



Health Services
LOS ANGELES COUNTY

May 14, 2024

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TO: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
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Supervisor Janice K. Hahn
Supervisor Kathryn Barger

FROM: Christina R. Ghaly, M.D. *Chaly*
Director

SUBJECT: **HOUSING FOR HEALTH BIENNIAL REPORT
(ITEM NO. 16 FROM THE JANUARY 14, 2014
BOARD MEETING)**

Christina R. Ghaly, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Deputy Director, Clinical Affairs

Nina J. Park, M.D.
Chief Deputy Director, Population Health

Elizabeth M. Jacobi, J.D.
Administrative Deputy

In November 2012, the Department of Health Services (DHS) established the Housing for Health (HFH) division to expand access to supportive housing for DHS patients who are homeless, have complex health conditions, and/or are high utilizers of DHS services. With investments from other Los Angeles County departments and the passage of Measure H, HFH's target population has expanded to people experiencing homelessness with complex health and/or behavioral health needs and other vulnerable populations. HFH offers a full continuum of services to address the range of housing and service needs of its clients, which was built using a flexible service delivery model that strives to adjust to individual needs as they change overtime.

This report provides an update on HFH from July 1, 2023 – December 31, 2023 to the Board of Supervisors on the entirety of HFH programs, including outreach services, interim and permanent housing, benefits advocacy, clinical services, and special initiatives.

If you have any questions, please contact me or your staff may contact Sarah Mahin, Director of HFH, by email at smahin@dhs.lacounty.gov.

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Attachment

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Health Services
LOS ANGELES COUNTY

HOUSING FOR HEALTH

VOLUME V: JULY-DECEMBER 2023

Biannual Report

HOUSING FOR HEALTH

From the Director of
Housing for Health:



At the end of 2023, Housing for Health held its first all-staff, in-person meeting since the beginning of the pandemic, bringing together hundreds of our workforce members. I was inspired and heartened to see our staff fill up an entire board room in the Hall of Administration – tremendous growth for a program that only recently celebrated its 10-year anniversary. I began the day by reading aloud the Housing for Health mission: Improving the health, dignity, and wellbeing of the most vulnerable Los Angeles County residents experiencing homelessness or housing instability through providing integrated housing, social services, benefits advocacy, and physical and behavioral healthcare.

During the meeting, team after team shared their successes from 2023 and their hopes and plans for 2024. They talked about how they do whatever it takes every day to make sure our clients have everything they need to thrive. They presented on bold solutions and innovative programs that are forging new paths to ending homelessness, explaining how they continue to respond to the homelessness emergency.

The clinical team shared how they launched the Interim Housing Outreach Program (IHOP) to assess and care for individuals who need help with activities of daily living, and how they celebrated a year of sending the mobile clinic to encampments across Los Angeles County. The Housing and Services team told their peers how they opened new buildings and provided critical services to people in permanent supportive housing. The Interim Housing team announced that they opened four new facilities and brought hundreds of people inside. The Countywide Benefits Entitlement Services Team (CBEST) staff proudly shared their ongoing successes in helping low-income seniors and people with disabilities get public benefits and a stable source of income.

I heard from staff working on policy, data, street-based outreach, performance improvement, training, prevention, equity, and more. Every person who walked up to the podium is an integral part of the Housing for Health team – and every person has unbelievable passion and dedication to this work. And it's not easy. In 2023, we lost clients to overdose and early death and responded to massive storms, fires, and violence against our unhoused clients.

And yet, our teams were not deterred. Housing for Health staff and partners continued to spend every day in the community doing what they do best – helping vulnerable individuals get housed and healthy. Housing for Health had a successful second half of 2023, partnering with agencies and County departments to address the homelessness crisis.

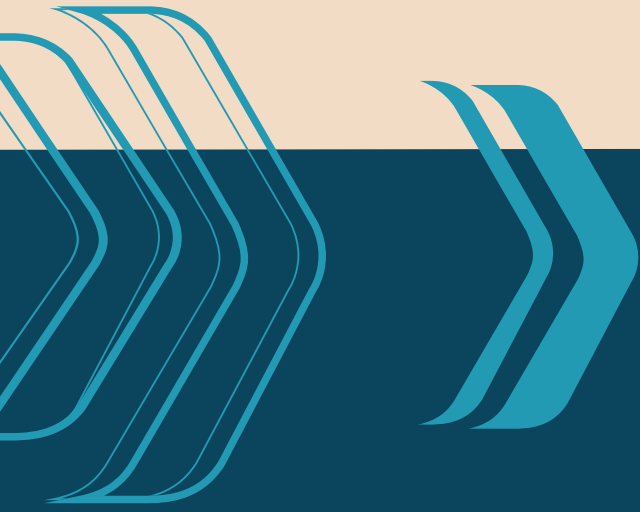
On behalf of our staff and partners, I present this overview of Housing for Health's activities during the second half of 2023. Much of this has been possible because of the public's support of Measure H, which provides unprecedented flexible resources to support unhoused people on a healthier path toward home.

Sincerely,

Sarah Mahin

Director, Housing for Health

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Whatever It Takes...

