

City of Los Angeles Homeless Strategy Committee

Reimagining LAHSA Outreach

LOS ANGELES HOMELESS SERVICES AUTHORITY

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LAHSA

Outreach Overview

- Outreach is a critical first step toward identifying a person experiencing homelessness and connecting them to available services and housing resources.
- LAHSA, County Departments of Health Services, and Mental Health, and service providers conduct outreach throughout the city and count of Los Angeles.



Outreach System Goals

All outreach focused on the same goals to place people into interim and permanent housing

01

Securing documents needed to move individuals into permanent housing (ID, Social Security Cards)



02

Referring and helping people access interim housing that matches their needs



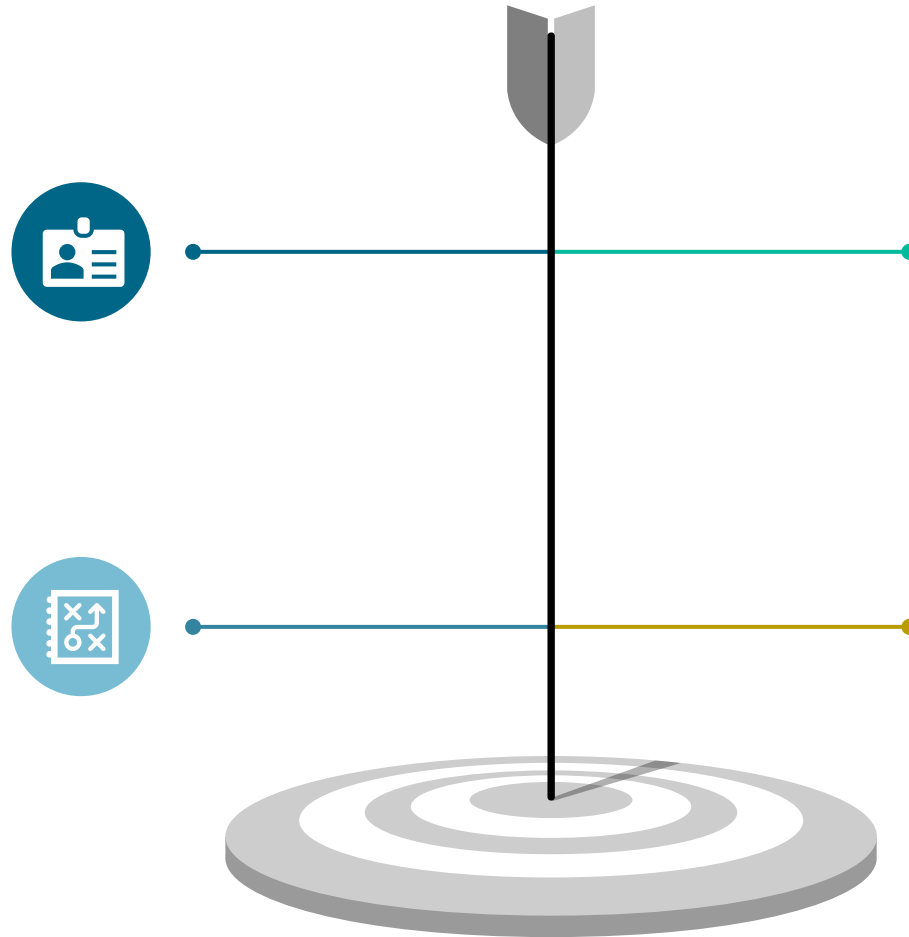
03

Assessing people with higher needs using the CES survey (or through case conferencing) to directly refer to permanent supportive housing



04

Connection to mental, behavioral, and physical health services, as needed



Outreach Teams across L.A. County *

DHS Funded Teams Multi-Disciplinary Teams (MDT) & Public Space

- 97 teams (485 FTEs); (175 FTEs in the City)
- DHS administered
- Teams with 5 members: physical health, mental health, substance use, case management, peer capacity
- Funding: County of Los Angeles

DMH HOME Teams

- 18 teams (228 FTEs including admin); (9 Teams in the City)
- Provide field-based outreach, engagement, support, and treatment to individuals experiencing homelessness with severe mental illness
- Funded by the County of Los Angeles
- Funding: State MHSA and Federal PATH

LAHSA Outreach

- 28 LAHSA CARE/+ HET (56 FTEs, all in the City)
- 15 Roadmap Teams (30 FTEs, all in the City)
- 40.5 Generalists (81 FTEs total; 33 FTEs in the City Including OHS, C3, and Skid Row)
- 20 HOST Teams (40 FTEs; all outside of the City)
- Provide support to people experiencing unsheltered homelessness where there are five or more people inhabiting an area
- Operate in unincorporated areas of LA County, County parks, Public Works properties, and cities where Sherriff's Department provides law enforcement
- Funding: County of Los Angeles

**Independent Cities and City of LA Council Districts fund additional local outreach teams to augment these baseline system services.*



LAHSA L.A. City Outreach Teams

In addition to the MDT's working in the City, other outreach teams in the City include Mayor's FIT, Circle teams, and individual Council-funded teams.

