Los Angeles’ Coordinated Outreach System

September 23, 2019
LA County: The Need

- More than 10M Residents
- 88 Cities
- 4,751 square miles
- Diverse Physical Terrain
LA County: The Need

44,214
(75%) Unsheltered Countywide

14,722
(25%) Sheltered Countywide

People in Cars, Vans, and RVs/Campers*

2018: 15,749
2019: 16,528

People in Tents and Makeshift Shelters*

2018: 9,475
2019: 11,086
Coordinated Outreach Strategy

Vision: To develop a coordinated outreach system to reduce duplication and increase efficiencies.

Who?
People who are sleeping on the streets or in cars / vehicles
Some teams focus on certain target populations

Where?
Streets, riverbeds, railroad tracks, underpasses, encampments, parks, libraries, remote areas, urban areas, beaches, etc.

When?
Usually during daylight hours due to safety and ability to connect to housing and services

Values
✓ Whatever it takes
✓ Housing focused while still addressing immediate needs
✓ Client driven
✓ Deeply embedded in our Coordinated Entry System
✓ Collaborative and coordinated at all levels
✓ Embrace low and high tech strategies to ensure efficiencies
✓ Nimble yet strategic
✓ Data-driven
✓ High value on training and continuous learning
Outreach Activities

Hi I'm Joe the Outreach Worker! What can I assist you with?

- Completing an initial assessment of needs and eligibility
- Assist with obtaining documentation
- Assist with obtaining benefits
- Addressing urgent physical and mental health needs and linking client to necessary services to address those needs

Provide Crisis Counseling

- CES Survey/Next Step Tool
- Birth Certificate (In State or Out of State)
- Public Benefits
- Urgent Care/ER
- Mental Health Urgent Care
- Food Resources
- Assisting with de-escalation

- California Identification Card
- Medical Insurance
- Primary Care Provider
- HIV Services
- Public Health- TB Test
- Vision/Dental

- Connect and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs

Emergency Shelter
- Transitional Housing (Youth)
- Community Based Services
- Physical Health Services
- Mental Health Services

DMH Full Service Partnership Program
- Housing Navigation Case Management Program
- Permanent Housing Programs
- Rapid Re-Housing Programs

Family Reunification
Outreach Teams

LAHSA Homeless Engagement Teams (HET)
Teams of 2
Can tap into specialists from MDTs and Specialists

LAHSA CARE, CARE+
Collaborative project integrating outreach into the work into LASAN

LAHSA HOST: Teams that with LASD to integrate services into their approach
LAHSA HOST Regional: Work with other PDs to integrate services into their approach

LAHSA County Law

DMH HST, HOME
Focus on people with higher mental health needs
1 Team per SPA

Multi-Disciplinary Teams (MDT)
DHS administered
Teams with 5 members: health, mental health, substance use, case management, peer capacity

Public Spaces MDT
Smaller teams of 2 added to serve Public Spaces

C3
Skid Row and Venice are an earlier model of an MDT

Other-Generalist Team
Community partner agency teams
Some have a special population focus
Outreach Funding

Measure H Funded Teams: 109.5
Other Funded Teams: 95.5
Total FTE: 689

Budget as of September 2019
Types of Outreach Modalities

**Proactive Outreach**
- Provides regular, pre-emptive outreach services
- A pre-determined pursuant to SPA outreach strategy or plan

*Example: Teams conduct proactive outreach 5+ days a week in a pre-defined area, working with those who are experiencing homelessness in this area*

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**Reactive Outreach**
- Responds to requests from external requestors for outreach services

*Example: A request is received and deployed via LA-HOP from a community stakeholder*
Coordination

- County Outreach Landscape
- Outreach hubs created in each SPA
  - Teams assigned to hubs according to need (and in accordance with any contractual requirements) for proactive outreach
- SPA-Based Outreach Coordinators
- Monthly Team care coordination meetings
- LA-HOP requests deployed via teams assigned to these hubs and any other considerations (population, MH need, etc.)
Our Values and Attributes

- Whatever it takes
- Housing focused yet still addressing immediate needs
- System vision, client driven
- Deeply embedded in our Coordinated Entry System
- Collaborative and coordinated at all levels
- Embrace low and high tech strategies to ensure efficiencies
- Nimble yet strategic
- Data-driven
- High value on training and continuous learning
Accomplishments

- Multi-agency leadership team to develop common vision, plan, goals, metrics
- System Alignment and best practices
- Creation of MDTs with more specialties
- Creation of SPA Based Outreach Coordinators
- Stronger partnerships with allied entities (public health, elected officials, first responders, general public)
- Ethos of collaboration, whatever it takes, and partnership across teams
- Created a plan to identify and link hundreds of people to new A Bridge Home sites

