HOMELESS POLICY DEPUTIES MEETING AGENDA

Date: Thursday, July 13, 2023

Time: 2:00 PM

Microsoft Teams Link: **Click here to join the meeting**

Teleconference Number: +1 323-776-6996,,214215956#

	AGENDA ITEM	LEAD
I.	Welcome and Introductions	Ivan Sulic, Fourth District
II.	Homelessness Emergency Response Update	Cheri Todoroff, Executive Director, CEO-HI Carter Hewgley, CEO-HI Dorinne Jordan, CEO-HI
III.	LAHSA Winter Shelter Program	Cheri Todoroff, Executive Director, CEO-HI Dr. Va Lecia Adams Kellum, Chief Executive Officer, LAHSA Jaclyn Grant, Director, Interim Housing, LAHSA
IV.	Data Integration Presentation #1 - AB977	Andrea Iloulian, CEO-HI Max Stevens, CEO-CIO Andy Perry, CEO-CIO
V.	Items Recommended for Future Discussion	
VI.	Public Comment*	

* Public Comment is limited to one minute. Those interested in speaking should raise their hand on Microsoft Teams and unmute once called upon by the Chair. Those on their phones should press *5 to raise their hand and *6 to unmute.

NEXT MEETING: JULY 27, 2023

AGENDA

1. Countywide Encampment Resolution Update

2. Tracking Mainstream County Resources and Services in Inside Safe

Countywide Encampment Resolution Update

Support for Inside Safe

Phase	Status (22 Total Operations)	County Support Includes
Planning	2 operations we are collaboratively planning: • One operation with no date in SD1 • One operation with no date in SD2	• Coordination and Planning Support from CEO-HI • Jurisdictional Mapping support from DPW • Outreach/Engagement Support from DHS's MDT Teams • Collaborative resource-sharing conversations when encampment is split across jurisdictional boundaries
Response	No operations this week.	• MDT Teams are often the lead Outreach providers for the operation • MDT teams do harm reduction and overdose reversals if needed • Measure H Funded Providers are usually the leads for interim housing • DMH, DHS, and DPH are always on standby for unmet needs where HOME teams or Mobile Clinics may be requested by the MDT team • DPW does debris and property removal when County property is involved
Stabilization	SD1: 3 Operations (83-119 days in) SD2: 8 Operations (12-162 days in) SD3: 7 Operations (5-189 days in) SD4: 1 Operation (41 days in) SD5: 3 Operations (124-203 days in)	• DHS mobile clinic can visit motels to ensure continuity and connection to care • Interim Housing Step-by-Step Guide • Guide to Accessing County Services for Inside Safe sites (DRAFT) • Deploying Interim Housing Support teams as available/requested • Connecting residents to mainstream benefits • Participating in Service Connection Events • Collaborating with interim provider on referrals to higher levels of care
Mitigation	DPW finished the fencing in Chatsworth, and repaired the City's fencing along the flood control channel in the Pacoima Wash. The MDT team continues to visit the location.	• MDT teams continue to conduct outreach at targeted sites to engage residents and get them into care and safety • The County may install fencing in flood control and fire danger zones

Status of Key Action Items

On Deck (Next 3 Weeks)	Underway	Completed
❑ Presenting to the SPA 6 Homeless Coalition (tomorrow) ❑ Staff Recruitment and Onboarding ❑ Pursuing two different RV storage sites and trying to assess which is most viable soonest	❑ Piloting multi-department service connection event at motel-based interim housing, leveraging the DHS Mobile Clinic as a base of operations/coordination ❑ Signing our first motel and provider agreements and securing the site on a multi-year basis ❑ Continuing to tour motels and negotiate with motel owners in prioritized communities ❑ Improving City/County/LAHSA client-level coordination through bi-weekly working group meetings and daily coordination meetings ❑ Reviewing options for legally-compliant protocols for the documentation of consent for personal property disposition and storage ❑ Moving forward with the safe parking site in SD2	✓ Conducted Non-Displacement Cleanup Operation for 106 RVs (12 abandoned RVs and two boats removed to date) ✓ Toured six motels and in negotiations with two sites for RV Pilot ✓ Conducted a joint City/County/State encampment resolution in the Pacoima Wash/Paxton Park/Valens Park area ✓ Met with the City of Monrovia and Supervisor Barger, and LAHSA to discuss local jurisdiction coordination and support in their community ✓ Submitted final comments to LAHSA on the SRS for Motel-Based Interim Housing ✓ Submitted a revised directives to LAHSA for LAHSA Commission review and approval on July 28th ✓ Finished forecasted Program Budget estimates in preparation for carryover budget process

County of Los Angeles

Homeless Initiative

Tracking Mainstream County Resources and Services in Inside Safe

Tracking Mainstream County Resources and Services in Inside Safe

Tracking Efforts

- CEO-HI is collaborating with LAHSA to capture County-funded housing resources committed to Inside Safe and with the Chief Information Office (CIO) to identify mainstream County service connections for Inside Safe participants

- CIO is matching deidentified Inside Safe client lists from HMIS against County data stored in CIO's InfoHub repository

- The initial data analysis captured County service connections across four departments:
  - DPSS: including CalFresh, Medi-Cal, General Relief programs
  - DMH: including outpatient, crisis/emergency, inpatient, and Serious Mental Illness
  - DHS: including outpatient, emergency, inpatient, and emergent psychiatric services
  - DPH: including outpatient, detox, residential and maintenance

Data Collection Challenges

- **Data lags** from County departments to InfoHub
  - CIO is working with each department to update the frequency of the data extracts to meet the need for the more frequent reporting associated with this effort.
- **Insufficient observation period**
  - These analyses will soon be structured by a pre/post framework that provides insight into the effectiveness with which the County connects residents previously unconnected to mainstream services.
  - We will likely see service connection grow as our observation period increases
- **Restricted Data**
  - Some County service data is restricted by State and Federal regulations. We are working with our departments to update aggregated information to complement future iterations of these analyses
- **Inside Safe data collection still requires consistent reconciliation** by the City, LAHSA, and providers

The information presented on the next slides **understates the County's involvement with and commitment to serving the Inside Safe population. With the addition of more time and data, future reporting will be more exhaustive**

Tracking Mainstream County Resources and Services in Inside Safe

- CEO-HI has partnered with CIO to cross reference the Inside Safe client list to begin a process of answering questions such as:
  - How many clients were connected to County services at the time of and or/ prior to an Inside Safe engagement?
  - Which services were they connected to?
  - How many clients who weren't connected at the time of engagement became connected in the six months afterwards?
  - How many Time Limited Subsidy slots committed to Inside Safe are partially or fully County funded? What is the annual value of those slots?
  - Over time, are course corrections positively affecting outcomes using this initial analysis as a baseline?
- CEO-HI is also working in partnership with ARDI to conduct an equity analysis
  - Pending results will be included in an upcoming report back to the Board