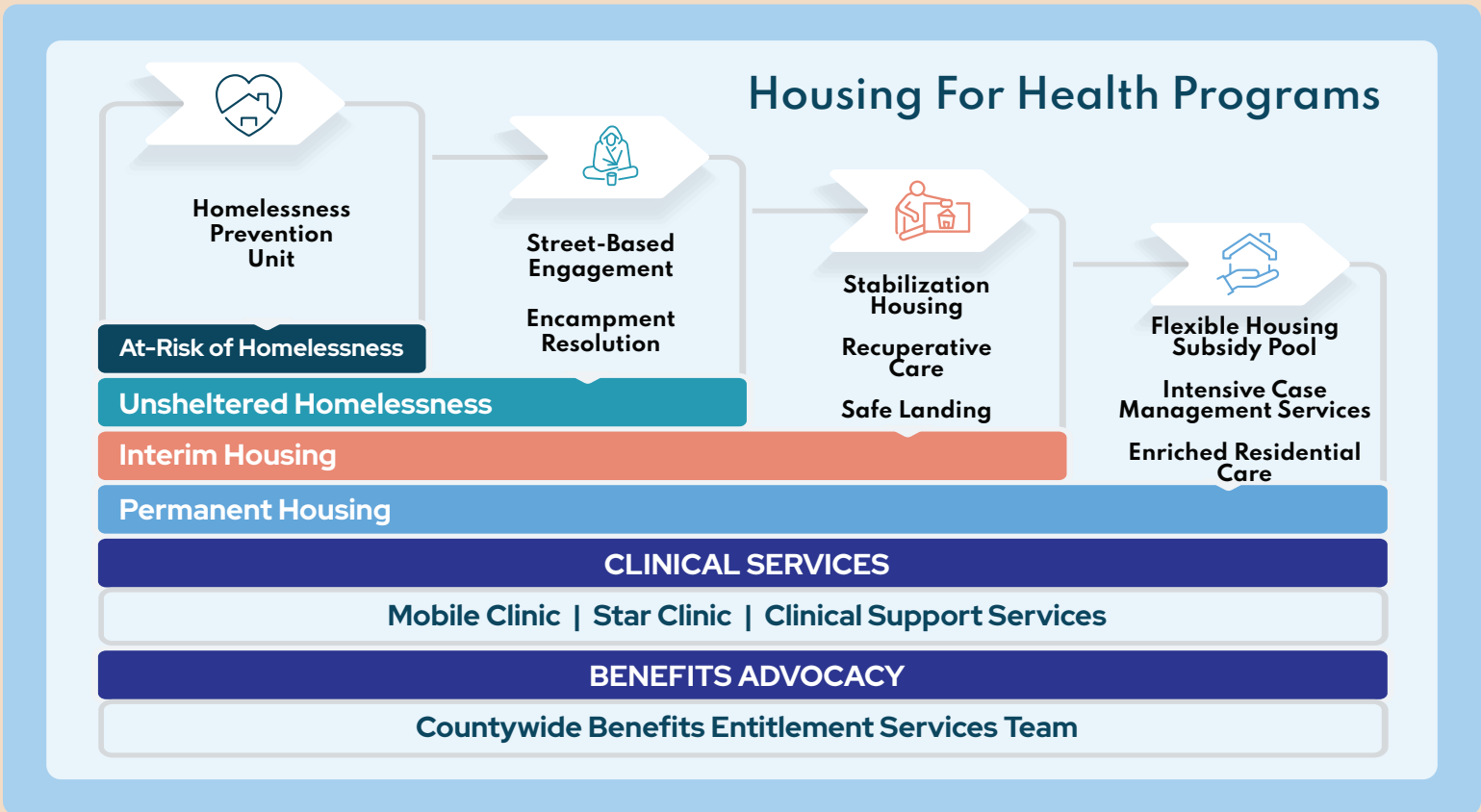
Our Origin Story

Housing for Health, a division of the Department of Health Services, was founded in 2012 to provide housing and services to unhoused patients who frequented the County’s public hospitals and health services. By connecting patients with housing subsidies and intensive

case management, the program helped to stabilize individuals’ health, while reducing avoidable inpatient, outpatient, and emergency department visits.

The County leveraged Housing for Health’s infrastructure to expand housing and services to thousands of unhoused adults and families after Measure H, a Countywide sales tax to fund homeless services, was approved by voters in 2017. Other County departments also have invested in Housing for Health’s housing and services for their prioritized populations.

For the past 11 years, Housing for Health has maintained its core ethos and founding principles of improving the health and quality of life for some of LA County’s most vulnerable residents. Housing for Health now operates a full continuum of services, from street outreach to permanent housing, with case management, benefits advocacy, and clinical services integrated into all programming.



Street-Based Engagement

Homeless Emergency Proclamations and Encampment Resolutions

Multi-Disciplinary Teams (MDTs) comprised of health, outreach, and peer workers continued to work closely with the CEO Homeless Initiative, County departments, LAHSA, the City of Los Angeles, other cities and jurisdictions, and other stakeholders to quickly and compassionately bring unhoused people indoors. From July 2023 through December 2023, MDTs supported Inside Safe and Pathway Home operations in communities throughout LA County. These collaborative efforts led to hundreds of individuals experiencing unsheltered homelessness being linked to interim housing, linked to resources during Service Connection fairs, and provided with a direct pathway to transitioning into a permanent home.



The Department of Health Services' Mobile Clinic provides field-based medical services during a Pathway Home Service Connect Day in El Monte

Encampment Resolution Outcomes

From July 1 through December 31, 2023



- **19** Inside Safe and Pathway Home encampment resolution operations supported by MDTs
- **14** Service Connect events received full Mobile Clinic services
- Approximately **1,030** individuals served during encampment resolution efforts



Multi-Disciplinary Teams conduct outreach to connect participants living in unsheltered settings in the L.A. River area to resources

Multi-Disciplinary Team (MDTs)

Recognizing the MDTs important role in our homeless delivery system, the Board of Supervisors committed Measure H funding in early 2023 toward increasing the number of teams by 60% from 35 to 55 teams. The final twelve new teams deployed in July 2023. Similarly, other funders have increased their investments in MDTs and other components needed to support encampment resolution and connect people to safe and stable housing pathways. This includes the Metropolitan Transit Authority expanding 200% from 8 teams to 24 teams, the City of Los Angeles expanding 200% from 2 teams to 6 teams, and the City of Santa Monica expanding 50% from 2 teams to 3 teams.

As a result of these rapid programmatic expansions, Housing for Health experienced a notable increase in successful linkages for Street-Based Engagement clients into interim housing in the first six months of Fiscal Year 2023-24 compared to the year prior. Jumping by 260%, the number of clients transitioning from the streets and into shelter rose from 801 to 2,090, highlighting the impact of programs such as Inside Safe, Pathway Home, and the expansion of the outreach program.



During an inclement weather event, Trevor and his dog receive supplies and targeted support from MDTs to stay safe during the stormy weather

Responding to Crisis

The MDTs responded to a number of inclement weather events and other emergency situations in 2023. During major storms, outreach teams coordinated responses that targeted vulnerable participants. Outreach teams also responded when a major fire under the I-10 Freeway in downtown Los Angeles displaced many unhoused community members. Finally, when a serial killer was targeting unhoused people who were sleeping alone, outreach teams deployed to keep the people at the highest risk of violence safe. Throughout these events, MDTs encouraged people to come indoors, shared information to keep people safe, and distributed necessary survival supplies to people who remained outdoors.

Multi-Disciplinary Team Outcomes

From July 1 through December 31, 2023

- **9,768** clients received a service or referral by MDTs
- **2,090** clients connected to interim housing
- **845** clients moved into permanent housing

Interim Housing

The Interim Housing (IH) program provides an avenue for people experiencing homelessness to move safely inside and connect with services and permanent housing. Housing for Health specializes in providing this temporary housing for individuals with complex medical and behavioral health conditions. The program offers two types of housing: recuperative care for individuals who are recovering from an acute illness or injury and need stable housing with medical care; and stabilization housing for people with complex health and/or behavioral health conditions who require supportive services not available in most shelters.

Recuperative Care

Short-term housing for individuals recovering from an acute illness or injury, who have conditions that would be exacerbated if they are not in stable housing with medical care.

Stabilization Housing

Interim housing for unhoused individuals with complex health and/or behavioral health conditions who require more supportive services than are available in most shelter environments.



Aba Bryson and Salvador Ramos enjoy the garden amenities at the Los Angeles General Restorative Care Village, which includes the Recuperative Care Center

During the reporting period, Housing for Health’s IH program- with support from LA County Fourth District Supervisor Janice Hahn- opened the “Hondo Center of Healing”, an 80-bed stabilization facility operated by County partner, Whittier First Day. This facility joins the Rancho Los Amigos (RLA) Recuperative Care Center as the second IH facility on the campus of RLA. The IH program also supported the launch of enhanced behavioral health and housing navigation supports at the LA Grand Hotel in partnership with the Weingart Center Association and the City of Los Angeles. In addition, the IH program collaborated with the Chief Executive Office- Homeless Initiative (CEO-HI) in launching a Pathway Home operation in Pomona.

Pathway Home operations directly place individuals from encampments into motels/hotels, while simultaneously connecting them with housing navigation services and permanent housing subsidies. Internally, the IH team also launched the “IH Skid Row Team” to support interim housing placement and provider support specific to Skid Row.

Interim Housing Outcomes

From July 1 through December 31, 2023



- **156** days: average length of stay among all interim housing participants
- **4,232** interim housing clients served
- **480** clients, or **30%** of all IH exits, placed in permanent housing



The Vermont Corridor is a building with units available for Flexible Housing Subsidy Pool participants aged 62 years and above

Flexible Housing Subsidy Pool

The Flexible Housing Subsidy Pool (FHSP) is a fiscal and contractual tool that enables Housing for Health and its partners to combine various revenue sources to create housing options, cover local rent subsidies, and offer participants mobility if their housing needs change. The FHSP also helps facilitate engagement with landlords and housing developers so that Housing for Health can respond quickly to the needs of vulnerable people experiencing homelessness. The program is administered by Housing for Health's nonprofit partner, Brilliant Corners.

Throughout this reporting period, Housing for Health utilized State Encampment Resolution Funds (ERF) and local Care First Community Investment (CFCI) funding to create additional FHSP subsidies specific to Skid Row community members. Additionally, beginning in the summer of 2023, Housing for Health released a Request for Proposals (RFP) for the County to acquire new units of permanent supportive housing through the Homeless and Housing Incentive Program (HHIP), which provides state funding in partnership with LA Care and Health Net for programs to reduce homelessness. By summer 2024, there will be 134 new HHIP FHSP units available. The RFP also sought to fund new units of housing for participants served by DHS' Office of Diversion and Reentry (ODR). In summer 2023, the RFP secured 312 new units across seven sites for ODR.

Flexible Housing Subsidy Pool Outcomes

From July 1 through December 31, 2023



- **5,718** households housed through FHSP subsidies
- **915** households newly housed

Permanent Supportive Housing

Permanent Supportive Housing (PSH) is an evidence-based intervention that ends homelessness for vulnerable people with complex health conditions by pairing housing subsidies and supportive services. Housing for Health matches people to housing subsidies and Intensive Case Management Services (ICMS), which are delivered by community-based providers. Intensive services are supplemented with the wraparound support of in-home caregivers that bridge to In-Home Supportive Services, field-based medical support by DHS, specialty mental health care from the Department of Mental Health, and substance use services funded by the Department of Public Health- Substance Abuse Prevention and Control. Integrating these services promotes housing retention and improves individuals' health and overall wellbeing.

Throughout the reporting period, Housing for Health has worked diligently with the Los Angeles Homeless Services Authority (LAHSA), Public Housing Authorities, and contracted agencies to expand access to permanent supportive housing through various federal vouchers, including our Continuum of Care (CoC) portfolio. Housing for Health implemented strategies with our provider partners to achieve increased utilization of CoC grants, reaching a 97% utilization rate with our largest CoC contract and ensuring that people with need were connected to these vital housing resources.

Housing For Health also introduced additional slots of ICMS that provide housing navigation services to participants before a rental subsidy is available. With these new slots, Housing for Health has connected over 100 participants to the services needed to get document-ready and rapidly matched to rental subsidies. This program will continue to expand throughout Fiscal Year 2024-25, supporting vulnerable unhoused LA County residents at an earlier stage in the housing process with the services they need to obtain documents necessary for matching to a permanent housing resource. Housing for Health has also worked with providers to standardize how outcomes are reported to increase the success of assessment and performance improvement efforts. Housing for Health is proud to continue to work with all supporting parties on fulfilling all housing contracts and permanently housing clients experiencing homelessness.



Permanent Supportive Housing participant Verna Martinez and her HOPICS social worker Fernando Sordia pick vegetables together in a community garden



Verna Martinez prepares a meal at home in her kitchen with freshly picked vegetables

Permanent Supportive Housing Outcomes

From July 1 through December 31, 2023



- **20,529** individuals throughout LA County received ICMS
- **1,839** individuals newly housed in PSH and received ICMS
- **92%** of PSH participants retained housing for 1 year
- **85%** of PSH participants retained housing for 2 years

In-Home Care Giving

The In-Home Care Giving (IHCG) program serves as a vital resource for people who have experienced homelessness residing in permanent supportive housing across LA County. Its primary objective is to promote self-sufficiency by offering comprehensive caregiving services. These services are particularly beneficial to participants awaiting approval for the state's In-Home Supportive Services (IHSS) program or for those who do not qualify for state assistance due to immigration status or obstacles encountered during the extensive IHSS application process. IHCG caregivers provide invaluable support ranging from grocery shopping and meal preparation to household chores, transportation to appointments, and various other personal care services.

Throughout the reporting period, the program utilized state funding from the Housing and Homelessness Incentive Program (HHIP) and from CalAIM, the Medi-Cal waiver, to extend caregiving services to participants residing in Interim Housing sites across the City and County. In addition, the IHCG program received a grant from the Cedars-Sinai Foundation that provided greater flexibility in addressing the needs of participants who required longer-term caregiving services.

In-Home Care Giving Outcomes

From July 1 through December 31, 2023



- **118** participants newly enrolled in the IHCG program
- **161** individuals received IHCG services

Enriched Residential Care

The Enriched Residential Care (ERC) program provides housing placements for individuals who require ongoing assistance, have complex physical or behavioral health conditions, and are not able to manage their health care needs or Activities of Daily Living (ADLs) on their own. Participants referred to ERC are often discharged from an inpatient hospital, living in an unsheltered setting, or living in housing that lacks the higher level of care that they require to be safe. Participants are placed in licensed residential care facilities (commonly known as Board and Cares) that provide around the clock staffing, care and supervision, and assistance with ADLs.

In addition to serving more than 1,000 individuals who required 24/7 care and supervision in order to be stably housed, the ERC program continued to work with the LA County Aging and Disabilities Department throughout the reporting period. The Aging and Disabilities Department allocated State funding through the HomeSafe program to support Adult Protective Services (APS) clients at-risk of or experiencing homelessness.

Enriched Residential Care Outcomes

From January 1 through June 30, 2023

1,222
individuals served

231
individuals newly placed



Toni Pitts, a resident of the Whitten Heights Enriched Residential Care facility, receives healthcare support from Leticia Ocampo, a medical technician

Homelessness Prevention Unit



Homelessness Prevention Unit clients Valarie Zayas, left, and Dulce Volantin, right, pose at home with their dog, Zoey

The Homelessness Prevention Unit (HPU) is a proactive, data-driven program launched in July 2021 to identify clients at high risk of experiencing homelessness. Clients are identified through predictive modeling by UCLA's California Policy Lab. HPU staff work with clients over four to six months to help stabilize their housing and improve their overall health. The program also provides flexible financial assistance that can pay for rent, utility payments, vehicle repair, and debt resolution. Individuals and families are also linked to health and mental health services, substance use treatment, benefits advocacy, legal aid, employment assistance, and education.

The HPU continues to expand and can now serve 250 individuals and families at any given time. The HPU recently added staff to support case managers in effectively connecting clients to supportive services and outreach staff to more efficiently engage new prospective clients. The California Policy Lab is conducting a formal evaluation, expected to conclude in mid-2025, to study the program's effectiveness.

Homelessness Prevention Unit Outcomes

From July 1 through December 31, 2023

283

households served

86.4%

of HPU clients retained housing or transitioned to other permanent housing at program exit



Countywide Benefits Entitlement Services Team

The Countywide Benefits Entitlement Services Team (CBEST) helps unhoused people, individuals at risk of homelessness, veterans, and formerly incarcerated people apply for public benefits, including Supplemental Security Income, Social Security Disability Insurance (SSDI), Cash Assistance Program for Immigrants, and Veterans Affairs benefits. CBEST consists of dedicated benefit advocates, clinicians, and legal and social service partners who provide wraparound services to support successful disability benefit connections.

Due to the complexity of benefits applications, only about 35% of SSDI applications are approved nationwide, with approval rates as low as 15% for applicants who are experiencing homelessness. CBEST, however, provides the necessary support spanning application submission to appeal that helps over 84% of participants receive benefit awards. Increasing personal income helps people end their experience of homelessness and stay stably housed.

Countywide Benefits Entitlements Services Outcomes

From July 1 through December 31, 2023

8,165

individuals enrolled in CBEST

1,880

benefit applications submitted

84%

approval rate for benefit claims

\$1,102

average monthly award

\$5,206,896

total awarded in retroactive back pay

Capital Improvement Intermediary Program

The Capital Improvement Intermediary Program (CIIP) manages the construction of facilities that expand housing and services for people experiencing homelessness. Housing for Health works closely with Brilliant Corners and project sponsors to design, build, convert, and renovate spaces that offer a supportive and dignified experience for clients. See Appendix A at the end of the report for a full list of past and pending CIIP projects.



The Capital Improvements Intermediary Program oversaw the conversion of a former warehouse into The Lotus, an interim housing facility with 120 service-enhanced beds for both men and women from Skid Row and adjacent neighborhoods

Capital Improvement Intermediary Program Outcomes

From July 1 through December 31, 2023



8
units/beds completed during the reporting period

506
units/beds are currently in the CIIP pipeline

Clinical Services

Two Approaches

Direct: Teams of Housing for Health nurses, social workers, substance use counselors, and other providers offer wrap around care for individuals challenged by physical health and behavioral health conditions. These teams also conduct assessments, make clinical referrals, and deliver complex care management in non-traditional settings – such as riverbeds, shelters, and apartments – to improve client health outcomes, enhance meaningful connections to health care, and optimize quality of life.

Contracted Partners: Housing for Health clinical and non-clinical staff provide robust training and technical assistance to subcontracted community provider outreach workers and case managers so that they can accompany individuals to medical appointments, improve follow through on medications and/or treatment recommendations, develop disease self-management skills, and improve health literacy.

Star Clinic

Located in the heart of Skid Row, the Star Clinic is a patient-centered medical home that specializes in the care of unhoused and previously unhoused patients, all of whom require a special touch from compassionate, trauma-informed healthcare providers.

The clinic acts as a hub of clinical services and specializes in serving patients with complex physical and/or behavioral health issues who suffer high rates of morbidity. The clinic also provides easy access to medical care for Housing for Health clients residing in nearby interim and permanent housing.

Star Clinic provides Enhanced Care Management (ECM) services to over 200 patients as part of CalAIM, offering intensive phone and field-based support and coordinating care with countless inpatient teams to improve patient transitions of care into interim and permanent housing.

Star Clinic Outcomes

From July 1 through December 31, 2023



- **2,792** unique patient encounters by Star Clinic staff providing primary and urgent care services
- **282** patients enrolled in the ECM program
- **4,601** interventions delivered to ECM program participants



Michael Campos, a patient at Housing for Health's Star Clinic, receives medication from Star Clinic's certified medical assistant, Perla Cruz Jimenez

Permanent Supportive Housing Clinical Support Program

Permanent Supportive Housing (PSH) clinical care teams provide clinical care for clients in Housing for Health-funded PSH. Services include complex care management to help formerly homeless participants who are at risk of losing their homes and/or suffering from premature illness, disease, or mortality because of unmanaged physical and behavioral health conditions. This initiative targets individuals with chronic illnesses, substance use disorders, severe mental health symptoms, and difficulties navigating health and social services.

During this reporting period, Housing for Health worked closely with the Department of Mental Health (DMH) and the Substance Abuse Prevention and Control (SAPC) program of the Department of Public Health (DPH) to develop “best practices” for the Integrated Services Program (ISP). Through the ISP, Housing for Health-sponsored Intensive Case Management Services staff, DMH-sponsored mental health case managers, and SAPC-sponsored substance use disorder (SUD) specialists worked collaboratively in select PSH units to provide multidisciplinary support to clients with complex physical and behavioral health issues. These ISP teams are supported by DHS clinical staff- including nurses, occupational therapists, and community health workers- and DMH social workers who consult on challenging cases and provide technical assistance to ISP staff. Participants receive comprehensive services including regular home visits, nursing and Occupational Therapy assessments, and care transition management.

PSH Supportive Care Outcomes

From July 1 through December 31, 2023



- **300** unique clients received home-based complex care management services, including:
 - **53** clients who were assessed for In-Home Care Giving services
 - **80** clients who received home visits following discharge from a DHS hospital

Occupational Therapy Program

Occupational Therapy Program Outcomes

From July 1 through December 31, 2023

144 participants

received OT consultation and services in interim housing

18 participants

received OT consultation and services in Enriched Residential Care

40 participants

received OT consultation and services in permanent supportive housing

Housing for Health’s Occupational Therapy Program supports clients as they transition into housing, helping them thrive by enhancing their functional status and supporting their engagement in meaningful occupations and relationships to achieve independence, safety, and quality of life in the community. Housing for Health occupational therapists (OTs) engage clients in diverse settings that span interim housing, Enriched Residential Care, and permanent supportive housing, playing a key role in housing retention and supporting the transition of clients who are able to move from long-term care facilities into spaces for more independent living.

By providing training, care coordination, education, and facilitating access to needed assistive devices or durable medical equipment, OTs provide individualized interventions that empower clients to improve their quality of life despite disease presence and increase their integration into the community. The OT team also recommends supports for basic Activities of Daily Living such as toileting, dressing, and bathing, and provides training to both clients and caregivers to enhance key skills for independent living in the areas of health, food, and home management.

During the reporting period, the Housing for Health OT Program continued ramp up and is projected to reach full implementation throughout the next fiscal year, debuting one of the largest OT teams at the Department of Health Services with 18 OTs total.



Housing for Health's Mobile Clinic Medical Director, Dr. Absalon Galat, MD., provides medical services to a patient at one of the Mobile Clinic's regularly scheduled drop sites in the City of Palmdale.

Mobile Clinic

Housing for Health launched LA County's first-ever fleet of mobile clinics on wheels in 2022 to bring comprehensive care to unsheltered people experiencing homelessness throughout the County. The mobile clinic program works closely with Housing for Health Multi-Disciplinary Teams to receive referrals for patients with complex medical and behavioral health needs, and to coordinate case management services. Operating in partnership with various entities, including fellow County agencies, cities, outreach teams, faith-based organizations, homeless service providers, and other community-based agencies, the mobile clinic program addresses previously unmet primary care, urgent care, psychiatric care, mental health, sexual health, substance use, harm reduction, and other needs.

During the reporting period, the four mobile clinics delivered services at 68 regularly scheduled sites located throughout Los Angeles County.

Mobile Clinic Outcomes

From July 1 through December 31, 2023



- **1,497** unique patients served by the Mobile Clinic program
- **2,860** total encounters recorded by the Mobile Clinic program

Special Initiatives

Interim Housing Outreach Program

When individuals move from encampments into homeless shelters, they sometimes need help with bathing, dressing, ambulating, and/or eating. Not all shelters are equipped to provide the necessary support that these highly vulnerable participants need to thrive.

To meet the gap, Housing for Health launched the Interim Housing Outreach Program (IHOP) in fall 2023, thanks to generous funding support from LA Care and Health Net. Shelters refer individuals to IHOP teams made up of nurse practitioners, registered nurses, emergency medical technicians, patient relations representatives, and occupational therapists. The IHOP teams then assess the individuals and secure needed services, such as In-Home Caregiving, case management, and access to durable medical equipment like wheelchairs. The teams also connect people with recuperative care or stabilization beds if they require more service-enriched interim housing, and to Enriched Residential Care.

In addition to serving Interim Housing residents, the IHOP teams provide education to shelter staff about how to best care for people who require assistance with basic needs. They also inform providers about how to make electronic referrals to other available services. Shelter staff have expressed gratitude to the teams for enabling access to the support that they need to maintain the health and safety of residents.

The IHOP program is a collaboration between the Departments of Health Services, Mental Health, and Public Health. In addition to the inability to perform self-care and activities of daily living, many of the participants have substance use disorders or behavioral health disorders. Through IHOP, they can be linked to behavioral health services to help them move toward their housing goals.

IHOP is quickly becoming an essential part of the Housing for Health continuum of care, ensuring that people with complex needs who are living in Interim Housing are able to get the help that they need to stay housed. The program, which is supported by LA Care and Health Net, launched in service planning areas 4 and 6 and plans to expand across LA County throughout 2024. IHOP's team of nurses and occupational therapists will soon be supplemented with behavioral health specialists sponsored by the Department of Mental Health (DMH) and the Substance Abuse Prevention and Control (SAPC) program of the Department of Public Health (DPH) to expand services to people in interim housing throughout the county.



LA Grand Interim Housing client Bethanne Packard receives onsite medical attention from IHOP LVN, Lagretta Roberts

CLIENT SUCCESS STORY

Helping Seniors Regain Health and Wellbeing

Lacking a comfortable, safe home is difficult to bear for anyone, but it can be especially challenging for older adults, accelerating the wear and tear on both body and soul.

Emma Paura, 60, struggled with a substance use disorder for years, making it difficult to remain healthy and housed. She spent years bouncing from couch to couch at her friends' and family's homes and eventually landed in a shelter.

In fall 2023, after living at a shelter for six months, Emma moved into SagePointe, a 56-home supportive housing community in the Wilmington neighborhood of Los Angeles, specifically for seniors age 55+ who have experienced homelessness. SagePointe demonstrates another successful partnership between the County and the City of Los Angeles - the City provides rental subsidies and the County provides funding for wraparound services and case management.



An outside view of Sagepointe, a 56-unit Permanent Supportive Housing community in Wilmington operated by Linc Housing, specifically for seniors 55+ who have experienced homelessness.



Emma Paura is a Sagepointe resident who recently hosted Christmas for her family in her new home.

Supportive services at SagePointe include mental and physical health services, employment counseling and job placement, education, substance use counseling, assistance in obtaining and maintaining benefits, and referrals to community-based services and resources.

When Emma first heard that she got an apartment at SagePointe, she was so excited. "I couldn't believe it," she said. "I kept thinking, 'This isn't real.' It was so great to get my keys, go to my apartment and get to stay right away. I slept so good that first night."

Linc Housing, the County's nonprofit partner at SagePointe, provided each new resident with home necessities and hand-made "Welcome Home" signs. Emma's sign is still displayed on her table. "I didn't have anything but my clothes and myself," she said. "The sheets were there. And the bedspread. Towels. Dishes. Everything."

Emma's children and grandchildren now have a place to visit her, and she recently hosted them for Christmas - their first holiday together in a long time. Emma shared, "My granddaughter said, 'Grandma, we need to go to your house and bake a cake.' I said, 'We sure do, baby.'"

Encampment Resolution in Skid Row

Housing for Health launched an innovative and ambitious joint County Pathway Home and City Inside Safe encampment resolution effort in Skid Row. The work was made possible by a nearly \$60 million Encampment Resolution Fund (ERF) grant from the California Interagency Council on Homelessness. The grant jumpstarted elements of the Skid Row Action Plan, supplemented the \$280 million already committed, and leveraged funding from the County and City of Los Angeles, the Los Angeles Homeless Services Authority (LAHSA), and public housing authorities. The project aims to permanently house 2,000 people experiencing unsheltered homelessness on Skid Row by July 1, 2026.

The grant leverages and supplements a robust and collaborative outreach network. The network includes Skid Row's Every Woman Housed teams (including Housing for Health-funded teams operated by The People Concern and a LAHSA-funded team operated by the Downtown Women's Center), LAHSA's Homeless Engagement Teams, DMH's HOME and Concierge teams, and the Metro Outreach teams (operated by Sidewalk Project, LA Christian Health Center, and Salvation Army). These outreach teams work closely together to bring people experiencing unsheltered homelessness in Skid Row indoors and link them to housing and services.

The grant enables placement into interim housing beds and funds four innovative interim housing programs operated by The Weingart Center, The People Concern, and the JWCH Institute, including rooms and services at the LA Grand Hotel for 294 people with complex clinical conditions, enhanced services for 20 interim housing beds at The Village, and 45 additional non-congregate rooms for women at the Vagabond Motel. The grant also pays for a Safe Landing triage program at the Cecil Hotel that welcomes people to come inside 24 hours a day and stay as long as needed until they can move into an interim housing facility. The grant also funds 250 Flexible Housing Subsidy Pool vouchers, and housing navigation services for 500 people.

In addition, ERF leverages over 750 project-based permanent supportive housing units opening in Skid Row, 750 tenant-based permanent supportive housing resources, and 250 LAHSA-administered time-limited subsidies. To ensure that interim housing programs in Skid Row can effectively support their residents, Housing for Health implemented a place-based training and support team for providers. The team provides immediate access to interim housing through a Skid Row Access Center as well as provides training and technical assistance to all interim housing providers in Skid Row, helping them better service people with complicated chronic health conditions, mental health issues, and substance use disorders to reduce the number of people who return to the streets.

Through the Skid Row Action Plan, residents of Skid Row put forward a bold vision for a healthy, thriving community. The Skid Row Encampment Resolution is a critical step forward toward making that vision a reality.

Encampment Resolution Outcomes

From July 1 through December 31, 2023

- **387** unsheltered people from Skid Row were housed in ERF-funded Interim Housing
- **1,738** clients served by outreach teams leveraged by ERF in Skid Row.



Housing for Health launched a joint County Pathway Home and City Inside Safe encampment resolution effort in Skid Row, jumpstarting components of the Skid Row Action Plan and providing outreach, interim housing, and permanent house resources to community members

CLIENT SUCCESS STORY

From the Streets of Skid Row to The LA Grand

Jose Lopez is well known on the streets of Skid Row as the Chihuahua Man, pushing his four dogs down the street in their stroller. Jose is a big believer in the healing qualities of canine companionship and says that his first pup, Tovy, helped him get sober.

Jose grew up in El Salvador, but migrated with his parents and siblings to the United States when he was ten years old. The family settled in El Monte, and Jose soon began experimenting with alcohol and marijuana. He dropped out of high school and started working in warehouses, but when his drug use escalated, he left his family's home at 23 and experienced homelessness for the first time. After experiencing homelessness on and off around the U.S., he returned to Los Angeles and landed on Skid Row.

Four years ago, Jose decided that it was time to stop using drugs after losing several friends to overdoses. He succeeded, and as he did, he took in more dogs, eventually reaching a full pack of 12 dogs.

With State Encampment Resolution Funding, Housing for Health partnered with the City of Los Angeles to dedicate rooms at the LA Grand for people who were unsheltered in Skid Row. Housing for Health referred Jose to the LA Grand, but with 12 dogs in tow, he could not be accepted at the hotel. The Housing for Health team jumped into action and supported Jose in finding new homes for most of his chihuahuas. "Our team's goal was to meet him where he was," said Housing for Health's Skid Row Action Plan social worker, Maria

Hernandez. "We advocated with the LA Grand operator to accept him with four dogs. And we helped him find homes of the other dogs."

Facilitating pet adoptions is just one strategy in Housing for Health's method of doing whatever it takes to support participants in their journey to health. Jose was able to move inside for the first time in years with four of his dogs. Getting off the streets and into a stable home environment became increasingly critical for Jose as his health declined and hospital visits became more frequent following a cancer diagnosis.

About the LA Grand, Jose says, "It is definitely better than being on the street." Jose's goal is to maintain his sobriety and to avoid getting into conflicts with other residents. He still spends a lot of his time on Skid Row, helping his friends and caring for the community.

"Everyone goes to him for help and resources," Hernandez said. "He's a good leader and a great friend to so many people."

Jose said he is looking forward to his next step - permanent housing. He is glad to have a support team helping him get there. "I want something safe," he said. "I don't need a lot. I don't need anything fancy."



LA Grand Interim Housing resident and Skid Row community member, Jose, with his four chihuahuas: Tovy, Molly, Cookie, and Luna

Special Initiatives

County Pathway Home

Pathway Home, launched in August 2023 and led by the LA County Chief Executive Office-Homeless Initiative (CEO-HI), is Los Angeles County's bold new solution to move people quickly and compassionately from encampments and RVs into housing. Pathway Home expands ongoing efforts to help bring more people off the streets into interim housing and help them get the support they need to eventually move into permanent housing for the long term. The encampment resolution program is a critical component of LA County's comprehensive response to the local emergency on homelessness adopted by the Board of Supervisors in January 2023.

Pathway Home provides interim housing beds and uses the County's Multi-Disciplinary Teams (MDTs) to guide people experiencing homelessness immediately into interim housing. Participants receive supportive services in the interim housing settings, including addressing immediate needs and getting on the path to permanent housing. The program is a partnership between County departments, cities, and nonprofit organizations.

Housing for Health plays a vital role in the program at several levels. MDTs provide outreach support before and during encampment resolution operations, and Housing for Health's Interim Housing (IH) unit administers select Pathway Home IH sites. In July of 2023, Housing for Health staff piloted a successful connection model that brought homeless service agencies and County departments together to provide direct services sites that housed participants in the resolution effort. In addition to on-site case management, participants who moved into the interim housing provided through Pathway Home were connected to the supports necessary to secure permanent housing. This "one-stop shop" included programs and services such as physical and mental healthcare, substance use disorder treatment, benefits enrollment, life skills development, and more. The pilot program was handed off to CEO-HI in November with DHS Mobile Clinics and MDTs continuing to support these events. Housing for Health and its partners continue to assist the most vulnerable program participants to remain stable in their interim or permanent housing and on the Pathway Home.

