

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

Los Angeles County  
**la-hop.org**

**homeless outreach portal**

 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.**

September 1, 2021

Ari Hamilton  
SPA 8 Outreach Coordinator  
[ahamilton@harborinterfaith.org](mailto:ahamilton@harborinterfaith.org)



# 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 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

# 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.



# 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



# 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



# What outreach teams can't do

- Respond to 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;
  - Teams have existing schedules with clients and locations,
- Provide immediate or standardized results:
  - Different people require different service/housing plans,
  - Often it takes multiple engagement sessions to build a trusting relationship.



# Making a Request: [www.la-hop.org](http://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.



# 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.

811 Wilshire Boulevard, Los Angeles, CA 90017, USA

Step 2: Tell us more about the person/people in need

**i** 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

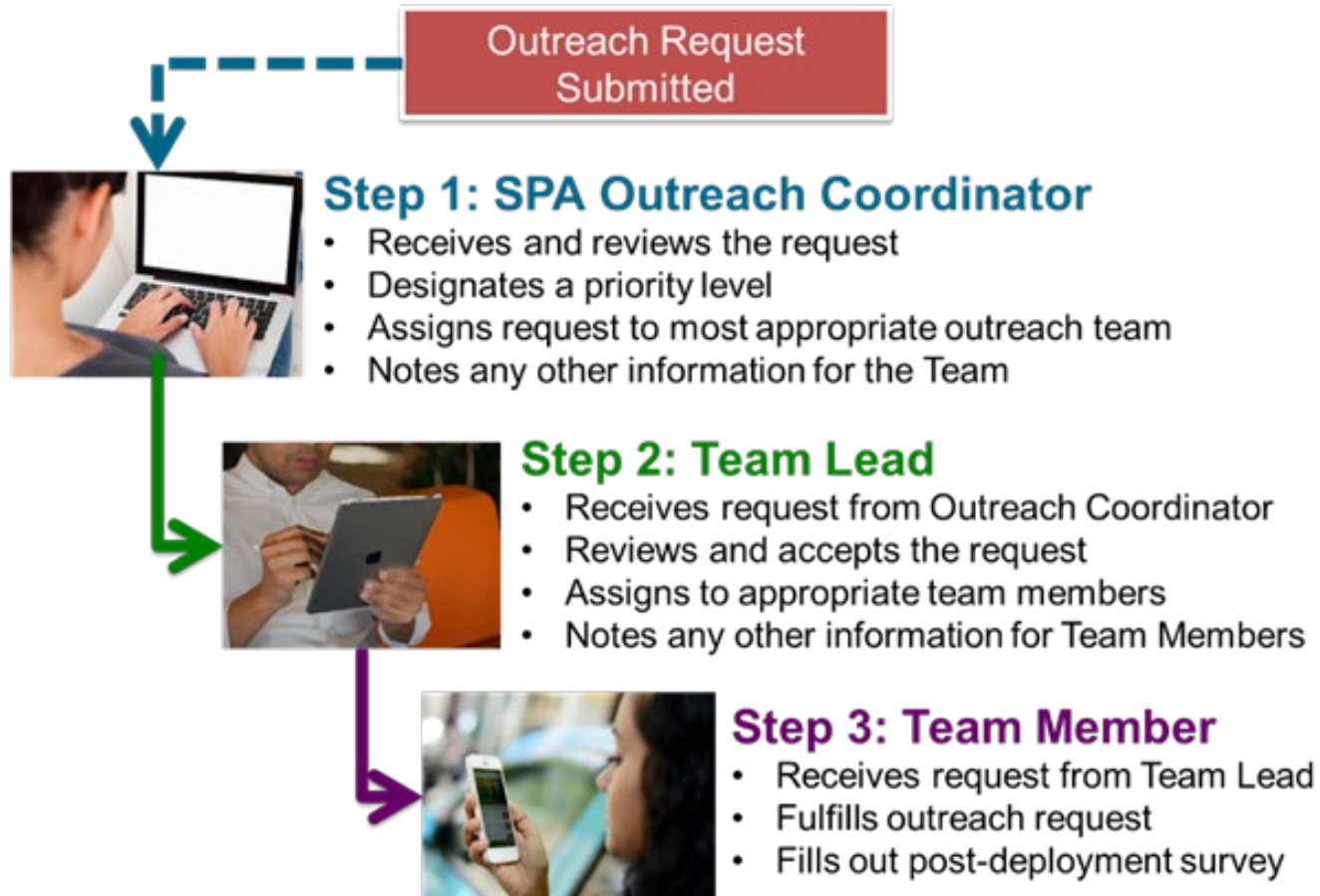
Physical description of person/people \*

Description of person/people's needs \*





# How does it work?



# 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.



# Thanks for listening!

Question? Comments? Concerns?



WHATEVER IT TAKES

