

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
Community Planning Process - MHSA Three-Year Plan

HOMELESS SERVICES & HOUSING RESOURCES

BACKGROUND

This document contains the Community Planning Team’s Recommendations (CPT Recs) and MHSA Proposals for each of the five categories discussed by the Homeless Services and Housing Resources (HSHR) Workgroup, as described below:

CATEGORIES	GOALS
1. Eviction Prevention	<i>Strengthen eviction prevention services and supports.</i>
2. Street Outreach	<i>Strengthen street outreach.</i>
3. Service Quality	<i>Improve service quality.</i>
4. Types of Housing Options	<i>Increase types of housing options.</i>
5. Specific Populations	<i>Provide targeted support to specific underserved populations.</i>

The recommendations are organized into two types:

- A. Program, Service, or Intervention: (1) Exists Already; or (2) Does Not Exist
- B. Policy, Practice, Advocacy

The last column of each table color-codes each recommendation in the following manner:

COLOR	DESCRIPTON
GREEN	DMH or partner agency is already doing this work, ongoing funds are already appropriated, or additional funds can be appropriated.
RED	MHSA regulations prohibit funding this recommendation, the recommendation is outside of the DMH’s authority, or the recommendation was not clear. However, CPT members can still advocate for these recommendations, but they cannot be funded by MHSA.
YELLOW	DMH needs Workgroup members to provide additional feedback.

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A. RECOMMENDATIONS: PROGRAM, SERVICE, OR INTERVENTION

1. EXISTS ALREADY: Expand or Improve Existing Program, Service, or Intervention

CATEGORY	EXISTING PSI	DESCRIPTION: PROGRAM, SERVICE, OR INTERVENTION	EXPAND OR IMPROVE	CPT RECS	ADDTL FUNDS	MHSA PROPS	STATUS
1	Preventing Homelessness & Promoting Health	1. Expand the Preventing Homelessness and Promoting Health (PH Square) collaborative program with Department of Health to provide psychiatric, medical, and other social service interventions to prevent imminent eviction.	Expand	1, 2, 3, 17	YES		
1	Full Service Partnerships	2. Provide flex funds for enrolled clients which can be used for eviction prevention and improve FSP to include life skills training to prevent eviction.	Improve	1, 5, 15			
1	Interim Housing – Outreach Program	3. Provide mental health supports for interim housing sites to reduce exits to the streets (eviction) and increase movement to Permanent Supportive Housing (PSH) through an integrated approach. (This is also a job training opportunity for Peer Specialist positions.)	New Service January 2024	2			
1	Housing Support Services Program (HSSP)	4. Expand HSSP services in PSH units in collaboration with Department of Health Service’s Intensive Case Management Services providers and Department of Public Health’s Client Engagement and Navigation Services. When new PSH buildings open, services providers are contracted to render these services.	Expand	1, 2, 3, 4, 5, 17			
1	Housing Services	5. Expand permanent congregate housing with on-site peer supportive services.	Expand	9	YES		
1	Housing Assistance Program	6. Provide financial assistance to DMH clients of one month of unpaid rent, based on an individualized client plan for self-sufficiency.	Expand	1, 2, 3, 15			
2	SKID ROW Concierge Program	7. This program provides street-based engagement and support to connect to mental health treatment and housing for individuals experiencing unsheltered homelessness in the skid row area.	Expand	1, 14			

