

HSR REGIONAL TOWN HALL

SPA 3 / San Gabriel Valley

July 30, 2026

Grace T. Black Auditorium

El Monte, CA



LA COUNTY
Homeless
Services
& Housing

Agenda

OVERVIEW

- Welcome + HSH 101 & ECHO Team Introductions
- ARDI Updates: Latinos Experiencing Homelessness (LEH)
- KPI Review
- Action Plan Accomplishments
- System Maps Review
- Breakout Sessions by Population
- Homeless Coalition Partner Updates
- Close Out + Next Steps

Welcome + HSH 101 & ECHO Team Introductions



LA COUNTY
**Homeless
Services
& Housing**

About HSH

For the first time, there is one department in Los Angeles County entirely focused on preventing and addressing homelessness. The LA County Board of Supervisors voted to create the Department of Homeless Services & Housing (HSH) in April 2025, and the department officially launched January 1, 2026.

Our goal is simple and urgent: move people into housing and deliver the services they need while, in the process, earning trust in our communities.



All Together Now

With the new department, you can expect more **collaboration**, **coordination**, and **clear accountability**.

HSH aligns resources for housing and homeless services with:

- People with lived experience of homelessness
- Service providers
- Other County departments
- Cities and Councils of Government
- Unincorporated communities
- Tribal governments
- Governing bodies



System Coordination
& Engagement brings
programs,
providers, public
systems, people
with lived
experience and
communities
together to create a
robust system to end
homelessness



Strengthening the Homeless Response System through Partnerships



System Coordination Team (ECHO Team)



System Coordination / ECHO 101

What System Coordination does?

- Convene partners to identify bottlenecks and standardize solutions
- Provide clear and transparent information about the homeless system
- Escalate cross-agency barriers and drive system improvement and follow-through

What System Coordination does not?

- Directly control program management or slots/beds/units
- Case Conferencing
- Promise same-day fixes when the barrier requires contracts, funding, or policy changes

SPA 3 & 7

System Coordination Contacts:

Adults

Brenda Gonzalez

BGonzalez@hsh.lacounty.gov

Families

Samuel Lopez

SLopez@hsh.lacounty.gov

Youth

Chase Parker

CParker@hsh.lacounty.gov



ARDI Updates:

Latinos Experiencing Homelessness (LEH)



LA COUNTY
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Latinos Experiencing Homelessness (LEH) Initiative

2026



County of Los Angeles
**Anti-Racism,
Diversity,
& Inclusion**

ceo.lacounty.gov/ardi





County of Los Angeles

**Anti-Racism,
Diversity,
& Inclusion**

CREATING AN LA COUNTY
WHERE WE ALL THRIVE

(2018)

**Black People
Experiencing
Homelessness (BPEH)**

(2019)

**American Indian
Alaskan Native (AIAN)**

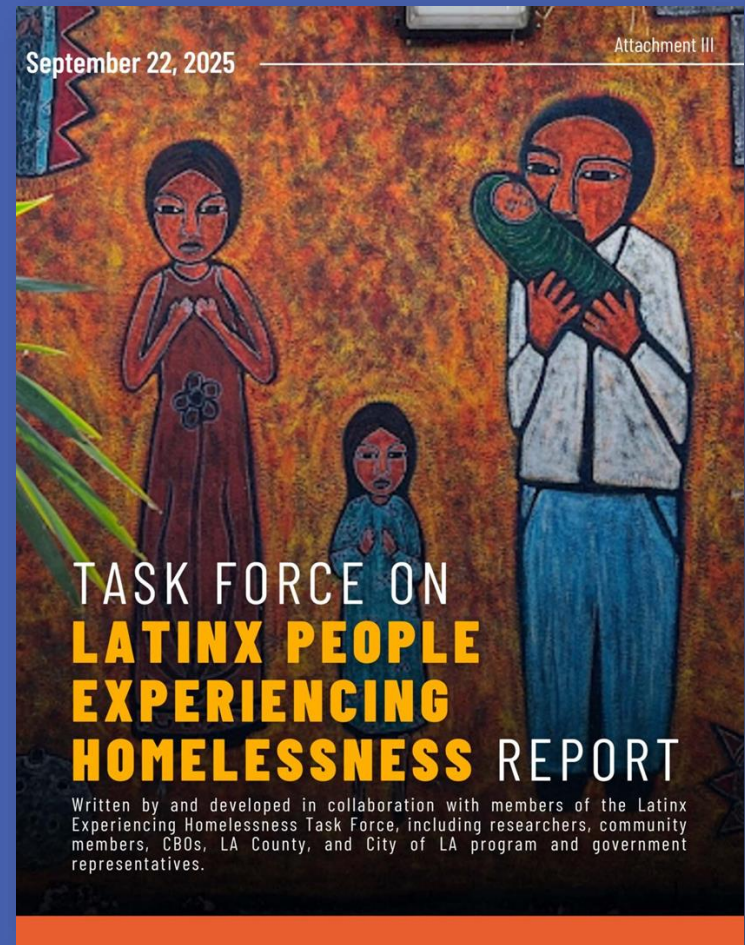
(2022)

