

September 2, 2025

Homeless Emergency Response

Department of Homeless Services and Housing

Los Angeles County Board of Supervisors



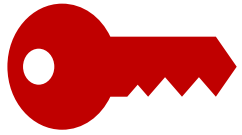
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County of Los Angeles
Homeless
Initiative



FOUR PEH MISSIONS



**ENCAMPMENT
RESOLUTION**

1



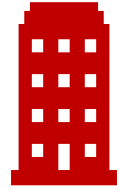
HOUSING

2



**MENTAL HEALTH
AND
SUBSTANCE USE
DISORDER
TREATMENT**

3

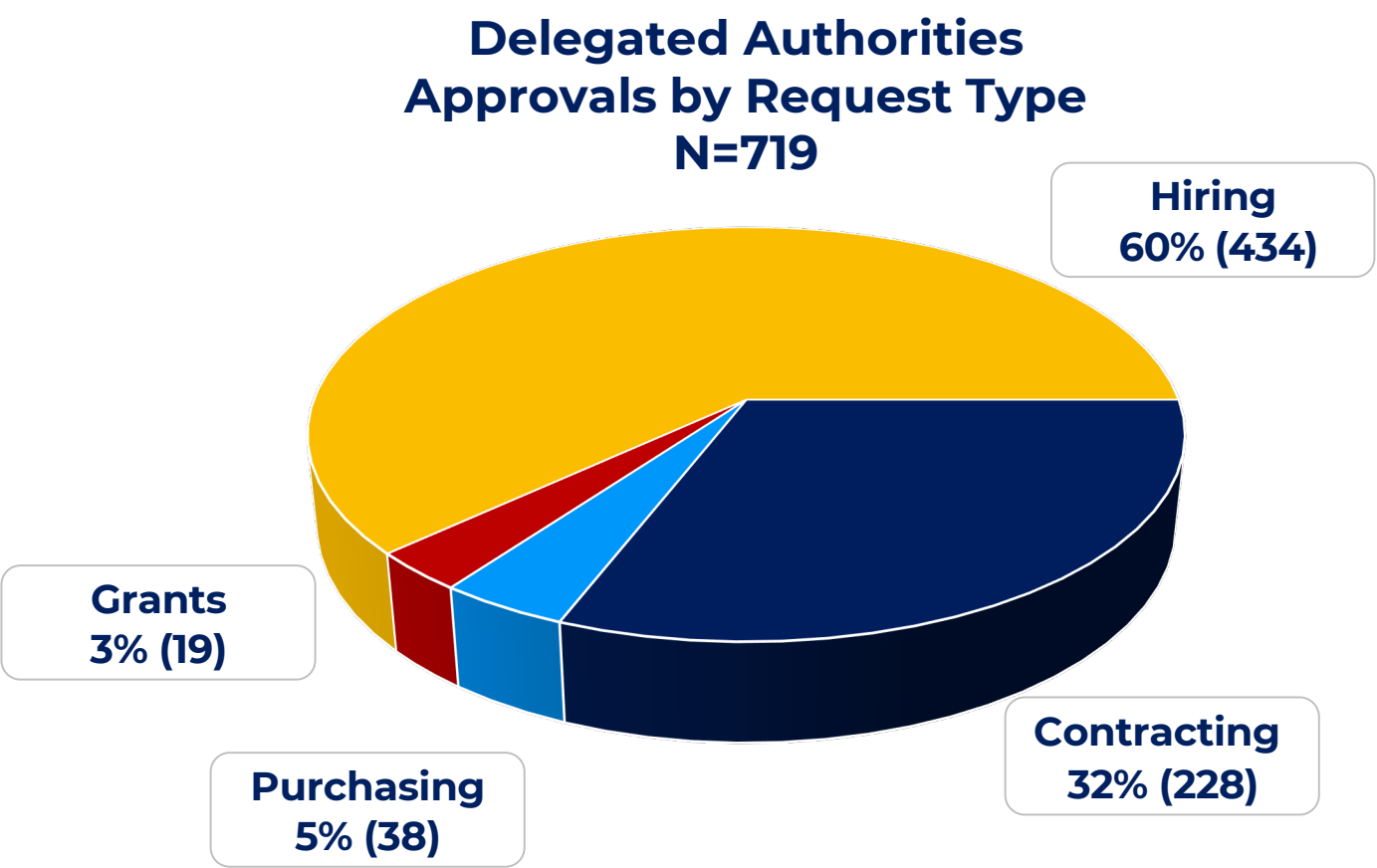


**EVICTON
PREVENTION**

4

Delegated Authorities and Expedited Processes Update

HOMELESS INITIATIVE EMERGENCY REQUESTS (AS OF JULY 1, 2025)



| Department | Total Approved Requests |
|--|-------------------------|
| DMH | 116 |
| DHS | 170 |
| CEO-HI, DMVA, Public Defender, JCOD | 189 |
| DCBA, DCFS, DHR, DME, DPH, DEO, FD, Sheriff, DPW, DYD, ISD, BOS, CEO, DPSS | 244 |
| Total | 719 |



Delegated Authorities Hiring Update

HIGHLIGHTS

- **2,200** new staff hired across all types and authorities
- Average time to hire **decreased by 71%** from 288 days using traditional hiring to 84 days under the emergency declaration
- **288** contract requests approved with a valuation of **\$706 million**
- **38** purchasing approvals approved with a valuation of **\$12.86 million**
- **19 grant requests** approved to allow the expeditated acceptance of **\$153.74 million**

Emergency Centralized Response Center (ECRC)

Key Milestones & Events

Organizational Structure & Staffing

- Identified a physical space in the Hall of Records
- Launched in December 2024
- Hired an ECRC Director
- Onboarded 8 FTEs to manage all SDs and SPAs
- Integrated HOST operations (2 FTEs) into the ECRC team
- Integrated County Departments and City of LA on-site

Workstreams

- Regional Outreach Coordination, Dispatch, & Deployment
- LA-HOP Management & Deployment
- Emergency/Crisis Response
 - January Wildfire Response
 - ICE Response Coordination
 - Alaskan Earthquake/Tsunami Response
 - King and Hawk Fire Responses
 - Extreme Heat Activations

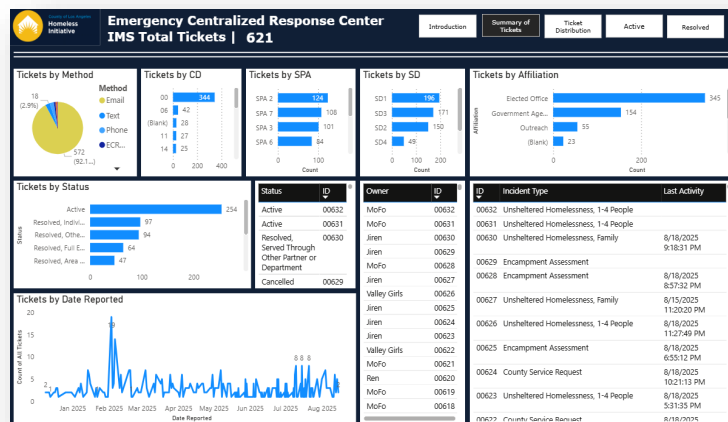




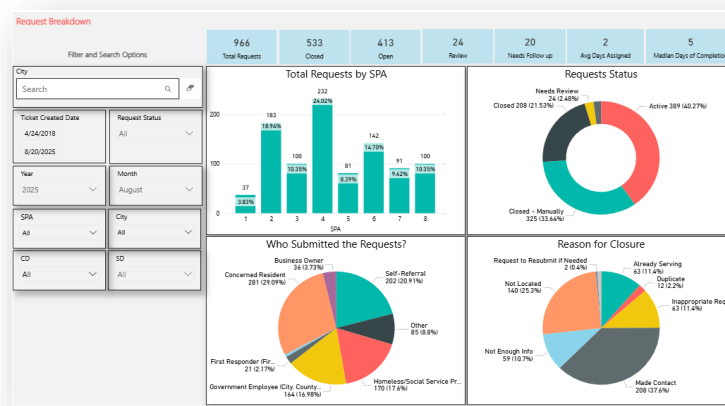
MISSION 1 - ENCAMPMENT RESOLUTION

Emergency Centralized Response Center (ECRC)

Tracking ECRC Requests for Support from Government Partners



Dispositioning LA-HOP Requests from the General Public



Reconciling All Requests with our Work in Unincorporated Areas



Over **600 tickets** received from government partners since December 2024, and 60% have been resolved

- Nearly **1,000 requests received** since August 2025.
- 55% closure rate with faster time-to-assign (48 hrs) and time-to-close (5 days)

A summary of our encampment work in unincorporated areas is now viewable to the public!

Encampment Resolution Key Updates

- 1 Pathway Home, HOST & Inside Safe Progress
- 2 Encampment Resolution Impact
- 3 ERF-3R Update
- 4 Plans & Improvements





Pathway Home Progress

August 2023 – August 2025



Total Encampment Resolutions

62



Individuals Moved into Interim Housing

1718

39% from Unincorporated Areas

+113 Inside Safe participants funded by the County through Pathway Home




Recreational Vehicles (RVs) Removed

1005

1,000th RV Removed on 8/20

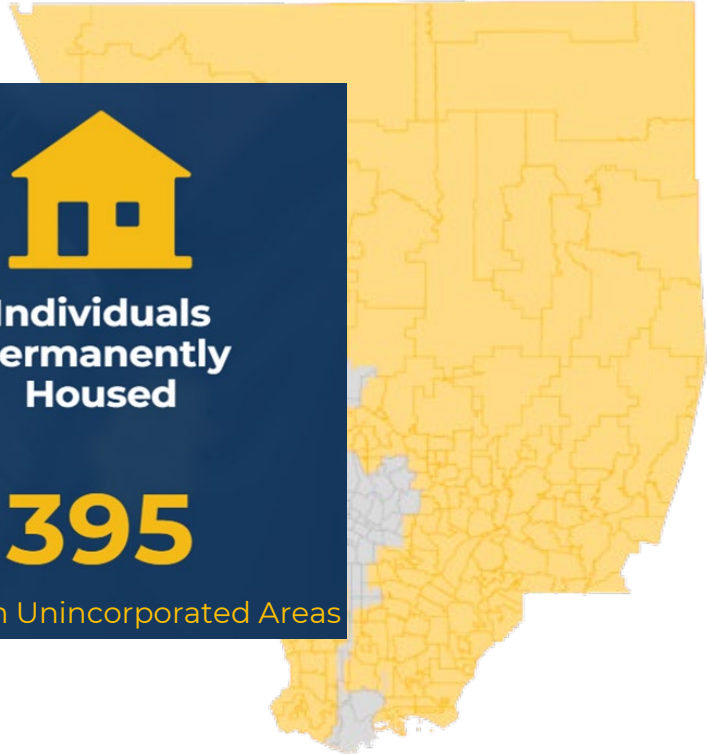
20 of 88 Cities and 15 of 120+ Unincorporated Areas



Individuals Permanently Housed

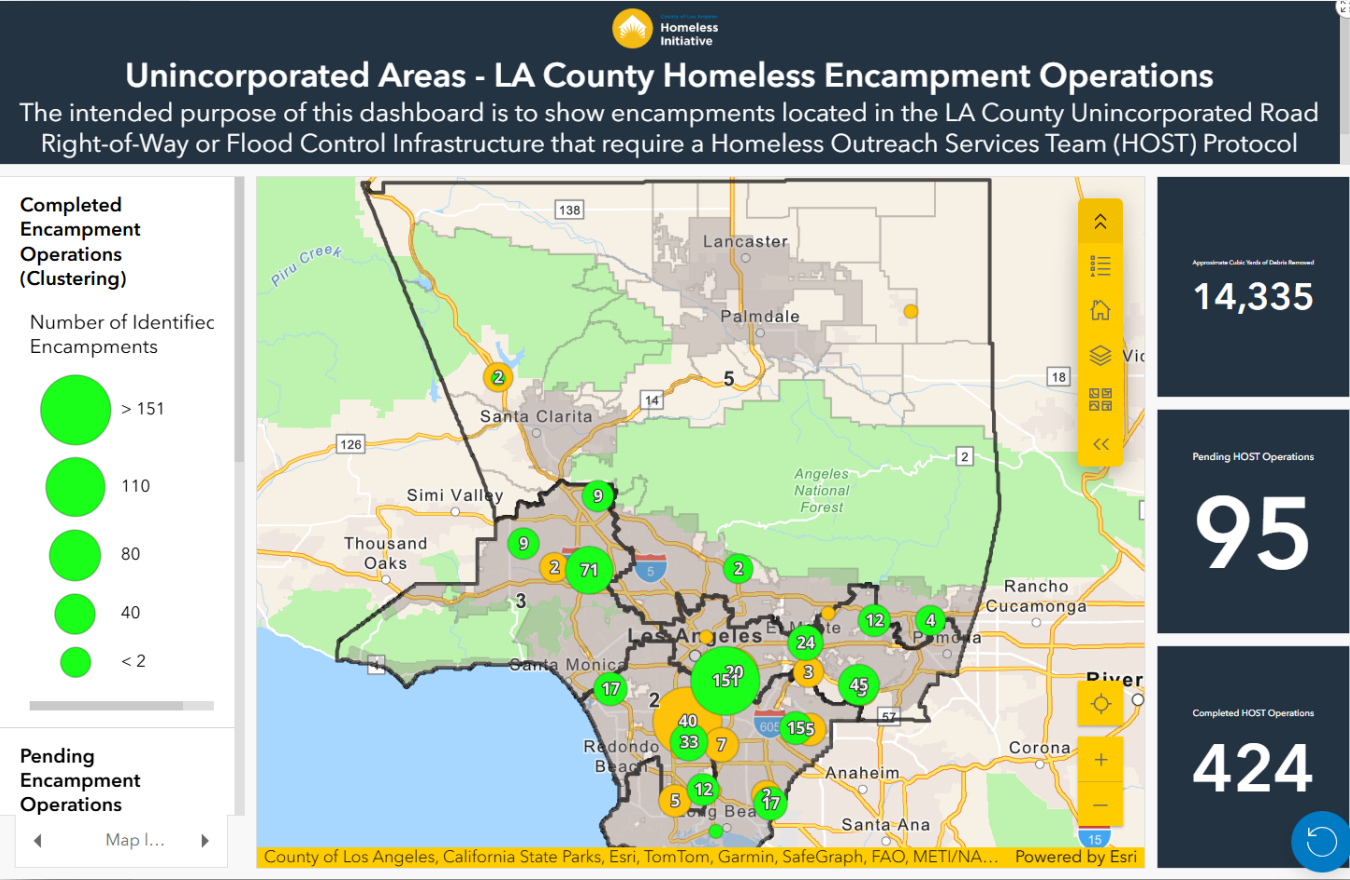
395

49% from Unincorporated Areas

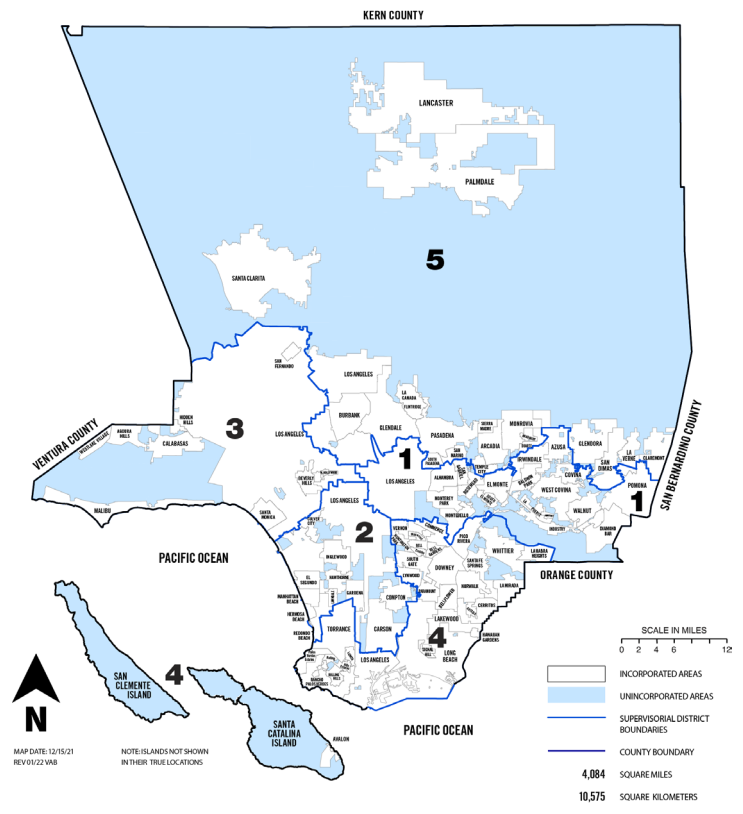


Homeless Outreach Services Team (HOST) Operations

January 2025 – Present



120+ Unincorporated Areas



Inside Safe Coordination & Support Progress

December 2022 – August 2025

15 Council Districts

On-Site
Coordination of
County Support for

106

Total Encampment
Resolutions

Provided Direct
County (Measure H)
Funding for

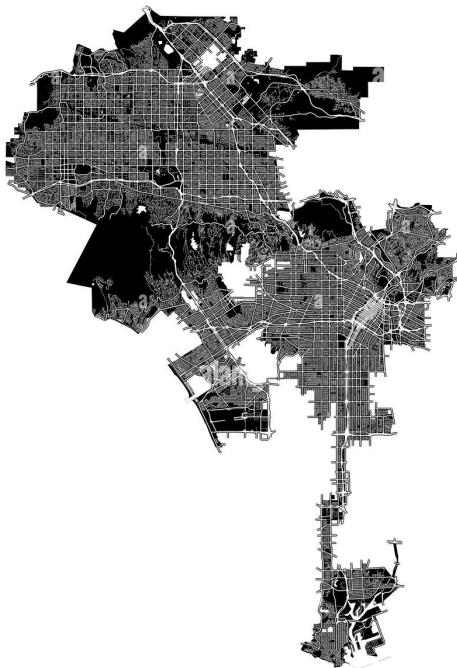
113

Inside Safe
Participants from
adjacent
jurisdictions

Coordinated
County, State, and
Local Partners for

53

Service Connection
Events for Inside
Safe and Pathway
Home participants.





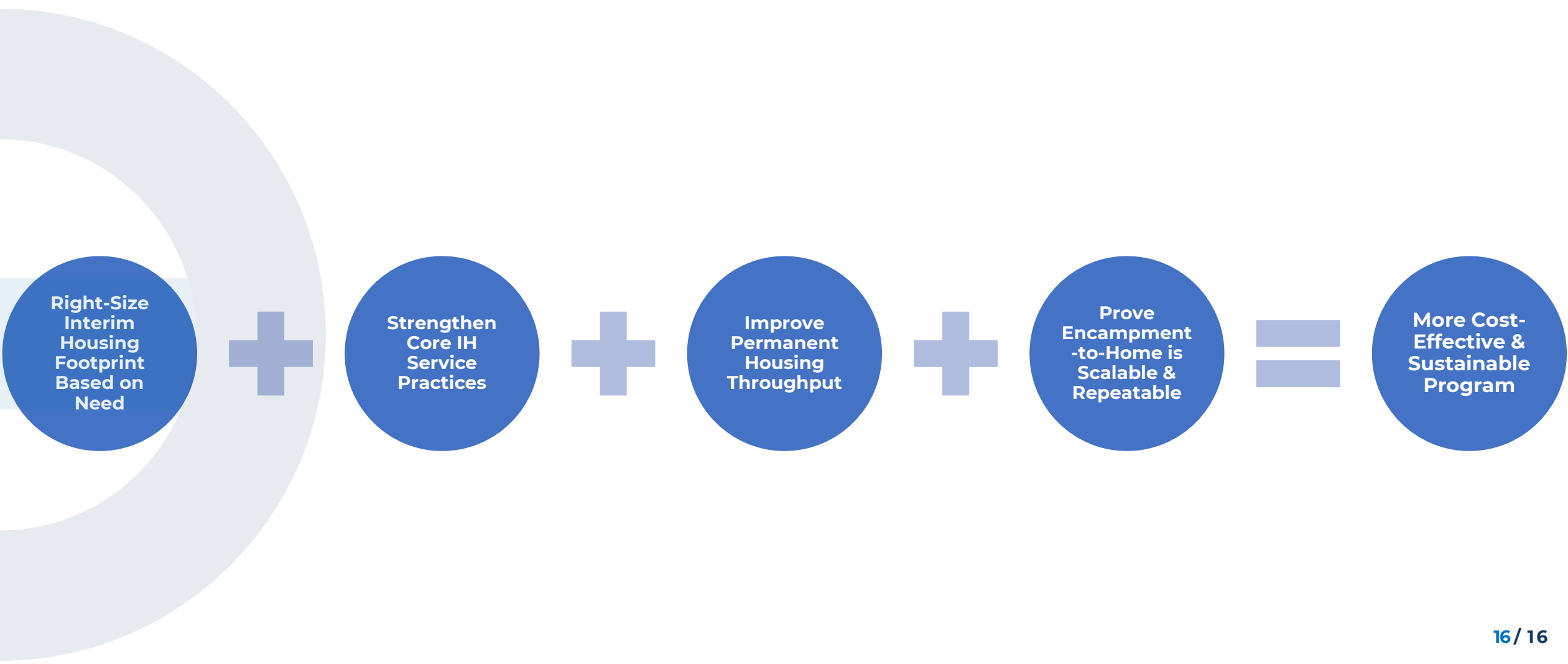
Encampment Resolution Impact: Pathway Home

| Impact on Equity | Impact on Unincorporated Areas | Exit Destinations | Mental Health and Substance Use Service Connections |
|---|---|---|--|
| <ul style="list-style-type: none">• 90% of operations have occurred in communities disproportionately impacted by homelessness and poverty• 69% of participants are members of racial and ethnic groups that are disproportionately impacted by homelessness and poverty• 40% of participants are older adults (50+) | <ul style="list-style-type: none">• 40% of operations have been conducted in Unincorporated Areas• 39% of participants were unsheltered in Unincorporated Areas• 49% of permanent housing exits have been participants from Unincorporated Areas• 96% of RV removals have occurred in Unincorporated Areas | <ul style="list-style-type: none">• 53% of participants have exited to permanent housing• 18% of those who did not exit to permanent housing did not exit to unsheltered homelessness:<ul style="list-style-type: none">• 5% exited to Residential Treatment Facilities;• 9% transferred to another interim housing site; and• 4% are staying with family and friends | <ul style="list-style-type: none">• 9% of participants received SUD screening services from SAPC. Of these, 60% were successfully admitted to SUD treatment services• 21% of participants are connected to DMH services, of these:<ul style="list-style-type: none">• 31% are connected to DMH-HOME• 17% are linked to the Full-Service Partnership (FSP) program |

Encampment Resolution Fund (ERF-3R) Implementation

| Promised by April 2028 | \$52M Investment | 7 Encampment Zones Resolved | 212 Motel Rooms Secured | 586 People Enrolled | 200 People Housed |
|-----------------------------------|--|---|-------------------------------|--|---|
| Delivered as of August 2025 | \$12M spent to date (24% complete) | 14 Operations conducted in all zones: <ul style="list-style-type: none">InglewoodWest AthensWestmontWillowbrookDel AireSanta Fe SpringsSouth GateLos AngelesLynwood | 100% complete | 349 people enrolled (60% complete) | 17 housed (9% complete) 225 FHSP slots created |

Pathway Home: Future Improvements



Update on the Formation of the Department of Homeless Services and Housing

Los Angeles County Board of Supervisors



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County of Los Angeles
Homeless
Initiative



Department of Homeless Services and Housing Planning Priorities

- Supporting LAHSA and **planning for the transition of resources** from LAHSA to the County
- **Improving collaboration** through better communications and community engagement
- **Building the necessary infrastructure** to launch a successful Department of Homeless Services and Housing on January 1, 2026
- Improve partnerships with **cities and unincorporated communities**
- Supporting **effective system governance**

PROJECT TIMELINE



>April 1, 2025



July 1, 2025



Jan 1, 2026



July 1, 2026



<July 1, 2026

Phase 0

Assemble
Implementation Team

Phase I-A

CEO-HI & DHS-HFH
Integration

Phase I-B

New Department
Establishment

Phase II

County funded
LAHSA Integration

Phase III

Additional County
Program/Service
Integration

A New Beginning...

Phase I – Major Accomplishments

As of August 12, 2025

1 STAKEHOLDER ENGAGEMENT

Project Website: 18,190 views &
9,888 active users
Change Well Engagements: 67

2 ORG STRUCTURE & HR

Admin Structure Underway
Holding Regular Employee &
SEIU Briefings

3 BUDGET

Embedded @ LAHSA: 24 staff
Convened County/LAHSA
Budget Workgroup

4 ADMIN SYSTEMS

Dept. Code & Org Level 1
Established in eCAPS

5 CONTRACTS

Reviewed & Inventoried: 917
Monitoring Ratio: 1:15

6 SPACE & EQUIPMENT

Short-Term Locations Proposed
Long-Term Spec Assessment
Underway

7 IT & DATA MANAGEMENT

Systems & Apps Inventory
Migration Plan Development

8 LEGAL

Clinical Oversight Functions
Analysis
Title II Ordinance Draft

9 CALAIM

Secured NPI
Initiated Medicaid-Related
Program Transition

Community Engagement Dashboard

Community Engagement on the New Department of Homeless Services & Housing

CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

Event Details

Participant Feedback

Total Events

Total People Reached

Groups Engaged

Countywide

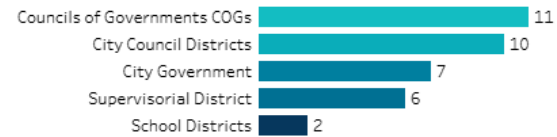
20

3,268

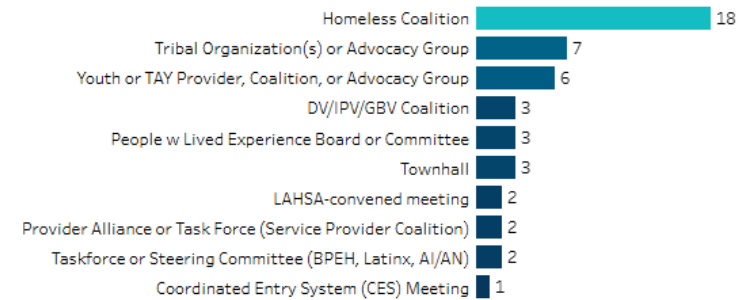
Regional Focus

69

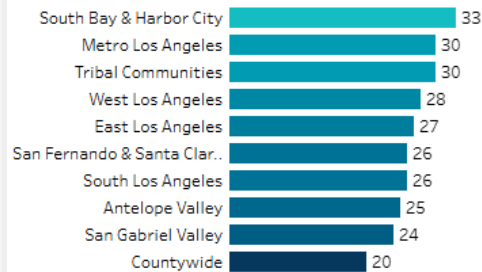
Government Partners



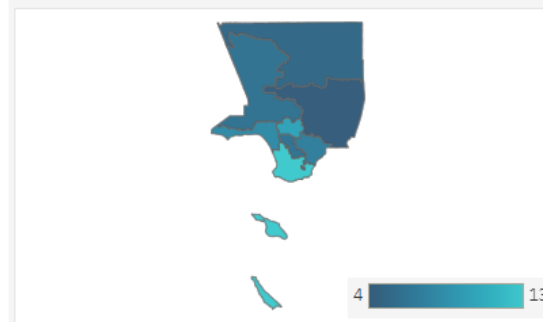
Community Groups



Community Focus of Events



Total Type # Events



Discussion Themes



Date Updated: 8/26/2025

Community Engagement Co-Design Workshops

On September 3rd, Change Well Project, in collaboration with DHS-Housing for Health and CEO-Homeless Initiative, will begin a series of **two-day co-design workshops** in all eight Service Planning Areas to inform the design of the Department of Homeless Services and Housing

- SPA 1: Sept 8 & 9
- SPA 2: Sept 3 & 4
- SPA 3: Oct 22 & 23
- SPA 4: Sept 22 & 23
- SPA 5: Oct 28 & 29
- SPA 6: Oct 7 & 9
- SPA 7: Sept 16 & 17
- SPA 8: Oct 15 & 16