- Countywide deployment plan and established outreach hubs
- Team training to enter data in HMIS to track outcomes
- Creation and launch of LA-HOP
- Piloting of new approaches (eg Sanitation)
- UHRC
- Creation of City’s First Street-Based Strategy
- Aligned outcomes with Measure H
- Transition to Care, Care Plus Model
- Launched Homeless Full Service Partnership for our unsheltered homeless with SPMHI
- Successfully respond to emergent issues crises
Rapid hiring/integration, training of > 600 outreach workers, supervisors and outreach coordinators across dozens of agencies

- Reflective of those they serve
- Significant lived experience
### Measuring Impact

<table>
<thead>
<tr>
<th>Performance Metric</th>
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<tbody>
<tr>
<td>Number of unduplicated individuals initiated contact</td>
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<tr>
<td>Number of unduplicated individuals engaged</td>
</tr>
<tr>
<td>Number of unduplicated individuals provided services or successfully attaining referrals</td>
</tr>
<tr>
<td>Number of unduplicated individuals engaged who successfully attain crisis or bridge housing</td>
</tr>
<tr>
<td>Number of unduplicated individuals engaged who are linked to a permanent housing resource</td>
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<tr>
<td>Number of unduplicated individuals engaged who are permanently housed</td>
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<tr>
<td>FY 17-18</td>
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<tr>
<td>% Housed that had been engaged with Outreach</td>
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</tbody>
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### Measuring Impact Cont.

<table>
<thead>
<tr>
<th>FY 18-19</th>
<th>SPA 1</th>
<th>SPA 2</th>
<th>SPA 3</th>
<th>SPA 4</th>
<th>SPA 5</th>
<th>SPA 6</th>
<th>SPA 7</th>
<th>SPA 8</th>
<th>Total (Unduplicated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of unduplicated individuals initiated contact</td>
<td>1,615</td>
<td>3,302</td>
<td>2,804</td>
<td>24,699</td>
<td>4,195</td>
<td>5,048</td>
<td>3,078</td>
<td>3,826</td>
<td>36,960</td>
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<tr>
<td>Number of unduplicated individuals engaged</td>
<td>1,168</td>
<td>1,287</td>
<td>613</td>
<td>16,351</td>
<td>3,541</td>
<td>2,023</td>
<td>1,551</td>
<td>1,081</td>
<td>25,703</td>
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<tr>
<td>Number of unduplicated individuals provided services or successfully attaining referrals</td>
<td>1,274</td>
<td>1,993</td>
<td>2,037</td>
<td>15,107</td>
<td>3,171</td>
<td>3,813</td>
<td>2,103</td>
<td>2,828</td>
<td>25,028</td>
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<tr>
<td>Number of unduplicated individuals engaged who successfully attain crisis or bridge housing</td>
<td>151</td>
<td>147</td>
<td>192</td>
<td>2,389</td>
<td>129</td>
<td>464</td>
<td>229</td>
<td>296</td>
<td>3,016</td>
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<tr>
<td>Number of unduplicated individuals engaged who are linked to a permanent housing resource</td>
<td>139</td>
<td>106</td>
<td>163</td>
<td>668</td>
<td>53</td>
<td>111</td>
<td>227</td>
<td>139</td>
<td>1,305</td>
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<tr>
<td>Number of unduplicated individuals engaged who are permanently housed</td>
<td>117</td>
<td>81</td>
<td>99</td>
<td>937</td>
<td>58</td>
<td>177</td>
<td>99</td>
<td>138</td>
<td>1,470</td>
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<td>% Housed that had been engaged with Outreach</td>
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<td>36%</td>
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Who’s Utilizing?

- 35% Concerned Resident
- 23% Gov’t Employee/Elected Official
- 17% Service Provider
- 7% Self-Referral
- 4% First Responder
- 3% Business Owner
- 9% Other
Fulfillment Status

- 37% made contact
- 15% already serving/duplicate request
- 36% not located after 2 attempts
- 7% not enough info/inappropriate
- 5% still open
Staff Training

- LAHSA & Health Agency Street-based Engagement Collaborative Training and Orientation Week
  - Implemented June 2018
  - Occurs in June and December
- Includes 30 training topics facilitated by > 45 presenters
  - CES, health, safety, mental health, harm reduction, peer support, data law enforcement topics
- 385 new outreach workers trained to date
COMING TOGETHER IS A BEGINNING:
KEEPING TOGETHER IS PROGRESS:
WORKING TOGETHER IS SUCCESS