Initial Findings

Encampment Residents Engaged by Inside Safe Outreach January through May 2023
N=1,230

749
60.9%
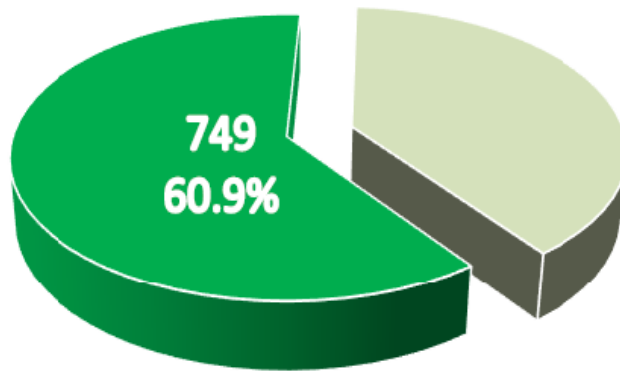
- A total of 1,230 individuals were served by Inside Safe over a period of five months.

- The matches conducted by CIO show that 60% of those engaged by Inside Safe in Jan-May of 2023 were already connected to services as of the outreach encounter dates. In some encampments, the percentage is well above 80%.

- The picture that emerges from this initial set of matches is of a population with significant behavioral and physical health ailments who have service connection histories with the County.

Time Limites Subsidies & Housing Navigation

The total amount of County funding committed to Inside Safe clients in HN and TLS thus far is $3.48M.

Time Limited Subsidies (TLS) are a locally funded housing subsidy program that provides housing and services to an individual until they can gradually take on the rent themselves.

Housing Navigation (HN) provides housing-focused supportive services for people experiencing homelessness with the goal of helping them identify, apply for, secure and move into permanent housing within 120 days of enrollment.

193 out of 194* Inside Safe clients active in TLS are in TLS programs funded in part or full by County funds.

All 320* Inside Safe clients active in HN are in HN programs funded in part or full by County funds.

*The information presented above likely understates the County's contribution to the TLS and HN programs due to data lags associated with service providers inputting data into HMIS and LAHSA transferring HMIS data to the InfoHub.

Thank you.

County of Los Angeles

Homeless Initiative

Overview

The Winter Shelter Program increases the inventory of short-term emergency shelter during the winter months for people who are experiencing homelessness.

It is typically established annually **between November 1 to March 31** when Los Angeles usually experiences its most inclement cold weather.
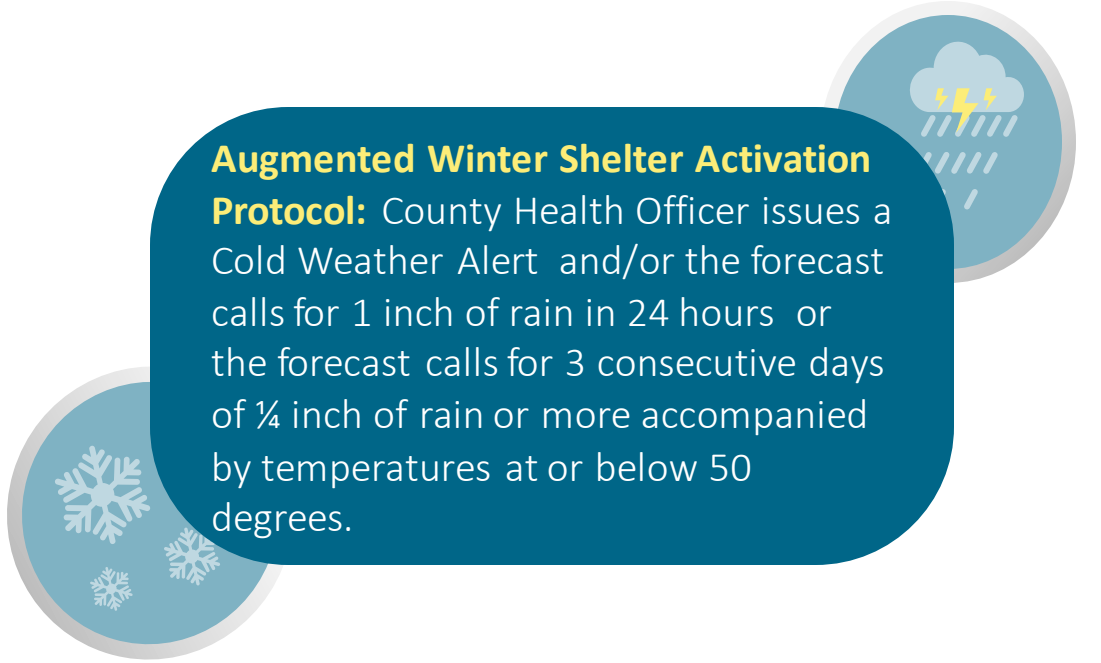
FY2022-23 Hybrid Program Model

Seasonal Winter Shelter Program (SWSP)

- Site-based: November 1- March 31

- 14 to 24-hour bed availability

- Document Readiness, Case Management

- Diversion/Problem-Solving

- Residential Supervision / Security

- Restrooms and Showers

- 3 meals in a 24-hour period

- Transportation

Augmented Winter Shelter Program (AWSP)

- Congregate (site-based, includes meals)

- Non-congregate (hotel/motel voucher) housing during activation period

Augmented Winter Shelter Activation Protocol: County Health Officer issues a Cold Weather Alert and/or the forecast calls for 1 inch of rain in 24 hours or the forecast calls for 3 consecutive days of ¼ inch of rain or more accompanied by temperatures at or below 50 degrees.

LAHSA

FY2022-23 Hybrid Program Model Goals

➢ Focus on providing life-saving shelter and support services during times of inclement winter weather.

➢ Utilize unfunded beds at existing Interim Housing sites for SWSP/AWSP.

➢ Where Interim Housing resources are limited, utilize hotel/motel vouchers.

➢ Begin to develop infrastructure to support year-round emergency response efforts as needed.

