

City HHAP Report template is generated based of the most recent contractual amendment and metrics outlined therein:

Amendment 13 executed 6/28/2023

Definitions:

N/A' = Not Applicable to Program

NULL' = Zero clients served

CITY HHAP INTERIM HOUSING - FY23-24

QUARTER 2: OCTOBER 1, 2023 TO DECEMBER 31, 2023

PROVIDER	HMIS PROGRAM NAME	HMIS PROGRAM IDs	SITE ADDRESS	OUTCOME GOALS	Number & Percentage of Clients That are Document Ready	Number & Percentage of clients that are connected to housing navigation	Number & Percentage of clients that are connected to TLS	Number & Percentage of clients that are receiving Housing Case management services at IH Site	Average & Median time to housing connection: Housing Navigation	Average & Median time to housing connection: TLS	Average & Median time to housing connection: CM at IH	Number & percentage of enrollments into TLS with a move-in date	Number & percentage of enrollments into PSH with a move-in date	Number & percentage of exits to a PH destination	Average & Median length of stay	Number & percentage of exits to TH	Number & percentage of exits to unsheltered homelessness	Number & percentage of exits to institutions—criminal	Number & percentage of exits to institutions—Medical	Number & percentage of exits-deceased	Number & percentage of exits to unknown	
Special Services For Groups, Inc.	A Bridge Home St. Andrews Place	3397	5695 St. Andrews Place	<ul style="list-style-type: none"> • 100 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	104 92%	6 5%	6 5%	109 96%	AVG: 209 Median: 218	AVG: 228 Median: 252	AVG: 158 Median: 56	1 17%	NULL 25%	8 25%	AVG: 237 Median: 169	6 19%	1 3%	1 3%	1 3%	1 3%	NULL	19 60%
The Salvation Army	A Bridge Home Imperial Hwy	3530	2316 E. Imperial Hwy	<ul style="list-style-type: none"> • 100 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	100 89%	25 22%	21 19%	111 99%	AVG: 351 Median: 316	AVG: 411 Median: 412	NULL	14 67%	NULL 21%	6 21%	AVG: 273 Median: 246	2 7%	NULL	1 3%	NULL	NULL	NULL	16 55%
People Assisting the Homeless (PATH)	A Bridge Home Sunset Individuals	3588	100 Sunset Ave.	<ul style="list-style-type: none"> • 100 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	115 83%	84 60%	21 15%	139 100%	AVG: 259 Median: 136	AVG: 437 Median: 371	AVG: 352 Median: 240	11 52%	2 33%	13 30%	AVG: 284 Median: 137	10 23%	18 41%	NULL	NULL	1 2%	9 21%	
People Assisting the Homeless (PATH)	A Bridge Home Sunset Youth	3587	100 Sunset Ave.	<ul style="list-style-type: none"> • 54 TAY Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	52 80%	4 6%	7 11%	63 97%	AVG: 119 Median: 124	AVG: 168 Median: 194	AVG: 129 Median: 129	NULL	NULL	NULL	AVG: 122 Median: 104	5 27%	3 16%	NULL	NULL	NULL	5 26%	
Volunteers of America of Los Angeles	A Bridge Home CD 9	3742	2817 Hope St.	<ul style="list-style-type: none"> • 100 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	121 87%	2 1%	2 1%	139 100%	AVG: 272 Median: 273	AVG: 210 Median: 211	AVG: 7 Median: 7	NULL	4 100%	6 12%	AVG: 163 Median: 83	6 12%	NULL	1 2%	1 2%	NULL	23 46%	
Weingart Center Association	CES Bridge Housing for Women Gardner Library	3399	1403 N. Gardner St.	<ul style="list-style-type: none"> • 30 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	31 82%	12 32%	4 11%	38 100%	AVG: 170 Median: 121	AVG: 100 Median: 94	NULL	2 50%	1 50%	4 27%	AVG: 172 Median: 136	4 27%	7 47%	NULL	1 7%	NULL	NULL	
People Assisting the Homeless (PATH)	A Bridge Home YWCA	2967	1214 Lodi Place	<ul style="list-style-type: none"> • 30 Individuals Served • By June 2024, maintain an occupancy rate of 95% or higher • By June 2024, 20% exits to PH • By June 2024, 95% data accuracy in HMIS 	91 76%	22 18%	19 16%	118 98%	AVG: 216 Median: 167	AVG: 278 Median: 206	NULL	12 63%	NULL	17 43%	AVG: 175 Median: 138	9 23%	4 10%	NULL	2 5%	NULL	12 30%	
Tarzana Treatment Center	<ul style="list-style-type: none"> • TTC Housing and Recovery Emergency Shelter • TTC housing and Recovery Motel Vouchers 	5008, 5199	18646 Oxnard St.	<ul style="list-style-type: none"> • 40 Individuals served • By June 2024, 70% of participants will be provided transitional and PH services • By the end of the projects, of the patients enrolled in case management, 40% of patients will end their homelessness period and enter PH (including sober living) 	23 96%	3 13%	NULL	23 96%	NULL	NULL	NULL	NULL	NULL	9 64%	AVG: 54 Median: 48	1 7%	NULL	NULL	NULL	NULL	4 29%	
Safe Place for Youth—Master Leasing For Youth	CES Transitional Housing Lighthouse	5788	11810 Radio Dr.	<ul style="list-style-type: none"> • 75 Individuals Served • 80% exited to PH • 95% Occupancy Rate 	11 100%	NULL	4 36%	8 73%	NULL	AVG: 93 Median: 114	AVG: 11 Median: 12	NULL	NULL	NULL	AVG: 113 Median: 125	NULL	1 100%	NULL	NULL	NULL	NULL	

CITY HHAP INTERIM HOUSING NARRATIVE

QUARTER 1:

Of the 9 City-HHAP programs, one (18646 Oxnard) exceeded its PKI of 20% exits to permanent housing. Of those that exited the 18464 Oxnard IH site, 41.2% exited to permanent housing. The majority of individuals in the other programs exited to other unknown destinations. The relatively high number of people exiting to unknown destinations could be because of data entry issues. LAHSA staff continues to work with providers to improve their data quality. One of the Key Performance Indicators in FY 23-24 is HMIS Data Quality. As LAHSA works to improve data quality, it will be better able to assess the quality of providers' services.

QUARTER 2:

Of the 9 City-HHAP programs, one (A Bridge Home CD9) did not exceed the KPI of 20% exits to permanent housing. Of those that exited the A Bridge Home CD9, 12% exited to permanent housing and another 12% exited to transitional housing. Close to half exited to unknown destination. The relatively high number of people exiting to unknown destinations could be because of data entry issues. LAHSA has developed data quality reports which are shared with the IH team to engage providers and provide technical assistance. LAHSA staff will engage A Bridge Home CD9 to better understand the issues around exits to unknown destinations.

QUARTER 3:

Of the 9 City HHAP programs, 2 (A Bridge Home CD 9 & CES Transitional Housing Lighthouse) did not exceed the KPI of 20% exits to permanent housing. Of those that exited A Bridge Home CD 9, 16% exited to Permanent Housing, 8% exited to Transitional Housing and 49% exited to unknown destinations. CES Transitional Housing Lighthouse has a 12% exit to Permanent Housing, a 18% exit to Transitional Housing and 18% exited to unknown destinations. The above-mentioned percentages can possibly and partially be explained by data entry issues. LAHSA staff continues to work diligently with providers on improving data quality. Furthermore, LAHSA staff will engage with A Bridge Home CD 9 and CES Transitional Housing Lighthouse to better understand issues related to exits to other destinations.