**Latinos Experiencing
Homelessness (LEH)**

On October 18, 2022, the Board of Supervisors adopted a motion directing ARDI to work with the Los Angeles Homeless Services Authority (LAHSA) to assess gaps in the County social service system and the relationship between the rise in **Latinos Experiencing Homelessness (LEH)**.

Task Force on Latinx PEH Report

- Published in 2025
- Includes 64 recommendations focused on:
 - Preventing Homelessness
 - Improving Financial Security
 - Improving Service Delivery
 - Removing Impediments to Wellness
 - Serving Vulnerable Subpopulations – Immigrants, Indigenous Migrants, Seniors, TGI/LGBTQ+
- Board motion directed recommendation implementation in May 2026



Seeking Community Input

The May 2026 Board motion directs the County to partner with Latino and immigrant-serving CBOs [and people with lived experience] to identify service delivery gaps for each recommendation.

If you would like to be involved, use the QR code to provide your contact information.



<https://bit.ly/LEHTownHallSurvey2026>

**LA County
Departments
and Agencies**

**Community Based
Organizations and
People with Lived
Experience**

**Latinx Task
Force**

Contact Us



ARDI Team:

- Ni Kal S. Price - nprice.consultant@ceo.lacounty.gov

HSH Team:

- Leticia Colchado (Lead) - lcoldchado@hsh.lacounty.gov
 - Neetu Singh - NSingh@hsh.lacounty.gov



Key Performance Indicators (KPIs) Review



OVERALL

From July 1, 2025 to March 31, 2026, the LA County Department of Homeless Services and Housing has:

23,223

Conducted street outreach & engagement with people experiencing unsheltered homelessness

4,897

Connected people with safe interim housing

4,069

Moved people into permanent supportive housing

30,711

Provided intensive case management services in permanent supportive & other subsidized housing

OUTREACH · Part 1 of 2: Contacts & Engagement

July 1, 2025 – March 31, 2026

23,223

People contacted

Incl. 17,981 first-time contacts

17,284

Ongoing engagements

74.4% of all people contacted

515/wk

Avg. new contacts per week

Aug 2025 – Mar 2026

Connected to Housing

3,947

→ Interim housing

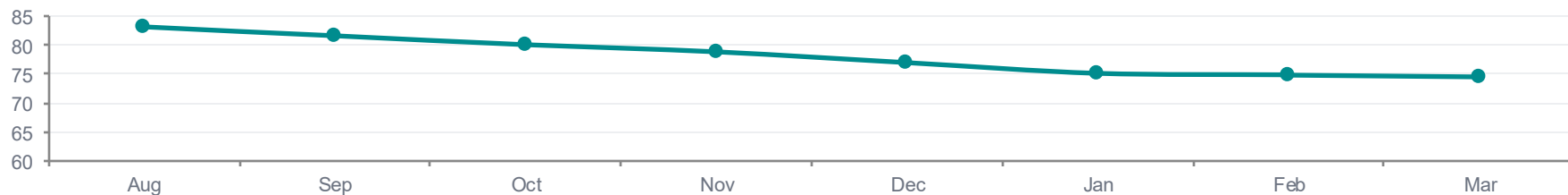
22.8% of engaged people moved unsheltered → interim

826

→ Permanent housing

4.8% moved directly from street → permanent housing

Weekly Engagement Rate (Aug 2025 – Mar 2026)