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CATEGORY	EXISTING PSI	DESCRIPTION: PROGRAM, SERVICE, OR INTERVENTION	EXPAND OR IMPROVE	CPT RECS	ADDTL FUNDS	MHSA PROPs	STATUS
2	HOME	8. Expand HOME to increase street outreach to individuals with serious and persistent mental illness (SPMI) and to fill the need of new programming (e.g., Interim Housing Outreach Program)	Expand	1, 4			
2	PMRT	9. PMRT (Psychiatric Mobile Response Team) provides field-based crisis services. Expand PMRT to include contracted Field Intervention Teams that are designated to respond to mental health crises of individuals in various types of housing.	Expand	15			
2	Community Health Promoters (CHWs)	10. Utilize CHWs to increase awareness about mental health issues and to disseminate resources to reduce mental stigma and improve working relationships within the community in order to deliver mental health services. Expand this program to include work in public spaces including libraries.	Expand	2, 9	YES		
3	Housing Data Collection Infrastructure	11. Improve infrastructure to support better data collection of homelessness and housing data that can be used to improve programs via Housing and Homelessness Incentive Program (HHIP).	Improve	20			
3	Mental Health Support	12. Provide mental health support in shared housing and traditional housing.	Expand	5	YES		
3	Peer Services	13. Use Peer Services for social supports and navigating benefits and paperwork available in Peer Run Centers, MHSA Outpatient, and FSP programs.	Expand	1, 8, 15	YES		
3	Peer Run Respite Care Homes	14. Provide Peer Run Respite Care to support individuals in crisis to prevent homelessness.	Expand	5	YES		
4	Interim Housing Beds	15. Create new interim housing beds, enhance staffing/services in existing non-congregate interim housing sites, and provide CARE Court clients with rental assistance resources by accepting Behavioral Health Bridge Housing (BHBH) funding from the State. Expand interim housing in high need areas such as Skid Row.	Expand	8			
4	Interim Housing Families	16. Increase interim housing resources for families.	Expand				

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CATEGORY	EXISTING PSI	DESCRIPTION: PROGRAM, SERVICE, OR INTERVENTION	EXPAND OR IMPROVE	CPT RECS	ADDTL FUNDS	MHSA PROPs	STATUS
4	Enriched Residential Care (ERC) & Board and Cares (B&Cs)	17. Increase access for Persons Experiencing Homelessness (PEH) to ERC and licensed residential care facilities by accepting funds in Community Care Expansion (CCE) State subsidies to ERC and provide funds for all licensed residential care facilities.	Expand	4, 8, 10			
4	Hollywood 2.0 - Interim Housing, ERC, & PSH	18. Continue current pilot of community-inclusive programming to support, treat, and house individuals in the Hollywood area.	Expand	3, 6			
4	Dedicated Hotel/Motel Beds - HOME	19. Expand dedicated hotel/motel beds for Homeless Outreach Mobile Engagement (HOME), which provides street outreach for individuals who may need extensive engagement and support. This includes reentry programs for women and men.	Expand	6	YES		
4	Permanent Supportive Housing	20. Expand Permanent Supportive Housing (PSH) across LA County	Expand	5, 8			
4	Beds for Very Vulnerable Individuals	21. Provide housing in a home setting for up to 6 young adult males diagnosed with serious mental illness that face housing insecurity and are unable to live independently, grouped by same age range and same diagnosis (schizophrenia) in a supportive home model with 24/7 trained staff in the LEAP method and in-house holistic program that stimulates motivation, engagement and provides improvement in behavioral and physical health through nutrition, music and nature outings, besides job coaching to create purpose in staying well. The supportive housing model creates a social community where they can grow in trust and confidence and forge friendships, and the model also provides a sense of belonging and community, reducing the isolation and stigma that people with serious mental illness face.			YES	3	
5	Transition Age Youth (TAY)	22. Expand TAY housing and service options including shelters, interim housing, and PSH, focused on youth transitioning from child welfare and probation systems	Expand	1, 9, 19, 20	YES		

