

The Social Services Commission is an advisory body to the City Council that generally meets on the fourth Thursday of each month at 6:00 p.m. The Commission may make recommendations to the City Council on Veterans affairs, homeless issues, adults with development disabilities, and children with special needs. All meetings are open to the public except for those portions that under law may be considered in closed session.

Staff reports are available for review at the Civic Center Main Library and the City Clerk's Office. Direct any other questions or concerns to the Social Services Commission liaison at 310.618.5880. Agendas are posted on the City of Torrance Home Page [www.TorranceCA.Gov](http://www.TorranceCA.Gov).

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Manager's office at (310) 618-5880. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

**TORRANCE SOCIAL SERVICES COMMISSION AGENDA  
OCTOBER 23, 2025  
REGULAR MEETING  
6:00 P.M. WEST ANNEX COMMISSION MEETING ROOM  
SOCIAL SERVICES COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission Members Bickford, De La Rosa, Furey, Johnson, Leys, Wright, Chair Pryor

**2. FLAG SALUTE:** Commissioner Furey

**3. REPORT OF STAFF ON THE POSTING OF THE AGENDA** The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on October 15, 2025

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS** (Limited to a 15-minute period)

*This portion of the meeting is reserved for comment on items on the Consent Calendar or items not on the agenda. Under the Ralph M. Brown Act, the Commission cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. **No longer than 1 minute per speaker.** If presenting handout material to the Commission, please provide 10 copies to staff before speaking.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. APPROVE MINUTES: AUGUST 28, 2025**

**6B. APPROVE MINUTES: SEPTEMBER 25, 2025**

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION FROM THE JEWISH FREE LOAN ASSOCIATION**

**7B. ACCEPT AND FILE UPDATE ON THE 2026 GREATER LOS ANGELES HOMELESS COUNT**

**7C. ACCEPT AND FILE UPDATE FROM STAFF ON THE 2025 VETERANS APPRECIATION EVENT**

**8. COMMISSION ORAL COMMUNICATIONS**

**9. ADJOURNMENT**

- 9A.** Adjournment of the Social Services Commission Meeting to Thursday, February 26, 2026, at 6:00 pm for a regular meeting in the West Annex Commission Meeting Room



August 28, 2025

**MINUTES OF A MEETING OF THE  
TORRANCE SOCIAL SERVICES COMMISSION**

**1. CALL TO ORDER**

The Torrance Social Services Commission convened in a regular session at 6:00 p.m. on Thursday, August 28, 2025 at the West Annex Commission Meeting Room, Torrance City Hall.

**ROLL CALL**

Present: Commissioners Bickford, De La Rosa, Furey, Wright and Chair Pryor

Absent: \*Commissioners Johnson and Leys

Also Present: Deputy City Manager Hoang, Staff Liaison Allen and Staff Liaison in-Training O'Neill

\*Commissioner Johnson arrived at 6:03 p.m.

**2. FLAG SALUTE**

The Pledge of Allegiance was led by Commissioner Bickford.

**3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA**

Staff Liaison Allen stated that the agenda for the Social Services Commission was properly posted on August 20, 2025 on the Public Notice Board by the City Clerk's office and on the City's website.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

Staff Liaison Allen stated that there were no items.

**5. ORAL COMMUNICATIONS**

None

\*Commissioner Johnson arrived at 6:03 p.m.

**6. CONSENT CALENDAR**

**6A. APPROVAL OF MINUTES: July 24, 2025**

**MOTION:** Commissioner Wright moved to approve Item 6A: Minutes of July 24, 2025 ; motion was seconded by Commissioner Furey. The motion passed by a 6-0 roll call vote. (Absent: Commissioner Leys)

**7. ADMINISTRATIVE MATTERS**

**7A. APPROVE THE 2025 VETERANS APPRECIATION LUNCH AND RESOURCE FAIR**

Veterans Event Coordinator LeAnne Chen presented the report for the item. She confirmed the following elements:

- Date of the event was November 7, 2025, at the Toyota Meeting Hall, with set up time from 7:00 a.m. to 9:00 a.m., with event scheduled from 10:00 a.m. to 1:00 p.m. The resource fair vendors were invited to arrive to set up by 8:45 a.m.