QUARTER 4:

ENTIRE FY:

CITY HHAP ACCESS & ENGAGEMENT (A&E) - FY 23-24

Quarter 1: July 1, 2023 to September 30, 2023

PROVIDER	SERVICE TYPE	PROGRAM NAME	HMIS PROGRAM IDS OR VENDOR	OUTCOME GOALS	Quarter 1: July 1, 2023 to September 30, 2023													Avg. length of time is enrolled in outreach before 1st placement attained * # of days	The top 3 most utilized services in outreach programs	Number & percentage of new clients entered into HMIS * outreach only	Number & percentage of new clients entered into CES * outreach only	
					Total Clients	Total Households	Total Shower Uses	Total Restroom Uses	Total Loads of Laundry	Total Meals	Total Number of Bin Pulls * 7-day site	Total Number of Renewals * 7-day site	Total Number of Discards * 7-day site	Bin Utilization Rate * 7-day site	Total # of Property Deliveries * 90-day site	Total # of Returns * 90-day site	Total Number of Pack Outs * 90-day site					
End Homelessness California	Showers	Shower of Hope	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 12 showers per day 6,240 showers per year (3,120 per council district) Number of services will include duplication of people receiving shower services 			1,618															
The Laundry Truck LA	Laundry	The Laundry Truck LA	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 25 to 40 loads completed per 8-hour service day 6,500-10,400 loads completed per year Number of services will include duplication of people receiving mobile laundry services 	929				1,495													
The People Concern	Restrooms & Showers	Skid Row Showers & Restrooms	Vendor (Manual Reporting)	<ul style="list-style-type: none"> Minimum of 200,000 restroom uses per year (includes multiple visits by a single person) Minimum of 110,000 shower uses per year (includes multiple visits by a single person) 			22,176	30,374														
Homeless Healthcare & LA Mission	Restrooms & Showers	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> HHCLA: 14,470 restroom uses per year LA Mission showers: 11,876-23,712 per year LA Mission restroom: 52,560-105,120 per year 			16,185	32,517														
Homeless Healthcare LA	Restrooms, Showers & Laundry	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 5,000 individuals served annually 80,000 showers annually 120,000-150,000 restrooms uses annually 15,000 loads of laundry 			13,464	29,796	10,914													
Downtown Women's Center	Food/Meals	Health & Wellness Program	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 200 women served 3 meals & snacks per-day per year 300 women served through Scattered Site Supportive Housing 20 women enrolled in TLS or HFI will be delivered 1 bag of groceries per-month per-year 210,000 meals will be prepared & served to participants at various DWIC programs throughout the year Only capturing # of women served & # of meals served 	535					35,364												
Chrysalis	Storage	The Bin: 538 San Pedro St. * This is a 7-day site	Vendor (Manual Reporting)	1,000 storage bins						3,315	649	0	99.3%									
Chrysalis	Storage	The Bin: 540 Towne Ave. * This is a 7-day site	Vendor (Manual Reporting)	1,550 storage bins						9,948	710	0	98%									
Chrysalis	Storage	The Bin: 541 Sanford St. * This is a 90-day site	Vendor (Manual Reporting)	Operate 90-day storage services	17										190	17						
North Valley Caring Services	Food/Meals	Food Packets	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,000 food packets per month Project outcomes are captured within the number of unduplicated clients to be served Total Households Served 																		
HOPICS (CD 8) & PATH (CD 5 & 9)	Outreach	MDT (CD 5, 9, & County DHS)	2531, 3939	<ul style="list-style-type: none"> 250 adults annually per MDT 400 individuals contacted, per team of five 70% of individuals contacted will be engaged, per team of five 75% of engaged individuals will successfully attain referrals, per team of five 500 services provided to individuals contacted or engaged, per team of five 10% of engaged individuals will successfully attain an IH resource (this includes crisis and/or bridge housing), per team of five 5% of engaged individuals will be permanently housed 	324													90 Days	<ul style="list-style-type: none"> Project #2531 Bottled Water (133) COVID ppe (132) COVID Education (127) 	<ul style="list-style-type: none"> Project #2531 n=30 23.1% Project #3939 n= 71 45.2% 	<ul style="list-style-type: none"> Project #2531 n=74 56.9% Project #3939 n= 19 12.1% 	
LAHSA	Outreach HET-Skid Row	Outreach HET-Skid Row	3685	<ul style="list-style-type: none"> 465 persons served By June 2024, 95% data accuracy in HMIS By June 2024, 50% of all homeless persons engaged will be provided services & referrals to other resources By June 2024, 20% of all engaged participants will have been placed into IH programs By June 2024, 5% of all homeless persons engaged will exit to PH 	196													20 Days	n = 149 clients 93.7%	n = 47 clients 29.6%		
LAHSA	Outreach	Roadmap Outreach Programs	4460	<ul style="list-style-type: none"> Each HET will serve between 100-300 unduplicated persons Over the 24-month term of agreement, these HET's will serve approximately 3,100 individuals By June 2024, 95% data accuracy in HMIS By June 2024, 80% of all engaged participants will have been provided services and referrals to other resources By June 2024, 80% of all engaged participants will have been placed into IH programs; note this KPI assumes that the roadmap outreach teams are dedicated to city roadmap sites, and that the new IH beds will be reserved for these sites/teams. As a result, any adjustment to this assumption would result in a revision to this KPI By June 2024, 5% of all engaged participants will have exited to PH 	1,157													33 Days	<ul style="list-style-type: none"> Services Information/Brochure (1,067) Food & Drink Items (957) Referral Made (718) 	n = 851 clients 92.2%	n = 87 clients 9.4%	

CITY HHAP ACCESS & ENGAGEMENT (A&E) - FY 23-24

					Quarter 2: October 1, 2023 to December 31, 2023																	
PROVIDER	SERVICE TYPE	PROGRAM NAME	HMIS PROGRAM IDS OR VENDOR	OUTCOME GOALS	Total Clients	Total Households	Total Shower Uses	Total Restroom Uses	Total Loads of Laundry	Total Meals	Total Number of Bin Pulls * 7-day site	Total Number of Renewals * 7-day site	Total Number of Discards * 7-day site	Bin Utilization Rate * 7-day site	Total # of Property Deliveries * 90-day site	Total # of Returns * 90-day site	Total Number of Pack Outs * 90-day site	Avg. length of time is enrolled in outreach before IH placement attained * # of days	The top 3 most utilized services in outreach programs	Number & percent of new clients entered into HMIS * outreach only	Number & percent of new clients entered into CES * outreach only	
End Homelessness California	Showers	Shower of Hope	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 12 showers per day 6,240 showers per year (3,120 per council district) Number of services will include duplication of people receiving shower services 			1,807															
The Laundry Truck LA	Laundry	The Laundry Truck LA	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 25 to 40 loads completed per 8-hour service day 6,500-10,400 loads completed per year Number of services will include duplication of people receiving mobile laundry services 	882				1,441													
The People Concern	Restrooms & Showers	Skid Row Showers & Restrooms	Vendor (Manual Reporting)	<ul style="list-style-type: none"> Minimum of 200,000 restroom uses per year (includes multiple visits by a single person) Minimum of 110,000 shower uses per year (includes multiple visits by a single person) 			18,178	26,823														
Homeless Healthcare & LA Mission	Restrooms & Showers	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> HCLA: 14,470 restroom uses per year LA Mission showers: 11,876-23,712 per year LA Mission restroom: 52,560-105,120 per year 			16,669	37,276														
Homeless Healthcare LA	Restrooms, Showers & Laundry	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 5,000 individuals served annually 80,000 showers annually 120,000-150,000 restrooms uses annually 15,000 loads of laundry 			12,972	33,579	7,919													
Downtown Women's Center	Food/Meals	Health & Wellness Program	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 200 women served 3 meals & snacks per-day per year 300 women served through Scattered Site Supportive Housing 20 women enrolled in TLS or HFI will be delivered 1 bag of groceries per-month per-year 210,000 meals will be prepared & served to participants at various DMC programs throughout the year Only capturing # of women served & # of meals served 	1,484					71,464												
Chrysalis	Storage	The Bin: 538 San Pedro St. * This is a 7-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,000 storage bins 							3,742	876	19	100%								
Chrysalis	Storage	The Bin: 540 Towne Ave. * This is a 7-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,550 storage bins 							8,719	764	14	95%								
Chrysalis	Storage	The Bin: 541 Sanford St. * This is a 90-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> Operate 90-day storage services 	26										309	26						
North Valley Caring Services	Food/Meals	Food Packets	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,000 food packets per month Project outcomes are captured within the number of unduplicated clients to be served Total Households Served 																		
HOPICS (CD 8) & PATH (CD 5 & 9)	Outreach	MDT (CD 5, 9, & County DHS)	2531, 3939	<ul style="list-style-type: none"> 250 adults annually per MDT 400 individuals contacted, per team of five 70% of individuals contacted will be engaged, per team of five 75% of engaged individuals will successfully attain referrals, per team of five 500 services provided to individuals contacted or engaged, per team of five 10% of engaged individuals will successfully attain an IH resource (this includes crisis and/or bridge housing), per team of five 5% of engaged individuals will be permanently housed 	300													30 Days	<ul style="list-style-type: none"> Project #2531: Bottled Water (174), COVID ppe (158), COVID Education (147) Project #3939: Bottled Water (104), Referral Made (67), Food (54) 	200 74%	29 11%	
LAHSA	Outreach HET-Skid Row	Outreach HET-Skid Row	3685	<ul style="list-style-type: none"> 465 persons served By June 2024, 95% data accuracy in HMIS By June 2024, 50% of homeless persons engaged will be provided services & referrals to other resources By June 2024, 20% of all engaged participants will have been placed into IH programs By June 2024, 5% of all homeless persons engaged will exit to PH 	84													39 Days		56 85%	25 38%	
LAHSA	Outreach	Roadmap Outreach Programs	4460	<ul style="list-style-type: none"> Each HET will serve between 100-300 unduplicated persons Over the 24-month term of agreement, these HET's will serve approximately 3,100 individuals By June 2024, 95% data accuracy in HMIS By June 2024, 80% of all engaged participants will have been provided services and referrals to other resources By June 2024, 20% of all engaged participants will have been placed into IH programs; note this KPI assumes that the roadmap outreach teams are dedicated to city roadmap sites, and that the new IH beds will be reserved for these sites/teams. As a result, any adjustment to this assumption would result in a revision to this KPI By June 2024, 5% of all engaged participants will have exited to PH 	905													38 Days	<ul style="list-style-type: none"> Services Info/Brochure (824) Food & Drink (744) Referral Made (558) 	618 88%	97 14%	

