

LA County Homeless Outreach Portal (LA-HOP) & South Bay Outreach Overview

la-hop.org
Los Angeles County
homeless outreach portal

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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

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H: Homeless

Our definition, as seen on LA-HOP:

WHAT DO YOU MEAN BY "HOMELESS"?

While there are different types of homelessness, street-based outreach teams serve those who the U.S. Department of Housing and Urban Development considers "literally homeless." This is defined as, "an individual that has a primary nighttime residence that is a public or private place not meant for human habitation."

Situations that wouldn't be suitable for LA-HOP Requests:

- At-risk of homelessness (prevention cases)
 - Served notice, but still at unit/residence,
- Currently staying at a motel or facility (shelter, treatment, hospital),
 - Outreach teams can't provide in-reach services,
- Requests for other types of social services.



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O: Outreach (101)

- Where?
 - Anywhere except private property! Such as streets, riverbeds, railroad tracks, underpasses, encampments, parks, 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 have a special geographic focus (specific City, Supervisorial District, etc.)
 - Mental Health-focused
 - DMH HOME,
 - Multi-disciplinary teams
 - Health, mental health, substance abuse, case management, peer



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Types of Outreach Approaches

- 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 breadth of services and resources, including interim and permanent housing,
- Reactive Outreach: Responds to a request for outreach services
 - Pro: Can reach individuals who might not come to anyone's attention otherwise, and can include useful information for approaching a first contact.



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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 not equipped for medical emergencies;
- Respond immediately;
- Provide immediate or standardized 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.



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SPA 8 Outreach : ~25 Teams, 115 Staff

Generalists:

- LAHSA HET
- LAHSA HOPE
 - LAPD/LASAN
- LAHSA HOST
 - Sheriffs and non-LA Police Depts
- MHALA Public Spaces
- City of Long Beach
- City of Hawthorne

Multi-disciplinary teams (MDTs) / Specialists:

- MHALA E6
 - Multidisciplinary
- PATH Harbor UCLA
 - Multidisciplinary
- PATH Metro
 - Multidisciplinary
- 1736 TAY Outreach
 - Youth
- DMH HOME
 - Gravely disabled
- St. Joseph's Center
 - Vehicular
- Veterans West & VoA VPAN
 - Veterans

Case mgmt / Housing nav:

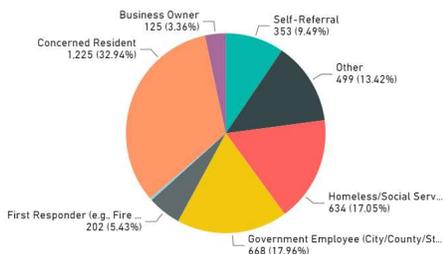
- CES Housing Navigation
 - Harbor Interfaith Services
 - MHALA
 - SHARE! Collaborative
 - St. Margaret's Center
- PATH SBCCOG Regional
- City of Redondo Beach
- City of Torrance



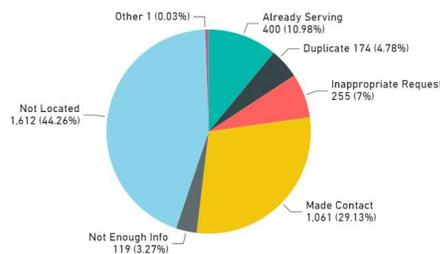
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SPA 8 LA-HOP Data, since April 2018

Who Submitted the Requests?



Reason for Closure



LA-HOP

3,719	3,644	75	5	0	1	7
Total Requests	Closed	Open	Review	Needs Follow up	Avg Days Assigned	Median Days of Completion

