HOMELESS POLICY DEPUTIES MEETING AGENDA

DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEETING PARTICIPANTS AND MEMBERS OF THE PUBLIC WILL NEED TO CALL INTO THE MEETING.

Date: Thursday, September 8, 2022

Time: 2:00 PM

Microsoft Teams Link: Click here to join the meeting

Teleconference Number: <u>+1 323-776-6996,,498852877#</u> (Ctrl+Click to follow link)

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

Agenda Item	Lead	
Welcome and Introductions	Isela Gracian, Second District	
II. Housing Communications Tools	Marie Condron and Katrina Eroen, Ocean and Mountain; Megan Folland, Abode Communities	
III. 2022 Greater Los Angeles Point-in- Time Homeless Count	Nathaniel VerGow and Emily Vaughn-Henry, LAHSA	
IV. Items Recommended for Future Discussion		
V. Public Comment		

Next Meeting: September 22, 2022





September 8, 2022

O&M & voxpop "My Best Move" Campaign Briefing

*And bonus update on #Rehousing.LA campaign

CCF-funded cohort of 15 supportive housing developers

































Southern California Association of Non Profit Housing







Campaign Goals



- Evolve public narrative to rebuild support for supportive and affordable housing
- Social and earned media campaigns that focus on individuals with lived experience in housing insecurity
- Activate affordable housing developers as experts with concrete policy solutions
- Create consistent messaging adopted by stakeholders and media when speaking about affordable and supportive housing in LA







Polling that Informed Our Strategies

Who do you trust on housing & homelessness?

- Groups trying to prevent homelessness 77%
- Tenant rights groups 71%
- Affordable housing builders (not developers) 67%

Other key insights that informed strategy

- Least amount of trust in government and politicians
- Homeowners want to know how they benefit

Message preferences

- Does not resonate: "constructing more than 25,000 units of affordable housing in the next decade"
- Better: "preventing tens of thousands of people from becoming homeless in the next decade"
- Best: "reducing homelessness" over "preventing"







Research that Informed Our Strategies

Leading with a collective vision on how issues affect everyone. Below is research that informed the idea of leading with joy and success.

<u>Dr. Tiffany Manuel ("Dr. T"</u>), The CaseMade

10 principles from Dr. T to create a positive vision through messaging:

- Start by establishing the "We" and wrap it around a strong, shared "why"
- 2. Navigate the dominant narratives and negative disruptors
- 3. Tell the story of us
- 4. Anchor and credential solutions, not problems
- 5. Make system and equity issues visible
- 6. Shared and collective responsibility
- 7. Creating a catalytic moment by connecting to what's on the horizon
- 8. Consequences of inaction
- 9. Results framework tracking meaningful metrics of success



Dr. T

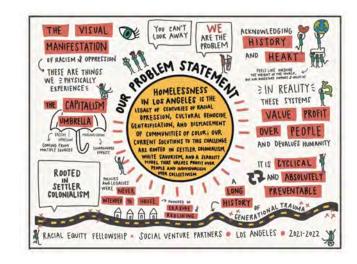




Research that Informed Our Strategies

<u>Center for Story-Based Strategy</u> & <u>Liz Manne Strategy</u> Via Social Justice Partners Los Angeles

- Storytelling is the best way to change anyone's mind about anything
- Story-based strategy is a participatory approach that links movement building with an analysis of narrative power and places storytelling at the center of social change
- Aspects of Storytelling
 - FRAMING what you strategically decide to leave in and leave out of a particular story
 - o **CONFLICT** how the problem is being framed
 - CHARACTERS who are the messengers in the story
 - IMAGERY what powerful images does the story provide directly?
 - FORESHADOWING How does each story show us the future?
 - ASSUMPTIONS What are the unstated assumptions in the story?