- The schedule would be:
  - Event open to Veterans and Guests at 10:00 a.m.
  - Resource Fair: 10:00 a.m. to 12:00 pm.
  - Lunch and a Brief Program with welcoming remarks and open mic
  - Raffle drawings
  - Event closes 1:00 p.m.
  - Staff cleanup 1:00 p.m. to 3:00 p.m.
- Food would be from Gaetano's
- Only veterans would be included in the raffles
- RSVPs would be accepted at the City Manager's office starting October 1
- Marketing would be under City's standards with billboards, website, mailers, social media and CitiCable
- Commissioners requested to sign up make announcements at October 7 and October 21 City Council meetings.
- Message a Veteran/Coastal Cleanup would take place on September 20 to obtain video thank you messages for Veterans. Volunteers will be asked to sign up at a future meeting
- Agencies have already been invited and sent the date, but there was still vacancies
- Military Veterans Appreciation Week would be November 9 - November 15
- Adoption of Proclamation Declaring Military Veterans Appreciation Week in the City by the Social Services Commission would be September 25, 2025
- Adoption of Proclamation Declaring Military Veterans Appreciation Month in the City by the City Council would be October 21, 2025

There was no public comment.

**MOTION:** Commissioner Wright moved to approve Item 7A, the 2025 Veterans Appreciation Luncheon and Resource Fair; motion was seconded by Commissioner Bickford. The motion passed by a 6-0 roll call vote. (Absent: Commissioner Leys)

**7B. ACCEPT AND FILE PRESENTATION FROM THE TORRANCE HOMELESS STREET OUTREACH TEAM**

Staff Liaison Allen presented the report for the item and introduced Outreach Coordinators: Valerie Hernandez, Norma Olvera and Irene Sanchez and Program Manager Zulma Gent.

Outreach Coordinator Olvera outlined the history of the City's response in addressing homelessness and discussed what homelessness looked like in Torrance. She discussed how the team responded to referrals: provided transportation, connected with benefits, supportive services and collaborated with other agencies. She reported on street outreach metrics from July 5, 2022 to July 31, 2025 and listed the encampment cleanups: 54, number of outreach responses: 1309 and the number of clients permanently housed: 49. She explained 3290 shelter operations and strategies and noted that 42 clients had been permanently housed, 35 had been matched to housing vouchers and 56 had been connected to health care services. She discussed the team's methods for collaborating to address the gaps in services, listed the homeless count data for 2025 and listed the collaborative partnerships within the Community, such as South Bay Cities Council

of Governments and Torrance Lead Officers.

A member of the public spoke.

**MOTION:** Commissioner Furey moved to accept and file Item 7B, Presentation from the Torrance Homeless Street Outreach Team; motion was seconded by Commissioner Bickford. The motion passed by a 6-0 roll call vote. (Absent: Commissioner Leys)

**8. COMMISSION ORAL COMMUNICATIONS**

Staff Liaison Allen introduced and played an instructional video from the City Clerk's office on how to record audio on the IPTV touch panel during a meeting in the West Annex Commission Meeting Room.

Veterans Event Coordinator LeAnne Chen requested that Commissioners signup if they were available to volunteer at the Coastal Cleanup event or to make announcements at upcoming City Council meetings.

**9. ADJOURNMENT**

**9A.** At 7:14 p.m., Commissioner Wright moved to adjourn the meeting to September 25, 2025 at 6:00 p.m. at the West Annex Commission Meeting Room, Torrance City Hall. The motion was seconded by Commissioner Furey. The motion passed by a 6-0 roll call vote. (Absent: Commissioner Leys)

DRAFT SUBJECT TO APPROVAL

September 25, 2025

**MINUTES OF A MEETING OF THE  
TORRANCE SOCIAL SERVICES COMMISSION**

**1. CALL TO ORDER**

The Torrance Social Services Commission convened in a regular session at 6:00 p.m. on Thursday, September 25, 2025 at the West Annex Commission Meeting Room, Torrance City Hall.

