HOMELESS POLICY DEPUTIES MEETING AGENDA

MEETING WILL TAKE PLACE IN PERSON WITH A VIRTUAL OPTION

Date: **Thursday, August 8, 2024**

Time: **2:00 PM**

Location: **Kenneth Hahn Hall of Administration**

500 West Temple St.,

Room 374-A

Los Angeles, CA 90012

For members of the public who wish to join virtually or over the phone, please see below:

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

Teleconference Number: +1 323-776-6996,,110359772#

For Spanish interpretation, members of the public should send emails within 48 hours in advance of the meeting to ClusterAccommodationRequest@bos.lacounty.gov

	AGENDA ITEM	LEAD
I.	Welcome and Introductions	Amy Perkins, Third District
II.	Coordinated Entry System/Matching	Cheri Todoroff, Executive Director, CEO-Homeless Initiative Rachel Johnson, Chief of Staff, and Bevin Kuhn, Deputy Chief Analytics Officer, Los Angeles Homeless Services Authority
III.	Data Integration	Peter Loo, Chief Information Officer, and Max Stevens, Deputy Chief Analytics Officer, CEO-Chief Information Office
IV.	Items Recommended for Future Discussion	
V.	Public Comment*	

* Public Comment is limited to one minute. Those joining virtually 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: AUGUST 22, 2024

What is Permanent Supportive Housing?

PROJECT BASED

RENTAL SUBSIDY

INTENSIVE CASE MANAGEMENT SERVICES

PERMANENT HOUSING BUILDING

TENANT BASED

RENTAL SUBSIDY

INTENSIVE CASE MANAGEMENT SERVICES

PRIVATE MARKET UNIT

CES Reimagined

Active System Management

New PSH Prioritization

New CES Assessment Tools

Universal Forms

PSH Batch Matching

Universal Housing Application (UHA)

Strike Team Efforts
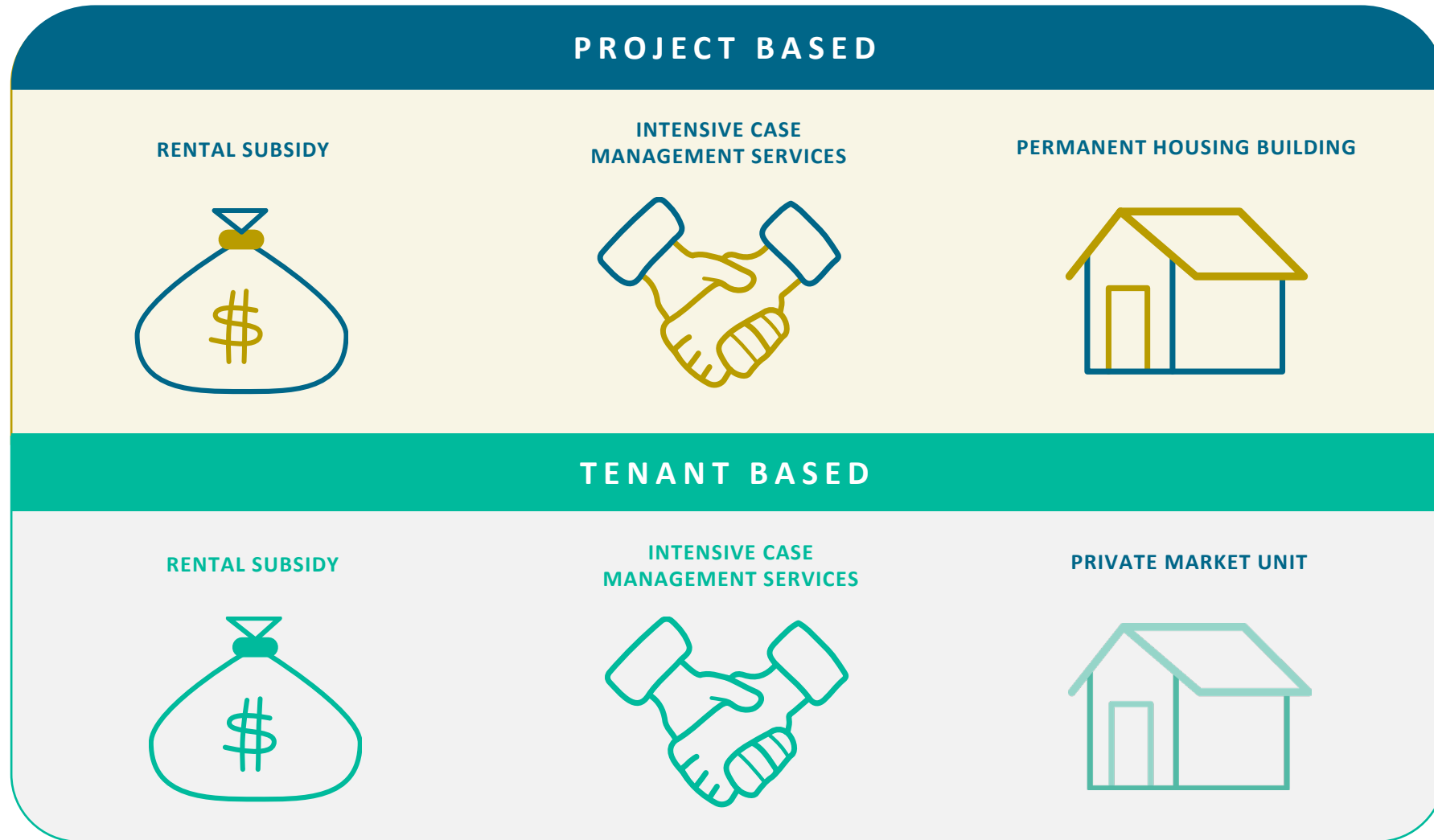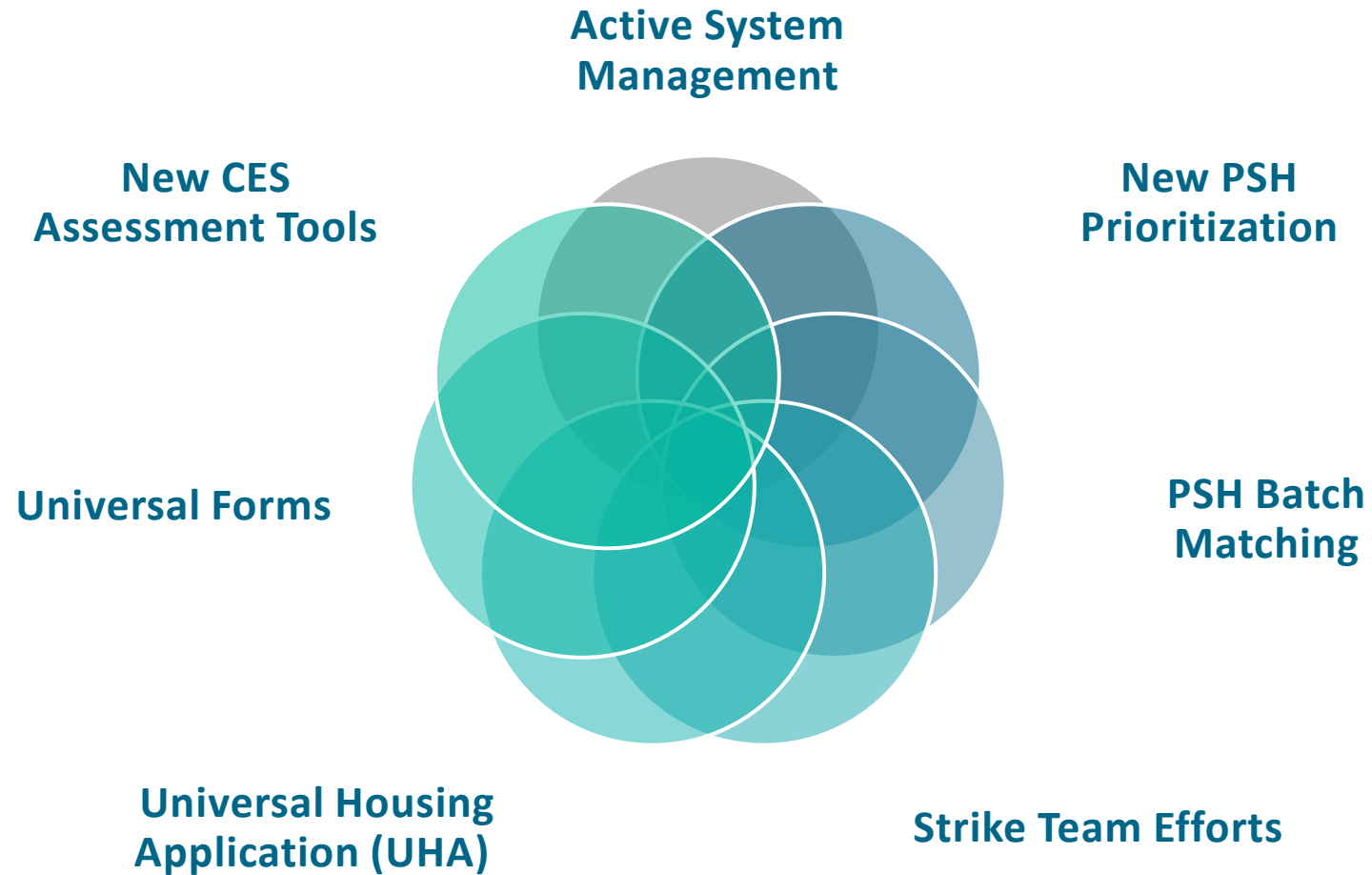
CES PSH Prioritization & Matching Guidance