OUTREACH · Part 2 of 2: Services & Document Readiness

July 1, 2025 – March 31, 2026

Services Accessed — Among 17,284 engaged people

9,835

Had ID in HMIS

56.9%

6,245

Had SSN uploaded

36.1%

6,004

Document ready

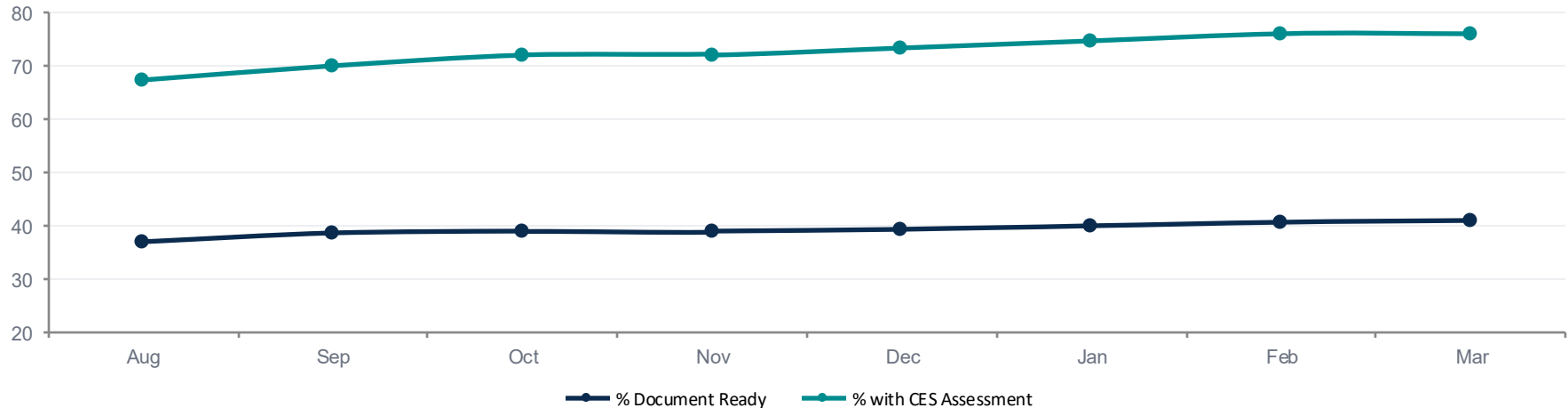
34.7% — both docs

11,307

Completed CES assessment

65.4%

Weekly Document Ready & CES Assessment Rates (Aug 2025 – Mar 2026)



INTERIM HOUSING · Part 1 of 2: Access & Length of Stay

July 1, 2025 – March 31, 2026

4,897

People served

Across 58 HSH sites

2,036

First-time participants

41.6% accessing IH first time

297.4d

Avg. length of stay

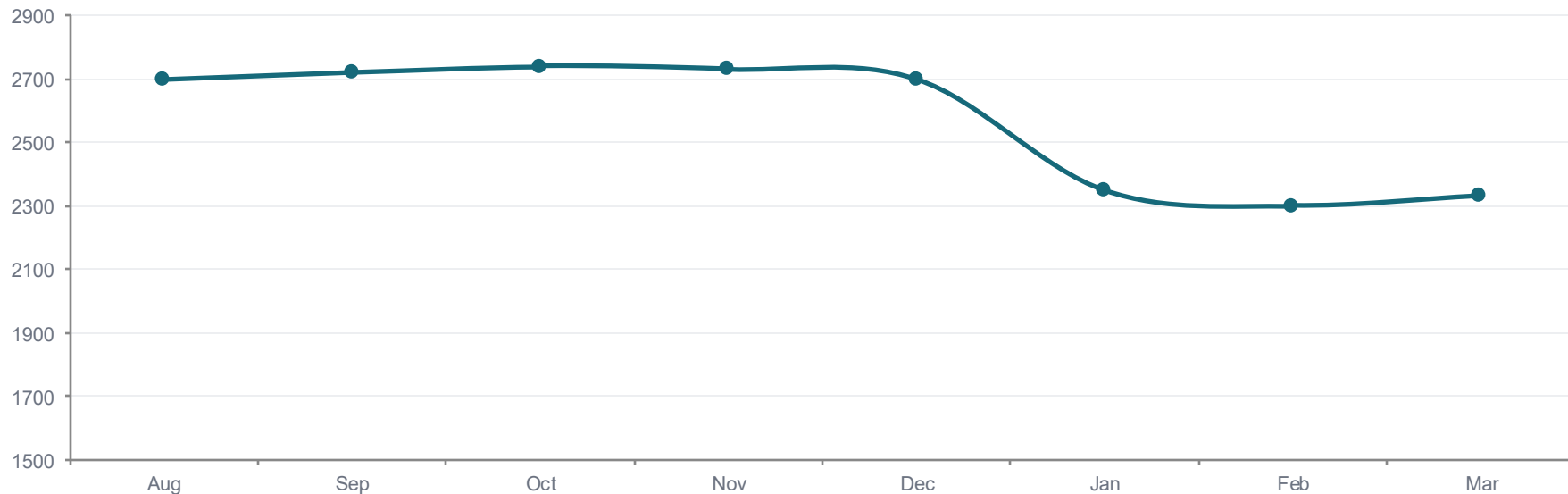
With transfers across providers

242.9d

Current enrollment stay

At current provider only

Weekly Total Participants Served (Aug 2025 – Mar 2026)