Winter Shelter Program Need and Capacity

Expenditures for County Winter Shelter

	FY2021 – 22	**FY2022 – 23**	**Difference**
SWSP Expenditures	$2,101,814	$1,054,235	-50%
AWSP Expenditures	$946,885	$4,317,433	+356%
Total Expenditures	$3,048,699	$5,371,668	+76%

SWSP/AWSP Congregate Programs

	Capacity of SWSP and AWSP Number of Sites / (*Beds*)			
	Fiscal Year 2021-22		Fiscal Year 2022-23	
	City	County	City	County
SWSP	6 / (*228*)	4 / (*119*)	3 / (*156*)	3 / (*114*)
AWSP	1 / (*49*)	1 / (*37*)	3 / (*211*)	0 / (*0*)
Total	7 / (*277*)	5 / (*156*)	6 / (*367*)	3 / (*114*)

LAHSA

SWSP & AWSP Congregate Capacity by Service Planning Area (SPA)

SWSP and AWSP Capacity by SPA				
SPA	2021-22 # of Sites	2021-22 # of Beds	2022-23 # of Sites	2022-23 # of Beds
1	1	11	1	25
2	1	57	1	56
3	0	0	0	0
4	3	125	1	7
5	0	0	0	0
6	4	158	4	231
7	0	0	1	8
8	2	82	1	81
Total Bed Count		**433**		**408**

LAHSA

AWSP Activations

	Number of AWSP Activations			
	Fiscal Year 2021-22		Fiscal Year 2022-23	
	City	County	City	County
# Activations	5	21	16	31
Days of Activation	24	55	109	131

LAHSA

FY2022-23 Winter Season Trends

➢ Weather was colder and rainier than anticipated or than trends in recent prior years

➢ Some regions, particularly in SPA 1, experienced long periods of cold, rainy weather with extended activations of AWSP for weeks at a time

➢ Cold weather continued through April in SPA 1, and the program extended an additional week to respond to the inclement weather

LAHSA

Evaluation of FY2022-23 Winter Shelter Program

People
Served

Number of People Served

	People Served through SWSP and AWSP			
	Number of Unduplicated Participants Served at SWSP Sites		Number of Unduplicated AWSP Participants who Received Hotel/Motel Vouchers	
	2021-22	2022-23	2021-22	2022-23
County	711	382	489	3,111*

*Data comes from HMIS. In FY 22-23, the 3,111 unduplicated clients who received hotel/motel vouchers received 37,492 hotel/motel voucher nights.

LAHSA

Program Assessment

Feedback for Providers and Stakeholders Received on Program Strengths

Seasonal Winter Shelter Program
- Provided resources for participants to get document ready, and most participants left the program having their I.D. and/or Social Security Card
- Participants were offered resources such as referrals to DMH, CBEST, reunification resources, higher level of care housing, and problem-solving resources
- Participants received assistance with obtaining a source of income
- New Bed Reservation System worked well, overall
- During demobilization participants were assisted in transitioning to other sites

Augmented Winter Shelter Program
- 7 times as many people were able to access AWSP this year than prior season
- Able to respond to changes in weather quickly
- Brought on additional hotel/motels during the season
- Strengthened additional pathways into AWSP through outreach teams

Program Challenges Experienced

Seasonal Winter Shelter Program
- Limited availability of beds/sites that could be mobilized for WSP
- Limited capacity of providers to take on additional program operations through WSP
- Sites were congregate and many participants prefer non-congregate options

Augmented Winter Shelter Program
- Inability to secure site-based AWSP options across County due to limited facility options and provider staffing/operation concerns
- Challenges securing adequate number of motel vendor partners with discrepancy in availability by region
- Demand exceeded availability of beds
- Program model does not include supportive services for participants
- The scattered site nature of program hinders ability to provide meal services

Feedback Received on Key Areas to Improve

Seasonal Winter Shelter Program

- As bed availability shifts throughout day, need to improve live time communication on availability across referral and receiving entities.
- As program approaches closing date, it is important to plan transfers to other Interim Housing programs early

Augmented Winter Shelter Program

- In response to increased demand for program, need to increase number of facility locations and/or motel vendors available to receive referrals
- Need to increase alignment and coordination between regions with higher levels of weather-based activations and potential need for bed/motel availability
- Increase connections to engagement and services

LAHSA

Examination of Hybrid Model Goals

Goal	Realized?
Allows for the rapid deployment resources	Yes
Doesn't utilize already taxed resources in the community	Yes
Allows for the deployment of resources to traditionally underserved geographic areas	Partially
Will help ensure full utilization of resources while meeting the needs in the community better	Yes
Reduces the administrative burden on stakeholders	Partially
Allows for better management of the program	Partially

LAHSA

Summary

- Call volume and utilization of WSP and AWSP was significantly higher than prior years, demonstrating both effective marketing of referral pathways and the need for additional shelter capacity during inclement weather.

- Site-based programs with 24-hour staffing were able to offer more supportive services to connect participants to referrals and resources

- There is a need to expand inventory of site locations and/or motel vendors to more efficiently connect participants to shelter, particularly during AWSP activations

- There are opportunities to continue to improve live time communications and coordination of bed/motel unit availability

- Weather patterns indicate that program demand is likely to continue to increase, during both cold weather and severe hot weather

LAHSA

Recommendations for Expanded and Improved Programming

RECOMMENDATIONS

01 Focus WSP Design on Core Program Purpose

- Refine mission and structure of program to focus on offering life-saving shelter and services during severe weather

- Prioritize services for individuals and families who are unsheltered when seeking services

- Offer 14 and 24-hour WSP to expand the program capacity

- Continue to utilize the Bed Reservation System

RECOMMENDATIONS

02 Refine and Enhance Access Pathways

- Expand streamlined pathways for unsheltered individuals to access program
- Continue to utilize centralized call-based referral pathways

RECOMMENDATIONS

03 Increase Inclement Weather Shelter Capacity

- Identify opportunities to utilize currently unfunded beds and/or unused space at interim housing programs for winter shelter efforts

- Increase inventory by identifying new potential sites, particularly County- or jurisdiction-owned

- Engage potential providers early in planning

- Reserve hotel/motel rooms in areas with limited interim housing facilities

LAHSA

RECOMMENDATIONS

04 Elevate Program Communications

- Identify and implement new strategies to inform the public and key stakeholders on program purpose and scope

- Maintain active communication with stakeholders, including referral partners and people seeking services, about program updates