LAHSA Homeless Engagement Teams (HET)

- 13 teams funded by the City (26 FTEs)
 - 3 teams serve along 110 south of DTLA, Hollywood, and around City Hall
 - Provides general outreach services without specialization of clinical services
- Focus on connecting unsheltered individuals to interim housing
- Can tap into specialists from MDTs, DMH HOME, and street medicine teams
- Funding: City and County for their respective teams

LAHSA CARE, CARE+

- CARE+: 15 Teams (30 FTEs)
- CARE: 13 Teams (26 FTEs)
- Deliver supportive services at LASAN cleanup operations.
- Funding: City of Los Angeles

LAHSA Roadmap Teams

- 15 Teams (30 FTEs)
- Connect people experiencing unsheltered homelessness to interim housing and help them move into permanent housing.
- Funding: City of Los Angeles



LAHSA HET



LAHSA CARE



LAHSA CARE+







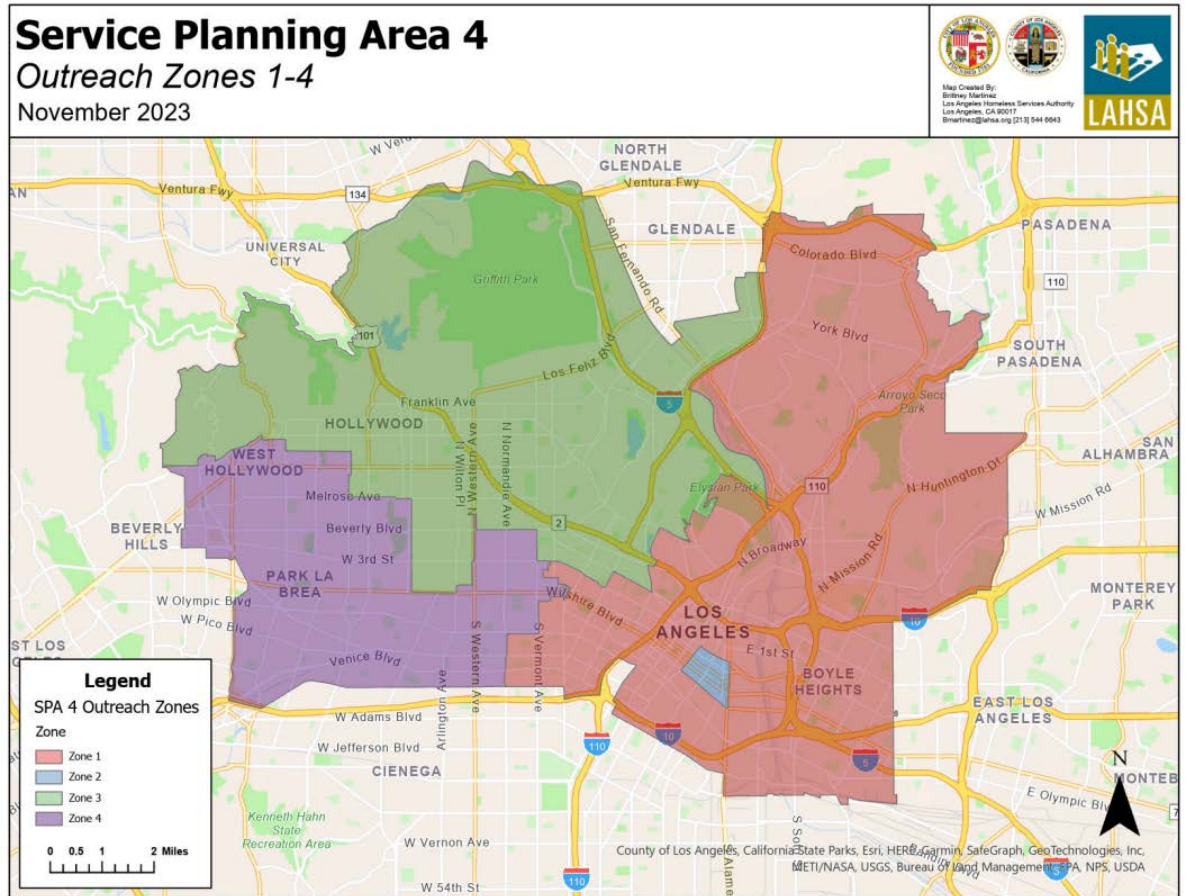
ROADMAPS

Geographic Coordination

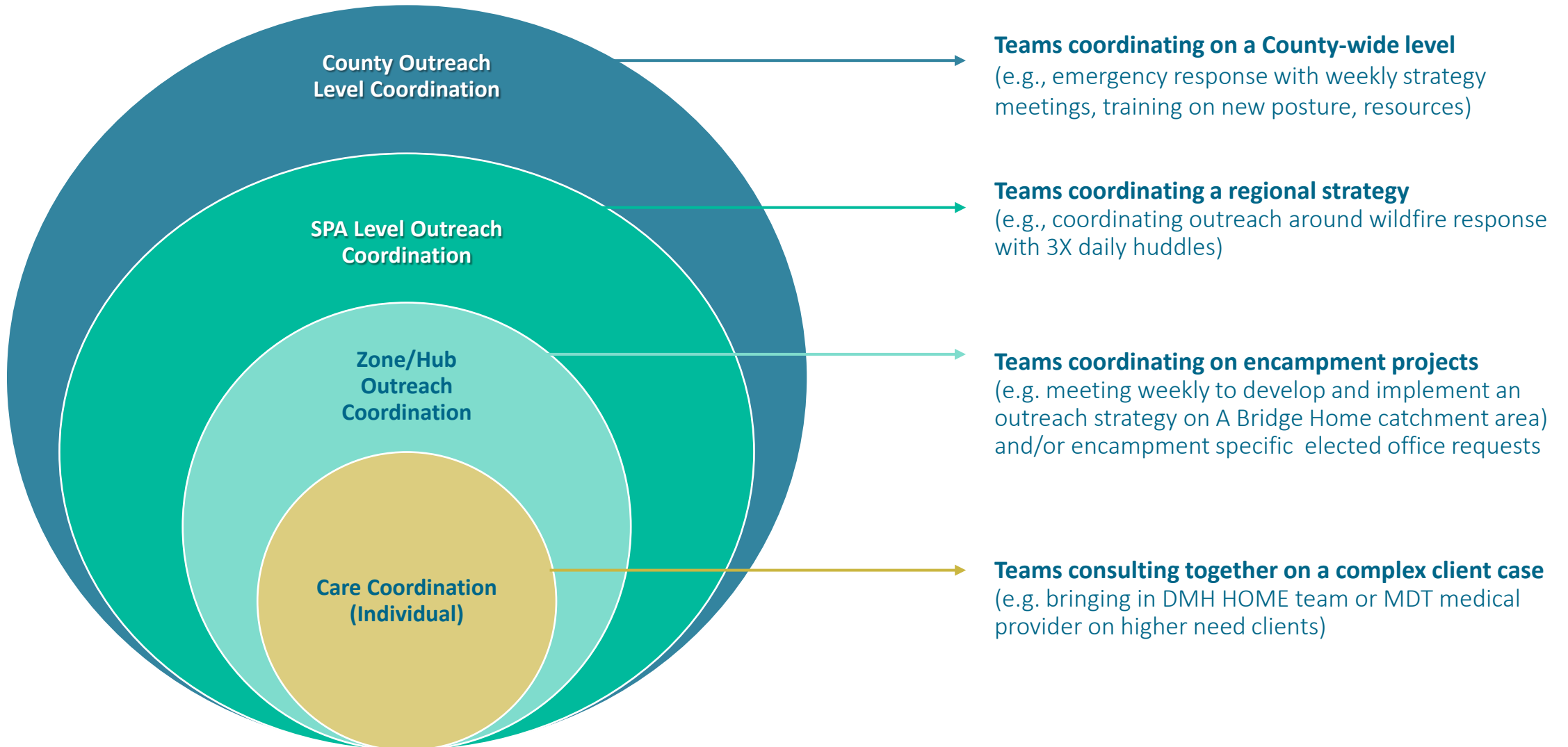
Teams are assigned to ensure coverage Countywide.

SPA 4: 14 MDT Teams (starting Jan. 2024)