INTERIM HOUSING · Part 2 of 2: Exits & Document Readiness

July 1, 2025 – March 31, 2026

Exits to Permanent Housing

844

Total exits to permanent housing

Of all interim housing exits

36.3%

Permanent housing exit rate

Share of all exits → perm. housing

Document Readiness — Among Interim Housing Participants

3,859

Had ID in HMIS or CHAMP

78.8%

3,057

Had SSN card uploaded

62.4%

2,999

Document ready

61.2% — both docs

3,849

Completed CES assessment

78.6%

Trends Aug 2025 – Mar 2026: Document Ready Rate: 60.4% → 64.1% · CES Assessment Rate: 79.8% → 79.2%

PERMANENT SUPPORTIVE HOUSING

July 1, 2025 – March 31, 2026

Who lives in permanent supportive housing?

30,711

Total receiving ICMS

Intensive Case Mgmt. Services

24,840

In perm. supportive housing

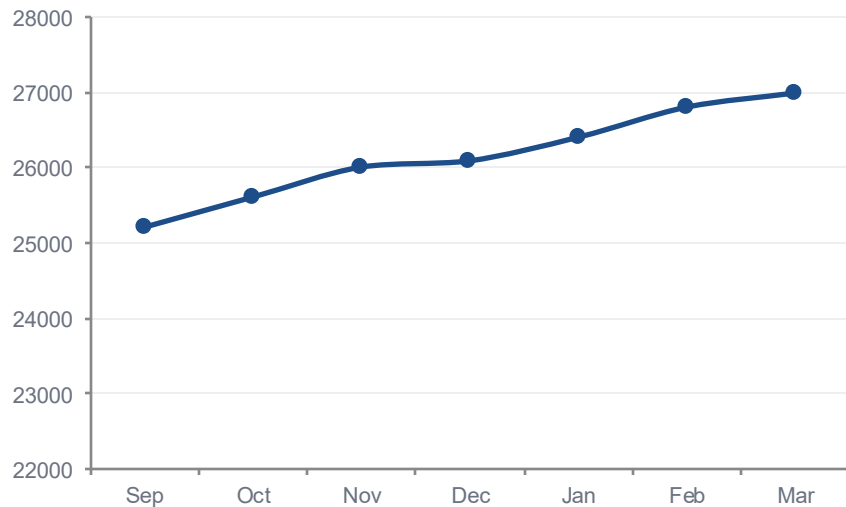
Of all ICMS participants

4,069

Newly moved into PSH

During the reporting period

Active Weekly ICMS Participants (Sep 2025 – Mar 2026) Housing Retention Rates



94.6%

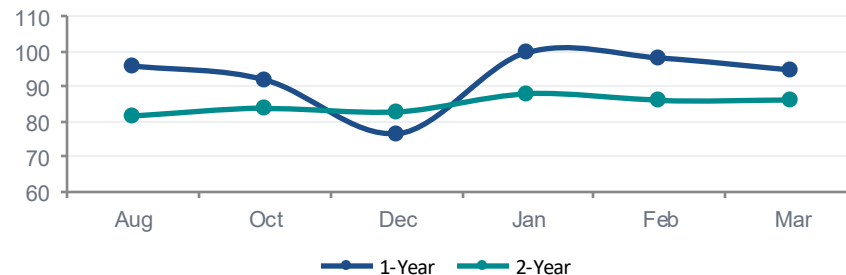
1-Year retention

3,267 of 3,452 still housed

