

Homeless Outreach and Mobile Engagement (HOME) - Program Overview



Program Description

The Homeless Outreach & Mobile Engagement (HOME) program provides field-based outreach, engagement, support, and treatment to individuals with severe and persistent mental illness who are experiencing unsheltered homelessness.



Service Delivery

Services are provided by addressing basic needs; conducting clinical assessments; providing street psychiatry; and providing linkage to appropriate services (including mental health services substance abuse treatment and shelter).



Homeless Outreach and Mobile Engagement (HOME) - Population

Priority Population

HOME serves **individuals 18 and over** who are experiencing chronic unsheltered homelessness and who have profound mental health needs and associated impairments.

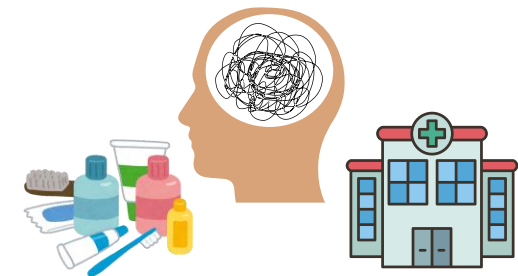


These vulnerable and disengaged individuals struggle with securing appropriate **food, clothing, and shelter** due to their mental illness.



In addition, they may have critical deficits in **hygiene and communication** and are generally highly avoidant of services.

They are unable to live safely in the community and **require specialized mental health services** to secure and sustain housing.



Homeless Outreach and Mobile Engagement (HOME) - Referrals

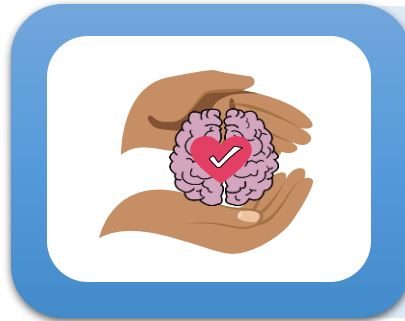


Referrals

Most referrals are submitted by generalist homeless outreach providers who identify individuals with severe impairment that require specialized and intensive support and engagement.



The severe and persistent nature of the mental illnesses experienced by individuals referred to HOME has prevented programs at lower levels of care in the mental health and homeless outreach systems from effectively serving this population.



With HOME's specialized outreach and treatment, many can be successfully served and moved into appropriate placement.



However, some of those served by HOME lack capacity to successfully utilize the services offered and will require the extraordinary interventions of involuntary hospitalization and, potentially, Lanterman-Petris-Short (LPS) Conservatorships to avoid death, achieve psychiatric stabilization, and obtain appropriate placement.

Homeless Outreach and Mobile Engagement (HOME) - Expansion

1

Program Expansion

The HOME Program expanded their service capacity by increasing the number of teams over a two fiscal year period beginning in FY 2022-23 and into FY 2023-24.



2

Homelessness Crisis

This expansion is part of an effort to address the homelessness crisis as part of a lawsuit settlement between Los Angeles County and Los Angeles Alliance.



3

Funding

Los Angeles County has committed to funding increased services, outreach, and interim housing for the most vulnerable people experiencing homelessness; in particular, the terms of agreement include expanding the number of HOME teams.



4

Service Capacity and Program Development

In fiscal year 2022-2023 the program increased by **67 new positions** and in 2023-24 the HOME program increased their capacity by adding **40 new positions**. This increased capacity facilitated the following program developments:

- Rightsized existing teams to align the team staffing pattern across service areas;
- Expanded the number of HOME teams from **16 to 18 teams**;
- Expanded the administrative infrastructure to support the program expansion;
- Expanded psychiatry services by adding Nurse Practitioners and Psychiatrists in each service area;
- Created a HOME Recovery & Wellness Program to provide ongoing service to the most vulnerable individuals following successful placement;
- Participate in Inside Safe and Pathway Home Encampment Resolution Efforts and the associated Service Connections Events.



Homeless Outreach and Mobile Engagement (HOME) - Key Activities and Outcomes FY 23-24



Key Activities



HOME provides the following to the people we serve:

- Basic Needs Provision
- Housing
- Mental Health Assessment
- Psychiatry
- Nursing care
- Medication Management
- Psychiatric Rehab
- Case Management
- Involuntary Hospitalization
- Outpatient Initiated Conservatorship

