement a communications strategy to inform residents, property owners, and the business community about homelessness, as well as strategies and resources to reduce incidents of homelessness.

| Major Tasks | Timeline | Key Roles |
|--|---------------------------------|---|
| Decide upon key elements of communications strategy (e.g., website, town halls, etc.) including leverage of existing regional campaigns and resource hubs. | 3 – 6 months from Plan adoption | Lead: City Manager’s Office, in coordination with Public Information Department |
| Determine if project deliverables will be designed internally or contracted. | 6 – 9 months from Plan adoption | |
| Participate in meetings and communications with SGVCOG regarding implementation of the Regional Homeless Services Coordination Program | Ongoing | |
| Draft or review communications strategy; Finalize and publicize developed materials. | 1 year from Plan adoption | |
| Maintain and/or update resources on regular basis | Ongoing | |

Action 2: Promote the use of Coordinated Entry Systems and other homelessness response services for people experiencing or at-risk of homelessness.

| Major Tasks | Timeline | Key Roles |
|--|----------|-----------------------------|
| Schedule meetings and/or maintain communications with SPA Lead Agencies to facilitate referral and coordination efforts. | Ongoing | Lead: City Manager’s Office |
| Review LAHSA reports on CES assessments and services received by people with connections to Diamond Bar. | Ongoing | |

Action 3: Increase connections between key personnel within City and local service providers, including the CES SPA 3 Lead Agencies, to help facilitate referral linkages for persons at-risk of or experiencing homelessness who contact the City.

| Major Tasks | Timeline | Key Roles |
|--|----------|-----------------------------|
| Attend and participate in applicable regional homelessness response planning meetings, including those convened by SGVCOG, Homeless Initiative, and SPA 3 Lead Agencies. | Ongoing | Lead: City Manager’s Office |

2. Goal: Advance strategies to maximize opportunities in existing rental market to house people experiencing or at-risk of homelessness.

This goal ties to the following Los Angeles County Homeless Initiative Strategies:

- **A1/A5:** Prevent Homelessness for Families and Individuals
- **B4:** Facilitate Utilization of Federal Housing Subsidies

2.1. Supporting Actions

Action 1: Continue to partner with the SGVCOG’s Landlord Outreach, Education, and Incentive program to further the work of the Los Angeles County Development Authority (LACDA) Housing Initiative Program and to encourage property owners to rent units to people with Housing Choice Vouchers and people receiving assistance through Rapid Re-Housing or other housing programs. This may include activities such as:

- Identification of property owners within the city to outreach for Landlord Outreach, Education, and Incentive Program.
- Coordination with CES SPA 3 Lead Agencies to host or support landlord engagement communications or workshops to increase awareness of regional landlord partnership initiatives.

Action 2: Identify and secure funding to further Landlord Outreach, Education, and Incentive Program or similar efforts and foster program sustainability.

2.2. Policy or Administrative Changes to Achieve Goal

This goal does not require City of Diamond Bar policy or administrative changes at this time. Expansion of the program through new funding (local, regional, or other) may have policy or administrative impacts: any identified change requests will be identified and brought to City Council as appropriate.

2.3. Goal Measurement

Metric 1: Increased inventory of rental units within Diamond Bar in partnership with regional service providers to house people who have experienced or are at-risk of homelessness.

- Data Sources: SGVCOG Landlord Outreach, Education, and Incentive Program data

- Timeline: Progress towards this goal will be evaluated on an annual basis
- Internal Progress Management Lead: City Manager's Office

2.4. City Resources to Achieve Goal

Staffing time will be needed for related activities including but not limited to: supporting implementation and data collection of the City’s activities within the Landlord Outreach, Education, and Incentive Program; research of potential funding sources; and, if applicable, completion and submission of funding request applications or agreements. Accomplishment of this goal will also likely require use of City of Diamond Bar communication platforms, including the City’s website and/or newsletters.

2.5. Major Tasks

The table below outlines the City’s major tasks to achieve Goal #2. These tasks may be adjusted when implementation is underway to respond to emerging opportunities or extenuating circumstances.

