Emergency Centralized Response Center

Introduction to ECRC

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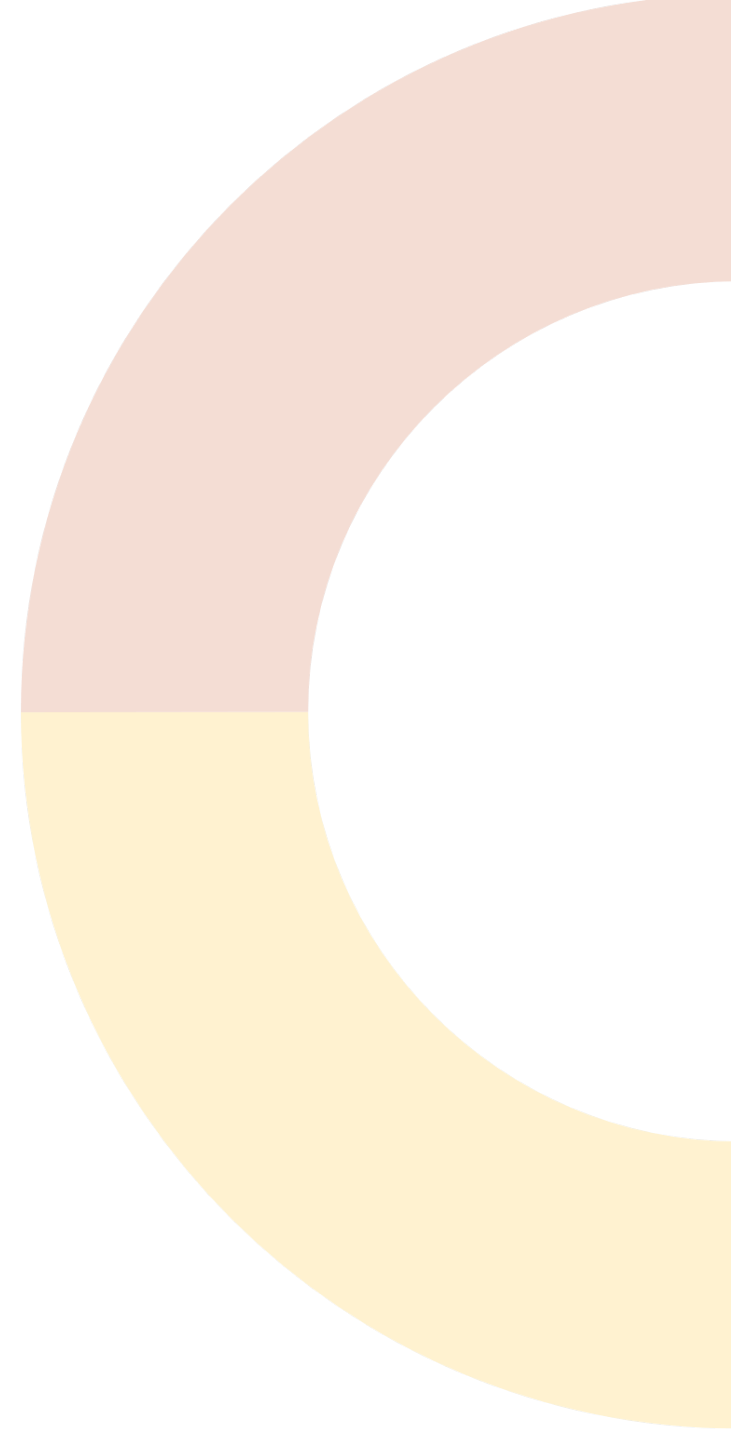
Chief Executive Office.