-  **Red Zone:** 3 Exodus MDT Teams, 4TPC MDT Teams, 1 HHCLA MDT Team, 2 LAHSA RM, 2 CARE+, 4 LAHSA generalists
-  **Blue Zone:** 1.5 LAHSA OHS, 3.5 LAHSA Skid Row HET, 4 C3, 1 DWC Women’s Outreach,
-  **Green Zone:** 1 HHCLA MDT, 1 TPC MDT, 1 The Center MDT, 2 LAHSA RM, 2 CARE+, 4 LAHSA Generalists
-  **Purple Zone:** 1 HHCLA, 2 TPC MDT’s, 2 LAHSA RM, 2 CARE+, 2 LAHSA generalists



Service Coordination





Reimagining LAHSA's City General Fund HET Teams (26 FTEs)

We need a robust outreach system that:

- meets people where they are
- maximizes efficiency
- connects people swiftly with housing resources

Reimagining HET: Evening and Overnight Teams



- 10 FTE
- Typical outreach schedules lack coverage from late afternoon until morning.
- This particularly impacts unhoused people who are employed.

Recommendation

- Pilot Evening and Overnight Teams
 - Swing Shift: 3:00 pm to 11:00 pm
 - Overnight Shift: 11:00 pm to 7:00 am
 - Both shifts would work weekends
- Support encampment resolution by providing resources and referrals when repopulation is most likely to occur.

