



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

CORRESPONDENCE RECEIVED

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
15.		Favor		
		Oppose	Monisha Parker	<p>Here are some ways to strengthen Emergency Shelter Care Services (ESC) contracts in Los Angeles County:</p> <p>1. Refining Contractual Language:</p> <p>Clear Service Standards: Clearly define specific service expectations in the contract, including quality of care, response times for addressing concerns, provision of basic necessities, and adherence to safety regulations.</p> <p>Performance Measurement: Establish objective and measurable performance metrics to assess contractor compliance with service standards. This can include metrics like client satisfaction, reduction in recidivism rates, and successful transitions to permanent housing.</p> <p>Flexibility and Adaptability: Include clauses that allow for contract adjustments based on evolving needs and unforeseen circumstances. This ensures the contract can respond effectively to changing situations.</p> <p>Trauma-Informed Care: Ensure contractors are required to deliver trauma-informed care that considers the unique needs and experiences of individuals experiencing homelessness.</p> <p>Data Sharing and Reporting: Require contractors to share relevant data and submit regular reports to the county, allowing for monitoring of program effectiveness and identifying areas for improvement.</p> <p>2. Enhancing Contractor Selection and Oversight:</p> <p>Rigorous Selection Process: Implement a comprehensive and transparent selection process for potential contractors, emphasizing qualifications, experience in serving the target population, and commitment to quality care.</p> <p>Ongoing Monitoring and Inspections: Conduct regular inspections of shelters to verify compliance with contract terms and ensure adherence to best practices.</p> <p>Technical Assistance and Training: Provide technical assistance and training opportunities to contractors and their staff to enhance their service delivery skills, knowledge of local resources, and understanding of best practices in working with individuals experiencing homelessness.</p> <p>3. Collaboration and Partnerships:</p>



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				<p>Foster collaboration between different county agencies, service providers, and community organizations involved in the shelter system. This facilitates communication, coordination, and the development of comprehensive support services for individuals utilizing shelters.</p> <p>Engage stakeholders in the review and revision of ESC contracts, incorporating diverse perspectives and ensuring the system meets the needs of all involved.</p> <p>4. Innovative Solutions and Sustainability:</p> <p>Explore alternative funding models to supplement traditional government funding and ensure the long-term sustainability of ESC services. This could involve grants, philanthropic partnerships, or social impact investments.</p> <p>Investigate innovative shelter models such as tiny homes, mobile shelters, or transitional housing programs, potentially offering more cost-effective and efficient solutions in certain situations.</p> <p>Develop pathways to permanent housing by integrating services within shelters that connect individuals with housing opportunities, employment assistance, and other resources needed to achieve self-sufficiency.</p> <p>By implementing these recommendations, Los Angeles County can strengthen its Emergency Shelter Care Services contracts, improving the quality of care, accountability, and overall effectiveness of the system in supporting individuals experiencing homelessness.</p>
		Other		
		Item Total	1	