| GOAL #2: Advance strategies to maximize opportunities in existing rental market to house people experiencing or at-risk of homelessness. | | |
|---|---------------------------------|---|
| Supporting Action 1: Continue to partner with the SGVCOG Landlord Outreach, Education, and Incentive program and further the work of the LACDA Housing Initiative Program. | | |
| Major Tasks | Timeline | Key Roles |
| Identify property owners within Diamond Bar to contact regarding program partnership opportunities. | Ongoing | Leads: City Manager’s Office, Planning Division |
| Coordinate with SGVCOG contracted agencies regarding marketing materials and communications strategies for contacting property owners. | 3 – 6 months from Plan adoption | Leads: City Manager’s Office, Public Information Department |

| Major Tasks | Timeline | Key Roles |
|--|---------------------------------|---|
| As applicable, publicize LACDA and SGVCOG communication messaging and material regarding program via City media channels and at City-sponsored events. | 6 – 9 months from Plan adoption | Leads: City Manager’s Office, Public Information Department |

| | | |
|--|-----------------------------------|-----------------------------|
| In coordination with SGVCOG, evaluate outcomes of Landlord Outreach, Education, and Incentive Program efforts. | 12 – 18 months from plan adoption | Lead: City Manager’s Office |
| Supporting Action 2: Identify funding to further Landlord Outreach, Education, and Incentive Program or similar efforts and foster program sustainability. | | |
| Major Tasks | Timeline | Key Roles |
| Evaluate funding and partnership opportunities offered through SGVCOG, other public/private funding streams, as well as City funds to identify potential sources of funding for program partnership sustainability. When appropriate opportunities arise, apply for and/or seek funding resources. | Ongoing | Lead: City Manager’s Office |
| Provide updates to City Council regarding efforts and outcomes. | Ongoing | Lead: City Manager’s Office |

3. Goal: *Promote affordable housing development and preservation with Diamond Bar.*

This goal ties to the following Los Angeles County Homeless Initiative Strategies:

- **F1:** Promote Regional SB 2 Compliance and Implementation
- **F4:** Development of Accessory Dwelling Units Program
- **F5:** Incentive Zoning/Value Capture Strategies
- **F7:** Preserve and Promote the Development of Affordable Housing for Homeless Families and Individuals

3.1. Supporting Actions

Action 1: Explore opportunities within Housing Element update to monitor and preserve existing affordable housing and to promote affordable housing development, particularly for very low income, extremely low income, and homeless households through activities such as:

- Explore opportunities to encourage additional mixed-use developments or development agreements that include a minimum percentage of affordable units.

- Support compliance with SB 2 should a viable opportunity come forward from a developer.⁶

Action 2: Explore opportunities to leverage the collaborative efforts of the San Gabriel Valley Regional Housing Trust (SGVRHT), of which the City of Diamond Bar is a member, to increase the stock of available affordable housing.

3.2. Policy or Administrative Changes to Achieve Goal

Should policy or administrative changes be necessary to adopt strategies included within the Housing Element, they will be reviewed as part of the City’s Housing Element development process. In addition, any policy or administrative changes anticipated in relation to endeavors of the SGVRHT will be brought to City Council as appropriate.

3.3. Goal Measurement

Metric 1: Inclusion of expanded or new strategies to preserve and promote affordable housing, particularly for very low income, extremely low income, and/or homeless households, within Housing Element update.

- Data Sources: Housing Element update
- Timeline: 12 months from adoption of Homelessness Response Plan
- Internal Progress Management Lead: Planning Division, in coordination with City Manager’s Office

3.4. City Resources to Achieve Goal

Staffing time will be needed for activities including but not limited to: the development of the Housing Element update; communications with potential development partners; and, if applicable, completion and submission of funding request applications and agreements for City-funded projects. Specific resources needed for implementation of Housing Element activities

⁶ SB 2 is enacted California state legislation that requires each city and County (for unincorporated areas) to: identify at least one zone where emergency shelters are permitted as a matter of right, and; treat transitional and supportive housing as a residential use of property, subject only to restrictions that apply to other residential dwellings of the same type in the same zone.

relevant to preventing or addressing homelessness will be identified through the Housing Element Update development process.

3.5. Major Tasks

The table below outlines the City’s major tasks to achieve Goal #3. These tasks may be adjusted when implementation is underway to respond to emerging opportunities or extenuating circumstances.

| GOAL #3: Identify and pursue opportunities to promote affordable housing development and preservation with the city. | | |
|---|----------|---------------------------|
| Supporting Action 1: Explore opportunities within Housing Element update to monitor and preserve existing affordable housing and to promote affordable housing development, particularly for very low income, extremely low income, and homeless households. | | |
| Major Tasks | Timeline | Key Roles |
| As of the development of this Plan, the City’s Housing Element update process is underway via the project management of the Planning Division. As part of the process, the City will identify implementation strategies for the Housing Element update, including for those items that may be relevant to the City’s homelessness response efforts. | | |
| Supporting Action 2: Commit to exploring opportunities to leverage the collaborative efforts of SGVRHT, of which the City of Diamond Bar is a member, to increase the stock of available affordable housing. | | |
| Major Tasks | Timeline | Key Roles |
| Attend and participate in SGVRHT meetings. | Ongoing | Lead: Planning Department |
| Consider and research potential project opportunities to bring forward to SGVRHT. | Ongoing | Lead: Planning Department |

4. *Goal: Participate in ongoing regional and countywide strategies to develop a more robust regional service delivery system to prevent and address homelessness.*

4.1. Supporting Actions

Action 1: Participate in the SGVCOG Regional Homeless Services Coordination Program including but not limited to engaging in meetings with the SGVCOG’s contractor regarding strategies to increase coordination with and between local community groups and providers.