Flexible “System Outreach Navigators”



16 FTE

Recommendation: Remaining HET funding would be used to shift current staff into a new hybrid role as System Outreach Navigators.

No specific geographic assignments within the city; based on need.

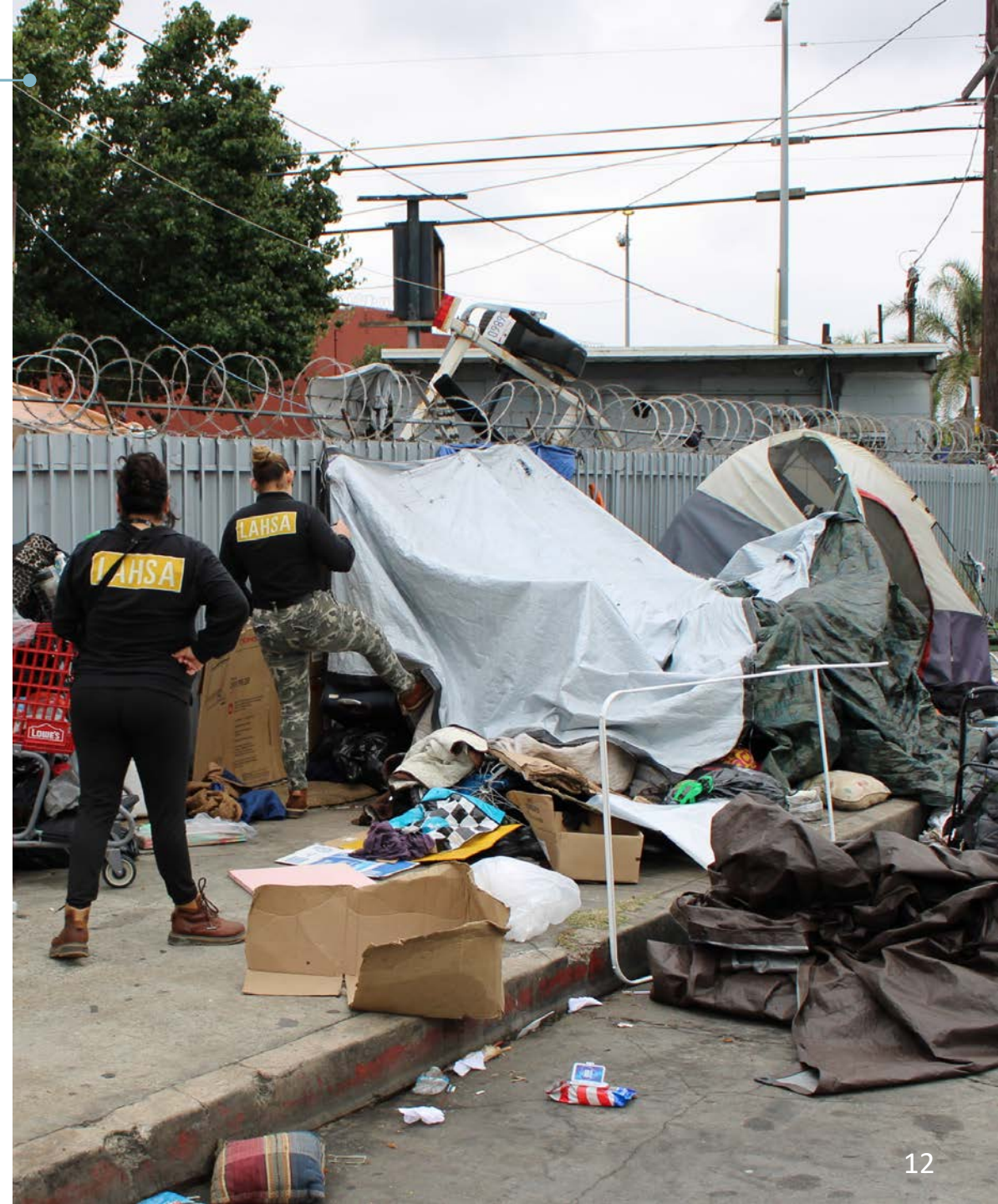
Add Housing Navigation capacity at Interim Housing sites (including Tiny Home Villages and Inside Safe motels).

System Outreach Navigators at Interim Housing sites will focus on document-readiness and throughput to permanent housing, including:

- Providing support assembling required documents.
- Conducting CES assessments to accompany a housing plan, determine appropriate housing intervention, and identify service needs.
- Assisting in the completion of Universal Housing Applications.
- Develop and implement a housing stabilization plans.
- Building and maintaining good working relationships with landlords, management companies, and property owners.

CARE/CARE+ Teams

- 28 teams (56 FTEs)
- **Recommendation:** continue to partner with LASAN on CARE and CARE+ under current model for six months, then scale staffing according to needs
 - Work collaboratively with LASAN and Council Offices to determine staffing assignments that can most appropriately assist LASAN
- Process may lead to changes in the total number of CARE and CARE+ teams
- If fewer teams are needed for CARE+ operations, these FTEs could be repurposed to implement and increase the new activities.



