



Chief  
Executive  
Office.



County of Los Angeles

Homeless  
Initiative

# Homeless Initiative

Homeless Encampment Protocols

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June 27, 2024

# Agenda

## 1. Homeless Encampment Protocol Overview

1. Context of Encampments
2. Types of Protocols
3. Threshold for Intervention

## 2. Submitting Encampment Requests

1. Partners
2. Process
3. The Works APP
4. HEARS System

## 3. Recreational Vehicles (RVs)

## 4. Outcomes to Date

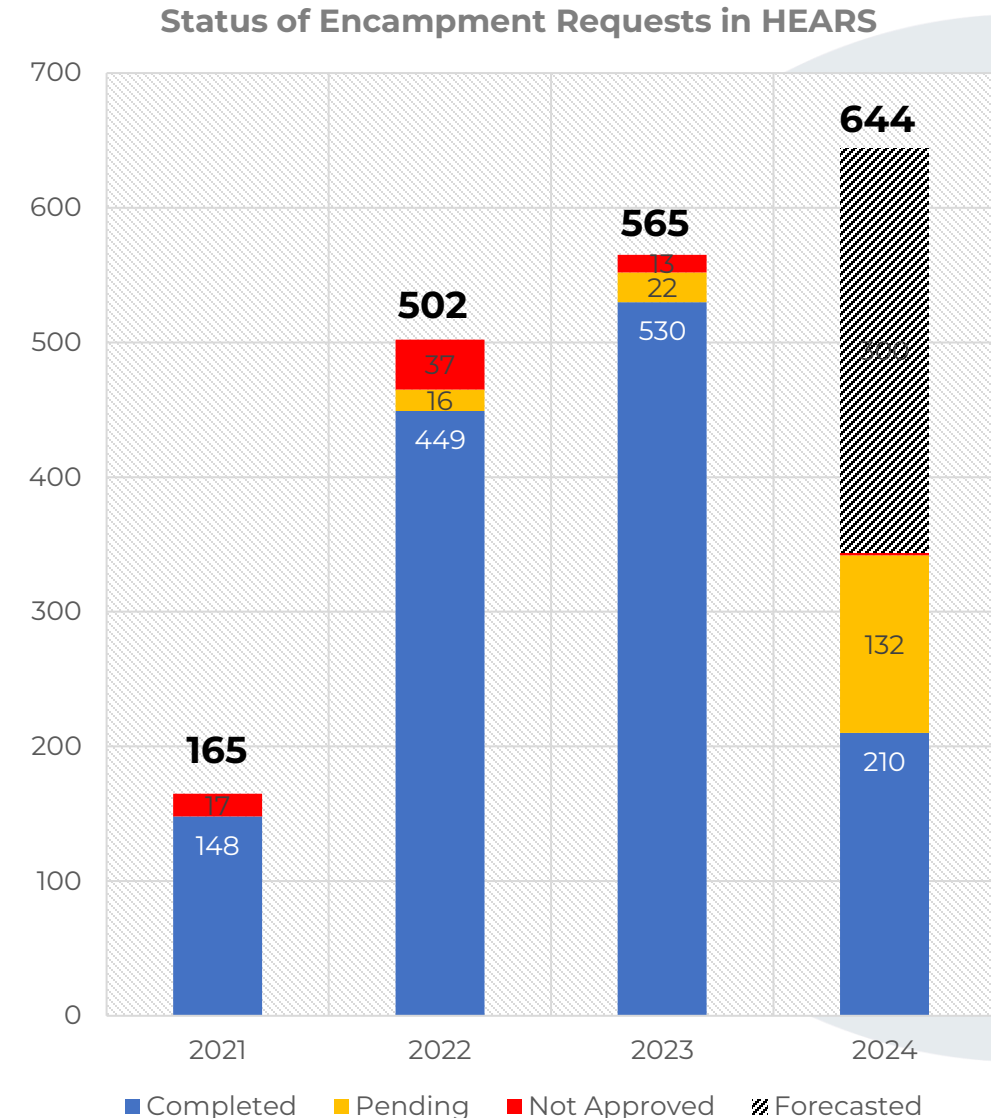
## 5. Challenges and Opportunities



# The Context of Encampment Resolution

**LA County's Encampment Resolution efforts exist in the context of a large and evolving humanitarian, public health, sanitation, and housing crisis:**

