

Los Angeles Homeless Services Authority



**LAHSA**

# Interim Housing Bed Availability and Referrals

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# Agenda

- 01** Methods of Bed Inventory Management
- 02** Bed Reservation System Operations
- 03** Efforts to Enhance Bed Availability Visibility
- 04** Discussion

# Methods of Bed Availability Management

## Non-Matched Beds

- Interim Housing programs that don't utilize centralized matching for referrals manage their site vacancies and intakes

## Matched Beds that Use the Bed Reservation System

- 4,895 beds are currently managed through the Bed Reservation System
- Most of these beds are located within the City of LA, and part of the City's Roadmap portfolio

## Beds that Use a Pilot Direct Referral Feature within the Bed Reservation System

- 100 ABH beds are set up within the Bed Reservation System under a Pilot Direct Referral process that allows Outreach teams to see and reserve available beds in live time
- 188 WSP Motel Voucher slots are set up within a Pilot Direct Referral process that allows 2-1-1 to see and reserve available motel vouchers in live time

# Bed Reservation System Operations

## Goals and Opportunities

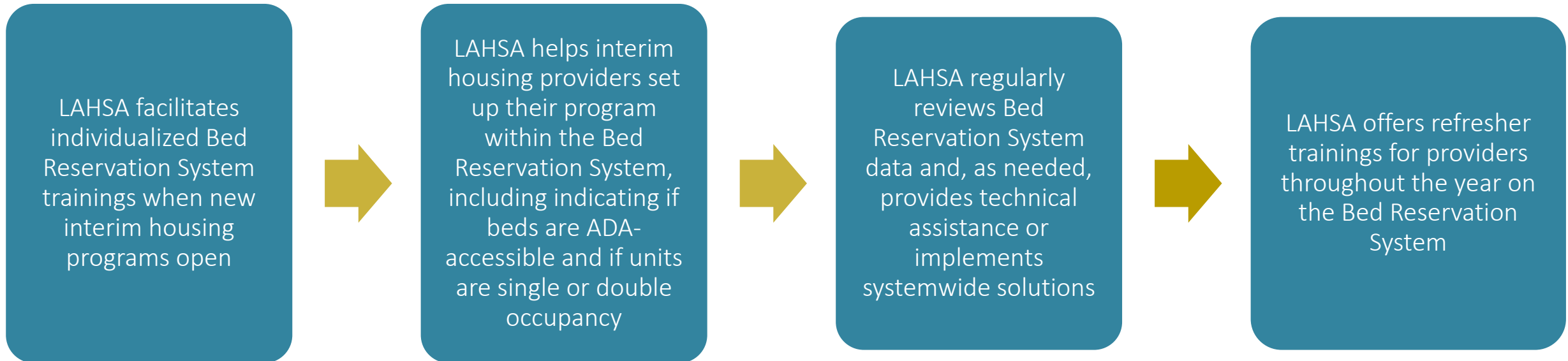
- Improves visibility and management of interim housing inventory
- Streamlines process for making and receiving referrals
- Provides a user-friendly visual of program utilization for program management purposes
- Improves reporting on interim housing bed inventory and utilization

## Challenges

- Delays in HMIS reporting can impact live time knowledge of vacancies or require additional external methods of tracking
- Staff turnover at Interim Housing programs results in need for frequent training on HMIS and Bed Reservation System

# Efforts to Enhance Bed Availability Visibility

## 1. Bed Reservation System Trainings and Technical Assistance



# Efforts to Enhance Bed Availability Visibility

## 2. HMIS Data Quality Components Plan

### Timeliness

- 3 business days to enter client data

### Accuracy

- Participants data is accurate
- Minimum data quality standards



### Completeness

- HUD requires complete data in HMIS
- 10% for each data element for each program
- Program Detail Report
- Program Roster Report

### Consistency

- Monitor data quality monthly

# Discussion

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