CITY HHAP ACCESS & ENGAGEMENT (A&E) - FY 23-24

					Quarter 3: January 1, 2024 to March 31, 2024																	
PROVIDER	SERVICE TYPE	PROGRAM NAME	HMIS PROGRAM IDS OR VENDOR	OUTCOME GOALS	Total Clients	Total Households	Total Shower Uses	Total Restroom Uses	Total Loads of Laundry	Total Meals	Total Number of Bin Pulls * 7-day site	Total Number of Renewals * 7-day site	Total Number of Discards * 7-day site	Bin Utilization Rate * 7-day site	Total # of Property Deliveries * 90-day site	Total # of Returns * 90-day site	Total Number of Pack Outs * 90-day site	Avg. length of time is enrolled in outreach before IH placement attained * # of days	The top 3 most utilized services in outreach programs * outreach only	Number & percent of new clients entered into HMIS * outreach only	Number & percent of new clients entered into CES * outreach only	
End Homelessness California	Showers	Shower of Hope	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 12 showers per day 6,240 showers per year (3,120 per council district) Number of services will include duplication of people receiving shower services 			1,771															
The Laundry Truck LA	Laundry	The Laundry Truck LA	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 25 to 40 loads completed per 8-hour service day 6,500-10,400 loads completed per year Number of services will include duplication of people receiving mobile laundry services 	946				1,609													
The People Concern	Restrooms & Showers	Skid Row Showers & Restrooms	Vendor (Manual Reporting)	<ul style="list-style-type: none"> Minimum of 200,000 restroom uses per year (includes multiple visits by a single person) Minimum of 110,000 shower uses per year (includes multiple visits by a single person) 			17,280	25,337														
Homeless Healthcare & LA Mission	Restrooms & Showers	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> HHCLA: 14,470 restroom uses per year LA Mission showers: 11,876-23,712 per year LA Mission restroom: 52,560-105,120 per year 			16,347	40,472														
Homeless Healthcare LA	Restrooms, Showers & Laundry	Operation Healthy Streets-Refresh Spot	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 5,000 individuals served annually 80,000 showers annually 120,000-150,000 restrooms uses annually 15,000 loads of laundry 			11,642	35,767	8,098													
Downtown Women's Center	Food/Meals	Health & Wellness Program	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 200 women served 3 meals & snacks per-day per year 300 women served through Scattered Site Supportive Housing 20 women enrolled in TLS or HFI will be delivered 1 bag of groceries per-month per-year 210,000 meals will be prepared & served to participants at various DMC programs throughout the year Only capturing # of women served & # of meals served 	1,530					36,297												
Chrysalis	Storage	The Bin: 538 San Pedro St. * This is a 7-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,000 storage bins 							3,100	449	7	N/A								
Chrysalis	Storage	The Bin: 540 Towne Ave. * This is a 7-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,550 storage bins 							13,547	1,012	260	N/A								
Chrysalis	Storage	The Bin: 541 Sanford St. * This is a 90-day site	Vendor (Manual Reporting)	<ul style="list-style-type: none"> Operate 90-day storage services 	13																	
North Valley Caring Services	Food/Meals	Food Packets	Vendor (Manual Reporting)	<ul style="list-style-type: none"> 1,000 food packets per month Project outcomes are captured within the number of unduplicated clients to be served Total Households Served 																		
HOPICS (CD 8) & PATH (CD 5 & 9)	Outreach	MDT (CD 5, 9, & County DHS)	2531, 3939	<ul style="list-style-type: none"> 250 adults annually per MDT 400 individuals contacted, per team of five 70% of individuals contacted will be engaged, per team of five 75% of engaged individuals will successfully attain referrals, per team of five 500 services provided to individuals contacted or engaged, per team of five 10% of engaged individuals will successfully attain an IH resource (this includes crisis and/or bridge housing), per team of five 5% of engaged individuals will be permanently housed 	90													95 Days	<ul style="list-style-type: none"> Project #2531: Bottled Water (111) COVID ppe (108) COVID Education (107) Project #3939: Bottled Water (53) Food (40) COVID Education (32) 	n= 30 clients 33%	n = 2 2%	
LAHSA	Outreach HET-Skid Row	Outreach HET-Skid Row	3685	<ul style="list-style-type: none"> 465 persons served By June 2024, 95% data accuracy in HMIS By June 2024, 50% of homeless persons engaged will be provided services & referrals to other resources By June 2024, 20% of all engaged participants will have been placed into IH programs By June 2024, 5% of all homeless persons engaged will exit to PH 	70													28 Days		n= 67 clients 96%	n = 4 6%	
LAHSA	Outreach	Roadmap Outreach Programs	4460	<ul style="list-style-type: none"> Each HET will serve between 100-300 unduplicated persons Over the 24-month term of agreement, these HET's will serve approximately 3,100 individuals By June 2024, 95% data accuracy in HMIS By June 2024, 80% of all engaged participants will have been provided services and referrals to other resources By June 2024, 20% of all engaged participants will have been placed into IH programs; note this KPI assumes that the roadmap outreach teams are dedicated to city roadmap sites, and that the new IH beds will be reserved for these sites/teams. As a result, any adjustment to this assumption would result in a revision to this KPI By June 2024, 5% of all engaged participants will have exited to PH 	529													60 Days	<ul style="list-style-type: none"> Services Info/Brochure (616) Food & Drink (551) Referral Made (394) 	n= 434 clients 82%	n = 26 5%	

CITY HHAP ACCESS & ENGAGEMENT NARRATIVE

QUARTER 1:

Mobile Showers

End Homelessness California:

For Q1, End Homelessness California ended with 2 operational sites in Council District 1, Glassell Park, Cypress Park, and 2 operational sites in Council District 14, Hollenbeck Peck and Lincoln Park. These sites have generally always had decent usage due to the placement for the Glassell site where there is Safe Parking operations. End Homelessness California started outreach efforts for Q4 last year to get more individuals to shower and it has been working. For CD 14 they started providing shower service at All Saints Episcopal in Highland Park that requires more outreach.

Operation Healthy Streets

Los Angeles Mission:

Successes:

The Los Angeles Mission acknowledges that one of the key successes their staff's ability to utilize a problem-solving approach when dealing with guests who may not fully comply with their shower policies and procedures. By doing so, they have not only continued to provide essential services but have also had the opportunity to build rapport with their guests and connect them to solutions that go beyond basic hygiene.

Challenges:

Serving the unhoused community can have many individuals that come intoxicated, hungover, and fatigued that do need our services so they comply with our policy and procedures to get clean and stabilized—allowing staff to gain a better understanding of mental health and changes in the community, being able to identify certain behaviors or traits that may cause staff to assist with problem-solving or deescalate the situation if encountered.

The People Concern:

Challenges:

Operation Healthy Streets takes pride in its continued ability to adapt through continuous process improvements to ensure safety for their clients and staff. This reporting period, the program faced challenges hiring support staff for 2nd and 3rd shifts, which created a gap in support staff.

Changes in Program Design or Approach/Lessons Learned:

This quarter, the program has continued to implement continual training in harm reduction and Trauma Informed Care for their staff and subcontractors. While staff have always been trained on these subjects, the process of continuous improvement requires consistent updates on recent and evidence-based methodology. Critically, these trainings were further emphasized to the program's security staff, allowing for their staff to work with clients with more understanding and patience, and leading to better service. Notably, this expanded training resulted in positive client feedback.

Successes:

This quarter, the program underwent general repairs, but also installed different shower heads that allowed water to be dispersed at a better angle. The clients have all raved about this improvement. While this closed the program for 15 days (contributing to lower numbers in September), it means that the facility will be more beneficial for our clients going forward.