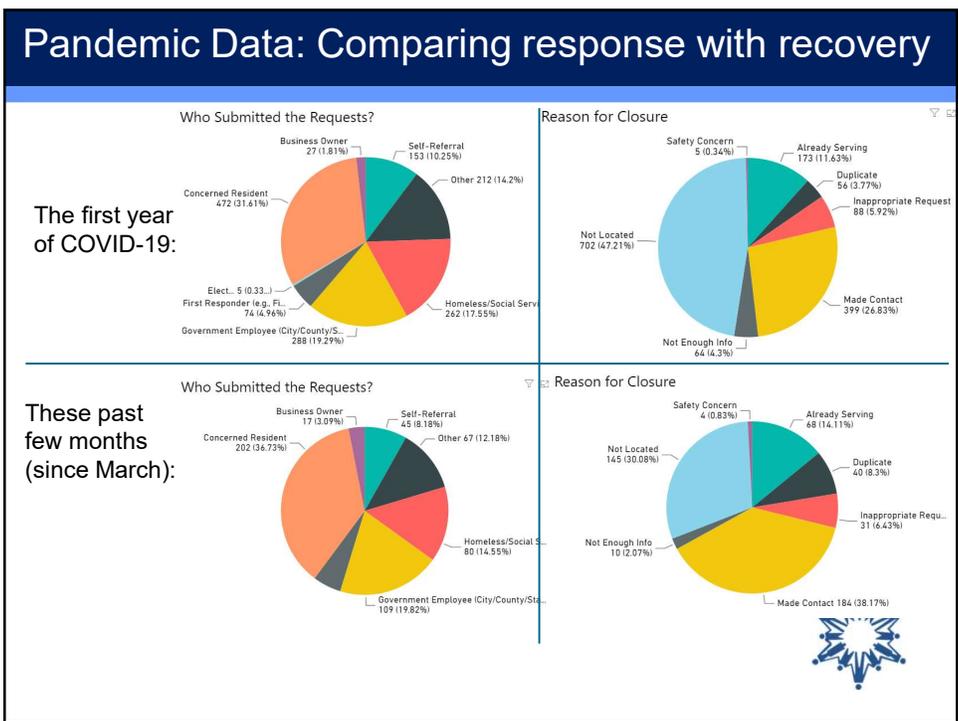
SPA 5 / West LA: 4,312

SPA 6 / South LA: 3,392

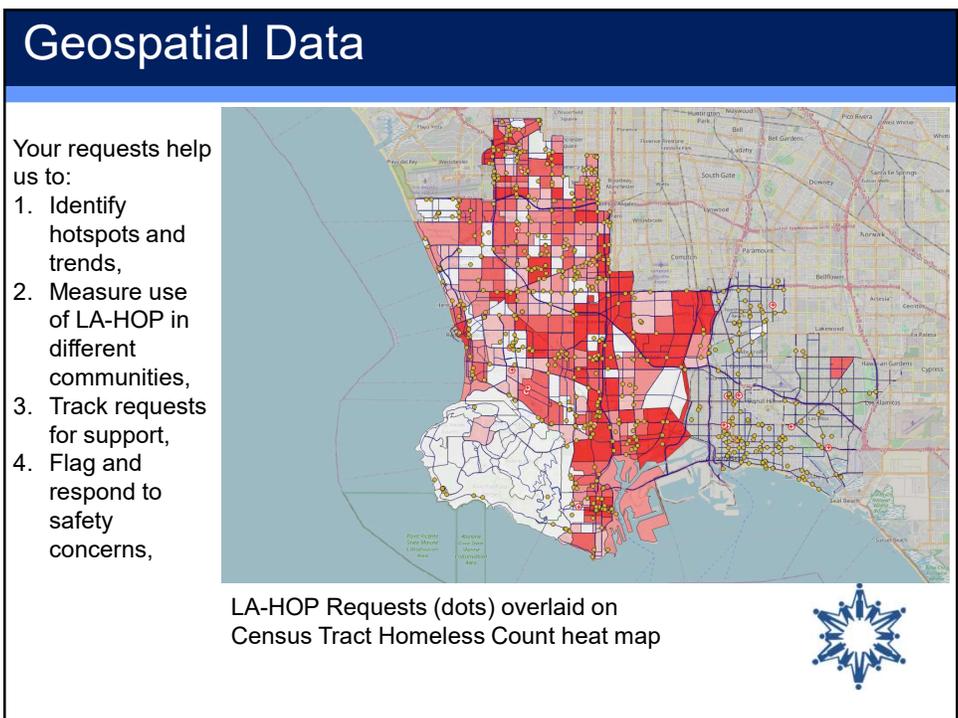
SPA 7 / East LA: 3,431



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Making a Request: www.la-hop.org

Learn More
Make a Request
... or call 211 or LAHSA hotline (213) 225-6581

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.