- Leverage LAHSA website to communicate about Augmented WSP activations

FY2023-24 Planning Efforts To-Date
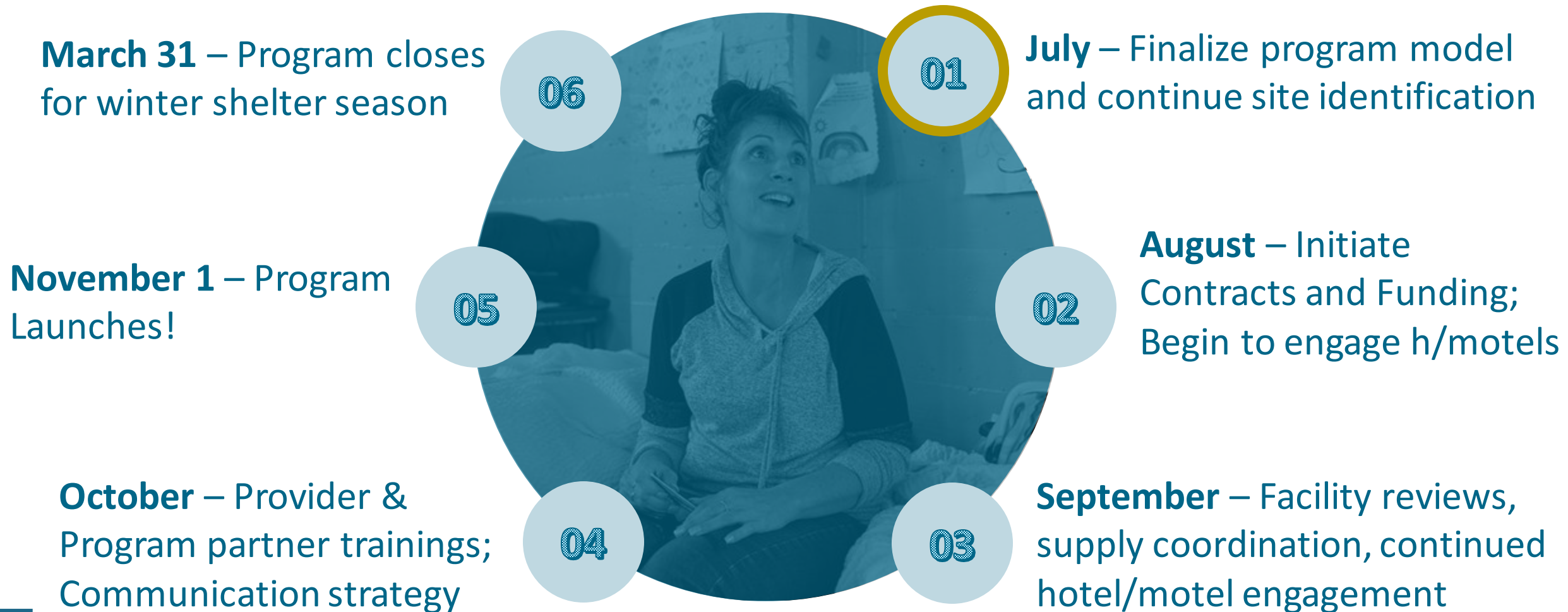
Efforts to Date

Site Evaluation

Provider Survey

Site Identification

Provider Meetings

Budget Modeling

LAHSA

FY2023-24 Winter Shelter Program Planning Timeline

March 31 – Program closes for winter shelter season

November 1 – Program Launches!

October – Provider & Program partner trainings; Communication strategy

July – Finalize program model and continue site identification

August – Initiate Contracts and Funding; Begin to engage h/motels

September – Facility reviews, supply coordination, continued hotel/motel engagement

06
05
04
01
02
03

LAHSA

Discussion

Appendix:
Evaluation of the Fiscal Year 2022-2023 Los Angeles County Winter Shelter Program

I. Program Overview

The Winter Shelter Program is a short-term weather-activated emergency response program that aims to provide individuals experiencing homelessness with a safe and supportive short-term shelter during severe inclement weather. The Winter Shelter Program is typically operational between November 1 and March 31 each year. The Los Angeles Homeless Service Authority (LAHSA), in coordination with the Los Angeles County Office of Emergency Management and the Homeless Initiative Office, partner to oversee the implementation of Los Angeles County's Winter Shelter Program. The County's Program consists of two components: the Seasonal Winter Shelter Program (SWSP) and the Augmented Winter Shelter Program (AWSP).

A. Seasonal Winter Shelter Program

The SWSP provides expands the number of beds available in the interim housing network during the Winter Shelter Program season by operating daily throughout the season. The SWSP primarily operates out of congregate site-based emergency shelter settings. At these program sites, individuals can access shelter 7 days per week, while also receiving meals and access to hygiene services and referral linkages and/or supportive services.

B. Augmented Winter Shelter Program

The AWSP is operational only on specific days when the program is activated. The AWSP is activated on days of extreme weather conditions, and aims to protect individuals from contracting hypothermia, pneumonia, and any medical or health-related conditions induced because of extreme cold and wet weather. The AWSP typically operates out of congregate emergency shelter settings and non-congregate settings like motels/hotels.

II. Program Redesign for Fiscal Year 2022-23

Before the COVID-19 pandemic, the SWSP operated as a 14-hour per day program expanded to 24 hours on days when the AWSP was activated. The model relied on securing large venues like parks, recreational facilities, armories, existing interim housing sites, and churches where people could come indoors during the winter season. Over time, this program model developed challenges:

- It was challenging to secure sites that could be utilized for 5 months of the year, and sites that had flexibility to offer both ongoing 14-hour operations as well as occasional 24-hour operations on little notice.

- Non-profit agencies indicated it was difficult to hire, train, and retain staff for the SWSP since it was only open for 5 months each year, and leveraging existing staff for AWSP when it was activated often resulted in understaffing in other programs and/or excessive overtime costs.

- The short-term nature of the project, particularly for AWSP, hindered the ability to provide meaningful supportive services and linkages to longer-term interim housing programs.

- As more types of facility venues were utilized for the program, the costs of operations exceeded the established rate, making it difficult to find non-profit agencies willing and able to operate a SWSP and/or AWSP (the leveraging of parks, recreational facilities, and other public venues had masked the true costs of the program).

During the COVID-19 pandemic, the Winter Shelter Program continuously operated between November 2019 and June 30, 2022, to meet the need for additional shelter capacity during the public health crisis. The SWSP switched from a 14-hour program to a 24-hour program, and the reimbursement rate was increased to $50 per bed per night to account for increased operational costs of 24/7 operations.

In Fiscal Year 2021-22, the County of Los Angeles Homeless Initiative and LAHSA began a process of reimagining the County's Winter Shelter Program to focus it on providing life-saving shelter during times of inclement winter weather and address some of the historical challenges of the program. The reimagined program, which was implemented this past winter of November 2022 through April 2023, included:

- A focus on providing life-saving shelter and support during times of inclement weather.

- Operation of SWSP 24-hours per day, 7 days each week during the winter season at a reimbursement rate of $50 a bed per night.