Pathway Home Outcomes

From July 1 through December 31, 2023

- **8** Pathway Home operations conducted
- **390** people moved into interim housing



Yolanda Macias, back to camera, talks with Housing for Health Director Sarah Mahin, LA County CEO-Homeless Initiative staffer Kehinde Walker, and Housing for Health Associate Director for City/County Coordination, Matthew Teclé, during a Service Connect Day.

Capital Improvement Intermediary Program Project List (July 1, 2023 – December 31, 2023)

Projects In Progress

No	Project Project Sponsor	Supervisorial District Location	Project Type/ Est. Capacity	Population Served	Current Status	Estimated Cost/ Est. Completion
1	WLA Armory DHS	SD3	Interim Housing 171 Beds	Single Adults and Couples	Pre-development including architectural and professional services	\$437,000 TBD
2	Santa Clarita BTH Bridge to Home	SD5	Interim Housing 80 Beds	Families and Single Adults	Construction	\$500,000 April 2024
3	Santa Fe Springs The Whole Child	SD4	Interim Housing 40 Units / 120 beds	Families	Construction	\$7,317,562 September 2024
4	Willow Tree Inn The People Concern	SD2	Permanent Housing 100 Units / 100 beds	Single Adults	Construction	\$19,552,000 March 2025

Completed Projects

No	Project/Operator Owner/Partner	Supervisorial District Location	Project Type/ Est. Capacity	Population Served	Current Status	Estimated Cost/ Est. Completion
5	Jovenes Housing Jovenes	SD1	Permanent Housing 8 Units / 8 beds	Transition Age Youth	Completed	\$300,000 July 2023
6	Safe Landing Exodus	SD2	Clinically Enhanced Interim Housing 172 Beds	Single Adults and Couples	Completed	\$36,271,448 January 2023
7	Tropicana Motel HOPICS	SD2	Interim Housing 120 Beds	Families	Completed	\$45,000 June 2022
8	628 San Julian (Oasis) JWCH	SD1	Recuperative Care 40 Beds	Women	Completed	\$7,838,241 December 2021
9	Covenant House Covenant House	SD3	Interim Housing 18 Beds	Transition Age Youth	Completed	\$500,000 August 2021
10	Figueroa HOPICS	SD2	Interim Housing 15 Units / 45 beds	Families	Completed	\$43,160 April 2021
11	Long Beach HOPICS	SD2	Interim Housing 18 Units / 54 beds	Families	Completed	\$44,780 March 2021
12	Canoga/The Willows LA Family Housing	SD3	Interim Housing 70 Beds	Single Adults and Couples	Completed	\$8,032,346 February 2021
13	Paloma/The Lotus Home at Last	SD1	Interim Housing 119 Beds	Single Adults	Completed	\$6,750,826 December 2020
14	North Long Beach City of Long Beach	SD4	Interim Housing 125 Beds	Single Adults and Families	Completed	\$3,400,000 September 2020

Capital Improvement Intermediary Program Project List (July 1, 2023 – December 31, 2023)

Completed Projects (Continued)

No	Project/Operator Owner/Partner	Supervisory District Location	Project Type/ Est. Capacity	Population Served	Current Status	Estimated Cost/ Est. Completion
15	VOALA VOALA	SD2	Interim Housing 45 Beds	Single Adults	Completed	\$500,000 August 2020
16	51st Street Motel HOPICS	SD2	Interim Housing 18 Units / 54 beds	Families	Completed	\$53,668 August 2020
17	Santa Fe Springs Salvation Army	SD4	Interim Housing 24 Beds	Women	Completed	\$850,000 July 2020
18	Kensington Lancaster The People Concern	SD5	Interim Housing 156 Beds	Single Adults	Completed	\$6,661,000 July 2020
19	Sylmar Armory/ The Arroyo LA Family Housing	SD3	Interim Housing 85 Beds	Women	Completed	\$7,781,341 June 2020
20	Bellflower Homeless Shelter City of Bellflower	SD4	Interim Housing 60 Beds	Single Adults and Couples	Completed	\$1,500,000 May 2020
21	627 San Julian (FRAC) The People Concern	SD1	C3 Day Center 300 Visits Per Day	Single Adults	Completed	\$4,309,128 May 2020
22	Pomona City of Pomona	SD1	Interim Housing 200 Beds	Single Adults	Completed	\$3,800,000 April 2020

Discontinued Projects

No	Project/Operator Owner/Partner	Supervisory District Location	Project Type/ Est. Capacity	Population Served	Current Status	Estimated Cost/ Est. Completion
23	Bell Shelter JWCH	SD4	Recuperative Care 100 Beds	Single Adults	Discontinued	\$50,000 N/A
24	Virginia Road HOPICS	SD2	Interim Housing 15 Beds	Families	Discontinued	\$50,015 N/A
25	Mount Moriah Housing Development Mount Moriah Baptist Church	SD2	Permanent Housing 6 Units	Single Adults	Discontinued	\$263,430 TBD

Other Projects

No	Project/Operator Owner/Partner	Supervisory District Location	Project Type/ Est. Capacity	Population Served	Current Status	Estimated Cost/ Est. Completion
26	LA Motel Brilliant Corners	SD2	Interim Housing 35 Beds	Single Adults	Construction	\$883,575 TBD

HOUSING FOR HEALTH



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