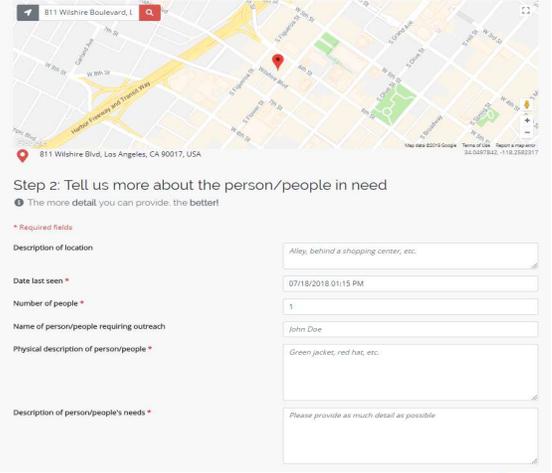
© 2018 - Los Angeles Homeless Services Authority
Select Language ▼

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Making a *successful* LA-HOP Request

LA-HOP Reporter Best Practices:

- Be as detailed as possible:
 - Location
 - Time of day;
- Make sure requests are appropriate,
 - But! No wrong door approach for services;
- Include contact information:
 - Teams advised to use this!
- Prioritize LA-HOP use for people you see at a given spot for some time.



The screenshot shows a Google Map of Los Angeles with a red pin at 811 Wilshire Blvd. Below the map is a form titled "Step 2: Tell us more about the person/people in need". The form includes fields for "Description of location" (filled with "Alley, behind a shopping center, etc."), "Date last seen" (07/18/2018 01:15 PM), "Number of people" (1), "Name of person/people requiring outreach" (John Doe), "Physical description of person/people" (Green jacket, red hat, etc.), and "Description of person/people's needs".

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How does it work?



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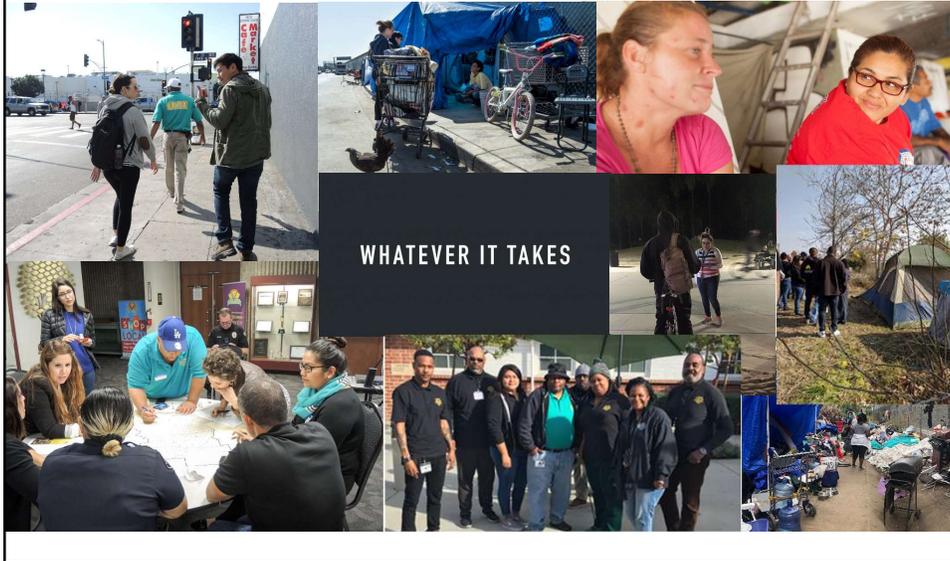
Feedback to the reporter

- 1. Contact Made:** the team spoke with the individual,
 1. Does *not* indicate a time frame for shelter or housing;
- 2. Not Able to Locate:** the individual wasn't there for 2 attempts,
 1. In this case, outreach team or Outreach Coordinator may have reached out to the LA-HOP Reporter;
- 3. Safety Concern:** team were not able to make contact,
 1. If we can work around the concern, we might make another attempt;
- 4. Inappropriate Request:** most likely individual is housed or sheltered,
 1. Again: no wrong door! But faster to call an Access Center;
- 5. Already Serving:** client already connected to homeless services;
- 6. Note Enough Info:** location and/or description insufficient,
 1. I attempt to contact reporters to plug gaps here.

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Thanks for listening!

Question? Comments? Concerns?



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