Action 2: Engage in efforts to share information, leverage resources, and develop a more robust regional service delivery system through participation in activities convened by LAHSA, CES Lead Agencies, homelessness response provider agencies, and neighboring jurisdictions.

Action 3: Consider and, where appropriate, apply for funding opportunities for homelessness response efforts such as those that may become available through State, County, and local sources.

Action 4: Continue to participate in Greater Los Angeles Homeless Count (Point-in-Time Count).

4.2. Policy or Administrative Changes to Achieve Goal

This goal does not require City of Diamond Bar policy or administrative changes. New funding (local, regional, or other) and/or partnership opportunities may have policy or administrative impacts: potential impacts will be presented to City Council as appropriate.

4.3. Goal Measurement

Metric 1: Increase in funding and/or programmatic resources to prevent and respond to homelessness within Diamond Bar, through direct City-funded efforts and/or community-based efforts serving Diamond Bar residents.

- Data Sources: City Budget; SGVCOG Regional Homeless Services Coordination Program data
- Timeline: This metric will be evaluated on an annual basis
- Internal Progress Management Lead: City Manager's Office

4.4. City Resources to Achieve Goal

Staffing time will be needed for related activities including but not limited to: planning for and participation in Greater Los Angeles Homeless Count; coordination with countywide and regional entities for data collection; participation in regional meetings including those convened by SGVCOG, CES SPA leadership, LAHSA, and the Los Angeles County Homeless Initiative; exploration and, if appropriate, pursuit of potential funding sources to enhance homelessness response efforts.

4.5. Major Tasks

The table below outlines the City’s major tasks to achieve Goal #4. The tasks may be adjusted when implementation is underway to respond to emerging opportunities or extenuating circumstances.

| GOAL #4: Participate in ongoing regional and countywide strategies to develop a more robust regional service delivery system to prevent and address homelessness. | | |
|--|-----------------|---|
| Supporting Action 1: Participate in SGVCOG Regional Homeless Services Coordination Program including, but not limited to engaging in meetings with the SGVCOG’s contractor regarding strategies to increase coordination with and between local community groups and providers. | | |
| Major Tasks | Timeline | Key Roles |
| Participate in SGVCOG meetings related to housing and homelessness; maintain ongoing communications. | Ongoing | Lead: City Manager’s Office |
| Present updates to City Council regarding pertinent Program efforts and outcomes. | Ongoing | Lead: City Manager’s Office, in coordination with other Departments |
| Supporting Action 2: Engage in efforts to share information, leverage resources, and develop a more robust regional service delivery system through participation in activities convened by LAHSA, LACDA, CES leads, and neighboring jurisdictions. | | |
| Major Tasks | Timeline | Key Roles |
| Schedule or attend meetings with regional partners to establish formal communication channels for sharing information and resources. Maintain ongoing communications. | Ongoing | Lead: City Manager’s Office |
| Incorporate initiatives and efforts into external communications strategies as appropriate. | Ongoing | Lead: City Manager’s Office, in coordination with other Departments |
| Supporting Action 3: Consider and, where appropriate, apply for funding partnership opportunities for homelessness response efforts such as those that may become available through State, County, and local sources. | | |
| Major Tasks | Timeline | Key Roles |
| Evaluate funding and partnership opportunities to enhance local and regional homelessness response efforts. When appropriate opportunities arise, designate, apply for and/or seek funding resources. | Ongoing | Lead: City Manager’s Office, in coordination with other Departments |

| Supporting Action 4: Continue to participate in Greater Los Angeles Homeless Count. | | |
|---|-----------------|--|
| Major Tasks | Timeline | Key Roles |
| Engage in Point-in-Time planning efforts facilitated by LAHSA, including coordination of the City’s internal supporting efforts and utilization of City communication platforms to outreach potential volunteers. | Ongoing | Leads: City Manager’s Office, in partnership with Public Safety, Public Information, and other Departments |

E. Plan Implementation Lead

The primary contact for the City of Diamond Bar’s Homelessness Response Plan is Anthony Santos, Assistant to the City Manager.

| | |
|------------------|---|
| Name | Anthony Santos |
| Title | Assistant to the City Manager |
| Business Address | 21810 Copley Drive, Diamond Bar, CA 91765 |
| Phone | 909-839-7000 |
| Email | ASantos@DiamondBarCA.gov |

F. Participation in Collaborative Efforts

As part of SPA 3 of the Los Angeles Continuum of Care, Diamond Bar connects residents to the Los Angeles CES structure through the lead agency for each CES population: Union Station Homeless Services (for adults and families) and Hathaway-Sycamores Child and Family Services (for youth). Volunteers of America operates CES Access Points in nearby Pomona and El Monte. Further, SPA 3’s outreach coordination network includes Multi-Disciplinary Teams, Homeless Engagement Teams, a Public Spaces Team, and a Department of Mental Health Homeless Services Team, all of whom have coverage areas that are inclusive of Diamond Bar⁷. While not physically located within Diamond Bar, these CES programs provide services to

⁷ The Multi-Disciplinary Teams include members with generalist outreach skills and specialties in mental health, substance use, peer, and/or medical services. The Homeless Engagement Teams include generalist outreach members staffed by Los Angeles Homeless Services Authority (LAHSA). The Public Spaces Teams includes generalists who provide outreach in parks, libraries, and transit stations.

people residing in Diamond Bar. Between July 1, 2019 and December 31, 2019, eight people who were staying in Diamond Bar were assessed through the CES process. Thirty-eight percent of the households assessed were individual adults and 50% were family units. One youth (13%) was also assessed. During the report period, three households with ties to Diamond Bar accessed interim or emergency housing and four received Rapid Re-Housing assistance.⁸

The City of Diamond Bar is also a member of the SGVCOG, which works to improve the quality of life for the more than 2 million residents residing in the San Gabriel Valley by focusing on issues such as those related to housing stability and homelessness. As noted in the Plan, Diamond Bar will be actively partnering with the SGVCOG to administer a new effort within the city: the Landlord Outreach, Education, and Incentive Program. The City of Diamond Bar will also continue to explore new opportunities through the SGVCOG, such as the upcoming Regional Homeless Services Coordination Program, to enhance services for residents of the city.

Additionally, the City of Diamond Bar coordinates with countywide efforts to prevent and respond to homelessness, such as those convened through the Los Angeles County Homeless Initiative and LAHSA.

G. County Homeless Initiative Strategies

The following table summarizes the City of Diamond Bar’s current and planned areas of collaboration or alignment with the Los Angeles County Homeless Initiative Strategies.

| Plan to Participate | Currently Participating | County Homeless Initiative Strategies |
|-------------------------------------|--------------------------|---|
| A. PREVENT HOMELESSNESS | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | A1. Homeless Prevention for families |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | A5. Homeless Prevention for Individuals |
| B. SUBSIDIZE HOUSING | | |
| <input type="checkbox"/> | <input type="checkbox"/> | B3. Partner with Cities to Expand Rapid Rehousing |

⁸ Data from LAHSA’s Homelessness Statistics by City report; February 2020.