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CATEGORY	EXISTING PSI	DESCRIPTION: PROGRAM, SERVICE, OR INTERVENTION	EXPAND OR IMPROVE	CPT RECS	ADDTL FUNDS	MHPA PROPs	STATUS
5	Justice Involved - Office of Diversion and Reentry	23. Support the Office of Diversion and Reentry (ODR) to fund Intensive Case Management Services (ICMS), Interim Housing, Enriched Residential Care (ERC) and Permanent Supportive Housing for individuals who are homeless, have a Serious Mental Illness and are incarcerated at LA County Jail. Incentivize psychiatrists, including with loan repayment programs at DMH and DHS to work with this population. Also ensure parity of pay for psychiatrists at DMH, DHS, VA and other County programs.	Expand	3, 4, 22			
5	Justice Involved - Care First Community Investment	24. Expand the Care First Community Investment (CFCI) model of interim housing for those with justice involvement to other sites.	Expand	4, 22			
5	Justice Involved - Women's Community Re-entry	25. Expand hotel/motel beds that will serve as interim housing for Women's Community Re-Entry Program clients.	Expand	4,22	YES		
5	LGBTQIA & Transgender	26. Expand or create housing settings specific to Transgender communities and provide extended hours to meet needs.	Expand	1, 6, 7, 11			
5	BAH + UsCC: Utilities Support	27. Ensure funding for support services i.e. utilities for the Black and African Heritage (BAH) and other underserved communities	Expand	10			
5	Undocumented Clients – Interim Housing	28. At interim housing sites, increase staff capacity to provide culturally and linguistically appropriate services for undocumented clients and mental health support. IHOP will be implemented in 2024.	Improve	4			
5	Senior older adult population	29. All types of housing and housing that meets their unique needs including related to deteriorating physical and mental health.	Improve				

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2. DOES NOT EXIST: Add New Program, Service, or Intervention

HSR CATEGORY	NEW PROGRAM, SERVICE OR INTERVENTION	DMH OR PARTNER	CPT RECS	ADDTL FUNDS	MHSA PROPs	STATUS
1	1. Develop and implement trainings and materials focused on eviction prevention and available resources to train <u>mental health providers</u> to assist and educate clients at all levels of care. This includes information on community resources, legal services, and first-time homeowner programs.	Partner	1, 3, 5, 7	YES		
1	2. Develop and implement trainings and materials on working with individuals with mental health needs for <u>landlords, law enforcement, and others</u> involved in the eviction process.	Partner	4, 9	YES		
1	3. Develop rehabilitation and skill-building groups focused on helping consumers to maintain housing (e.g. budgeting, communication with property owners, being a good neighbor, employment etc.) as part of the service array in DMH clinics and contract agencies.	DMH Partner	3, 4, 5, 14	YES		
1	4. Develop a <u>countywide eviction prevention program</u> that has a central phone number for support, provides training for law enforcement and landlords and property managers on working with mental health issues and available resources, helps individuals access eviction prevention funds available through county programs, and provides life skills trainings in the community.	Partner	13	YES		
1	5. Develop a <u>housing resources landing page</u> on the DMH website that lists information on how to access all available resources for eviction prevention, housing support, and/or services related to housing retention.	DMH	1, 2, 7	YES		
1	6. Develop and implement a comprehensive <u>communication strategy</u> that informs clients about housing resources. This communication strategy would include Community Health Workers (e.g., <i>Promotoras</i> and Peer Specialists) in delivering this information.	DMH	19	YES		
2	7. Develop and implement trainings and resource materials focused on <u>finding resources in the community</u> (e.g., sobering centers, <i>SafeParkingLA</i> , mobile showers, housing resources).	Partner	3,7,9	YES		
2	8. Develop and implement trainings and materials for improving <u>coordination of care among service teams</u> and passing out the available resources in the various levels of	DMH	6, 10	YES		