County of Los Angeles
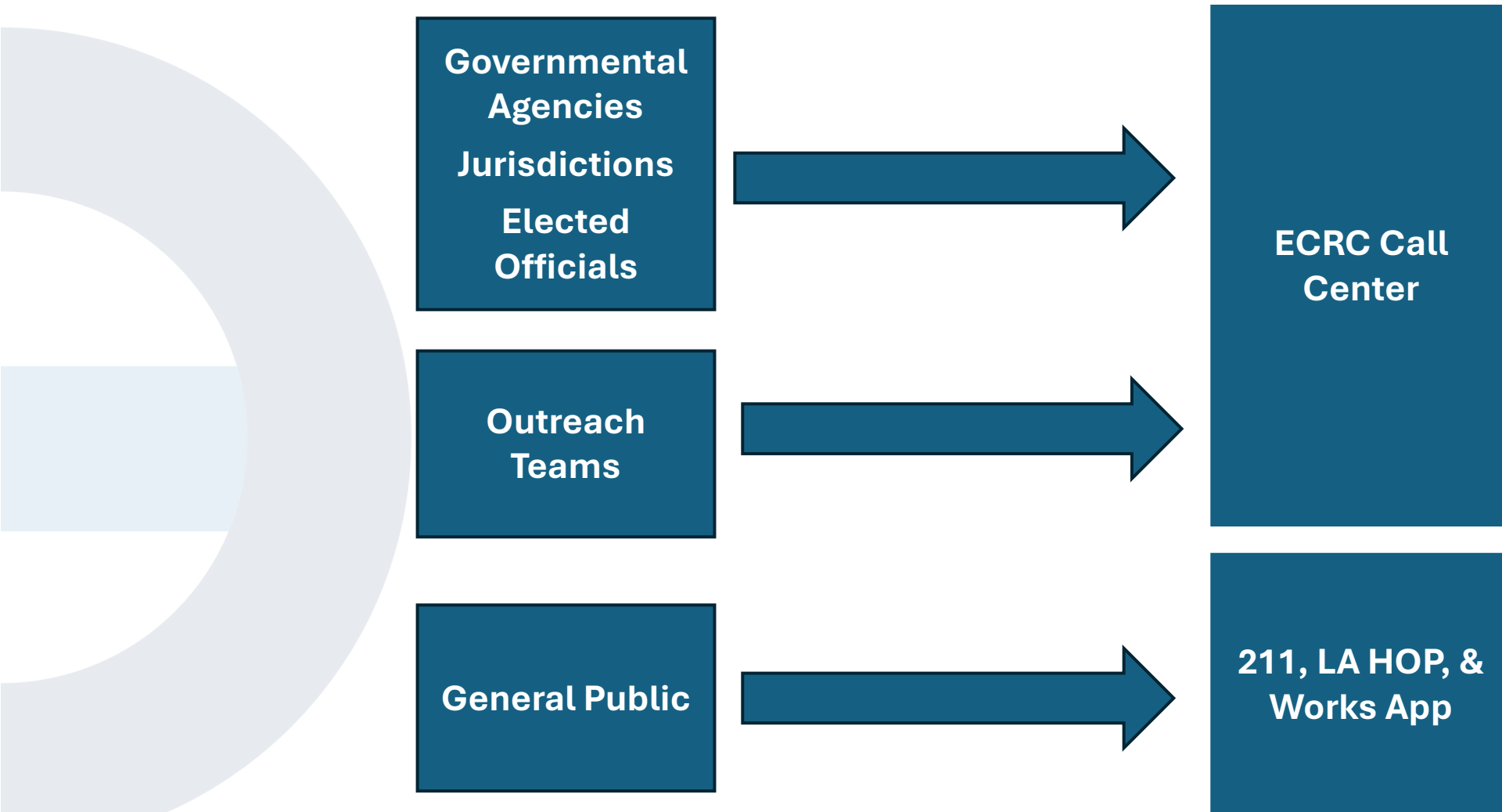**Homeless Initiative**

AGENDA

1. Welcome/Background
2. Who Can Use ECRC
3. Introduction and Goals/Objectives
4. Staffing
5. Workflow & Prioritization
6. Launch and Examples
7. Hours and Next Steps
8. Local Jurisdictional Participation
9. Questions

Background of ECRC

- LA County Board Motion adopted in September 2024 to immediately create ECRC in one location

- Serve the needs of unsheltered individuals by centralizing access to available resources and identifying the most appropriate interventions