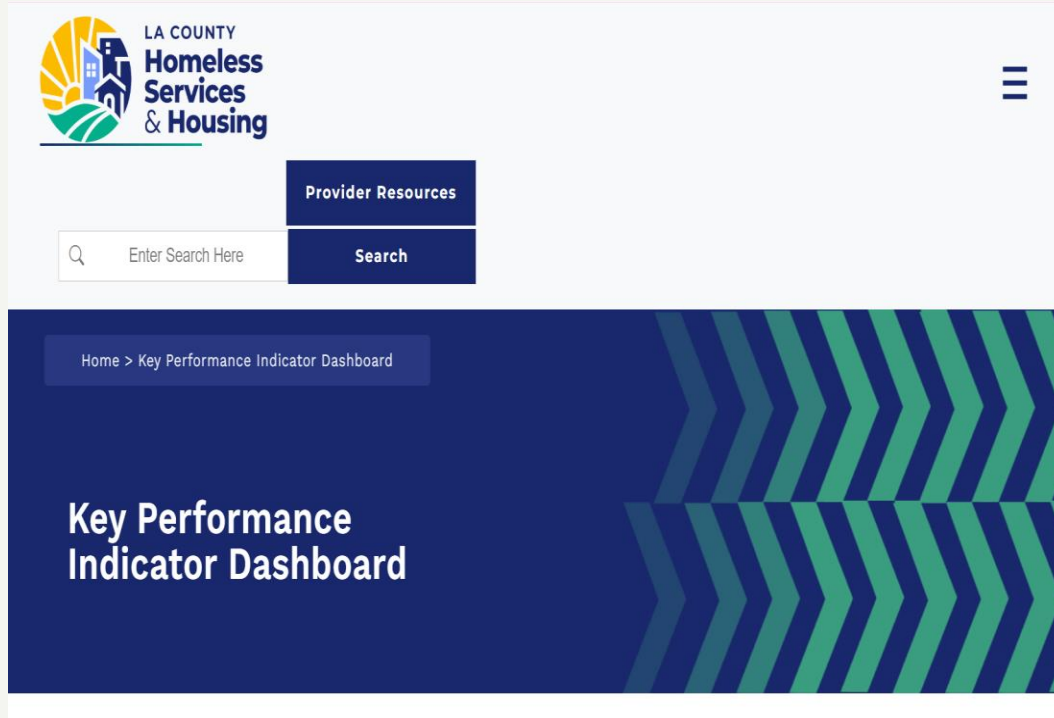
86.1%

2-Year retention

2,730 of 3,169 still housed



Key Performance Indicator (KPI) Dashboards



Coming This Fall

Regional KPI Dashboards

- Interactive dashboards by SPA/region launching **Fall 2026** to provide greater transparency into system performance and regional outcomes.

Stay Connected

View HSH KPIs Anytime

- Community members can access the latest HSH Key Performance Indicators through the [HSH KPI Dashboard](#) on our website.



Action Plan Accomplishments



System Coordination Accomplishments

KEY MILESTONES & COMPLETED INITIATIVES

Developed
Resource System
Maps

Expanded Access
to Foster Youth
Independence (FYI)
Vouchers

Strengthened
Coordination with
DPSS at Family
Solution Centers

Supported Full
Funding for Family
Solution Centers

Delivered LA
Housing Assistance
Tool (LA HAT)
Trainings

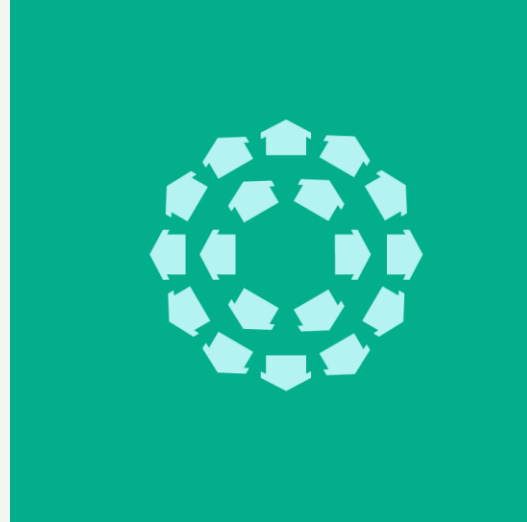
System Resource Maps



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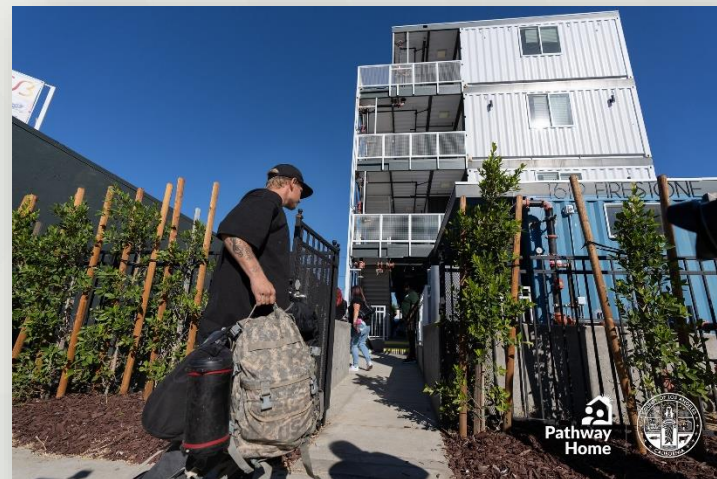
Purpose of System Map