Media Analysis that Informed Our Strategies (Q1 2022)

Positive Trends

- Stories about individual buildings/developments tend to be positive, discussing the promise/housing/services/hope they offer to residents
- Housing providers can serve as both critics of system shortcomings and offerers of solutions in the form of housing and services – very positive messengers
- Housing First has continued support from L.A. Times Editorial Board

Negative Trends

- HHH is "slow," "expensive" and "mismanaged"
- Galperin report cost statistic continues to be cited in negative articles
- Conservative media (talk radio etc.) narrative foments distrust of government, is only partially contained



Campaign Strategies and Tactics



Strategy 1: Lived Expertise, Joy & Success

- Personal stories of rehoused people
- Homes are opening & people are moving into them
- People want this to work want a success story

Strategy 2: Policy insight from housing provider experts

- What's fixable in the current system?
- Where do critics get it right, and get it wrong?
- What policy positions can emotionally connect?
- Spotlight decades of policy decisions that created crisis that we are just beginning to reverse - the enemy is the past

Tactics

- Messaging/ PR/ Digital
 Toolkits for cohort members and partners to use consistent messaging
- Direct PR Outreach personal stories of joy and success, community events, community support.
- Paid Digital Campaign 4 ads featuring personal stories of joy and success, \$16K budget across 6 provider accounts



PR Impact: Headlines that place HHH in a positive light





LOS ANGELES BUSINESS JOURNAL

HHH Project Draws Cheers





BOYLE HEIGHTS

Construction Project in Boyle Heights Seeks to Tackle Affordable Housing Crisis

- KCAL9, "Supportive Housing Success," 7/1/22 A
 60-second piece on the power of supportive housing
 and supportive services. (the <u>tail end of the clip is</u>
 here)
- NBC Los Angeles, "Construction Project in Boyle
 Heights Seeks to Tackle Affordable Housing Crisis,"
 7/25/22 An article published focusing on how La
 Veranda will tackle the affordable housing crisis and allow residents to stay in their neighborhood.
- KCAL, "Affordable Housing Grand Opening," A 60second segment about Garcetti at ribbon cutting for Missouri Place and how thousands of new supportive housing units are opening across LA.



PR Impact: Headlines that place HHH in a positive light



Two Prop HHH-Funded Housing Complexes

Break Ground



- SN1CLA (Spectrum News), "64 New Supportive Homes Now Open for People Experiencing Homelessness," 7/1/22 – A 60-second segment about a new supportive housing project open in Watts.
- LA Daily News, "New Wilmington housing complex for those who are homeless breaks ground,"
 7/26/22 – Article published about groundbreaking for Banning and opening of Missouri Place Apartments.
- mynewsLA.com, "Two Prop HHH-Funded Housing Complexes Break Ground," 7/26/22 – An article published about the increase of supportive housing in LA due to HHH.
- Los Angeles Business Journal, "HHH Project
 Draws Cheers," 8/1/22 Article published about the success of HHH with Missouri Place opening.



PR Insights: Beginning to Shift the Tone

The coverage so far has supported both of our goals: creating a more positive tone overall around supportive/affordable housing, and an increase in direct positive mentions about HHH.

Affordable housing in media prior to campaign launch:

Sentiments were almost equally positive/ neutral/ negative

Trends in media post launch:

- Affordable and supportive housing are trending more positive than neutral or negative
- Groundbreakings/ openings are helping the positive trend

Negative trends we are still seeing:

- There is still a negative tone surrounding policy
 - This is why our efforts are on the feature policy pitch







Digital Ads Impact

Summary

- Video featuring <u>Tangee</u> is our top performing creative across our Meta placements
- Group and <u>Jayden</u> videos performing best on LinkedIn
- High engagement (views, comments, likes/reactions, shares, and saves) across all platforms
- Meta placements are giving the largest return on investment
- Averaging \$.04 per engagement across Facebook and Instagram (Meta placements) and LinkedIn

Digital Ads Running On

- East LA Community Corporation
- LA Family Housing
- Little Tokyo Service Center
- PATH
- Skid Row Housing Trust
- Venice Community Housing

Success Measures

 Engagements (Video Plays, Clicks, Likes/Reactions, Comments, Shares, Saves): 62.830

Video Plays: 55,590 Impressions: 184,202

Reach: 78,502







Tangee & her daughter

Jayden



Messaging: Lead with Joy & Success

Topline Message

Supportive housing is home *and more*. It provides life-saving supportive services that set people up for success and reduces the burden on public systems and communities.



Supportive housing helps people...

- Process and recover from trauma and addiction
- Stabilize mental and physical health
- Focus on growth and plan for the future

Supportive housing...

- Is the proven long-term solution to end homelessness
- Is the foundation from which people can build a stable life
- Makes neighborhoods stronger, healthier, and more vibrant







Policy Messaging: Educate About Historical Decisions

Objective: To zoom out from the bickering of cost and provide historical contexts of the decades of racially discriminatory and exclusionary policies that are the enemies. Though it will take time, we are changing the course and lives are being changed every day.

