



# 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](http://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](http://www.coryskitchen.org)

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

657 E. Arrow Highway, Unit J, Glendora  
(626) 852-7630 (W & Th 5-7)

### Foreclosure Prevention/Loss Mitigation Assistance/Consumer Protection

#### **Federal Deposit Insurance Corporation**

(877) 275-3342 - [www.fdic.gov](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.unionstationhs.org)

**Volunteers of America**

**West Covina Homeless Services**

1906 W Garvey Ave., S., #108  
West Covina, CA 91790  
(626) 918-2005 or (626) 377-9878 -  
[www.voala.org](http://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.

**Homeless Shelters/Housing**

**Centennial Place**

235 East Holly Street  
Pasadena, CA  
(626) 395-9539 - [www.unionstationfoundation.org](http://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](http://www.doorofhope.us)  
Door of Hope is an organization that transforms the lives of families and children but by

**YWCA San Gabriel Valley**

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

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](http://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](http://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](http://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](http://www.losangelesmission.org)

### **Union Station Homeless Services**

825 East Orange Grove Boulevard  
Pasadena, CA 91104

(626) 240-4550 - [www.unionstationhs.org](http://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](http://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](http://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](http://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>

## Homeowner Resources (cont)

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

HERO: (855) HERO-411 (437-6411) -  
[www.heroprogram.com](http://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](http://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.

## Inclusion

Parents' Place Family Resource and Empourment Center  
1500 S Hyacinth Ave., Suite B  
West Covina, CA 91791  
(626) 919-1091  
Fax (626) 919-2787

## 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](http://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.evhp.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, 2<sup>nd</sup> floor  
West Covina, CA 91790  
(626) 338-9200 - [www.foothillfamily.org](http://www.foothillfamily.org)

### **National Alliance on Mental Illness (NAMI)**

(800) 950-6264 - [www.nami.org](http://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](http://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](http://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.211la.org](http://www.211la.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](http://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](http://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](http://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](http://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](http://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](http://www.dor.ca.gov)

(916) 324-1313

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

## Veterans Services (cont)

### **U.S. Department of Veteran Affairs (USDVA)**

[www.va.gov](http://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