- Clarity about programs and resources that are available as of July 1, 2026
- Information about services available across the County for subpopulations
- Transparency about eligibility, referral pathways and match decision making for resources- including key shifts in FY27
- A tool to support system navigation efforts



Framework for System Map

- Program or resource name
- Who's eligible
- How do they access it or make referrals
- Who Matches and how is it prioritized
- Services Provided



Categories for System Mapping

Pillar

What It Means

Connect

Resources that help people experiencing homelessness access information, navigation, outreach, coordinated entry, and connections to services.

Interim Housing

Temporary housing and shelter options that provide immediate safety and stability while individuals work toward permanent housing.

Permanent Housing

Long-term housing solutions, including permanent supportive housing, rapid rehousing, affordable housing, and other pathways to housing stability.

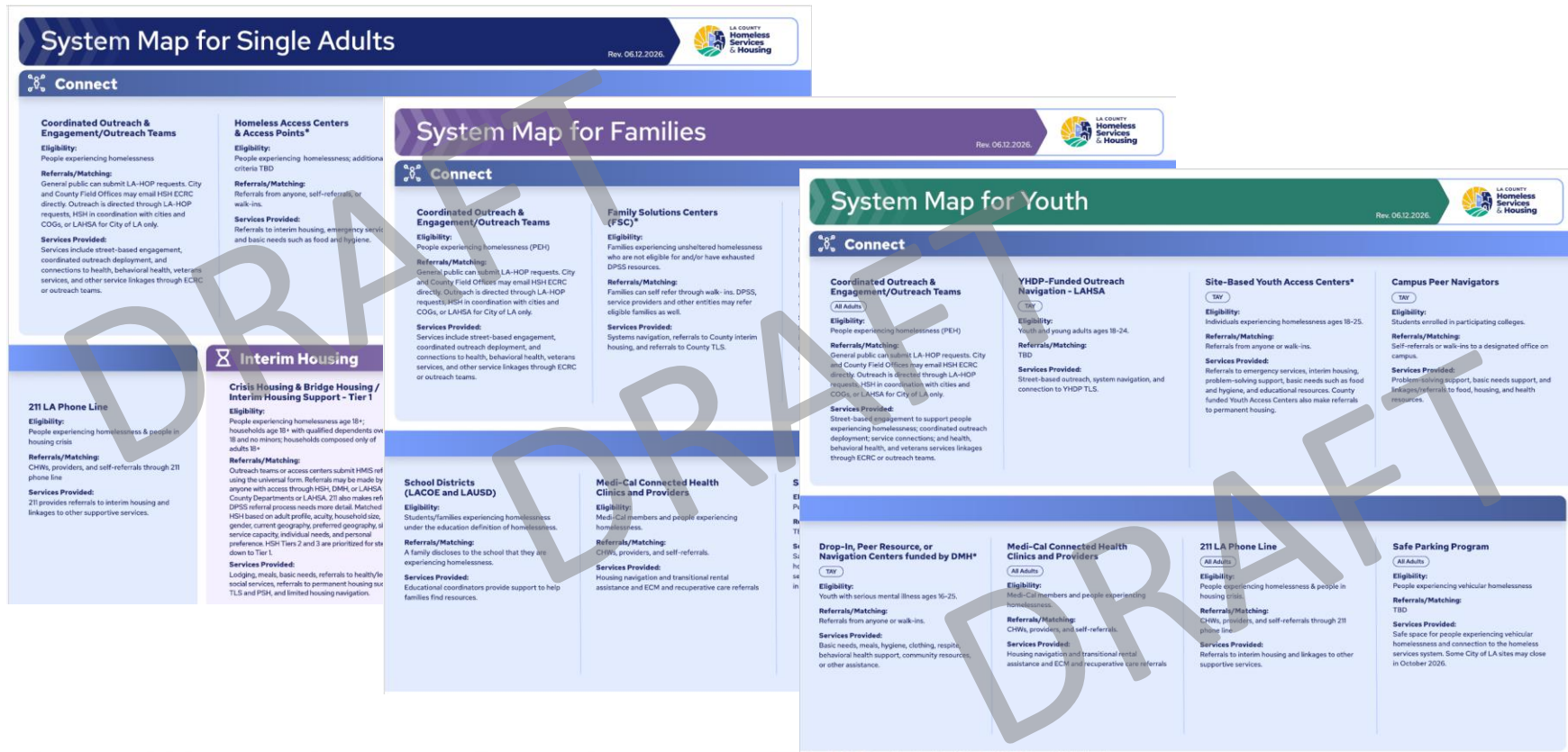
Prevention

Programs and services that help individuals and families avoid homelessness

Stabilize

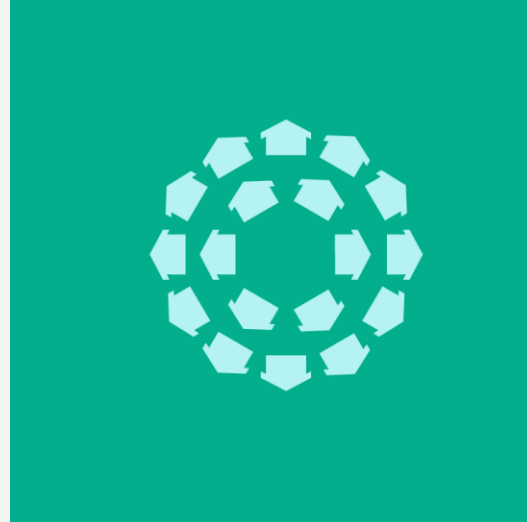
Ongoing supports that help people maintain housing, improve well-being, increase self-sufficiency, and prevent returns to homelessness.

Example of System Map



What's Next

- Maps will include attachments with contact details for some resources
- Final System Maps for Adults, TAY and Families will be distributed widely in July 2026
- *Potential of adding slots/capacity to System Maps*
- Special populations System Maps will be created in Summer 2026
- System Maps will be updated as resources or information changes





Breakout Session



Breakout Session

Discussion Groups

- Adults — Brenda Gonzalez
- Families — Samuel Lopez
- Youth — Chase Parker

Discussion Prompts

- ☐ What are the biggest challenges or emerging needs affecting the population you're serving within your region?