People Concern is happy to report that despite the challenges the pandemic continues to present, Operation Healthy Streets is still operational and has a demonstrated high demand for its services. Also, as mentioned above, expanded trainings also contributed to better service for clients

The Laundry Truck:

The Laundry Truck is glad to report that they started servicing a new location this quarter - Casa Milagrosa. They had some parking issues during these first two weeks, but are hopeful that they can be resolved. They were also able to service Echo Park and Glassell shelters that opened for a short while due to the inclement weather.

Homeless Health Care:

Successes:

DHS Mobile Clinic provided 35 people with testing and medical resources; JWCH connected 34 guest with HIV/Syphilis/HDE-C screenings; Joshua Community Outreach referred 38 people for health care services; Sera Collection provided 172 guests with COVID vaccines, flu vaccines, wound care; LAHSA Homeless Engagement Team (HET) connected 61 people to housing; Department of Mental Health (DMH) provided 62 guest with mental health resources; The Wall Las Memoria Project provided 94 guest with STD testing; Project Lux engaged 2 people for Medi-Cal enrollments; Peace Love Knowledge helped 7 guest with resume/employment services; received 16 boxes of books from the LA Public Library; CHICAS provided services to 10 guest for rapid HIV Testing and donated a dondom dispenser with 400 condoms and will replenish on an ongoing basis; and the Salvation Army had 3,169 encounters with 6,965 resources distributed throughout the month. The Public Defender's Mobile Expungement unit provided services to 10 guest; PawHouse Estate provided 28 animals with resource. Project ID provided 17 guest with ID, birth certificate, and social security card assistance. Nobility Health provided 34 guest with STD Testing

Challenges:

There is an increase of fentanyl and methamphetamine use in Skid Row. The community needs more resources with things like undergarments and shoes, as well as additional hygiene access throughout the area. The community also needs more protection from the increasing temperature and changes in weather.

ReFresh Spot Staff:

Referred 9 guest to LA City Attorney's Ticket Relief program; provided 55 referrals to Exodus Sobering Center; provided 81 DMV referral vouchers; distributed 29,938 clothing and food donations from private donors; provided 54 guest with Narcan (OD reversal); distributed 467 portions of dog food and 110 cat food through Skid Rover program; distributed 1,326 wound care kits made in-house; provided 2,087 guest with phone/device charging; provided 3 LYFT rides; provided 7 guest with Safe Passage and welcomed 325 first-time guest, with 50,810 total intakes. The average daily guest total was 548, with a single day high of 671.

On 8/9/2023, there was a Justice Resource Fair in partnership with Hilda Solis Office and various County departments/providers. The following outcomes were achieved: Public Defenders office helped 10 people. DHS helped 3 people; DMH helped 13 people; Dept. of Economic Opportunity helped 35 people; LA County Registrar Recorder helped 19 people; LAHSA helped 6 people; DPH provided resources to 38 people; D.A.'s Office Victim Assistance Program helped 15 people; Dept. of Economic Opportunity office of Small Business connected with 22 people.

On 9/15/23, there was a Community Court Outreach Event in partnership with Hilda Solis Office and various County departments/providers. The following outcomes were achieved: Public Defenders Office helped 15 people, the LA City Attorney's Office helped 4 people; HOPICS engaged with 5 people; HEART engaged with 16 people; LAHSA assisted 7 people; LA DOOR engaged with 22 people and Inside Safe engaged with 9 people.

On 9/26/23, there was an ALPCA SPAY/Neuter event that provided services to 6 cats and 5 dogs.

Storage

Chrysalis:

Maintained a 98% utilization rate which is slightly higher than the average rate for all of last fiscal year. The program had a steady flow of participants accessing their personal bins. Fortunately, no participant's personal items were discarded

Health and Wellness

Downtown Women's Center

During the reporting period, DWC program demonstrated remarkable success in delivering timely meals to their participants. We have consistently met our meal distribution schedules, thanks to their cohesive and well-informed team that is dedicated to addressing participants' needs efficiently. However, preparing, plating, and distributing approximately 120 meals per serving became increasingly demanding within the daily meals schedule. Despite this challenge, they were able to consistently deliver fresh, nutritious food and remain committed to meeting the needs of their participants. They observed a significant increase in service utilization during the reporting period, and this can be attributed to their program's reputation for providing high-quality meals and offering low-barrier services. Specifically, they saw a major increase in participants per day, resulting in their daily meal count reaching as high as 342 in the Access Center alone. It's worth noting that one unique aspect of their services is their provision of fresh vegetables, which is uncommon among social service providers due to the challenges commonly associated with serving large numbers of people. Their Access Center is known for its co-location to the array of services they offer, and the feedback they receive consistently emphasizes the importance of wrap-around, efficient services for their participants, which has led to an increase in the utilization of our Meals Program. Their program continues to progress smoothly, and DWC's commitment to exceptional food quality and participant-centered service remains unwavering. They carefully prepared, homemade meals continue to distinguish us in the community, and they consistently honor dietary preferences and restrictions. This approach has solidified the popularity of their meals program among women seeking services in Skid Row.

QUARTER 2:

Mobile Showers

End Homelessness California:

For Q2, End Homelessness Calif. was able to operate 4 service sites, the sites include, Glassell Park, Cypress Park in CD1 and Hollenbeck Park and Lincoln Park in CD 14.

They have always had decent usage at these sites for one being in a Safe Parking operation and the other is due to End Homelessness started outreach efforts in Q4 of last fiscal year and it has been success. For CD14 End Homelessness started providing services at All Saints Episcopal Church on Saturdays and this requires more outreach.

Operation Healthy Streets

Los Angeles Mission:

Engaging with the community and offering guidance on hygiene, self-care, and time management assists guests in developing essential social skills for effective communication to gain the help that is desired. Demonstrating patience and problem-solving strategies aids individuals experiencing temporary frustrations to bridge the gap from prior traumatic encounters with other service providers. Many participants express a need for interview clothing, and we support them by providing suitable attire to boost confidence in their job-seeking endeavors. Additionally, we distribute blankets to address the colder weather. Challenges primarily arise when guests express dissatisfaction due to unmet expectations.

As of this reporting, there have been no incidents. Serving the unhoused community involves interactions with individuals who may arrive intoxicated, hungover, or fatigued, seeking our services to comply with our policies and procedures for cleansing and stabilization. This enables staff to enhance their comprehension of mental health and community dynamics, identifying specific behaviors or traits that may necessitate staff assistance in problem-solving or de-escalation if encountered.

The People Concern:

Challenges:

This reporting period, the program experienced challenges in the form of maintenance. In December, the site closed for 15 days to annual maintenance and was forced to close for four (4) additional days when the site's boiler needed repairs. The broken boiler and limited the number of hot showers we could offer, especially in our overnight shifts, and the maintenance closure (for 15 days) stopped all operations, decreasing the program's numbers this reporting period. These maintenance issues were exacerbated due some participants clogging toilets with tissue paper and clothing.

The program also notes that, while there were no incidents on site, the sound of gunshots and violence in the neighborhood required some temporary closures of the program until staff learned that it was safe reopen again.

Finally, the program has continued to face challenges in hiring for hours outside our first shift. While the agency as a whole has increased our base-pay over the last year, the program has needed to continue increase our recruiting efforts to find qualified personnel.

Changes in Program Design or Approach/Lessons Learned:

This quarter, the program has expanded our non-contract supply offering and has provided more essential items our clients need to maintain their health and wellbeing such as socks, shower caps, and lotions. These supplies are leveraged from The People Concern's donations program.

Successes:

Operation Healthy Streets takes pride in its continued ability to adapt through our continuous process improvements to ensure safety for our clients and staff. Notably, the program proudly notes that when the ReFresh Spot run by Homeless Health Care Los Angeles was closed for repairs for 30 days, our program was able to absorb the overflow of participants and ensure that those clients were able to have their hygienic needs met.

Homeless Health Care

Successes: DHS Mobile Clinic provided 41 people with testing and medical resources; JWCH connected 60 guests with HIV/Syphilis/HEP-C screenings; Joshua Community Outreach referred 28 people for health care services; Sera Collection provided 236 guests with COVID vaccines, flu vaccines, and wound care; LAHSA Homeless Engagement Team (HET) connected 31 people to housing resources; Department of Mental Health (DMH) provided 71 guests with mental health resources; The Wall Las Memorias Project provided 17 guests with STD testing; Project Lux engaged 11 people for Medi-Cal enrollments; Peace Love Knowledge helped 8 guests with resume/employment services; received 253 books from the LA Public Library and private donors and 12 boxes of books from Warner Bros Entertainment Drive; CHICAS provided services to 13 guests for rapid HIV testing and donated a condom dispenser with 5,650 condoms distributed and will replenish on an ongoing basis; the Salvation Army had 3,091 encounters with 7,073 resources distributed throughout the quarter; the Charger Bolt Family donated 400 hygiene kits; My Friends Place donated 45 gallons of hand sanitizer and Project Street Vet installed a pet food pantry with 711 assorted pet food bags and will replenish on an ongoing basis.