As set by the CES Policy Council, these are the initial criteria used to determine prioritization for PSH resources.

Each Resource also has unique eligibility as set by the funding source.

Assessment Score

- CES Survey for Adults: 8+
- Next Step Tool for Youth: 8+
- VI-FSPDAT for Families: 9+
- Housing Acuity Index: One of following scores
  - Less than 12 in Housing
  - Less than 26 in Income and Benefits, Health, and Supportive Services and Resources
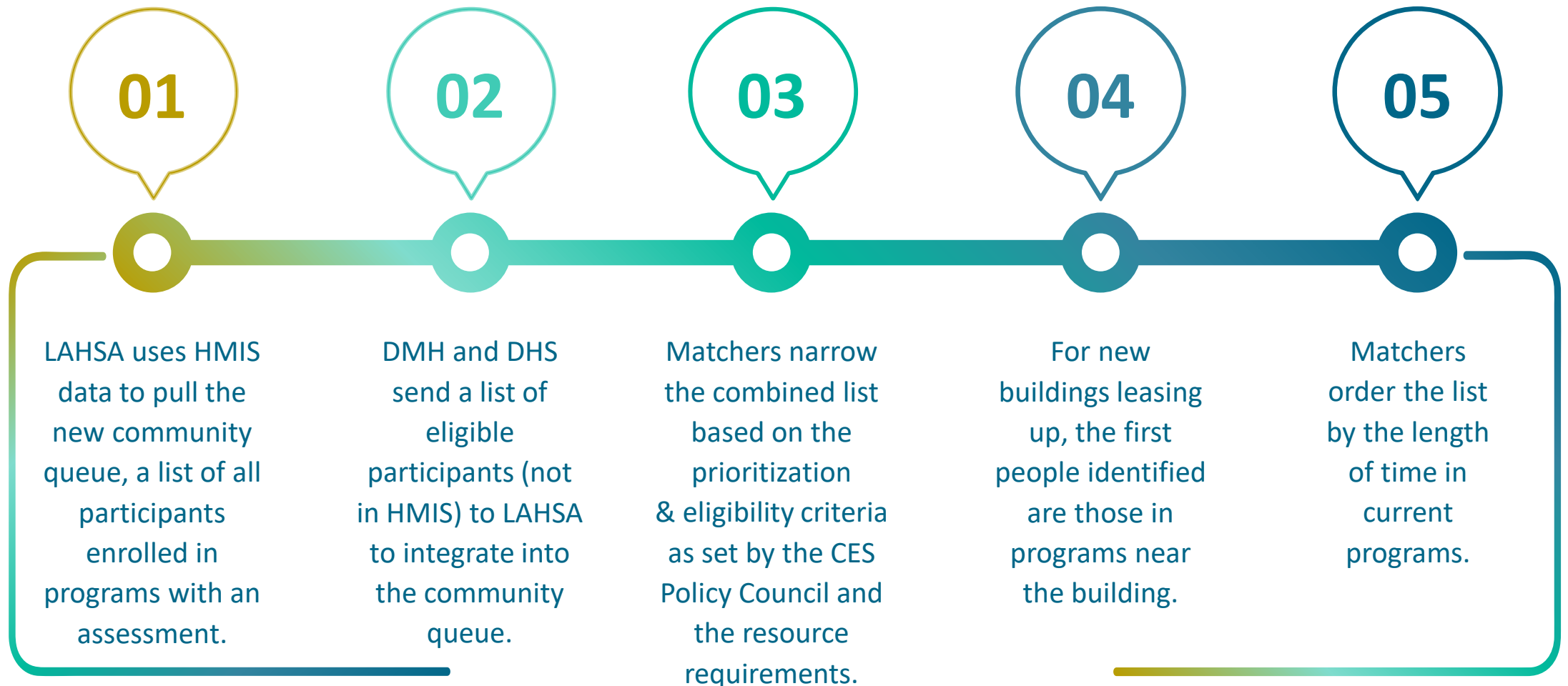 - Less than 10 in Parenting and Child Services

Program Enrolled

- Enrolled in Outreach, Interim Housing, programs that provide Housing Navigation, or Time Limited Subsidy programs

Document readiness

- Have a valid ID and documentation of their Social Security Number uploaded into HMIS

LAHSA

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Identifying Eligible & Prioritized Participants

01

LAHSA uses HMIS data to pull the new community queue, a list of all participants enrolled in programs with an assessment.

02

DMH and DHS send a list of eligible participants (not in HMIS) to LAHSA to integrate into the community queue.

03

Matchers narrow the combined list based on the prioritization & eligibility criteria as set by the CES Policy Council and the resource requirements.

04

For new buildings leasing up, the first people identified are those in programs near the building.