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HSHR CATEGORY	NEW PROGRAM, SERVICE OR INTERVENTION	DMH OR PARTNER	CPT RECS	ADDTL FUNDS	MHSA PROPs	STATUS
	care including interoperability with public safety. Ensure there is an investment in technology and a centralized system.					
2	9. Develop <u>PMRT Team</u> dedicated to the <u>skid row area</u> and other areas where PEH are concentrated to improve mental health crisis response time.	DMH	16	YES		
2	10. Develop and implement programs that assign mental health treatment and peer services staff to places where PEH are located including shopping centers and local libraries to treat and support library patrons experiencing homelessness.	DMH	8	YES		
2	11. Incorporate mobile showers as part of the services provided by DMH Street Outreach by partnering with existing CBOs including the faith community that manage these resources.	DMH	3			
2	12. Develop public education about Senate Bill 43 which modernizes the definition of grave disability and probable cause for conservatorship. The bill broadens eligibility to people who are unable to provide for their personal safety or necessary medical care. In addition, Senate Bill 43 encompasses people with a severe substance use disorder, such as chronic alcoholism. Incorporate the new definition in HOME services in Los Angeles County if permissible. This should be done as an anti-stigma campaign to ensure we do not further stigmatize people.	DMH	1	YES		
2	13. Develop safe sleep programs.	DMH		YES		
2	14. Develop stationary hubs (centralized services) so there is a direct pipeline to DMH in the community including transportation with wheelchair access.	Partner		YES		
3	15. Develop a one-stop online site that centralizes information about housing resources.	DMH & Partner	19	YES		
3	16. Develop or integrate into an existing program training and support for landlords and housing developers on working with and the needs of individuals with mental illness (e.g., implicit bias training).	Partner	10	YES		
3	17. Implement or partner with services providing supports to adult children with SMI to improve access to support groups such as NAMI, and respite care options.	Partner	18	YES		
4	18. Develop a damage mitigation pool of funding to repair damage in interim and permanent housing to repair damage by DMH clients.	DMH & Partner		YES		

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4	19. Use a community land trust model building upon innovative solutions presented in the Alameda County Supportive Housing Community Land Alliance Project Proposal to bring permanent affordability and community control to help ease Los Angeles County's housing crisis for SMI consumers whose income is 200% of the federal poverty level.			YES	2	
4	20. Implement independent living centers and supports to increase the ability to live independently.			YES		
5	21. <u>Justice-Involved and/or Undocumented Clients</u> : Support the Legacy Flexible Housing Subsidy Pool (FHSP) Program that provides ongoing rental assistance to clients who are homeless and do not qualify for federal housing subsidies due to their documentation status or type of felony offense (e.g., Registered Sex Offenders).	Partner	3, 22			
5	22. <u>Justice-Involved Clients</u> : Continue the operation of Interim Housing beds for those with justice involvement funded with CFCI dollars when the funding source terminates on June 30, 2024.	DMH	4, 22			
5	23. <u>Justice-involved Clients</u> : Establish dedicated interim housing beds for formerly incarcerated clients served through the Men's Community Reentry Program.	DMH	4, 22			
5	24. <u>Veterans</u> : Implement awareness campaign to improve access to housing resources for veterans.	Partner	5	YES		
5	25. <u>TAY, LGBTQ, Transgender, Domestic Violence, and Older Adults</u> : Develop or expand existing housing resource guides to identify housing available to specific populations.	Partner	1, 6, 7	YES		
5	26. <u>LGBTQIA</u> : Invest in housing specific to LGBTQ community.	Partner	6, 11	YES		
5	27. <u>Low-Income People Not Meeting the Definition of Homeless</u> : Increase MHSA funds for the Flexible Housing Subsidy Pool which can be used for rent subsidies in a variety of housing types, such as licensed care facilities, for individuals who do not meet the definition of homeless but do not have the income to move to other forms of housing such as licensed residential facilities. This Flexible Housing Subsidy Pool can help create more flow for special populations across different housing types.	DMH	6	YES		
	28. Utilize a comprehensive, community-based approach, leveraging existing strengths to provide housing, a coordinated continuum of culturally competent health services, employment support and other recovery support services tailored to the needs of			YES	1	

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HSHR CATEGORY	NEW PROGRAM, SERVICE OR INTERVENTION	DMH OR PARTNER	CPT RECS	ADDTL FUNDS	MHSA PROPS	STATUS
	African immigrants, refugees and underserved populations experiencing homelessness in Los Angeles County, California.					

