HOMELESS POLICY DEPUTIES MEETING AGENDA

MEETING WILL TAKE PLACE IN PERSON WITH A VIRTUAL OPTION

Date: **Thursday, December 12th, 2024**

3Time: **3:00 – 4:00 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	Tyler Cash, Fifth District
II.	ECRC Update	Elizabeth Boyce Senior Manager, Special Projects Homeless Initiative and Affordable Housing
III.	Timeline Update on Executive Committee for Regional Homeless Alignment (ECRHA) and Leadership Table for Regional Homeless Alignment (LTRHA) to Meet Measure A Deadlines	Andrea Iloulian Senior Manager, Homeless Initiative and Affordable Housing
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: January 9, 2025

ECRC Update

Emergency Centralized Response Center (ECRC)

Homeless Policy Deputies Meeting
December 12, 2024

Chief Executive Office.

County of Los Angeles Homeless Initiative

ECRC Background

Chief Executive Office.

County of Los Angeles Homeless Initiative

Motion on September 24, 2024: Establishing a Regional Emergency Response Center.

• **Primary goal:** serving the needs of unsheltered people experiencing homelessness, leveraging and fully utilizing all resources, and finding the most appropriate intervention for each person, and working toward a unified regional solution.
  • Key components/directives
  • Centralize decision makers from regional stakeholders at one location to address encampment resolutions, public works operations, shelter occupancy, outreach priorities, and cross jurisdictional coordination.
  • Critical departments on site fulltime include DMH, DPH, DHS, LAHSA, LASD.
  • Supporting departments to assign liaison for linkages.
  • Offer the City of LA and other jurisdictions to join ECRC.
  • Real time updates on outreach efforts, resource availability, program enrollments.

Workgroups
• Design Team with all entities referenced in the Board motion (50+ members)-met weekly
• Five workgroups met weekly

ECRC Objectives

Establishing a site with staff from the LA County Homeless Initiative (CEO-HI), Departments of Mental Health, Health Services, Public Health, the Los Angeles Homeless Services Authority (LAHSA), LASD, MVA and others to provide the following for elected officials, jurisdictions, and governmental agencies.

- Centralizing coordination for outreach efforts and encampment resolutions
- Producing real-time updates on encampments or unsheltered individuals
- Linkages to interim housing and other mainstream services for unsheltered individuals
- Supporting the LA County Office of Emergency Management in the coordination of life-saving responses during emergencies or inclement weather for people experiencing unsheltered homelessness.

ECRC Scope

Strategic Focus: Central coordinating entity to oversee and direct daily operations for unsheltered individuals across LA County.

- **In-Person Coordination Center:** Co location space that includes a call center and focuses on outreach coordination, supporting outreach teams and providing real time updates from the field.
- **Information Hub:** Collect and share information about all activities the County supports relative to unsheltered homelessness (e.g., encampment resolutions, cleanups, life-safety missions, County services, etc.).
- **Reliable and Real Time Communications:** Capable of responding to elected local officials and jurisdictions with accurate and timely information on outreach activities.
- **Outreach Mapping & Prioritized Deployment:** Maintain a map of all LA County and the respective team assignments to each geographic hub; and help maximize impact by aligning and deploying those assets based on strategic priorities and geographic assignments in partnership with service providers.
- **Encampment Locations:** Maintain an accurate understanding of encampment locations through mapping, coordination and unsheltered tracking systems.
- **Bed Inventory & Access Coordination:** Maintain bed availability information and host Air Traffic Control Triage to make placements quickly and efficiently.
- **Service Linkages/Program Enrollments:** Link individuals to County services and make warm hand offs to programs.
- **Crisis Management:** Streamline decision-making and coordination during severe weather and other crises affecting unsheltered individuals in coordination with any unified command systems and structures established by CEO-OEM, if applicable.