ReFresh Spot Staff: Provided 67 referrals to Exodus Sobering Center; provided 107 DMV referral vouchers; referred 3 guests to the Ticket Clinic; distributed 32,820 clothing and food donations from private donors; provided Safe Passage for 29 guests; provided 27 guests with Narcan (OD reversal); distributed 204 portions of dog food and 62 cat food; distributed 969 wound care kits made in-house; provided 2,425 guests with phone/device charging; and welcomed 198 first-time guests, with 52,327 total intakes for the quarter. The average daily guest total was 570 for the month of October, 593 for the month of November, and 550 for the month of December, with a single day high of 662 for October, 755 for November, and 694 for December.

On 10/16/23, there was a SPAY4LA spay/neuter event that provided services to 12 pets.

On 10/19/2023, there was a Community Court Outreach event in partnership with Hila Solis Office and various providers. The following engagements were achieved: Public Defender 35; LA City Attorney 9; HOPICS 5; LASHA 10; LA DOOR 10; Inside Safe 8; Joshua House 3; LA Mission 34; Tarzan's Treatment Center 10; LA County Homeless Court 15; Mayor's Office of Community Safety 23; HHCLA CENS 18; Public Defender's Homeless Mobile Unit 14. There was a total of 189 ppl connected with and two people provided on the spot shelter/temporary housing.

On 11/16/2023, there was a Community Court Outreach event. The following engagements were achieved: Public Defender 20; LA City Attorney 3; H.E.A.R.T. 10; LA DOOR 6; LA Mission 6; 1 guest referred to recuperative care; and a family of four was placed with family housing.

On 12/1/23, there was an ASPCA spay/neuter event that provided services to 16 pets.

On 12/21/2023, there was a Community Court Outreach event. The following engagements were achieved: Public Defender 26; LA City Attorney 7; LA DOOR 11; and 986 Pharmacy connected with 15 people.

Challenges/Changes: There is an increase of fentanyl and methamphetamine use in Skid Row. The community needs more resources, including undergarments and shoes, as well as additional hygiene access throughout the area. The community also needs more protection from the dropping temperatures and changes in weather. Additionally, during the last two weeks of December, there was an electrical issue that impacted laundry operations and is expected to be resolved soon.

The Laundry Truck:

They Laundry Truck was unable to services Casa twice in the month on the 12th and the 26th of October due to lack of parking, despite the presence of not parking signs. No laundry services provided on the 15th of November the provider thinks it was probably due to the excess of rain, and there were no services provided on 22nd due to the Thanksgiving Holiday. There were no services provided on the 7th of November due to no water access available.

were no services provided on 23rd due to the Thanksgiving Holiday. There were no services provided on the 7th of November due to no water access available.

Storage

Chrysalis:

There were not significant changes from last fiscal year, the project maintained a 98% utilization rate which is slightly higher than the average rate for all of last fiscal year. The program had a steady flow of participants accessing their personal bins. Fortunately, no participant's personal items were discarded.

Health and Wellness

Downtown Women's Center

During Q2 the program consistently delivered nutritious meals to our participants. DWC participants regularly express their satisfaction with the quality of the meals provided by the kitchen, citing it as a reason for their continued engagement. Moreover, participants have actively recommended our meal services to other women, which is reflected in the increase of women and meals served in the Access Center, underscoring the positive impact of our program.

Despite this success, we faced a specific challenge during this period. The fluctuating number of participants led to the need for extra meal preparation on certain days, resulting in variations in daily meal quantities. This dynamic demand posed a logistical challenge, yet our team remained dedicated to addressing this issue and ensuring the continued provision of fresh, nutritious meals to meet the evolving needs of our participants.

We noted a rise in the number of meals served, and participants are now actively encouraging other women to join for our meal services. This increase reflects our program's commitment to delivering high-quality meals and maintaining an inclusive environment for those we serve. One unique aspect of our services is our provision of fresh vegetables, which is uncommon among social service providers due to the challenges commonly associated with serving large numbers of people. Our Access Center is known for its co-location to the array of services we offer, and the feedback we receive consistently emphasizes the importance of wrap-around, efficient services for our participants, which has led to an increase in the utilization of our Meals Program.

Our program continues to progress smoothly, and DWC's commitment to exceptional food quality and participant-centered service remains unwavering. Our carefully prepared, homemade meals continue to distinguish us in the community, and we consistently honor dietary preferences and restrictions. This approach has solidified the popularity of our meals program among women seeking services in Skid Row.

QUARTER 3:

Mobile Showers

End Homelessness California:

During this quarter the mobile shower services operated 3 sites in Council District 1: Highland Park, Cypress Park, Glassell Park, and 2 sites in Council District 14: Hollenbeck Park, and Lincoln Park. The project started outreach efforts in Q4 of last year and are getting more individuals to shower. They also included showers services at All Saints Episcopal Church in Highland Park on Saturdays and that requires more outreach.

Site Utilization

There was a slight increase in usage, but not significant, for the most part it was consistent. Transitioning to Cypress Park and Glassell Park, which has much fewer showers than all the other sites constitute 2 days of service per week.

Operation Healthy Streets

Los Angeles Mission:

In addition to the shower and restroom services they provide, the project also provides their guests with professional clothing that not only meets their practical needs but also boosts their confidence and self-esteem. LA Mission's goal is to provide a supportive and empowering environment where everyone has the opportunity to thrive.

Critical Incidents

As of the latest report, there have been no incidents recorded. However, it's important to recognize that serving the unhoused community involves engaging with individuals who may arrive while intoxicated, recovering from alcohol consumption, or experiencing fatigue as they seek our services. Adhering to our policies and procedures for cleansing and stabilization provides staff with valuable opportunities to deepen their understanding of mental health and community dynamics. This allows them to identify behaviors or characteristics that may require staff intervention for problem-solving or de-escalation should they arise.

The People Concern:

Challenges:

During this reporting period, the program continued to face challenges in hiring for hours outside their first shift. While the agency as a whole has increased their base-pay over the last year, the program has needed to continue to increase their recruiting efforts to find qualified personnel. Finally, the agency notes that while the program did not undergo major closures this reporting period, it will necessarily have to temporarily close next quarter for scheduled maintenance.

Changes in Program Design or Approach/Lessons Learned:

This quarter, the program continued to expand their non-contract supply offering and has provided more essential items their clients need to maintain their health and wellbeing such as socks, shower caps, and lotions. These supplies are leveraged from The People Concern's donations program.

Successes:

Operation Healthy Streets takes pride in its continued ability to adapt through their continuous process improvements to ensure safety for their clients and staff. Indeed, the program has continued to serve an higher than average level of traffic while facing staffing challenges, highlighting both the needs of the program in the community and the efficiency in which it conducts its services.

People Concern is happy to report that despite all listed challenges, Operation Healthy Streets is still operational and has a demonstrated high demand for its services.

Critical Incidents

On 03/04/2024, at approximately 12:30 am, a program participant fell unconscious at the Public Toilets and Showers (PTS). The participant was unresponsive and so emergency services were called immediately (at 12:31 am). Emergency Services arrived at 12:34 am, performed CPR, and administered NARCAN. These efforts revived the participant. Upon revival, the participant regurgitated blood and their stomach contents. The participant refused further assistance, declining to go to the hospital, and left the site.

After, the program site was closed for half a day for deep cleaning.

Refresh Spot

Homeless Health Care:

Successes

DHS Mobile Clinic provided 38 people with testing and medical resources; DPH provided 82 guests with HIV/STI testing/screening; JWCH administered 31 COVID tests; Joshua House referred 67 people for health care services; Sera Collection provided 97 guests with COVID vaccines, flu vaccines, and wound care; Department of Mental Health (DMH) provided 54 guests with mental health resources; Project ID provided identification services to 134 guests; Project Lux enrolled 9 guests for Medi-Cal; CHICAS tested 39 guests for HIV/STI and donated 1,296 condoms; the Salvation Army had 1,691 encounters with 6,054 resources distributed throughout the month; the LA Public Library and private donors donated 125 boxes of books; Shelter Partnership donated 20 boxes of clothing and backpacks; My Friend's Place donated 9 bags of assorted clothes/shoes; Fred Jordan Mission donated 3 cases of crocs shoes and 3 cases of leather sandals and 143 pairs of shoes; Me Undies donated 3 boxes of men and women's undergarments/loungewear; and Project Street Vet provided 1,207 bags of dog food and 505 meals for cats and other supplies (treats, leashes, harnesses, shampoos, and clothing) for the pet food pantry.

clothing for the pet food pantry.

