Los Angeles County Homeless Outreach Portal (LA-HOP)

Outreach 101

- Where?
  - Streets, riverbeds, railroad tracks, underpasses, encampments, parks, remote areas, urban areas, beaches, etc.
- When?
  - Usually during daylight hours due to safety and ability to connect to housing and services
- Who (types of outreach)?
  - Generalists
    - Some have a special population focus (e.g., Youth, Veterans)
    - Some work with law enforcement (e.g., HOPE teams)
  - Mental Health-focused
    - SB-82, MITs
  - Multi-disciplinary teams
    - Health, mental health, substance abuse, case management, peer
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 predetermined 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.
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 can’t do
  3. Support the unique needs of outreach teams to respond to these requests

How does it work?

- **Step 1: SPA Outreach Coordinator**
  - Receives and reviews the request
  - Designates a priority level
  - Assigns request to most appropriate outreach team
  - Notes any other information for the team

- **Step 2: Team Lead**
  - Receives request from Outreach Coordinator
  - Reviews and accepts the request
  - Assigns to appropriate team members
  - Notes any other information for Team Members

- **Step 3: Team Member**
  - Receives request from Team Lead
  - Fulfills outreach request
  - Fills out post-deployment survey
Step 2: Tell us more about the person/people in need

- Any more detail you can provide, the better!

* Required fields

** Description of location

** Date last seen

** Number of people

** Name of person/people requiring contact

** Physical description of person/people

** Description of person/people’s needs

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

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WHATEVER IT TAKES