- Operation of a referral call line where people could access information, referral, and transportation services for SWSP as well as motel/hotel vouchers during activations of AWSP.

- Siting and scaling of resources as needed based upon regional weather conditions across Los Angeles County.

- Utilization of unfunded beds at existing interim housing sites for SWSP, wherever possible, combined with utilization of motel/hotel vouchers for the AWSP in areas where interim housing resources were limited.

- Continuous exploration of ways to develop the program's infrastructure and increase the number of beds available as part of it.

III. Fiscal Year 2022-23 Program Summary

The County's Fiscal Year 2022-23 Winter Shelter Program was supported through funding from Measure H, the County General Fund, and County allocations from Federal Emergency Solutions Grant funding. There was $7,325,286 allocated to SWSP and AWSP operations, over $2 million of which came through a mid-season increase in allocation based on higher-than-anticipated program need for the AWSP. Total expenditures in Fiscal Year 2022-23 totaled $5,371,668.

A. Seasonal Winter Shelter Program Summary

In Fiscal Year 2022-23, the SWSP in the County's jurisdiction consisted of three congregate living sites. The sites were in Service Planning Area (SPA) 1, SPA 7, and SPA 8. Between the three sites, 114 beds were available for people seeking shelter to access each night between November 1, 2022, and April 8, 2023. This is slightly lower than the available bed capacity of prior years – for example, in Fiscal Year 2021–2022, 119 beds were available in the County's jurisdiction for SWSP.

Table 1: *Seasonal Winter Shelter Program Sites, FY 22-23*

Service Planning Area	Number of SWSP Sites	Total Bed Capacity
SPA 1 - Antelope Valley	1	25
SPA 2 - Santa Clarita Valley	0	0
SPA 3 - San Gabriel Valley	0	0
SPA 4 – Downtown Los Angeles	0	0
SPA 5 - West Los Angeles	0	0
SPA 6 - South Los Angeles	0	0
SPA 7 – East Los Angeles	1	8
SPA 8 - South Bay	1	81
Total	3	114

A total of 382 unduplicated people accessed the County's SWSP this past season. Included below is a summary of demographic data collected for participants who accessed the SWSP in Fiscal Year 2022-23.

- *Race and Ethnicity:* Of the people who accessed SWSP, 46% identified as White, 40% as Black/African American, 26% as Hispanic/Latino, 2% as Asian, 2% as mixed or multiple races, and 1% as American Indian/Alaskan Native.

- *Gender*: Of the people who accessed SWSP, 65% identified as male, 32% as female, 1% as transgender, and 1% as non-binary.

B. Augmented Winter Shelter Program Summary

The County's AWSP was activated 31 times for a total of 131 days between November 1, 2022, and April 8, 2023. This is a significant increase over prior years, as the AWSP is typically activated for fewer than 60 days each winter season.

Individuals were able to access AWSP through a centralized call referral line operated through a contracted service provider. In addition, street-based outreach teams were also able to directly connect individuals to AWSP motel/hotel vouchers. The ability to connect individuals to motel/hotel vouchers is dependent on the availability of motel/hotel rooms to refer people to. Throughout this season, LAHSA and the contracted service provider for the centralized referral line services worked to increase the number of motel/hotel vendor partners willing to work with the AWSP to be able to respond to the increase in need and activation days. The table below summarizes the number of motel vendor partners who worked with the County AWSP in each SPA.

Table 2: *County AWSP Motel Vendor Partners*

Service Planning Area	Number of Motel/Hotel Partners	Total Room Capacity (Capacity does not equate to availability each night)
SPA 1 - Antelope Valley	3	204
SPA 2 - Santa Clarita Valley	3	220
SPA 3 - San Gabriel Valley	6	213
SPA 4 – Downtown Los Angeles	0	0
SPA 5 - West Los Angeles	1	50
SPA 6 - South Los Angeles	7	247
SPA 7 – East Los Angeles	0	0
SPA 8 - South Bay	4	274
Total	**24**	**1,341**

In total, 3,111 unduplicated individuals accessed the AWSP this past winter, receiving 37,492 hotel/motel voucher nights of service. This, again, is a significant increase – over 7-fold in the number of people served – from the previous year. Included below is a summary of demographic data collected for participants who accessed the SWSP in Fiscal Year 2022-23.

- *Race and Ethnicity:* Of the people who accessed SWSP, 41% identified as White, 38% as Black/African American, 33% as Hispanic/Latino, 2% as Asian, 2% as mixed or multiple races, and 1% as American Indian/Alaskan Native.

- *Gender*: Of the people who accessed SWSP, 53% identified as male, 45% as female, and 1% as transgender. Data was not collected or provided for 1% of participants.

C. Additional Services

The centralized referral call line received and processed 31,140 calls for service information, referral, and transportation services related to the Winter Shelter Program during the season. In addition, 2,090 transportation ride vouchers were provided to participants to get to SWSP and AWSP locations.

IV. Program Feedback

Following the close of the Winter Shelter Program, LAHSA engaged service providers and program stakeholders for feedback around areas of program strength and challenge, as well as ideas for expansions or enhancements to the program.

A. Seasonal Winter Shelter Program Feedback

To assess feedback on SWSP operations, LAHSA surveyed Fiscal Year 2022-23 SWSP providers. Through the survey, providers shared that the newly implemented Bed Reservation System in the Homeless Management Information System (HMIS) had improved visibility into bed availability and referrals. In addition, providers reported that – by being able to operate 24 hours per day - they were better able to help participants access mainstream and other community-based services to address identified referral needs, and many participants were able to secure identification, increase their income, and access County mainstream services. To further improve the SWSP, providers recommended that bed inventory for SWSP be expanded, and that LAHSA and contracted providers continue to improve communications to further streamline referrals and operations.

B. Augmented Winter Shelter Program Feedback

To assess feedback on AWSP operations, LAHSA engaged operators of the centralized referral line and outreach teams who had processed referrals, as well as County and other program stakeholders. Through this process, multiple recommendations for future enhancements were received. Key recommendations included requests that the AWSP expand the number of hotel/motels willing to work with the program, improve communication, and explore the possibility of evolving the program to address needs beyond the winter season to address additional inclement weather-related emergencies.