Refresh Spot Staff

January

Provided 39 referrals to Exodus Sobering Center; provided 57 DMV referral vouchers; referred 14 guests for the Ticket Clinic; distributed 39,897 clothing and food donations from private donors; provided Safe Passage for 19 guests; distributed 22 Narcan packages (OD reversal); distributed 1,072 wound care kits made in-house; provided 6,026 guests with phone/device charging; and welcomed 355 first-time guests, with 55,143 total intakes for the month of January. The average daily guest total was 609.

On 1/11/24 and 1/29/24 there were ASPCA spay/neuter events that provided services to 48 pets.

On 1/18/2024 there was a Community Court Outreach event. The following engagements were achieved: Public Defender 14; LA City Attorney 14; LA DOOR 9; LA Mission 1; Five Keys 12; Tarzana Treatment Center 20; Alcoholism Center for Women 9; LAHSA 5; 986 Pharmacy 5; and DMH engaged with 12 people.

On 1/27/24 there was a "Happy Feet Clinic" in partnership with UCLA and 56 were provided with podiatry services.

On 1/28/24 a community donor provided lunch for 100 guests in honor of their birthday.

February

On 2/15/2024 we held the monthly Community Court Outreach event. The following engagements were achieved: Public Defender 39; LA City Attorney 18; LA DOOR 5; Midnight Mission 25; Hopics Behavioral Program 8; Hopics Reentry Program 5; Anti-recidivism Coalition 7; Mayor's Office of Community Safety 3; Alcoholism Center for Women 11; DMH 4; LAHSA 9; and DPSS 7.

March

On 3/1/2024 Jaden Smith's I LOVE YOU Food Truck went to the ReFresh Spot and provided lunch for 104 guests.

On 3/21/2024 we held the monthly Community Court Outreach event. The following engagements were achieved: Public Defender 25; Homeless Coty LA City Attorney's Office 12; Los Angeles City Attorney Homeless engagement and Response Team (HEART) 8; LA DOOR 10; Midnight Mission 11; Hopics Reentry Program 10; Anti-recidivism Coalition 11; Alcoholism Center for Women 15; DMH 15; DMH Concierge Skid Row Outreach Team 12; LAHSA 6; DPSS 15; SAPC 16; Independence Defense Counsel 5; and HHCLA's CENS Program 12.

Challenges/Changes

January

There is an increase of fentanyl and methamphetamine use in Skid Row. The community needs more resources, including undergarments and shoes, as well as additional hygiene access throughout the area. The community also needs more protection from the dropping temperatures and changes in weather. Additionally, the electrical issues that were impacting laundry services were resolved on 1/23/24. Laundry services have been at full capacity since.

February

There is an increase of fentanyl and methamphetamine use in Skid Row. The community needs more resources, including undergarments and shoes, as well as additional hygiene access throughout the area. The community also needs more protection from the dropping temperatures and fluctuating weather patterns.

March

There were two overdose reversals: the first occurred on 3/7/24 at 4:30 PM in the back waiting area. The guest was given Narcan and refused to be transported to the hospital when paramedics arrived. The second overdose incident occurred on 3/9/24 at 2:05 PM in restroom #6. Narcan was administered and the guest walked away, exiting the site before the paramedics arrived. Additionally, our partner Sera Collection that provided health care services twice weekly via their mobile unit experienced an unexpected funding cut and informed us their last visit would be 3/14/24. They engaged with about 50 people monthly.

Laundry Service

The Laundry Truck:

They were unable to service Casa again since the shower truck did not show up and they could not access water from the hydrant. It would be very helpful if they (or Casa) had access to it to avoid this situation.

Despite not being able to service Casa twice this month due to the lack of water access, our impact still higher this month than in February.

Storage

Chrysalis:

There were no significant changes from last fiscal year, the project maintained a 91% utilization rate which is slightly lower than the average rate for all of last fiscal year. The program had a steady flow of participants accessing their personal bins.

Health and Wellness

Downtown Women's Center:

During the reporting period, DWC's meal program experienced notable successes and challenges. They continued to provide nutritious meals consistently, with participants expressing high satisfaction and recommending DWC's services to others, leading to an increase in meal consumption at the Access Center. However, they encountered challenges due to the fluctuating number of participants, resulting in variations in daily meal quantities. This dynamic demand posed a logistical challenge, requiring them to be extra prepared for potential influxes as they don't require sign-ups. To address this, they streamlined their services and became more attuned to the needs of the community. However, these adjustments also incurred additional costs, particularly due to inflation, necessitating increased spending on food and supplies. Despite these challenges, their team remained dedicated, ensuring the provision of fresh, nutritious meals to meet the evolving needs of their participants.

DWC also engaged over 50 volunteer groups in March, which supported a range of their daily services, including their meal services, contributing to their ongoing success and growing their community engagement.

Additionally, they continued their partnership with Hollywood Orchard, a volunteer non-profit organization dedicated to harvesting, using, and donating local fruit, to offer participants the opportunity to enjoy fresh fruit. Hollywood Orchard has assisted DWC in providing holistic nutritional access for women and gender-diverse individuals experiencing homelessness within the grant period. They are proud to report that their meal services have maintained consistency, ensuring participants receive the support they need without interruption. This stability fosters a sense of trust and reliability among their participants, strengthening the participants connection to DWC's programs.

DWC's strategic co-location of services facilitates easy access for participants, further enhancing engagement with their wrap-around service offerings.

Site Utilization

During the reporting period, their site experienced a slight increase in service utilization, with participants actively encouraging others to join for their meal services. This increase can be attributed to their outreach efforts, led by their dedicated outreach team, which has played a crucial role in expanding their reach within the community. As more women become familiar with their programs through their outreach efforts, have seen a corresponding increase in participation. One unique aspect of their program is their provision of fresh vegetables, which has garnered positive feedback and contributed to their reputation for delivering high-quality meals. Furthermore, their Access Center's co-location with a range of services has made their Meals Program more accessible and efficient, aligning with participants' preferences for wrap-around support. Overall, these factors, coupled with the dedicated efforts of their outreach team, have contributed to the significant increase in service utilization during the reporting period.

Program Improvements

DWC's program has been running smoothly, with a steadfast dedication to providing top-notch food quality and participant-focused service. Their homemade meals, prepared with care, continue to set them apart, earning praise within the community. We make it a priority to accommodate dietary preferences and restrictions, ensuring that every participant feels valued and supported. As they move forward, they remain committed to maintaining the high standards that have earned us the trust and appreciation of those we serve in Skid Row.

QUARTER 4:

ENTIRE FY:

CITY HHAP PROBLEM SOLVING - FY 23-24		Quarter 1: July 1, 2023 to September 30, 2023																	
Number of Families Served	Outcome Goals	Number & Percentage of clients whom problem solving interventions lead to one of the five main problem-solving outcomes, including: • Arranging a temporary stay with a friend or family member • Arranging a permanent stay with a friend or family member • Arranging a stay at a safe place to stay outside of the local area • Identify new housing unit • Maintain existing housing unit	Number & Percentage of clients for whom a Problem Solving Intervention did not lead to one of the five main outcomes, and were referred to another intervention	Number & Percentage of HOH: Arranging a temporary stay with a friend or family member	Number & Percentage of HOH: Arranging a permanent stay with a friend or family member	Number & Percentage of HOH: Arranging a stay at a safe place to stay outside of the local area	Number & Percentage of HOH: Identify new housing unit	Number & Percentage of HOH: Maintain existing housing unit	Number & Percentage of HOH: Medication with Landlord/Property Manager	Number & Percentage of HOH: Medication with family or friends	Number & Percentage of HOH: Other medication	Number & Percentage of HOH: House Search	Number & Percentage of HOH: Employment Assistance	Number & Percentage of HOH: Life Skills Training	Number & Percentage of HOH: Money Management	Number & Percentage of HOH: Family Re-unification	Number & Percentage of HOH: Transportation	Number & Percentage of HOH: Safety Planning	Number & Percentage of HOH: Other
290-870 Families Served	<ul style="list-style-type: none"> By June 2024, 10% to 15% of households will be successfully diverted from homelessness By June 2024, 80% of families not diverted will receive a referral to IH or PH resource 																		
	COUNT	27	44	7	1	Null	6	13	11	1	1	19	22	31	30	4	2	4	66
	PERCENTAGE	14%	22%	26%	4%	Null	22%	48%	5%	0%	0%	9%	10%	14%	14%	2%	1%	2%	31%