05

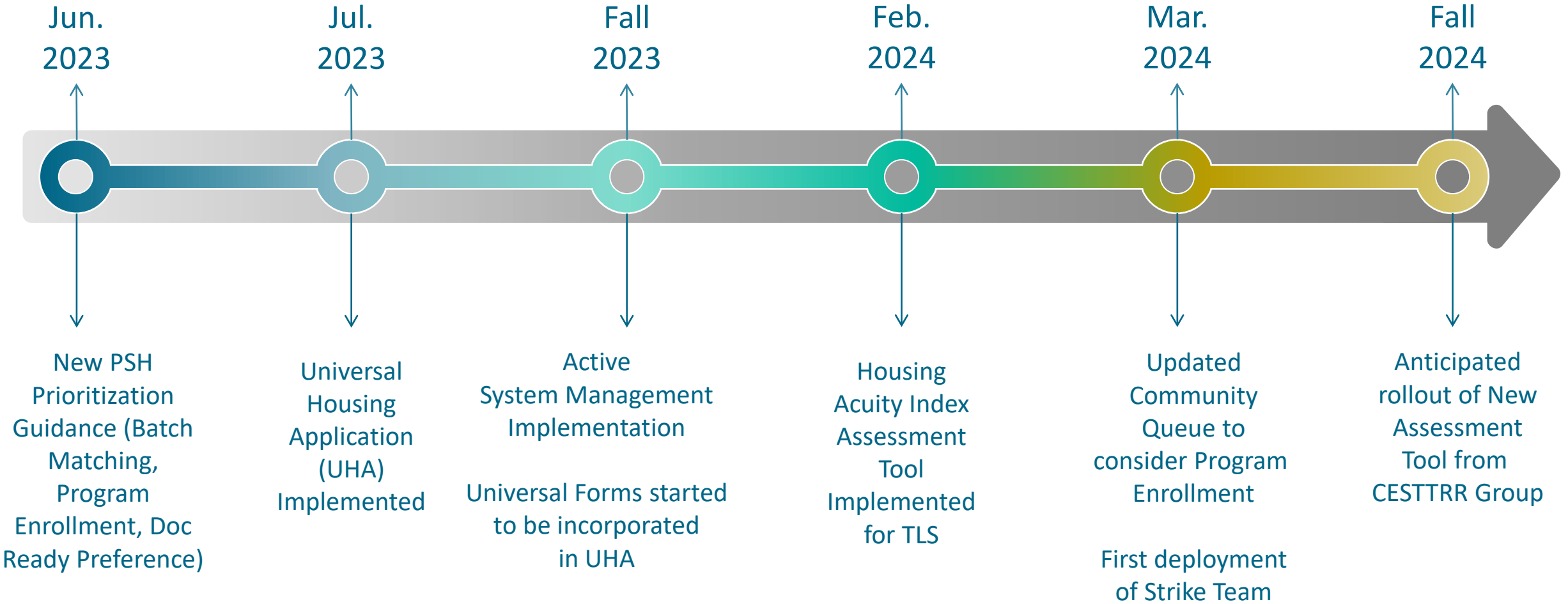Matchers order the list by the length of time in current programs.
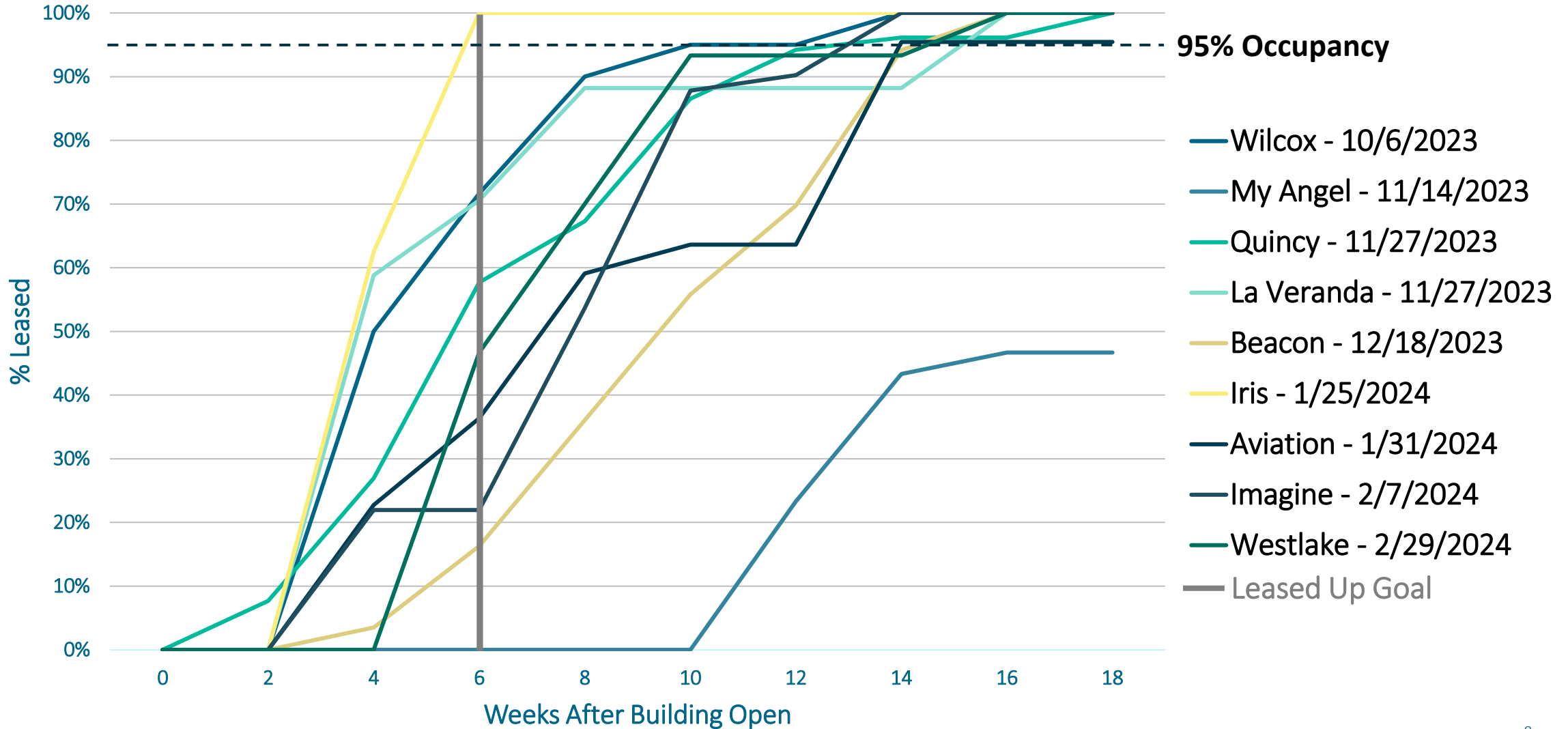
LAHSA

Initial Barriers to Implementation

- PHAs had different forms and document requirements
- Very low rates of VI-SPDAT completion and document readiness
- Insufficient infrastructure
- Need for training on new processes and batch matching
- Simultaneous alternative to CES added confusion

CES Reimagined – Timeline for Implementation

Jun. 2023	Jul. 2023	Fall 2023	Feb. 2024	Mar. 2024	Fall 2024
New PSH Prioritization Guidance (Batch Matching, Program Enrollment, Doc Ready Preference)	Universal Housing Application (UHA) Implemented	Active System Management Implementation

Universal Forms started to be incorporated in UHA | Housing Acuity Index Assessment Tool Implemented for TLS | Updated Community Queue to consider Program Enrollment

First deployment of Strike Team | Anticipated rollout of New Assessment Tool from CESTTRR Group |

Lease Up Timelines

Who Got Invited:

Pie chart:
- Interim Housing 35%
- Street Outreach 30%
- Housing Navigation 13%
- Access/Navigation Center/Entry Point 12%
- Time Limited Subsidy 4%
- ICMS 3%
- Problem Solving 2%
- Other 1%
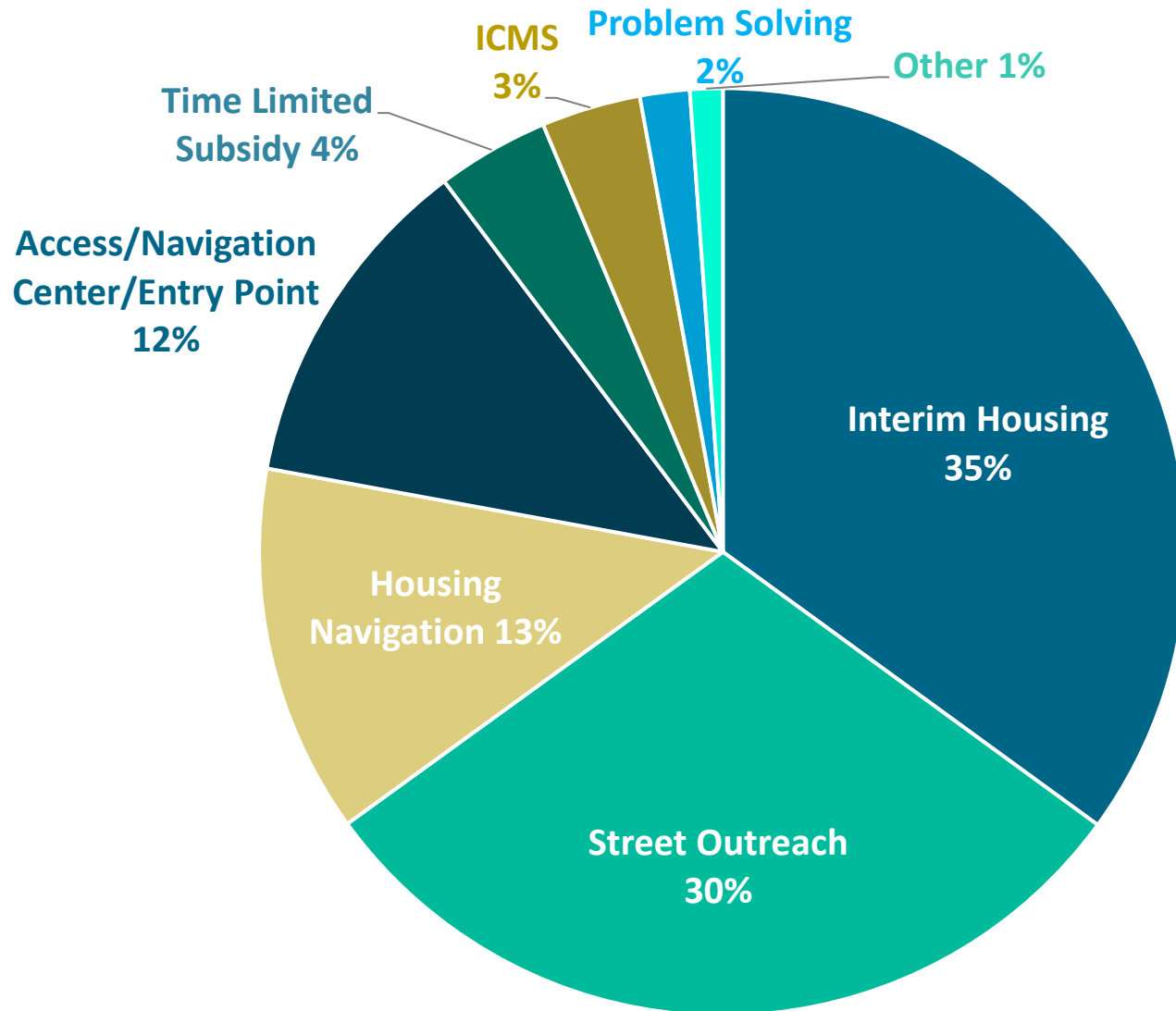
Previous/Current Program Enrollment	Clients Invited
Interim Housing	768
Street Outreach	658
Housing Navigation	282
Access/Navigation Center/Entry Point	260
Time Limited Subsidy	86
ICMS	76
Problem Solving	38
Other	66

Who Moved In:
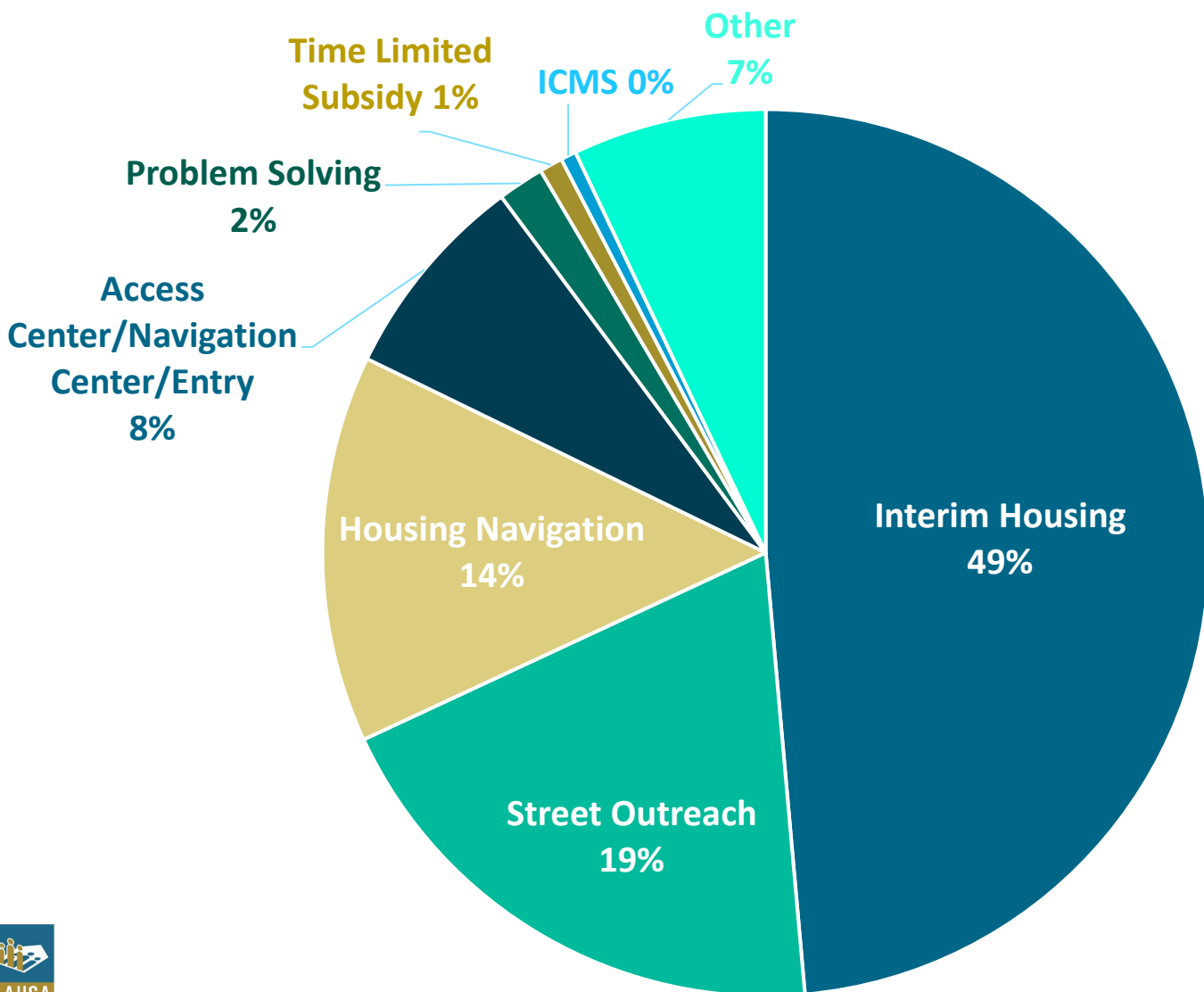
Previous/Current Program Enrollment	Clients Moved In
Interim Housing	172
Street Outreach	69
Housing Navigation	50
Access Center/Navigation Center/Entry	27
Problem Solving	6
Time Limited Subsidy	3
ICMS	2
Other	25