- Enhance coordination and communication among outreach teams operating within LA County and its 88 cities and 120 unincorporated areas

- Respond to weather events, natural disasters, etc. to ensure the safety of the unsheltered
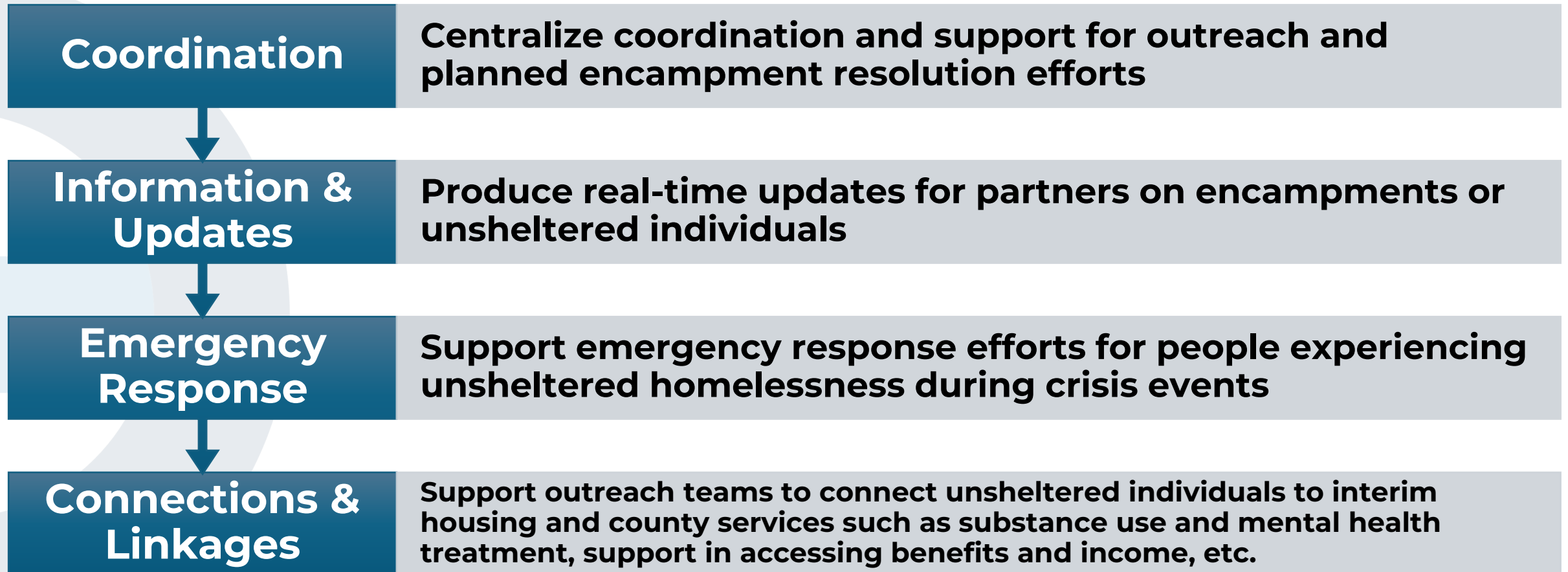
Which Partners Can Use ECRC?

Governmental Agencies Jurisdictions Elected Officials → **ECRC Call Center**

Outreach Teams → **ECRC Call Center**

General Public → **211, LA HOP, & Works App**

What is ECRC?

A centralized coordinating entity to:

- **oversee outreach efforts** for unsheltered individuals in LA County,
- **support planned encampment** efforts,
- **respond to inquiries from partners** about encampments/and unsheltered individuals,
- **assist outreach teams** in meeting the needs of their clients and,
- **provide linkages to County and other services**.

