

la-hop.org is designed to assist people experiencing homelessness in Los Angeles County with outreach services. The information you provide is used to dispatch a homeless services outreach team to the area.

When should I fill out an outreach request?

- When you see someone experiencing homelessness who needs help.
- This portal is for everyone: city elected officials & staff, law enforcement, members of the business and faith communities, the general public, and those experiencing homelessness.
- An outreach team will be sent out within a few days to initiate contact. They will make two attempts to find the person.

You will be asked to provide:

1. The specific location and date when you saw the person(s).
2. Description of the person(s) and his or her needs.
3. *Optionally:* Your contact info. This is helpful in case the outreach team has questions about locating the person. You will receive an acknowledgement after submitting the information when your email address is provided.

la-hop.org Features

- Portal identifies multiple calls made about the same person or encampment.
- Consistent street outreach team is deployed to develop trusting relationship with the person(s).
- Aggregate outcomes tracked and publicly reported.

When should I *NOT* fill out an outreach request?

- **For medical and mental health emergencies, call 911.**
- **If you are concerned about illegal activity, contact your local law enforcement agency.**
- If you see a homeless family with minor children, have them call 211 and ask to be connected to the Coordinated Entry System for Families.
- Unfortunately, outreach teams are not able to serve individuals who are couch surfing, temporarily living with friends or family, at risk of homelessness, or already staying in a homeless shelter.



For more information, please contact the South Bay Coordinated Entry System Regional Outreach Coordinator at outreach@harborinterfaith.org.