Homeless Initiative & Chief Information Office

Data Integration and Governance Presentation Series - #1

AB 977: A Data Integration Test Case for the Countywide Homeless Services System
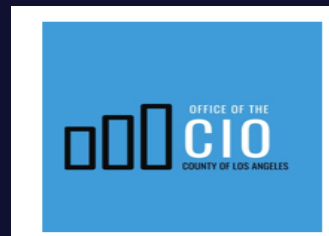
Agenda

1. Homeless Initiative/Chief Information Office Partnership and Data Integration History

2. Data Governance Presentation Series

3. AB 977

HI/CIO Partnership & Data Integration History

- The partnership between the HI and the CIO's Analytics Center of Excellence (ACE) was formed in 2015

- CIO's expertise in research analytics and integrated data application enable the HI to
  - Evaluate homelessness trends
  - Make evidence-based policy and resource allocation decisions

- But the County faces ongoing challenges due, in large part, to a lack of centralized data governance for homeless services

- The County has made important advances over the past eight years, including InfoHub

- Together HI are CIO/ACE are working on
  - Integrating Countywide homeless services data more comprehensively
  - Developing and implementing performance metrics and comprehensive governance standards to guide the uniform use of and interpretation of these data

Drivers of Accelerated Data Governance and Integration Efforts

- AB 977

- Blue-Ribbon Commission on Homelessness (BRCH) Recommendation 6

  - Focused on improving data and metrics through

    o The development of policies and tools to govern HMIS access

    o Improving existing infrastructure

    o Developing and producing system-level performance measures

    o Reviewing and revising existing metrics of success and accountability

  - August 30, 2022: CEO-HI released the first Quarterly Report

  - Created increased urgency and resources to move the data integration forward at an expedited pace

- New Framework

- Data needs around achieving County Equity Goals

Data Governance and Integration Presentation Series

1. AB 977

2. Key Performance Indicators

3. Full Integration and enhancement for the encampment project and a discussion of the overall status of the work to implement the BRCH recommendation

STATE ASSEMBLY BILL 977

HOMELESSNESS PROGRAM DATA REPORTING:
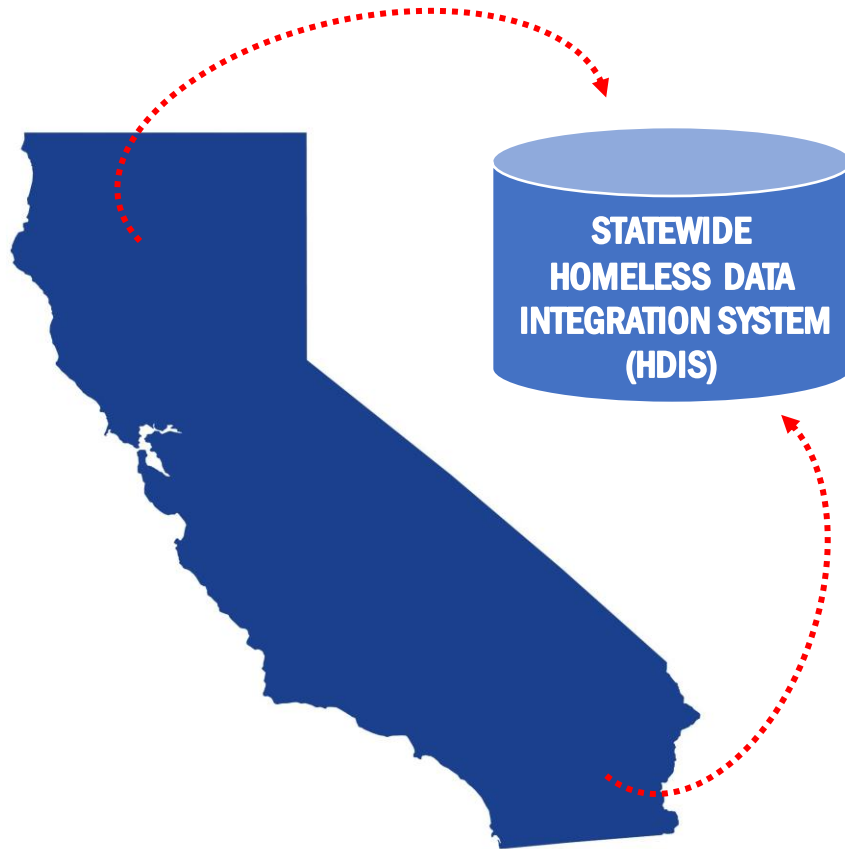
HOMELESS MANAGEMENT INFORMATION SYSTEM

JESSE GABRIEL (D), DISTRICT 46
COTTIE PETRIE-NORRIS (D), DISTRICT 73

PASSED AND SIGNED INTO LAW,
SEPTEMBER 2021

HI and CIO are working with DHS, DMH and LAHSA, as well as other stakeholders and parties, to comply with Assembly Bill (AB) 977.

STATEWIDE MANDATE
AB 977 DETAILS AND REQUIREMENTS

STATEWIDE HOMELESS DATA INTEGRATION SYSTEM (HDIS)

AB 977...

- Imposes a Statewide Mandate on County and City grantees to record State-funded services in local Homeless Management Information Systems (HMIS)

- Requires the Continua of Care (CoCs) to routinely transfer service data added to HMIS into the Statewide integrated homeless data repository, the Homeless Data Integration System (HDIS).

- Requires records of all applicable services with active enrollments to be recorded in the appropriate instances of HMIS. Los Angeles County requested and was granted an extension to 07/01/2023.

THE STAKES ARE HIGH

THE STATE CAN WITHHOLD FUNDING UNLESS AND UNTIL GRANTEES COMPLY

CRITICALLY IMPORTANT SERVICES ARE AT STAKE FOR LOS ANGELES COUNTY

- Vital services are at stake given the potential penalties that can be imposed for failure to meet AB 977 requirements by the due dates

- Interim and permanent supportive housing programs provided through DHS's Housing for Health program, and permanent supportive housing available through No Place Like Home, administered by DMH, are not currently recorded or are only partially recorded in HMIS.