CITY HHAP PROBLEM SOLVING - FY 23-24

Quarter 2: October 1, 2023 to December 31, 2023

Number of Families Served	Outcome Goals	Number & Percentage of clients whom problem solving interventions lead to one of the five main problem-solving outcomes, including:																	
		Number & Percentage of clients for whom a Problem Solving intervention did not lead to one of the five main outcomes, and were referred to another intervention	Number & Percentage of host: "Arranging a temporary stay with a friend or family member"	Number & Percentage of host: "Arranging a permanent stay with a friend or family member"	Number & Percentage of host: "Arranging a permanent stay with a friend or family member"	Number & Percentage of host: "Arranging a stay at a safe place to stay outside of the local area"	Number & Percentage of host: "Identify new housing unit"	Number & Percentage of host: "Maintain existing housing unit"	Number & Percentage of host: "Mediation with Landlord/Property Manager"	Number & Percentage of host: "Mediation with family or friend"	Number & Percentage of host: "Other mediation"	Number & Percentage of host: "House Search"	Number & Percentage of host: "Employment Assistance"	Number & Percentage of host: "Life Skills Training"	Number & Percentage of host: "Money Management"	Number & Percentage of host: "Family Re-unification"	Number & Percentage of host: "Transportation"	Number & Percentage of host: "Safety Planning"	Number & Percentage of host: "Other"
290-870 Families Served	<ul style="list-style-type: none"> By June 2024, 10% to 15% of households will be successfully diverted from homelessness By June 2024, 80% of families not diverted will receive a referral to IH or PH resource 																		
COUNT		10	29	3	0	1	4	2	11	2	0	9	22	28	26	2	1	2	119
PERCENTAGE		5%	16%	30%	Null	10%	40%	20%	5%	1%	Null	4%	10%	12%	11%	1%	0%	1%	52%

CITY HHAP PROBLEM SOLVING - FY 23-24

Quarter 3: January 1, 2024 to March 31, 2024

Number of Families Served	Outcome Goals	Number & Percentage of clients whom problem solving interventions lead to one of the five main problem-solving outcomes, including:	Number & Percentage of clients for whom a problem-solving intervention did not lead to one of the five main outcomes, and were referred to another intervention	Number & Percentage of Hosts: 'Arranging a temporary stay with a friend or family member'	Number & Percentage of Hosts: 'Arranging a permanent stay with a friend or family member'	Number & Percentage of Hosts: 'Arranging a stay at a safe place to stay outside of the local area'	Number & Percentage of Hosts: 'Identify new housing unit'	Number & Percentage of Hosts: 'Maintain existing housing unit'	Number & Percentage of Hosts: 'Mediation with Landlord/Property Manager'	Number & Percentage of Hosts: 'Mediation with family or friend'	Number & Percentage of Hosts: 'Other mediation'	Number & Percentage of Hosts: 'House Search'	Number & Percentage of Hosts: 'Employment Assistance'	Number & Percentage of Hosts: 'Life Skills Training'	Number & Percentage of Hosts: 'Money Management'	Number & Percentage of Hosts: 'Family Re-unification'	Number & Percentage of Hosts: 'Transportation'	Number & Percentage of Hosts: 'Safety Planning'	Number & Percentage of Hosts: 'Other'
290-870 Families Served	<ul style="list-style-type: none"> By June 2024, 10% to 15% of households will be successfully diverted from homelessness By June 2024, 80% of families not diverted will receive a referral to IH or PH resource 	<ul style="list-style-type: none"> Arranging a permanent stay with a friend or family member Arranging a permanent stay with a friend or family member Arranging a stay at a safe place to stay outside of the local area Identify new housing unit Maintain existing housing unit 																	
COUNT		28	37	5	1	1	10	11	23	12	5	25	16	16	21	11	0	1	162
PERCENTAGE		14%	19%	18%	4%	4%	36%	39%	9%	5%	2%	9%	6%	6%	8%	4%	Null	0%	61%

CITY HHAP Problem Solving NARRATIVE

QUARTER 1:

The co-located Problem Solving Specialists served 196 qualifying households and 27 of these households identified a positive housing outcome, which is a diversion rate of 14%. All five of the funded positions are staffed with the latest new hires now placed at Central City Neighborhood Partners and El Centro de Ayuda to backfill vacancies. The PS Specialists support their assigned Family Source Center remotely and are onsite 1-2 times a week. The days the specialists are onsite are determined by the Family Source Center's leadership. El Centro de Ayuda had office space capacity issues and was only able to support a specialist onsite every other Tuesday.

QUARTER 2:

Housing Problem-Solving outcomes have decreased by 9% for FY23/24 Q2. This appears to be due to the fact that LA Family Housing has re-designed how this Problem-Solving Specialist engages households. The agency is leveraging the FTE as an FRT to support with referrals/triage from the Family Source Center rather than as a Problem-Solving Specialist to explore housing outcomes. LAHSA has provided guidance on scope of work and requested a pivot, however a follow up meeting is needed. Another factor contributing to the decline is the Problem-Solving Specialist vacancy for PATH/CCNP. PATH and CCNP have developed a strong referral system to support families with Problem-Solving conversations, however, since these referrals are going to multiple staff persons, the PATH Family manager disclosed they may have not been tracking accurately on the HMIS Problem-Solving Tracking Tool (PSTT). LAHSA team is working to provide technical assistance on how to use the PSTT and capacity building efforts on Problem-Solving conversations to increase housing outcomes through the intervention.

QUARTER 3:

In Q3 LAHSA, CIFD, PATH/LAFH leadership and co-located staff, and Family Source Center leadership met to discuss and address any project barriers and successes. CES agency leadership reported that this led to an increase of household referrals from Family Source Centers. At KYCC and Barrio Action, these meetings led to the co-located Problem-Solving Specialist working on-site for an increased amount of time, two days per week vs the previous once per week. The LAHSA Problem-Solving Unit worked with LAFH and PATH to analyze their services process flow and recommended a shift to ensure families are engaged with a Problem-Solving conversation at the onset of service. LAFH and PATH experienced staff vacancies for Q3, however a referral process was streamlined to support El Nido and CCNP Family Source Centers. LAFH hired a full-time staff to support the project at the end of Q3 and PATH maintains a vacancy for the position to be co-located at CCNP

QUARTER 4:

ENTIRE FY:

CITY HHAP PERMANENT HOUSING - FY 23-24

PROVIDER	PROJECT TYPES	OUTCOME GOALS	Quarter 1: July 1, 2023 to September 30, 2023									
			HMIS Programs Used	Number Served	Number & Percentage of participants who increase income from all sources	Number & Percentage of participants who exit the TLS program to another subsidy type by end of the reporting period	Number & Percentage of participants who exit the TLS program without a subsidy by the end of the reporting period	Number & Percentage of participants who remain enrolled and do not exit the TLS program in the first year	Number & Percentage of participants who remain enrolled in the TLS program longer than 24 months	Number of Referrals to Housing Navigation <small>* Housing Navigation/PRK Demobilization only</small>	Number of persons enrolled in Housing Navigation <small>* Housing Navigation/PRK Demobilization only</small>	Number of Referrals enrolled in TLS <small>* Housing Navigation/PRK Demobilization only</small>
The People Concern	Move In Program (The People Concern)	<ul style="list-style-type: none"> • 80 Unduplicated households served • By June 2024, 60% of unduplicated households will exit to PH destinations. • By June 2024, 95% data accuracy in HMIS 	3875	112								
Downtown Women's Center	Downtown Women's Center (DWC)	<ul style="list-style-type: none"> • 100 women served • By June 2024, 60% of participants will exit to PH • By June 2024, 15% of participants will maintain or increase income from all sources • By June 2024, 70% of participants will have moved in within 120 days of enrollment • By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5355	35	1 3%	NULL	NULL	16 84.2%	5 16.7%			
Homeless Healthcare The People Concern	Housing Navigation/PRK Demobilization	<ul style="list-style-type: none"> • 120 Individuals served during program term • 55% of participants enrolled in HN will be enrolled in a TLS slot • 65% will have completed housing search plan within 30 days of participant enrollment • 60% will exit to a PH destination 	1759, 1783, 1789, 1812, 1813, 2441, 2704	385						144	385	34
Helpline Youth Counseling The People Concern	TLS	<ul style="list-style-type: none"> • By June 2024, 60% of participants will exit to PH • By June 2024, 15% of participants will maintain or increase income • By June 2024, 70% of participants will have moved in within 120 days of enrollment • By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5361, 5403, 5404, 5405, 5406, 5407, 5487, 5496, 5509	323	22 7%	NULL	NULL	154 91.1%	36 12.5%			