Roadmap Teams



- 15 Teams, one per Council District, to respond to Council Office requests (30 FTEs)
- Recommendation: These teams continue functioning essentially as they currently do, and could be augmented by enhanced Navigation and Clinical support.

Future Funding

LAHSA expects to make the transition to Outreach Navigation Teams and Swing and Overnight Outreach within the allotted budget.

Ten (10) positions are currently being held vacant to allow for the transition to reimagined schedules and duties.

LAHSA will work with LASAN and Council Offices to determine appropriate LAHSA support for sanitation efforts.

APPENDIX:

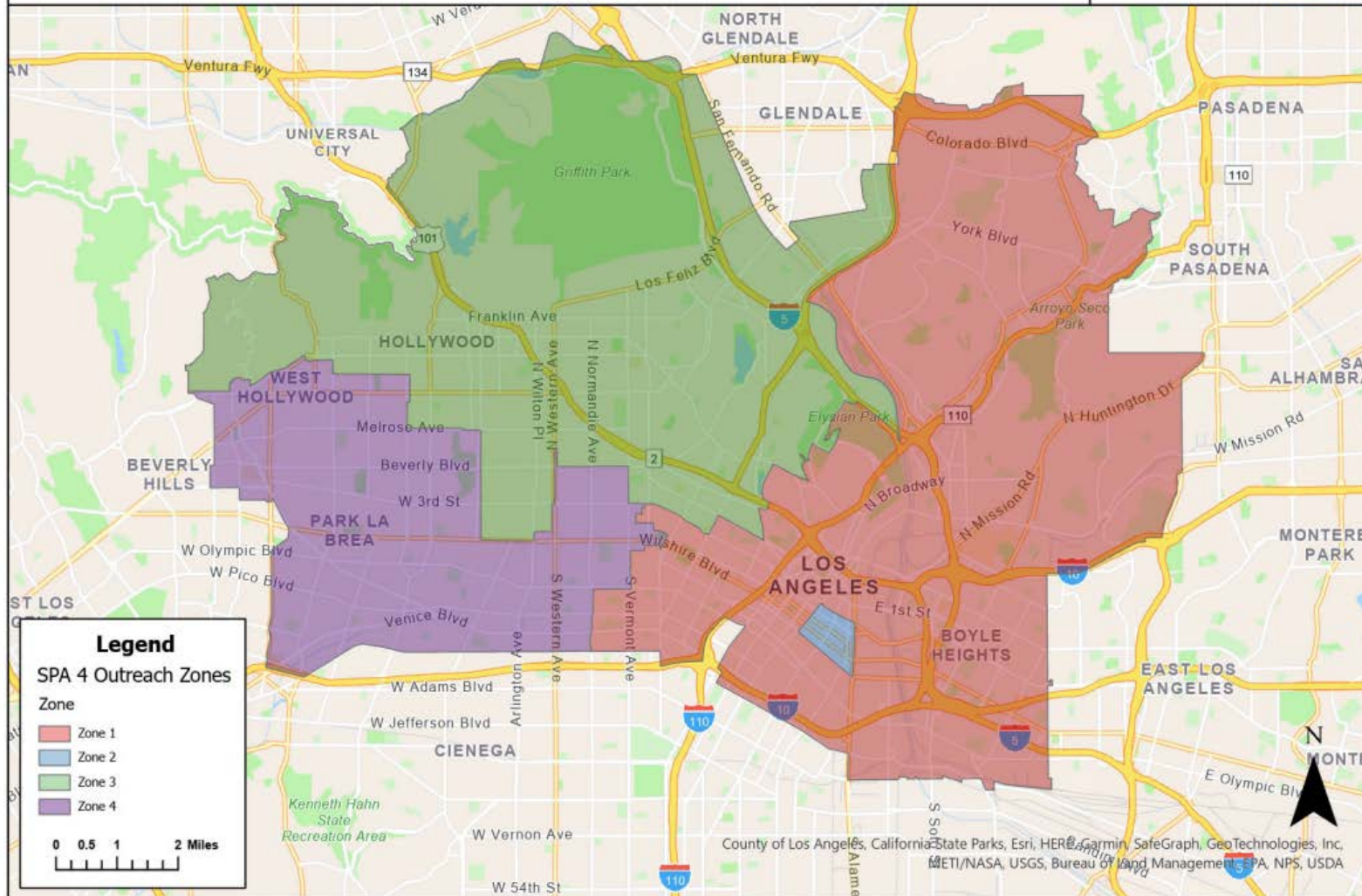
City of LA SPA Outreach Zones

Service Planning Area 4

Outreach Zones 1-4

November 2023

Map Created By:
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Legend

SPA 4 Outreach Zones

Zone	Color
Zone 1	Red
Zone 2	Blue
Zone 3	Green
Zone 4	Purple

0 0.5 1 2 Miles

SPA 4: 14 MDT Teams (starting Jan. 2024)