Of the 2,234 clients invited, 182 had confirmed open HMIS enrollments in Outreach, IH, or HN*;
100% of these 182 clients moved in
*At the time of invite

Going Forward

- Strike Team to help get people assessed and document ready

- Improved communication & active management of UHA completion with partners
  - Match Emails to HMIS assigned staff remain
  - Weekly emails to service provider leadership, DMH and DHS on who has a pending match
  - Bi-Weekly SPA Based PSH Match to Move In Office Hours

Opportunities to Accelerate Lease Up

- Integrated and Automated Data Infrastructure
  - 12 Steps process, half still under development

- Centralized client data in HMIS

- Increase number of people in Interim Housing who are assessed and document ready

- Ensure UHAs are completed and submitted timely

- Review of UHA immediately upon submission by Property Management and PHAs

- Aligning reporting and status between LAHSA, Developers, PHAs

Appendix

Building	Total Matched	Building Open Date	Batches	Available PSH Units	Leased	Avg Days Open to Lease Up
Westlake	195	2/29/2024	12	39	31	37
La Veranda	244	Mathews: 11/27/2023 Soto: 12/22/2023	3	15 Soto 23 Matthew	38	29
Imagine	196	2/7/2024	13	42	42	42
Aviation	164	1/31/2024	4	37	37	69
Beacon	503	12/18/2023	10	88	88	57
Iris	50	1/25/2024	2	34	9	16
Wilcox	569	10/6/2023	9	61	61	23
Quincy	195	11/27/2023	14	53	53	36
My Angel	119	11/14/2023	13	53	48	136
Overall	248.2		8.9			49

Legend:
- Automated
- LAHSA Manual Process
- PSH Stakeholder

LAHSA is informed of an upcoming Project Based PSH

LAHSA schedules kick off meeting with project partners (PHA, Property Manager, ICMS, etc.) to understand specific project requirements/needs

RMS Unit Matrix Finalized
Holds eligibility requirement for all available units

DHS/DMH
Client List maintained and Updated in BOX

HMIS
(New PSH CQ)
CQ automatically populated with data in HMIS

Enhanced CQ
The Enhanced queue combines HMIS, DHS. DMH data using Tableau

PreMatch Dashboard
Shows all clients on enhanced queue and allows filtering based on eligibility criteria

Matching Lists Generated
Matchers use RMS Unit Matrix to filter Pre Match Dashboard exports client roster to excel

Manual Match in Excel
Mater list per building created. Eligible clients are matched to available units.

CPO Approval
Matcher creates Excel Pivot Table of Master List indicating SPA, and Program clients are coming from.

Match Status Goes into RMS Batch Match Instance
Matchers enter matches into RMS

Participant Case Manager informed of the match.
RMS autogenerates emails with UHA Link

Applicants complete UHA
Case manager should decline or submit UHA in 5 day.

Property Managers reviews and approve certified applications

PHA reviews and approves certified applications

PB Lease Up Calls & Tracking
- 1 tracker per building to log info by unit (key dates, missing docs, next steps to get to confirmed app)
- LAHSA hosts weekly calls with ICMS, Developer, PHA until building has tenants confirmed for every unit

ICMS provider reviews application and connects with the participant.

Client Enrolled in Regular RMS and Moves in
As client matches are confirmed they are entered into RMS by PSH Team

Lease Up Tracker Dashboard
Features:
- Number & Type of units w/o match
- Click on eligibility and see all units not matched
When it is clear a building does not have enough successful matches, they start the matching process again.

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Homeless Measurement Framework
Homeless Policy Deputies

August 8, 2024

Homeless Information Ecosystem

Clients and service enrollments — LAHSA

SAPC clients and service enrollments — County of Los Angeles Public Health

Clients and service utilization — LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbeing.

Clients and program enrollments — dpss DEPARTMENT OF PUBLIC SOCIAL SERVICES

Patients, clients and service utilization — Health Services LOS ANGELES COUNTY

Justice-involved and criminal history — Criminal Justice

Foster youth & placements

Mortality records

InfoHub

County Annual Homeless Population Estimate*

Year	HMIS only	HMIS & County	County only	Total
2017	23,648	7,891	90,278	121,842
2018	28,501	10,560	95,013	134,074
2019	24,436	9,795	90,668	124,889
2020	33,071	7,601	77,456	118,128
2022	49,127	9,571	86,084	144,742
2023	50,820	11,536	111,808	174,164

■ HMIS only ■ HMIS & County ■ County only
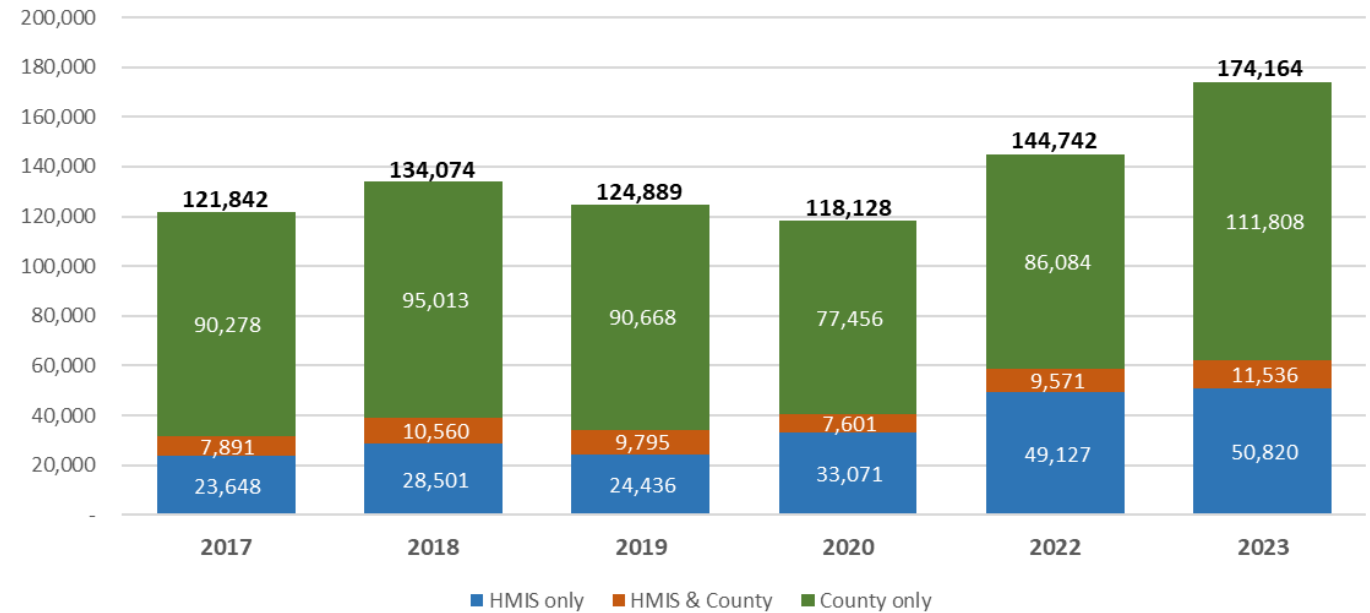
*Estimate based on annual counts of clients across multiple agencies identified as homeless in January of each year.

➢ Family members make up 32% - 34% County's Homeless Population estimate vs. 14% - 16% in the Homeless PIT count.

➢ DHS CHAMP & LAHSA HMIS - 4 ½ of Every 5 Countywide Homeless Services Enrollments Relevant to KPIs are Available for Use

➢ Considerable efforts required to reconcile data to generate KPIs

➢ Additional data needs to be acquired to support target populations, e.g. TAY, and veterans

COUNTYWIDE SYSTEM PERFORMANCE MEASURES

THE MEASURES EMERGED FROM DELIBERATIONS WITHIN THE EXECUTIVE STEERING COMMITTEE IN FALL 2023.

PRODUCED FOR THE MOST RECENT 6, 12, AND 24-MONTH PERIODS

TLS Service Population Housed

TLS Client Exits to Permanent Housing

PSH Service Population Housed

Street Outreach Service Population

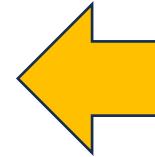Interim Housing Service Population

TLS Throughput to Homelessness

PSH Throughput to Permanent Housing

PSH Throughput to Homelessness

Street Outreach placement into Interim Housing

Street Outreach placement into Permanent Housing

Interim Housing Throughput to Permanent Housing

➤ The first three homeless services KPIs can now be generated using HMIS and CHAMP.

➤ The addition of other data elements will make these measures more exhaustive.

➤ The Information Hub can be used to create an enhanced equity lens, while also providing visibility into how effectively the homeless services system serves specific subpopulations of interest.

➤ Data in the system will be used to align the KPIs with Ballot Initiative goals and Executive Committee directives.

COUNTYWIDE SYSTEM PERFORMANCE MEASURES
(Preliminary)