- The time pressures involved necessitate a phased approach to compliance, which is discussed later in this presentation.
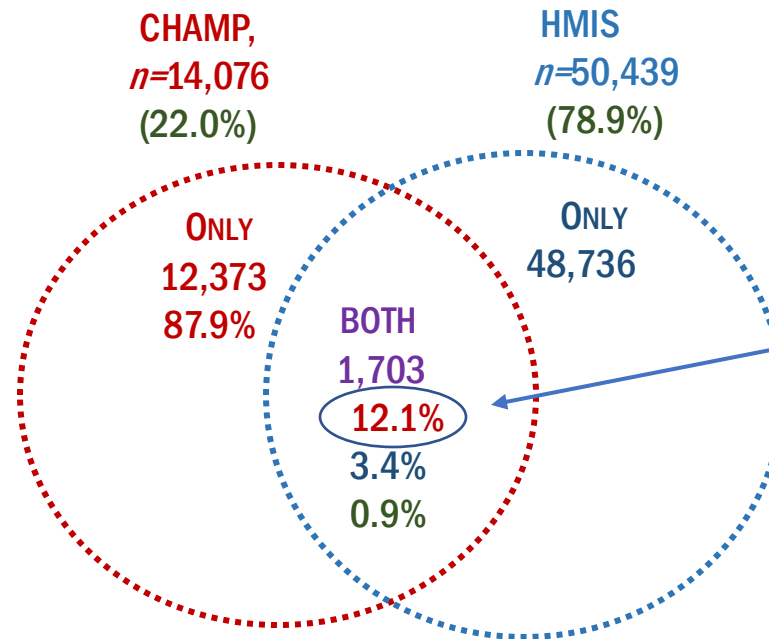
COMPLIANCE REQUIREMENTS

AB 977 IS MORE COMPLICATED IN LOS ANGELES COUNTY THAN IN MOST OTHER COUNTIES

- The Sheer size of the County and fragmentation of homeless services case management and reporting systems makes the AB 977 compliance effort more complicated in LA County.

- **In Most other Counties,** the services not recorded in HMIS tend to be relatively small subsets of permanent and interim housing services inventories.

- In, LA County, the largest portion of services relevant to AB 977 are recorded in HMIS. However, in addition to these data, AB 977 requires data from:

  - The three other Continua of Care (CoC), each of them use their own HMIS

  - DHS's Housing for Health (HFH) Program, recorded in the CHAMP system.

ENROLLMENTS IN PERMANENT AND INTERIM HOUSING SERVICES, FY 2022-23, *N*=62,812

(Both Newly Opened and Carried Over)

CHAMP,
n=14,076
(22.0%)

HMIS
n=50,439
(78.9%)

ONLY
12,373
87.9%

ONLY
48,736

BOTH
1,703
12.1%
3.4%
0.9%

In FY 2022-23, roughly 12% of interim and permanent housing enrollments that were recorded in DHS/CHAMP and active at some point during the year – i.e., almost 1 of every 8 - were also recorded in HMIS.

These comprised only 3.4% of active permanent and housing enrollments in CHAMP and HMIS combined but represent some of the most critical homeless services provided Countywide

In Los Angeles County, compliance with AB 977 entails having the relevant service records, currently residing in CHAMP posted in HMIS and included with the data LAHSA routinely transfers to the State for ingestion into HDIS.
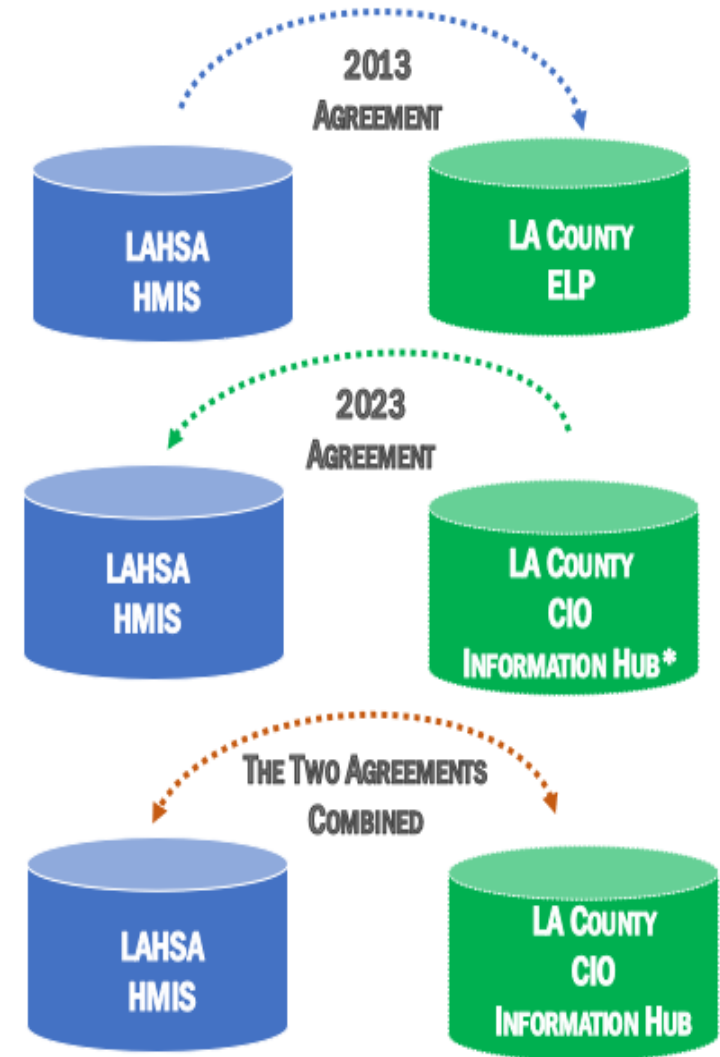
PHASE 1: BI-DIRECTIONAL DATA FLOW

ON TRACK TO MEET DEADLINE

- The process leverages the Information Hub to complete required transformation of CHAMP records into HUD format and utilizes CHAMP data already shared with CIO.

- Necessitates a second County - LAHSA data sharing agreement establishing a formal basis for the transfer of County administrative data to LAHSA.

- The data will then be transferred from the Information Hub to LAHSA for ingestion into HMIS.

- All clients active in Q1 of FY 23-24 must have their data in HMIS by October.

> Beyond AB 977 compliance, the agreement provides a mechanism for County data to be transferred to LAHSA and ingested into HMIS.

2013 AGREEMENT

LAHSA HMIS → LA COUNTY ELP

2023 AGREEMENT

LAHSA HMIS → LA COUNTY CIO INFORMATION HUB*

THE TWO AGREEMENTS COMBINED

LAHSA HMIS ↔ LA COUNTY CIO INFORMATION HUB

*SIGNATORIES TO THE MASTER INFORMATION HUB DATA SHARING AGREEMENT WITH CIO:
DCFS, DHS, DMEC, DMH, DPH, DPSS, Probation, LASD, and LASC

TRANSFORMING CHAMP RECORDS FOR INGESTION INTO HMIS

Differences in coding, structure, and the information that can or cannot be captured

CHAMP

Race	American Indian, Alaska Native, or Indigenous
Ethnicity	Hispanic/Latin(a)(o)(x)

HMIS (HUD Standard)

Ethnicity	1
AmIndAKNative	1
Asian	0
BlackAfAmerican	0
NativeHIOtherPacific	0
White	0
RaceNone	NULL

CHAMP (Homeless Status Domain)

Checkbox 5	TRUE
Checkbox 6	FALSE
Checkbox 7	TRUE

HMIS (HUD Standard)