**ROLL CALL**

Present: Commissioners Bickford, De La Rosa, Furey, Johnson, Leys, Wright and Chair Pryor

Absent: None

Also Present: Deputy City Manager Hoang, Staff Liaison Allen, Staff Liaison in-Training O'Neill and Veterans Event Coordinator LeAnne Chen

**2. FLAG SALUTE**

The Pledge of Allegiance was led by Commissioner De la Rosa.

**3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA**

Staff Liaison Allen stated that the agenda for the Social Services Commission was properly posted on September 18, 2025 on the Public Notice Board by the City Clerk's office and on the City's website.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

Staff Liaison Allen stated that there were no items.

**5. ORAL COMMUNICATIONS**

None

**6. CONSENT CALENDAR**

**6A. APPROVAL OF MINUTES: August 28, 2025**

Deputy City Manager Hoang stated that the minutes for August 28, 2025 had not yet been received and would need to be agendized for a future meeting.

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION FROM HEALTHCARE AND ELDER LAW PROGRAMS CORPORATION (H.E.L.P.)**

Grace Farwell, Program Coordinator with H.E.L.P., described the mission and noted that the offices were now located at 23001 Hawthorne Boulevard. She listed H.E.L.P.'s Programs: telephone and walk-in counseling, family caregiving resources, tech desk help and training presentations. She added that H.E.L.P. was an exhibitor at City and local events, offered student internships and provided the Engage Program, a program to combat social isolation and loneliness through phone calls and friendly visits. She described the common issues of the clients, their ages and their locations and the type of referral resources. She noted ways that the City could support H.E.L.P., to promote them as a resource. She announced the annual fundraising Gala on March 21, 2026. Deputy City Manager Hoang noted that Veterans Event Coordinator LeAnne Chen would contact Grace Farwell in regards to an exhibit table at the upcoming Veteran's Day event to help advertise H.E.L.P.'s services to veterans. He added that he would also connect Grace Farwell with Senior Recreation Supervisor Castro, who could help her present H.E.L.P.'s volunteer opportunities to the Youth Council.

There was public comment.

**MOTION:** Commissioner Wright moved to accept and file Item 7A, Presentation from Healthcare and Elder Law Programs Corporation (H.E.L.P.); motion was seconded by Commissioner De La Rosa. The motion passed by a 7-0 roll call vote.

**7B. DISCUSS SOCIAL SERVICES COMMISSION PRESENTATIONS TO THE TORRANCE YOUTH COUNCIL**

Commissioner Bickford presented the report for the item and noted that she and Deputy City Manager Hoang and Staff Liaison Allen had attended a Youth Council meeting. She explained that she had presented information to the Council on the history of the Commission and that Deputy City Manager Hoang had spoken about the evolution of the City's outreach on homelessness and had discussed the City interns from the Evolve program. She added that Staff Liaison Allen had requested that the students make a video to thank veterans.

Deputy City Manager Hoang added that the Youth Council volunteered to conduct a collection drive for 3290.

There was no public comment.

**7C. APPROVE PROCLAMATION DECLARING NOVEMBER 3-11, 2025 AS MILITARY VETERANS APPRECIATION IN THE CITY OF TORRANCE**

Veterans Event Coordinator LeAnne Chen requested that the Commission approve a proclamation declaring November 3 -11, 2025 as Military Veterans Appreciation in the City of Torrance and to request adoption of the proclamation at the October 21, 2025 City Council meeting.

There was no public comment.

Commissioner Bickford requested that Veterans Event Coordinator LeAnne Chen find an organization to present the proclamation to after the event.

**MOTION:** Commissioner Furey moved to approve a proclamation declaring November 3 -11, 2025 as Military Veterans Appreciation in the City of Torrance; motion was seconded by Commissioner De La Rosa. The motion passed by a 7-0 roll call vote.

**8. COMMISSION ORAL COMMUNICATIONS**

Commissioner Furey announced that the Exceptional Athletes fundraiser would be held on September 28.

