



**August 2017**

## **GLENDALE CONTINUUM OF CARE SUCCESS STORIES**

The Community Services & Parks Department is responsible for overseeing the development and implementation of homeless programs in the City of Glendale. The City receives approximately two million dollars in federal funds per year and collaborates and contracts with community agencies to provide coordinated homeless programming.

The City of Glendale has taken responsibility for its fair share of addressing homelessness. On any given night, there are 168 homeless persons in the City. Historically, one of the basic programs to serve the homeless in the City of Glendale is the Winter Shelter Program.

Since May of 2017, a number of homeless persons were able to be housed in a combined team effort with Trumark Property Management Services, the Glendale Police Department, Ascencia, and the City of Glendale Continuum of Care. Each agency provided services to these clients including case management and transitional supportive assistance with the goal of eventual self-sufficiency. The Glendale Continuum of Care is dedicated to making a difference in the lives of the unsheltered population in Glendale and continues to serve the non-sheltered and low-income population throughout Glendale.

### **Hurricane Katrina Survivor Housed**



*Tony signing his Lease and getting his keys to his new apartment after over 10 years of homelessness.*

Tony Brown is a 57 year old man who was homeless for approximately ten years on the streets of Glendale. He lived in Louisiana until 2005, when he and his wife fled Hurricane Katrina. They ultimately found refuge in Glendale. In 2007, Tony separated from his wife and became homeless. He stayed with friends while he looked for work around the area. Tony had difficulty finding a job during the recession and began sleeping and living on the streets. For much of the ten years on the streets, Tony, a musician, worked a variety of jobs, and panhandled to meet his daily needs. Additionally, he battled substance abuse and alcoholism.

Early in 2017, the Glendale Homeless Outreach Team learned Tony was living in a subterranean garage of a commercial building. At this point, Tony developed a heart problem that caused a heart attack and mental health conditions. Officer Steven Koszis brought in a team of experts to assist Tony in making significant changes in his life. Office Koszis developed a strong relationship with Michele

Lynch of Trumark Real Estate Management & Services. Thanks to the outstanding efforts, Michele was able to find a permanent home for Tony. Ascencia's outreach staff Alfred Hernandez and Xochitl Granados completed an assessment and assisted with obtaining proper healthcare, furniture, and more for Tony.

After nearly five months of working with Tony and building trust, the Homeless Outreach Team helped him make progress and positive changes in his life. It allowed Tony to end his period of homelessness and now continues to participate in case management and supportive programs.



*Officer Steven Koszis, Tony Brown, Michele Lynch*

### **Growing Through Adversity**

Two years ago, Roland was living in a beautiful one bedroom apartment in Los Angeles while working part-time. He enjoyed weekend getaways with his girlfriend, but mostly stayed home experimenting with home-cooked vegetarian cuisine. On the surface, life appeared to be great. However, the couple hit a rough patch and unfortunately separated. While sustaining a low amount of income, Roland wasn't able to financially preserve the apartment on his own. He expeditiously withdrew from society and started to abuse alcohol. Soon after, Roland quit his part-time job and plunged into depression and homelessness. Roland felt hopeless and alone.

In January 2016, Roland was introduced to Marlene Muro, a case manager at Ascencia, as he enrolled in the Winter Shelter program. While working with Marlene and other staff members, Roland was encouraged to take advantage of supportive services and case management. He followed through with referrals and began receiving services to help get him acclimated into society. Through months of implementing and using motivational skills, he was able to reduce his addictions and aspire to achieve new goals in his life. With the help of Michele Lynch and Trumark Management Properties, Roland was housed this past May. He signed the lease to his own studio apartment which he absolutely loves. Roland continues to attend individual counseling and takes advantage of those ongoing services. Roland is now focusing on looking for a part-time chef position and looks forward to a new start and a new future.