TimesHomelessPastThreeYears	4
MonthsHomelessPastThreeYears	113
DisablingCondition	1

HMIS (Clarity Custom Field)

ChronicallyHomeless	Yes

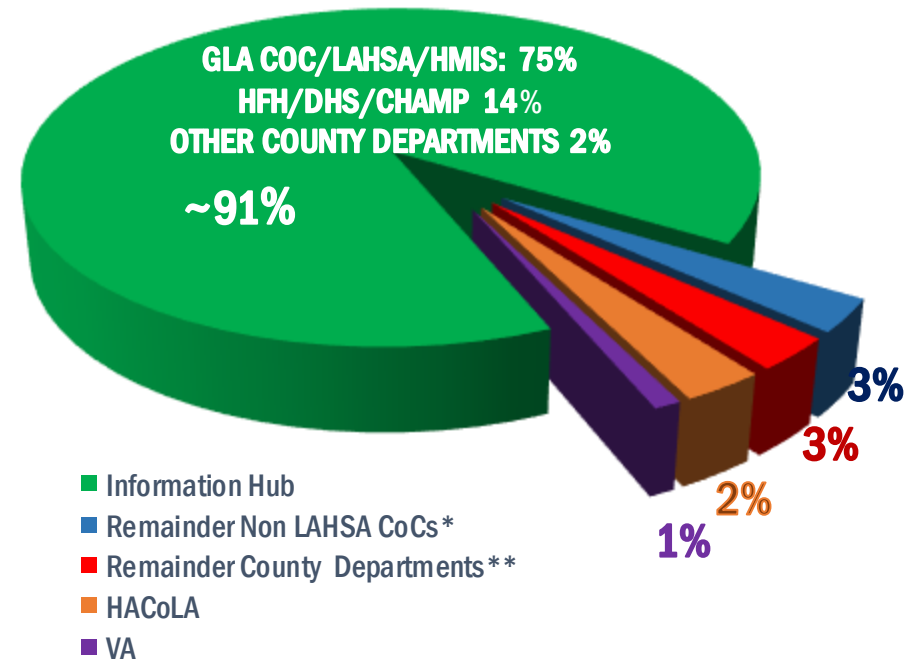# PHASE 2: AUTOMATING BACK-END COMPLIANCE
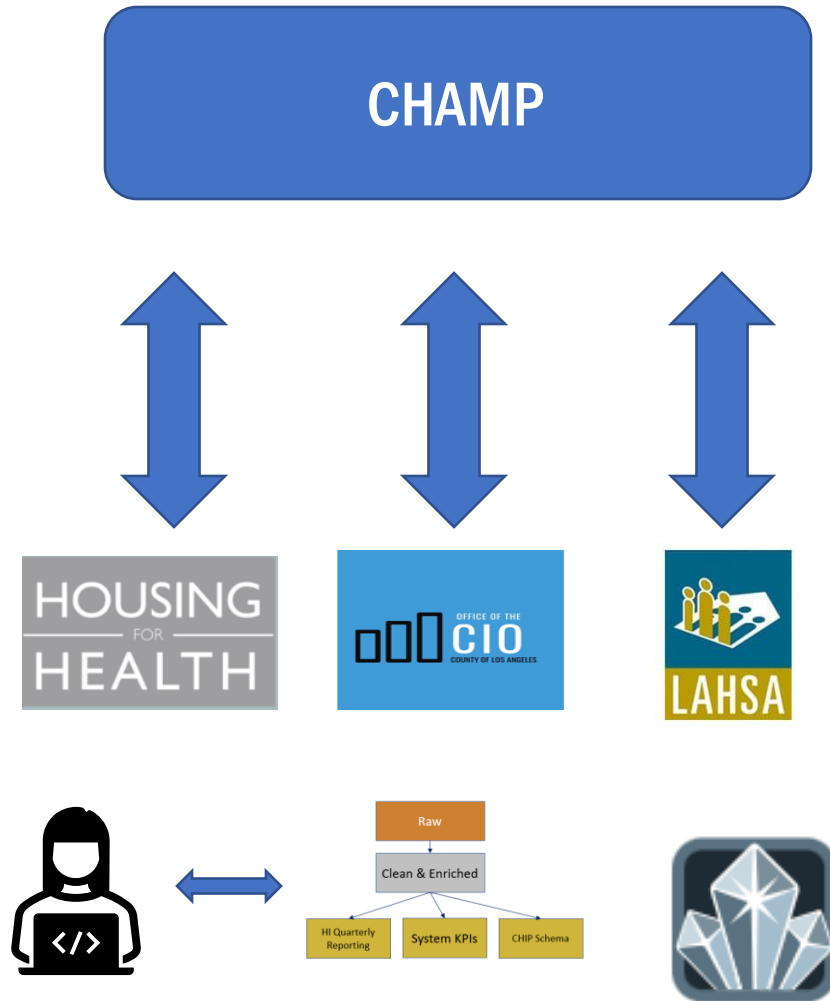
CHAMP

Beginning in the Fall, CHAMP's vendor will create HUD-compliant files that can be sent directly to LAHSA's HMIS system for ingestion.

CIO will continue to receive CHAMP data, in a form optimized for Housing for Health and Countywide analysts to track program and system metrics and make recommendations to improve outcomes.
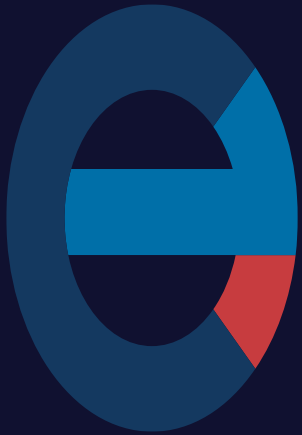
IMPLICATIONS OF AB 977

✓ Roughly 91% of current permanent and interim housing enrollments Countywide are in HMIS and in the Information Hub.

✓ Increased recognition that a common Systemwide data repository represents the most sensible solution to the fragmentation of the current the homeless services data landscape in Los Angeles County.

✓ The compliance effort revealed the advantages of a single source of truth to County departments unaffected by AB 977 but that play critical roles in the homeless services domain (e.g., DPSS and DPH/SAPC).

COUNTYWIDE HOMELESS SERVICES RECORDS
AT ANY GIVEN POINT IN TIME

GLA COC/LAHSA/HMIS: 75%
HFH/DHS/CHAMP 14%
OTHER COUNTY DEPARTMENTS 2%
~91%

3%
3%
2%
1%

■ Information Hub
■ Remainder Non LAHSA CoCs*
■ Remainder County Departments**
■ HACoLA
■ VA