**9. ADJOURNMENT**

**9A.** At 6:52 p.m., Commissioner Wright moved to adjourn the meeting to October 23, 2025 at 6:00 p.m. at the West Annex Commission Meeting Room, Torrance City Hall. The motion was seconded by Commissioner Bickford. The motion passed by a 7-0 roll call vote.

DRAFT SUBJECT TO APPROVAL

Honorable Members of the Social Services Commission  
City Hall  
Torrance, California

Members of the Commission:

**SUBJECT: Accept and File Presentation from the Jewish Free Loan Association**

**RECOMMENDATION**

Recommendation of staff that the Social Services Commission accept and file a presentation from the Jewish Free Loan Association.

**BACKGROUND AND ANALYSIS**

The mission of the Jewish Free Loan Association is to offer zero-interest, zero-fee loans on a non-sectarian basis to individuals and families whose needs are urgent and who may not qualify through normal financial channels. The organization also serves small businesses and nonprofit organizations, too. JFLA believes that interest-free loans, instead of charity, fill an important gap in the social system by promoting self-sufficiency with dignity. For more information about the organization, their history, and stories of their work, please visit [www.JFLA.org](http://www.JFLA.org).

JFLA recently contacted the City about their work in the community and staff identified that their organization may have overlap with the subject-matter-jurisdiction of the Social Services Commission. This evening, a representative of JFLA will be presenting information about their organization, who they serve, and how individuals can connect with JFLA.

Respectfully submitted,



Lauren Allen  
Staff Liaison



Viet Hoang  
Staff Liaison

Honorable Members of the Social Services Commission  
City Hall  
Torrance, California

Members of the Commission:

**SUBJECT: Accept and file update on the 2026 Greater Los Angeles Homeless Count**

**RECOMMENDATION**

**Recommendation of staff that the Social Services Commission accept and file an update on the 2026 Greater Los Angeles Homeless Count.**

**BACKGROUND AND ANALYSIS**

Since 2018, the City of Torrance has served as a deployment site for the Los Angeles Homeless Service Authority's (LAHSA's) Greater Los Angeles Homeless Count. The City will once again serve as a deployment site for the 2026 Homeless Count. The Homeless Count in Torrance will take place on Thursday, January 22, 2026 from 8:00 PM-12:00 AM.

January 22, 2026 is scheduled to be the next Social Services Commission meeting. In order for Commission members and staff to participate in the Count, tonight's meeting will be adjourned to Thursday, February 26, 2026.

The purpose of the LAHSA homeless count is to provide a snapshot of homelessness in Los Angeles County to help direct resources and funding. This annual Point-in-Time (PIT) count is crucial for understanding the number of people experiencing homelessness, both sheltered and unsheltered, and the type of homelessness they experience (unsheltered, sheltered, improvised dwelling). The data is used by policymakers and service providers to develop strategies, track progress, and secure funding, ultimately supporting the mission to end homelessness.

In preparation for the Count, Staff respectfully ask members of the Commission to volunteer to promote the Homeless Count at upcoming City Council meetings:

- December 16, 2025
- January 13, 2026

Staff are also requesting members of the Commission volunteer to be deployed as part of a team to perform the Count, or to volunteer to be at the deployment site to coordinate volunteers.

Respectfully submitted,



Lauren Allen  
Staff Liaison



Viet Hoang  
Staff Liaison

Honorable Members of the Social Services Commission  
City Hall  
Torrance, California

Members of the Commission:

**SUBJECT: Accept and File Update from Staff on the 2025 Veterans Appreciation Event**

**RECOMMENDATION**

Recommendation of staff that the Social Services Commission receive an update on the 2025 Veterans Appreciation Event.

**BACKGROUND AND ANALYSIS**

The Torrance Social Services Commission is holding its annual Veterans Appreciation Event on Friday, November 7, 2025. The event is 10 am – 1 pm at the Torrance Cultural Arts Center.

This evening, Veterans Event Coordinator LeAnne Chen will be providing your Honorable Body with the run-of-events for November 7 and requesting the Commission's support in a few key remaining areas leading up to the event and the day of the event.

Respectfully submitted,



LeAnne Chen  
Veterans Event Coordinator