Legend: TLS Service Population Housed, TLS Exits to Permanent Housing, PSH Service Population Housed
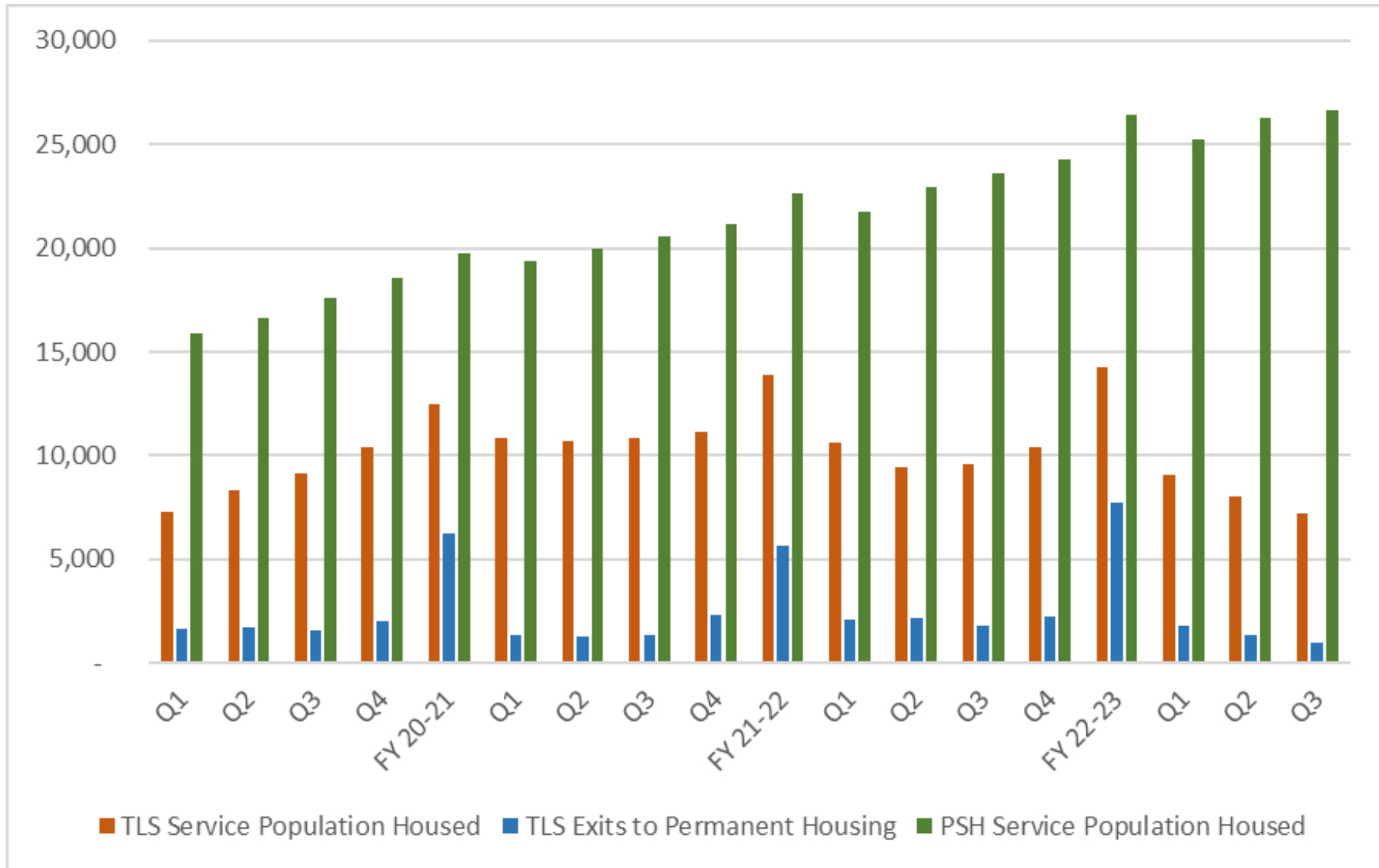
KPIs WITHIN A SYSTEMWIDE MEASUREMENT FRAMEWORK

	PREVENTION	**ASSISTANCE**	**RESOLUTION**
Client Population Characteristics	EQUITY		

EQUITY

CLIENT & HOUSEHOLD TYPE (Single Adults and Families), **AGE** (TAY and Older Adults), **RACE & ETHNICITY**, **GENDER IDENTITY**, **VULNERABILITIES** (physical, behavioral health), **JUSTICE SYSTEM INVOLVEMENT**, Social Services Engagement, Child Protective System Involvement, Homelessness History

System Performance and Client Outcomes

PREVENTION
- HUD and CES Housing Protection
- Guaranteed Basic Income programs
- Crisis Intervention
- Eviction Prevention
- Affordable Housing
- HI/Departmental Prevention Strategies

ASSISTANCE

Street Outreach KPIs Including Inside Safe and Pathway Home
- Street Outreach service population
- Street Outreach to interim housing
- Street Outreach to permanent housing

Interim Housing (IH) KPIs
- IH service population
- IH to permanent housing
- IH length of stay
- IH exits to homelessness

RESOLUTION

Permanent Housing KPIs
Time limited subsidies (TLS)
- TLS service population housed
- TLS throughput to permanent housing
- TLS throughput to homelessness

Permanent Supportive Housing (PSH)
- PSH service population housed
- PSH throughput to permanent housing
- PSH throughput to homelessness
- Duration from entry to placement
- Housing status after 6 months, 1 year

Allocations, Costs and Fiscal Impacts

PREVENTION
- Prevention Allocations and Expenditures
- Cost Per Prevention
- Prevention-Related fiscal impacts

ASSISTANCE
- Street Outreach and Interim Housing Allocations and Expenditures
- Cost per IH placement, Street Outreach Encounter

RESOLUTION
- Permanent Housing and Supportive Services Allocations and Expenditures
- Cost per placement & ongoing costs
- Housing-related Offsets

Ballot Measure A Goals and KPIs

1. Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness;
   i. Street Outreach Service Population,
   ii. Street Outreach throughput to Interim Housing
   iii. Street Outreach throughput to Permanent Housing

2. Reduce the number of people with mental illness and/or substance use disorders who experience homelessness;
   i. PSH Service Population, TLS throughput to Permanent Housing, TLS exits to Homelessness
   ii. Additional metrics to be developed

3. Increase the number of people permanently leaving homelessness;
   i. Street Outreach Service Population, Street Outreach throughput to Interim Housing, Street Outreach throughput to Permanent Housing
   ii. Interim Housing Service Population, Interim Housing throughput to PSH, Interim Housing throughput to Permanent Housing
   iii. TLS Service Population, TLS throughput to PSH, TLS throughput to Permanent Housing, TLS exits to Homelessness
   iv. PSH Service Population, PSH throughput to Permanent Housing, PSH exits to Homelessness

4. Prevent people from falling into homelessness; and
   i. Metrics to be developed

5. Increase the number of affordable housing units in Los Angeles County.
   i. Metrics to be developed