- Supportive housing is our best move. It transforms the lives of our unhoused neighbors for the better by offering
 independence, and life-saving supportive services that allow them to heal, recover and build new lives.
- LA is in the midst of an affordable housing rebirth. We are taking action to address decades of racist and exclusionary
 policies that created our current housing crisis.
- In the past 5 years, LA has started to **right these wrongs**. We have built more new affordable housing in the past 5 years than the previous 30 years.
- We all feel the effects of LA's uniquely distorted and constrained housing market. We are building more affordable homes, but it's more expensive than ever for everyone.
- Right now, Los Angeles is demonstrating what is possible when we invest in our neighbors and our communities. Having a
 home is the starting point of recovery, making long-term change possible, so we can achieve our personal goals.
- Supportive housing is an investment in racial and economic justice. It **fulfills the promise** of the 2020 racial justice protests.
- We have more work to do to fix the **legacy of exclusionary policies** that suppress LA's housing supply.



How Partners Are Using the Tools



Use of "My Best Move" Messaging...

- Media materials & talking points for June 30 Grand Opening at Cadence in Watts (LINC)
- Mayor's TPs
 - Cadence Opening (LINC)
 - The Banning Groundbreaking
 - Missouri Place Opening
- La Veranda Groundbreaking (Abode)

- July 16 Sugar Hill Arts Festival
- SCANPH used messaging to speak with neighborhood councils
- LA Family Housing Independence Day Event

Ways to use this messaging...

- Groundbreakings
- Ribbon Cuttings
- Move-in Events
- Community Events
- Newsletters
- Speeches
- Interviews/Talking Points
- Board and Staff Trainings





Mayor Garcetti and Representative Maxine Waters at a ribbon cutting for LINC Housing where the Mayor's TPs incorporated the MBM Messaging

My Best Move Toolkit



Supportive Housing Messaging Tools:

- Key Messages
- <u>FAQ</u>
- Talking Points One-Pager

PR Toolkit:

- Media List
- Media Advisory Template
- Pitch Script Template
- Press Release Template
- Presser Checklist Template
- PR Toolkit One-Pager

Digital Toolkit:

- My Best Move Digital Creative
- Digital Messaging
- Digital Toolkit



Top fan

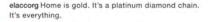
Theresa Winkler

Finding and moving into supportive housing helped me learn how to live all over. Skid Row Housing and Trust helped me to trust and realize I have a beautiful chance at a brand new life. Thank you for saving my life.

Like Reply 2w









How You Can Use the Tools



Feel free to share these tools widely with partners, advocacy & community groups

Messaging Toolkit

- Review & use the policy messaging and Q&A with your teams
- Incorporate them into talking points

PR Toolkit

- Crib from the advisory, release templates for your supportive housing-related events
- Use the PR checklists and media lists to spread the word

Digital Toolkit

- Post the 4 video ads and suggested copy from your account
- Use the #mybestmove hashtag when talking/ posting about success in affordable and supportive housing.







The Campaign Continues: What's Next

- **Direct pitching:** policy feature pitches during campaign season, radio/tv public affairs and editorial board outreach, op-ed from supportive community member
- **Sharing messaging:** share & deploy toolkits to city and county partners, supportive housing developers, partner organizations to integrate in PR work and organic sharing on social
- Ad campaign continues: optimized to the best-performing content







Rehousing L.A. Together.

- Funded by the Conrad N. Hilton Foundation, a publicfacing digital campaign to boost public understanding of 2022 homeless count results and the rehousing system.
- Series of ads and a landing page that features personal stories of five frontline workers in the rehousing system with lived experience (and a family caregiver with lived experience), representing a diversity of ages, geographies and ethnicities.
- Intentional strategy to shine a light on providers and frontline workers and their personal stories--rather than LAHSA.





Rehousing L.A. Together.

- \$20,000 paid digital campaign will run on the Facebook accounts of Union Station, St. Joseph Center & HOPICS, targeting civic leaders and those who follow homelessness.
- Site launch **Sept. 8, campaign will run for 6 weeks** with ads that direct people to landing page.
- LAHSA has shared a social media toolkit so partners can boost the campaign from your digital accounts.
- Campaign Name: Rehousing L.A. Together
- Primary URL: Rehousing.la
- Hashtag: #RehousingLA







Pamela, case manager (left) and Omar, Student & Caregiver (above)



Q&A - Thank you!