ECRC Initial Working Groups

Dispatch & Outreach Coordination	Access to Interim Housing & Services	Data & Technology	Communications	Crisis Management
Develop a comprehensive information hub around encampment locations to prioritize outreach deployment and coordination. Create a contact center for local elected officials, jurisdictions and key system leaders.	Implement an interim housing air traffic control to access beds quickly. Implement linkages to program enrollments and service linkages/connections .	Secure metrics from each working group and determine methodologies to collect the applicable data for reporting purposes. Develop ECRC technology and tools to operate and track outcomes.	Develop the messaging and materials that enable clear communication to internal and external ECRC stakeholders.	Identify how the ECRC will work with the County's existing emergency management systems and infrastructure to streamline decision-making and coordination during severe weather and other crises impacting unsheltered.

ECRC Next Steps

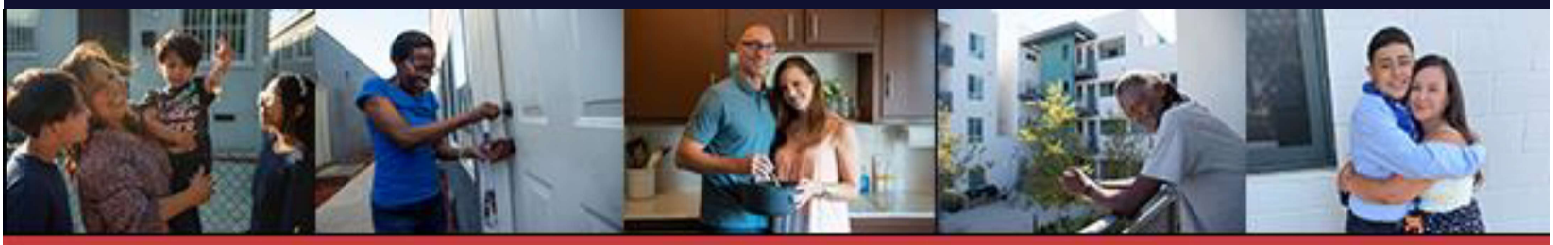
- Soft launch on December 9th when County departments (DHS, DMH, DPH), LAHSA, LASD, and LA City CAO reported to ECRC site.
  - Working on operational processes and beginning to process cases.
- Finalize Call Center Flow
- Working to secure a call center technology contractor using Microsoft Dynamics.
  - On site team will help inform the process
- Five new ECRC call center staff are in hiring process, including a director
- DPSS to assign a staff to join fulltime.

ECRC Trial Runs

- **Example Early Cases**
  - Working with ISD to address debris removal on former encampment site to mitigate repopulation (City of Downey)
  - Triaged support for a Board office on homeless activity in the City of Whittier

- **Red Flag Warning/Franklin Fire Malibu**
  - Leveraged Working Group Roles/Responsibilities Matrix
  - Participated in Unified Communication Group Calls
  - Alerted MDT to be on call
  - Streamlined situational awareness communications between LASD, DHS, and CEO-HI
  - Ensured interim housing was on standby for any potential placements

Thank you.



County of Los Angeles
Homeless Initiative

ECRHA & LTRHA Measure A Implementation Timeline

Homeless Policy Deputies Meeting
December 12, 2024

Chief Executive Office.

County of Los Angeles Homeless Initiative

Measure A Goals & BOS Deadlines

Chief Executive Office.

