

What outreach teams can't do

- Fight crime
 - Teams are not equipped to enforce laws
 - If a crime is being committed, it's a job for law enforcement
- Provide primary health care
 - Most teams are generalists and do not have medical backgrounds
 - Even the teams with medical personnel are limited in scope and they are not equipped for medical emergencies
- Respond immediately
- Provide immediate results
 - The process of working to get people off the streets can be a long, fluid and complex process
 - Often it takes multiple engagement sessions to build a trusting relationship

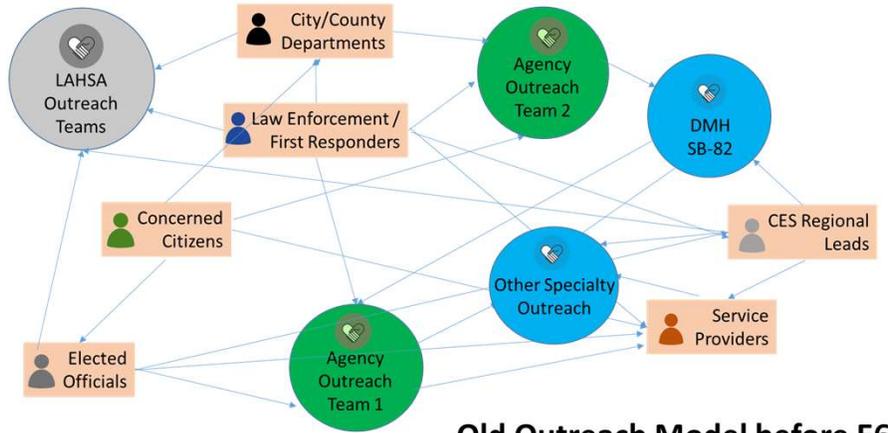


Types of Outreach Modalities

- Proactive Outreach: Provides regular outreach services in a pre-determined area in accordance with an outreach strategy or plan
 - Pro: More effective in linking people to services and interim and permanent housing
 - Con: May serve less people
- Reactive Outreach: Responds to a request for outreach services
 - Pro: Can reach individuals who might not come to anyone's attention otherwise
 - Con: Minimizes the amount of time that can be spent on proactive outreach which builds trust over time. This results in less linkages to services, interim, permanent housing.



Before...

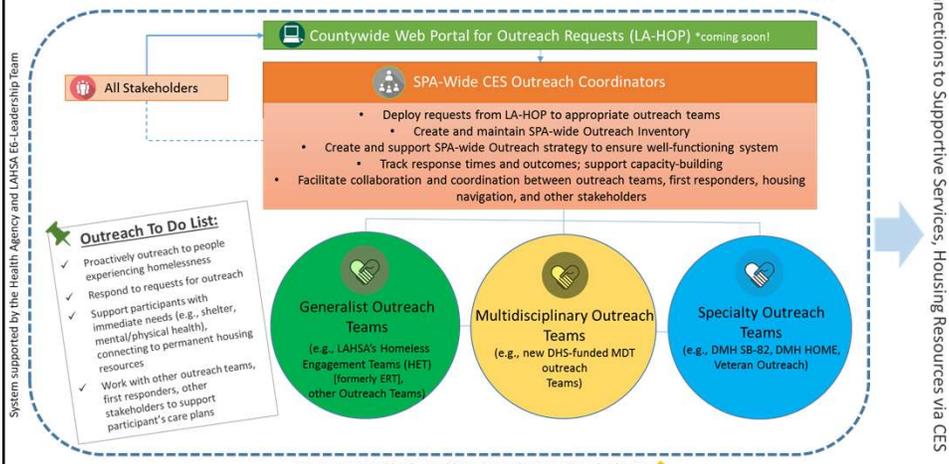


Old Outreach Model before E6



The New Model

New Coordinated Outreach Model under E6 Strategy



System supported by the Health Agency and LAHSA E6 Leadership Team

Connections to Supportive Services, Housing Resources via CES



What is LA-HOP?

- A County-wide, web-based portal designed by the Los Angeles Homeless Services Authority (LAHSA) in close collaboration with the Los Angeles County Health Agency, the Los Angeles County Homeless Initiative, and our broader outreach family to
 1. Ensure constituents can easily submit request for homeless outreach
 2. Educate our community about what outreach teams can and cant do
 3. Support the unique needs of outreach teams to respond to these requests



How does it work?





[Learn More](#) [Make a Request](#)

Want to make an outreach request?

Please read first...

♥ LA-HOP is designed to assist people experiencing homelessness in Los Angeles County with outreach services. We'll use this information to dispatch a homeless services outreach team to the area.

For medical or mental health emergencies, please call 911.	For crime or illegal activity, please contact your local law enforcement agency.	For services like bulky item pickup, illegal dumping or graffiti removal, please contact your municipality for more information.	LA-HOP does not replace homeless encampment reporting protocols. Please contact your municipality for more information.

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Los Angeles HOMELESS SERVICES AUTHORITY
Working Together to End Homelessness in Los Angeles

Supported by funding from
L.A. COUNTY MEASURE H
REAL HELP. LASTING CHANGE.

811 Wilshire Boulevard, L

811 Wilshire Blvd, Los Angeles, CA 90017, USA

Step 2: Tell us more about the person/people in need
The more detail you can provide, the better!

* Required fields

Description of location

Date last seen *

Number of people *

Name of person/people requiring outreach

Physical description of person/people *

Description of person/people's needs *

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