LOS ANGELES HOMELESS SERVICES AUTHORITY

2022 Greater Los Angeles Homeless Count

September 8, 2022

Why We Count

Behind these numbers are our **NEIGHBORS**.

We use this information locally to inform policies and strategies to end homelessness, and LA's data contributes to the California and national understanding of homelessness.





Together, we are building a Los Angeles where everyone has a place to call home.

LA has one of the most robust people-powered rehousing systems in the nation. The people on the frontlines of our rehousing system ended homelessness for over 84,000 Angelenos in the past five years. Every day, they connect our unhoused neighbors to life-saving care, recovery, and homes.

Learn more at rehousing.la







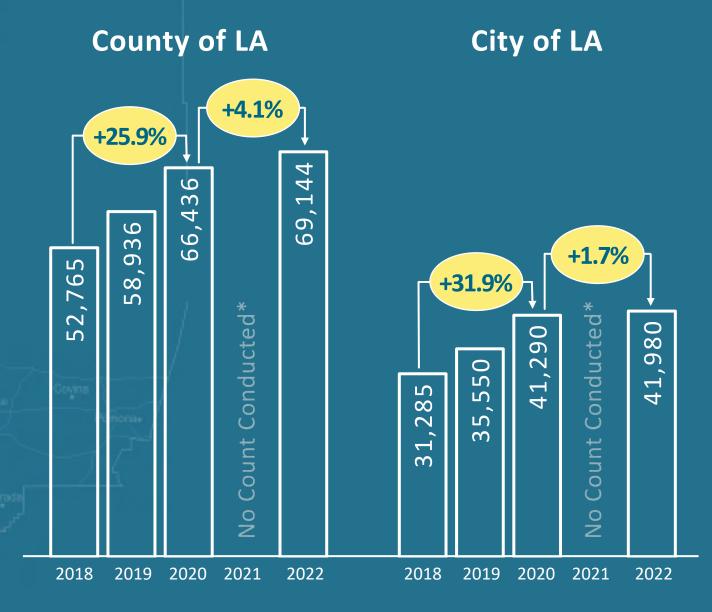


Covid affected the count, in ways still to be revealed

The pandemic had a profound effect on homelessness. It made the rehousing system work better. We added non-congregate shelter like Project Roomkey, and 40% of Project Roomkey participants exited to permanent housing.

But the pandemic also made the point-in-time count more challenging. This year's homeless count sheds light on what's working and the problems that persist. Let's unpack the numbers.

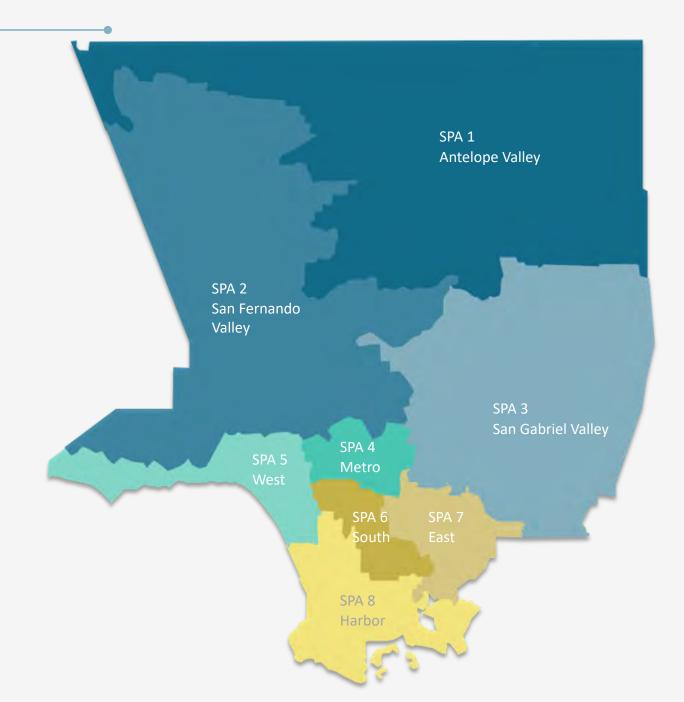
This year we estimate that there are 69,144 people experience homelessness on any given night in LA County, a 4.1% increase from 2020.