- ☐ What barriers make it difficult to connect participants to services/resources?
- ☐ What resources are working well that should be shared or expanded?

Discussion Group

- Community Members – Yelba Carillo

Discussion Prompts

- ☐ How can HSH better partner with organizations outside of the homeless response system to improve coordination and outcomes?
- ☐ What strategies, partnerships, or resources are working well that should be shared or expanded?



Homeless Coalition Partner Updates



Close Out + Next Steps



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Key Takeaways

- ✓ **Collaboration drives stronger outcomes.**
Lasting solutions requires ongoing partnership between HSH, providers, people with lived experience, public agencies, and community stakeholders.
- ✓ **We're making meaningful progress.**
HSH continues to implement Action Plans that prioritizes strengthening coordination, improving access to resources, and increasing system transparency.

- ✓ **Your voice matters.**
Your feedback helps shape System Maps, identify regional priorities, and improve how we serve people experiencing or at risk of homelessness.
- ✓ **Stay engaged.**
Join us at future Regional Townhalls, participate in monthly regional convenings, and stay updated and connected through HSH's ongoing engagement opportunities.

HSH REGIONAL TOWNHALLS

Your Voice. Our Community. Better Solutions.

The Department of Homeless Services and Housing (HSH) invites community members, service providers, local leaders, and people with lived experience to join us at a Regional Townhall in your Service Planning Area (SPA).



SHARE YOUR VOICE

Help shape solutions that meet community needs.



GET UPDATES

Learn about HSH initiatives, programs, and resources.



BUILD CONNECTIONS

Connect with partners and strengthen our communities.



STAY ENGAGED

Your input helps us build a more effective homeless response system.