- Red Zone:** 3 Exodus MDT Teams, 4TPC MDT Teams, 1 HHCLA MDT Team, 2 LAHSA RM, 2 CARE+, 4 LAHSA generalists
- Blue Zone:** Skid Row
- Green Zone:** 1 HHCLA MDT, 1 TPC MDT, 1 The Center MDT, 2 LAHSA RM, 2 CARE+, 4 LAHSA Generalists
- Purple Zone:** 1 HHCLA, 2 TPC MDT's, 2 LAHSA RM, 2 CARE+, 2 LAHSA generalists



**SPA 2: 8 MDT's (7 in City of LA)
(starting Jan. 2024)**

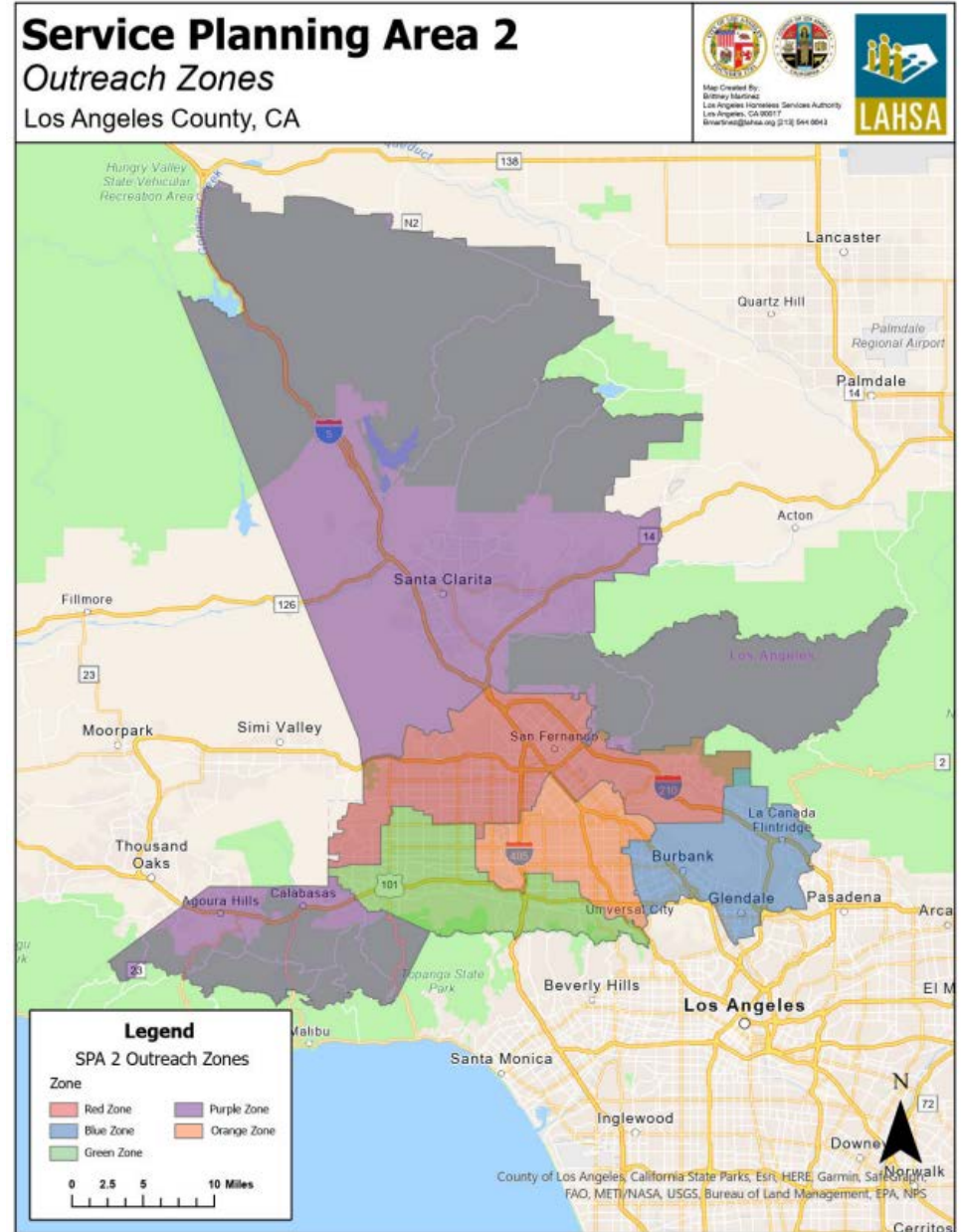
Red Zone (CD7 & 12, San Fernando): 2 LAFH MDT, LAHSA HET Generalist, 2 LAHSA RM, 2 LAHSA CARE+, 1 LAHSA Care

Blue Zone (County Only Glendale, Burbank La Crescenta, La Canada): 1 LAFH MDT, 1 LAHSA HET Generalist, 1 LAHSA HOST SD5