Outcomes



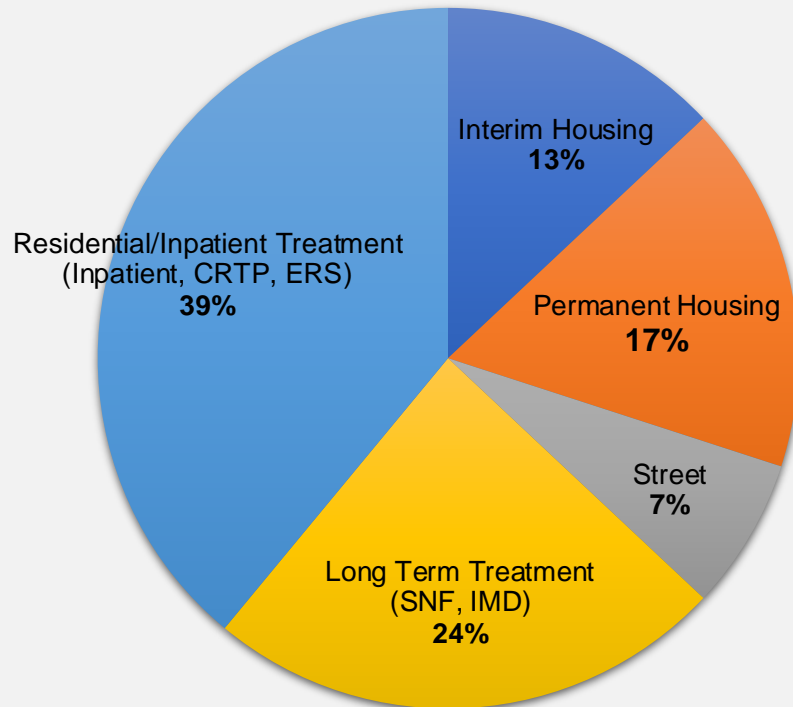
Data for fiscal year 23-24:

- **2,200** clients served
- **246** were treated involuntarily
- **Conservatorships**
 - **96** LPS Referrals for HOME clients
 - **87** Appointed
 - **9** Failed
- **168** clients moved into permanent housing
- **247** clients moved into interim housing

Homeless Outreach and Mobile Engagement (HOME) - Lessons Learned

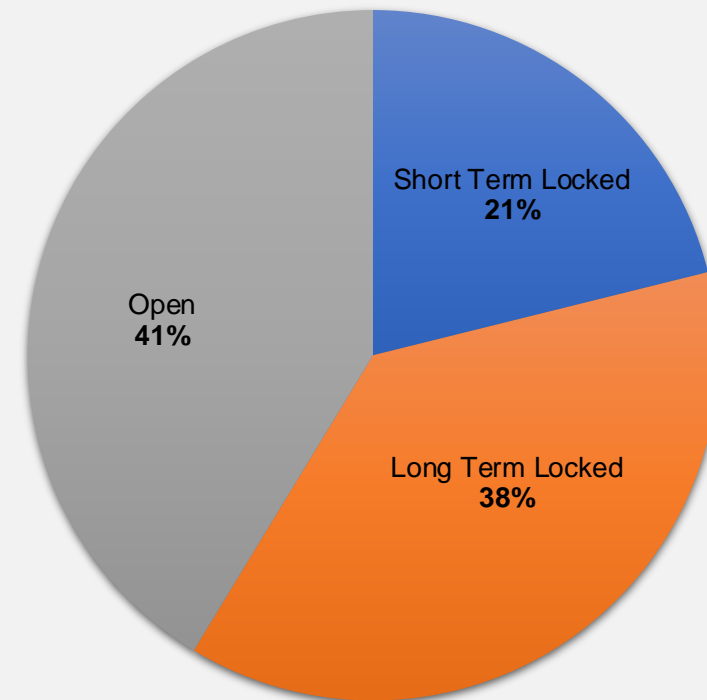
Most HOME hospitalizations result in linkage to housing or ongoing residential treatment. Only a small percentage return to the street.

HOME Hospitalization Discharge Data since 1/1/2023



Of the 213 currently conserved clients in HOME's care, 88 people are currently treated in unlocked settings.

Current Settings of HOME Conserved Clients



Homeless Outreach and Mobile Engagement (HOME) - Challenges and Plans

Challenges and Obstacles

Challenges and obstacles that the program had to overcome for FY 2023-24 and continue to be barriers:

The lack of an available full array of housing and treatment bed options with flexibility for the program to utilize.

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The inability to utilize video technology (WebEx) for LPS conservatorship hearings.

The denial of client referrals by contracted subacute and enriched residential service facilities.

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The need to hire and retain staff.

Inflation and increased costs.

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The lack of available nursing staff.

Plan

For fiscal year 2025-26 the HOME program has requested additional positions to fill in gaps experienced during the original expansion.

These items are:

- 2 Health Program Analyst IIs
- 1 substance abuse counselor
- 1 mental health counselor RN
- 2 clinical psychologist interns
- 1 clinic driver and additional fleet:
 - 3 small ADA vans
 - 2 SUVs.

These requested items have been presented to the Finance Division and executive management.