

City Performance Management

ACCURATELY UNDERSTANDING THE IMPACT OF THE CITY'S INVESTMENT
INTO THE REGION'S HOMELESSNESS RESPONSE

MARCH 6, 2025



CITY OF LOS ANGELES HOMELESS STRATEGY COMMITTEE

**MONTHLY PERFORMANCE REPORT:
PERMANENT SUPPORTIVE HOUSING UTILIZATION**

PERFORMANCE TARGETS: PERMANENT SUPPORTIVE HOUSING UTILIZATION

City performance category	City performance goals	City performance targets
Leverage City investments in permanent housing to end homelessness	All City-funded permanent supportive housing is fully leveraged to end homelessness	<p>New City-funded permanent supportive housing developments are 90% occupied within 90 days of becoming available for occupancy (<i>aligned with LAHSA's system-wide performance target</i>)</p> <p>All City-fund permanent supportive housing developments maintain 90% occupancy, with vacated units occupied by new residents within 90 days</p>
	People currently residing in City-funded interim housing have equitable and effective access to new permanent supportive housing opportunities	<p>Exits from City-funded interim housing to permanent housing are proportionate to the City's percentage of all people in the region in interim housing</p> <p><i>In development:</i> The City and LAHSA are reviewing data on the percentage of residents in new permanent supportive housing developments who previously resided in City-funded interim housing within four miles and will set a performance target in the next two months</p>

PROGRESS SINCE FEBRUARY HSC MEETING - BASELINE COHORT

Goal: All City-funded permanent supportive housing is **fully leveraged** to end homelessness

Progress: Individuals and families have moved into 170 new permanent supportive homes in the past month

New permanent supportive housing that achieved master HAP between 4.1.24 and 9.30.24 and were matched through CES	New properties that met performance target of 90% occupancy within 90 days*	Occupancy as of the February 6, 2025 HSC meeting	Current occupancy
15 properties	2 properties were at 90% occupancy or higher	11 properties were at 90% occupancy or higher	14 properties are at 90% occupancy or higher
754 units	186 residents (25% occupancy)	555 residents (74% occupancy)	725 residents (96% occupancy)

PROGRESS SINCE FEBRUARY HSC MEETING - IMPROVEMENT COHORT #1

Goal: All City-funded permanent supportive housing is **fully leveraged** to end homelessness

Progress: Individuals and families have moved into 347 permanent supportive homes since the beginning of November 2024

New permanent supportive housing that achieved master HAP between 10.1.2024 and 3.31.2025 (data through 2.15.2025)	New properties that met performance target of 90% occupancy within 90 days*
8 properties	6 properties are already at 90% occupancy or higher; the additional 2 properties are above 60% occupancy
382 units	348 new occupants (91% occupancy)

Data source: LAHSA data team, shared directly with HSC (reconciliation of CHAMP and RMS data)

THE SYSTEM IS BEGINNING TO PLACE PEOPLE INTO NEW PERMANENT SUPPORTIVE HOMES MORE QUICKLY

Monthly number of new PSH units that became home to individuals or families - April-November 2024	Monthly number of new PSH units that became home to individuals or families - December 16, 2024-February 15, 2025
An average of 74 people per month <i>(594 new units filled in eight months)</i>	An average of 239 people per month <i>(478 new units filled in 2 months)</i>

LAHSA's new batch matching approach, along with recent work to align around and track progress toward common goals, is beginning to have an impact.

PROGRESS ON STEPS TO IMPROVE PERFORMANCE

NEXT STEPS PROMISED AT THE FEBRUARY 6, 2025 HSC MEETING

Next step promised	Current status
HSC expects to see improvements against the baseline every six months	On track - in the 8 properties that have achieved master HAP since 10.1.2024, occupancy is already at 90% (Improvement cohort #1: HAP between 10.1.2024 and 3.31.2025)
HSC will work with LAHSA and LAHD, and with HACLA and DHS as needed, to resolve data reconciliation issues by the end of February	On track - HSC, LAHD, HACLA, CLA, LAHSA, and CD4 are convening weekly problem solving meetings, during which we are resolving data discrepancies
HSC requests data from LAHSA by the first Monday of every month on occupancy and previous residence of current occupants, through the 15th of the prior month	On track - LAHSA submitted their first monthly report, on time

NEXT STEPS PROMISED AT THE FEBRUARY 6, 2025 HSC MEETING

Next step promised	Current status
<p>The City will join an emergency meeting with LAHSA, LAHD, HACLA, and developer and provider partners to expedite occupancy of at least 90% in all developments from the baseline cohort within the next 60 days</p>	<p>Complete - the 16 buildings in the baseline cohort have achieved 96% occupancy</p>
<p>HSC will work with LAHSA, LAHD, HACLA, and developer and provider partners to streamline placements into permanent supportive housing</p>	<p>On track - HSC, LAHD, HACLA, CLA, LAHSA, and CD4 are convening weekly problem solving meetings, during which we will identify systemic issues and develop recommended policy and practice changes for HSC and H+H review</p>
<p>CLA will complete analysis and recommendations on how to improve the Coordination Entry System (CES) by March 2023</p>	<p>On track</p>
<p>HSC will provide a status update on progress, and any recommended policy and programmatic changes, at the April HSC meeting</p>	<p>On track - HSC staff, LAHD, HACLA, and LAHSA provide a full report on performance data and recommended practice changes at the next HSC meeting</p>