Green Zone (CD3&4): 2 HTM MDT's, 2 LAHSA RM, 2 LAHSA CARE, 2 LAHSA CARE+, 1 LAHSA Generalists

Purple Zone (County Areas, Santa Clarita, Stevensons Ranch, Calabasas, Agora Hills): 1 LAHSA HET Generalists, 1 SD5 Host

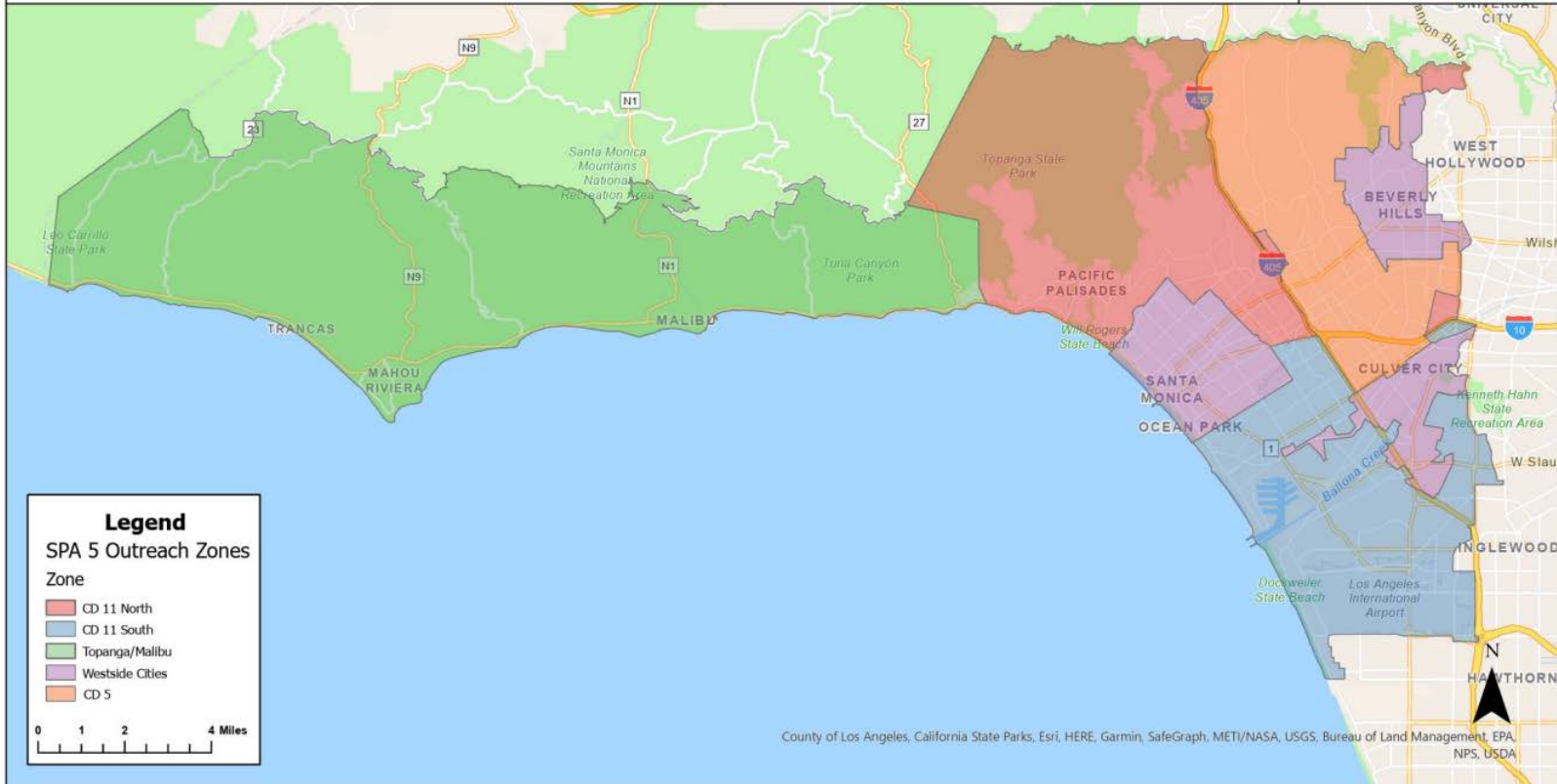
Orange Zone (CD6 & CD2): 3 LAFH MDT's, 2 LAHSA CARE, 2 LAHSA RM, 2 LAHSA CARE+, 2 LAHSA Generalist



Service Planning Area 5

Outreach Zones

September 2023



SPA 5 (starting Jan. 2024)

- Red Zone:** LAHSA CARE, LAHSA CARE+, LAHSA RM, LAHSA Outreach & Navigation Team, SJC MDT
- Blue Zone:** LAHSA CARE, LAHSA CARE+, LAHSA RM, LAHSA Outreach & Navigation, SJC MDT
- Green Zone:** LAHSA Outreach & Navigation, LAHSA Outreach & Navigation Weekend, TPC MDT
- Purple Zone:** LAHSA Outreach & Navigation, TPC MDT