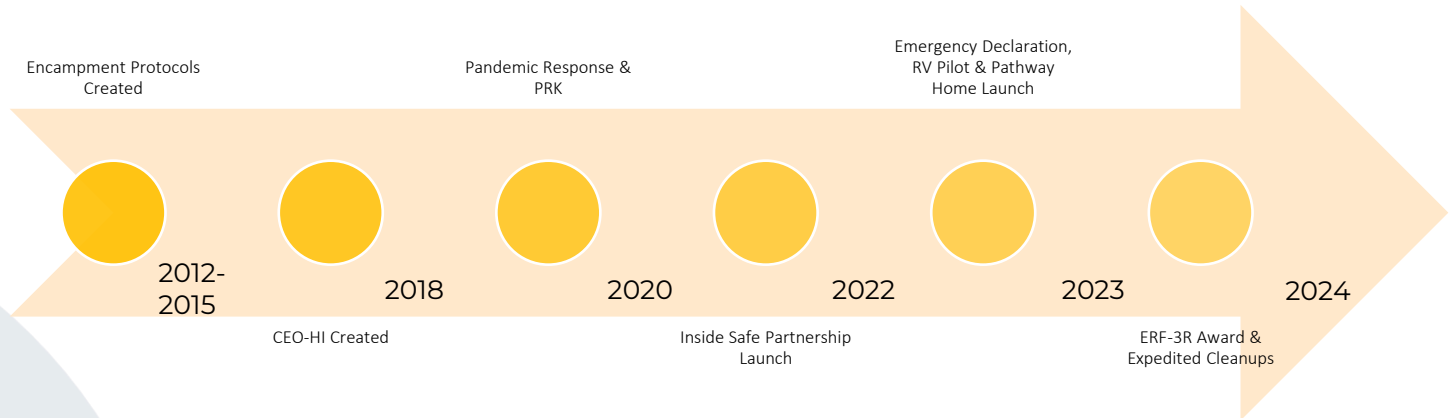
- **55,000** unsheltered people in communities across LA County
- **11,300** unsheltered PEH identified in unincorporated areas across almost 2,000 encampment requests since 2021
- **9,800** PEH outreached to while completing 1,300 requests over three years
- **2,728** Inside Safe participants from 50 operations
- **629** Pathway Home participants from 16 operations



# Encampment Resolution Overview

**LA County has multiple types of Encampment Resolution efforts called “Protocols”.**

- **Why are there multiple?** Encampments vary, jurisdictions are unique, and resources have constraints.
- **What are they?**
  - Non-Displacement
  - Full Displacement
  - RV-Focused
  - Pathway Home



# Thresholds for Each Intervention

All Protocol Resolutions are triggered by the presence of people experiencing homelessness, but determining which protocol depends on several variables:

- **Least Common - Pathway Home:** This intervention is only an option when LA County has secured adequate motel-based interim housing, a provider with adequate capacity, and a willing jurisdictional partner.
- **More Common – Full Displacement:** This intervention is used when the County has posted adequate notice and conducted sufficient outreach to educate people experiencing homelessness about their alternative options. This is also used when there are safety/exigent considerations.
- **Most Common – Non-Displacement:** This intervention is used when there is no interim or permanent housing immediately available, but a collaborative cleanup is needed to alleviate sanitation and trash impacts related to encampments.

# Thresholds for Each Intervention

## Key Threshold Questions to Consider

- Is the encampment on County property?
- How many PEH and/or RVs present?
- Are RVs occupied?
- Is there imminent danger to those PEH or surrounding community?
- Is there also illegal dumping?
- Is interim housing available?
- Is a provider available?
- Has outreach been sufficient?
- Is there space for RV storage?
- Is the receiving jurisdiction a willing partner?
- When are crews available?

# Homeless Encampment Protocol Partners

The Protocol is a partnership among the following agencies:

<b>CEO-HI</b>	<ul style="list-style-type: none"><li>• Responsible for coordination and oversight.</li></ul>
<b>LAHSA</b>	<ul style="list-style-type: none"><li>• Identify and report encampments.</li><li>• Conduct outreach and make connections to services and shelter/housing.</li><li>• Provide resources, such as hygiene kits, water, food vouchers, etc.</li></ul>
<b>LA County Sheriff Department</b>	<ul style="list-style-type: none"><li>• Identify and report encampments.</li><li>• Accompany outreach teams and service providers into homeless encampments.</li></ul>
<b>LA County Department of Public Works</b>	<ul style="list-style-type: none"><li>• Report and assess encampment locations.</li><li>• Provide posting notification of clean-up efforts.</li><li>• Coordinate clean-up of encampment debris.</li></ul>
<b>LA County Fire Department</b>	<ul style="list-style-type: none"><li>• Conducts arson investigation related to PEH throughout the County.</li><li>• Also tracks the number of PEH-related fire calls, particularly in very high fire hazard severity zones.</li></ul>

# Submitting Encampment Requests

## Submit Request

- Can be submitted by any partner agency. We ask Board offices and agencies to submit requests to [homeless\\_encampment@ceo.lacounty.gov](mailto:homeless_encampment@ceo.lacounty.gov)
- Public can submit requests via the DPW Works App.