SPA	DATE / TIME	LOCATION
1	July 16th 10am – 12pm	Paving The Way Foundation Vocational Center 44738 Sierra Hwy. Lancaster, CA 93534
2	July 23rd 2:30pm – 4:30pm	LAFH Community Room 7843 Lankershim Boulevard North Hollywood, CA 91605
3	July 30th 10am – 12pm	Grace T. Black Auditorium 3130 Tyler Ave. El Monte, CA 91731
4	August 6th 10am – 12pm	DMH Headquarters – Terrace Conference Room (TK 02) 510 S. Vermont Avenue Los Angeles, CA 90020
LIVED EXPERIENCE	August 13th 12–2pm	DMH Headquarters – Terrace Conference Room (TK 02) 510 S. Vermont Avenue Los Angeles, CA 90020
5	August 19th 10am – 12pm	Mt Olive Lutheran Church 1343 Ocean Park Blvd. Santa Monica, CA 90405
6	August 27th 10am – 12pm	DOORS LA 3965 S Vermont Avenue Los Angeles, CA 90037
7	September 3rd 10am – 12pm	Town Center Hall 11740 Telegraph Rd, Santa Fe Springs, CA 90670
8	August 5th 10am – 12pm	Carson Event Center 801 Carson St Carson, CA 90745

TOGETHER, WE CAN BUILD STRONGER, MORE CONNECTED COMMUNITIES WHERE EVERYONE HAS A PLACE TO CALL HOME.

LA County Knowledge Exchange

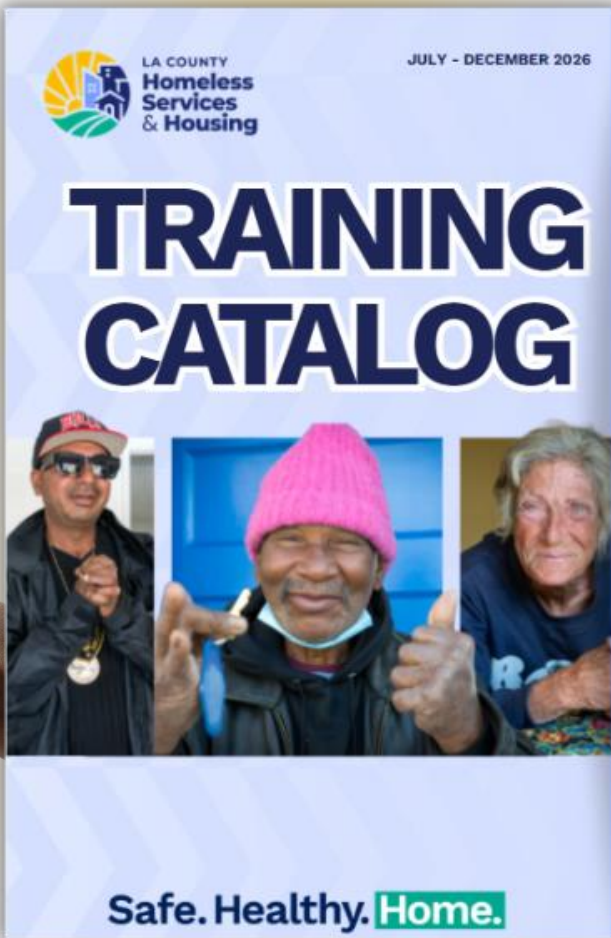
- Monthly webinar series held via Teams on the 3rd Tuesday of every month from 1 to 2 pm
- Open to ALL community organizations and service providers, not only those contracted with the County.
- Connects the community with representatives from various County departments who provide services and resources for people experiencing homelessness
- Learn about available programs, who is eligible, and how to access support
- Sessions include time for Q&A and are recorded and posted publicly for future reference
- Scan the QR code or click on the link to join the HSH mailing list and register for upcoming webinars. [Los Angeles County Knowledge Exchange Webinar Series](#)



Empowering Our Practice: HSH 2026 Course Catalog

This year's catalog is designed to do more than just transfer knowledge—it is built to empower you with the practical tools needed to navigate the complexities of case management.

From mastering the **Los Angeles Housing Assessment Tool (LA HAT)** to deepening our understanding of **Harm Reduction** and **Trauma-Informed Care**, this curriculum supports your growth as you support our community. Whether you are navigating **tenant rights**, connecting clients to **Medi-Cal**, or taking a deep dive into **De-escalation strategies**, these courses are here to help you serve with confidence and compassion.





**Join our contact list for
regional updates:**



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The background of the slide is a photograph of a city skyline at sunset. The sky is a warm, hazy orange. In the foreground, several palm trees are silhouetted against the bright sky. The city buildings are visible in the distance, some with lights on. A teal banner with a white border is positioned across the middle of the image, containing the text "Thank You!".

Thank You!