**SPA 6: 9 MDT's (6 in City of LA)
(starting Jan. 2024)**



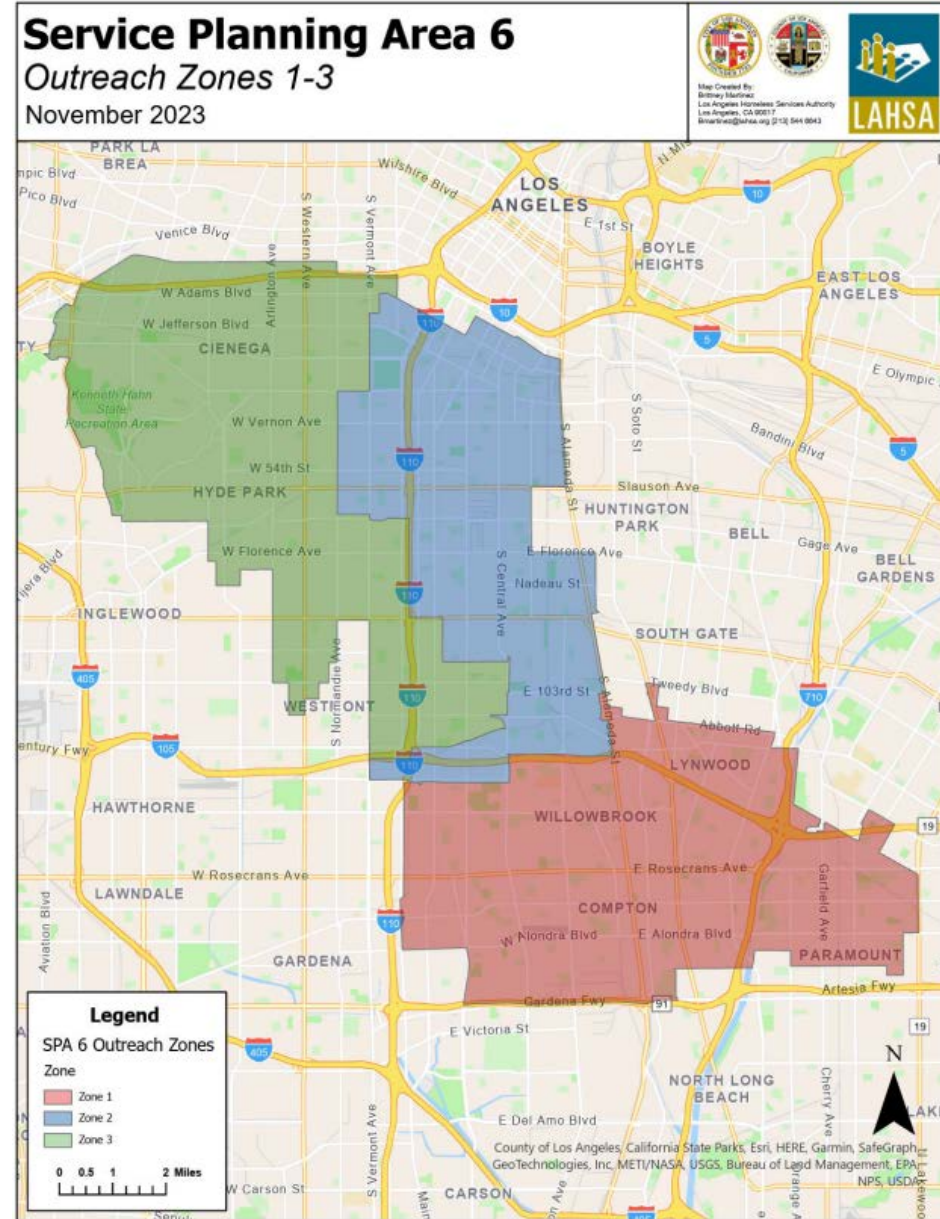
Red Zone: 3 HOPICS MDT, 1 LAHSA HET Generalist



Blue Zone: 3 HOPICS MDT, 2 LAHSA RM, 2 LAHSA CARE+, 2 LAHSA CARE, 2 LAHSA Generalists



Green Zone: 3 HOPICS MDT's, 2 LAHSA RM, 2 LAHSA CARE+, 2 LAHSA Care, 2 LAHSA generalist



SPA 8 (starting Jan. 2024)

-  **Red Zone (CD15, LB, Signal Hill, Carson):** 2 MHA MDT's, 1 LAHSA RM, 2 LAHSA Generalists, 1 LAHSA CARE, 1 LAHSA CARE+
-  **Blue Zone (Beach Cities):** 1 MHA MDT, 2 HET Generalists
-  **Green Zone (Inglewood & 110 Corridor CD15):** 2 MHA MDTs, 1 LAHSA CARE+, 1 LAHSA RM, 1 LAHSA CARE, 2 LAHSA Generalists