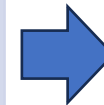
## Review Request

- DPW reviews the requests to determine if the location is within County jurisdiction.
- CEO-HI reviews and approves requests within 2 business days.
- LASD-HOST and LAHSA-HOST review submission to ensure all required information is included.



## Schedule Clean-Up

- CEO-HI conducts a meeting with all agency partners to schedule encampment clean-ups based on availability of resources and confirmation of sufficient outreach.

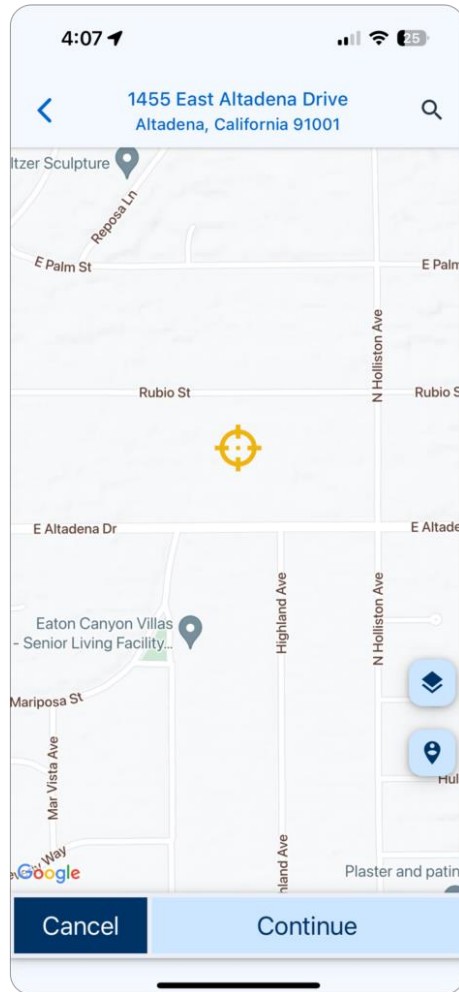
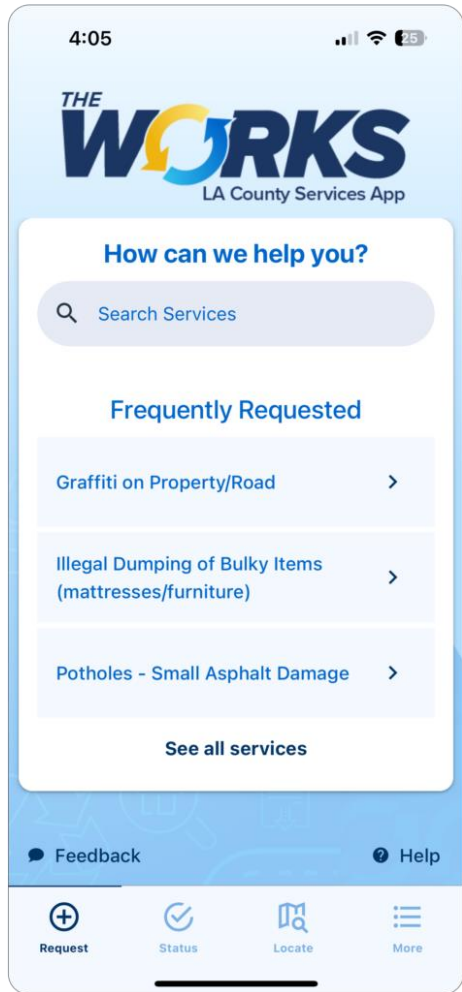


## Conduct Outreach & Cleanup

- Two weeks before the cleanup, LAHSA and LASD HOST conduct outreach, connect PEH to resources, and coordinate with other service providers and County departments (as needed).
- DPW posts signage.
- Conduct clean-up.



