



County of Los Angeles
CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

SACHI A. HAMAI
Chief Executive Officer

May 15, 2018

To: Supervisor Sheila Kuehl, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

From: Sachi A. Hamai
Chief Executive Officer

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HOMELESS INITIATIVE QUARTERLY REPORT #9

On February 9, 2016, the Board of Supervisors (Board) approved the Los Angeles County Homeless Initiative (HI) recommendations, which included 47 Strategies to combat homelessness, and instructed the Chief Executive Office (CEO) to report back to the Board on a quarterly basis regarding the implementation status and outcomes of each Strategy. On December 6, 2016, the Board approved four new Strategies as part of the Measure H ordinance and those Strategies are also included in the CEO's quarterly reports.

This is the HI's ninth quarterly report. This report shows that we are making measurable progress across all dimensions of the County's commitment to combat and prevent homelessness. While the numbers of those directly served by HI Strategies are encouraging, a humanitarian crisis of such complexity will require sustained focus and collaboration with the County's partners and stakeholders. The HI continues to work closely and build capacity with a diverse and ever-growing network of partners to serve many more of our homeless neighbors.

Status Update on HI Strategies and Implementation Highlights

Of the 51 HI Strategies approved by the Board, 46 have been fully or partially implemented, as reflected in Attachment I, Implementation Status Chart. Of the 21 Strategies funded through Measure H, all except one have been implemented. Implementation status and next steps for the 51 HI strategies can be found in Attachment II. Implementation highlights for selected strategies include:

A1: Homeless Prevention Program for Families

From July 2017 through March 2018, 771 families were assisted with prevention services through the Family Solutions Centers. Of those 771 families, 300 families exited the program and 219 (73 percent) either retained their housing or transitioned into other permanent housing.

B1: Provide Subsidized Housing to Homeless Disabled Individuals Pursuing Supplemental Security Income (SSI)

From July 2017 through March 2018, 802 homeless, disabled adults pursuing SSI were housed.

B3: Partner with Cities to Expand Rapid Re-Housing (RRH)

From July 2017 through March 2018, 1,750 RRH participants were placed in permanent housing.

B4: Facilitate Utilization of Federal Housing Subsidies

From July 2017 through March 2018, the Housing Authority of the County of Los Angeles provided \$880,686 in incentives to landlords to help secure 403 units for housing voucher recipients.

B7: Interim/Bridge Housing for Those Exiting Institutions

From July 2017 through March 2018, 1,437 individuals discharged from institutions were provided interim housing.

C4/C5/C6: Establish a Countywide SSI and Veterans Benefits Advocacy Program for People Experiencing Homelessness or At Risk of Homelessness

From July 2017 through March 2018, Countywide Benefits Entitlement Services Teams assisted 5,703 disabled individuals with applications for SSI and Veterans Disability Benefits.

D2: Expansion of Jail In-Reach

From July 2017 through March 2018, 2,987 inmates received D2 Jail In-Reach services.

D6: Criminal Record Clearing Project

Since the January 2018 launch of D6 expungement services, the Public Defender held 20 record clearing services events throughout the County, engaged 267 clients, and filed 117 petitions for dismissal or reduction, 78 of which have been granted so far.

D7: Provide Services for Permanent Supportive Housing

From July 2017 through March 2018, 2,195 clients were linked to new Intensive Case Management Services slots, 1,108 clients received federal rental subsidies, 808 clients received local rental subsidies, and 476 clients were placed in permanent housing.

E4: First Responders Training

As of March 31, 2018, 42 First Responders Trainings were convened for Sheriff personnel, for a total of approximately 1,152 deputies and sergeants who have been trained since the inception of the First Responders Training on October 26, 2016.

E6: Countywide Outreach System

Between July 2017 and March 2018, Countywide outreach teams made contact with more than 13,800 individuals, connected 4,663 to services, placed 632 individuals into interim housing, and linked 267 individuals to a permanent housing program.

E8: Enhance the Emergency Shelter System

Since January 2017, contracts have been awarded to service providers for 302 new Crisis and Bridge Housing beds and 115 new Bridge Housing beds for women. From July 2017 through March 2018, 10,330 individuals entered crisis, bridge, and interim housing funded in whole or in part by Measure H. During the same period of time, 1,703 individuals exited interim housing to permanent housing.

E14: Enhanced Services for Transition Age Youth

From July 2017 through March 2018, 2,768 youth were assessed using the Next Step Tool.

Measure H Funding Recommendations for FY 2018-19

As instructed by the Board on January 30, 2018, the CEO implemented the recommended process to review and finalize Measure H funding recommendations for FY 2018-19. The process provided lead County departments and agencies the opportunity to recommend modifications to the approved, tentative FY 2018-19 funding allocations where necessary, and included a community engagement effort with the following components:

- A community webinar on March 6, 2018, to explain the draft funding recommendations;
- A public meeting on March 14, 2018, to take verbal public comment;
- Public comment period (submitted verbally and electronically) from March 6 through March 21, 2018; and

- Review and consideration of public comments by the HI and lead County departments and agencies.