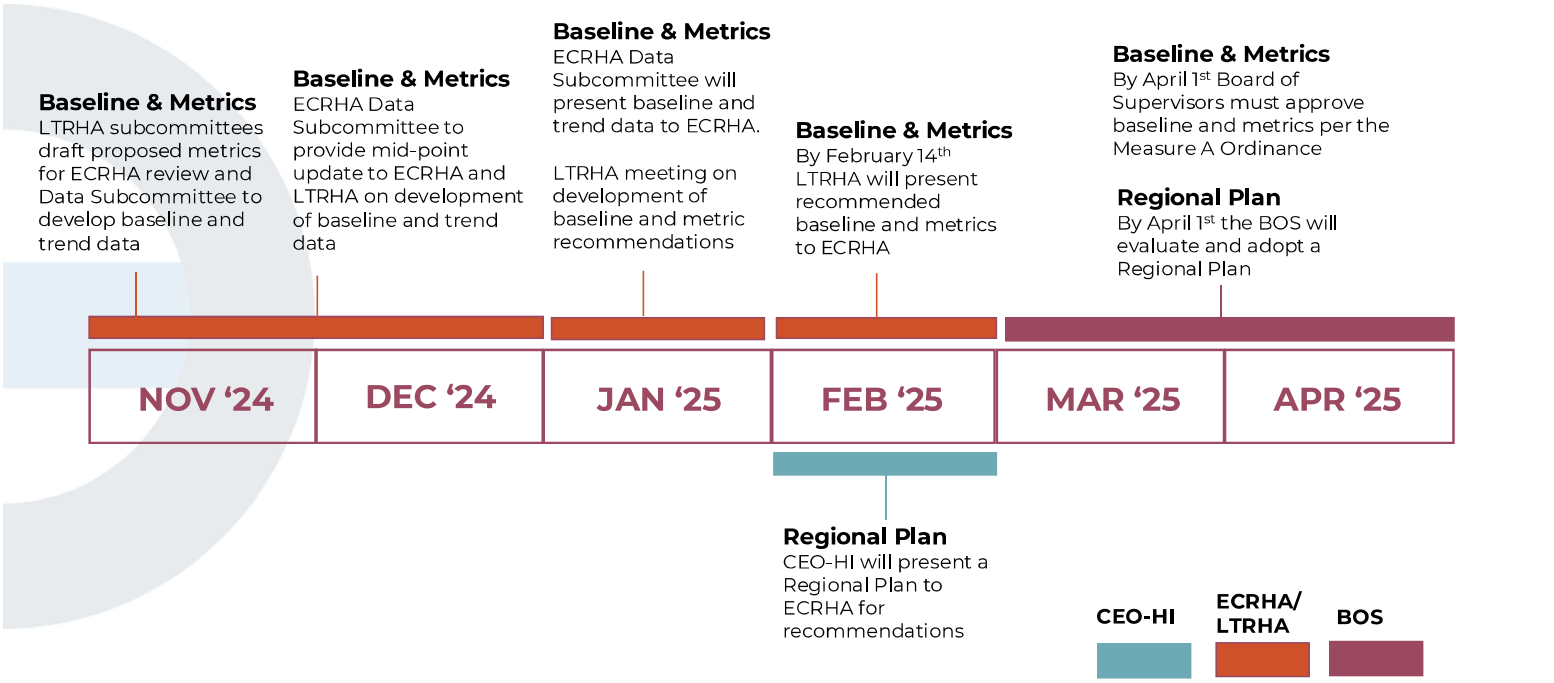
County of Los Angeles Homeless Initiative

- By April 1, 2025 the BOS must approve baselines and metrics as recommended by ECRHA
- By April 1, 2025 the regional plan must be approved by BOS

The five Measure A goals are:

1. Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness;
2. Reduce the number of people with mental illness and/or substance use disorders who experience homelessness;
3. Increase the number of people permanently leaving homelessness;
4. Prevent people from falling into homelessness; and
5. Increase the number of affordable housing units in Los Angeles County.

Measure A Implementation Timeline: Baseline & Metrics and Regional Plan
Nov 2024 – Apr 2025



Upcoming LTRHA & ECRHA Meetings

Chief Executive Office.

County of Los Angeles Homeless Initiative

Leadership Table for Regional Homeless Alignment (LTRHA)

- Thursday, December 12, 2024 @ 2 PM
- Agenda link

Executive Committee for Regional Homeless Alignment (ECRHA)

- Friday, December 13, 2024 @ 11 AM
- Agenda link