| Plan to Participate | Currently Participating | County Homeless Initiative Strategies |
|--|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | B4. Facilitate Utilization of Federal Housing Subsidies |
| <input type="checkbox"/> | <input type="checkbox"/> | B6. Family Reunification Housing Subsidies |
| <input type="checkbox"/> | <input type="checkbox"/> | B7. Interim/Bridge Housing for those Exiting Institutions |
| <input type="checkbox"/> | <input type="checkbox"/> | B8. Housing Choice Vouchers for Permanent Supportive Housing |
| C. INCREASE INCOME | | |
| <input type="checkbox"/> | <input type="checkbox"/> | C1. Enhance the CalWORKs Subsidized Employment Program for Homeless Families |
| <input type="checkbox"/> | <input type="checkbox"/> | C2. Increase Employment for Homeless Adults by Supporting Social Enterprise |
| <input type="checkbox"/> | <input type="checkbox"/> | C4/5/6. Countywide Supplemental Security/Social Security Disability Income and Veterans Benefits Advocacy |
| <input type="checkbox"/> | <input type="checkbox"/> | C7. Subsidize Employment for Homeless Adults |
| D. PROVIDE CASE MANAGEMENT AND SERVICES | | |
| <input type="checkbox"/> | <input type="checkbox"/> | D2. Jail In-Reach |
| <input type="checkbox"/> | <input type="checkbox"/> | D5. Support for Homeless Case Managers |
| <input type="checkbox"/> | <input type="checkbox"/> | D6. Criminal Record Clearing Project |
| <input type="checkbox"/> | <input type="checkbox"/> | D7. Provide Services for Permanent Supportive Housing |
| E. CREATE A COORDINATED SYSTEM | | |
| <input type="checkbox"/> | <input type="checkbox"/> | E4. First Responders Training |
| <input type="checkbox"/> | <input type="checkbox"/> | E5. Decriminalization Policy |
| <input type="checkbox"/> | <input type="checkbox"/> | E6. Expand Countywide Outreach System |
| <input type="checkbox"/> | <input type="checkbox"/> | E7. Strengthen the Coordinated Entry System (CES) |
| <input type="checkbox"/> | <input type="checkbox"/> | E8. Enhance the Emergency Shelter System |
| <input type="checkbox"/> | <input type="checkbox"/> | E10. Regional Coordination of Los Angeles County Housing Agencies |
| <input type="checkbox"/> | <input type="checkbox"/> | E14. Enhance Services for Transition Age Youth |
| F. INCREASE AFFORDABLE/HOMELESS HOUSING | | |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | F1. Promote Regional SB2 Compliance and Implementation |
| <input type="checkbox"/> | <input type="checkbox"/> | F2. Linkage Fee Nexus Study |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | F4. Development of Second Dwelling Units Program |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | F5. Incentive Zoning/Value Capture Strategies |
| <input type="checkbox"/> | <input type="checkbox"/> | F6. Using Public Land for Homeless Housing |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | F7. Preserve and Promote the Development of Affordable Housing for Homeless Families and Individuals |
| <input type="checkbox"/> | <input type="checkbox"/> | F7. Housing Innovation Fund (One-time) |

APPENDIX

A. Participating Stakeholders

The following agencies and departments provided insights and feedback regarding key concerns related to homelessness within Diamond Bar and the surrounding region.

| Participating Departments and Organizations |
|--|
| City Manager's Office, City of Diamond Bar |
| Parks and Recreation, City of Diamond Bar |
| Planning Division, City of Diamond Bar |
| Hacienda Heights Field Office, Los Angeles County Supervisor Janice Hahn |
| Homeless Initiative, Los Angeles County Chief Executive Office |
| Sheriff's Department, Los Angeles County |
| St. Denis Church |
| Union Station Homeless Station |
| United Way of Greater Los Angeles |

B. LA County Homeless Initiative: Approved Strategies

Additional details on the strategies referenced in the City’s Homelessness Prevention and Response Plan are included in the table below.

| Strategy | Brief Description ⁹ |
|---|---|
| A. Prevent Homelessness | |
| A1./A5. Homeless Prevention Program for Families and Individuals | Develop an integrated, comprehensive homeless prevention program for families and individuals that draws on existing models and builds upon existing County homeless prevention funding sources. Prevention includes rental/housing subsidies, case management and employment services, and legal services. |
| B. Subsidize Housing | |
| B4. Facilitate Utilization of Federal Housing Subsidies | Encourage landlord acceptance of subsidized tenants with a Housing and Urban Development voucher issued by Los Angeles County Development Agency. |
| E. Create a Coordinated System | |
| E6. Expand Countywide Outreach System | Leverage current outreach efforts and create a countywide network of multidisciplinary, integrated street-based teams to identify, engage and connect, or re-connect, households experiencing homelessness to interim and/or permanent housing and supportive services. |
| F. Increase Affordable/Homeless Housing | |
| F1. Promote Regional SB 2 Compliance and Implementation | Promote compliance and/or implementation of SB 2 ordinances to identify at least one zone where emergency shelters are permitted as a matter of right and to treat transitional and supportive housing as a residential use of property. |
| F4. Development of Second Dwelling Units Program | Support the development of second units on single-family lots through the review process and provide technical assistance and incentives to homeowners in exchange for long-term affordability covenants or participation in Section 8 program. |

| Strategy | Brief Description |
|----------|-------------------|
|----------|-------------------|

⁹ Descriptions are excerpted or summarized from *Approved Strategies to Combat Homelessness*.

| | |
|--|--|
| <p>F5. Incentive Zoning / Value Capture Strategies</p> | <p>Implement various Incentive Zoning/Value Capture strategies (e.g., transportation infrastructure investments, zoning changes) for potential increases in land values and profit opportunities for private landowners, for the benefit of the public good.</p> |
| <p>F7. Preserve and Promote the Development of Affordable Housing for Homeless Families and Individuals</p> | <p>Promote the development and preservation of affordable housing for homeless families and individuals through efforts such as the Homeless Housing Development and Preservation program (through CDC) and the Housing Innovation Grant.</p> |