The final funding recommendations are scheduled for the Board's consideration on May 15, 2018.

Public Accountability

Performance Data

The following attachments provide cumulative performance data for July 2017 – March 2018, the first three quarters of Measure H implementation:

- Attachment IIIA - Outcomes for select HI strategy metrics, which demonstrate the significant progress most strategies have made since the last quarterly report.
- Attachment IIIB - Data for five key strategies by service planning area (SPA).
- Attachment IIIC - Demographic information for individuals enrolled in or served by those same five key strategies, including graphs that provide a visual representation of the demographic data.

Measure H Citizens' Oversight Advisory Board (COAB)

The third meeting of the COAB took place on March 8, 2018. During that meeting, the COAB heard from homeless service providers, the Los Angeles Homeless Services Authority (LAHSA), and the Department of Health Services (DHS) about their experience with administering Measure H funds. On May 3, 2018, the COAB held its first Listening Session at the Special Services for Group – Homeless Outreach Program Integrated Care System Office in SPA 6. The COAB used this opportunity to hear from persons with lived experience, the faith-based community, and homeless service providers in the area. Information regarding past and future meetings can be found at <http://homeless.lacounty.gov/coab/>.

Success Stories

The impact of the HI is illustrated in Attachment IV, which includes success stories of formerly homeless families and individuals who have received assistance through HI Strategies.

Responses to Board Motions

During the last quarter, the CEO responded to six Board motions related to the Homeless Initiative. For summaries of these reports, please see Attachment V.

Other Key Homeless Initiative Activities

2nd Annual Homeless Initiative Conference

On February 8, 2018, the HI hosted the second annual Homeless Initiative Conference entitled "*Partnership and Innovation to Prevent and Combat Homelessness.*"

Over 550 stakeholders attended, including elected officials, County departments, cities, homeless service providers, business sector, faith-based organizations, academia, foundations, formerly homeless residents, and community coalitions, to reflect on collective achievements; discuss on-the-ground experiences related to the implementation of Measure H; and plan for the enhancement and expansion of service and housing capacity to prevent and combat homelessness in LA County. The conference included breakout sessions focusing on both current and emerging issues that are critical to the success of the HI, with emphasis on successful implementation of Measure H-funded strategies.

A summary Conference Report can be found in Attachment VI. The third annual Homeless Initiative Conference is scheduled for February 7, 2019.

Measure H Impact Dashboard

CEO worked closely with United Way Home for Good and LAHSA to develop a dashboard to display Measure H progress to the public. The initial iteration of the dashboard went live on the HI website on March 16, 2018. The dashboard data is broken down by population (single adults, veterans, youth, and people in families), and includes the following metrics for each:

1. Number who were permanently housed
2. Number of days from assessed to housed (on average)
3. Number of returns to homelessness
4. Number who were sheltered/served in interim housing
5. Number who were prevented from becoming homeless
6. Number who increased income through benefits or employment

Attachment VII provides screenshots of the first dashboard with data from July 2017 through December 2017. The dashboard can be found online at the HI website, <http://homeless.lacounty.gov>. For the first iteration of the dashboard, metrics 2, 3, and 6 listed above are not included due to limited data at this early stage in Measure H implementation. Future iterations of the dashboard will provide data for all six metrics.

Cities and Councils of Government

On June 13, 2017 and October 17, 2017, the Board allocated a combined total of over \$2,500,000 for homelessness planning grants for cities in the Los Angeles Continuum of Care and regional coordination services by Councils of Governments (COGs). Below are key efforts and milestones in working with cities and COGs:

- **Technical Assistance:** In partnership with the United Way Home for Good Funders Collaborative (Funders Collaborative), Corporation for Supportive Housing, LAHSA and County departments and agencies, the CEO convened six Technical Assistance Sessions with the 45 grantee cities from February 2018 through April 2018 that focused on: 1) Housing and land use opportunities; 2) Troubleshooting challenges and opportunities in developing or enhancing/expanding each city's Homelessness Plan; 3) Resource needs for cities to implement their Homelessness Plans; and 4) Incorporating the *Everyone In* campaign (<http://everyoneinla.org/>) into the city Homelessness Plans to effectively engage each city's residents and stakeholders to increase service and housing capacity.
- Final city plans to prevent and combat homelessness are due by the end of June 2018, though some cities have requested an extension until the end of July.

AB 210 Implementation and Prioritization of Housing and Services for Heaviest Users of County Services

County-sponsored AB 210 was signed into law by the Governor on October 7, 2017. AB 210 authorizes counties to establish homeless adult and family multidisciplinary teams to facilitate the expedited identification, assessment, and linkage of homeless individuals and families to housing and supportive services within the County. It allows participating agencies to share confidential information (both verbally and electronically) to coordinate housing and supportive services, ensure continuity of care, and reduce duplication of services.

- AB 210 became effective January 1, 2018. The HI has worked with County Counsel and participating County departments and agencies to develop a protocol, which will govern the sharing of confidential information within these teams, as well as Countywide policies and procedures. On April 5, 2018, the CEO sent a memo to the heads of participating County departments/agencies, requesting that they sign a Participating Agency Agreement to indicate that their agencies will participate in information sharing authorized by AB 210 and abide by the protocol, policies, and procedures. The deadline to submit Participating Agency Agreements was April 27, 2018.

- The HI has developed a training for personnel who will participate in information sharing under AB 210. The training will be administered by the Department of Human Resources. Participants will also be able to electronically accept the Employee Participation and Confidentiality Agreement at the conclusion of the training. Once a critical mass of personnel has completed the training, Phase 1 of implementation will begin. In this Phase, eligible personnel will share allowable information through *person to person* methods, such as phone or in person conversations, after verifying that they are eligible to do so. Phase 1 will include DHS, DMH, DPH, DPSS, LASD, LAHSA, Probation, and their contractors. Additional participating agencies will be included in Phase 2.
- The Chief Information Office is leading the development of an automated system to facilitate information sharing authorized by AB 210. Once this system rolls out, a broader set of departments and agencies will be able to participate in AB 210 information sharing.
- The new law will considerably aid in the County's efforts to prioritize the care of high-cost homeless single adults. Since December 2016, the CEO has made available to eligible County departments files with the names of their clients who are among the five percent of homeless single adults identified as the heaviest users of County services. These files have not included any past or current service information due to confidentiality restrictions. However, with the authority granted under AB 210, the CEO plans to release the next version of the five percent list with past and current service information included; as a result, participating County departments will know if individuals on their lists are utilizing other departments' services. AB 210 will greatly enhance the County's ability to prioritize housing and related services for heavy users of County services, as directed by the Board on February 9, 2016.

Job Fairs and Website

To bolster the critical Measure H ramp-up effort, in the first week of February 2018, the HI launched www.jobscombattinghomeless.org – a dedicated Webpage to connect homeless service providers in all eight Service Planning Areas to job seekers. Since the page went live, it has been the most visited page on the HI website. In its first ten weeks (February – mid-April), analytics show upwards of 20,000 overall page views, and providers have reported an increase in both the number and quality of applicants, reinforcing the value of the online jobs clearinghouse.

The HI, LAHSA, and the Office of Los Angeles Mayor Eric Garcetti held the 2nd Homeless Service Professionals Job Fair on April 13, 2018. More than 750 people attended the fair, which included over 50 employers with available job openings. Another job fair will take place in the next few months.

Homeless Outreach Web Portal (Strategy E6)

Strategy E6 has enhanced and increased outreach efforts across the County by creating new specialized multidisciplinary outreach teams (MDTs), increasing the number of general outreach workers, and establishing a countywide and SPA-level infrastructure to coordinate the full range of outreach to people experiencing homelessness. A new, critical component of this strategy is a web-based communication platform (web-based portal) to be used by first responders (law enforcement, firefighters, and paramedics), service providers, and County residents. The platform provides a tool to report street homelessness and homeless encampments. Information submitted via the platform is automatically sent to the appropriate regional coordinator, and the appropriate team is dispatched to the location within 72 hours.

A *soft launch* of the platform started on April 30, 2018, with a select group of *front-end* users, as well as MDTs and general outreach workers as *back-end* users. The soft launch will serve to measure the efficacy of the platform, work out any bugs, and get feedback from front- and back-end users in preparation for a full countywide launch targeted for the end of this month.

Collaboration with Faith Organizations

The HI continues to partner with LA Voice to provide collaboration, outreach, and technical assistance to faith communities. Aside from the ongoing one-on-one HI and Measure H education provided to faith organizations (individually or in groups), an on-line tool kit of resources for congregations addressing homelessness has been created. The toolkit includes various resources focused on: 1) advocating for housing and housing rights; 2) contact information for people who can support the work of the faith community and facilitate connections to resources; 3) discerning what role congregations can play to support the system; 4) getting funding; and 5) information/fact sheets on specific programs that congregations can support. The online toolkit can be found at <http://homeless.lacounty.gov/the-power-of-help/>.

Additionally, on April 26, 2018, an in-person session was provided for various faith leaders throughout the County, where additional details on each of the above focus areas were provided. Through the efforts outlined above, various opportunities for partnerships have been identified that the HI continues to explore with partnering departments and faith organizations.

Each Supervisor
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The next HI quarterly report will be submitted on August 15, 2018. If you have any questions, please contact Phil Ansell, Director of the Homeless Initiative, at (213) 974-1752 or pansell@ceo.lacounty.gov.

SAH:JJ:FAD
PA:JR:JK:tv

Attachments

c: Executive Office, Board of Supervisors
County Counsel
District Attorney
Sheriff
Alternate Public Defender
Animal Care and Control
Arts Commission
Beaches and Harbors
Child Support Services
Children and Family Services
Community Development Commission
Consumer and Business Affairs
Fire
Health Agency
Health Services
Human Resources
Mental Health
Military and Veterans Affairs
Parks and Recreation
Probation
Public Health
Public Library
Public Social Services
Public Works
Regional Planning
Registrar-Recorder/County Clerk
Workforce Development, Aging and Community Services
Los Angeles Homeless Services Authority
Superior Court