# Submitting Requests: The Works Mobile App



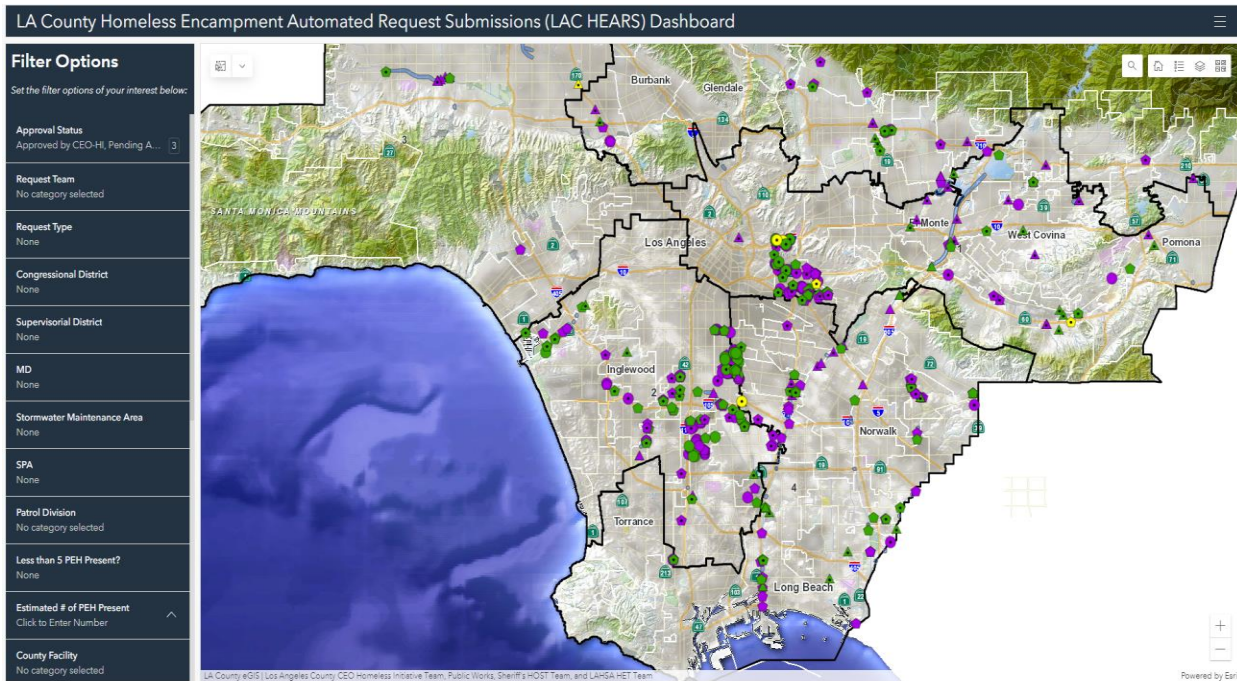
## The Works app empowers you to report issues in unincorporated LA County:

- Issues like potholes, graffiti, overgrown trees, and blocked storm drains
- Property-related concerns and suspected violations
- Illegal dumping activities affecting public streets and the environment
- Maintenance needs of trails and facilities in County parks
- Homeless encampments

Scan the code to download The Works mobile app for iPhone or Android.



# The County's HEARS System



- HEARS is the “**Homeless Encampment Automated Request Submission**” System.
- An internal tool used by County partners to track and schedule homeless outreach and cleanup requests within unincorporated LA County.
- Majority of submissions come from DPW via the Works App.

# Scheduling Considerations

- Majority of scheduling is based on when the submission was received.
- Prioritization is considered based on:
  - Answers to the questions presented earlier in the presentation (Slide 6)
  - Proximity to other scheduled clean-ups
  - Exigent circumstances
  - Pathway Home operations
- With the current set of teams, encampment clean-ups on the roadways are scheduled every week.
- Flood zone requests are mostly “immediate action”, so they are scheduled quickly due to the safety hazard.



# Recreational Vehicles



## Burnt and/or Abandoned RVs

- Burnt and abandoned RVs are reported to LASD HOST and the LA County Fire Department.
- The LA County Fire Department conducts an arson investigation to determine the cause of the RV fire.

# Recreational Vehicles

## Burnt and/or Abandoned RVs

- Owner information is obtained through vehicle's VIN number and license plate.
- LASD attempts to contact the last registered owner and legal owner of record to determine if the RV is abandoned.
- Once investigation is complete, the RV is towed for dismantling.
- Between May 2023 and June 2024, **390 RVs** have been permanently removed from the roadways.



# Outcomes

- **599** Protocols conducted\*
- **23,000** cubic yards of debris removed\*
- **532** Interim Housing placements\*\*
- **20** Permanent Housing placements\*\*



*\*HEARS Data (June 2023-May 2024)*

*\*\*HMIS data (June 2023-May 2024)*

# Challenges and Opportunities

## Challenges

- **Timing:** It takes about eight months to complete new encampment requests.
- **Resources:** Lack of available housing resources to offer PEH.
- **Communication:** Being responsive and transparent to stakeholders while managing ongoing constituent relations

## Opportunities

- The County is working on implementing the **Expanded and Expedited Protocol Teams new HOST outreach teams** (LAHSA and LASD), as well as **DPW clean-up crews** with the goal to reduce cleanup response times to 30 days.
- Expansion of Pathway Home operations.



# Thank you.



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