CITY HHAP PERMANENT HOUSING - FY 23-24

PROVIDER	PROJECT TYPES	OUTCOME GOALS	Quarter 2: October 1, 2023 to December 31, 2023									
			HMIS Programs Used	Number Served	Number & Percentage of participants who increase income from all sources	Number & Percentage of participants who exit the TLS program to another subsidy type by end of the reporting period	Number & Percentage of participants who exit the TLS program without a subsidy by the end of the reporting period	Number & Percentage of participants who remain enrolled and do not exit the TLS program in the first year	Number & Percentage of participants who remain enrolled in the TLS program longer than 24 months	Number of Referrals to Housing Navigation <small>* Housing Navigation/PRK Demobilization only</small>	Number of persons enrolled in Housing Navigation <small>* Housing Navigation/PRK Demobilization only</small>	Number of Referrals enrolled in TLS <small>* Housing Navigation/PRK Demobilization only</small>
The People Concern	Move In Program (The People Concern)	<ul style="list-style-type: none"> • 80 Unduplicated households served • By June 2024, 60% of unduplicated households will exit to PH destinations • By June 2024, 95% data accuracy in HMIS 	3875	246								
Downtown Women's Center	Downtown Women's Center (DWC)	<ul style="list-style-type: none"> • 100 women served • By June 2024, 60% of participants will exit to PH • By June 2024, 15% of participants will maintain or increase income from all sources • By June 2024, 70% of participants will have moved in within 120 days of enrollment • By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5355	38	4 11%	1 9%	Null	11 41%	3 9%			
Homeless Healthcare The People Concern	Housing Navigation/PRK Demobilization	<ul style="list-style-type: none"> • 120 Individuals served during program term • 55% of participants enrolled in HN will be enrolled in a TLS slot • 65% will have completed housing search plan within 30 days of participant enrollment • 60% will exit to a PH destination 	1759, 1783, 1789, 1812, 1813, 2441, 2704	437						191	437	21
Helpline Youth Counseling The People Concern	TLS	<ul style="list-style-type: none"> • By June 2024, 60% of participants will exit to PH • By June 2024, 15% of participants will maintain or increase income • By June 2024, 70% of participants will have moved in within 120 days of enrollment • By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5361, 5403, 5404, 5405, 5406, 5407, 5487, 5496, 5509	233	10 4%	8 12%	7 10%	88 61%	30 15%			

CITY HHAP PERMANENT HOUSING - FY 23-24

PROVIDER	PROJECT TYPES	OUTCOME GOALS	Quarter 3: January 1, 2024 to March 31, 2024									
			Number Served	Number & Percentage of participants who increase income from all sources	Number & Percentage of participants who exit the TLS program to another subsidy type by end of the program year	Number & Percentage of participants who exit the TLS program without a subsidy by the end of the program year	Number & Percentage of participants who remain enrolled and do not exit the TLS program in the first year	Number & Percentage of participants who remain enrolled in the TLS program longer than 24 months	Number of Referrals to Housing Navigation <small>Housing Navigation/PRK Demobilization only</small>	Number of persons enrolled in Housing Navigation <small>Housing Navigation/PRK Demobilization only</small>	Number of Referrals enrolled in TLS <small>Housing Navigation/PRK Demobilization only</small>	
The People Concern	Move In Program (The People Concern)	<ul style="list-style-type: none"> 80 Unduplicated households served By June 2024, 60% of unduplicated households will exit to PH destinations By June 2024, 95% data accuracy in states 	3875	189								
Downtown Women's Center	Downtown Women's Center (DWC)	<ul style="list-style-type: none"> 100 women served By June 2024, 60% of participants will exit to PH By June 2024, 15% of participants will maintain or increase income from all sources By June 2024, 70% of participants will have moved in within 120 days of enrollment By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5355	62	n= 6 clients 10%	n= 1 client 17%	n= 1 client 17%	n= 7 clients 13%	n= 2 clients 3%			
Homeless Healthcare The People Concern	Housing Navigation/PRK Demobilization	<ul style="list-style-type: none"> 120 Individuals served during program term 65% of participants enrolled in HN will be enrolled in a TLS slot 65% will have completed housing search plan within 30 days of participant enrollment 60% will exit to a PH destination 	1759, 1783, 1789, 1812, 1813, 2441, 2704	418						204	418	32
Helpline Youth Counseling The People Concern	TLS	<ul style="list-style-type: none"> By June 2024, 60% of participants will exit to PH By June 2024, 15% of participants will maintain or increase income By June 2024, 70% of participants will have moved in within 120 days of enrollment By June 2024, 85% of participants will have remained housed for 6 months following their entry into PH 	5361, 5403, 5404, 5405, 5406, 5407, 5487, 5496, 5509	204	n= 11 clients 5%	n= 5 clients 14%	n= 5 clients 14%	n= 60 clients 42%	n= 37 clients 22%			

CITY HHAP PERMANENT HOUSING NARRATIVE

QUARTER 1:

TPC consistently exceeds its goal of serving 80 households, having served 112 households this quarter.

In the first quarter of FY 23-24, DWC is serving more participants compared to the same period in FY 22-23. Despite ongoing staffing concerns, DWC is actively working on strategies to increase staffing and referrals to the TLS program. The number of participants remaining enrolled in the program in the first year of FY 23-24 has significantly increased, indicating the ongoing need for rental assistance and case management support beyond the initial 12 months.

Both TPC and HHCLA have experienced a significant increase in referrals and enrollments in Housing Navigation programs. This surge can be attributed to system changes implemented in the Adult system during FY 22-23. As these behavioral changes continue to be reinforced, we can expect a continued increase in referrals to Housing Navigation programs and TLS.

QUARTER 2:

TPC-Skid Row Move In Assistance Program:

TPC has consistently surpassed its target by successfully serving 246 households this quarter, reflecting an impressive 120% increase from the last reported quarter. The program remains dedicated to providing crucial move-in assistance support to participants with ties to the Skid Row Community or those currently residing in the Bridge Home El Puente Site. As more participants transition into project-based housing, the program anticipates a continued upward trajectory in the number of households served, further contributing to its impactful initiatives

DWC-TLS:

DWC faces ongoing challenges in achieving significant enrollment growth. While there has been a slight increase in enrollments compared to the last quarter, the reported number of households served stands at 38 for this quarter. To meet the goal of serving 100 households by June 2024, DWC would need to triple its current enrollment rate. The organization is actively implementing strategies to enhance staffing and increase referrals to the TLS program. On a positive note, DWC is making steady progress toward the goal of 15% of participants increasing or maintaining their income by June 2024. In the current quarter, DWC has successfully supported 11% of participants in achieving this financial milestone. The number of participants remaining enrolled in the program continues to increase, indicating the ongoing need for rental assistance and case management support beyond the initial 12 months. The TLS program provides services to participants for up to 24 months; extended length of services beyond 24 months can be provided to those demonstrating a continued need of support.

Homeless Health Care/TPC:

Both TPC and HHCLA continue to meet the goal of serving 120 individuals during the program term. TPC and HVC enrollments figures of 437 participants can be attributed to the increase in referrals and enrollments in Housing Navigation programs. This surge can be attributed to system changes implemented in the Adult system during FY 22-23. As these behavioral changes continue to be reinforced, we can expect a continued increase in referrals to Housing Navigation programs and TLS. As we see that more participants are acquiring housing, we will see an increase in the number of participants being enrolled in TLS as well.

Helpline Youth Counseling/TPC:

Continue to increase enrollments into the TLS program. This reporting period HVC and TPC served 233 participants. The number of participants remaining enrolled in the program continues to increase, indicating the ongoing need for rental assistance and case management support beyond the initial 12 months. The TLS program provides services to participants for up to 24 months; extended length of services beyond 24 months can be provided to those demonstrating a continued need of support.

QUARTER 3:

TPC Skid Row Move-In Assistance Program:

TPC has consistently surpassed their goal of serving 80 unduplicated households by serving 189 in FY 23-24 Q3. The program remains dedicated to providing this necessary support to participants through move-in assistance funds. This program is anticipated to continue serving more participants than their original goal.

DWC-TLS:

DWC has increased the number of participants served from last quarter to this quarter, serving a total of 62 participants. They have also increased the number of exits from the program to either an on-going subsidy or no subsidy by 34%. They are actively implementing strategies to increase their enrollment and to increase their staffing to support a greater number of participants.

Homeless Health Care/TPC:

Should no longer be reported on as they are not funded by HHAP in FY 23-24.

Helpline Youth Counseling/TPC:

Both programs are actively working with participants on transition plans to exit the TLS program and the increase in exits shows these efforts. However, the data also reflects the participants needs for greater assistance beyond the initial 24 months of assistance originally provided by the TLS program. This is due to a variety of factors including the exponentially high rent costs within the County of LA, the lack of sufficient income to support their risings costs and staffing turnover in the programs. TPC is working to increase utilization of their TLS program through referrals.

QUARTER 4:

ENTIRE FY: