An Innovative, Multidisciplinary Street-Based Engagement Model for LA’s Skid Row

June 15, 2016
A partnership designed to systematically engage people living on the streets of Skid Row and help them regain health and housing stability.
2,000 homeless individuals sleep on the streets of Skid Row every night.

It is a human rights, health, safety, and economic disaster to have people living outside with deteriorating health, untreated mental health conditions, drug addiction, and all manner of trauma and despair.

Daily and intensive human-to-human engagement is essential.
HFH moves offices to Skid Row
Need for concerted, daily engagement observed
Support from elected officials and community partners garnered
Building on the legacy and lessons of prior programs:
  - Project 50
  - Operation Healthy Streets
  - IMHT/MIT teams
COMPONENTS OF SKID ROW IMPROVEMENT

- Engagement
  Streets to Housing
- Prevention/Reducing the Flow
- Improve the Built Environment
SKID ROW QUADRANTs AND TEAM COMPOSITION

<table>
<thead>
<tr>
<th>TEAM MEMBERS DISCIPLINES</th>
<th>STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Clinician</td>
<td>1 Staff</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>1 Staff</td>
</tr>
<tr>
<td>Substance Abuse Counselor</td>
<td>1 Staff</td>
</tr>
<tr>
<td>LAHSA ERT</td>
<td>1 Staff</td>
</tr>
<tr>
<td>AmeriCorps Members</td>
<td>2 Staff</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>6 staff per Team</strong></td>
</tr>
</tbody>
</table>
Building on prior efforts, the C³ program will provide consistent street-based engagement with homeless individuals on Skid Row 5 days per week.

Current Key Partnerships

- County of Los Angeles
- City of Los Angeles
- LAHSA
- United Way
- LAMP/CES Lead
- AmeriCorps
**VIDEO:** Los Angeles Times Reporter Steve Lopez Tours Skid Row with a New Team of Outreach Workers

ORGANIZATIONAL STRUCTURE

RESOURCES DRIVERS

<table>
<thead>
<tr>
<th>County of LA DMH, DHS, Public Health</th>
<th>City of LA</th>
<th>LAHSA</th>
<th>United Way</th>
</tr>
</thead>
</table>

- Street-Based Engagement Director
  - Clinical Coordinator
  - Operations Manager

- Engagement Team #1
- Engagement Team #2
- Engagement Team #3
- Engagement Team #4
ENGAGE 5 DAYS PER WEEK

SAME-DAY INTERIM HOUSING

WHATEVER IT TAKES APPROACH

MEASURE & TRACK OUTCOMES

LINKAGE TO PROVIDERS

PERMANENT HOUSING
C³ is an outcome-driven program focused on achieving measurable results. Government and Community partners working collectively towards one goal – ending homelessness in Skid Row.

**Expected Results**

- 25% reduction in street based homelessness every year for 4 years
- Provide 10 individuals with interim housing per week (52 weeks = 520 individuals housed)
- Permanently house 250 people in year 1

**2,000 Individuals Housed!**

- Year 1: 250
- Year 2: 500
- Year 3: 500
- Year 4: 750

TOTAL: 2,000 Individuals Housed!
<table>
<thead>
<tr>
<th>Engage</th>
<th>Assist</th>
<th>House</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Identify individuals</td>
<td>• Assess individuals existing network/connections</td>
<td>• Match to available unit/housing provider</td>
</tr>
<tr>
<td>• Provide ongoing engagement</td>
<td>• Connect to interim housing</td>
<td>• Secure on-going case management provider</td>
</tr>
<tr>
<td>• Provide regular and consistent interactions</td>
<td>• Connect/reconnect to medical home</td>
<td>• Facilitate move-in</td>
</tr>
<tr>
<td>• Build trust</td>
<td>• Connect/reconnect to mental health services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Connect/reconnect to substance abuse treatment services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Secure benefits, IDs, and other essentials for permanent housing</td>
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C3 OUTREACH PRINCIPLES AND VALUES

• Multidisciplinary
• Community partnership
• Harm reduction
• Housing first
• Health=Housing
• Whatever it takes approach
• Collaboration
• Peer outreach
VIDEO: PEER OUTREACH IN ACTION

https://youtu.be/swhGuSPnGrM
KEY INGREDIENTS FOR SUCCESS

• Supportive Leadership
• Multidisciplinary
• Strong management component
• Consistency
• Time/patience
• Peer outreach
• Housing resources
• Flexibility
• Wrap around
• Multi-agency
• Community support
• Coordination
• Staffing and leadership
• Agency cooperation and coordination
• Melinda was homeless in Skid Row for 30 years. She has Hepatitis C and struggles with addictions to meth and alcohol. She also has multiple mental health disorders. C3 began engaging with Melinda in January. She told the team she no longer cared about where she slept or maintaining relationships with her family. She was neglecting basic self-care such as showering and eating.

• The C3 team addressed these concerns by moving her from the streets to the Union Rescue Mission, while they prepared her for the move to permanent housing. In May, she received the keys to her own permanent, supportive housing unit at the Sanborn Hotel in downtown LA.

• Melinda will pay $50 per month of her GR income towards rent. She has a case manager who will help her obtain SSI and connect her to supportive services. She is now housed and enjoying yoga, arts and crafts programs and developing computer skills.

• Her next goal is to develop and maintain an ongoing relationship with her two sons and to meet her two granddaughters.
<table>
<thead>
<tr>
<th></th>
<th>Number of People Engaged:</th>
<th>Number of People Assisted:</th>
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<tbody>
<tr>
<td><strong>Engaged</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Assisted</strong></td>
<td></td>
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<tr>
<td>Interim Housing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detox</td>
<td>48</td>
<td></td>
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<tr>
<td>SUD Residential Treatment Facility</td>
<td>2</td>
<td></td>
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<tr>
<td>Shelter/Mission</td>
<td>56</td>
<td></td>
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<tr>
<td>Shelter (VA Assisted)</td>
<td>1</td>
<td></td>
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<tr>
<td>LAHSA/DPSS Hotel Voucher</td>
<td>26</td>
<td></td>
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<tr>
<td>DMH Shelter Bed</td>
<td>30</td>
<td></td>
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<tr>
<td>DHS Stabilization Housing</td>
<td>95</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>267</strong></td>
<td></td>
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<tr>
<td>Assigned to Permanent Housing</td>
<td></td>
<td></td>
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<tr>
<td>CES Match</td>
<td>17</td>
<td></td>
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<tr>
<td>DHS Housing for Health</td>
<td>215</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>232</strong></td>
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<tr>
<td><strong>Permanently Housed</strong></td>
<td><strong>18</strong></td>
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PLANS FOR THE FUTURE

• Additional Interim Housing Beds

• Homeless Initiative E6

• Sobering Center

• C3 Replications