Service Planning Areas (SPAs)

SPA	2020	2022	% Change
SPA 1	4,755	4,598	-3%
SPA 2 ¹	9,277	9,829	6%
SPA 3 ²	5,082	5,173	2%
SPA 4	17,121	17,820	4%
SPA 5	6,009	4,604	-23%
SPA 6	13,012	14,598	12%
SPA 7	4,586	4,747	4%
SPA 8 ³	6,594	7,775	18%





¹ SPA 2 includes data from Glendale CoC

² SPA 3 includes data from Pasadena CoCs

³ SPA 8 includes data from Long Beach CoC

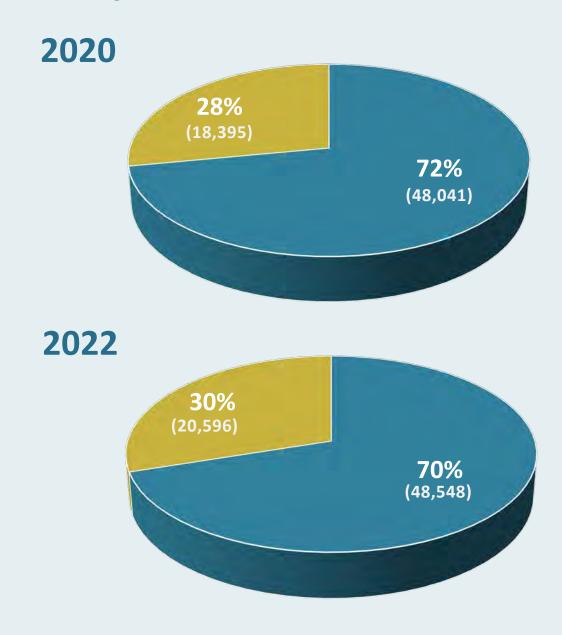


LA County's sheltered population increased by 12%.

There are over 20,000 people in shelter on any given day in L.A. County.



Unsheltered

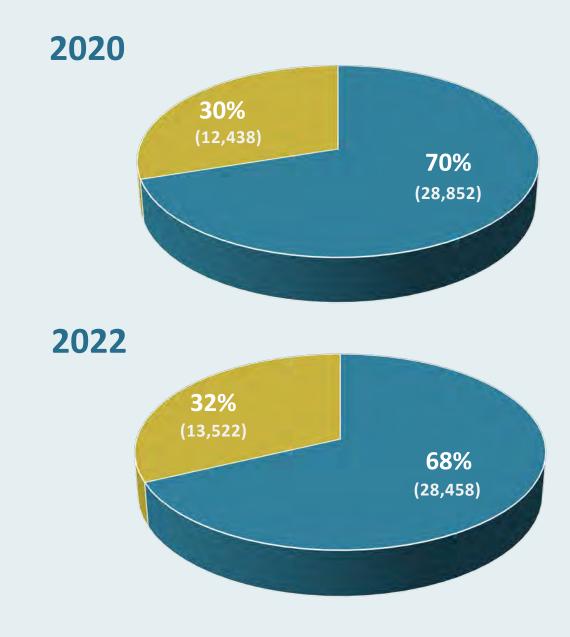


The City of LA's Sheltered population increased by 8.7%.

The City's unsheltered population decreased by 1.4%.



Unsheltered

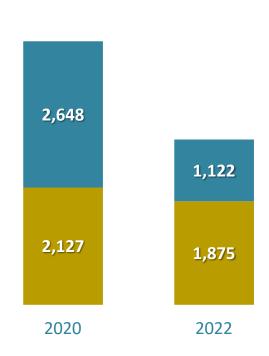


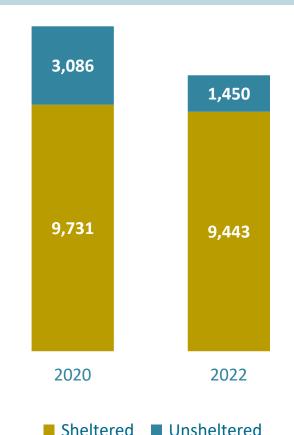


The winter Omicron variant spike led to fewer family and transition aged youth surveys collected.

Transition Aged Youth (TAY) 18-24*

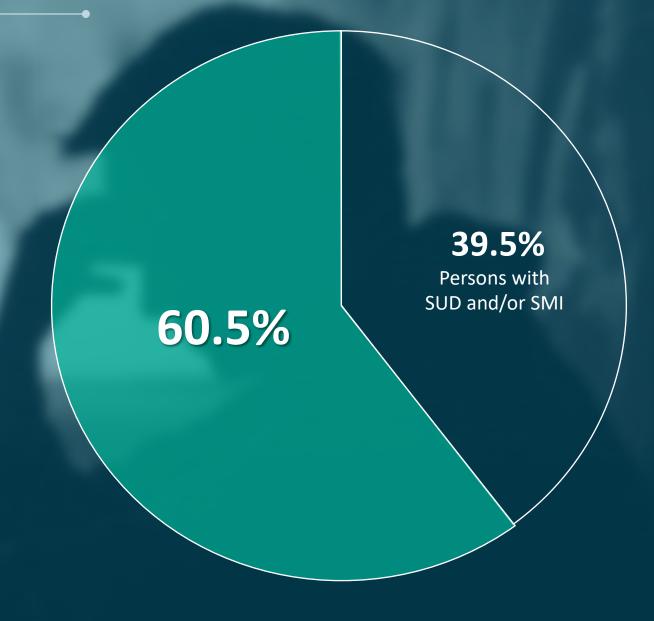






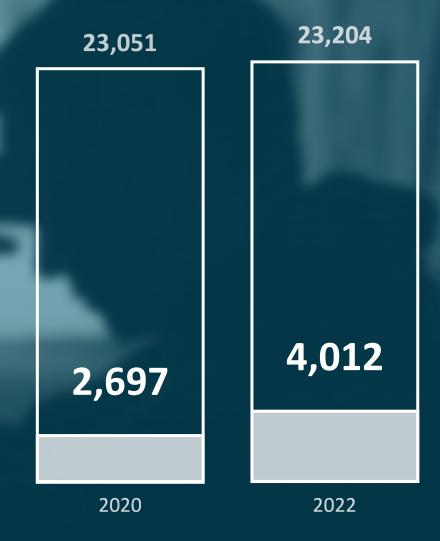


60.5% of our unhoused neighbors do not report experiencing serious mental illness or substance abuse





We brought nearly twice as many unhoused people who report serious mental illness or substance abuse into shelter.

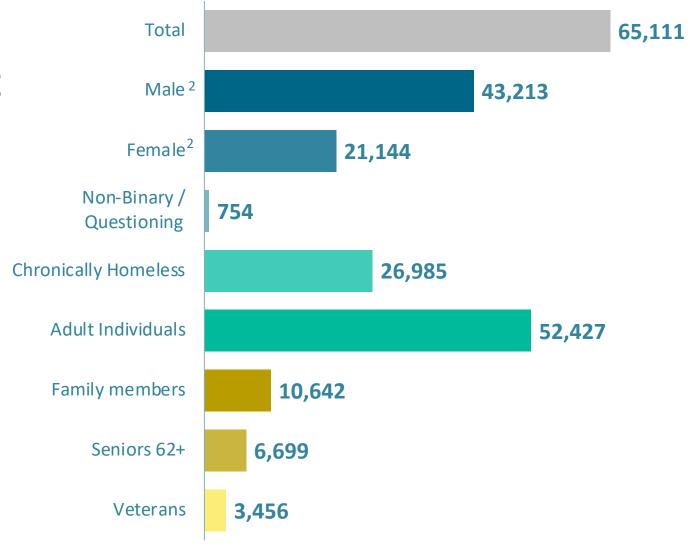


Number of people experiencing homelessness with SUD or SMI in shelter.



Homelessness in most subpopulations in the LA CoC grew, but veterans fell¹.

- Veteran homelessness shrank by 6.1%
- The number of women experiencing homelessness increased by 2.4%
- Seniors experiencing homelessness grew by 6.5%.
- Chronic homelessness grew by 10.2%





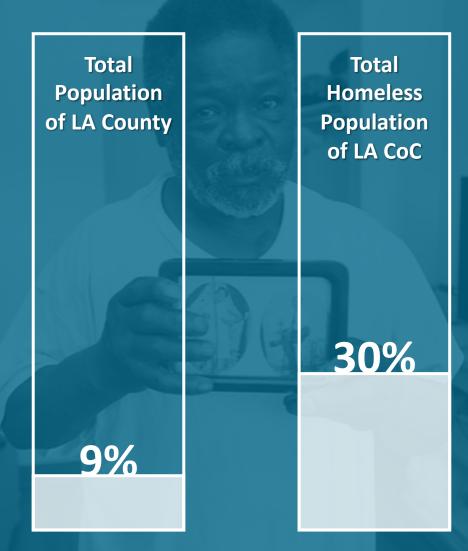
¹ Los Angeles Continuum of Care data only

² Transgender included

Black people are still overrepresented among people experiencing homelessness.

Despite the decrease, Black people comprise nearly 30% of the homeless population, despite being only 9% of LA County.

Percentage of Black People Experiencing Homelessness





Latino homelessness is rising faster than other demographics.

25.8% more people experiencing homelessness identify as Latino. Latinos are the largest demographic group in LA CoC, representing 49% of LA County, and now 44% of people experiencing homelessness.

Race / Ethnicity	Total Homeless Pop.	Prevalence in Homeless Pop. (%)	Prevalence in LA County Pop. (%)*	Perce	nt Change
Hispanic/Latino	28,940	44.5%	49.1%		26%
Black/African American (Non-Hispanic/Latino)	19,523	30.0%	9.0%	_	-9%
White (Non-Hispanic/Latino)	13,661	21.0%	25.3%	_	-16%
Mixed or Multiple races (Non-Hispanic/Latino)	1,637	2.5%	3.3%		24%
Asian (Non-Hispanic/Latino)	598	0.9%	15.6%	_	-23%
American Indian/Alaska Native (Non-Hispanic/Latino)	610	0.9%	1.5%	_	-11%
Native Hawaiian/Other Pacific Islander (Non-Hispanic/Latino)	142	0.2%	0.4%	_	-31%
Total	65,111	100%			



Policy and investments are making a difference

During the pandemic, the County and City of LA enacted policy tools, including the eviction moratorium and utility assistance, that prevented thousands of people from experiencing homelessness. Federal and state unemployment relief also kept homelessness from rising more.

The City of LA has created more affordable housing in the past five years than in the previous 30 years.

Prop HHH will exceed its goal of bringing on 10,000 supportive and affordable units.





Led by the City of LA, our LA CoC shelter capacity has increased 62%.

We went from 15,617 beds available on any given night in 2019 to 25,263 in 2022. Though shelter is not a long-term solution, bringing our neighbors inside makes their transitions to permanent housing more effective.







If LA keeps focusing on solutions to the root causes, we can solve them – together.







LAHSA is focused on reducing unsheltered homelessness by:

01

Connecting as many people experiencing unsheltered homelessness as possible to interim housing

02

Ensuring stays in interim housing are brief and provide a rapid pathway to permanent housing

03

Equip data-driven decision making by collecting, analyzing, and sharing regional data to track our progress towards shared goals.

The LA region needs to increase the amount of permanent housing available for our unhoused neighbors.

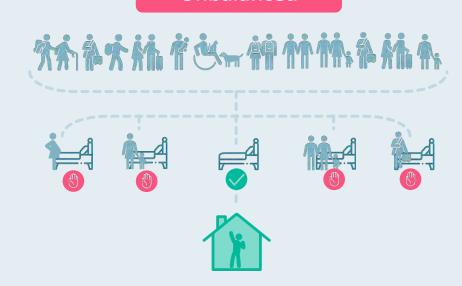
- Our system works best when we have a five to one permanent housing to shelter ratio.
- Our permanent housing inventory has not kept up with our shelter capacity leading to a ratio of shelter to permanent housing that is closer to 1:1.
- To achieve an ideal system our region needs to increase housing availability by 250%.
- Our cities and county need to increase our housing units and through innovative options to housing for our most vulnerable neighbors.



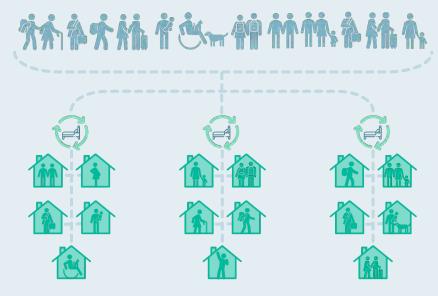




Unbalanced



Balanced





The Los Angeles County HOMELESS INITIATIVE REAL HELP. LASTING CHANGE.