ECRC Goals/Objectives

Coordination	**Centralize coordination and support for outreach and planned encampment resolution efforts**
Information & Updates	**Produce real-time updates for partners on encampments or unsheltered individuals**
Emergency Response	**Support emergency response efforts for people experiencing unsheltered homelessness during crisis events**
Connections & Linkages	**Support outreach teams to connect unsheltered individuals to interim housing and county services such as substance use and mental health treatment, support in accessing benefits and income, etc.**

ECRC Staffing

Staffed by representatives from LAHSA, County departments, and participating local partners including, but not limited to:
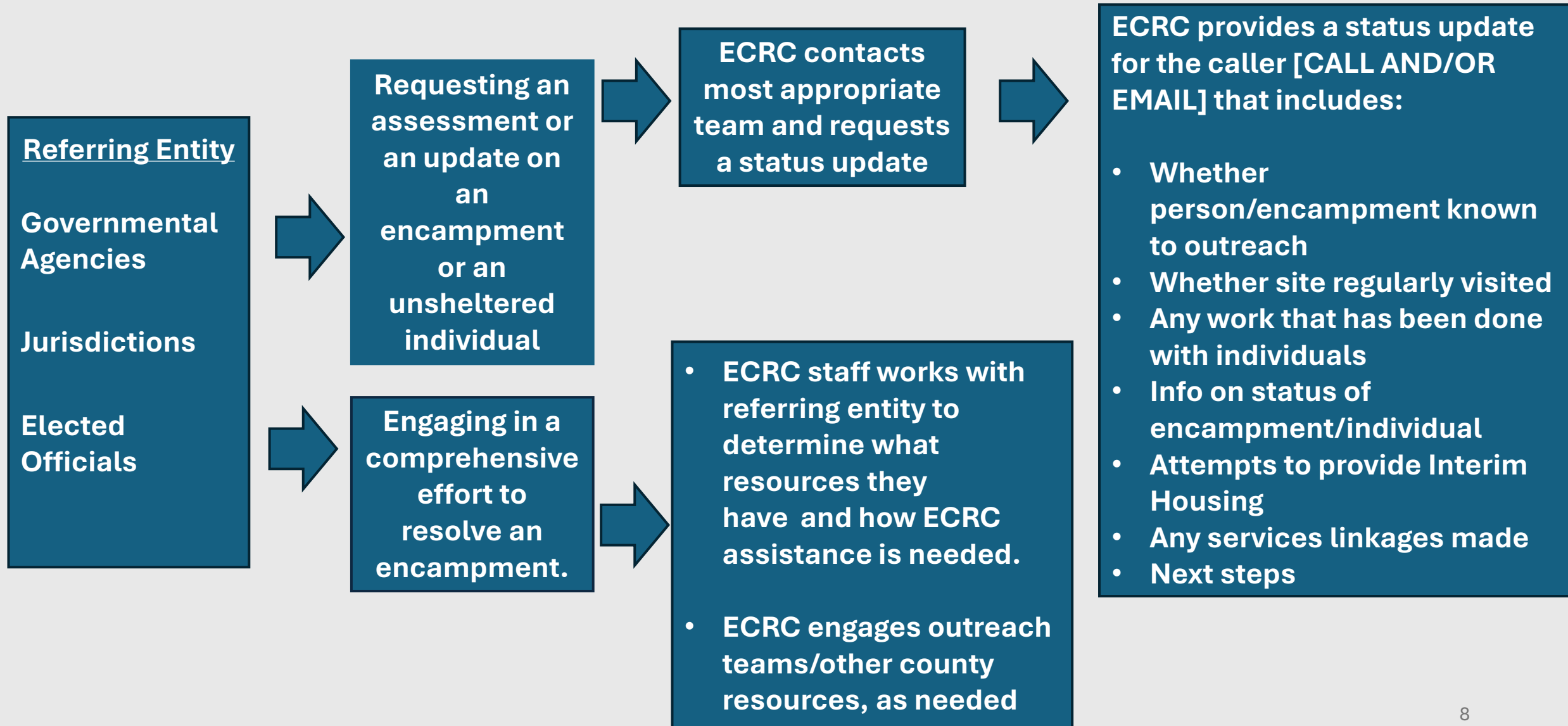
County Departments

- Mental Health
- Health Services
- Public Health-Substance Use Prevention and Control
- Sheriff
- Military and Veterans Affairs
- Public Social Services
- CEO-Homeless Initiative Call Center Staff

Partner Agencies/Jurisdictions

- LAHSA
- LA City CAO

If your organization is interested in co-locating or collaborating with ECRC, please let us know!