## Housing Those in Need



*Top row: Paul San Felipe City of Glendale, Roland Menchaca  
Botto row: Michele Lynch Trumark, Marlene Muro Ascencia, Karen Ugarte City of Glendale*

This summer, the City of Glendale Continuum of Care was delighted to partner with Trumark Real Estate Management and Services in housing some of our non-sheltered clients. Trumark first opened its doors in 1959 as Stevenson-Edwards Management. From there, the property management company was purchased by mark Trueblood in 1998. Since then, Trumark has been providing building owners with quality management services in both residential and commercial properties. The partnership began with Trumark's Leasing Agent Michele Lynch and our very own Officer Steven Koszsis of the Glendale Police Department's Homeless Outreach and Psychiatric Evaluation (HOPE) Team. Both Michele and Steven thought of the idea of advocating for those non-sheltered clients who were ready to make a change and looked to be housed for the first time in a long time. Michele brought the idea to Trumark's owner and CEO Mark Trueblood. Along with the help of Trumark's property supervisors Randy Sanchez and Mary MacNair, Michele was able to secure 3 wonderful units within the Glendale area and sign lease agreements with each of the clients. The City of Glendale Continuum of Care is grateful for Mark, Michele, and the entire staff at Trumark for their continued efforts and support in servicing the people of the greater Glendale area.

## Traveling to Find a Home

Theodore Harrington is originally from the state of Michigan. Prior to November of 1999, he was living with family members in Michigan. Due to unforeseen circumstances, he was no longer able to stay with them. Since 1999, Theodore has been homeless, living on the streets, in shelters, and staying with family and friends that would accept him. Due to his disability, it has been difficult for Theodore to manage his money and find suitable housing that met his income limitation. Whenever he had enough money saved, Theodore would pay for motel rooms so that he had an opportunity to sleep on a bed and get a good night's rest. In January of 2016, Theodore began services at Ascencia and, since then, has been working on a plan with his case manager Jay Yang. Unfortunately, due to the client's specific housing needs, disability, and limitation with income, it was difficult to find him permanent housing. After

many months, Theodore was finally able to move forward in finding a suitable apartment and, with the assistance of the City of Glendale's Homeless Program staff, was able to secure and sign a lease for his own apartment. Theodore continues to receive services from Ascencia and has regular meetings with his case manager Jay.

### **Housed After 20 Years on the Streets**



Mr. Harmik Soghomonian has been homeless and living on the streets of Glendale for over 20 years. In 2007, Harmik was laid off from his line of work and was forced to vacate his housing unit. He collected unemployment for several months but it was not enough to afford reasonable accommodations. From there, Harmik started living on the streets and began abusing illegal substances. Throughout the years, he battled with substance and alcohol abuse, which led to an addiction. Due to these vices, he was involved in numerous negative encounters with the Glendale Police Department and other local law enforcement. In these tough times, Harmik started to develop physical disabilities and now has chronic arthritis in his lower body. In recent years, Harmik started seeking help through the City of Glendale's Continuum of Care along with case management from Ascencia. Harmik's case manager, Alfred Hernandez, helped Harmik find outlets for dealing with social issues and substance abuse. Making progress, Harmik started attending AA meetings and slowly started to make progression towards securing housing. At the City of Glendale, Ivet Samvelyan who oversees the homeless programs for the City, made contact with a property owner who was able to work with Harmik in securing an apartment unit. With help from City staff, the Glendale Police Department's Homeless Outreach & Psychiatric Evaluation team, and Ascencia's case management team, Harmik was housed this past July in a newly refurbished apartment in the Glendale area. *"My many thanks to those who helped me get to this point and who believed I would have a place to call home again"* is what he told Glendale City staff members as he opened his very own front door for the first time. Since being housed, Harmik has continued to attend AA meeting along with staying in

contact with the case managers at Ascencia. One true sign of progress is that after 20 years, Harmik was able to reconnect with his family and start to mend relationships with his loved ones.



*Officer James Colvin, Paul San Felipe, Harmik Soghomonian, Karen Ugarte, Chris (property manager), Ida Babayan, Officer Steven Koszis, Alfred Hernandez.*