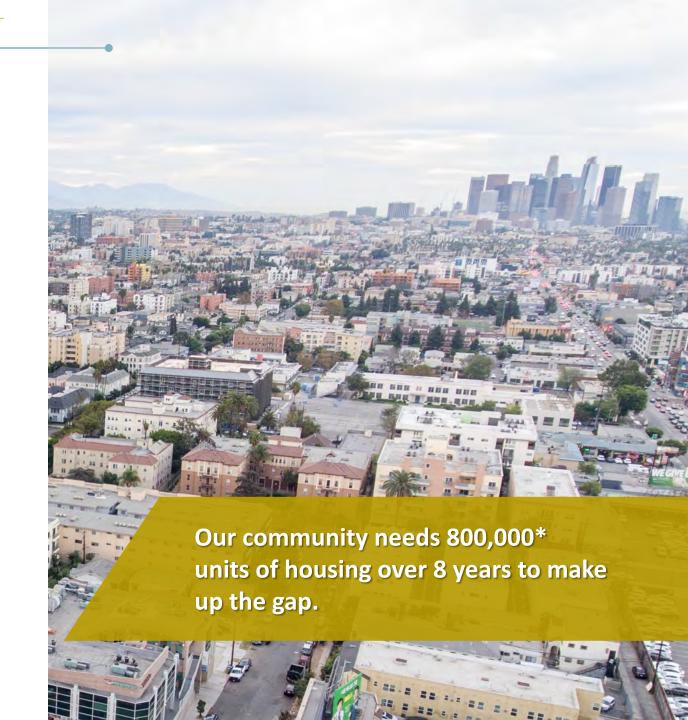


- Improve social safety nets
- Use data to predict and prevent homelessness
- Increase rental and shallow subsidies
- Prevent homelessness by improving support for people leaving foster care, jails, county hospitals



Cities across LA County can help end homelessness faster by creating more affordable housing.

- Through Prop HHH and Project Homekey LA
 City has created thousands of additional
 homes to address homelessness
- LA County is willing to partner with cities to help them secure state and federal funding to grow their housing supply, but more affordable housing is needed.







Conclusions

- Homelessness is rising much slower than in previous years
- Tents, vehicles, and makeshift shelters on the street increased, but fewer people are in them
- Policies & investments prevented homelessness from growing worse during COVID
- Investments in mental health and substance use disorder treatment services and beds is needed
- More people than ever before are in shelter
- Black people are still overrepresented, although down slightly.
- The number of Latinos experiencing homelessness has grown considerably
- Our region is in a very precarious position w/policies & investments ending.
 - As pandemic era safety nets end, more low-income Angelenos may fall into homelessness
 - A significant amount of one-time shelter funding is ending. This loss could cause a rise in unsheltered homelessness.

Get Involved



Advocate

- Support policies to create more housing
- Demand system
 change we have land
 use and housing
 policies that fuel
 inequity and we need
 to change that

Get involved at

everyoneinla.org



Volunteer

- Visit the <u>LAHSA get</u>
 involved page to
 connect with your local
 service provider.
- We need every one of you to volunteer for the 2023 Homeless Count in January.



Work With Us

- We are hiring skilled people to join our mission and make it a reality
- For career opportunities, visit lahsa.org/jobs



Rent Your Unit

 Landlords and property owners, call the LeaseUp program to rent your units at market rates, with support from our provider teams



LAHSA thanks the thousands of frontline staff and volunteers who do hero's work end homelessness in our community every day.

Learn more of their stories at rehousing.la





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HOMELESS POLICY DEPUTIES AUGUST 11, 2022 MEETING SUMMARY VIA TELECONFERENCE CALL

DEPUTIES	IN ATTE	INDANCE:
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- Daniella Urbina, First District
- Isela Gracian, Second District
- Lily Sofiani, Second District
- Rachael Simon, Third District

- Tanya Ortiz, Third District
- Ivan Sulic, Fourth District
- Tyler Cash, Fifth District

	ITEMS/PRESENTERS	ACTIONS/NEXT STEPS			
I.	Welcome and Introductions - Isela Gracian, Second District	N/A			
II.	Partnering for Domestic Violence Survivors - Amy Turk, Downtown Women's Center/ Domestic Violence and Homeless Services Coalition	No additional follow up.			
III.	Female Homelessness: Nexus with Domestic Violence, Sexual Assault, and Human Trafficking - Nicolle Perras, Domestic Violence Council, DPH	No additional follow up.			
IV.	Domestic Violence and Homelessness - Ericka Battaglia and Elizabeth Vera, HOPICS	No additional follow up.			
V.	Public Comment	N/A			
VI.	Items Recommended for Future Discussion	N/A			
VII.	Next Meeting	September 8, 2022			