B. RECOMMENDATIONS: POLICY, PRACTICE, OR ADVOCACY

HSHR CATEGORY	DESCRIPTION: POLICY, PRACTICE OR ADVOCACY	CPT RECS	MHSA PROPS	STATUS
1	1. Integrate mental health needs/practices into the current eviction practices/protocols.	4		
1	2. Use tools like the CEO Equity tool to identify specific geographic areas of need within each Service Area and to target specific underserved populations when implementing and/or expanding programs.	9		
1	3. Address the high cost of living.	6		
1	4. Improve law enforcement response to avoid losing housing.	11		
1	5. Provide restorative housing.	10		
1	6. Increase homeownership opportunities.	18		
2	7. Tap into some of the models in West Hollywood, homeless outreach teams, collaboratives with different organizations including The People Concern/Step Up on Second/Tarzana Treatment Center/etc.	5		
2	8. Involve community leaders and CBOs with funding to outreach and relate to these sites.	7		
2	9. Identify existing community services and advocate for more services, such as safe parking and mobile showers. Collaborate with those in the community that provide these resources.	3,10		
2	10. Help individuals with substance use disorders to accept housing in real time.	12		
2	11. Provide better support and training for peer specialists who support street outreach work.	13		
2	12. Provide better assistance to individuals that are homeless to get access to hot food and to find adequate housing.			
2	13. Add peer support across all programs.			
2	14. Strengthen hiring and selection processes and reduce barriers for people with lived experience. Provide opportunities for CHW to meet to collaborate together and identify and advocate for training and supports needed.			

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HSHR CATEGORY	DESCRIPTION: POLICY, PRACTICE OR ADVOCACY	CPT RECS	MHSA PROPS	STATUS
2	15. Implement resource fairs and collaborate with the community.			
2	16. Hire staff that are reflective of the communities served and ensure cultural and linguistic competence and provide training on implicit bias.			
2	17. Implement client satisfaction surveys across programs use that information to improve programs/services.			
2	18. Develop a structured approach to support individuals that have “failed” in many different programs and to coordinate across programs.			
2	19. Collect and analyze 911 usage for PEH issues.			
3	20. Integrate a housing navigator focused on supporting the Fire Department and EMS to avoid unnecessary emergency room visits for clients who qualify for housing supports.	1		
3	21. Promote awareness and access to benefits establishment services available throughout LA County	5		
3	22. Establish an oversight committee which is community-based and peer-led to assure and improve accountability for contract providers	6,7		
3	23. Remove barriers such as requirement of referrals to programs (allow self-referrals), verifications of identity (in forms of ID’s and/or certificates) for homeless individuals seeking housing services/supports.	12		
3	24. Improve timely access to temporary and permanent housing, and reduce bureaucratic barriers	3 ,5,12		
3	25. Improve safety in housing units and ensure housing developers include 24-hour security when underwriting projects. People that are providing security should be trained on de-escalation and trauma informed responses.	9,14		
3	26. Enhance staffing/services in existing congregate interim housing sites.	21		
3	27. Provide training, GED classes and employment opportunities.			
3	28. Implement customer satisfaction surveys			
3	29. Focus on client driven goals.			
3	30. Increase self-sufficiency and independent living skills especially while in shelters.			
3	31. Collect performance measures and provide incentives for workers that are burned out.			
3	32. Train staff on how to develop quality SSI applications that will be approved.			
4	33. Contain costs per bed at less than \$100K.	9		

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4	34. Eliminate site control to expand types of housing.	11		
4	35. Provide relentless engagement.			
4	36. Reduce bureaucracy to access housing.			
4	37. Ensure supportive services in PSH are adequate and focused on self-sufficiency.			
4	38. When DMH has resource fairs include housing resources.			
4	39. Ensure there is throughput between different types of housing including pathways out of shared housing settings.			
4	40. Inform PEH about peer support job opportunities.			
5	41. Strengthen communication between DMH's Enhanced Emergency Shelter Program staff and other providers of TAY Interim and Transitional Housing and improve connection to mental health and housing services for the youth in these settings.	2		
5	42. Establish funding for African American (AA) population to own/lead interventions related to their communities outside of faith-based groups.	14		
5	43. Strengthen coordination with DCFS and Probation.	1		
5	44. Increase access for both documented and undocumented clients.	15		