ECRC Process Flows

Referring Entity

Governmental Agencies

Jurisdictions

Elected Officials

→

Requesting an assessment or an update on an encampment or an unsheltered individual

→

ECRC contacts most appropriate team and requests a status update

→

ECRC provides a status update for the caller [CALL AND/OR EMAIL] that includes:

- Whether person/encampment known to outreach
- Whether site regularly visited
- Any work that has been done with individuals
- Info on status of encampment/individual
- Attempts to provide Interim Housing
- Any services linkages made
- Next steps

Engaging in a comprehensive effort to resolve an encampment.

→

- ECRC staff works with referring entity to determine what resources they have and how ECRC assistance is needed.

- ECRC engages outreach teams/other county resources, as needed

How does ECRC Prioritize?

1st

- Make sure the outreach team that is supposed to be handling it, is handling it (as designed).

ECRC tracks which outreach teams are assigned to which areas, and ensures the most appropriate HET, MDT, and HOST teams respond (instead of overriding current assignments). Those outreach teams can also directly elevate difficult cases for ECRC support.

2nd

- Track all planned outreach and encampment efforts to ensure minimal disruptions.

ECRC continuously monitors Inside Safe, Pathway Home, CalTrans cleanups, and Expanded/Expedited Schedules in HEARS to ensure planned work is not disrupted.

3rd

- Only reprioritize outreach efforts or bed access for crises or life-threatening events.

Crisis events include Extreme Weather, Unusual Incidents, Public Health Emergencies, Special Security Events, Major Hazards & Threats, & Civil Disorder.

ECRC Launch and Examples

ECRC **soft-launched on December 9, 2024**.

Examples of situations supported by ECRC in first week:

1. Malibu fire: ensured that the outreach teams that cover area were safely escorted in to assist their clients and 5 interim housing placements were made
2. Request for an assessment of area around an interim housing site to determine if guests of the site were responsible for unsheltered activities in the community
3. Coordination of a City of LA CAO Care+ team and a Pathway Home effort

ECRC Next Steps

- Developing call center technology
- Hiring additional call center staff
- Launching call-in number and call center activities
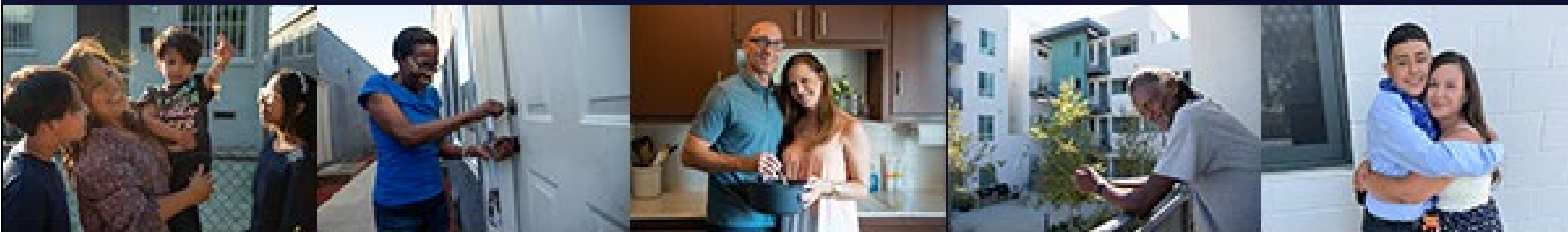- Finalizing outcome metrics and data collection strategies

Local Jurisdiction Participation

This is a collaborative effort!

- Share your jurisdiction's **preferred level of in-person and virtual engagement** with ECRC

- Provide **clear points of contact** so ECRC can stay appropriately engaged with your jurisdiction.

- Share **maps and schedules** for how outreach teams are deployed across your community

- Use **authoritative data systems** to coordinate this work.

Thank you. Questions?

County of Los Angeles
Homeless Initiative